



LGBT
Cymru Helpline



Counselling Service

0870 850 8828

Charged at 3.9p per minute

To access the LGBT free counselling service you first need to contact the LGBT helpline, they will make an initial telephone assessment to see if the free counselling service is appropriate for your needs. An appointment will then be made with a counsellor for a more in depth 1 to 1 assessment. After this assessment if you are identified as suitable for counselling you will then be referred to an appropriate supervised counsellor. The counselling service is free and will be assessed every 4—6 sessions. Not all therapists are from the LGBT community but, all counsellors have undergone sexuality minorities training. All counsellors have been interviewed and assessed as being suitable to work with LGBT clients. At present counselling sessions are provided in a safe environment in Swansea. All our counsellors have agreed to work in accordance with the 'BACP ethical code of conduct' and are subject to an Independent Complaints Procedure.

As there is a high demand for the service, we have to impose strict conditions for those who access the service.

- ◆ Cancellations must be 48 hours in advance.
- ◆ Two cancelled appointments and you will be discharged from the service.
- ◆ One missed appointment and you will be discharged from the service.
- ◆ Inappropriate behaviour, attending sessions under the influence of alcohol and drugs, you will be discharged from the service.

Our service is still developing and may be limited in some areas where demand exceeds capacity.

Any donations appreciated

