

CSEAS Support Agreement

All Employee Assistance Officers (EAOs) adhere to the CSEAS [Code of Practice](#).

Please read the following sections and confirm you understand and agree by providing your signature:

The CSEAS is an internal Employee Assistance Service available to all civil servants. It is a short term support service providing assistance for both work and personal related issues. I understand that the scheduled sessions I receive from my designated Employee Assistance Officer (EAO) will be reviewed periodically (e.g at 4 sessions) to evaluate further support needs and the effectiveness of the service provided.

EAOs will at all times work to the highest standards in their profession. EAOs will provide only such services and use only those techniques in which they have been qualified by education, training and experience. If I require specialised services, where possible, my designated EAO will help me identify alternative supports. In this event I understand that it is my responsibility to arrange and pay for any onward referrals, if required.

I agree to give no less than 24 hours' notice if I need to cancel an appointment, whenever possible. In the event of a cancellation or non-attendance, the CSEAS will make contact **once** to reschedule.

I understand that if I miss two consecutive appointments without making any contact with the CSEAS, my current episode of support will automatically be closed.

In exceptional circumstances, the CSEAS may need to reschedule appointments due to service needs/EAO illness etc. Clients will be given as much advance notice as possible if this occurs.

If engaging with the CSEAS online or over the phone, I undertake to ensure that such sessions are not recorded. Recording of sessions with the CSEAS, regardless of the medium, is **strictly prohibited**.

EAOs have the right to terminate or suspend engagement if their dignity, safety and welfare is compromised in anyway.

I understand that the CSEAS does not provide client reports, written or otherwise, in any instance and in support of any organisational process. A list of dates of sessions attended can be provided, if required.

Confidentiality

I understand that the CSEAS is a confidential, free and voluntary service. No personal information will be disclosed to a third party which could identify me without my consent. Confidentiality is strictly maintained, **except:**

1. In life-threatening situations to the individual, other parties or the public
2. Where the CSEAS has a legal obligation to report and where required by a court or legal process
3. Where non-disclosure presents a significant safety or security risk to a Civil Service organisation
4. Where the CSEAS becomes aware of a breach in criminal law and disclosure may be necessary.

Subject to the above exceptions the following applies;

Support Agreement



I understand that all my information will be treated as strictly confidential at all times, in accordance with the provisions of the Data Protection Acts (1988, 2003 & 2018) and the General Data Protection Regulation (GDPR).

Feedback

The CSEAS are committed to ensuring that our services continue to meet the evolving needs of our clients and the Civil Service. I understand I can provide feedback on my experience of the service at any time either directly to the EAO, to the CSEAS Manager or through the online evaluation survey sent, with consent, at case closure.

Please indicate if you consent to being sent an online evaluation survey on the support you received from the CSEAS. Please note that all responses are **anonymous and confidential**.

I agree to receive an online evaluation survey following my engagement with the CSEAS. I understand this is voluntary and all responses are anonymous and confidential. YES NO

I agree to engage with the CSEAS and adhere to the terms set out in the above Support Agreement.

Signed: _____ Date: _____

Print Name: _____

GDPR

In the course of engagement with the CSEAS, I understand that data is collected from me and confidentially held on a secure case management system.

The categories of data collected and processed, the legal basis for processing and for how long the data is retained is set out in Appendix 1 of the General Data Protection Regulation (GDPR) CSEAS Statement.

Please refer to our [GDPR Statement](#) for information on how and why we process your personal data.

I understand my consent is needed to process my Personal and Special Category Personal Data. I understand I can withdraw my consent at any time.

I note that the CSEAS will process my data and hold a record of my interactions with the Service in accordance with the CSEAS GDPR statement.

Signed: _____ Date: _____

Print Name: _____