

CSEAS Confidentiality Statement¹

The CSEAS provides a confidential² support service to staff and management designed to assist employees to manage work and life difficulties, which if left unattended, could adversely affect work performance and/or attendance and quality of life. It is a centralised service within the Department of Public Expenditure and Reform and operates on a regional basis.

Information and personal data disclosed by employees, including disclosure of a disability, to the CSEAS will not be shared with the employee's employer/line manager or any other third party outside of the CSEAS without the prior knowledge and consent of the individual (exceptions are listed below). This is in keeping with normal professional standards and is part of the duty of confidence.

Self-disclosure, as appropriate, will be encouraged in employees' best interests. For example, if an employee tells his or her employer about a previously undisclosed disability, some issues could be alleviated by the making of "reasonable accommodations".

Exceptions to confidentiality

- Life-threatening situations to the individual, other parties or the public;
- Where there is a statutory responsibility to report;
- Where required by a court or legal process to do so;
- Where non-disclosure of information could compromise the CSEAS;
- Where the CSEAS becomes aware of a breach in criminal law, disclosure may be necessary.

Management Referrals where there is a risk to life e.g. suicide intent, or where it has been recommended by the Office of the Chief Medical Officer.

As of 25th May 2018, the CSEAS only accepts management referrals in these situations. Confirmation of attendance/engagement³ will be made available to the referring manager. Any proposed feedback will be agreed with and consented to by the staff member in advance. Where an individual chooses not to avail of the CSEAS, this will be relayed to the referring party, i.e. HR, line management or CMO as appropriate.

Since July 2020 where HR or a manager has concerns for a staff member's mental health and wellbeing and has received verbal consent from the staff member for the CSEAS to make contact a referral can be made.

Records

CSEAS holds service user records in compliance with the Data Protection Acts 1988 – 2003 and the EU General Data Protection Regulation 2016/679 (GDPR).

Full details on the CSEAS are available on the CSEAS website www.cseas.per.gov.ie

¹ CSEAS Protocols on Confidentiality are available on the CSEAS website www.cseas.per.gov.ie

² Exceptions apply – listed under ***Exceptions to confidentiality above***

³ Engagement means that an individual has engaged with the CSEAS in a meaningful way. Contact with the Service may range from one session to on-going short or longer term engagement.