

Confidentiality

We understand that some of the issues our clients face can be extremely sensitive. We have robust safeguarding policies and procedures to help keep children, adults and communities safe.

If you call the helpline you can do so anonymously. You don't have to tell us your name.

Respect

As a client of Intercom Trust we respect your wishes at all times. We will work with you to empower you to make your own decisions. We are able to signpost clients on to other appropriate services, if needed, but the choice will always be yours.

We recognise that everybody has a right to decide when, or if, they come out and who they tell.

We respect a person's rights to privacy and practices that keep your personal details secure.

Tolerance

We have a zero tolerance policy to protect our staff and service users from any form of abusive language or behaviour. By using any part of our service (helpline, face to face, group support or email) you are agreeing to these terms and we reserve the right to end any contacts that don't respect this policy.

Getting in touch

All contacts are treated in strict confidence.

By contacting us you are giving consent to us keeping your details in line with our privacy policy, which you can view on our website.

Call: 0800 612 3010

(free from UK mobiles and landlines)

Text: 07934 251 729

Email: helpline@intercomtrust.org.uk

Write: HSA Team

Intercom Trust

PO Box 285

Exeter

EX4 3ZT

Facebook symbol: The Intercom Trust

Twitter symbol: Intercom Trust

Instagram symbol: Intercom Trust

www.intercomtrust.org.uk

Intercom Trust logo with strapline and new charity number 1171878



Help, Support and Advocacy

For LGBT+ people and communities in the South West

0800 612 3010

(free from UK mobiles & landlines)

www.intercomtrust.org.uk

Confidential

JIGSAW

Helping you put the pieces together

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The team

The Help, Support and Advocacy team is professional and trained in the wide variety of issues that may affect LGBT+ communities in South West England.

They will listen to your individual needs and help you to get the right support for you. If we can't help we'll try to signpost you to another organisation that can.

We hope that your contact with Intercom Trust is helpful and we always try to provide support and information tailored to each individual's needs.

Funded by the National Lottery



LOTTERY FUNDED

See our website for details of all our other funders and services.

LGBT+ Help, Support and Advocacy Services

Intercom Trust has been supporting LGBT+ communities in the South West since 1998.

In areas where we are funded we provide:

Help

The helpline gives information and support on LGBT+ and related issues across the South West

Support

Face to face emotional support

Transitioning support for young people and adults

Counselling service (in some areas)

Advocacy

Working with you to advocate around issues of discrimination or prejudice

Working with other agencies such as health and social care services, mental health services, police, housing, education and employers to enable your voice to be heard

Working with school staff, young people, families and children's services to tackle bullying and help schools to include and support LGBT+ people

To set this up you can either contact us yourself or ask a worker who is already supporting you to get in touch.

Issues people bring us

We are frequently asked to provide help and support around:

- Loneliness and isolation
- Family and relationship problems
- Homophobic, transphobic and biphobic crime, abuse, harassment, assault, bullying, discrimination
- Domestic abuse and violence
- Equal access to services on a basis of need
- Problems around being outed or coming out
- Children, young people and adults who are transitioning or have gender issues
- Uncertainties or confusion around gender identity or sexual orientation
- Low self-esteem, low confidence and internal conflict around sexual orientation or gender identity

... and many other issues.

See our website for:

- [FAQs \(Help page\)](#)
- [Groups \(Directory page\)](#)
- [Other useful information \(Resources page\)](#)