

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service

Civil Service Employee Assistance Service (CSEAS)

Activity Report 2016



See Appendix 5 [About the CSEAS](#) for further details

The CSEAS plays a key part in the Civil Service ethos of promoting employee wellbeing and organisational effectiveness

11% of Civil Servants received one-to-one support from the CSEAS in 2016

The CSEAS supports the employer’s duty of care to its employees under the Safety, Health and Welfare at Work Act 2005 in the area of psychosocial issues

Contents

Foreword	2
Executive Summary	3
CSEAS 2016 Activity Snapshot.....	4
CSEAS Key Communications in 2016 at a glance.....	7
CSEAS Customer Feedback Survey 2016	8
Stakeholder Linkages at a glance	9
CSEAS Activity Trends 2013 - 2016	10
Appendices	12
Appendix 1: Details of CSEAS Activity 2016	13
Table 1: CSEAS Casework by Department/Office 2016	13
Table 2: CSEAS Casework by County 2016	14
Table 3: CSEAS Casework by Grade 2016.....	15
Table 4: CSEAS Casework by Category 2016	16
Chart: CSEAS Casework by Referral Source 2016....	17
Appendix 2: Presentations 2016	18
Appendix 3: CSEAS Website.....	20
Appendix 4: Stakeholder Linkages	21
Appendix 5: About the CSEAS	23
CSEAS Structure.....	27
Appendix 6: Contacting the CSEAS.....	28
CSEAS Staff 2016	29


FOREWORD

I am delighted to present the 2016 Activity Report of the Civil Service Employee Assistance Service (CSEAS). As the Employee Assistance Programme for civil servants, it forms an important element of the Human Resource (HR) structure in the Civil Service. Centralised within my Department, the CSEAS operates on a regionalised basis, delivering services to all Government Departments and Offices.

The effectiveness of providing such a key resource for the support of our staff is evidenced by the fact that 11% of civil servants sought the help of the CSEAS during 2016. In a Civil Service wide customer feedback survey carried out by the CSEAS in 2016, it was found that 87% of the 5,750 respondents said they would use the Service again; 93% said they would recommend it to a colleague; and 89% were satisfied with the service received.

The Civil Service is an evolving and demanding work environment. The delivery of high quality services to all citizens is essential. To this end, sustaining organisational performance is vital and is supported by the promotion of a cultural ethos of wellbeing, positive physical and mental health and a positive working environment. The CSEAS supports this ethos through its service delivery and communications strategy which augments and supports the work of line managers and Human Resource Divisions in this regard. Supporting staff in this way helps them to perform to their full potential and contributes to the building and sustaining of a resilient workforce. Attracting and retaining a talented workforce throughout the Civil Service is a key priority. The provision of the CSEAS as part of a dynamic HR strategy contributes to this goal.

I would like to thank the staff of the CSEAS for their hard work throughout 2016 which is detailed in this Activity Report; their achievements stand tall and are very clearly laid out. I wish the CSEAS every success throughout 2017 and beyond.

A handwritten signature in black ink, reading 'Paschal Donohoe', with a horizontal line underneath.

Paschal Donohoe T.D.

Minister for Public Expenditure and Reform

EXECUTIVE SUMMARY

The Civil Service Employee Assistance Service (CSEAS) activity for 2016 is presented in this report, with a detailed breakdown of service usage profiled by reference to grade, Department/Office, region, gender and issue type.

The value of the Service is evidenced by the fact that 11% of civil servants sought the support of the CSEAS in 2016 for one-to-one support in relation to a variety of presenting issues. The emerging trends over the period 2013-2016 are documented in the body of this report and indicate a consistent and encouraging uptake of CSEAS service provision.

The CSEAS remains committed to the promotion of positive health and wellbeing in the workplace. A wide-reaching communications strategy is focused on staying in touch with its service user base to promote this message. The findings from the CSEAS 2016 customer feedback survey showed that the message is being heard, and that customers are satisfied with the CSEAS service delivery.

Engagement with all stakeholders is key to ensuring that the CSEAS responds to the ongoing and emerging needs as the Civil Service continues its process of renewal.

Highlights and snapshots for 2016 can be viewed in the panel across and in the pages that follow. The appendices provide a more in-depth breakdown of CSEAS activities in 2016.



CSEAS HIGHLIGHTS 2016

- **4,038 contacts with the CSEAS**
- **3,928 cases – up 15% on 2015**
- **1,905 staff used the CSEAS central phone & e-mail service for support and information**
- **13,628 sessions delivered***
- **11% of serving civil servants availed of the services of the CSEAS**
- **48% increase in consultation by managers compared to 2015**
- **The CSEAS responded to 5 workplace critical incidents**
- **The CSEAS also supported 90 staff personally impacted by critical incidents in the workplace**
- **161 presentations delivered across Government Departments and Offices on staff welfare related topics**
- **Service user feedback survey conducted**
- **Building Personal Resilience leaflet & Personal Affairs Checklist booklet published**
- **First issue of CSEAS newsletter *CSEAS Connect* published**
- **New look website launched**
- **Stakeholder engagement included targeted support to HR personnel dealing with staff/customers in suicidal distress**

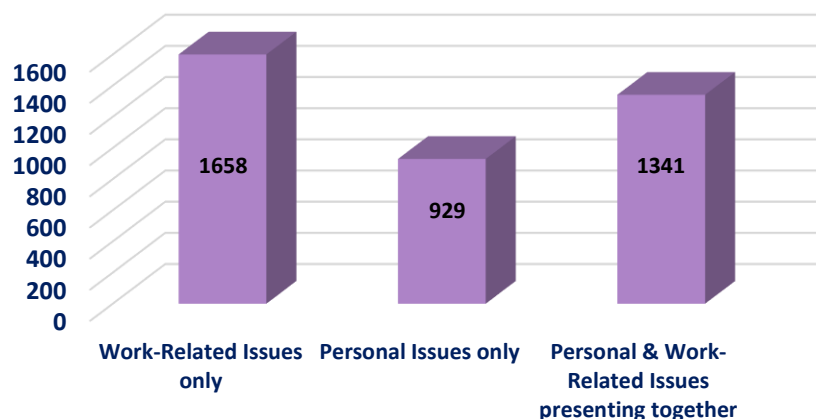
**Sessions refer to service user contacts/contacts on their behalf (face to face, phone, e-mail, text)*

CSEAS 2016 ACTIVITY SNAPSHOT

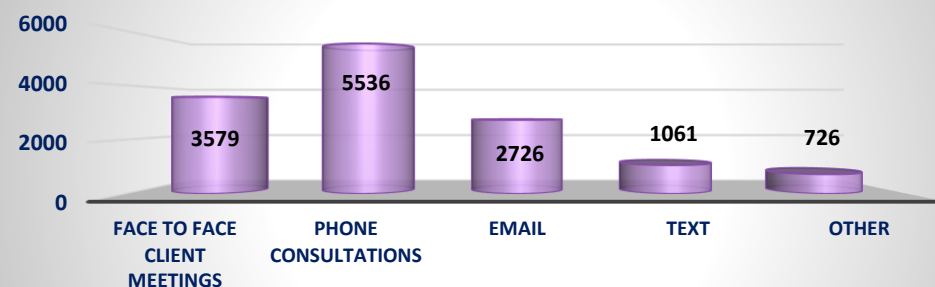
11% of Civil Servants used the CSEAS in 2016

CSEAS Casework 2016

Total Casework = 3928



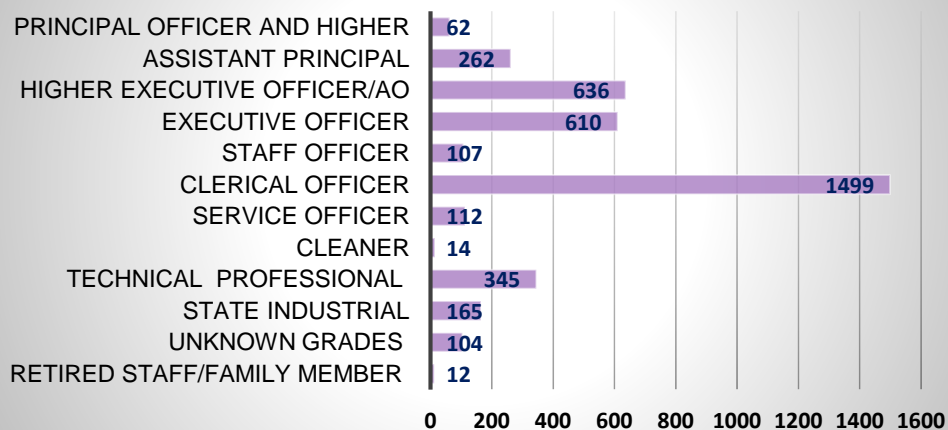
Total Sessions* 2016 = 13,628



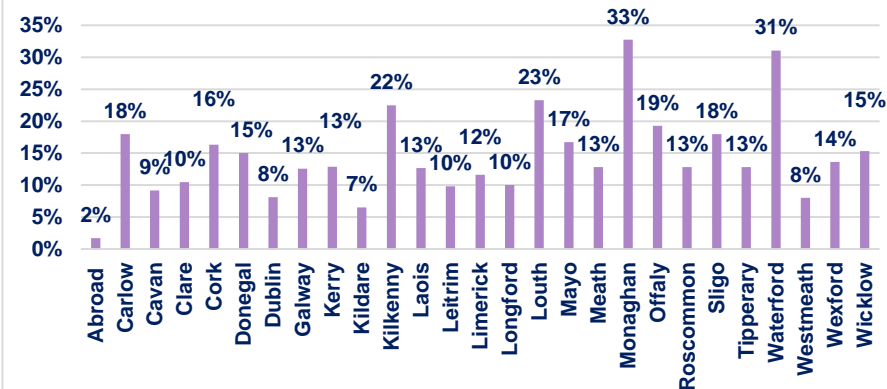
* A session is any contact with or on behalf of a service user. Other sessions include communication by letter and third party consultations as appropriate.

CSEAS Casework by Grade 2016

Total Casework = 3928

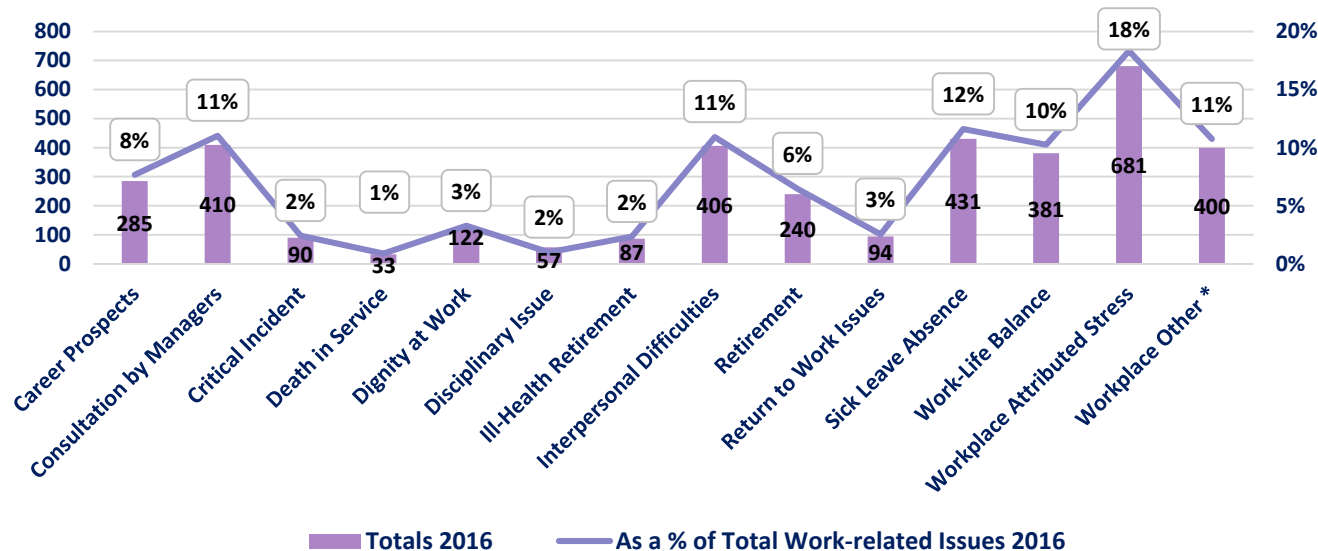


% Usage (serving staff) by County across the Civil Service 2016

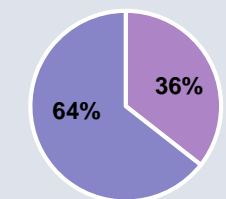


CSEAS Casework - Work-related Issues 2016

Total = 3717

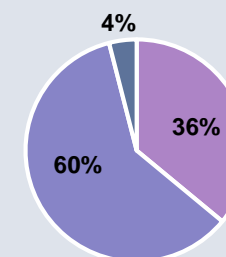


Client Profile 2016



Male Female

Total Gender Breakdown for Civil Service 2016

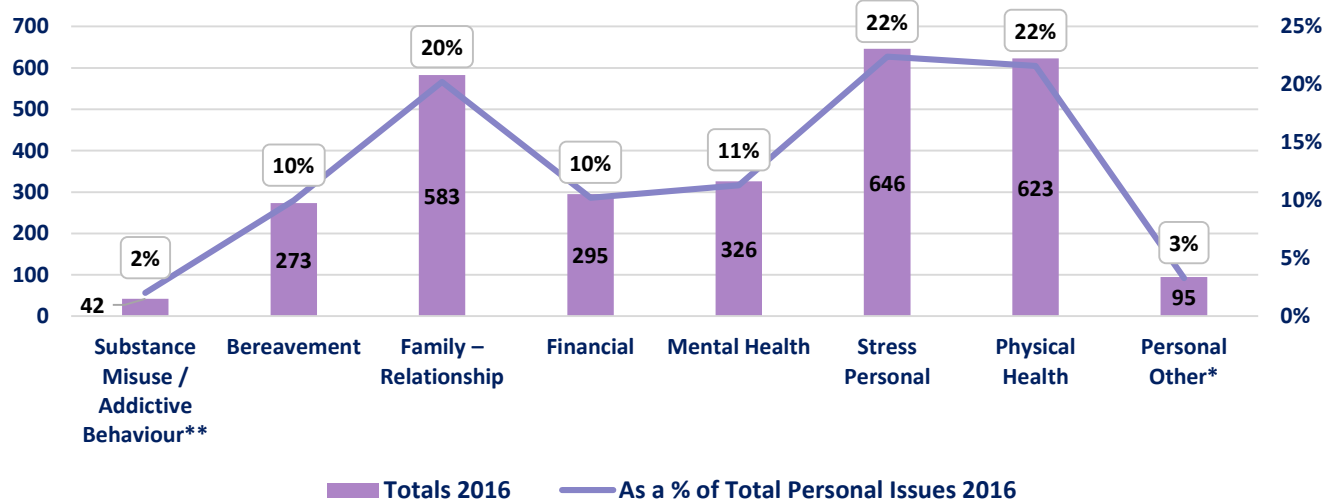


Male Female Unavailable

4% figure above includes 1,278 State Industrial staff for whom a breakdown by gender is not available

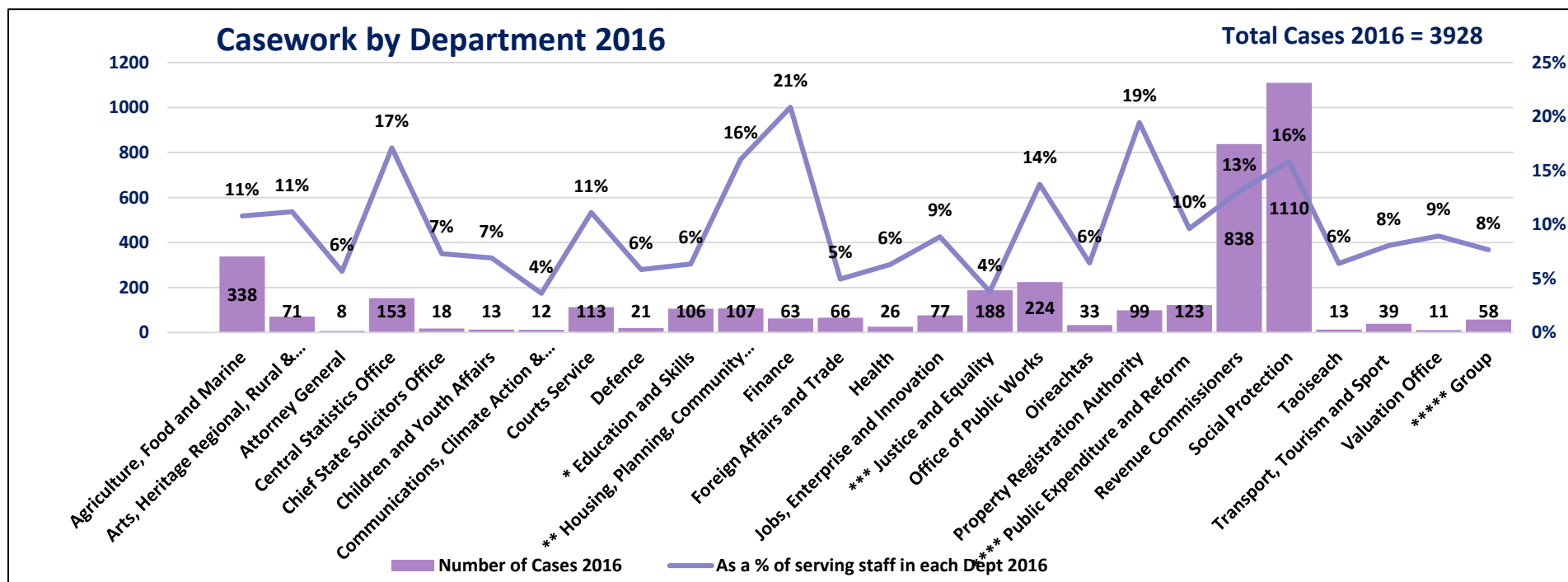
CSEAS Casework - Personal Issues 2016

Total = 2883

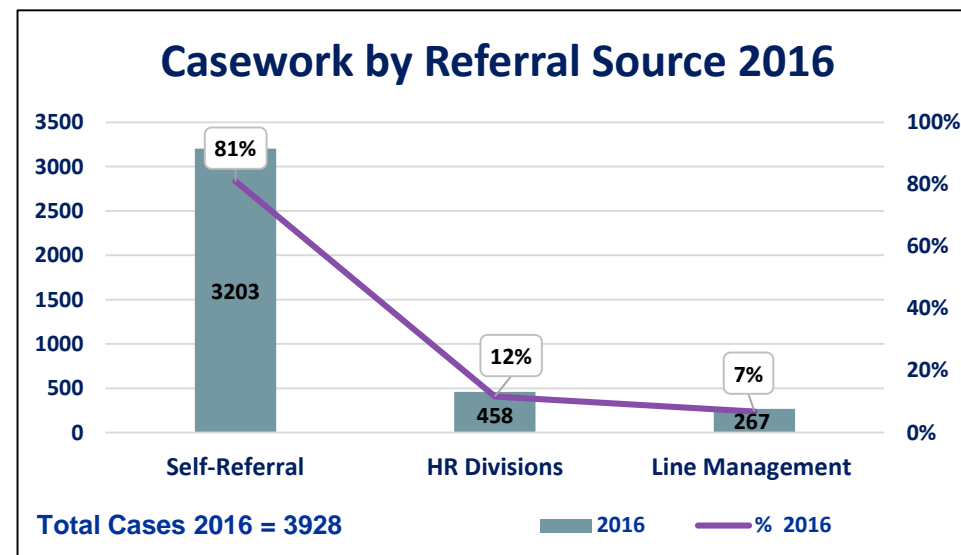


* These categories include issues such as personal hygiene, coping with change, other personal challenges outside of those categorised

** this category includes issues with alcohol, drugs, gambling, internet etc.



- * includes The State Exams Commission, National Council for Special Education, Commission to Inquire into Child Abuse and the Residential Institutions Redress Board
- ** includes Met Éireann
- *** includes Legal Aid Board, Probation Service, Irish Human Rights and Equality Commission, Irish Prison Service (excluding Prison Officers)
- **** includes State Laboratory, Office of Government Procurement and National Shared Services Office
- ***** Offices of the Comptroller and Auditor General, Ombudsman, Garda Ombudsman, Data Protection Commissioner, Director of Public Prosecution, and Public Appointments Service, National Gallery, National Library, President's Establishment, Policing Authority and others are grouped together to protect confidentiality



Casework by Referral Source 2016

Clients who contact the Service directly are regarded as self-referrals. Contacting the CSEAS directly may also be suggested by HR personnel, Chief Medical Officer (CMO), line manager, trade union representative, colleague or other concerned party who believes the CSEAS could be a useful resource in the person's circumstances

CSEAS KEY COMMUNICATIONS IN 2016 AT A GLANCE

February

CSEAS carried out its second Civil Service wide Feedback Survey

April

CSEAS represented at
PSEU Conference Galway

May

CSEAS Activity Report 2015 published
CSEAS represented at

- IMPACT Annual Conference Killarney
- AHCPs Annual Conference Dublin

June

First issue of CSEAS newsletter "*CSEAS Connect*" published

CSEAS "new look" website launched

September

Published

- Building Personal Resilience leaflet
- Personal Affairs Checklist

November

CSEAS annual management workshop
with HR Managers

December

Second issue of CSEAS newsletter "*CSEAS Connect*" published

Presentation to Personnel Officers Network on Responding to a Person in Suicidal Distress

Regular Communications across the Civil Service

- Engagement with HR Divisions
- Frequent delivery of presentations on a variety of topics
- Liaison with the Office of the Chief Medical Officer for the Civil Service
- Participation in central fora within DPER
- Involvement with Health and Wellbeing initiatives

CSEAS CUSTOMER FEEDBACK SURVEY 2016



The CSEAS undertook its second customer feedback survey in 2016 following on from the initial one in 2013. The purpose of the 2016 survey was:

- To establish current levels of awareness and user satisfaction with the CSEAS
- To seek feedback from civil servants who have availed of the CSEAS since January 2014
- To benchmark service delivery by comparing the 2016 results with those of the similar survey in 2013

The key findings of the 2016 survey are

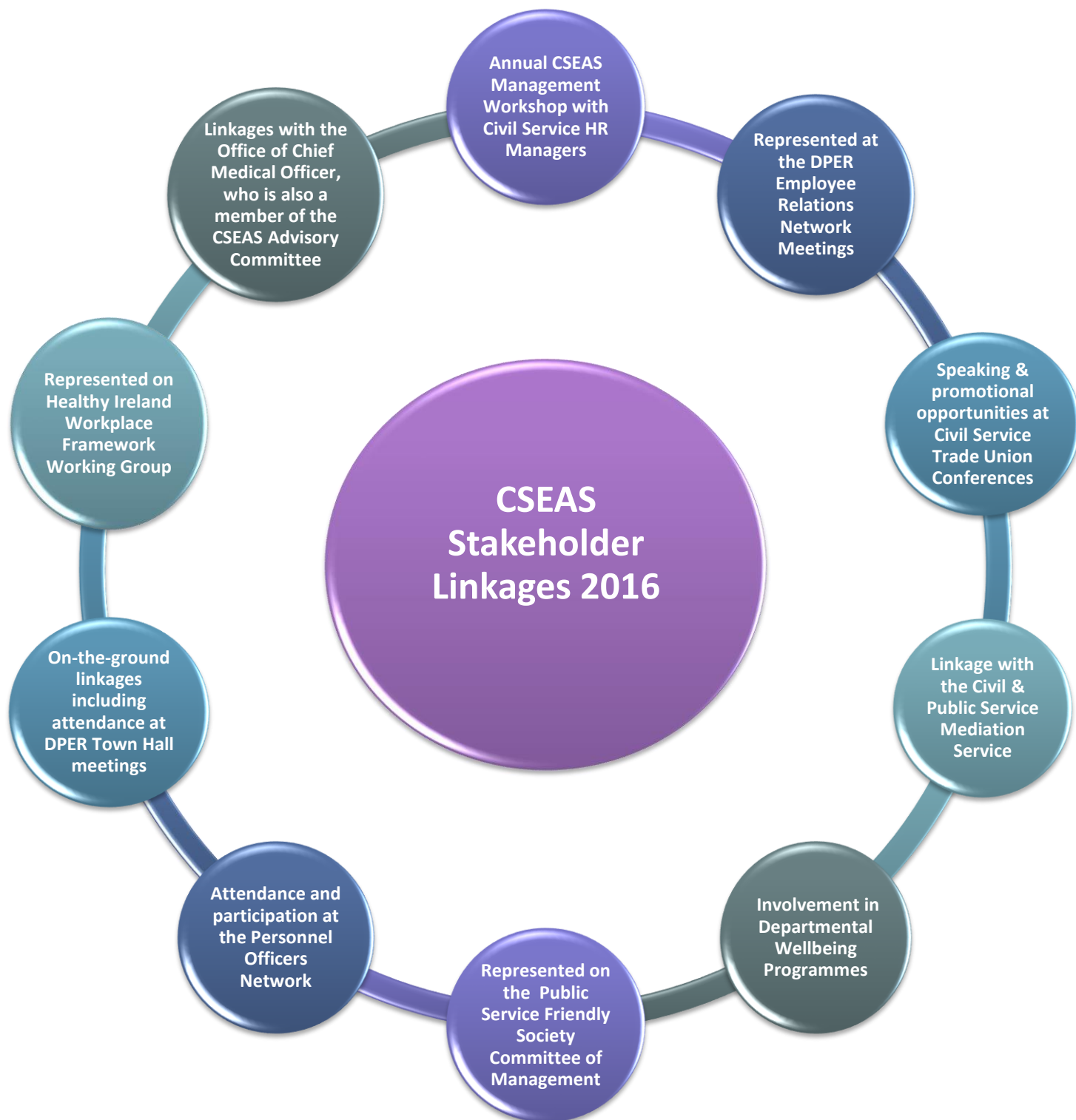
- The CSEAS communications strategy appears to be very effective
- Staff would welcome even more CSEAS communication and EAO visibility in offices/departments
- Line managers are increasingly familiar with, and are using the Service

The panel on the right represents a snapshot of the results. A full summary is available on the CSEAS website www.cseas.per.gov.ie

CSEAS 2016 SURVEY RESULTS SNAPSHOT

- Response rate for 2016 survey increased by 24% compared to 2013
- 88% of respondents are aware of the CSEAS – up 2% on 2013
- 90% of those who were unaware of the CSEAS would like more information
- 80% of those aware of the Service would use it
- 93% of those aware of the CSEAS would recommend it to a colleague
- 19% of respondents had availed of the CSEAS personally
- Of those who used the Service, 87% would use it again
- 89% of those who availed of the Service found it effective
- 29% of respondents are managers
- On average 63% of line managers are aware of options in using the Service
- An average of 21% of managers had used the CSEAS for consultation and/or referral of staff
- There was a high rate of satisfaction with CSEAS response times (93%)
- 85% – 93% of survey respondents found the various channels of CSEAS communications informative/very informative
- 91% found CSEAS publications and the CSEAS website informative
- 91% found CSEAS presentations informative

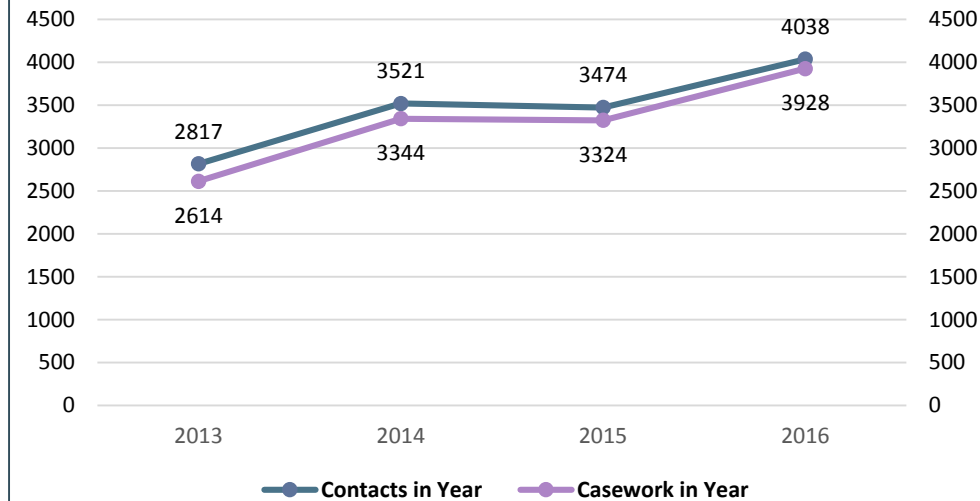
STAKEHOLDER LINKAGES AT A GLANCE



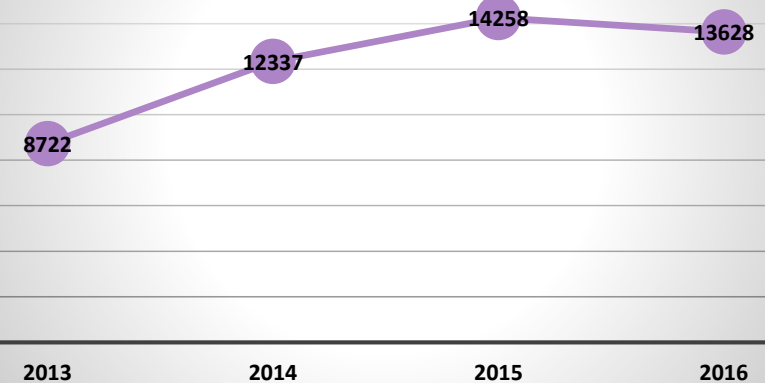
Details are available at [appendix 4](#)

CSEAS ACTIVITY TRENDS 2013 - 2016

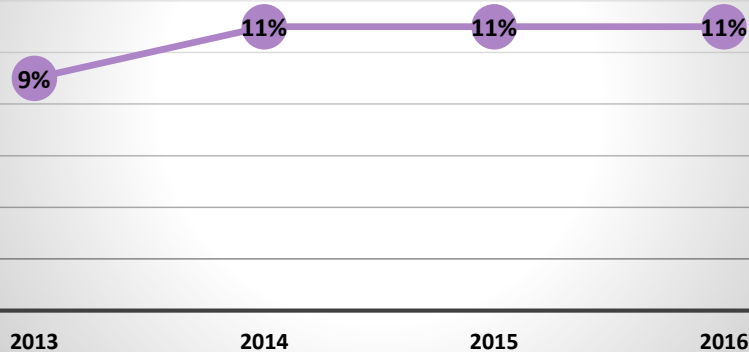
CSEAS Contacts 2013 – 2016



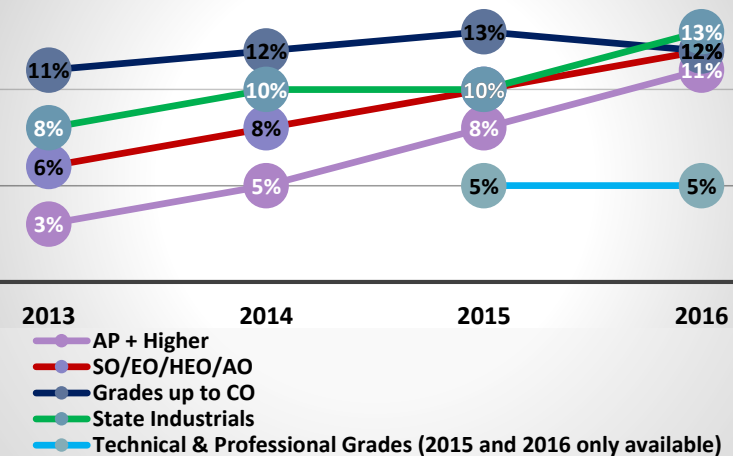
CSEAS Sessions 2013 – 2016

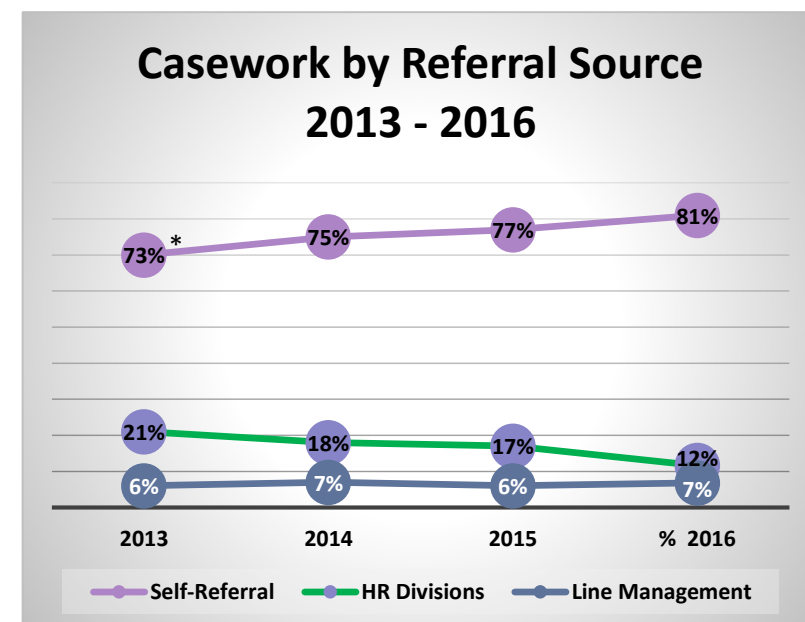
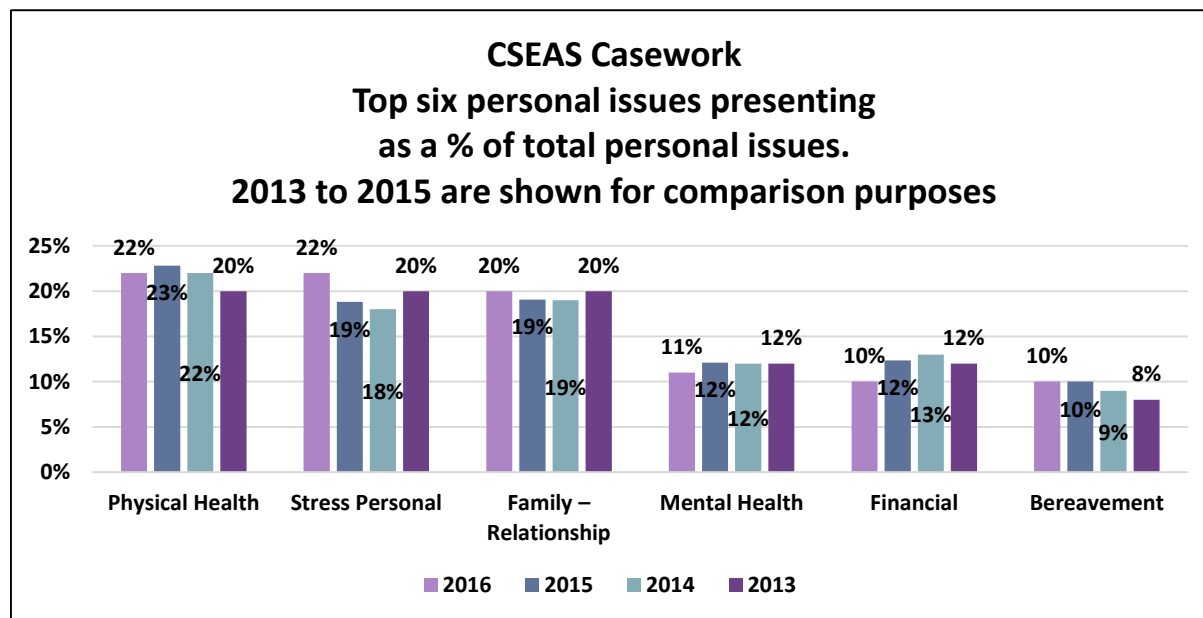
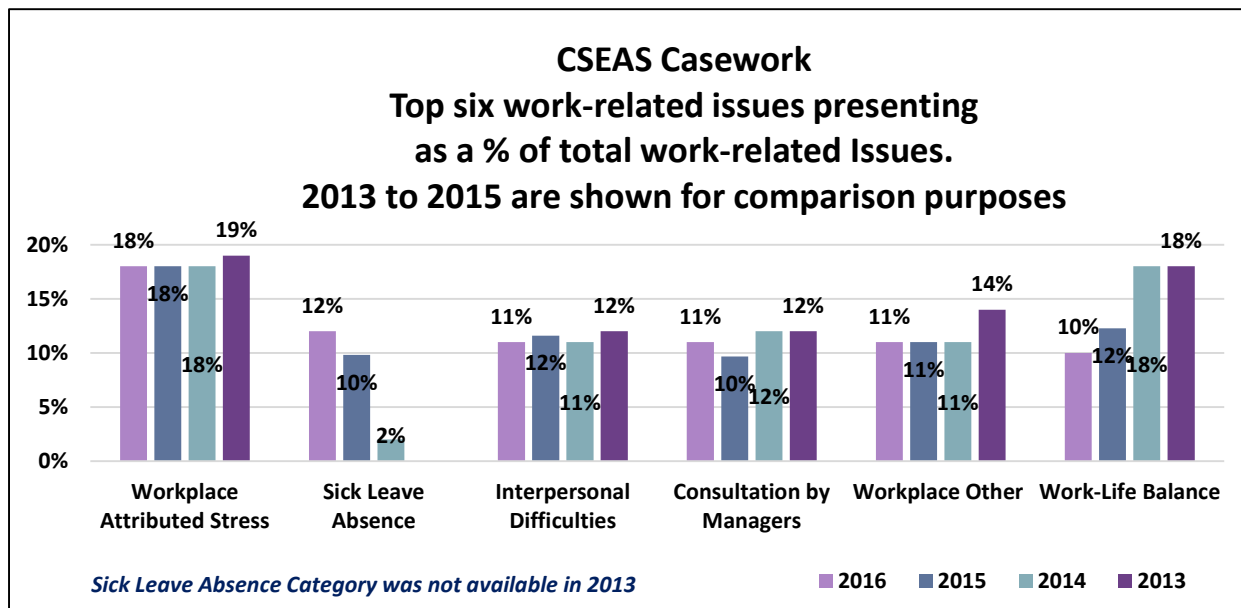


CSEAS Usage across the Civil Service 2013 – 2016



CSEAS Usage by Grade 2013 - 2016





*Includes 3% originally categorised as "Other".

APPENDICES

APPENDIX 1: DETAILS OF CSEAS ACTIVITY 2016

Table 1: CSEAS Casework by Department/Office 2016

	Number of Cases 2016	As a % of serving staff in each Dept 2016	Total Serving Established & Industrial end Sept 2016
Agriculture, Food and Marine	338	11%	3133
Arts, Heritage Regional, Rural & Gaeltacht Affairs	71	11%	635
Attorney General	8	6%	141
Central Statistics Office	153	17%	894
Chief State Solicitors Office	18	7%	246
Children and Youth Affairs	13	7%	188
Communications, Climate Action & Environment	12	4%	330
Courts Service	113	11%	1016
Defence	21	6%	359
* Education and Skills	106	6%	1669
** Housing, Planning, Community and Local Government	107	16%	667
Finance	63	21%	302
Foreign Affairs and Trade	66	5%	1329
Health	26	6%	412
Jobs, Enterprise and Innovation	77	9%	868
*** Justice and Equality	188	4%	4961
Office of Public Works	224	14%	1630
Oireachtas	33	6%	512
Property Registration Authority	99	19%	509
**** Public Expenditure and Reform	123	10%	1278
Revenue Commissioners	838	13%	6414
Social Protection	1110	16%	7014
Taoiseach	13	6%	203
Transport, Tourism and Sport	39	8%	484
Valuation Office	11	9%	123
***** Group	58	8%	756
Total	3928		36073

- * Includes The State Exams Commission, National Council for Special Education, Commission to Inquire into Child Abuse and the Residential Institutions Redress Board
- ** Includes Met Éireann
- *** Includes Legal Aid Board, Probation Service, Irish Human Rights and Equality Commission, Irish Prison Service (excluding Prison Officers)
- **** Includes State Laboratory, Office of Government Procurement and National Shared Services Office
- ***** Offices of the Comptroller and Auditor General, Ombudsman, Garda Ombudsman, Data Protection Commissioner, Director of Public Prosecution, and Public Appointments Service, National Gallery, National Library, President's Establishment, Policing Authority and others are grouped together to protect confidentiality

Table 2: CSEAS Casework by County 2016

County	Total CSEAS Cases by County	Total Staff in Civil Service by County (figures from DPER As at end Sept 2016)	% Usage (serving staff) by County across the Civil Service 2016
Abroad *	6	353	2%
Carlow	37	206	18%
Cavan	34	372	9%
Clare	59	564	10%
Cork	374	2290	16%
Donegal	123	819	15%
Dublin	1,323	16325	8%
Galway	117	930	13%
Kerry	105	817	13%
Kildare	64	984	7%
Kilkenny	92	409	22%
Laois	76	601	13%
Leitrim	28	286	10%
Limerick	164	1413	12%
Longford	63	628	10%
Louth	137	589	23%
Mayo	142	850	17%
Meath	91	711	13%
Monaghan	54	165	33%
Offaly	95	493	19%
Roscommon	32	250	13%
Sligo	155	863	18%
Tipperary	148	1153	13%
Waterford	200	644	31%
Westmeath	80	996	8%
Wexford	102	749	14%
Wicklow	27	176	15%
Location unavailable **		1437 **	-
Total	3928	36073 ***	

* Department of Foreign Affairs staff posted abroad (does not include local recruits who do not fall within the remit of the CSEAS)

** Includes 1278 State Industrial Staff for whom the breakdown by county is not available

*** Excludes Garda Civilians and Prison Officers who do not come within the remit of the CSEAS

Table 3: CSEAS Casework by Grade 2016

Grade	Total Cases for 2016	2016 Cases as a % of Serving Staff in each Grade	Numbers in Grades 2016 ¹
Assistant Principal	262	12%	2148
Clerical Officer	1499	12%	12122
Cleaner	14	3%	439
Executive Officer	610	11%	5455
Higher Executive Officer/AO	636	13%	4863
Principal Officer and Higher	62	7%	925
Service Officer	112	18%	620
Staff Officer	107	8%	1393
State Industrial	165	13%	1278
Technical Professional	345	5%	6603
Other Grades *	104	-	227
Retired Staff/Family Member	12		
Total	3928		36073

¹ Separating General Service Grades from Professional & Technical Equivalents

* CSEAS service users for whom the grade was unavailable

Table 4: CSEAS Casework by Category 2016

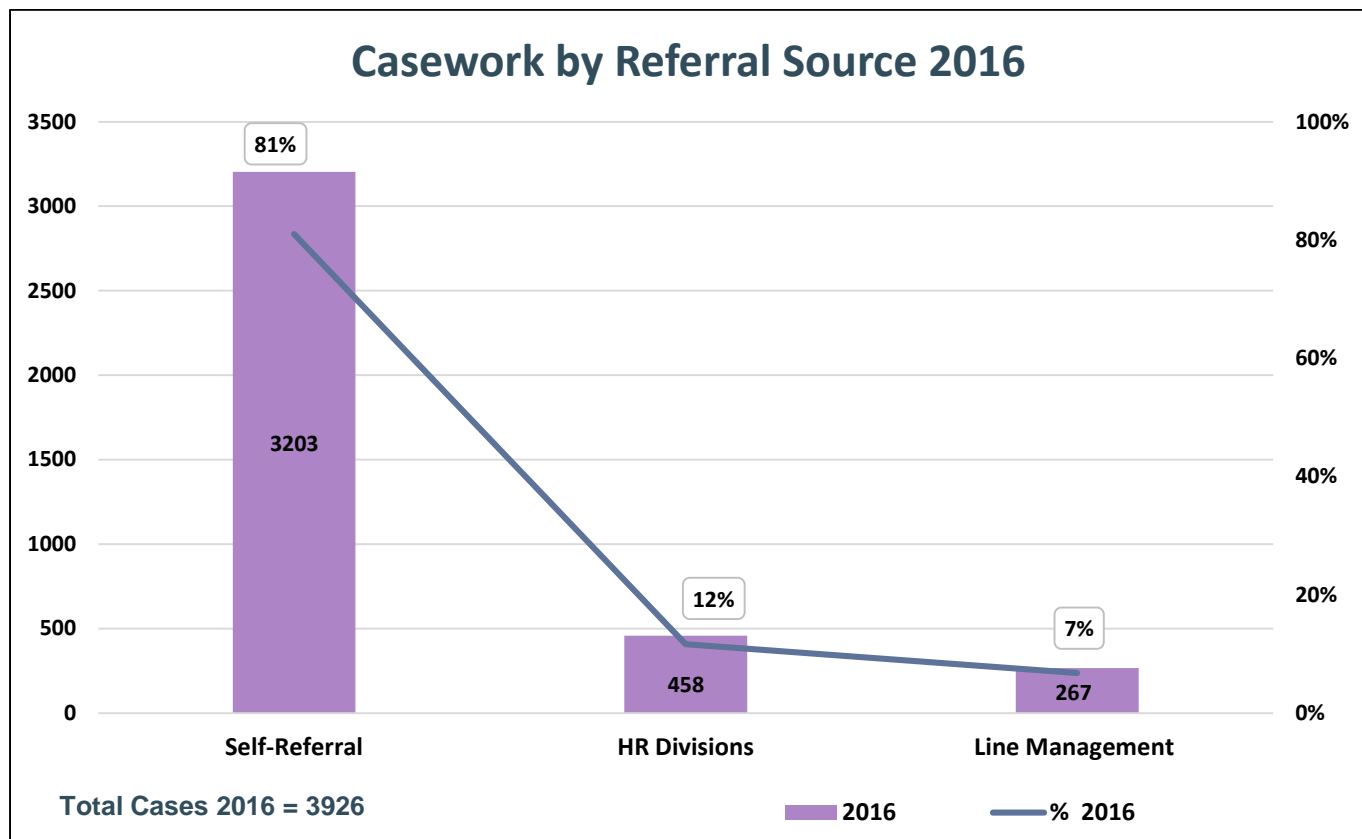
Those using the CSEAS often wish to discuss a combination of issues. These issues are reflected individually in the figures below:

Case Category 2016		
Work-related Issues	Totals 2016	As a % of Total Work-related Issues 2016
Career Prospects	285	8%
Consultation by Managers	410	11%
Critical Incident	90	2%
Death in Service	33	1%
Dignity at Work	122	3%
Disciplinary Issue	57	2%
Ill-Health Retirement	87	2%
Interpersonal Difficulties	406	11%
Retirement	240	6%
Return to Work Issues	94	3%
Sick Leave Absence	431	12%
Work-Life Balance	381	10%
Workplace Attributed Stress	681	18%
Workplace Other **	400	11%
TOTAL	3717	100%
Personal Issues	Totals 2016	As a % of Total Personal Issues 2016
Substance Misuse / Addictive Behaviour*	42	2%
Bereavement	273	10%
Family – Relationship	583	20%
Financial	295	10%
Mental Health	326	11%
Physical Health	623	22%
Stress Personal	646	22%
Personal Other **	95	3%
TOTAL	2883	100%
OVERALL TOTAL	6600	

* Includes issues with alcohol, drugs, gambling, internet etc.

** These categories include issues such as personal hygiene, coping with change, other personal challenges outside of those categorised

Chart: CSEAS Casework by Referral Source 2016



Clients who contact the Service directly are regarded as self-referrals. Contacting the CSEAS directly may also be suggested by HR personnel, Chief Medical Officer (CMO), line manager, trade union representative, colleague or other concerned party who believes the CSEAS could be a useful resource in the person's circumstances. Suggested referrals such as these are treated as self-referrals by the CSEAS.

APPENDIX 2: PRESENTATIONS 2016

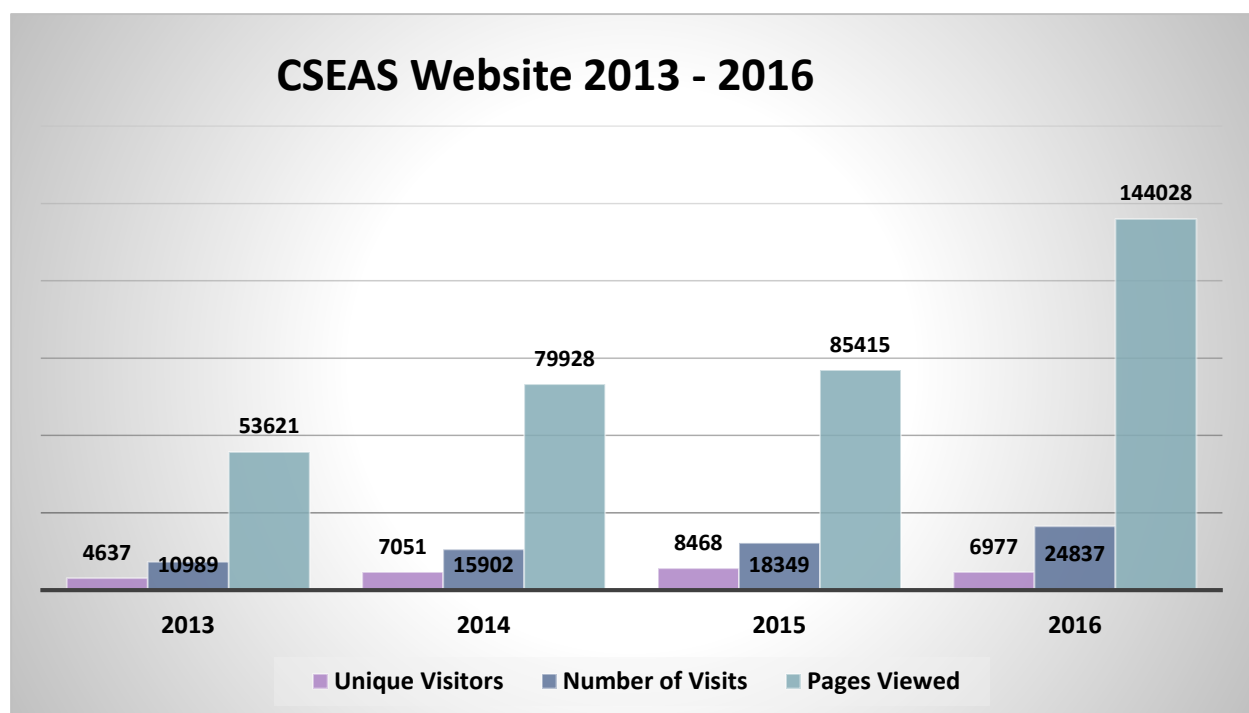
Topic	Department/Office/Others	Number	Total
Information on the CSEAS	Agriculture, Food and the Marine	3	49
	Central Statistics Office and Field Staff	9	
	Courts Service	2	
	Education & Skills	1	
	Justice and Equality	2	
	National Library	2	
	Office of the Revenue Commissioners	18	
	Public Expenditure and Reform	11	
	Social Protection	1	
Stress Management	Defence	1	26
	Education and Skills	3	
	National Council for Special Education	1	
	Office of Public Works	6	
	Office of the Revenue Commissioners	10	
	Public Expenditure and Reform	1	
	Social Protection	4	
Dealing with Difficult Phone Calls	Justice and Equality	3	4
	Social Protection	1	
The CSEAS as a Resource for Managers	AHCPS Conference	1	7
	Children and Youth Affairs	1	
	Education & Skills	2	
	Office of Public Works	2	
	Office of the Revenue Commissioners	1	
Positive Working Environment / Dignity at Work / Harmony at Work	Central Statistics Office	2	16
	Health	1	
	Legal Aid Board	7	
	National Library	2	
	Social Protection	1	
	State Laboratory	3	
Health and Wellbeing / Self Care	Central Statistics Office	1	16
	Children and Youth Affairs	2	
	Office of the Revenue Commissioners	12	
	Social Protection	1	

Topic	Department/Office/Others	Number	Total
Mindfulness	Oireachtas	1	7
	Social Protection	2	
	State Laboratory	1	
	Valuation Office	3	
Bereavement	Jobs, Enterprise and Innovation	1	2
	Public Expenditure and Reform	1	
Planning for Retirement	Office of Public Works	3	4
	Office of the Revenue Commissioners	1	
Positive Mental Health	Arts, Heritage, Regional, Rural and Gaeltacht Affairs	1	23
	Central Statistics Office	3	
	Comptroller and Auditor General	1	
	Office of the Revenue Commissioners	11	
	Public Expenditure and Reform	1	
	Social Protection	6	
Conflict Resolution Skills	Defence	1	1
CSEAS Publications	PSEU ADC	1	1
Responding to Suicidal Distress	Personnel Officers Network	1	1
Personal Affairs Checklist	Office of the Revenue Commissioners	1	1
Building Resilience	Social Protection	2	3
	State Laboratory	1	
TOTAL			161

APPENDIX 3: CSEAS WEBSITE

As part of its ongoing Communications Strategy, the CSEAS revamped its website and relaunched it with a completely new and fresh look mid-2016. The redesigned website offers users a more modern and professional experience on any platform, especially mobile ones, and a new emphasis has been placed on content management.

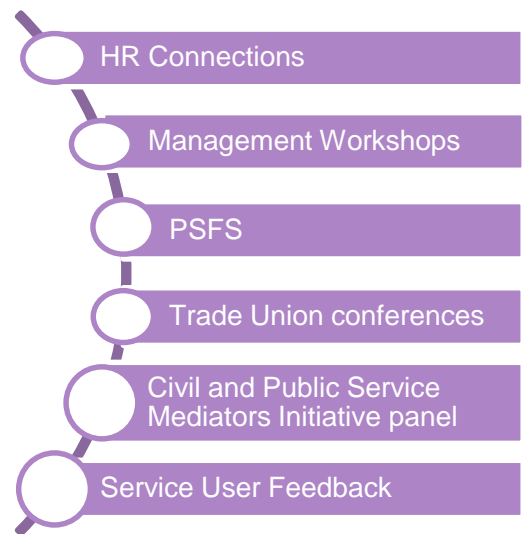
The CSEAS website had a total of 6,977 unique visitors during the year with the “Information Guide on Mental Health and Wellbeing in the Workplace” and “Responding to Difficult Phone calls” being the most downloaded publications. The CSEAS acknowledges the expertise and support received from OGCI0 in setting up the structure of the website. The website is available at www.cseas.per.gov.ie



APPENDIX 4: STAKEHOLDER LINKAGES

Continuing engagement with its stakeholders* is a vital component in the work of the CSEAS. This is done in a number of ways including management workshops with HR Divisions, on-the-ground engagement with HR personnel, representation from the stakeholder groupings on the CSEAS Advisory Committee, feedback surveys and attendance at Trade Union conferences.

The second **CSEAS Customer Feedback Survey**, carried out during 2016, provided a wealth of comment and response which has been instrumental in driving the strategic direction of the CSEAS and, in particular, its communications strategy.



The CSEAS continued to be represented on the **Healthy Workplaces Framework** sub-group of the Healthy Ireland National Framework. This is the national framework for action to improve the health and wellbeing of the population of Ireland over the coming generation. The Healthy Workplace initiative is an important part of driving the Healthy Ireland agenda and can make an important contribution to healthier communities. CSEAS core values and objectives, as set out in its Mission Statement (page ii), align directly with the aim of this sub-group.

The CSEAS is represented on the Committee of Management of the **Public Service Friendly Society (PSFS)**. The Society can be a lifeline for civil servants who are members of the Society and find themselves in financial difficulties. By fostering a strong relationship with the Society, the CSEAS can assist in supporting civil servants with financial concerns. Full details on the PSFS are available at www.psfs.ie

The CSEAS has links with the **Civil and Public Service Mediation Service (CPSMS)**. See <http://hr.per.gov.ie/mediation/> for more information. A staff member of the CSEAS is a trained mediator and is listed on the CPSMS panel.

Attendance by the CSEAS manager at the **Civil Service Personnel Officers Network** ensures the CSEAS keeps abreast of, and participates in, discussions at the Personnel Officer forum on best practice Human Resource management in the Civil Service. It is also an opportunity to network across the Civil Service.

* CSEAS protocols on confidentiality are adhered to at all times

The **Chief Medical Officer (CMO) for the Civil Service** is a member of the CSEAS Advisory Committee. Liaison with the Office of the CMO can be very valuable, particularly in supporting those absent on, or returning from, sick leave. The Office of the CMO may refer civil servants to, or suggest involvement with, the CSEAS either directly or through HR Divisions.

Regular attendance by the CSEAS at the recently launched **Employee Relations Network (ERN)**, a forum for HR practice discussion by HR personnel at all levels, ensures a collaborative approach in addressing HR case management issues in the Civil Service.

Representatives of the CSEAS were present at a number of **DPER Town Hall meetings**, held as part of the Civil Service renewal plan. CSEAS attendance at the meetings was requested to ensure that personal support, if needed, was available to any staff member present.

APPENDIX 5: ABOUT THE CSEAS

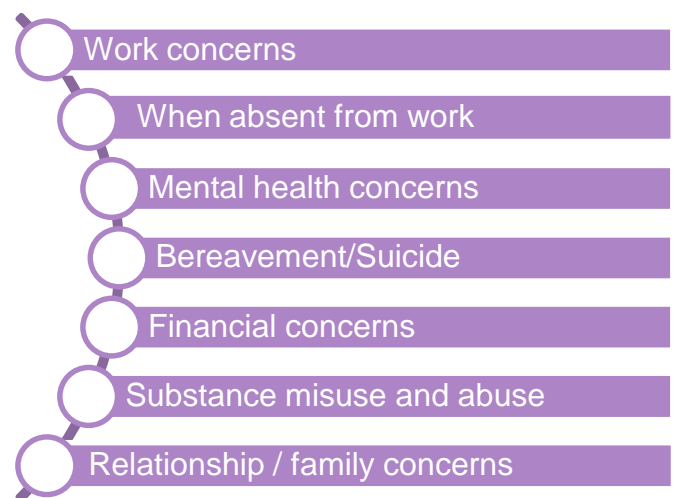
Who We Are

The CSEAS is a centralised service, operating on a regional basis, within the Department of Public Expenditure and Reform (DPER) providing services and supports to civil servants intended to positively enhance their wellbeing. This Service is an important component of an ethos of promoting employee wellness, resilience and organisational effectiveness, augmenting and supplementing the work of HR Divisions and line management. The CSEAS supports the employer's duty of care to its employees under the Safety, Health and Welfare at Work Act 2005 in the area of psychosocial issues such as stress, bullying and harassment, alcohol and drug misuse.

What We Do

Support to Staff

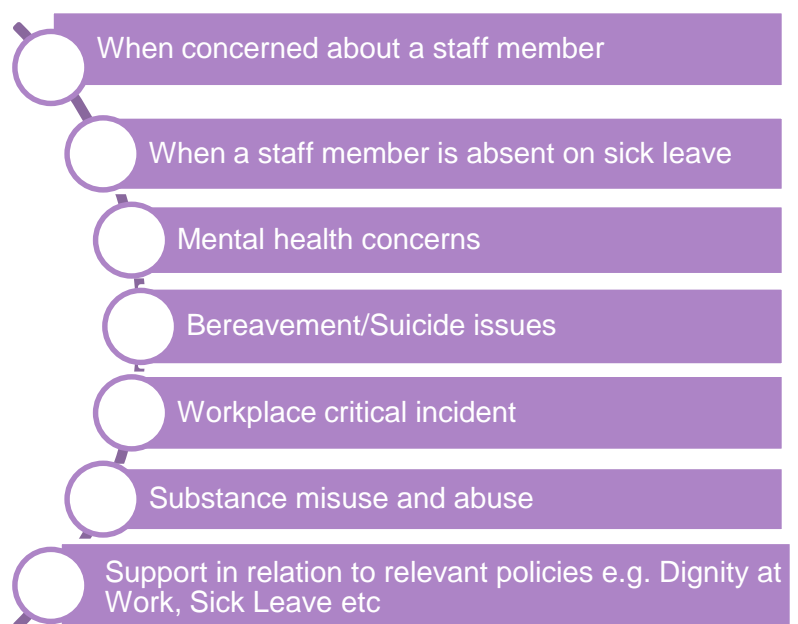
Supporting staff is the core element of the work of the CSEAS. Free and confidential¹ services are provided to civil servants at times of personal and/or work-related difficulties. Such difficulties, if left unattended, could adversely affect work performance and/or attendance and quality of life.



Support to Managers

The CSEAS continued to proactively engage with line managers² throughout 2016 by providing support for those managing staff welfare issues in the workplace.

During 2016 there was a 48% increase in the number of line managers making contact with the CSEAS seeking support in managing staff who may have welfare issues.

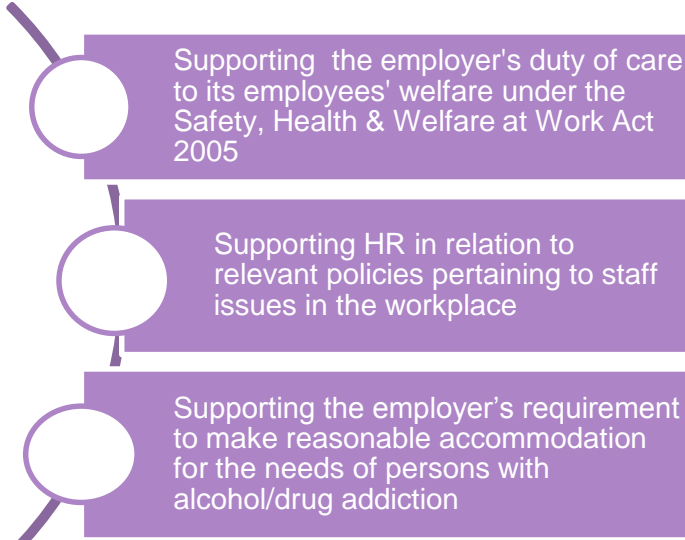


¹ Details on confidentiality and exceptions to this are available on the CSEAS website www.cseas.per.gov.ie

² CSEAS protocols on confidentiality are adhered to in engagement with line managers.

Support to HR

Working closely with HR Divisions, the CSEAS engages in early interventions to help staff minimise sick leave absences, assist in return to work and help restore work capacity³. CSEAS management held the annual workshop with Civil Service HR Managers to seek feedback on service delivery and to consider how CSEAS can provide ongoing support to HR staff. During 2016, the CSEAS was requested by the Personnel Officer Network to provide guidance and support to them in responding to staff who present in suicidal distress, or when supporting staff who may be dealing with customers expressing suicidal distress. The CSEAS responded with an information session to the Network, along with the publication of helpful guides to use when issues of this nature arise. These guides, or “desk buddies” are “in the moment” helpful suggestions.



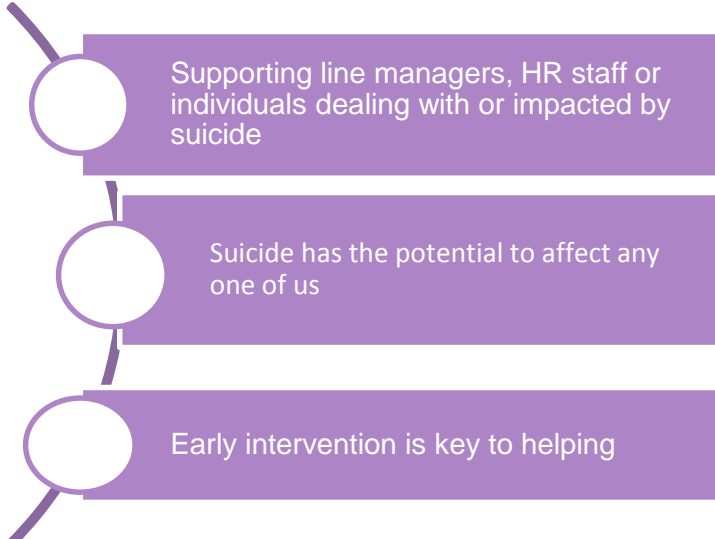
Supporting the employer's duty of care to its employees' welfare under the Safety, Health & Welfare at Work Act 2005

Supporting HR in relation to relevant policies pertaining to staff issues in the workplace

Supporting the employer's requirement to make reasonable accommodation for the needs of persons with alcohol/drug addiction

Responding to Suicide in the Workplace

In 2016, 59 civil servants, who had either been affected by suicide or had suicidal ideation, used CSEAS supports and services. "Connecting for Life", Ireland's National Strategy to Reduce Suicide 2015-2020, recognises the importance of developing guidance, training and support to workplaces in relation to suicide prevention. Promoting resilience and positive mental health in the workplace is essential for a healthy and effective workforce and, recognising this, the CSEAS offers a range of presentations, leaflets and information designed to assist and support those in psychological distress. All EAOs are trained in suicide first aid, and hold qualifications in ASIST and/or safeTALK.



Supporting line managers, HR staff or individuals dealing with or impacted by suicide

Suicide has the potential to affect any one of us

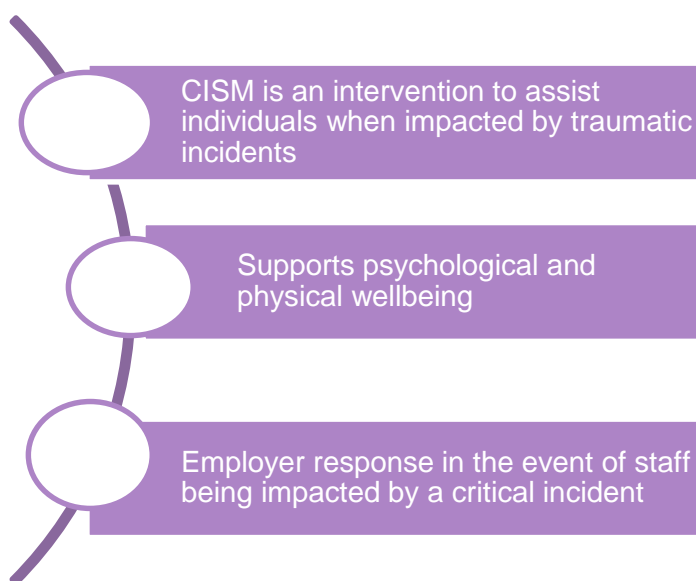
Early intervention is key to helping

³ CSEAS protocols on confidentiality are adhered to in engagement with HR Divisions.

Critical Incident Stress Management (CISM)

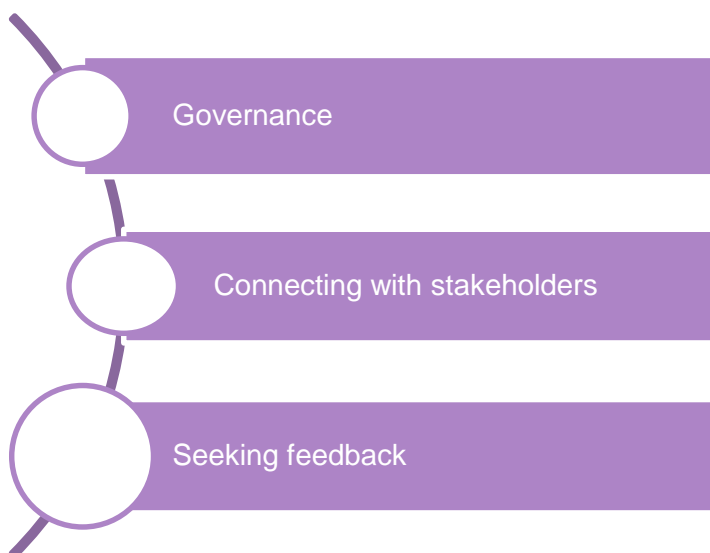
CISM is an intervention developed specifically for dealing with traumatic events. All EAOs are trained in CISM. Given the presence of CSEAS regional hubs of expertise throughout the country, a rapid response is available to requests from line managers or HR to provide service to staff who are impacted by such events, or who respond to incidents such as these in the workplace. A workplace critical incident can include death, serious injury, assault, fire, accident in the workplace etc. In responding quickly and professionally to a

workplace critical incident, the aim of a CISM intervention is to minimise the potential negative consequences for both the individual(s) and organisation. This contributes towards supporting individual health and wellbeing, and organisational functioning. During 2016 the CSEAS delivered CISM following five workplace critical incidents. As well as availing of group intervention, staff can avail of one-to-one CSEAS support when impacted by a workplace critical incident. The CSEAS delivered support to 90 individual staff members affected by a critical incident.



Communications, Governance and Service Development

Fundamental to core service delivery are the implementation of a strategic communications plan, strong governance and other activities essential to the smooth delivery of service. In 2016 particular focus was placed on ongoing communications and building on line manager awareness of the supports available from the CSEAS. Customer feedback is extremely important to the CSEAS. An on-line customer survey was conducted in 2016. Feedback from this survey has assisted the CSEAS in future strategic planning.

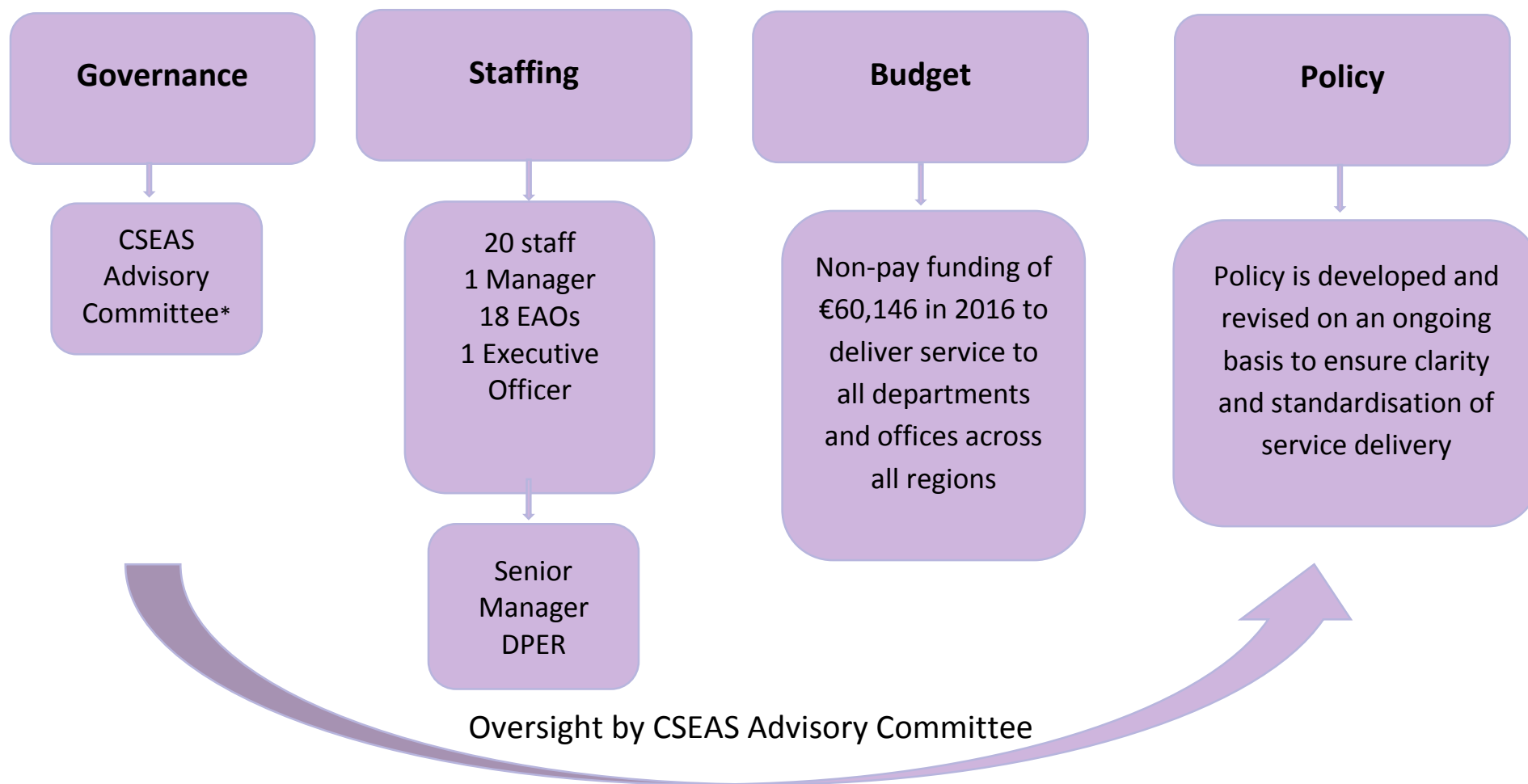


Reviewing, refining and developing internal systems, protocols and guidelines is a key activity within the CSEAS. This assists in the delivery of a quality customer-centric service to all stakeholders. Governance is provided by the CSEAS Advisory Committee.

Continuing Professional Development (CPD)

The CSEAS is committed to quality service delivery through its centres of expertise throughout the country. Employee Assistance Officers continually develop their skills through various types of CPD such as formal training, shared learning, mentoring, buddy systems and peer support. These different forms of CPD ensure high standards in service delivery benefitting both the individual and the organisation.

CSEAS Structure



* The CSEAS Advisory Committee comprises (1) A Chairperson who is a representative from DPER (2) The Chief Medical Officer for the Civil Service (3) Representatives from various Departments/Offices through the Personnel Officers Network – 2016 Personnel Officer representatives were from the Departments of Children and Youth Affairs, Transport Tourism and Sport, Health, Housing, Planning, Community and Local Government. Representatives change every 2 years on a phased basis, with some overlap to ensure continuity of experience on the Advisory Committee. (4) The Secretary to the Civil Service General Council Staff Panel. Current members of the CSEAS Advisory Committee can be viewed on the CSEAS website www.cseas.per.gov.ie

APPENDIX 6: CONTACTING THE CSEAS



**Central Phone
Number**

0761 00 00 30



cseas@per.gov.ie



www.cseas.per.gov.ie



CSEAS

Department of Public Expenditure and Reform

4th Floor, St. Stephen's Green House

Earlsfort Terrace

Dublin 2

D02 PH42

Contact details for individual EAOs are available on the CSEAS website

**On-duty EAO available at 0761 00 00 30 as
follows**



Mon – Thurs 9am to 5.45pm*

Fri 9am to 5.15pm*

***(except bank/public holidays)**



Follow us



@IRLCSEAS



Lorus Collum
Manager



Derek Hollingsworth
Office Administration

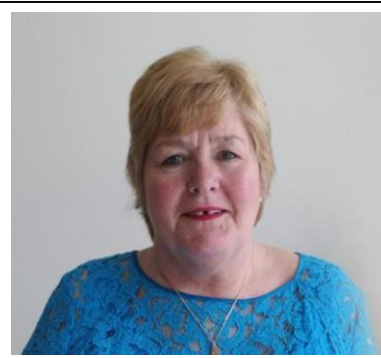
Employee Assistance Officers



Maureen Byrne



Brian Hennessy



Úna Meehan



Deirdre Maye



Triona King



Bernie Moran



Geraldine Carey



Michael Stapleton



Ann Jordan



Margaret Fagan



Fran Scott



Carmel Dalton



Rosemary Branagan



Antoinette Mahon



Ann Duffy



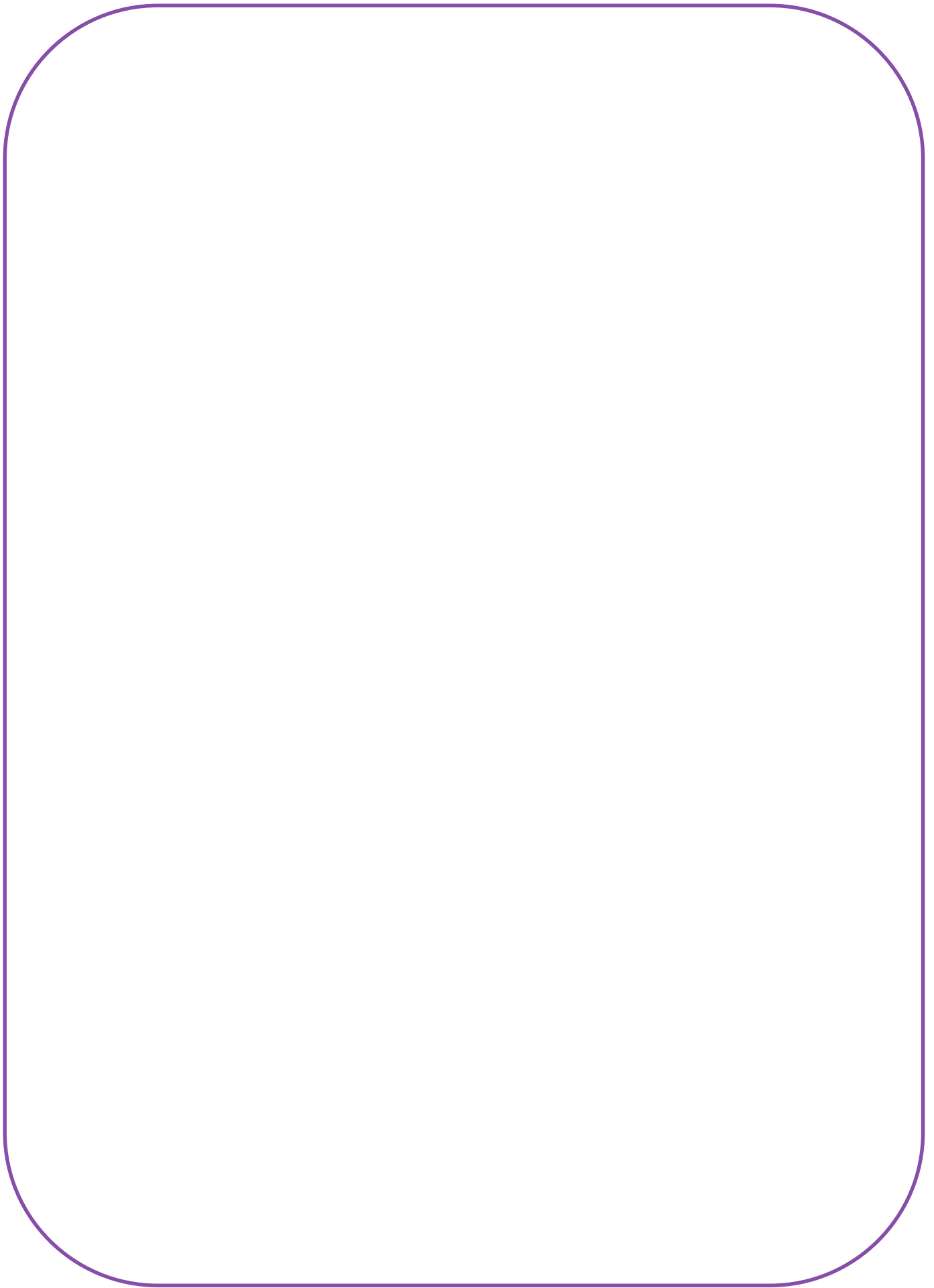
Rob Walsh



Deirdre Farrell



Philip O'Callaghan



**Civil Service Employee
Assistance Service
(CSEAS)**

CSEAS ACTIVITY REPORT 2016

May 2017