

Happy New Year from CSEAS!

We hope you had a happy and healthy Christmas and best wishes for 2018. In this edition we draw your attention to two topics as follows:

- **New Year Resolutions – Goal Setting for 2018**
We hope you will find some helpful tips to assist you with this task
- **Bereavement**
This topic is prompted by the conversation begun by Senator Marie Louise O'Donnell culminating in her "Finite Lives" reports (2015 and 2017) on death, dying and bereavement. Bereavement and loss are an intrinsic part of life. The grieving process is experiencing the emotional reaction to loss, coming to accept the loss and adapting to a new life afterwards.

We hope the material in this newsletter will help in prompting conversations and reflection.

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GOAL SETTING FOR 2018

Many of us may have made New Year resolutions. These are made with the best of intentions, but before long we may find ourselves reverting to our old habits that we had planned to change.

In order to succeed in achieving a successful outcome, it is important to have a clear vision, a structure, and to set our intentions as goals rather than general aspirations. Whatever the goal, having a plan of action will help to drive us in the direction of achievement.



A SUCCESSFUL PLAN SHOULD CONTAIN THE FOLLOWING CRITERIA TO GIVE THE OPTIMUM CHANCE OF ACCOMPLISHING THE GOALS.

COMMITMENT: Write your goals down as a measure of a genuine desire to reach your target. Setting goals is more than just a pencil scratching exercise, but the physical act of writing your goal down makes it real and tangible.

EMOTION: Ensure you are emotionally connected to what you want to accomplish. Take the time to imagine how you will feel having succeeded in the task you set yourself.

VALUES: Our core values are what drive us forward in all of our actions and behaviours. Our motivation to succeed is greatly enhanced if what we are trying to achieve is truly important to us. Is the goal aligned to your core values? How important is it for you to reach your goal?

EVALUATION: Remember when you set out to achieve something you are engaging in a process. Be prepared to assess your progress and make the necessary adjustments and modifications that will keep you on target.

THE SMART ACRONYM PROVIDES US WITH A MODEL THAT GUIDES US TOWARD REACHING OUR OBJECTIVE.

SPECIFIC: Goals should be precise and clear. They should identify exactly what it is you want to accomplish e.g. "I want to lose ten pounds" as distinct from "I want to lose weight"

MEASURABLE: There is an old saying "you can't manage what you can't measure". You can track your progress if the goal can be measured which will show if you are moving away from or towards your objective.

ACHIEVABLE: The question you have to ask is "am I in control of all elements associated with the goal?" You cannot necessarily realise your goal if certain aspects are outside your radius of control. Obstacles, distractions, events outside of your control may set you off-track. Get back on track as soon as possible keeping your goals in sight.

REALISTIC: Ensure the tasks you set for yourself are within your capability. Ask yourself "do I have the competence, skills and the ability to perform the tasks necessary to complete my goal?"

TIME BOUND: Link your goals to a timeframe. Specifying a date for completion of the goal/objective will help keep you focused.

KEEP THE DESIRED OUTCOME FOREMOST IN MIND:

WANT IT TO HAPPEN

EXPECT IT TO HAPPEN

NOTICE IT HAPPEN

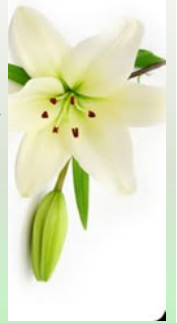
BEREAVEMENT – COPING WITH DEATH AND DYING

Bereavement, death and dying are an intrinsic part of life. We will all experience bereavement and/or loss during our lifetime. Grief is a natural and normal reaction to the death or loss of someone close and many emotions can be experienced.

It is important that we talk about dying and end-of-life issues. Many people, for example the chronically ill, are aware that death is coming. Indeed it is inevitable for us all. It is helpful to have an open discussion about dying and what it means for us.

Supporting those close to death or bereaved:

- Make contact
- Listen – allow the person to talk
- Help with practical chores
- Encourage people to talk about grief
- Accept the various emotions that can emerge



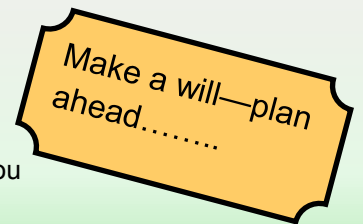
Please visit the CSEAS webpage on [Bereavement](#) for more information.

THINK AHEAD

Think Ahead is the Irish Hospice Foundation programme which helps us to discuss preferences in the event of an emergency, serious illness or death. The purpose of “Think Ahead” is to help us talk about and record our care, end-of-life and funeral preferences.

The Think Ahead form is available on The Hospice Foundation web page [Think Ahead](#). It provides an opportunity to talk about and record your preferences regarding all aspects of end-of-life. For example:

- Your care preferences
- Where you would like to die
- Information about organ donation
- Religious and cultural beliefs that you want considered by those caring for you
- Your preferences for funeral ritual and burial/cremation
- The location of your will and other personal data
- ICE Information (In Case of Emergency)



Act while you are still healthy in mind and body. It is never too early to complete a Think Ahead form.

For further information please visit www.thinkahead.ie or contact The Irish Hospice Foundation at 01 6793188

DEATH IN SERVICE - PRACTICAL ADVICE

Grieving the loss of a loved one can be a difficult and emotional journey. The death of a civil servant while in employment is referred to as a Death in Service. There may be entitlements due and certain actions may need to be taken in relation to a Death in Service. Please be aware that the following information is only a guide and any specific details should be confirmed with the relevant bodies.

- **Pensions:** In the case of a married officer or civil partner who dies in service and who was a member of the Spouses and Children’s Contributory Pension Scheme, the surviving spouse and eligible children may be entitled to a pension. You should notify the employing Department/Office of the death following which, the HR Shared Services (PeoplePoint) will contact the next of kin with relevant details. www.peoplepoint.gov.ie

Spouses’ and children’s pensions may be payable based on the deceased officer’s service and salary. For further information please see website of the Irish Civil Service Pensions Information Centre www.cspensions.gov.ie

DEATH IN SERVICE – PRACTICAL ADVICE (CONT.)

- **Death Gratuity:** On production of a Grant of Probate or Letters of Administration (see next section), a death gratuity may be payable to the officer's legal personal representative. This is a lump sum calculated by reference to pensionable remuneration and service. See Superannuation Handbooks available [here](#)
- **Trade Unions:** If the deceased officer was a member of a trade union contact the relevant union as there may be mortality assistance / death grant available.
- **Private Health Insurance:** Spouses and civil partners may have the option to stay in the deceased officer's scheme when receiving pension. Contact insurance provider for details and to finalise any outstanding claims.
- **Credit Union:** If the deceased officer was a member of a Credit Union there may be entitlements. Contact the relevant Credit Union for details. Check the deceased officer's payslip deductions to confirm if he/she was a member of a work-based Credit Union www.cscu.ie or www.canacu.ie (Revenue staff) or contact the Credit Union directly.
- **Additional Voluntary Contributions (AVC)** life assurance plans. The deceased officer may have paid in to a private plan which pays out a death benefit. See payslip for indication of deductions and contact insurers directly.
- **Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension** is a social insurance payment for widows, widowers or surviving civil partners. **It is not means-tested.** For details, please see Department of employment Affairs and Social Protection's website [here](#)
- **Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension** **is means tested.** For details, please see Department of employment Affairs and Social Protection's website [here](#)
- **The Widowed or Surviving Civil Partner Grant** is a once-off payment to widows, widowers or surviving civil partners **with dependent children.** For details please see Department of employment Affairs and Social Protection's website [here](#)
- **Exceptional Needs Payments:** Next of kin may be eligible for an Exceptional Needs Payment to help with the cost of a funeral if income is low. For details, please see Department of employment Affairs and Social Protection's website [here](#)
- **Public Service Friendly Society:** If the officer was a member of this benevolent fund there may be financial support available in cases of financial hardship. www.psfs.ie
- **The Revenue Commissioners** should also be contacted - Tax credits and reliefs may be affected and refunds may be due. Please see the website of the Revenue Commissioners [here](#)

PROBATE INTRODUCTION

At the time of the death of a loved one, it may be hard to think what practical issues will need to be dealt with however, it is important to consider them. One practical matter to be considered is whether or not an application for Probate/ Letters of Administration may be required.

The following information is sourced from a document titled '*PA1 - The Probate Process - An Information Guide for persons acting without a solicitor*' which is available on The Courts Service of Ireland's website [here](#)

When a person dies leaving property, money and/or other possessions (i.e. an estate), certain legal obligations have to be observed before the next of kin or other persons may have access to same. The overall process is referred to as the administration of a deceased person's estate. A Solicitor may be instructed by the executor/ next of kin of the deceased person, to administer the estate. The Solicitor will give the necessary Succession Law and Taxation advice to deal with all phases of the administration process and will also complete all necessary documentation for both the Probate Office and the Revenue Commissioners. Where issues arise in the administration, the Solicitor will also advise on the legal procedures necessary to move forward with the administration.

In some cases, it is possible for the next of kin to decide to proceed on a personal basis (that is, without the assistance of a solicitor) with the administration of an estate. **For those considering personal applications, it is extremely important that you read all the relevant material on the Courts website in relation to personal applications [here](#). Personal applications are done through the Probate Office.** The Probate Office is part of the High Court. Its main function is to give authority to the correct person at law to deal with a deceased person's estate. The authority is granted in the form of a document called a Grant of Representation and the procedure involved in obtaining this Grant is known as the Probate Process. The full website of the Courts Service of Ireland can be viewed at www.courts.ie.

PERSONAL AFFAIRS CHECKLIST

Personal Affairs Checklist



This is a confidential document.
Keep it in a safe place at all times.

The Personal Affairs Checklist (PAC) is a document published by the CSEAS to help you keep a concise record of your personal affairs and papers. You can use it to record confidential information that may be needed in an emergency such as your death or incapacity. Investing a little time now to complete the PAC could save your spouse, partner, relatives or friends a great deal of time and expense in the future. You can record details such as:

- contact details for your key advisers
- the location of your will
- details of your bank accounts, insurance policies, properties, shares & other assets

This document is available to download in pdf format from the CSEAS website [here](#). Alternatively, to request a hardcopy please phone the CSEAS — See contact details below.

BEREAVEMENT RESOURCES

- CSEAS Bereavement Resource webpage [here](#)
- Bereavement Counselling Service - www.bereavementireland.com
- Anam Cara - for parents - www.anamcara.ie
- Irish Hospice foundation have information on a number of issues including [Bereavement](#), [Think Ahead](#), [Bereavement resources](#)
- Department of Employment Affairs & Social Protection - www.welfare.ie
- Courts Service personal applications www.courts.ie
- HR Shared Services www.peoplepoint.gov.ie
- Finite Lives An Examination of State Services in Ireland [Finite Lives Report](#)

WHAT YOU MAY NEED

- PPSN for the deceased and yourself
- Copies of Death Certificate
- Copies of Marriage or Civil Partnership Certificate
- Copies of Birth Certificates
- Funeral receipts
- Copies of the deceased's will
- Bank account numbers and statements
- CASE number for PeoplePoint (if death occurs in service)
- Pay slip (if death occurs in service)
Pension slip (if deceased is retired)

CSEAS NEWS

Congratulations

Our colleague Rob Walsh was recently promoted and has moved to another Government Department. Rob served in the CSEAS since its restructure in 2012. He contributed hugely to the successful transition of the CSEAS to a centralised service. We wish him well in his new appointment.

Welcome

- Claire Murphy, EAO, has joined the CSEAS Tullamore Office.
- Ann Duffy, EAO, has moved to the CSEAS Dublin Office. Ann served in the CSEAS Tullamore Office since 2012

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On-duty Employee Assistance Officer available: Mon –Thurs: 9am to 5.45pm
Fri: 9am to 5.15pm (except bank/public holidays)

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