

You can help Age UK Dudley in the following ways:

Volunteer in your community

With many volunteering roles you can give your time to make a difference to the lives of people in later life. For more information tel: 01384 356150.

You can make a donation to

Age UK Dudley in a variety of ways:

- Send a cheque made payable to Age UK Dudley
- Donate by mobile phone - text DUQW06 £amount to 70070
- Online - Visit www.virginmoneygiving.com to donate by debit or credit card

Shop online via

www.easyfundraising.org.uk

You can help us fundraise

For more information:
Tel: 01384 354668 or visit our website www.ageukdudley.org.uk.



Our Services

You can find out more information about all of our services by calling 01384 354508 or visit our website www.ageukdudley.org.uk.

Comments, Compliments or Complaints:

We welcome all comments and feedback about our Services.

Should you have any queries or concerns please do not hesitate to raise them with a member of staff.

Or contact us:

3 Dudley Court North
The Waterfront
Level Street
Brierley Hill
DY5 1XP

Email: mail@ageukdudley.org.uk
www.ageukdudley.org.uk
Tel: 01384 354508



Information and Advice

A free, independent and confidential service for older people



Information and Advice Service

Age UK Dudley can help you by providing information and advice on a wide range of issues. Our service is available to people aged 60 years and over living in the Dudley Borough.

How we work:

- We will not charge you for our service.
- We will not tell anyone about your business without your permission.
- You can talk to us in private.
- We will not make judgements about your life and what you want to do.
- We will tackle any discrimination or prejudice that you may face.
- We will not be influenced by any other interests but yours.
- All communications are treated respectfully and confidentially.

How can you seek help?

You can refer yourself to the service, or we accept referrals from the following sources:

- Family, friends and neighbours
- Carers
- Social Services
- GP Practices and healthcare professionals

If you are referring yourself, please contact us to make an appointment.

Opening times

Monday, Tuesday, Wednesday & Friday: 9.30am - 4.30pm
We are only able to see people who have made an appointment.

What we can offer you:

- Information that is accurate and up to date.
- Explain the choices and options available to you.
- Help you decide what you want to do, but it is your choice.
- We may be able to take action on your behalf, if you want us to.
- Provide you with a wide range of topical Information Guides and Fact Sheets.
- If we are unable to help you, then we are usually able to put you in touch with someone who can.

We can help you with:

- Benefits
- Pensions
- Housing rights
- Care at home
- Residential care
- Health
- Concessionary travel passes
- Leisure and social activities
- Family and personal matters
- Your rights to local services
- Appointments to help you with completing Disability Living Allowance, Attendance Allowance and Personal Independent Payment application forms.

If you would like more information or to make an appointment, please contact the Information and Advice Team

On tel: 01384 267006

email: informationandadvice@ageukdudley.org.uk

Unit 56A, Merry Hill Shopping Centre

(Upper Mall next to Primark)

During busy times we may not be able to take your call. Please do leave a message. We aim to respond to telephone enquiries within two working days.