



**Independent
Age**

Free, confidential
advice for older
people, their families
and carers

Our free Helpline

Our friendly Helpline team are here to help.

Our areas of expertise are:

- money and benefits
- care and support
- housing options.

If we are unable to give you the information or support that you need, we will point you in the right direction.

We can give you information and support using a translation service, if English is not your preferred language.



How to contact us

Call our free Helpline on **0800 319 6789** Monday to Friday, 8.30am to 5.30pm, or chat to us online Monday to Friday, 9am to 5pm. We're closed on weekends and bank holidays. You can also email us at helpline@independentage.org.

Examples of what we can help you with

Our advisers can support you to:

- explore whether you qualify for a disability benefit or Pension Credit
- apply for benefits or appeal a benefits decision
- understand your rights as a carer, including your entitlement to carers' benefits
- look for grants you may be able to apply for
- know your rights if you're a tenant
- think through your options if you need more support at home
- make a complaint about social care services.



We understand that everyone's needs are different, so our support is personalised to you and your circumstances.

Free guides for later life

Our free guides and factsheets are full of useful information on money, housing, care and more. You can see the full range of publications in our Free guides for older people leaflet.



To order your free copies, call **0800 319 6789** or visit independentage.org/publications.





Large-print and audio versions of our guides are also available – just ask.



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