

FAQs Our service

SUPPORT:

You can access support:

- Through our free helpline. This is confidential and you don't need to use your real name if you don't wish to, (you won't always speak to the same worker).
- Face to face with one of our community support /advocacy workers (you work out with the worker where and how often and for how long you will meet up, depending on your individual situation (free service)
- Face to face at our Exeter / Plymouth premises for counselling, within our small low-cost counselling service (see counselling service leaflet)
- Through professionally facilitated peer support groups (free) see website or call helpline
- Download our leaflet for more information

Referral:

- **Clients** can self-refer by downloading and email in the 'request for help' form on the website (see 'help' tab), or call in on the confidential* helpline: 0800 612 3010
- **Professionals** can make a referral using the 'request for help' form on the website. You can call the help line 0800 612 3010
- We only accept referrals via a secure system 'Egress' email system information is on the 'request form

There is a waiting list for one to one support, so in the interim, do check the other 'frequently asked questions' section which reflects the commonly asked questions and situations we regularly experience.

LOCAL INFORMATION /NEWS:

- We host a directory of events and groups that may be of interest (see 'directory' tab on the website)
- You can join our facebook group where we post relevant and local information that may be of interest to LGBT+ people and their families www.facebook.com/TheIntercomTrust
- And we tweet local news and updates: (<https://twitter.com/IntercomTrust>)

TRAINING

- We deliver training to organisations, employers etc. which can be adapted to suit your setting: contact office@intercomtrust.org.uk to discuss your training needs