

HSE Introduce a new LGBT+ eLearning resource to help create inclusive service and care.

LBGT+ eLearning resource developed in partnership with LGBT Ireland.

The HSE Sexual Health and Crisis Pregnancy Programme (SHCPP) today, 15th August 2019 announced the launch of a new LGBT+ eLearning course through its HSELand programme.

'LGBT+ Awareness and Inclusion Training: the basics', was developed by LGBT Ireland and the Sexual Health and Crisis Pregnancy Programme, in consultation with a working group comprised of relevant Non-Government Organisations. It is designed to help all staff within the HSE to develop an understanding of how they might make simple changes to their everyday practice to provide an enhanced service to lesbian, gay, bisexual and transgender people. The training is also available to partner organisations which have access to HSELand.

Paul Reid, Chief Executive Officer for the HSE said, "The new module was developed in response to a demand from staff for additional support in relation to LGBT+ inclusive practice. It builds on previous HSE work in this area and is an ideal way for staff to gain a basic understanding of LGBT+ issues and how taking an inclusive approach will yield better health and wellbeing outcomes for our LGBT+ service users. I encourage all HSE staff to complete this accessible and informative training programme".

Helen Deely, Acting Assistant National Director for Health and Wellbeing, said, "The programme uses practical, real-life examples to illustrate how attitudes and behaviours can have a profound impact on people's experience of healthcare, and it emphasises the importance of providing effective, inclusive communication to LGBT+ service users. We welcome the partnership approach in the development of the eLearning programme with LGBT Ireland and would like to acknowledge the support received from the all NGOs on the working group".

Paula Fagan, Chief Executive Officer with LGBT Ireland said "Each year we have a growing number of requests for LGBT+ equality and diversity awareness programmes from employers and statutory agencies across Ireland. We find that most people are willing and eager to improve their approach to LGBT+ service users but may be blocked by a lack of understanding, or a fear of not doing or saying the right thing. The development and launch of this online module will go some way to respond to this as it has the capacity to reach large numbers of HSE staff".

To access 'LGBT+ Awareness and Inclusion Training: the basics', search for the title in 'My Learning' on the HSELand dashboard <https://www.hseland.ie/dash/Account/Login>

Ends

Notes to Editors:

1. Commissioned by LGBT Ireland and funded by the HSE, Sexual Health & Crisis Pregnancy Programme (SHCPP), 'LGBT+ Awareness and Inclusion Training: the basics', was created in response to the National Sexual Health Strategy 2015-2020, the LGBTI+ National Youth Strategy 2018-2020, and the upcoming, National LGBT Inclusion Strategy.
2. As well as summarising important LGBT+ terminology, the training covers topics such as: LGBT+ inclusion, transgender people and healthcare, and inclusive communication.
3. The module also includes an 'Extend my learning' section, which contains additional information and suggestions as to how learners might further develop their understanding of the issues in order to review and improve their service to LGBT+ people.
4. The following NGO partners were a part of the working group: TENI, Belong To, Gay Health Network, LINC, Gay Project Ireland, and NUI Galway.

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