This is what ATW have said that the ATW payments team require for Support Worker (SW) claims to be paid.  Support Workers include interpreters, speech to text, lip speakers, note takers, etc.

The following is adapted from the information sent to DeafATW by ATW:

**For freelance SWs booked direct:**

1) A completed SW claim form.

2) Original SW invoice/s (attached to the claim form).

**For SWs booked through an agency:**

1) A completed SW claim form.

2) Original agency invoice/s (attached to the claim form)

3) A time sheet signed by the *SW*. (The timesheet is not an ATW form.  See below for more information.)

**More information about what is required:**

**(1)  Support Worker claim (booked direct & through an agency):**

A completed SW claim form, with original invoices (Certified copies can be used if you don’t have the originals.)

If you pay the SW first, and then ATW pay you back, you should attach the receipt/s.

*Receipts* must show as a minimum: the amount paid, support worker’s name, date of support claimed for, and description of support provided.

**(2)  If the Support Worker is working on a self-employed basis, then ATW require their original invoices**which must include the following:

* A unique invoice number (sometimes described as a unique identification number)
* The SW’s company name, address and contact information
* The company name and address of the customer being invoiced
* A clear description of what is being charged for, i.e. a breakdown of the support.
* The date the goods or service were provided (supply date)
* The date of the invoice
* The amount(s) being charged
* VAT amount if applicable
* The total amount owed

**(3)  If the support worker is provided by an agency**(or employed by the Customer / Employer), **the SW needs to provide a signed timesheet for the work they’ve done**.

This is part of ATW’s Audit and Compliance checks.

ATW does not have a standard timesheet, instead ATW customers should use their own, e.g. on an Excel spreadsheet or form.  It must contain the following information:

* Date.
* Hours worked.
* Type of support provided.
* Location
* Support workers name.
* SW’s (interpreter’s) signature.