

Member Support & Wellbeing Service

Confidential, professional wellbeing support tailored for membership-based organisations

The **Member Support & Wellbeing Service** is a dedicated support programme designed to give members of professional bodies, associations and similar organisations access to confidential guidance and wellbeing assistance. Built to complement existing member benefits, the service offers easily accessible, professionally delivered support that helps members navigate personal and life challenges with practical insight and emotional reassurance.

What it is

This service provides members with **confidential access to wellbeing support** across a broad range of life areas, including emotional wellbeing, work-life balance, relationships, financial concerns and everyday practical issues. Support is available through telephone and online channels, offering convenience and discretion to individuals whenever they need it.

Who it supports

The service is available to individual members and, where included in the membership benefit package, their immediate households. It's suitable for people at all life stages — whether they are seeking guidance on everyday pressures, facing emotional or practical challenges, or simply want a supportive space to talk things through with a professional.



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Core features

- **Confidential telephone and online support** — accessible without limits on use.
- **Professional guidance:** delivered by trained wellbeing practitioners who listen, support and signpost appropriately.
- **Wide range of issues covered:** from stress and emotional concerns to lifestyle, relationships and financial wellbeing.
- **Practical information resources:** self-help guides and tools to support personal resilience.
- **Digital wellbeing access:** including optional links to mental fitness tools such as the MyMindPal app (Optional)
- **Member-focused engagement materials:** tailored communications that help organisations raise awareness and encourage uptake.



How it works

Members access the service through a dedicated Freephone number or secure online portal. Support professionals listen to members' concerns, offer informed guidance, and where necessary signpost to additional internal or external resources. The experience is designed to be simple, supportive and confidential, with no requirement for appointments or referrals.

Why it matters

For membership organisations, supporting the wellbeing of members is an important part of demonstrating value and care. Easy and confidential access to professional guidance helps individuals manage everyday pressures, build resilience, and make practical choices about their wellbeing. By integrating this service into membership benefits, organisations can enhance the overall member experience and strengthen the support ecosystem available to the people they serve.

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