

## More information...

If you're interested in becoming a volunteer with Citizens Advice we'd love to hear from you.

Our volunteers are the bedrock of the service and carry out a range of important roles, such as advisers, administration assistants and trustees.

Full training and supervision is provided and expenses paid. For more information please email [volunteer@citizensadvicecornwall.org.uk](mailto:volunteer@citizensadvicecornwall.org.uk)

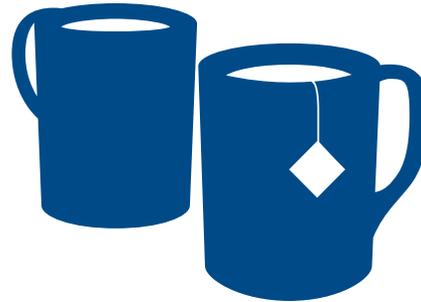
If you are able to help our work with a donation, please visit the Donate section on our website homepage at [citizensadvicecornwall.org.uk](http://citizensadvicecornwall.org.uk)

## Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



# How we can help you in Torpoint



[citizensadvicecornwall.org.uk](http://citizensadvicecornwall.org.uk)



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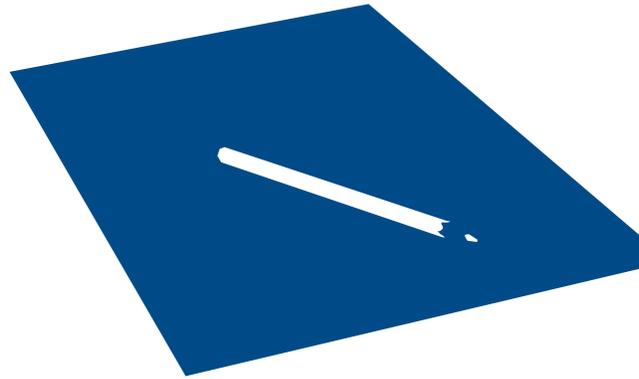
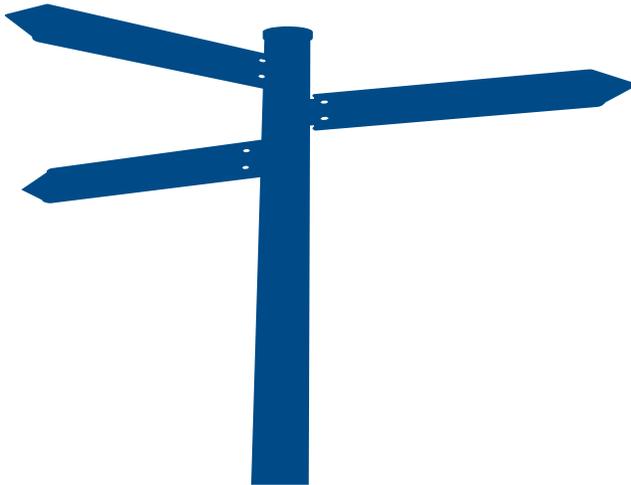
## Who we are

Citizens Advice is here for everyone.

Our highly trained advisers in Cornwall can help with many different issues and our service is free, confidential and impartial.

Because we're a charity, we're independent of government, councils and businesses, so our advice is always independent and unbiased.

96% of people who come to see us say they had a positive or very positive experience and 92% would recommend us to other people (Citizens Advice Cornwall Annual Report 2019/20).



## What we do

People come to Citizens Advice with a wide range of issues, including debts, problems claiming benefits, employment and redundancy, housing, discrimination, abuse, relationship breakdown, paying energy bills and consumer problems among others.

We have specialist teams who can help you find a way forward, for example with debt or working with cancer patients and their families when they need extra help.

## How to get advice

In Torpoint Library we've installed a computer where you'll be able to speak to an adviser face-to-face online. You don't need any technical knowledge because library staff will be available to set it up for you.

The computer is in a secure area, so no-one will be able to overhear your conversation.

To make an appointment, please talk to a member of staff at the library.

### Other ways to get advice:

You can also get in touch with us by:

- Texting the word ADVICE to 78866, or if your query is about debt, text DEBT to 78866 and we'll call you back within 48 hours (excluding weekends).

- Calling us on Freephone 0800-144-8848 (textphone 0800-144-8884) on Mondays to Fridays from 10am-4pm.

You can also find up-to-date information on a wide range of issues on our website at [citizensadvice.org.uk](https://citizensadvice.org.uk)