



- The Defence Forces continues to provide a comprehensive internal counselling and support service through the BPSSOs and Occupational Social Workers of the Personnel Support Service (PSS).
- Our external counselling service is an additional support and is available to all personnel.
- This external service is provided by Inspire Workplaces, who are an independent, external counselling provider, and is designed to support our personnel in resolving personal or work-related concerns.
- Personnel can talk directly to a qualified and experienced counsellor through the 24 hour confidential helpline, who can offer guidance in determining the best support required at the time.
- Personnel may also avail of face-to-face counselling (telephone or video counselling during the current Covid-19 restrictions) and Inspire can source the most appropriate counsellor for the individual. Personnel can avail of up to 6 initial sessions of counselling completely free of charge.
- I would like to advise you that with immediate effect this 24/7 Helpline and Counselling Service is now available to family members of Defence Forces personnel, on a temporary basis for 6 months.
- A family member is defined as a spouse, partner or adult child (18 years or over) residing at the registered address of a member of the Defence Forces.
- This is a completely confidential and voluntary service and the Defence Forces are not informed of who engages in the service.
- Confidentiality and limits to confidentiality are explained in detail to personnel when they avail of counselling.
- The Freephone contact number for anyone requiring support is 1800 409673. Personnel serving overseas can access the service using 00-353-1-685-6816.
- **Personnel and their families can also use the extensive suite of online supports through the Inspire Support Hub at www.inspiresupporthub.org. The Defence Forces unique PIN is DFOR2019.** Please visit www.military.ie should you require further information.
- Any member of the Defence Forces or their families who requires further information on this or any other support matter can contact pss@defenceforces.ie to get in contact with their local PSS team.

