



Deputy Holly Cairns

PQuestions@hse.ie

1st December, 2021

PQ ref 56525/21

To ask the Minister for Health if he will make the My Options unplanned pregnancy support services webpage available in the ten most common languages spoken in Ireland.

Dear Deputy Cairns,

Thank you for your question to the Minister for Health which was forwarded to my office to respond to you directly.

As you are aware, the HSE's [My Options](#) service is a free unplanned pregnancy support service which is the first point of contact for support and information about an unplanned pregnancy.

My Options offers non-directive, free counselling and information for people experiencing an unplanned pregnancy. Information is available about all options, including continued pregnancy supports and abortion services.

Making sure our free service is well promoted and as accessible as possible to all people experiencing an unplanned pregnancy is a significant priority for our team and we have the following options available to support people who wish to access the service using different languages or communication formats.

Our research shows that the vast majority of people who need advice and information about an unplanned pregnancy will search online in the first instance. Our My Options campaign is promoted to people searching for a range of relevant keywords via Google Search advertising. These advertisements offer connections through to the HSE website, or directly to contact our helpline services.

MyOptions.ie is part of the HSE website and at the moment, HSE.ie is not published in languages other than English. The content is written in accessible, plain language, and many users may choose to use inbuilt online page translators to assist in using the internet if English is not their first language.

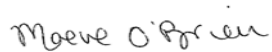
The My Options helpline service (1800 828 010 (00 353 1 6877044 if calling from Northern Ireland) can provide information and support in over 240 languages. When an interpretation service is required, the My Options team can arrange for an interpreter to phone a caller back for a three way conversation between them, a counsellor and an interpreter, where the interpreter will help the client to speak to a counsellor in their own language. Our My Options service data shows that from March 2019 to September 2021, Romanian, Portuguese, Spanish and Polish were the most common spoken language options requested via the interpretation service.

My Options information leaflets were translated into a number of languages including Arabic, Albanian, Bangla, Mandarin Chinese, French, Irish, Hindu, Lithuanian, Polish, Portuguese, Romanian, Russian, Spanish, Urdu and are in the process of being updated and will be made available in 2022.

We continue to work in partnership with Cairde, a community development organisation to provide unplanned pregnancy support information on the www.Healthconnect.ie multilingual website. Unplanned pregnancy support information is available in English, Arabic, Chinese, Russian and Polish

We continue to review and develop our communications plans, including seeking and reviewing feedback from services users. We will keep the issue of multilingual accessibility under review and consider options we have to extend our service offering to support people who need our service.

Yours Sincerely



Maeve O'Brien

Interim Programme Lead

Sexual Health & Crisis Pregnancy Programme