



Rialtas na hÉireann
Government of Ireland



Sharing the Vision

Digital Mental Health Strategy 2026-2030

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Message from Minister for Mental Health

I am pleased to introduce Ireland's first National Digital Mental Health Strategy, an important milestone in our efforts to improve mental health outcomes for people of all ages. This Strategy sets out a clear vision: to harness and scale the use of digital technologies to provide safe, effective and accessible mental health information, tools and services.

More people than ever are comfortable using digital supports, but it is important to be clear that digital tools will not replace in-person services but rather enhance them. Face-to-face care will remain my priority and focus, providing the compassion and connection that people will always need. However, digital options allow us to widen access, offer flexible ways to engage with supports, and reach people who might not otherwise seek help. We saw the value of this during the pandemic, when digital channels enabled 85% of Mental Health Services to stay connected with patients and maintain continuity of care.

Digital technologies already shape so much of our daily lives, and healthcare is no exception. This Strategy sets out how we will use digital solutions in a way that is inclusive, evidence-informed, and centred on the needs of people who use our services, along with those we have yet to reach. It will ensure that new tools are effective, reliable, and designed with safety at their core.

Collaboration will be central to the successful implementation of this Strategy. The digital mental health ecosystem spans statutory services, community and voluntary groups, researchers, the private sector, clinicians & service managers and, importantly, people with lived experience. By working together, we can extend the reach of mental health supports, improve quality, expand choice, and provide more personalised and timely care.

The future possibilities are considerable, from supporting people to manage their own wellbeing, to giving clinicians better tools, to enabling efficiency across the wider mental health system. This Strategy positions Ireland to embrace these opportunities in a responsible, thoughtful, and impactful way.

I want to thank everyone who contributed to this Strategy, especially Derek Chambers and the NIMC Specialist Group on Digital Mental Health. I look forward to supporting its implementation and seeing the positive difference it will make as we continue our shared mission to improve mental health for all.

Mary Butler T.D.
Government Chief Whip and Minister of State
attending Cabinet with responsibility for mental health



Foreword

by Assistant National Director, HSE Mental Health
Access and Integration

I welcome the publication of this Sharing the Vision Digital Mental Health Strategy, which is one of the priorities in the [Sharing the Vision Implementation Plan 2025 – 2027](#).

Digital technology is transforming the way that health services are accessed and delivered worldwide. This presents significant opportunities for all stakeholders in mental health in Ireland. Digital technologies can extend the reach of services, increase accessibility, provide service users with choice and convenience, and improve the efficiency of our services. The potential benefits are enormous and can best be achieved through collaboration and partnership.

Significant progress has been made in digital mental health already. This Strategy acknowledges the existing digital supports, services and efficiencies that are being delivered across the mental health sector. These can be used as the basis for further developments, as we maximise their impact and benefit. The Strategy also takes account of the digital transformation that is happening across the HSE under the auspices of the Digital for Care Framework. This Strategy provides direction for the further progression of digital mental health that aligns with, and can support, other relevant programmes of work.

Importantly, the Strategy will establish the structures and processes required for an area of our work that is dynamic and evolving at pace. Given that we cannot always anticipate the solutions, opportunities, risks and dilemmas that new technologies will present, it is important that we have agreed principles and appropriate service development infrastructure in place. Good governance, quality data and robust regulations and standards will facilitate coordination, responsiveness and innovation into the future. It will also provide assurance to service users and providers about the safety and value of digital mental health products, increasing trust and ultimately driving adoption.

This Strategy defines the different elements that constitute digital mental health, and identifies objectives and actions under seven key themes. These will provide the basis for annual workplans that will drive implementation in this area in the coming years.

I would like to thank everyone who was involved in the development of this Strategy, in particular the Digital Mental Health Specialist Group under Sharing the Vision, who provided extensive support, input and oversight for this work. I look forward to progressing this important agenda to ensure that digital technology is used to support the provision of safe and effective mental health information, supports and services for all.

Brian Higgins
Assistant National Director, HSE Mental Health
Access and Integration

Section 1.
Introduction

1. Introduction

Digital technologies offer transformative potential to improve mental health outcomes by extending access, expanding choice, and increasing system efficiency. To support the further development of digital mental health in Ireland, the HSE has worked with partners and stakeholders to produce this Strategy. It provides a structure and framework within which we can consolidate, expand and develop digital mental health into the future.

What is digital mental health?

Definitions for digital mental health vary and reflect the wide range of current and potential applications of digital technology in mental health. However, all encompass the following two categories:

1. Applications of digital technology in mental health that the public and service users directly interact with, i.e. digital supports and services, and
2. Uses of technology that are not service-user or public facing, but which support the delivery of mental health services through enhanced operations and administration, i.e. digital infrastructure.

Looking in more detail at what comprises each of these broad categories can help establish parameters for digital mental health:

1. Applications of digital technology in mental health that the public and service users directly interact with includes a diverse range of offerings that can be subdivided as follows:

- **Information** – information related to mental health, provided or enhanced using digital technology. This information is static and non-personalised, although it may be targeted at specific user groups. An example is the yourmentalhealth.ie website, which the HSE uses to provide general information to the public on mental health.

- **Tools** – mental health information and resources, provided or enhanced using digital technology, through the use of tools that are dynamic, interactive and/or personalised to the individual user. An example is My Mental Health Plan, an online resource that provides tailored information, guidance and signposting based on basic information provided by an individual about their mental health.
- **Services** – mental health services and supports, provided or enhanced using digital technology, where there is direct human interaction involved. This interaction may take place through a variety of mediums, e.g. video and text, and may be synchronous or asynchronous. The person that the service user engages with may be from a variety of backgrounds, e.g. clinician, peer or volunteer. An example is SilverCloud, a suite of online programmes based on cognitive behavioural therapy which involves a service user engaging online with a supporter through asynchronous text.

2. There are a number of potential uses of digital technology that are not service user or public facing, but which support the delivery of quality mental health services. These are usually described as digital infrastructure, and deliver enhancements and efficiencies across operations, administration and data functions. Despite service users and the public not directly interacting with these digital products, they often provide indirect benefits to service users, for example through clinicians having more time for direct work with clients as less time is required for administrative tasks.

There are many current examples of large-scale digital infrastructure projects in the Irish health service. These include the Community Care Record, a digital system for managing patient information in all community services, and the programme of work which will ultimately deliver a full electronic health record (EHR). Examples in mental health specifically include the development of electronic referrals from

GPs to community mental health services. The Child and Youth Mental Health Office is also working closely with teams in Child and Adolescent Mental Health Services on a broad range of digital use cases and enhancements.

Scope

In terms of scope, this Strategy addresses both service user facing information, tools and services, and 'back end' infrastructure. However, as further detailed below, the role played by the mental health sector may be different for each, and tailored to the specific objective and action identified. This is most evident in relation to projects that include but are not limited to mental health, for example the development of digital health infrastructure such as the electronic health record, and some regulation and standards for digital health products.

Given the rapidly evolving nature of digital technology, and how broadly digital mental health could be defined, there are areas that this Strategy will not address explicitly, such as the impact of social media use on mental health. The future use of Artificial Intelligence in mental health is another area that features prominently in current public discourse, with opportunities for innovation being presented alongside risks and concerns. While the need for the mental health sector to engage with the complexities of AI is acknowledged, the Strategy will not cover this topic in detail. In relation to these and other topics that fall outside the scope of the Strategy it is worth noting:

- Information and guidance may be available or forthcoming from other trusted sources, for example The Online Health Taskforce and Coimisiún na Meán on the use of social media. Regarding AI, two planned publications will be critical in shaping the trajectory of developments in healthcare. These are AI for Care – The Artificial Intelligence Strategy for Healthcare in Ireland, jointly commissioned by the Department of Health and the HSE, and The Health Information and Quality Authority (HIQA) National Guidance for the Responsible and Safe use of Artificial Intelligence in Health and Social Care Services.

- The Vision, Principles and Enablers outlined later in the Strategy should provide a useful basic framework to guide decision-making and action in areas of digital mental health not specifically addressed elsewhere in the document.
- While some people may use general digital tools, such as AI Chatbots, in relation to their mental health, they were not designed or developed to be used specifically as mental health interventions, and therefore they are not within scope.
- Addressing all current and future applications of digital technology in mental health is not possible, however the Strategy does outline the principles, oversight structures and processes that will facilitate ongoing engagement with emergent themes in digital mental health over time.
- To ensure that it remains fit for purpose in a dynamic environment this Strategy will be reviewed frequently, with detailed implementation workplans published annually from 2026 to 2030.

Background and context

The HSE has been active in digital mental health for nearly ten years, and investment increased around the time of the Covid-19 pandemic. Service-user and public facing examples of initiatives and innovations in the HSE include: My Mental Health Plan, web-based apps for attention deficit hyperactivity disorder (ADHD) and self-care for eating disorders, the provision of online cognitive behavioural therapy-based programmes, and the provision of online appointments by Community Mental Health Teams through the use of video-conferencing technology.

HSE funded community and voluntary sector partners, such as MyMind, Turn2Me, Jigsaw and spunout have transformed services through the provision of online counselling and supports. The recent development of Navigator by spunout, an anonymous online signposting tool, supports young people across Ireland by connecting them to personalised health information, resources and signposting to services. These examples demonstrate that digital mental health can provide safe and effective enhancements

to the provision of mental health supports and services, and usage data demonstrates that these digital solutions are acceptable to service users. This Strategy is intended to support and provide direction for the ongoing work in this space that is being undertaken across various HSE teams and functions, and by our partners in the community and voluntary sector, research and the private sector.

The Digital Mental Health Strategy is informed by and aligned with a number of national health and mental health policies and programmes of work, many of which reference digital technology.

At an overarching level, [Sláintecare](#) is the underpinning 10-year Strategy for the reform of the health service. Sláintecare identifies the introduction of an electronic health record (EHR) and data flow generally as essential to the delivery of integrated care.

The Department of Health's [Digital for Care 2030 Framework](#) sets the vision for the digital transformation of the Irish healthcare system. Under this framework the HSE is implementing a dedicated programme of work. Key digital initiatives include:

- HSE Health App - giving patients access to their own health information
- National Shared Care Record - a read-only summary of patient health information
- Community Care Record - a digital record across community-based services including mental health
- Electronic Health Record - securely sharing all patient health information across services.

As the plan for digital transformation across the whole healthcare system, Digital for Care (DfC) has been a key reference point in the development of the Digital Mental Health Strategy. The 6 Principles at the centre of Digital for Care strongly informed the principles for this Strategy, as outlined in Section 3 below. Further detail on the alignment between the two documents is provided in Appendix 1.

[Sharing the Vision: A Mental Health Policy for Everyone 2020-2030](#) sets out an ambitious

programme for the continued improvement of Irish mental health services. The policy objectives are to enhance the provision of services and supports across a broad continuum - from the promotion of positive mental health to specialist mental health service delivery. It builds on the significant work done over the past decade to modernise mental health services and aims to further build our workforce and invest in fit for purpose infrastructure.

Sharing the Vision contains 100 policy recommendations across four domains, including the following two recommendations focused specifically on the use of digital technology:

- **Recommendation 2:** Evidence-based digital and social media channels should be used to the maximum to promote mental health and to provide appropriate signposting to services and supports.
- **Recommendation 31:** Develop the potential for digital health solutions to enhance service delivery and empower service users.

In 2022, a Digital Mental Health Specialist Group was established to support the implementation of Recommendations 2 and 31. Membership of this group includes clinicians, academics, policy makers, HSE mental health management and representatives from the community and voluntary sector. The group reports to the National Implementation and Monitoring Committee (NIMC), which is supported by the NIMC Reference Group of Service Users.

The development of a national Digital Mental Health Strategy was identified as a key action in the delivery of Recommendation 31, as part of the first Sharing the Vision Implementation Plan 2022-2024. It was also a recommendation arising from the first national Digital Mental Health Conference held by the University of Limerick, the Health Research Board and the HSE in December 2023.

The HSE Child and Youth Mental Health Office Action Plan 2024-2027 identifies digital mental health as a means to make care more accessible. Six actions are presented which will lead to the following impact:

Children and young people will be able to avail of mental health supports through a wider range of channels and child and youth mental health staff will be better equipped to provide timely, integrated care to service users.

These actions include supporting digital tools that children and young people will interact with directly, such as Navigator and telehealth appointments in CAMHS, and digital enhancements such as the use of electronic transcription software by clinicians.

Internationally, the importance of digital mental health has been recognised by the World Health Organisation (WHO) and Ireland has played a lead role in the development of the WHO's Digital Mental Health Roadmap which is due for publication early 2026.

Purpose and impact

The aim of the Digital Mental Health Strategy is to provide a clear vision, focus efforts, and guide implementation in digital mental health to 2030, i.e. for the duration of the Sharing the Vision policy. It is based on the premise that digital technology can bring new opportunities and support mental health service improvement across the life span and in all aspects of mental health service provision incorporating mental health promotion, early intervention, primary care, suicide prevention, crisis response and specialist and acute service delivery. The Strategy recognises achievements to date, current plans and the vast future possibilities. These possibilities are too numerous to name, and encompass opportunities that we cannot fully articulate from our current vantage point. However, we can anticipate improvements and innovations that will impact all who avail of mental health support, from the provision of quality information to the whole population to interventions for people who are acutely unwell. This could include improvements in the areas of screening, diagnostics, and treatment, all of which will contribute to more personalised care, a greater range of treatment options and ultimately to better outcomes

The development of the Strategy demonstrates the breadth of current and future initiatives that can be considered part of digital mental health. With this comes a broad and diverse range of stakeholders,

who are invested in seeing the opportunities and possibilities in digital mental health come to fruition. Stakeholders include, but are not limited to, service users, the general public, clinicians, service managers and commissioners, community and voluntary sector organisations, researchers and academics, and companies in the private sector. Advancing the agenda and actions in this Strategy will require contributions and collaboration from all involved.

It is envisaged that the Strategy will provide a framework for all stakeholders across different sectors and roles. For example, community and voluntary sector organisations might use the document to inform their own strategic plans in relation to digital mental health. A common purpose and set of priorities should enable more considered and coordinated actions and ultimately deliver on the vast potential of digital technology for the consumers of mental health information, tools and services.

Full implementation of the Digital Mental Health Strategy can help to deliver:

- Improved mental health outcomes
- Increased accessibility, availability, reach and scale of cost-effective services and supports
- Improved service user experience
- Greater choice for service users and more personalised treatment approaches
- Meeting service user expectations through the use of common technologies and devices such as smart phones
- Greater collaboration between stakeholders
- More efficient services that enable clinical staff to focus more on their core role
- Improved continuity of care and service integration
- Increased opportunities for innovation

Benefits for specific stakeholder groups include:

- **Service users** will have greater access to supports and services on a 24/7 basis, including personalised digital supports, providing them with greater choice and empowering them to manage their mental health more effectively. This will enhance the overall experience of seeking and receiving support, leading to higher level of satisfaction and to better outcomes.
- **Clinicians** will receive support to integrate the use of digital technology into their practice, improving efficiency and clinical outcomes.
- **Service managers and commissioners** will have more robust evidence and data on which to base their decisions. Digital technology will also support service developments and improvements that are evidence-based, cost-effective and impactful for service users.
- **Community and voluntary sector organisations** will gain access to best practices and partnership opportunities, helping them extend their reach and impact.
- **Researchers and academics** will have clearer pathways to collaboration with knowledge users and related funding opportunities in a system that welcomes and enables innovation.
- **Private sector companies** will be encouraged to work in partnership to co-develop solutions aligned with mental health priorities, fostering innovation that meets real-world needs.

Section 2.

Development of the Digital Mental Health Strategy

2. Development of the Digital Mental Health Strategy

From the outset the development of the Digital Mental Health Strategy was undertaken in a spirit of collaboration, and in the knowledge that success in this sphere requires partnership working across a range of stakeholders. A high-level overview of the engagement and consultation undertaken is provided in Appendix 2.

Desk-based research was undertaken initially to inform the Strategy. This included reviewing national and international evidence and drew specifically on resources arising from the first national Digital Mental Health Conference held in Limerick in 2023. Sections of the report from the conference are available in Appendix 3 by way of example, and other consultation and engagement outputs are available on request.

The Sharing the Vision Digital Mental Health Specialist Group (DMHSG) supported the drafting process and provided approval for iterations of the Strategy document. The DMHSG is itself a broad-based group representing many of the stakeholders in digital mental health. Further detail on the role and membership of the DMHSG is provided in Appendix 2.

An initial output, the Digital Mental Health Strategy Development Framework, was developed which provided a high-level outline of the elements of the current Strategy. This was the basis for extensive engagement and consultation with a range of stakeholders.

In parallel to the engagement and consultation process, review and drafting was undertaken to ensure that the emergent Digital Mental Health Strategy was aligned with relevant wider developments in the digital health space, principally the Department of Health's Digital for Care – A Digital Health Framework for Ireland 2024-2030, and the HSE's [Digital Health Strategic Implementation Roadmap](#). The need for alignment was highlighted by many during the engagement and consultation process, with stakeholders emphasising the value and benefits in terms of the future mandate for implementation.

A key element of engagement took place at the second National Digital Mental Health Conference in Limerick in December 2024. The Centre for Effective Services facilitated a consultation session on key aspects of the emergent Strategy. This gave the stakeholders present the opportunity to contribute on priorities, next steps and implementation related to specific themes.

In May 2025 a number of key stakeholders came together in Dublin for a Digital Mental Health Roundtable event. With a focus on Strategy and the use of AI, colleagues in the electronic Mental Health International Collaborative (eMHIC) facilitated roundtable discussions which helped to inform the Strategy. Key points from the roundtable discussions were captured and informed this Strategy.

In parallel to the development of the Strategy, the HSE and Department of Health have led on the development of a Digital Mental Health Roadmap for the World Health Organisation, European Region. Although not formally linked, there is substantial overlap between the content and processes for the two outputs. Consequently, consultation and engagement regarding the WHO Roadmap has

helped to inform our own Strategy. Specifically, it has provided the opportunity to engage with a small number of international experts in the area, and, in July 2025 to lead an engagement event with the Pan European Mental Health Coalition (PEMHC). The PEMHC is a WHO Europe initiative, bringing together leaders, professionals and civil society to transform mental health services and promote well-being across the region.

A final round of consultation and engagement was conducted in late 2025 with the Digital Mental Health Specialist Group, the HSE Implementation Group for Sharing the Vision, the NIMC, the Child and Youth Mental Health Office and the Interdepartmental Steering Group for Mental Health.

Section 3.
**Strategy themes,
objectives and
actions**

3. Strategy themes, objectives and actions

This Strategy provides a vision and mission for digital mental health in Ireland. These are supported by a definition of digital mental health and the principles, enablers and themes that will assist in the delivery of our vision.

National Digital Mental Health Strategy	
Vision	
Improved mental health for all through the use of digital technologies to enhance infrastructure and to provide safe, effective and accessible mental health information, tools and services.	
Mission	
To harness the potential of digital technologies to improve the quality and accessibility of mental health information, tools and services, and to maximise the benefits of digital infrastructure in mental health.	
To ensure that digital mental health developments benefit individuals across the lifespan seeking to maintain good mental health, those supporting someone experiencing mental health difficulties as well as those with mental health difficulties at all levels of severity and complexity.	
Principles	Enablers
<ul style="list-style-type: none"> • Service users and the wider public as empowered partners who are part of the co-design process • Required standards, regulation and governance for delivery and innovation in digital mental health • Digitally secure foundations (IT infrastructure, cloud services, network connectivity, security, people and processes, etc.) and digital enablers • Digitally enabled workforce, workplace, the public and service users • Integration, complementarity and balance between human and technological dimensions in digital mental health • Inclusion and equity in digital mental health 	<ul style="list-style-type: none"> • Leadership, including digital leadership, governance and implementation methodologies • Secure, sufficient funding and resourcing • Monitoring, evaluation and research leading to quality usable data and evidence • Technology and digital infrastructure • Partnership and collaboration between stakeholders including: service users and service providers; the range of relevant functions within the HSE; the Department of Health; the community and voluntary sector; researchers and academia, the private sector.

Themes and actions

Seven themes with high level objectives and actions have been identified for the Strategy. These will provide the basis for more detailed annual workplans, to follow. While the HSE will play a lead or significant role in many of the actions, collaboration across stakeholders will often be required, and the objectives can provide direction for all involved in digital mental health.

It should also be noted that the objectives and actions have been structured slightly differently for individual themes to reflect that the mental health sector, statutory and voluntary combined, will not be the lead in all areas. This is most apparent for Theme 5, which addresses changes that will likely be led by other parts of the HSE, and apply to the whole health system. In these instances, the emphasis in the Strategy is on the role that the mental health sector can play in supporting, adapting or being an exemplar for wider actions.

- Theme 1: Access and equity
- Theme 2: Communications, culture and capability
- Theme 3: Comprehensive and integrated digital mental health information, tools and services
- Theme 4: Collaboration and co-production
- Theme 5: Technology and infrastructure
- Theme 6: Research, evaluation and innovation
- Theme 7: Governance

Theme 1: Access and Equity
High Level Objectives:
Digital technology should be leveraged to increase access to mental health information, tools and services for all. It should also be used to identify target or underserved groups and help address inequalities in access, and to adapt or enhance mental health service provision to better meet the needs of marginalised individuals and communities.
The design of new digital mental health products and services should take account of any possible barriers and inequalities to maximise equity of access.
Actions
<ol style="list-style-type: none"> 1. Mental Health Reform and HSE Mental Health Engagement and Recovery published a Report titled Digital Inclusion and Access to Mental Health Services (2023). The recommendations contained in this report will be reviewed and assessed as the basis for actions and initiatives in this area. 2. The Department of Health is developing an Inclusion Health Framework for the wider health sector. When available, the Inclusion Health Framework will be reviewed to identify how it can inform the implementation of the Digital Mental Health Strategy regarding access and equity objectives. 3. Digital mental health products and services will be reviewed for compliance with language and other accessibility legislation, guidelines and best practice. 4. Accessibility and equity requirements will be included in the standards required of new digital mental health products and services

Theme 2: Communications, culture and capability

High Level Objectives:

Awareness of the availability, role and value of digital technology in the provision of mental health information, supports and services will be increased for the public, service users and service providers through effective communications methodologies. This should aim to achieve increased trust and therefore increased usage of digital offerings in mental health and help to bring about a wider culture change regarding digital mental health.

The public, service users and service providers should be supported to acquire the practical skills needed to feel capable and confident using the new and emerging products and services that utilise digital technology.

Aside from public awareness of the value of digital supports, the mental health workforce should also be supported to better understand both the supports available and the potential for service enhancements through technology.

Actions

1. A range of general and targeted communications methodologies will be used to drive awareness of the role and value of digital technology in mental health for the public, service users and service providers. This could include media campaigns, information provision, engagement and consultation events, promotional activities, and use of local champions. Messaging should be tailored to specific audiences, undergo equality proofing, and help to increase understanding and trust in digital mental health, resulting in increased adoption.
2. The mental health sector will support wider efforts at increasing digital health literacy and identify digital health literacy initiatives that could include or benefit mental health. Available resources, such as the Global Digital Health Partnership's Digital Health Literacy Toolkit, should also be assessed for use in Ireland to support digital mental health adoption.
3. Existing training mechanisms will be used to make training available to staff providing mental health services. Online platforms such as HSE LanD, could be used for much of this training given its significant accessibility, flexibility and cost-effectiveness. Training should be available in a number of formats including modular short form courses that are tailored to specific clinical roles, and more substantive training programmes that support interested individuals to assume a leadership role in digital mental health.
4. The curricula of relevant professional training programmes should reflect the important and growing role of digital technology in mental health, and the skills required by frontline staff. The mental health sector should engage with education providers and the oversight bodies that set criteria for education and training programmes, to progress this objective.
5. Consideration will be given to developing a single, accessible, reliable source of information on digital mental health, and promoting appropriately. This could be achieved through a website, or sub-section on an existing substantive website. This could be a vehicle for a number of the communications activities noted above.
6. Opportunities for harnessing technology to facilitate service delivery will be identified, for example, through the use of AI in clinical settings to support administration and free up time for clinical engagement.

Theme 3: Comprehensive and integrated digital mental health information, tools and services

High Level Objectives:

Implementation of the Strategy will be comprehensive, and will include service improvement and development across the following categories:

- by technology used e.g. apps, websites, wearables, teleconferencing software, health-monitoring technologies, Electronic Health Records (EHR), Electronic Prescribing and Medicines Administration (EPMA)
- by degree of user autonomy and peer or professional involvement
- by tier and type of service provision e.g. health promotion, early intervention, suicide prevention, primary care, specialist and acute mental health services
- by target audience/user e.g. by age group
- by purpose e.g. information provision, signposting, screening, assessment, diagnostics, monitoring, crisis response and treatment
- by nature of presenting difficulty e.g. anxiety, low mood, stress, specific mental health diagnoses

Integration is key to the successful use of digital technology in mental health. This has a number of possible dimensions including integration:

- within existing health and mental health service delivery models
- into individual service user journeys
- into the overall national operating framework for mental health
- of digital mental health approaches and requirements into future policies and programmes of work, in health and mental health

Successful delivery of the Strategy will address these multiple dimensions of integration.

Actions

1. Leadership and oversight will be provided by the appropriate governance structures and roles to ensure that the provision and development of digital mental health offerings reflects the diverse range of needs and opportunities identified. This will include areas of service delivery that have been under-developed to date such as the use of digital technologies to support the delivery of specialist and acute mental health services.
2. Investment in digital mental health will be balanced and proportionate, reflect strategic objectives and priorities, and in alignment with the national operating framework for mental health, as outlined in the second StV Implementation Plan.
3. The integration of digital mental health offerings in the categories identified will be maximised through integrated service development planning.
4. The HSE App, My Mental Health Plan and Navigator will be utilised to consolidate, promote and increase access to mental health services and resources.
5. Digital mental health developments will be coordinated and cohesive with broader developments in digital technology infrastructure and the implementation of Digital for Care e.g. incorporating the EHR when it is implemented.

Theme 4: Collaboration and Co-production

High Level Objectives:

Stakeholders in digital mental health include: the public; service users; mental health clinicians; the community and voluntary sector; academics and researchers; technology experts; private enterprise and commercial entities; those involved in service commissioning and design; those involved in policy development and implementation.

Collaboration and partnership working between all relevant stakeholders is emphasised by experts and in the literature. Structures and processes developed under the Strategy should reflect this approach.

The public and service users will be included in the development and delivery of the Digital Mental Health Strategy through the use of effective co-design and co-production methodologies across all identified themes.

Collaboration and partnership working should contribute to a sense of shared responsibility and help define roles and responsibilities for all stakeholders. Given the importance of the social determinants of health and mental health, and the need to understand a person and their difficulties in context, effective digital mental health development will involve cross-sectoral collaboration that is inclusive of various government functions and civic society beyond the health sector.

Actions

1. Collaboration will involve multiple stakeholders, with service users and frontline staff paramount. The HSE’s Mental Health Engagement Framework 2024-2028 outlines the principles for ensuring the voices of people with lived and living experience of mental health inform service delivery, design, development and improvement. This is integral for the adoption and roll out of digital mental health programmes and services.
2. Inclusive co-design and collaboration methodologies will be identified and implemented, with an emphasis on overcoming barriers to accessing digital mental health offerings.

Theme 5: Technology and infrastructure

High Level Objectives:

Maximising the opportunity in digital mental health requires optimised technology across multiple domains:

- Fundamental digital infrastructure e.g. population wide access to well-functioning broadband and technology-enabled devices
- Digitally enabled workplaces, with a digitally skilled workforce as noted under Theme 2.
- Digitally enabled public/service users, with the skills needed to make use of digital offerings as noted under Theme 2.

Interoperability is the ability for different technology systems to interact and operate in tandem. This is a key requirement for future technology infrastructure.

Approach

The actions and outputs associated with the technology and infrastructure theme that will support digital mental health will be primarily delivered through Digital for Care (DfC) implementation, and associated projects such as Community Care Record, the development of the National Shared Care Record and ultimately the Electronic Health Record.

However, the mental health sector can still play an important role in relation to this theme by considering:

- How can the mental health sector support the successful delivery of DfC objectives and projects?
- Are there opportunities for the mental health sector to play a leadership or early adoption role in the delivery of DfC objectives and projects?
- Are there any areas of the delivery of DfC in which the mental health sector may require tailoring or adaptation to be successful?

Actions

1. In the short term, stakeholders in mental health can continue to be active and engaged in wider digital developments. This includes supporting the Community Care Record project and engaging with colleagues in Digital Communications regarding the integration of mental health services and supports on the HSE App

Theme 6: Research, evaluation and innovation

High Level Objectives:

Research, evaluation and innovation in relation to digital mental health are intersecting and mutually dependent. An effective approach to research, evaluation and innovation should achieve several related objectives:

- Overall, the production of quality data and convincing evidence, which in turn can aid culture change, foster adoption, and drive innovation.
- Identify funding sources for digital mental health research and evaluation
- Coordinated research and evaluation activities that are aligned with strategic priorities
- Research and evaluation outputs that support decision-making, gap identification, resource allocation, business cases, etc. in addition to strengthening the evidence base
- Identify and/or develop systems and processes that support the development and procurement of new digital mental health solutions.

Actions

1. Scope a project to develop a minimum data set for digital mental health, with reference to FAIR principles (Findability, Accessibility, Interoperability, and Reuse), addressing core metrics such as:
 - a. Service performance/activity
 - b. Clinical outcomes
 - c. Service user experience
 - d. Equity of access to services and supports

Any data set should align with other relevant data and outcomes initiatives.
2. Current research programmes with a digital mental health element include Vista (SmaRT-IE and SOC MED) and Atlantic Futures. These will be supported as examples of partnership working, whereby knowledge users are involved throughout the process, and research questions and outputs are aligned with implementation.
3. Where possible, a Learning Health System (Foley & Vale, 2022) or similar approach will be adopted to integrate the production and application of evidence related to digital mental health across the mental health system.
4. As of Q1 2026, the first HSE Framework for Health Innovation is due to be delivered. This is described as a strategic blueprint designed to systematically foster and integrate innovation across Ireland's health and social care ecosystem. This will be reviewed to assess how it can support the development of new digital mental health products and services. Alternative and supplemental systems and processes will be assessed as required.
5. Ensure that digital mental health research is aligned with, and positioned to avail of, opportunities presented by the enhanced research infrastructure for mental health provided by the National Mental Health Research Strategy and the Co-Prime Research Network's Emerging Technologies and Innovation Domain. This will include engaging with partners to advance initiatives such as a digital mental health research hub, and in scoping emergent use cases such as the use of AI predictive modelling in care and research.

Theme 7: Governance

High Level Objectives:

Digital mental health requires appropriate governance with clear systems and processes to provide oversight, leadership, coordination and accountability. Governance for digital mental health has three key foci: implementation, regulation and data.

7.1 Implementation

The existing long-standing governance structure within the HSE Centre has facilitated the development of digital mental health in recent years, with clear ways of working and a strong track record of delivery. Having considered the wider HSE Reform Programme and Ways of Working Overview, this Strategy proposes the consolidation of this governance structure, and that it is used as the basis for the implementation of this Strategy.

The current governance structure is fully integrated with mental health policy implementation and digital mental health operational structures. The General Manager for Policy Implementation acts as the lead for digital mental health. This provides for oversight from the Management Team across the National Mental Health Office, incorporating the Child and Youth Mental Health Office (CYMHO) and the National Office for Suicide Prevention, and facilitates integration with the CYMHO Action Plan and Connecting for Life. The current structure also benefits from the oversight of the HSE Implementation Group and National Implementation and Monitoring Committee for Sharing the Vision. The allocation of two new posts dedicated to digital mental health in 2026, alongside ongoing dedicated budget, is recognition of the effectiveness of the current structures, and will facilitate further delivery and achievement in this area.

7.2 Regulation and standards

To date, digital mental health has been largely unregulated and lacking in a coherent and accepted set of standards. Standards for digital mental health will be developed in line with agreed principles and values and implemented to continuously and flexibly maintain high levels of safety and ethics on behalf of all stakeholders. Ethical principles such as, privacy and security, individual autonomy, informed consent, transparency and accountability should be included in a standards framework.

Regulations and standards should be developed by the HSE for use across the whole healthcare system. Where this is the case the mental health sector may adopt an approach similar to that identified under Theme 5.

Standards should be embedded in an assessment process that can be applied to digital mental health products and services, leading to formal licencing or approval. Collaboration with the HSE's Digital Health Clinical Safety Office should be part of this process.

7.3 Data management and use

It will be necessary for digital mental health products, supports and services to meet regulatory requirements regarding data privacy, data sharing, data security and data transparency. Within the EU the General Data Protection Regulations and the European Health Data Space (EHDS) will provide frameworks for the management of data. The EHDS should also act as an enabler of fundamental digital health infrastructure as it provides a foundational element that is required for the development of Electronic Health Records.

Continued overleaf ►

Theme 7: Governance - continued**High Level Objectives:**

In tandem with considerations of data at the personal or service user level, a systems approach to data is required. This will establish how data will be collected, collated, reported, analysed and used at service and system levels. This data should contribute to an emergent and dynamic evidence base that informs further innovation, commissioning and funding allocation.

Actions**7.1 Implementation**

The governance structure for digital mental health will lead on the following:

1. As a priority, developing an implementation workplan for 2026 and presenting timely workplans for subsequent years of the Strategy i.e. from 2027 to 2030. Workplans will include identified leads/ owners for specific actions, and further detail on outputs and timelines.
2. Ensuring operation alignment between annual workplans and other relevant programmes of work, including the Child and Youth Mental Health Office Action Plan and Connecting for Life.
3. Working closely with the Digital Mental Health Specialist Group which will provide strategic guidance and subject matter expertise as required.
4. Managing the HSE digital mental health budget and providing oversight for existing national digital mental health initiatives and services, while also identifying sustainable funding sources to support actions identified in the Strategy.
5. Achieving agreement and/or clarity on national, regional and local roles, responsibilities and functions in relation to digital mental health, with reference to any changes resulting from the HSE Reform Programme.
6. Engagement with wider digital health governance structures and processes, particularly those related to the implementation of Digital for Care and the Community Care Record Project, and with other key structures and stakeholders e.g. the Department of Health and Sharing the Vision National Implementation and Monitoring Committee.

7.2 Regulation and standards

1. The mental health sector will support the trialling of existing tools and products that support the implementation of standards, such as the Organisation for the Review of Care and Health Apps (ORCHA).
2. In the development of general standards, or mental health specific standards, the mental health sector can contribute by identifying minimum requirements for the following:
 - accessibility
 - interoperability
 - integration
 - data collection and reporting
 - scalability

Linked to innovation under Theme 6, these should be made available to relevant stakeholders and used in the development and/or procurement of new digital offerings.

Theme 7: Governance - continued

3. The HSE/DoH will monitor international developments on regulation and standards and participate or align where beneficial. For example, Label2Enable is an EU-funded project seeking to promote the adoption of specific standards –the International Organisation for Standardisation (ISO) and European Committee for Standardisation (CEN) for health and wellness apps, driving trust, use and adoption. Also, the Medicines and Healthcare products Regulatory Agency (MHRA) and the National Institute for Health and Care Excellence (NICE) in the UK have secured funding from Wellcome to continue its joint work on clearer, more consistent regulation and evaluation of digital mental health technologies.

7.3 Data use and management

As stated previously as an action under Theme 6, scoping will be undertaken for a project to develop a minimum data set for digital mental health. Additionally:

1. All new digital mental health products and services will be required to meet the applicable data standards, including the General Data Protection Regulations and the European Health Data Space (EHDS). Ongoing data collection and reporting mechanisms will be included from the outset when a new digital mental health product or service is introduced.
2. Establish mechanisms for actionable standardised data to be collected, collated and reported to the appropriate governance structure, including from funded community and voluntary sector partners.
3. Support the further development and use of mental health data dashboards and tools, such as Power BI.
4. Facilitate the appropriate sharing of data between stakeholders to support research and innovation, while protecting and assuring service users in relation to the use of their data. Engagement will take place to establish whether this is best achieved through the development of anonymised, integrated mental health datasets.
5. New national and international developments regarding healthcare data will be monitored for opportunities and compliance requirements, including the HSE Community Care Record and EHR Projects, the implementation of the EHDS, and the use of AI in data analytics.

Appendices

Appendix 1: Digital for Care Alignment

Digital for Care Principles	Corresponding Digital Mental Health Strategy Content
<p>Patient as an empowered partner: We will empower patients by giving them broader access to their own health information through a patient app, provide access to more digital health services, including virtual care offerings, whilst enabling greater autonomy and choice over their care options.</p>	<p>Principle: Service users and the wider public as empowered partners</p>
<p>Workforce and workplace: We will enable our workforce by providing them with the technology, systems, and skills they need to deliver the best possible care and services to patients in the modernised healthcare system.</p>	<p>Principle: Digitally enabled workforce, workplace, the public and service users</p>
<p>Digitally Enabled and Connected Care: We will drive future investment and make architectural decisions based on the ability of systems to share clinical information and deliver connected care. We will make it possible for healthcare professionals, and others who support delivery of care, to be able to access the information needed about their patients when and where they need it, regardless of where those patients were treated previously.</p>	<p>Principle: Digitally enabled and connected information, supports and services</p>
<p>Secure foundations & digital enablers: We will continue to build cyber resilience and put in place the key enablers needed to deliver this digital health strategic roadmap, underpinned by strong governance, cultural change, standards, interoperability, infrastructure, architecture, and legislation.</p>	<p>Principle: Digitally secure foundations and digital enablers</p>
<p>Digital health ecosystem & innovation: We will embed continuous improvement within the health and social care system. This will be enabled by innovation via improving ongoing collaboration, improved procurement pathways, increased participation, and promoting research excellence. This strategic principle also details key considerations for the digital health ecosystem as we prepare for the technologies of the future.</p>	<p>Principle: Required standards, regulation and governance for delivery and innovation in digital mental health</p> <p>Theme 7: Research, Evaluation</p>
<p>Data driven services: We will leverage data analytics, business intelligence, visualisation, dashboards, and other digitally enabled management tools to provide greater insights into the health service and its operation. This will create opportunities for increased productivity, efficiency and more precise direction of resources to areas of greatest need, and where they will have the maximum impact.</p>	<p>Enabler: Monitoring, evaluation and research leading to quality usable data and evidence</p> <p>Theme 8: Data Management and use</p>

Appendix 2: Consultation and Engagement

The Sharing the Vision Digital Mental Health Specialist Group

The National Implementation Monitoring Committee (NIMC) Specialist Group on Digital Mental Health was established by the HSE Implementation Group, at the request of the NIMC Steering Committee, in 2022. The particular focus of this Specialist Group is implementation of Sharing the Vision recommendations 2 and 31:

Recommendation 2 - Evidence-based digital and social media channels should be used to the maximum to promote mental health and to provide appropriate signposting to services and supports.

Recommendation 31 - The potential for digital health solutions to enhance service delivery and empower service users should be developed.

The purpose of the Specialist Group is to support the implementation of these recommendations within agreed timeframes, and to provide advice to the NIMC Steering Committee on interim progress and associated recommendations.

Group Membership has included:

- HSE Child and Youth Mental Health Office
- Mental Health Reform
- spunout
- University of Limerick – Department of Psychology
- University College Dublin - School of Computer Science
- National Counselling Service
- Jigsaw
- HSE Primary Care Psychology

- National Office for Suicide Prevention
- HSE Health and Wellbeing
- HSE Communications and Digital Services
- HSE Technology and Transformation

The Specialist Group provided oversight for the development of the draft Digital Mental Health Strategy through review, proposed content and giving approval for draft iterations of the document. An early draft version of the Strategy was also used as the basis for engagement and consultation with the following groups:

- Service users through HSE Mental Health Engagement and Recovery
- Sharing the Vision Mental Health Promotion and Digital Workstream Group
- Department of Health
- HSE Child and Youth Mental Health Office
- HSE Sharing the Vision Policy Implementation Team
- HSE Mental Health Operational Management Team
- Digital for Care Programme Team

Work in progress on the Digital Mental Health Strategy was presented and discussed at the eMHIC (electronic Mental Health International Collaborative) Congress 2024, leading to feedback from senior colleagues in relevant roles internationally.

Engagement and consultation took place over an extended period of time and included a number of elements, events, individuals and groups. Key milestones include:



Appendix 3: National Digital Mental Health Conference November 2023

The following paper outlines the process and results of the stakeholder engagement activities relating to a digital mental health strategy undertaken at the first National Digital mental Health Conference in November 2023: Kennedy, S., Fitzgerald, R. and Melia R (2025) 'Engaging Stakeholders in the Development of a National Digital Mental Health Strategy: Reflexive Thematic Analysis', Journal of Medical Internet Research 27:e71601. Available at: <https://www.jmir.org/2025/1/e71601>

A report on the conference, prepared by Dr. Ruth Melia, provides the following summary.

The views and expertise of speakers and delegates were gathered in various formats prior to and on the day of the event. In the first instance, invited attendees and speakers were asked to provide a word or phrase to summarise their vision for digital mental health upon registering for the conference online. Secondly, conference speakers were asked to identify 2-3 words or phrases that addressed the question 'A vision for digital mental health: what should it look like?' Speakers were then asked to draw on their research / practise / lived experience to provide a rationale for their vision in the course of their presentations.

Panel discussion members were asked to reflect on key barriers and enablers to realising a vision for digital mental health, and to provide concrete examples from experience that had worked well. Facilitated Strategy discussion groups were asked to consider the proposed digital mental health strategy and consider what the vision, principles, scope, and proposed outcomes of that strategy might be.

A digital recording artist captured the proceedings and discussion throughout the day in visual format. All presentations were video recorded and transcribed for further clarity.

A Vision

All speakers and attendees were invited to provide a word or phrase to describe their vision for digital mental health when first registering for the conference. Of the 54 registered delegates, 41 provided a word or phrase to describe their vision (n=54, 41 of 54 or 76% of delegates provided word or phrase). Attendees identified Accessible, Inclusive, User-led, Transformative, Empowering and Connection / Collaboration in describing their vision. Of the delegates who responded, 11 (27%), identified Accessible (Access, accessibility, broader access), 6 (15%) identified Inclusive (Inclusion, Inclusive, "for all"), and 6 (15)% identified User-led (user-led, user-friendly, person centred, personalised).

Invited speakers were asked to provide a keyword or phrase to describe their vision for digital mental health in the course of their presentation, and to draw on their research, policy, clinical work or experience to provide a rationale for their choice.

The table overleaf summarises key words used and indicative quotes relevant to each.

Word / Term	Description	Contributor Quote
Inclusion	<ul style="list-style-type: none"> • Changing needs across the lifespan • Consideration of vulnerable or marginalised groups 	“There is a need to develop a line of action within a social inclusion / inclusion-health framework to leverage digital mental health to reach and support vulnerable groups”
Integration	<ul style="list-style-type: none"> • Blended service models and care plans • Integrated systems • Communication across services and agencies 	“We must strive for better integration - better care and digital pathways. Recognition of the role that NGOs play in the sector – shared ownership, leadership, and accountability”
User-led / Co-production	<ul style="list-style-type: none"> • Voice of the user, family members, and supporters • User choice and preference in service provision • Co-production 	Voice of the user, family members, and supporters
Enhancement	<ul style="list-style-type: none"> • Opportunity to enhance; efficiency, accessibility, choice, personalisation • Support mental health literacy, early intervention, and signposting 	“Develop the potential for digital health solutions to enhance service delivery and empower service users”
Infrastructure	<ul style="list-style-type: none"> • Dedicated and long-term funding model • Digital mental health and research Strategy • Regulation and governance • Development of applied standards • Technical infrastructure (software, connectivity) 	“We must change the current funding model - increase the overall mental health budget; multi-annual, with increased focus on prevention, early intervention and digital supports”
Trust	<ul style="list-style-type: none"> • Professional training Strategy, resources, and the development of clinician supports and tools 	“We need to develop a workforce Strategy – there are not enough trained mental health professionals. We need to invest in training and retaining mental health staff and enabling them to embrace technology”

Strategy Discussion

Discussion groups were each supported by a facilitator and a dedicated scribe to address key questions relevant to digital mental health strategy development. Discussion topic guides and question prompts focused on: a shared vision, core principles,

scope, proposed outcomes, barriers, and enablers. Transcripts from each group were analysed using thematic analysis, and five major themes were identified.

Major Themes	Sub-themes	Quotes
Education & Training	Digital literacy Mental health literacy Transformation	<ul style="list-style-type: none"> • “Increasing awareness and digital mental health training in doctoral, counselling, masters training programmes.” • “Also, training the current workforce rather than recruiting a new workforce.” • “If we think again about cohorts of people. Generation alpha – if we do something now, this is going to get easier over time. There are some groups we need to get up to speed, but others who won’t need to be. Thinking about Ireland in 10 years, it will be very different. If we get these basic pieces done now we will gain momentum”
Trust	Compelling narrative Regulation, policy & governance Evidence-base	<ul style="list-style-type: none"> • “Clinicians need to be bought in and we need to be able to tell the right story to promote- share a compelling narrative” • “Establish the trust piece like security and confidentiality, has to start off with trust. Cannot exist without trust” • “You should be able to say that you’re confident that digital care is available in all areas” • “Public trust, people need to feel safe. This shouldn’t be used as a way to move people off waiting lists, there’s a perception that this is what digital health is used for” • “ORCHA assesses five different polices and proves that evidence is correct and clinically robust. Whatever we are offering there has to be a robust evidence base” • “Insights Centre model – a research centre but not owned by any one institution. There’s an opportunity establish something that has state actors, academic actors, experts by experience”

Major Themes	Sub-themes	Quotes
User-led	Co-production Choice Needs-led	<ul style="list-style-type: none"> • “Co-production and the centrality of lived experiences. Lived experience refers to both staff and service users” • “It comes back to the Sláintecare principle of ‘right care, right place, right time.’ Now, the right place becomes everywhere”. • “Feedback principal of co-production, if you don’t have all the stakeholders in the room from the outset you will never get there” • “Co-production brings a level of accountability” • “Choice of delivery of intervention remains for the service user- person centred practice remains at the core” • “We cannot be led by the technology that is available, we have to be led by the needs of the people rather than retrofitting into a piece of technology that fits it”
Inclusive access	Inclusivity Accessibility Early Intervention	<ul style="list-style-type: none"> • “Important for everyone, and digital mental health Strategy might be particularly well placed to support those seldom heard voices, who communicate without words. “ • “I’d like to use digital to make services and care easier to access, easier on staff to see more people” • “Inclusive of everybody and user friendly... especially for older and neurodivergent people” • “Access to tech (e.g. devices) is a barrier on the frontline, lots of hoops to jump through” • “Applicable to the full range of mental distress – not just mild, but also enduring mental health difficulties” • “The reality is we are using digital in ways we’ve never used IT before, it applies to everybody and can be used to reach everybody”

Major Themes	Sub-themes	Quotes
Connectedness	Integration Relationships Stigma	<ul style="list-style-type: none"> • “There are all kinds of options for face-to-face support. We need to develop similar options for the use of digital mental health support, so that it can be integrated.” • “choice to provide a service online with an existing client is valuable but for someone who has never had contact it is not always as valuable” • “Not a replacement for person-to-person connection, an enhancement” • “Because of stigma, people do not always want to be seen in their own community” • “What is needed is a centre for digital mental health who can provide all of the support pieces, bringing people together, hosting open access resources”

Taken together, conference delegates, speakers, and discussion groups identified key priorities for digital mental health strategy development. Many discussion groups also provided concrete recommendations to help realise this vision. The following recommendations draw on the data collected throughout the day, alongside the specific examples described throughout the Strategy discussion sessions to provide focused and actionable recommendations across research, policy, and practise.

Recommendations

Research

- The development of a Digital Mental Health Centre to bring together researchers, practitioners, and those with experience of accessing services, to drive leading research, policy, and practise in digital mental health both nationally and internationally.
- The inclusion of digital mental health research priorities within the upcoming National Mental Health Research Strategy to forge the path for further digital mental health research Strategy development.
- The development of dedicated digital mental health research funding streams, designed to inform and address healthcare policy priority areas.
- Dedicated research funding calls to support the

development of digital mental health researchers and clinician researchers. Doctoral and post-doctoral funding streams would increase research capacity nationally enabling a higher volume of research to inform policy and service provision.

- Clear career pathways to promote leadership in digital mental health research. For example, the establishment of a Chair of Digital Mental Health within Higher Education Institutions in Ireland.
- Support for researchers and research teams to better understand and comply with Irish / EU regulation standards such that regulation ensures greater quality and safety and encourages evidence-based advancements in this area.
- Digital mental health research should directly inform the design and development of education and training resources to meet learning needs at a population level, within mental health professions, and across mental health professional training programmes.

Education and Training

- Integration of Digital Mental Health teaching modules across mental health professional training programmes nationally.
- Continuous professional development opportunities accessible to established healthcare professionals to support the adoption of digital mental health solutions.

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