



Membership Brochure 2025

www.helplines.org/membership



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Helplines Partnership and Membership

Helplines Partnership (HLP) is the leading charity offering support to organisations who provide information and advice by phone, email, text and online.

We provide helpline services with a voice to help them build sustainability and promote excellence, choice and accessibility for everyone.



We actively advocate and campaign on behalf of helplines at public and policy levels to strengthen support across the sector. By joining Helplines Partnership, your organisation becomes part of this advocacy effort, helping to shape the future of helpline services.



We've been a member for over 10 years. I find it really worthwhile – not just to get the accreditation, which helps for funding purposes, but for the information and the training that we get.

Ann, Welsh Women's Aid

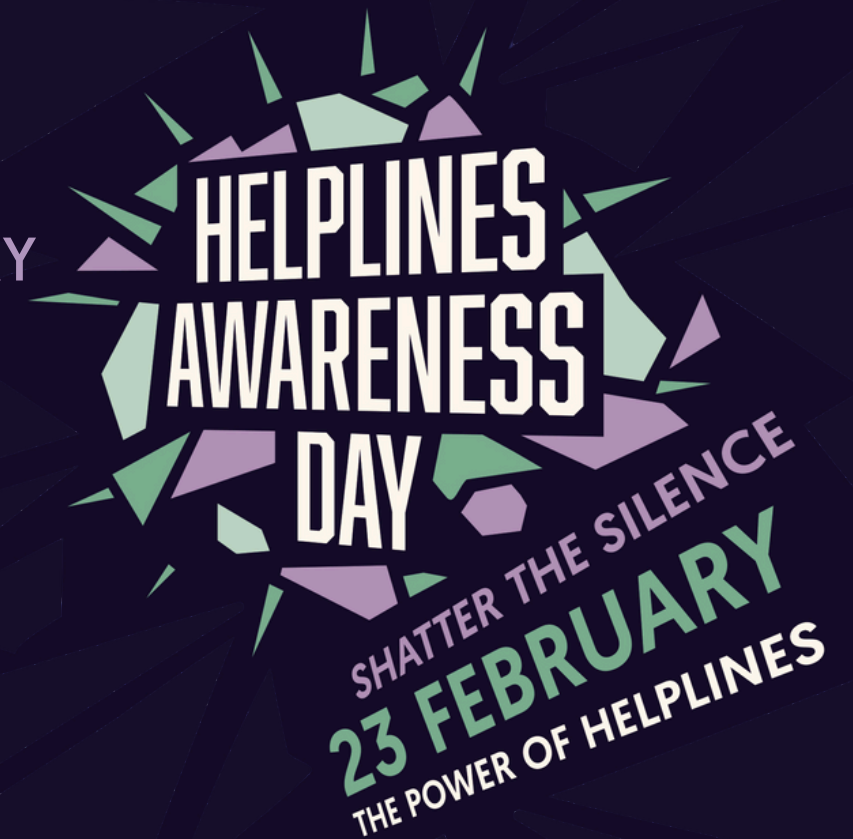
Benefits and Rewards

Be part of our Member Network:

- Up to 40% off all our services
- Receive introductory rewards when you join
- Earn loyalty rewards throughout the duration of your membership
- Attend Member Space and networking events
- Savings for our Annual Conference and Helpline Awards
- Read our monthly sector e-bulletin covering topical and broader societal matters
- Opportunities to promote your helpline
- Listing on our online [Find a Helpline directory](#)
- Be part of research conducted by Helplines Partnership and partners
- On-hand support from HLP staff and members with queries regarding your helpline, ensuring adherence to best practice

We created
HELPLINES AWARENESS DAY

to highlight and celebrate
the essential role helplines
play in providing support,
connection, and hope to
people in need.



Training

We are pleased to offer a range of
CPD accredited training courses



In 2024 we trained 1392 delegates across 168 organisations achieving a:
99% Recommendation Rate

Popular Courses:

- Level 1 to 3 Helpline Skills
- Vicarious Trauma: Resilience for a Healthy Workplace
- Responding to Suicidal Callers
- Safeguarding for Helplines

“Helpline Partnership training and events are always excellent. I was expecting a well-structured, informative and useful day which will help me in my role, and I wasn't disappointed.”

Visit helplines.org/training for a full list of our courses

Suppliers and Support

We are excited to collaborate with trusted suppliers who provide a variety of solutions designed to enhance the effectiveness of your helpline.



- British Telecommunications
- Your Co-op Business Solutions
- Call Handling Services
- Clear Voice
- Colvine Communications
- Language Line
- Word 360

Helplines Standard

The Helplines Standard is the **nationally recognised quality standard** that defines and certifies best practice in helpline work.

Benefits of achieving the Helplines Standard

- Endorse the quality of your helpline service.
- Gain competitive advantage when seeking funding.
- Provide independent assurance.
- Create confidence in your service.
- Reassure your team, stakeholders and service-users that your helpline operates within a respected quality framework.
- Raise standards in the helpline sector.

Contact services@helplines.org for a free one-to-one chat with a member of our team.

The Helplines Standard certification process was the perfect opportunity to review how we work and ensure we are delivering a quality service. Pulling together the evidence proved a valuable exercise, providing us with the opportunity to update all our policies and processes and implement new ones where needed. Accreditation involved the whole team, a motivating experience for us all to work together toward such a significant goal.

Addiction Family Support

Consultancy

With more than 22 years of experience in the helplines sector, we are equipped to assist you with any aspect of helpline-related work, including:

- policy writing
- policy reviews
- in-house workshops
- services reviews; and
- support in setting up a brand-new helpline.

Annual Conference and Helpline Awards

Over the years, our Annual Conference and Helpline Awards has become a must-attend event, designed to celebrate the sector's accomplishments, provide valuable learning, and foster meaningful connections. Expect:

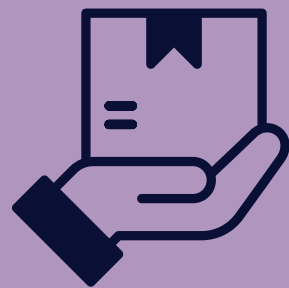
- Thought-provoking panel discussions
- Member spotlight presentations
- Seminars designed to inspire
- Formal and informal networking opportunities
- Keynote speakers

The Helpline Awards celebrate outstanding achievements in the helpline sector, recognising the unwavering commitment of individuals and organisations that support communities across the UK and internationally.



Other Membership Types

Bursary



Helplines Partnership offers a bursary to support helplines (turnover below £35,000) to become members.



Helpline Community



The perfect way to enjoy some of the best benefits of our full membership at a fraction of the cost.



International



International membership is open to organisations that meet Helpline Partnership's good-practice criteria and operate outside of the UK and the Republic of Ireland.



Membership Fees

Charity and Voluntary Sector fees only. All fees are +VAT where applicable.

For International, Statutory, Public Sector, Commercial or Supplier fees please contact membership@helplines.org

Organisation's Annual Turnover	Annual Fee from 1st April 2024 - 31st March 2025
Under £35,000	Bursaries available for 1st year of membership. Please contact us to apply.
Up to £100,000	£161
£100,001 to £500,000	£280
£500,001 to £1,000,000	£447
£1,000,001 to £5,000,000	£609
£5,000,001 to £10,000,000	£1,264
Over £10,000,000	£1,491
Helpline Community Membership	£119

Plus an Initial Membership Application Fee of £102 for organisations with a turnover of up to £100,000; or £207 for a turnover of £100,001 upwards.

APPLY NOW



Become part of a thriving network of
helplines by submitting your
[Online Membership Application Form](#)

Get in Touch



membership@helplines.org



0300 330 7777



www.helplines.org