

LGBT Helpline	1890 929 539	lgbt.ie
Gender Identity Support	01 907 3707	
Trans Equality (TENI)	01 873 3575	teni.ie
BeLonG To Youth	01 670 6223	belongto.org
LGBT Health South Tipp.	0858541514	gerard@clonmelcra.ie
FDYS Wexford LGBT+	0864645573	emma.whitty@fdys.ie
WSTCYS ChillOUT LGBTI+	0860218941	chillout@wstcys.ie
24/7 Anon. Text Support	Text LGBTI+	to 086 1800 280
Samaritans 24/7 Helpline	116 123	
Pieta House 24/7 Helpline	1800 247 247	

Instant Messaging Support
<https://lgbt.ie/instant-messaging-support-service/>



Good Practice Guidelines

- Use inclusive language like 'do you have a partner' 'are you in a relationship?'
- Be aware that 1 in 10 people are LGBT+ .
- Ensure respect, confidentiality and privacy. Demonstrate your service and staff are inclusive of LGBT+ people - No message is a message! (LGBT+ friendly sticker, badge, keyring etc).
- Be familiar with local and national LGBT+ supports and services.
- Use the correct terminology/ pronouns. If you are unsure, just ask.
- Be guided by the service user. Avoid asking intrusive questions that may cause discomfort.
- Address unacceptable, offensive or discriminatory comments and/or actions relating to LGBT+ people.

Coming Out - Tips for supporting for clients

Coming out is the process by which someone accepts and identifies with their sexual orientation or gender identity and shares this with others. It is not a one-time thing, but a life-long process. Many people will spend a lot of their lives coming out as we live in a heteronormative society.

- It is not a 'life-style choice'.
- Do not 'out' anyone without their consent. It is not your story to tell.
- Avoid challenging people with questions like 'are you sure?'
- Respond positively with comments like 'thank you for telling me'.
- Advise on helplines/ local support services.
- Reassurance – this supports the normalisation of being LGBT+.
- Ask about their support networks – family, friends, work etc...
- Acknowledge that it is difficult to come out to family and friends even if you have accepted it yourself.
- Ask 'how can I support you, how are you feeling?'