



# Membership News

The latest news from BIGGA

**Membership News - the section which updates you on the countless benefits of being a BIGGA member. We're on hand to help.**

**You can contact BIGGA House, our Regional Offices, our Personal Accident Helpline, Legal Assistance and our Lifestyle Counselling Helpline.**

**You can also save money with our BIGGA Xtra Benefits scheme. More information can be found in the Members' Area of the BIGGA website.**

## UPGRADED COUNSELLING AND SUPPORT SERVICE

The latest BIGGA member benefit to come under the spotlight is the Lifestyle Counselling Helpline and Online Support Service – which has been upgraded and is now available to all members, and their immediate family living at the same address.

Trained advisers can help with a range of problems from practical everyday matters to sensitive or emotional issues. The specialists will help members deal with personal relationship problems, problems with colleagues in the workplace and other issues affecting their general wellbeing.

Counsellors and information specialists are also trained to help members with practical problems like debt.

The helpline is complemented by a comprehensive online information and support service, through which members can access information and advice on a range of issues and problems which often impact on everyday life.

Topics are diverse and include relationships, childcare issues, consumer issues, stress and health and fitness. Information is updated regularly by a team of experienced counsellors and information specialists.

The Lifestyle Counselling Helpline can be contacted by ringing 0844 770 1036 (Calls to 0844 phone numbers cost up to 5p a minute from a BT landline at all times of day and up to 40p per minute from mobile phones. Depending on your mobile network, call charges may be higher on pay-as-you-go than on a pay monthly contract).



The Online Support Service can be accessed by visiting [www.arclegal.co.uk/carefirst](http://www.arclegal.co.uk/carefirst) where you will be asked to enter a username and password, enter BIGGA (remember: use capital letters) for both.

All the details can be accessed in the Members' area of the BIGGA website – visit Member Services>Lifestyle Counselling Helpline & Online Support Service.

Also on that page is information

on 'New You' - a website which promotes a fresh approach to health and wellbeing. There are also separate links to websites on stress management, health and safety, depression, bullying, relationships and bereavement care.

All these benefits are for you to take advantage of, and we're also keen to hear feedback from members who have used these facilities.



### Contact Details

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You can follow BIGGA on Twitter @BIGGALtd

### BIGGA Regional Offices

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John Young Sandra Raper



Clive Osgood Tracey Harvey

### OTHER USEFUL NUMBERS

(Full Members only)

**Personal Accident Helpline**  
0207 2048952

**Greenkeepers Legal Assistance**  
0800 177 7891

**Lifestyle Counselling Helpline**  
0844 770 1036  
[www.arclegal.co.uk/carefirst](http://www.arclegal.co.uk/carefirst)