

# CONNECTING THE LGBTIQ+ COMMUNITY



## / SWITCHBOARD VICTORIA

Switchboard provides peer-driven support services for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQ+) people, their families, allies and communities.

We have a range of different programs offering peer-to-peer support in areas including gender and sexuality, diverse relationships, suicide prevention, family violence support, anti-racism advocacy, and social inclusion for older LGBTI community.

## / PEER SUPPORT - QLIFE

Switchboard is the Victorian partner in the national telephone and web counselling, information and referral service, QLife.

This free, peer-based service is for LGBTIQ+ identifying people and those who have questions or concerns about LGBTIQ+ issues. This includes families, friends, teachers and coworkers of LGBTIQ+ people.

**P:** 1800 184 527  
**W:** [qlife.org.au/resources/chat](http://qlife.org.au/resources/chat)  
3pm -12 midnight  
Every day



## / SUPPORT AND REFERRAL - RAINBOW DOOR

[Rainbow Door](#) is a free, specialist LGBTIQ+ helpline. Experienced LGBTIQ+ peers provide information, referral, and support to enable LGBTIQ+ people, their friends, and their families to navigate the system and access the supports they need within a safe environment. Rainbow Door support is available to LGBTIQ+ people of all ages and identities with issues that may include family and intimate partner violence (including elder abuse), alcohol and other drugs, suicidal thoughts, relationship issues, sexual assault, social isolation, mental health, and wellbeing. Rainbow door also offers secondary consultations for service providers working with LGBTIQ+ people, their friends, and families.

**P:** 1800 729 367  
**Txt:** 0480 017 246  
**E:** [support@rainbowdoor.org.au](mailto:support@rainbowdoor.org.au)  
**W:** [rainbowdoor.org.au](http://rainbowdoor.org.au)



10am-5pm - 7 days a week.  
Closed on some public holidays.



**Join** Switchboard's mailing list to stay updated with our work and opportunities.

Switchboard Victoria is located on the lands of the Yaluk-ut Weelam clan of the Boon Wurrung peoples.

We pay our deepest respects to Boon Wurrung elders, past and present, and to emerging leaders. We extend this respect to all Aboriginal and Torres Strait Islander People across this Country we know as Australia.



## SWITCHBOARD VICTORIA INC

A.B.N. 81 367 786 099

**Post:** Victorian Pride Centre  
79-81 Fitzroy Street, St Kilda, VIC, 3182

**Visit:** [switchboard.org.au](http://switchboard.org.au)

**Email:** [admin@switchboard.org.au](mailto:admin@switchboard.org.au)

**Administration:** (03) 9663 2474



**Donate to Switchboard**  
Your donations help us continue to run the programs that support our LGBTIQ+ community.

### / SUICIDE PREVENTION PROGRAM

Switchboard is the national leading organisation providing peer-led suicide prevention, intervention and postvention programs to LGBTIQ+ people, with a strong emphasis on building community resilience through peer-led and lived experience activities.

The Suicide Prevention Program runs a range of skills-sharing workshops and webinars for LGBTIQ+ communities, and a regular 8-week support group for suicide bereavement.

Our suicide awareness and intervention skills trainings are delivered using empirically tested models, developed by LivingWorks.

### SUICIDE PREVENTION ONLINE HUB

CHARLEE (Connection, Hope, Advocacy, Resources (and) Lived Experience Education) is a suicide prevention hub designed by LGBTIQ+ lived experience to support LGBTIQ+ people, their friends, and families. CHARLEE offers sensitive and affirming resources and information for those seeking help for themselves, those seeking to support someone else, and for those who have been bereaved by suicide.

**E:** [suicide.prevention@switchboard.org.au](mailto:suicide.prevention@switchboard.org.au)  
**E:** [bereavement@switchboard.org.au](mailto:bereavement@switchboard.org.au)

### / LGBTI+ OLDER PEOPLE - OUT & ABOUT PROGRAM

Switchboard runs Out and About, a free peer home-visiting service for LGBTI+ Victorians at risk of social isolation.

The program provides social visits, events, and skills-sharing workshops to enhance friendship and community connections for older LGBTI+ Victorians.

Out and About is a state-wide service, coordinated in partnership with the National Community Visitors Scheme.

**P:** 1800 729 367  
**E:** [outandabout@switchboard.org.au](mailto:outandabout@switchboard.org.au)



@switchboard\_vic



@switchboard\_victoria



@switchboardvictoria

### / ANTI RACISM - QTIBPoC PROGRAM

Switchboard is committed to ensuring that our work and service addresses the intersections between different forms of inequality, discrimination and disadvantage, including colonisation, racism and immigration status, and the role that these play in the oppression and discrimination of LGBTIQ+ peoples.

The QTIBPoC program runs skills-sharing workshops to promote resilience, positive mental health and wellbeing within QTIBPoC communities, as well as professional development, trainings and consultations on anti-racism and racial literacy for broader communities.

Our QTIBPoC program is guided by our QTIBPoC Advisory Committee and aims to build greater equity for Queer, Trans, Intersex and Bla(c)k and/or People of Colour and People of Faith.

**P:** 0429 159 098  
**E:** [qtipocmanager@switchboard.org.au](mailto:qtipocmanager@switchboard.org.au)

### / VOLUNTEER WITH SWITCHBOARD

There are a number of ways to get involved as a volunteer with Switchboard. As a peer service, all volunteers must identify as LGBTIQ+ or questioning, and aged 18 and over.

#### LGBTIQ+ Peer Support Volunteer (teleweb service)

Switchboard peer supporters are trained volunteers who aim to listen, to connect and understand and offer information and referral, if appropriate. Volunteers must commit to working within a framework of respect and anonymity.

#### Out and About Volunteer

Through the Out and About program, volunteers are paired with an older LGBTI+ person at risk of social isolation and accessing aged care to provide home visits at least once a fortnight over 12 months.



Register your interest to become a volunteer [here](#).

We welcome, value and support applications from Aboriginal and/or Torres Strait Islander people, people who are trans and / or gender diverse, intersex, asexual, living with disability, who work in the sex industry, younger, older, live regionally or rurally, are culturally and linguistically diverse (CALD), People of Colour or People of Faith.