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
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
The IntercomTrust
IntercomTrust
www.intercomtrust.org.uk

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