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# Izazovi i rješenja u pružanju podrške LGBTIQ+ osobama

## / *Challenges and Solutions in Providing Support to LGBTIQ+ Individuals*

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**KLJUČNE RIJEČI / *KEYWORDS*:**
LGBTIQ+ / *LGBTIQ+*
psihosocijalna podrška / *psychosocial support*
protokol / *protocol*

**TO LINK TO THIS ARTICLE:** https://doi.org/10.24869/spsih.2026.151

Tijekom 2023. Udruga za unaprjeđenje mentalnog zdravlja Vrapčići iz Slavonskog Broda provela je projekt *Uz dugine boje do mentalnog zdravlja* podržan od Fonda za aktivno građanstvo, sredstvima Islanda, Lihtenštajna i Norveške. Projekt je imao za cilj osnažiti pružatelje psihosocijalnih usluga i savjetovanja za rad s LGBTIQ+ populacijom. LGBTIQ+ osobe nevidljive su u društvu, skrivaju svoj identitet, a uz izraženo nasilje i diskriminaciju, gube samopoštovanje, što dovodi do razvoja psihosocijalnih poteškoća. Projekt je bio posebno važan jer na području istočne Hrvatske ne postoji ni jedna udruga, pokret ili usluga koja se bavi zaštitom LGBITQ+ osoba. Trajanjem projekta provedeno je istraživanje koje je obuhvatilo odrasle osobe opće populacije starije od 18 godina i imalo je za cilj istražiti znanje, stavove

In 2023, the Association for the Improvement of Mental Health "Vrapčići" from Slavonski Brod implemented the project "Through the Colors of the Rainbow to Mental Health," supported by the Active Citizenship Fund with funds from Iceland, Liechtenstein, and Norway. The project aimed to strengthen providers of psychosocial services and counselling for work with the LGBTIQ+ population. LGBTIQ+ people are invisible in society, hide their identity, and, in the context of pronounced violence and discrimination, lose self-esteem, which leads to the development of psychosocial difficulties. The project was particularly important because in eastern Croatia there is not a single association, movement, or service focused on the protection of LGBTIQ+ people. During the project, a study was conducted that included adults from the general population over 18 years of age and aimed to examine knowledge,

i razinu nasilja nad pripadnicima LGBTIQ+ zajednice. Istraživanje je provedeno putem interneta primjenom alata *Google Forms*. Kao instrument istraživanja upotrijebljen je anketni upitnik koji je obuhvatio sociodemografske karakteristike sudionika, pitanja o znanju o LGBTIQ+ temama, stavovima prema pripadnicima LGBTIQ+ te razini nasilja. Prikupljeni podatci, odgovori 201 sudionika, obrađeni su pomoću programskih paketa Microsoft Excel i SPSS for Windows 13.0. Prosječna dob sudionika bila je 31 godina, pri čemu su sudjelovale osobe različitih spolova, uključujući pripadnike LGBTIQ+ populacije. Rezultati istraživanja otkrili su važne povezanosti između znanja o LGBTIQ+ temama, stavova prema pripadnicima LGBTIQ+ i nasilja. Visoka razina znanja bila je povezana s pozitivnijim stavovima i manjom incidencijom nasilja prema LGBTIQ+ osobama. Također, sudionici s višom razinom kontakta s pripadnicima LGBTIQ+ pokazali su bolje razumijevanje i podršku. U okviru projekta izdan je Protokol za postupanje s LGBTIQ+ osobama u pružanju psihosocijalne podrške. Protokol ima za cilj osigurati inkluzivno, podržavajuće i sigurno okruženje za LGBTIQ+ osobe koje traže psihosocijalnu podršku kao i njima bliskim osobama. Donosi opća načela, objašnjenje terminologije i pravne propise. Uz protokol je izdana brošura *Zdravstvena skrb LGBTIQ+ osoba u Hrvatskoj* koja donosi popis dostupnih usluga i pružatelja u zdravstvenom, nevladinom i pravnom sustavu te kratki rječnik *LGBTIQ+ terminologija*.

attitudes, and the level of violence against members of the LGBTIQ+ community. The research was conducted online using the *Google Forms* tool. As the research instrument, a questionnaire was used that covered the sociodemographic characteristics of participants, questions about knowledge of LGBTIQ+ topics, attitudes toward LGBTIQ+ individuals, and the level of violence. The collected data, responses from 201 participants, were processed using Microsoft Excel and SPSS for Windows 13.0. The average age of participants was 31 years, and people of different genders took part, including members of the LGBTIQ+ population. The results revealed important associations between knowledge of LGBTIQ+ topics, attitudes toward LGBTIQ+ individuals, and violence. A high level of knowledge was associated with more positive attitudes and a lower incidence of violence against LGBTIQ+ persons. In addition, participants with a higher level of contact with LGBTIQ+ individuals showed better understanding and support. As part of the project, a Protocol for Working with LGBTIQ+ Persons in the Provision of Psychosocial Support was published. The protocol aims to ensure an inclusive, supportive, and safe environment for LGBTIQ+ people seeking psychosocial support, as well as for those close to them. It sets out general principles, explains terminology, and presents legal regulations. Alongside the protocol, a brochure titled "Health Care for LGBTIQ+ Persons in Croatia" was issued, which provides a list of available services and providers in the health care, non-governmental, and legal sectors, as well as a short glossary of LGBTIQ+ terminology.