

# Advice First Aid

## Developing advice knowledge in local communities



Your local Citizens Advice wants to collaborate with community organisations to help them provide initial information and guidance to people within their communities.

The Advice First Aid project provides training to frontline workers and volunteers to become 'Advice First Aiders'. These trusted people within our communities are then better able to identify and support those most in need of advice services. This will support people to be in the best position to manage the challenges they face and ensure they are receiving support to deal with their issues before they become a crisis.

### This project aims to:

- **Improve access to advice services** and promote self-help advice via the Citizens Advice Website
- **Strengthen communities** and provide organisations added knowledge to help their communities
- **Build a network** of trained Advice First Aiders across Gloucestershire.

### There are two levels to this training:

#### Level 1

By the end of this training you will be able to:

- **Recognise key advice issues** and support community members to access advice services
- **Use interview and listening skills** to gather information and find the best route to advice
- **Use trusted sources** of information
- **Make connections** with other local organisations

#### Level 2

By the end if this further training you will also be able to:

- **Make direct referrals** to an Advice First Aid Caseworker
- **Provide information on advice topics** with the support of an Advice First Aid Caseworker

**For more information please email your local office:**



**North & West Gloucestershire Citizens Advice:** [info@gloscab.org.uk](mailto:info@gloscab.org.uk)  
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