



Membership

Brochure 2026-27

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.

As a member of Helplines Partnership, you belong to the only community dedicated to representing, supporting and developing the helpline sector.



Membership gives you exclusive access to the tools, connections and recognition your service needs to thrive — from specialist training and development to certification rewards and a network of peers who understand your work.



Helplines Partnership yields exceptional value by equipping us with connections that directly enhance our service. Their support and expertise in the helpline sector provide us with practical solutions to complex challenges, saving us time and ensuring we can allocate resources where they matter most – supporting our users.

Nicola, JTeen

Benefits and Rewards

Be part of our Member Community

- Save up to 40% across all our services.
- Unlock introductory rewards from the moment you join.
- Earn loyalty rewards throughout your membership.
- Participate in exclusive Member Space and helpline sector networking events.
- Access preferential rates for our Annual Conference and Helpline Awards.
- Stay informed with our monthly newsletter covering sector and societal developments.
- Take advantage of targeted opportunities to promote your service to a wider audience.
- Gain visibility through a dedicated listing on the Helpline Hub Directory.
- Take part in Helplines Partnership research.
- Receive direct support from HLP staff and members to uphold best practice.

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
- National Counselling & Psychotherapy Society
- Reason Digital



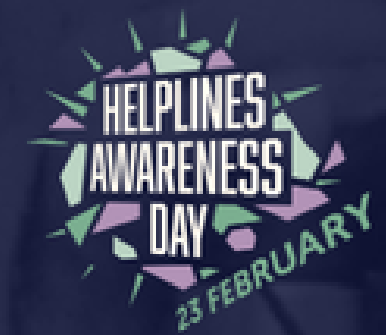
- Trust who you're contacting – every listed service is an approved member of Helplines Partnership.
- Get support your way – discover helplines offering support through a range of channels.
- Find the right helpline fast – connect with services that truly understand your needs.

Helplines Awareness Day - 23 February

Helplines Awareness Day celebrates the vital role helplines play in bringing support, connection, and hope to people in their most vulnerable moments. Each year, we run a campaign guided by three core objectives:

- raise public awareness of helplines as a vital health and wellbeing resource;
- reduce stigma around asking for help; and
- drive people to find support via The Helpline Hub.

Find out more about our most recent campaign below



Developing in the Dark

Illuminating Stories of Support

Photography exhibition
View online here



Training

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



In 2025 we trained over 1300 delegates across 188 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

I thoroughly enjoyed the day. The trainer was friendly, engaging, informative and articulate. It is by far one of the best led training days that I have attended.

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

Helplines Standard

The Helplines Standard is the only 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.

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

Annual Conference and Helpline Awards

Over the years, our Annual Conference and Helpline Awards has become a must-attend event. You can expect:

- 🕒 thought-provoking discussions;
- 🕒 expert-led sessions designed to sharpen practice;
- 🕒 meaningful connections across the sector;
- 🕒 actionable insights for your organisation; and
- 🕒 a celebration of sector excellence.

The Helpline Awards showcase 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 or Commercial fees please contact membership@helplines.org

Organisation's Annual Turnover	Annual Fee from 1 April 2026 - 31 March 2027
Helpline Community Subscription	£124
Under 35,000	Bursaries available for the first year of membership.
Up to £100,000	£168
£100,001 to £500,000	£293
£500,001 to £1,000,000	£468
£1,000,001 to £5,000,000	£639
£5,000,001 to £10,000,000	£1,327
Over £10,000,000	£1,565
Public Sector/Statutory	£2,528

Plus an Initial Membership Application Fee of £107 for organisations with a turnover of up to £100,000, or £217 for a turnover of £100,001 upwards.

APPLY NOW



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

Get in Touch



membership@helplines.org



0300 330 7777



www.helplines.org