



Embargo: 8:00hrs Friday 3rd March 2023

SWITCHBOARD, THE NATIONAL LGBTQ+ HELPLINE, HAVE ANNOUNCED THEIR NEW FREE 0800 PHONE NUMBER, MAKING THEIR MISSION TO OFFER CALM WORDS WHEN PEOPLE NEED THEM MOST, MORE ACCESSIBLE THAN EVER.

Ever since Switchboard took their first call in 1974, the organisation has been at the heart of the LGBTQ+ community, having had over 4 million conversations with people who just needed someone to listen. Today they have announced that for the first time, they are moving to a free 0800 phone number, making their service available to anyone who needs it.

“With the current cost-of-living crisis, it has never been more vital that the LGBTQ+ community can access the Switchboard service at no charge to them. Moving the helpline to a free phone number ensures that no caller will have to consider the cost when deciding to make the decision to pick up the phone to call Switchboard.”

— Stephanie Fuller, CEO, Switchboard

All of Switchboard's volunteers identify as LGBTQ+ and are available 365 days a year, from 10am - 10pm via phone at 0800 0119 100 and text message at switchboard.lgbt.





To celebrate the launch of the new 0800 number and highlight the work of Switchboard, they have collaborated on a narrative short film, titled 'The Call' that is written, directed and produced by Jordan Rossi of Rankin Creative.

The dramatic short focuses on a troubled, nervous, prospective university student struggling with their sexuality. They call Switchboard for advice which sparks a journey of self-discovery across a series of phone calls to the service.

Adam Ali (Waterloo Road, Baba, Little America) anchors the film playing the central character of Amir who calls the Switchboard service. Adam is joined by David Ames (Holby City), Max Harwood (Everybody's Talking About Jamie) and Oliver Wickham (Wednesday).

While the narrative is a vehicle to publicise Switchboard's new free phone number, alongside the outstanding work and commitment of the organisation, it is also a chance to explore contemporary themes surrounding LGBTQ+ culture; digging into a wide range of topics from coming out to unsupportive family to trans terminology over the course of the short film. Ultimately, showing that through continued support, LGBTQ+ people can live happy, healthy, fulfilling lives.

"This short was about more than telling people there's a free phone number. I believe in the power of entertainment as a driving force behind changing people's perceptions and tackling societal issues outside of standard advertising. This is about contextualizing issues that face the LGBTQ+ community in a way that everyone can understand."

- Jordan Rossi, Writer & Director

Switchboard LGBT+ moves to its free phone
number 0800 0119 100 on Friday 3rd March.

Watch the full film on Friday 3rd March on Switchboard's YouTube channel.

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To download imagery from the film via [WeTransfer](#) or [Google Drive](#).

Donate to Switchboard [here](#).




0800 0119 100