



**Independent
Age**

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

Call our free Helpline

Our Helpline team is friendly and helpful. If we can support you right away, we will. And, if you need more in-depth advice, we will arrange a time for you to speak with one of our advisers. We can also give you information and support using a translation service, if English is not your preferred language.

Our areas of expertise

We always aim to give you information or support directly, or to point you in the right direction. While we try to help with any issue affecting older people, our particular areas of expertise are:

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



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

Our Advice service

If you need more in-depth or specialist advice, we provide a confidential telephone service for people over the age of 65, their families and carers.

We give free, impartial advice on issues like:

- how to claim welfare benefits and other ways to maximise your income
- housing options to help you stay independent at home
- hospital discharges
- arranging and paying for care.

We offer this advice through a telephone appointment, available from Monday to Friday between 9am and 4.30pm.

You can also email advice@independentage.org for advice in writing. We aim to respond to most emails within 3–5 working days.

Free guides for later life

Our free guides and factsheets are full of useful information on money, housing, care and more.







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

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



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