



Inclusive mental health and wellbeing support services with Specialist LGBTQ+ mental health and wellbeing support.

Providing safe, affirming, and compassionate support for LGBTQ+ people, families, and communities.

Compassionate Support. Lasting Change.

Registered Charity No. 1129770

Welcome to the LGBTQ+ Project – Norfolk & Waveney.

We provide safe, inclusive mental health and wellbeing support for LGBTQ+ people of all ages across Norfolk and Waveney.

Whether you need support for yourself, a loved one, or your organisation, we're here for you.

Support is confidential, inclusive, and non-judgemental.

Get in touch



info@lgbtqproject.org.uk



01603 219299



07526 635616



www.lgbtqproject.org.uk



CONTENTS

3

Who We Are

- Our Approach
- Values in Action

11

For Professionals

- Educating with Pride
- LGBTQ+ Awareness Training

5

Our Support Services

- One to One Support
- Trans and Gender Diverse Support
- Family and Carer Support
- Drop-in Groups
- Accessing Support

13

Support Us

- Volunteer
- Donate
- Fundraise

WHO WE ARE

We believe every LGBTQ+ person deserves access to safe, inclusive, and high-quality mental health and wellbeing support that reflects their individual needs and experiences.

As the only dedicated LGBTQ+ health and wellbeing service in Norfolk and Waveney, we provide early intervention and prevention support, education, information, and wellbeing services for people of all ages across our communities.

We understand that many LGBTQ+ people can face barriers when accessing mainstream support services and may not always feel safe, understood, or represented. Our services are designed to provide compassionate, affirming support in environments where people feel seen, heard, and valued.

Our Approach

Our LGBTQ+ Wellbeing Practitioners and volunteers provide person-centred support informed by lived experience, empathy, and understanding.

We are committed to reducing social isolation, improving wellbeing, and helping LGBTQ+ people build confidence, resilience, and stronger connections within their communities.

Through safe, respectful, and inclusive support, we aim to empower people to explore their identity, access the support they need, and feel less alone.

Values in Action

Our values guide the way we support LGBTQ+ people, families, carers, and communities every day. They shape our approach, influence our work, and help us create safe, inclusive, and affirming spaces for everyone who accesses our services.

Individuality

We recognise that every person's experiences, identity, and journey are unique. Our support is tailored to each individual's needs, experiences, and goals, ensuring people feel respected, valued, and understood.

We provide supportive, non-judgemental guidance that empowers people to make informed decisions and choose the path that feels right for them. We respect each person's choices, identity, and lived experiences.

Choice

Compassion

We listen with empathy, kindness, and understanding. We aim to create supportive relationships where people feel heard, reassured, and able to talk openly about their experiences without fear of judgement.

We are committed to creating safe, inclusive, and respectful environments where people can express themselves freely and access support without fear of discrimination, stigma, or harm.

Safety

OUR SUPPORT SERVICES

Individual Support

Our one-to-one support provides a safe, welcoming, and non-judgemental space where you can talk openly about your wellbeing, identity, relationships, mental health, or personal experiences.

Support is tailored to your individual needs and delivered at a pace that feels comfortable for you. Whether you are looking for emotional support, guidance, reassurance, or someone to listen, we are here to help.



Thank you for all the support you gave me. I feel a weight has been lifted and my confidence has increased.



Support can be accessed:

- Face-to-face
- Online
- Telephone

What can we support you with?

- Emotional wellbeing
- Anxiety, isolation and confidence
- Exploring identity and self-understanding
- Accessing services and support
- Signposting and advocacy

We understand that reaching out for support can sometimes feel difficult, but you do not have to navigate things alone. We are here to support you in a safe, inclusive, and compassionate environment.

Trans and Gender Diverse Support

We provide confidential, inclusive, and affirming support for trans and gender diverse people of all ages.

Our services offer a safe and respectful space where you can explore your identity, ask questions, access information, and talk openly about your experiences without fear of judgement. Whether you are looking for guidance, reassurance, emotional support, or connection with others, we are here to support you.

Our team understands the unique experiences and challenges that trans and gender diverse people may face and provides person-centred support tailored to your individual needs.

No matter where you are on your journey, we will walk alongside you. Whether you are beginning to explore your identity, considering social or medical transition, experiencing gender dysphoria, or simply looking for support and understanding, you do not have to navigate things alone.

We can support you with:

- Gender identity exploration
- Social and medical transitioning
- Gender dysphoria
- Mental health and wellbeing
- Peer support groups

We are here to help people feel more confident, connected, informed, and supported in a safe and affirming environment.



My support worker helped me through a lot of difficulties I was worried about sharing, but they made me feel relaxed and reassured me that my feelings were valid.



Family and Carer Support

We provide support for parents, families, and carers in a safe, inclusive, and non-judgemental environment where you can access guidance, understanding, and reassurance.

Supporting a loved one who is LGBTQ+ can bring up many emotions and questions. You may be looking for information, support, or simply a space to talk openly about your experiences and better understand how to support someone you care about.

We understand that every family's journey is different. Whether you are feeling confident, uncertain, overwhelmed, or simply curious to learn more, our team is here to listen and support you without judgement. There are no wrong questions, and you do not have to navigate things alone.

We can also connect you with other parents, families, and carers who share similar experiences, providing opportunities to

build understanding, gain reassurance, and learn from others in a supportive environment.

Family Mediation

We offer family mediation sessions designed to improve communication, strengthen relationships, and build understanding within families.

These sessions provide a safe and neutral space where everyone can feel heard, ask questions openly, and work through challenges together with guidance and support.

Our aim is to help families develop stronger, more positive relationships while ensuring that everyone feels respected, valued, and supported.

Accessing Support

You can access support when you are ready and engage at a pace that feels right for you. Whether you are looking for support for yourself, a loved one, or someone you work with, we are here to help.

We welcome:

- Self-referrals
- Professional referrals
- Family and carer enquiries

What happens next?

1. Contact us:
referral@lgbtqproject.org.uk
2. Complete and return the referral form.
3. A member of our team will contact you to discuss your needs and explore the support options available.

You do not need to know exactly what support you need before getting in touch. We will work with you to understand your situation and identify the most appropriate support.

All enquiries are treated with respect, sensitivity, and confidentiality. Our aim is to provide a safe, inclusive, and welcoming service where people feel listened to, valued, and supported from their very first contact with us.

I struggled with my own thoughts at the beginning but was given the time and space to process it all in my own time. The support given was non-judgemental and honest and given with such empathy.

All Age LGBTQ+ Community Groups

Our LGBTQ+ community groups provide safe, welcoming, and inclusive spaces where people can connect, share experiences, access support, and build meaningful friendships.

Whether you are looking for guidance, peer support, social connection, or simply a sense of belonging, our groups offer opportunities to meet others who understand and share similar experiences.

To find out more about our groups, upcoming activities, and community events, please visit our website and click on **What's On****, or contact us at info@lgbtqproject.org.uk**

Our groups are open to LGBTQ+ people of all ages and provide supportive environments where you can attend at your own pace, build confidence, and feel part of a community.

We look forward to welcoming you.

New members are always welcome, and there is no pressure to participate more than feels comfortable for you.





**Time
Out**



CRAFTY QUEERS



**Women
Supporting
Women**

Norwich

FOR PROFESSIONALS

Educating with Pride

Working together to promote inclusion, representation, and belonging for LGBTQ+ students.

Educating with Pride is a year-long partnership designed to help schools and colleges create safer, more inclusive environments where all young people can thrive.

Through training, resources, policy support, and ongoing guidance, we work alongside education settings to build confidence, strengthen inclusive practice, and improve outcomes for LGBTQ+ students.

What does the partnership include?

- **Training & Development:** Comprehensive LGBTQ+ awareness training with a three-hour session, certificates, and flexible delivery options
- **Policies & Resources:** Transgender inclusion policy template, support reviewing existing equality and inclusion policies, and educational resources with signposting to trusted organisations and materials
- **Student Support:** Tailored LGBTQ+ workshops, guidance on establishing student groups, and resources promoting inclusion and representation
- **Ongoing Partnership:** Practical advice and support throughout the year, help embedding inclusion across the curriculum, and promotional materials to raise awareness of available support and services

Our aim is to help schools and colleges create environments where LGBTQ+ students feel safe, respected, represented, and able to achieve their full potential.

To find out more about Educating with Pride, please contact:
ewp@lgbtqproject.org.uk

LGBTQ+ Awareness Training

Our training helps staff, volunteers, service users, and stakeholders develop the knowledge, confidence, and practical skills needed to better understand and support LGBTQ+ people.

Suitable for all levels of experience, our sessions provide a welcoming environment where participants can ask questions, build confidence, and develop a greater understanding of LGBTQ+ identities and experiences.

Gender Identity Awareness Training

We also offer a dedicated Gender Identity Awareness session focused on supporting trans, non-binary, and gender-diverse people through inclusive and affirming practice.

Training topics include:

- **Understanding LGBTQ+ Identities:** Terminology, inclusive language, the differences between sex, gender and sexuality, and trans, non-binary, and gender-diverse identities
- **Inclusive Communication:** Pronouns and why they matter, respectful language, and recognising and responding to microaggressions
- **LGBTQ+ Experiences and Wellbeing:** The impact of discrimination, exclusion, and stigma, and the barriers LGBTQ+ people face in accessing support and maintaining good mental health and wellbeing
- **Creating Inclusive Environments:** Challenging stereotypes and misconceptions, with practical steps for inclusive workplaces, services, and supporting LGBTQ+ colleagues, service users, and students
- **Equality, Inclusion, and Good Practice:** Equality, diversity and inclusion responsibilities, current legislation and guidance, and best practice for safe and respectful environments

Our training helps organisations strengthen inclusion and create environments where LGBTQ+ people feel safe, respected, and supported.

SUPPORT US

Volunteer With Us

Volunteers play a vital role in helping us support LGBTQ+ people across Norfolk and Waveney. By giving your time, skills, and experience, you can help create safer, more connected communities where people feel welcomed, valued, and supported.

Whether you bring lived experience, professional expertise, or simply compassion, your contribution can make a meaningful difference in someone's life.

Volunteering with LGBTQ+ Project is a great opportunity to meet new people, develop skills, gain experience, and give back to your community.

Why volunteer with us?

- Make a positive difference in the lives of LGBTQ+ people
- Help reduce loneliness and social isolation within the community
- Share your skills, knowledge, and experiences
- Access training, learning opportunities, and ongoing support
- Build confidence, develop new skills, and meet like-minded people

No matter how much time you can give, your contribution matters. Together, we can continue building safer, more inclusive communities where LGBTQ+ people can thrive.

**For more information about volunteering,
email volunteer@lgbtqproject.org.uk
or scan the QR code.**



Donate

Everyone deserves access to safe, affirming, and compassionate support when they need it most, regardless of their financial circumstances.

Your support helps us continue providing vital services for LGBTQ+ people across Norfolk and Waveney, including wellbeing support, community groups, education programmes, and opportunities for connection and belonging.

Every donation, no matter the size, helps us reach more people, reduce isolation, improve wellbeing, and create safer, more inclusive communities.

Together, we can ensure LGBTQ+ people continue to access the support, understanding, and opportunities they deserve.

For a one-off or regular monthly donation, please scan the QR code.



Fundraise For Us

Looking for a way to support LGBTQ+ Project in your community?

Whether you're taking part in a sponsored challenge, hosting a bake sale, organising a fundraising event, or creating your own unique challenge, every fundraising effort helps us continue supporting LGBTQ+ people across Norfolk and Waveney.

Fundraising is a fantastic way to bring people together, raise awareness, and make a meaningful difference in the lives of others.

We would love to hear your ideas and support you on your fundraising journey. Get in touch today to find out how you can help – email info@lgbtqproject.org.uk



Compassionate Support. Lasting Change.

Supporting LGBTQ+ people, families, carers, and communities across Norfolk and Waveney.

**Need support, information, or advice?
We're here to help.**

LGBTQ+ Project
10 Cathedral Street
Norwich
NR1 1LX

Web: www.lgbtqproject.org.uk
Email: info@lgbtqproject.org.uk
Tel: 01603 219299
Text: 07526 635616

Registered Charity No. 1129770

