



## MCF Advice and Support Team

My name is Ali Chapple, and I am an experienced Adviser working within the Advice and Support Team for the Masonic Charitable Foundation. I have worked for the masonic charities for 12 years, nine years with the MCF and three years with the RMBI. I cover the geographical areas of Somerset, Devon, and Cornwall.

I offer a free and confidential service for Freemasons and their families. The service is available to anyone with a close family connection to a Freemason.

Those seeking Advice & Support should either contact me or our Enquiries Team for a referral.

Once a referral is made, I will call you to discuss your circumstances and offer advice or any support/guidance on a wealth of subject areas such as care, welfare, special educational needs, and benefits to name a few. I can arrange a home visit if required.

I intend to respond to urgent needs, leading to ongoing guidance, in the hope I can make real impact by sharing quality advice and information.

Through connections and conversations within our team, we have a diverse, collective wealth of experience and knowledge.

We have a team saying, *"if we do not know the answer, we know a colleague who will."*

My background prior to working for the Freemasons charity was working in a variety of roles within Local Authority Social Care, Safeguarding and Education, as a Family Support Officer.

I am most passionate about making an impact, large or small in people's lives, often in the most distressing of times.

### How I spend my days...

As a visiting Adviser I can travel long distances to meet with people face to face. I manage my week, so that I have appropriate time in my office to organise, adapt and responds to the needs of Freemasons and their families. I interact with a wide range of agencies, organisations, and colleagues daily.

### The best part of my role is ...

Being able to make a personal connection so that people feel understood, respected, and listened to. I know from years of experience when it is the right moment to just listen and when to respond with information, advice, guidance, or support.

### The hardest part of my role is...

When we lose a member of our masonic community that I have been supporting for a long time. Building positive relationships, including with other family members, I personally see the impact of the pain and grief on them and their wider family.

I have learned as an experienced adviser being resilient is vital, to aid me to help move forward in helping others.

If you find yourself in need, please give me a call, or contact the Enquiry line Tel 0800 035 60 90 for a referral.

Ali

**Ali Chapple**

**Advice and support team**

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