



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

This is a short message, briefly, to update staff across the organisation.

As many of you know, since last Friday morning, along with our colleagues in the HSE, we have been experiencing the very significant impact of the cyber attack. Our information systems, the majority of them are hosted on the domain of the HSE, and so the impact is as significant for us.

I want to thank our staff for, yet again, after over a year of adjusting and working in so many different ways for now stepping up to the mark, and really finding the most creative and appropriate ways possible of continuing to provide the service to children and families that we provide which is the most important part, at the end of the day. I also want to assure you that while we are working through this particular problem we will do as much as we can here with a wonderful ICT team supported by many other colleagues, to take that part of the problem away. To resolve it, and hopefully get back to normal in the coming weeks.

In the meantime, we want to ensure that you have every support to focus on doing the important work that you do. I know there are many concerns when ICT systems go down, and there are very practical concerns about communication, about things like payroll, and about payment systems. All of those are well within our consideration, and we have made very significant contingency plans. I can tell people who are due to receive payment this Thursday, that they will receive payment. It may not be exactly done in the way we would like to have our payroll, but it will be done in a way that's appropriate and is supportive of people and gives people assurance that their pay will be in their accounts on Thursday. We will also ensure that every step is made to get people back to the most efficient and effective systems that they need every day in their work, like access to the various information systems that we use.

But for now, we all have to work more creatively, and take additional measures and, indeed, go back to the very practical measures of pen and paper for a little while. It's important, of course, that we do that sensibly and we do that safely. But, again, we know that the core value of the work that we do with children and families is what counts, and I know that we can rely on you to keep doing that and to keep making sure that that work happens.

We will be communicating with Line Managers, on a very regular basis, and they will have as much information as possible to give you the assurance and the support that you need.

Again, I want to emphasise, our job here in the centre is to take as much of the impact of this problem away from you, and not have it interfere with the significant work that you are doing. And, also, to ensure that you don't have any additional concerns, and that you are able to focus on that important work.

Watch out on the website, tusla.ie — using your own personal device — for further updates, and we will continue to provide information as it becomes available to us.

Thank you.

Bernard Gloster
Chief Executive
Tusla