

# Support:

## How can we help?



The NICS provides a range of support services that can help, advice and guide you in the workplace and at home. Please see below for a short summary of the help and services that are available to you.

Support is also available through additional external services. You may wish to speak to a Welfare Officer, who may be able to help and direct you to external support services.



**Your management:** Your line manager is your first point of contact, when you require assistance or support while at work. If for any reason you are unable to speak to your line manager, you should speak to another manager in your management chain.



**Welfare Support Services (WSS)** will help you to deal with any type of problem – work related, personal, domestic or social. WSS can arrange to meet with you in one of a number of local offices or, by exception, at your home. In cases of sickness absence, WSS will also explore any rehabilitative options there may be to help you achieve a return to work. Phone: **028 9025 1771** or e-mail: **welfare@nigov.net**  
web: <https://www.finance-ni.gov.uk/articles/what-welfare-support-service-can-help>



**Employee Assistance Programme (EAP)** Currently provided by Lena by Inspire Workplace Services. Contact this free and confidential counselling service to set up phone or in-person counselling sessions to suit you. The EAP is independent from the NICS and is completely confidential. Phone anytime, day or night for free on **0808 800 0002**.



**NICS Mediation Service:** Are you involved in a workplace issue? Workplace mediation is a quick, confidential, informal and voluntary service helping you to find solutions to workplace issue(s).  
Phone: **028 9047 5768** or e-mail: [daw.mediation@finance-ni.gov.uk](mailto:daw.mediation@finance-ni.gov.uk)  
web: [Mediation Guidance](#) | [Staff Service](#) | [NICS Intranet \(nigov.net\)](#)



**Charity for Civil Servants:** If you are experiencing financial difficulties because of an unexpected need, the Charity for Civil Servants may be able to help. Other services include: support for carers, money and debt advice, wellbeing support, and more. Call their confidential phone line here: **0800 056 2424** or email: **help@cfcs.org.uk**.



**Your Trade Union** can provide personal representation and access to advice, if you are experiencing difficulties in work, if you are an existing union member.



**WELL:** The WELL programme incorporates support, education and information on a wide range of health and wellbeing issues which is available to all Northern Ireland Civil Service staff.  
web: <https://nicswell.co.uk/>



**Learning & Development:** A wellbeing learning bundle has been developed providing direct access to a wide range of e-learning, online material and webinars for staff and line managers. This includes positive mental health toolkits, as well as resources which promote healthy remote working, developing personal resilience and coping with stress and anxiety. Click the LInKS application on your desktop to access these and other learning and development products.



**Occupational Health Service (OHS)** provides occupational health and medical advice to NICS Departments and Civil Service Pensions. It is a multidisciplinary organisation consisting of Occupational Health Physicians, Occupational Health Nurse Specialists, Occupational Therapist and a team of support staff. OHS provide professional advice and services on a wide spectrum of workplace health and wellbeing issues. Email: [clientservices@nicsohs.gov.uk](mailto:clientservices@nicsohs.gov.uk).

**Referrals to OHS are accepted from NICSHR Employee Relations Team only.**