

## Volunteer with us

We couldn't do the work we do without the support of our volunteers.

Volunteering with Citizens Advice Liverpool is a great way to develop skills, make friends, help others and feel part of an enthusiastic team.

Our volunteers come from a range of backgrounds and help with everything we do: giving information and advice to clients, administration, ICT, campaigning, communication and social media, trusteeship and more!

All volunteers receive comprehensive free training, which is recognised and respected throughout the country.

Find out more about the roles and becoming a volunteer with us on our website.



### To join our team:

Email: [volunteers@caliverpool.org.uk](mailto:volunteers@caliverpool.org.uk)

Phone: 0151 522 1400 ext 5005

Web: [www.citizensadvice.liverpool.org.uk](http://www.citizensadvice.liverpool.org.uk)

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

[www.citizensadvice.liverpool.org.uk](http://www.citizensadvice.liverpool.org.uk)  
0344 848 7700



You can also follow us on Twitter for up to date information about our services @CALiverpool\_

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Citizens Advice Liverpool is a company limited by guarantee no. 10286899  
Reg charity no. 1169879  
Reg address: 242 Picton Road, Liverpool, L15 4LP



Liverpool  
City Council



LOTTERY FUNDED



NHS  
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Clinical Commissioning Group



European Union  
European  
Social Fund

MACMILLAN  
CANCER SUPPORT



Greater Merseyside  
Money Advice Partnership



Money &  
Pensions  
Service



Pension  
wise

# Citizens Advice Liverpool is here to help.

citizens  
advice

Whoever you are.  
Whatever the problem.

## About us

We offer free confidential advice online, over the phone, and in person.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations – from companies right up to the government – how they can make things better for people.

We can give you advice on a wide range of subjects such as:

- benefits
- work
- debt & money
- consumer
- family
- housing
- law & courts
- immigration
- health

...and more.

For more information visit:  
[citizensadviceliverpool.org.uk/get-advice](http://citizensadviceliverpool.org.uk/get-advice)

## Ways to get advice

### Telephone

You can call our local telephone advice teams for:

#### General Advice

0344 848 7700

#### Debt Advice

0300 330 1196

#### Help to Claim Universal Credit

0800 144 8 444



Our advisers will assess your situation and can provide full advice over the phone. They can also book face to face follow up appointments if needed.

We can also use translation services on the call - please ask your adviser for Language Line if this is needed.

Prebooked appointments could be held in any of our offices in:

**Garston:** 2 Speke Rd, L19 2PA

**Norris Green:** 138 Scargreen Avenue,  
L11 3BE

**Toxteth:** 15 High Park St, L8 8DX

**Walton:** 37-39 walton Rd, L4 4AD

**Wavertree:** 242 Picton Rd, L15 4LP

### Online

You can find web chat support and self help information online. Just visit:

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**



You can find up to date information about our service at:

**[www.citizensadviceliverpool.org.uk](http://www.citizensadviceliverpool.org.uk)**

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