



MEDIA RELEASE

21 MARCH 2016

Help for Seniors available at the Royal Easter Show

Seniors visiting the Sydney Royal Easter Show on 22 and 23 March for Senior's Days can have a free cup of tea and chat with friendly staff from specialist seniors' services, Legal Aid, the Energy & Water Ombudsman NSW (EWON) and other Ombudsman's services all in one marquee.

EWON provides a free, independent dispute resolution service for all electricity and gas customers and some water customers in NSW. EWON has information about rebates, payment plans, switching retailers and can provide advice about billing problems, high bills, how to save energy and much more.

Seniors can also get advice about any problems they are experiencing with a bank or financial institution, a state government department or a telephone or internet provider. They can talk to specialists about wills, enduring power of attorneys, enduring guardianship, nursing homes, elder abuse and more.

The following organisations will be at the stall with EWON:

- NSW Ombudsman
- Credit Investment Ombudsman
- Financial Ombudsman Service
- Telecommunications Industry Ombudsman
- Seniors Rights Service
- The Public Guardian
- NSW trustee and Guardian
- Legal Aid

Seniors will be able to speak directly to the Energy and Water Ombudsman NSW, Janine Young, on the morning of 23 March.

"There's a lot to get your head around when it comes to consumer issues," Ms Young says, "but you don't have to make sense of it on your own. If you have a question you need answered or there's an issue you'd like explained, you can talk to staff at any of the stalls in the marquee."

Date: 22 - 23 March 2016

Time: 10.00am – 4.00pm

Location: The Amphitheatre Lawns, Sydney Olympic Park

For larger images, more information or to arrange an interview with the Ombudsman, contact:

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