

# What you can expect from the Information & Advice service

- The service is provided free of charge.
- The information and advice we provide is independent.
- All information is confidential.
- Our service is as accessible as possible for older people.
- Clients are treated with fairness, dignity and respect and we expect clients to treat our staff and volunteers in the same way.



Registered charity 1174222

Age Cymru Powys is your local charity offering support and services for older people in Powys.

Each year we help around 2,000 older Powys residents with over 3,000 issues. One of them could be you, a friend or a relative.

**We're here to support older people to live independently, make their own informed choices and have control over their lives.**

***For further information or to give feedback, please get in touch:***

Age Cymru Powys  
Old Warehouse Office  
Parkers Lane  
Newtown  
Powys SY16 2LT  
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[facebook.com/agecymrupowys](https://facebook.com/agecymrupowys)  
[instagram.com/agecymrupowys](https://instagram.com/agecymrupowys)  
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# Information & Advice Service



# We are here to help

We offer a free, independent and confidential service for those aged 65+ living in Powys.

## *Do you need information and help, but not sure what you need?*

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Age Cymru Powys provides a free, confidential Information and Advice service for older people, their carers and families living in Powys.

We offer information and/or advice on a wide range of issues. This includes:

- Welfare benefits advice for people aged 65+, including working out benefit entitlement and assistance to complete claim forms.
- Helping people identify the care and support they need, including help accessing Social Services and advice on how to pay for care and support.



- Advising on housing issues, including help with maintaining a property, and advice on the different types of housing for older people who need more support or want to move nearer to family or friends.
- Advising on the services, support, groups, activities and concessions available locally.
- Advising those who are finding it hard to make ends meet or are struggling to pay their bills.
- Helping people to make complaints or challenge decisions about welfare benefits, social services, health services and energy providers.

*“Just to say thank you to all the team. It’s a great comfort to know there are people ‘out there’ to call upon in times of need.”*

*We are here for you*

## *Support for you...*

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We provide the Information and Advice service across Powys via:

- **Appointments** - from our office in Newtown.
- **Telephone advice service**
- **Local community outreach** - at venues across the county, no appointment necessary.
- **Home visits** - if it’s difficult for you to visit us, we will visit you at home.
- **Information factsheets** - on a wide range of subjects affecting older people and their carers.

