



# Comisiynydd Pobl Hŷn Cymru Older People's Commissioner for Wales

**Get information and services in the way you want to**



The Older People's Commissioner for Wales is  
Heléna Herklots



Her job is to make life better for older people



The Commissioner wants to make sure that older  
people can find information about things that matter  
to them and can get help if they need it



Some people like to do these things **online** using a  
computer, iPad or phone



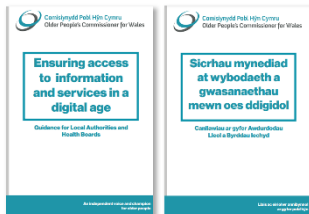
Some people like to do these things **face-to-face**



The Commissioner wants to make sure that older people can choose to do the things in the way they like best



The Commissioner also wants to make sure that people who want to do things online can get help to learn how.



The Commissioner has written guidance for **local authorities** and **health boards** telling them the kinds of things they need to do

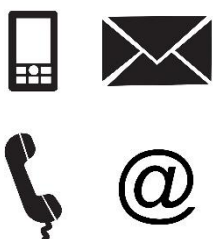
**Local authorities** are sometimes also called **councils**. They manage services in the community such as social care, schools, libraries, community centres and lots of other things.

**Health boards** manage services relating to our health, such as hospitals, doctors' surgeries, dentists and opticians.

Here are some examples of what you should be able to do:



- Call your council by phone to find information
- Arrange an appointment to meet someone to get help
- Write a letter to ask for information or make a complaint
- Get paper information leaflets from libraries or community hubs
- Receive a newsletter in the post that gives you information or updates
- Learn how to do things online



You can contact your local authority or health board by phone, email or letter to find out more about what is on offer where you live



If you are finding it hard to get information or get the help you need in the way you want to, you should contact your local authority or health board to make a complaint.

You can also contact the Commissioner by phone  
email or letter if you are having problems. She can  
provide you with advice and help.



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