



Advice and Assistance

Help for older people in Wales



This document was written by the **Older People's Commissioner for Wales**. It is an easy read version of 'Advice & Assistance for Older People'.

March 2023

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 10**.



Where the document says **we**, this means the **Older People's Commissioner for Wales** and her team. For more information contact:

Website: www.olderpeople.wales

Email: ask@olderpeople.wales

Phone: 03442 640 670



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About the Older People's Commissioner for Wales



The **Older People's Commissioner for Wales** protects and promotes the rights of older people across Wales.



The Commissioner and her team make sure older people:

- can share their views
- have choice and control
- do not feel lonely
- get the support and services that they need.
- are not **discriminated** against.



Being **discriminated** against is when you are treated badly or unfairly because of your age, sex, race, religion, disability or sexual identity.



The **Commissioner** and her team work to make Wales a good place to grow older.

How to contact the Commissioner



The Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL



Phone: 03442 640 670



Email: ask@olderpeople.wales



Website: www.olderpeople.wales



Twitter: [@talkolderpeople](https://twitter.com/talkolderpeople)

How can we help you



We are the Commissioner's **Advice and Assistance Team**.

We can help you by:



- Linking you with help and services across Wales.



- Making sure your rights are protected.



You can find out more about your rights in our **Know your rights** booklet.



If you have a problem and do not know where to go for help, please contact us.

Who do we help

We can help you if:



You are 60 years old or over.



You live in Wales.



You have questions or worries about your rights.

You are not happy with services like:



- Health



- Social care



- Community service



- Housing



If an older person you know is having problems, you can talk to us about them.

What will we do

We will:



1. Ask you some questions about your problem.



2. Look into your concerns.



3. Find the best way to solve your problems.
This might mean referring you to a different organisation that can help.

Hard words

Discriminated

Being discriminated against is when you are treated badly or unfairly because of your age, sex, race, religion, disability or sexual identity.