

## Confidentiality

We understand that some of the issues our clients face can be extremely sensitive.

We pride ourselves on our reputation around confidentiality.

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 we aim to 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, such as advisors or counsellors, if these are needed, but the choice will always be yours.

We recognise that everybody has a right to decide when they come Out and who they tell.

We respect a person's right to privacy, and don't make judgements about people's situations.

## Written help

Prefer not to talk to someone on the phone? (or not sure you want to yet?) How about writing to us, or emailing us, or sending us a Facebook message at "The Intercom Trust"?

Email: [helpline@intercomtrust.org.uk](mailto:helpline@intercomtrust.org.uk)

Write: HSA team  
Intercom Trust  
PO Box 285  
Exeter EX4 3ZT

## Getting in touch

Call:

0800 612 3010

(free from UK mobiles as well as landlines)

Or text:

07934 25 17 29

[helpline@intercomtrust.org.uk](mailto:helpline@intercomtrust.org.uk)



The Intercom Trust



Intercom Trust

[www.intercomtrust.org.uk](http://www.intercomtrust.org.uk)

All calls, emails, texts and correspondence are treated in strict confidence.

**Intercom Trust**

Lesbian, gay, bisexual & trans people in the South West

Registered charity 1072772

*Warmest thanks to Sovereign Housing for a grant towards the costs of printing this leaflet.*



Lesbian Gay Bisexual  
Trans and Non-Binary  
community help, information and  
support in the South West

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Helping you put the pieces together



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### The team

The Help Support and Advocacy team is professional, trained, and familiar with the very wide range of issues they deal with. They are all members of the LGB/T/Q/NB community we serve, and they have lived through many of the issues themselves.

Between them the team-members have many years of professional experience of providing these and similar help and support services.



## Services we offer

Intercom has been providing community help in the South West since 1998.

### We offer:

- the Helpline, providing information and support on LGB, Trans, and related issues across the South West

and also, in localities where we are funded,

- face-to-face emotional support
- face-to-face advocacy around discrimination or prejudice
- working with school staff, young people, families and children's services to help schools to include and support young people and to tackle bullying
- transitioning support for young people and adults
- qualified professional counselling

## 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 / coming Out
- children and young people 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!

The Intercom Trust is proud to be providing services for victims of crime in ...

Cornwall Devon  
Plymouth &  
Torbay

Dorset  
Poole and  
Bournemouth

Wiltshire  
and  
Swindon

