

# Care first

## Information service

When you don't feel you can talk to friends, family or people at work, Care first is an independent and confidential counselling, help and support service available to you free 24 hours a day, every day of the year.

Did you know that Care first also offer an Information Service. A team of Information Specialists are available Monday to Friday, 8.00 am to 8.00 pm to answer any practical queries you may have. Whether you have a one-off question or a problem which takes longer to resolve, perhaps requiring ongoing help, we are here to help. Care first provides help with a range of practical issues including:

- **Communication Problems:** Phones and mobile phones. Complaints about the media. Queries about television licences, Copy right etc.
- **Travel, Transport and Holidays:** Holiday Problems, Holiday Complaints. Driving Licences. Passports. Mot's, Seat Belts, Moving overseas with a car.
- **Immigration and Nationality Citizenship:** Overstays, Dual Nationality, Passport Stamps, Au Pairs, Immigration control and working in the UK.
- **Legal Enquiries/Solicitors:** Court Procedures, Police, Solicitors bills, Legal help scheme, Court forms, Jury Service, CCJs.
- **Education:** Problems at School, Student Grants and Student Loans.
- **Employment:** Rights of Employees, Discrimination, Transfer of Business, Maternity Rights, Pay, Sick Pay, Health and Safety at work, Dismissal
- **National, International and Human Rights:** Voting Procedure, Moving Overseas, Messages from the Queen, Access to Personal Records, Discrimination Acts, Defamation of Character, Rape and Sexual Assault, Personal Injuries.
- **Family and Personal:** Ending a Relationship, Child Support, Domestic Violence, Wills and Obtaining Probate, Getting Married, Childcare Provision, Eldercare, Community Care, Bereavement, and Changing a Name,
- **Benefits:** Housing Benefit, Incapacity Benefits, Disability Benefits, Tax Credit, Maternity Benefits, Do you qualify? How to claim.
- **Health:** Patients Rights, Complaints, Health Costs, HIV/AIDS, Abortion, Infertility.
- **Housing:** Buying and Selling a House, Renting, Tenancies, Homelessness, Neighbour Disputes, Mortgages, Residential Care, Nursing Homes.
- **Taxes:** Income Tax, Council Tax, PAYE, Fringe Benefits, Tax Rebates and Tax Arrears.
- **Consumer and Debt:** Goods and Services, Consumer Problems, Insurance, Credit, Banks, Problems with Builders, Problem with Second Hand Cars, Car Repairs, Debt.

**0800 174319**

information and support 24/7 [www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)