



**If you are
struggling through
an unexpected
crisis There for you
is here to help...**

there
for you

supporting UNISON members
when life gets tough

- ▶ **Financial assistance**
- ▶ **Debt advice**
- ▶ **Wellbeing breaks**
- ▶ **Support and information**
- ▶ **Access to a network of credit unions**

We are **There for You**

We recognise that UNISON members experience many pressures in their lives affecting both home and work. We offer a unique confidential advice and support service just for members of UNISON and their dependants. Whether it's just a chat and a listening ear, advice or more concrete help you're seeking we may be able to help you. At a glance we provide: financial assistance, debt advice, wellbeing breaks, support and information. The service is provided by our experienced and professional staff. They can help you with the application process, give information and advice or suggest another organisation that can help. Your local UNISON branch welfare officer will also be able to assist you.

How do I get help?

Advice and information

1 Phone us

To find out how we might be able to help contact your branch welfare officer or alternatively give us a call on **020 7121 5620**. For immediate debt advice call **0800 389 330**.

2 Fill in a form

For financial help apply on one of our forms – you can download them at unison.org.uk/thereforyou or get one from your branch – your branch welfare officer will help you fill it in and talk to you about how we can help.

3 We do the rest

Once we've received your form, one of our experienced case-workers will assess your application and will let you know if we can help. You can also expect information on benefits and help that may be available from elsewhere.

“
**I never thought I would
have to call on your
services, but ill-health
can come to anyone”**



Financial assistance

A grant from us can help you rest easy again

Extended illness. Family bereavement. Relationship breakdown. Life can be hard and it just gets harder when you are suddenly trying to cope with less money coming in or, unexpected costs at a time when you're not feeling anywhere near your best.

That's where There for You comes in. We make more than 2,000 grants to UNISON members and their families every year, often helping with household bills, essential 'white goods' such as cookers or washing machines, heating and fares to hospital. At other times we help with housing problems, and provide support where matters have become so difficult that the courts are involved. Grants for special equipment and adaptations for those with disabilities or special needs are also available.

Debt advice and support

Struggling with debt?

We can help get you back on an even keel

Most of us can live with a little debt much of the time. But if you or your partner suddenly find yourself out of work, reduced to sick pay, caring for a family member or other unexpected situations, making ends meet can suddenly become much harder. Being unable to meet repayments can lead to pressure from creditors and it can soon become difficult to pay even essential bills. The situation can spiral out of control very quickly.

You can get back in charge by contacting UNISON Debtline, our free and confidential debt service operated through our partners at Payplan. Advisers will tell you about a range of possible solutions and support you in taking the best course of action. They are also aware of the type of grant that we can provide and refer members to us if they think we can offer additional support.

**For immediate debt advice
call 0800 389 3302.**



Credit Union Network

Credit union offers for
UNISON members

We also work with local credit unions to offer UNISON members:

- An alternative safe place to bank
- Affordable loans to suit you
- Great savings and budgeting plans

Be part of the UNISON credit union network where your money is safe and your savings give you a say. A place where you stay in control of your finances. To find out more visit unison.org.uk/credit-unions or call 020 7121 5620.

UNISON Credit Union Network is not carrying out any regulated activities. Credit unions who we refer members to are authorised and regulated by the PRA and FCA.

A photograph of two young children running on a sandy beach towards the camera. The child in the foreground is a girl with dark hair, wearing a white t-shirt and dark shorts, smiling and splashing water. The child in the background is a boy wearing a white long-sleeved shirt and patterned shorts, also running. The background shows the ocean and a clear sky.

Well-being break

Need a chance to get away?

We all need a break sometimes for example to help us recover from an illness, accident or operation; to take a much-needed break from caring responsibilities to help us get over a tragic event; or for families under pressure an opportunity to enjoy quality time together. For members coping on low income a break can be a lifeline, not a luxury.

If you're going through a difficult period and a break seems out of reach give us a call. We offer help to get away when it matters most.

- **1.5 families in the UK – that's 4.75 million people cannot afford a day out together**

- **71% of carers say they aren't able to take a break or have quality free time**

“

The caseworker worked really hard to get me the help I needed – it's made all the difference”

Support and information

Need to talk to someone?

There for You doesn't only provide financial help – our professional staff and trained branch welfare officers can offer a listening ear whatever you're worried about.

And with our extensive links with other charities, voluntary organisations, advice agencies and self-help groups, we can usually put you in touch with the best people to help you straight away.

We pride ourselves on running a confidential service – we'll only talk to people outside with your agreement.



How you can help us

Volunteering

The time, energy and passion donated by our volunteers is immeasurably valuable and means that we can provide a larger number of members with a supportive and practical service when they need us most.

Branch welfare officers play a critical role in promoting the service in their branches and helping members with advice and support. In return, There For You invests in our volunteers with training programmes and provides them with support from the national office. Most volunteer branch welfare officers gain considerable satisfaction from their work and some use it as a stepping-stone on to a new career.

FACT

Last year, we gave out £³/₄ million in financial help

A photograph of two people hiking on a rocky trail. The person on the left is a woman with dark hair, wearing a grey jacket and light-colored trousers, leaning forward and using a walking stick. The person on the right is a man wearing a blue jacket, a plaid scarf, and sunglasses, also using a walking stick. They are both smiling. The background shows a rocky landscape with mountains in the distance.

**To find out
more about
volunteering
opportunities
contact
020 7121 5620**

“

**An amazing weekend,
made better by
knowledge that I was
making a difference”**

Fundraising

Why we need your help

Every day There for You is doing fantastic work helping members who through no fault of their own are dealing with personal crises. The support of branches and individual members just like you makes a real difference to how much we can achieve.

You can help us to continue our work through:

- getting involved with local fundraising or taking part in our nationally organised events and activities
- joining ‘Octopus’ lottery – not only will you be making a regular donation you would be in with a chance of winning a cash prize each month
- you can also donate online via our website unison.org.uk/thereforyou.

**To find out more about volunteering opportunities or
ways to donate contact 020 7121 5620.**

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**Contact us now on
020 7121 5620
or visit our website
unison.org.uk/thereforyou**

There for You debtline
Freephone 0800 389 3302
8am – 9pm Monday to Friday
9am – 3pm Saturdays or visit
Debtclinic, the online version of
our debt advice service
debtclinic.co.uk/unison

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UNISON
the public service union

FACT

**Our members have
been helped to deal
with over £50million of
unmanageable debt**

there
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supporting UNISON members
when life gets tough