



## How can we help you?

DUKH is a consulting service for people with disabilities, their family, and other contact persons. We advise about services and case handling for people with disabilities. DUKH can help if you:

- have tried to get advising from your municipality without success
- need help getting an overview and moving forward
- have difficulties communicating with your case worker in the municipality
- are confused by the municipality's handling of your case
- feel like you are given the run-around by public services
- are dissatisfied with a decision in your case and are unsure how to appeal

DUKH's advising is free.

### DUKH cannot:

- provide financial support
- act as your legal representative or lawyer
- advise regarding a specific disability
- make or alter a decision in your casework

## When you call us

When you call us, you will speak with an administrative employee first. When you tell her about your question, she will assess whether DUKH will be able to help you. If so, she will turn the matter over to one of our advisors.

The advisor will listen in depth to your question and decide how we best can help you. The advisor may be able to answer your question right away. However, further investigation might be needed, in which case you will be given a telephone appointment at a later time.

## If you'd like to contact us by e-mail

You can also contact us by e-mail. You can use the e-mail form on our website, so your data is secure and we receive all the information we need.

## Interpreter

We are able to provide an interpreter if you need one to speak with us. The cost of the interpreter is paid by DUKH.

**DUKH**

## Contact information

**DUKH**

Jupitervej 1  
6000 Kolding

[mail@dukh.dk](mailto:mail@dukh.dk)

[sikkermail@dukh.dk](mailto:sikkermail@dukh.dk) (secured e-mail)

Get more information at: [www.dukh.dk](http://www.dukh.dk)

Tel: 76 30 19 30

Fax: 75 54 26 69

**Our telephones are open:**

Monday	9 am – 3 pm
Tuesday	9 am – 3 pm
Wednesday	9 am – 1 pm *
Thursday	9 am – 5 pm
Friday	9 am – 3 pm

\*Advising is closed on Wednesdays, but our telephone is open for other contacts from 9 am to 1 pm.



**www.dukh.dk**

On our website you can:

- read much more about DUKH
- find information about legislation regarding disabilities
- find answers to particular problems through online advising
- ask our online advisor questions
- send a secured e-mail if you want advising
- read about opportunities for presentations and lectures
- subscribe to our newsletter

