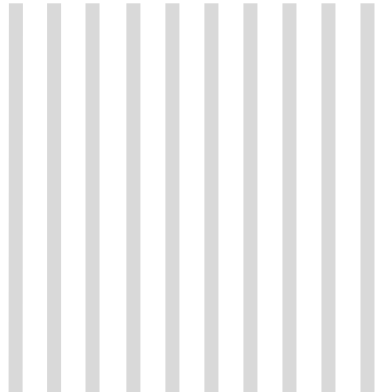
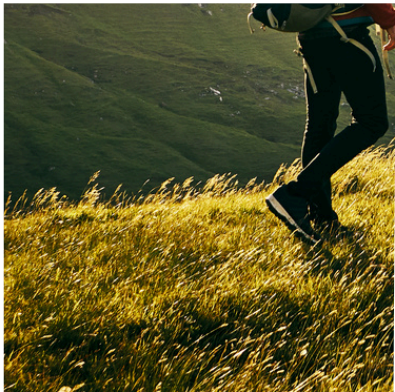
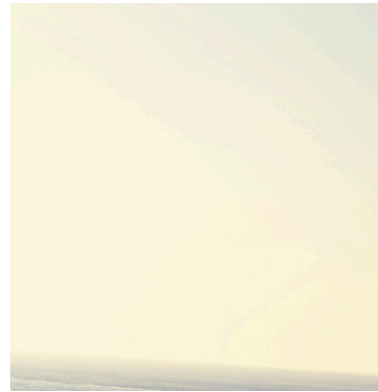
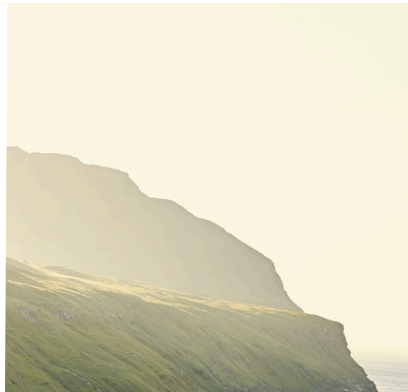
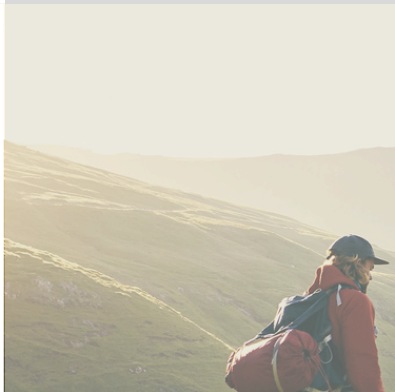


2024

ACTIVITY REPORT



CSEAS
Civil Service
Employee Assistance Service

Foreword

I am delighted to introduce and support the publication of the 2024 Civil Service Employee Assistance Service Activity Report. This Report highlights the significant efforts undertaken by the CSEAS throughout the past year to support the health, resilience and overall wellbeing of Civil Service staff.

A thriving, resilient and engaged workforce is essential to delivering high quality public services and the CSEAS continues to play a vital role in ensuring we provide the best possible supports to those who deliver our essential services to the public.

As we reflect on the achievements and milestones outlined in this Report, we also recognise the tangible difference the support of the CSEAS continues to make to the lives of many. The increasing demand for their services is a testament to their value and the trust they have built throughout the Civil Service, founded on their professionalism, confidentiality and the care that they provide.

The publication of this Report also offers an opportunity to reflect on the current challenges to workplace wellbeing and our ongoing commitment to work collaboratively across the Civil Service to deliver a true culture of wellbeing and inclusion for all. The Report provides valuable insights that will help shape future policies and interventions that will further support our workforce. It serves as both a record of progress and a roadmap for future success. I encourage all stakeholders to engage with its findings and consider how we can collectively continue to support and enhance the wellbeing of our colleagues.



Jack Chambers

Minister for Public Expenditure, NDP Delivery and Reform



The Civil Service recognises that the wellbeing of our people is fundamental to our success. Through the Civil Service Employee Assistance Service (CSEAS), we are committed to creating a workplace where individuals feel valued, supported and empowered to thrive, both personally and professionally.



Over the past year, we have continued to navigate an evolving landscape and our people have shown great innovation and agility in adapting to change and new ways of working.

We know that a healthy and engaged workforce is crucial for enhancing the performance, productivity and long term success of our organisations. Therefore, prioritising employee health and wellbeing is essential at both an individual and organisational level.

The CSEAS Activity Report 2024 provides valuable insights into wellbeing of the Civil Service workforce. While it highlights a range of wellbeing related challenges, it also demonstrates strong engagement and collaboration with individuals, organisations and the CSEAS to promote innovative tools, resources and wellbeing supports for all.

I would like to congratulate the CSEAS team, and all those who support the CSEAS, for their ongoing commitment and contribution to fostering a healthier workforce and championing employee wellbeing across the Civil Service.

A handwritten signature in black ink, appearing to read 'Shirley Comerford'.

Shirley Comerford

Head of Public Service Workforce Division, Department of Public Expenditure, NDP Delivery and Reform



Introduction

Throughout 2024, the Civil Service Employee Assistance Service (CSEAS) has played a pivotal role in fostering a positive and supportive work environment by offering guidance, resilience-building strategies and early intervention supports. Collaborations with OneLearning, HR functions and leadership teams have assisted in strengthening organisational effectiveness, ensuring that employees have access to timely and professional assistance.

As we reflect on the past year, the CSEAS remains committed to adapting and evolving to meet the changing needs of Civil Service staff, reinforcing its role as a cornerstone of workplace wellbeing in the Civil Service.

We continue to experience strong and consistent engagement with our service and have noted an increase in requests for support over the past 12 months. We attribute this growth to the trust and confidence placed in the CSEAS by staff in the Civil Service, as well as the strong partnerships we have fostered with the various HR functions and management across the Departments and Offices we serve.

Strong and consistent usage is evidenced by the number of Civil Servants who engaged with the CSEAS during the year:

7,107 (15% of civil servants) individual contacts were made with the CSEAS in 2024 of which:

- 3,975 (9% of civil servants) availed of one-to-one sessional support
- 3,132 (6% of civil servants) comprised of in-the-moment support via the Central CSEAS phoneline, through the Central Mailbox, contacts from HR/People Managers and information and signposting requests
- 324 Onsite and virtual seminars and workshops were delivered on employee wellbeing topics

In 2024, we implemented a dynamic and comprehensive programme aimed at enhancing individual resilience while also strengthening overall wellbeing capabilities across the Civil Service. This programme was delivered through a variety of mediums; online webinars, and onsite seminars and workshops. In collaboration with OneLearning and directly via the CSEAS, these events addressed a wide range of critical topics, including:



- Bereavement in the workplace
- Financial wellbeing
- Neurodiversity in the workplace
- Critical Incident Stress Management Response
- Menopause support
- Domestic violence support

Additionally, the CSEAS designed and delivered a unique solution on how to navigate adverse situations and how to enhance self care strategies and build resilience, particularly for those working in emotionally charged environments.

We have recently observed an increased uptake in managerial support. This trend underscores the challenges individual managers face in fulfilling their duty of care and in creating and maintaining supportive and inclusive environments. This also indicates that the CSEAS is a valued tool in their toolkit to meet these challenges.

The CSEAS continues to enhance its service delivery by leveraging technology, expanding its digital offerings and streamlining access to support. By continuously assessing accessibility and identifying gaps, the service aims to reach a broader spectrum of staff, including those working in a blended environment and fully onsite.

We remain committed to staying informed of developments within the Employee Assistance sector and actively contribute to the Public Sector EAS Leads Forum. Our engagement with this forum ensures we stay at the forefront of best practice, enabling us to enhance our service delivery.

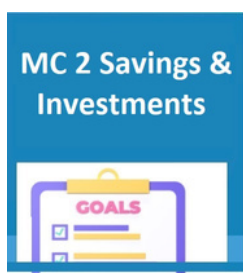
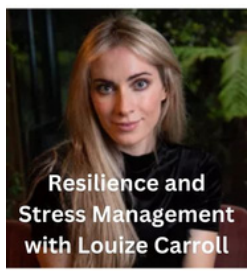
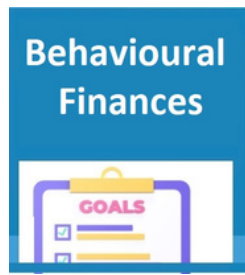
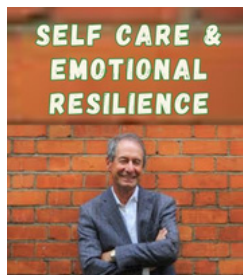
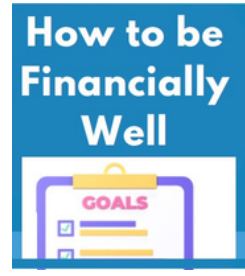
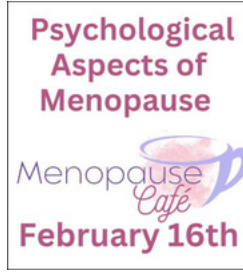
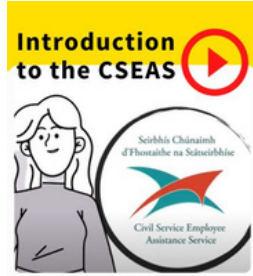
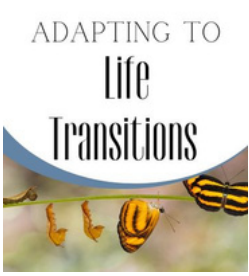
Looking ahead, our focus remains on collaboration, supporting innovation and strengthening our impact on employee wellbeing across the Civil Service.



Susan Clarke

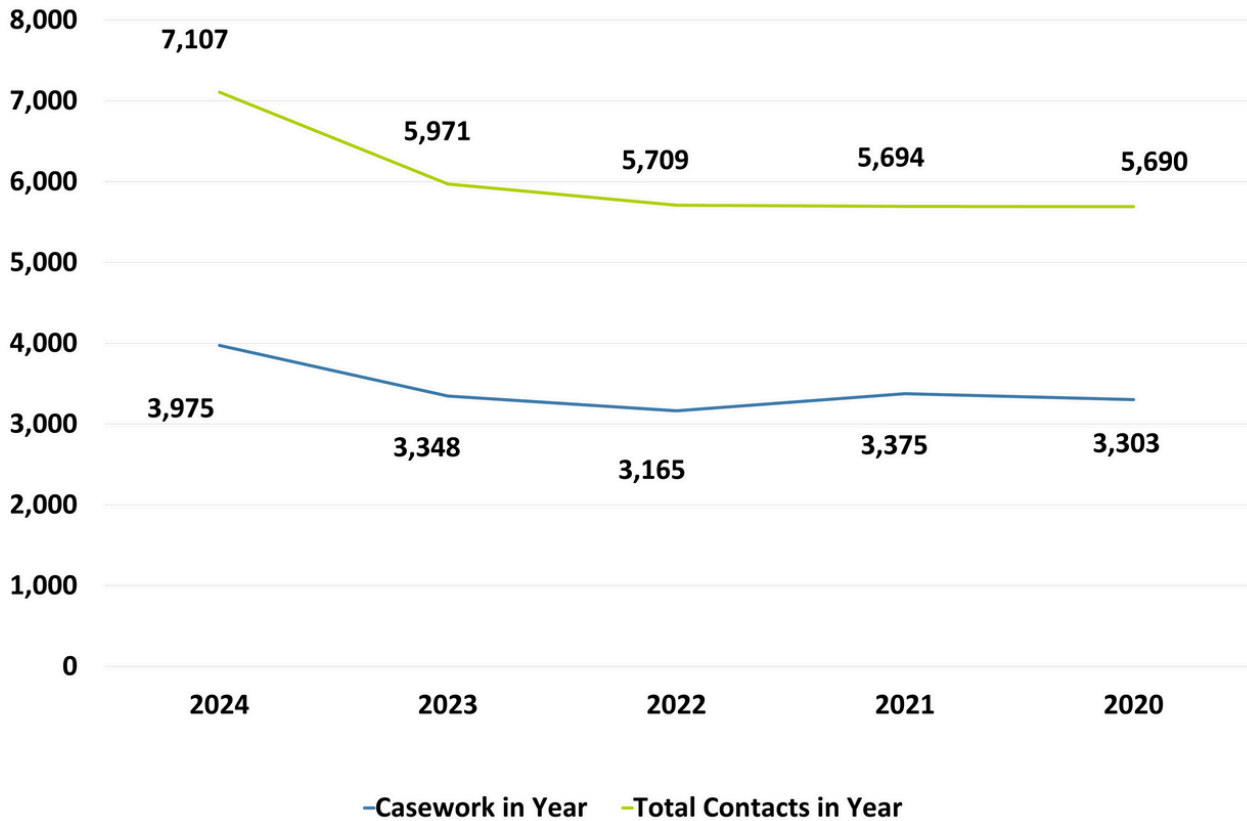
Head of the Civil Service Employee Assistance Service





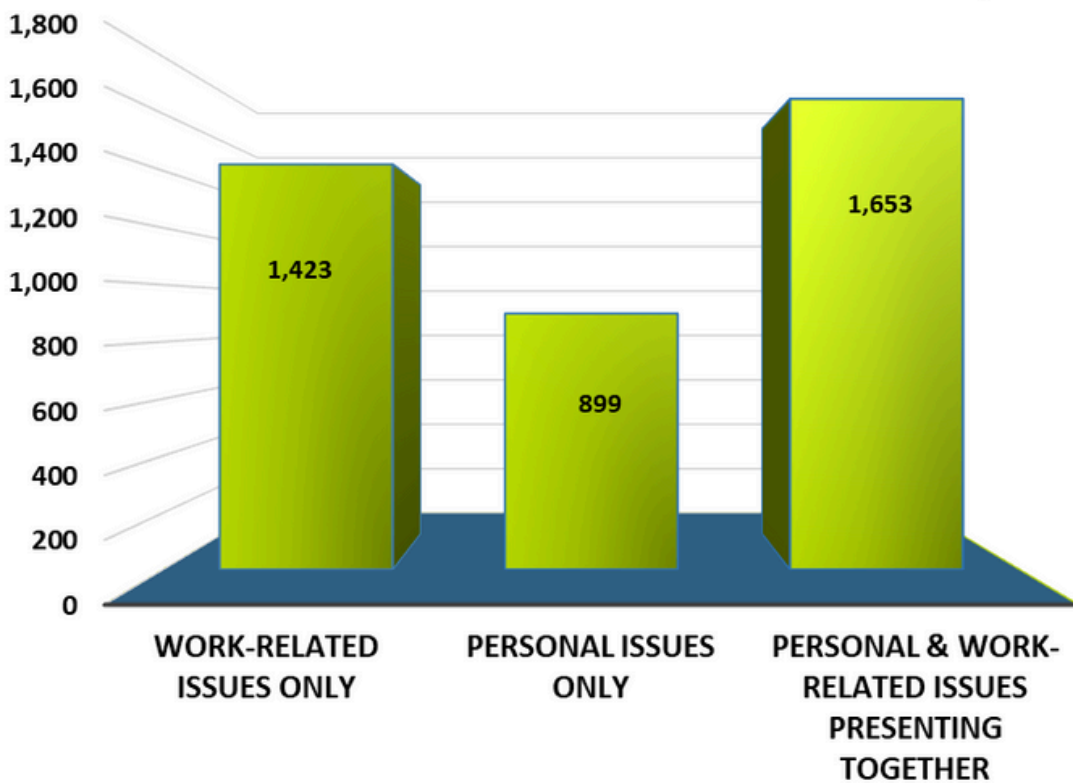
CSEAS Contacts 2024

(Previous years included for comparison purposes)

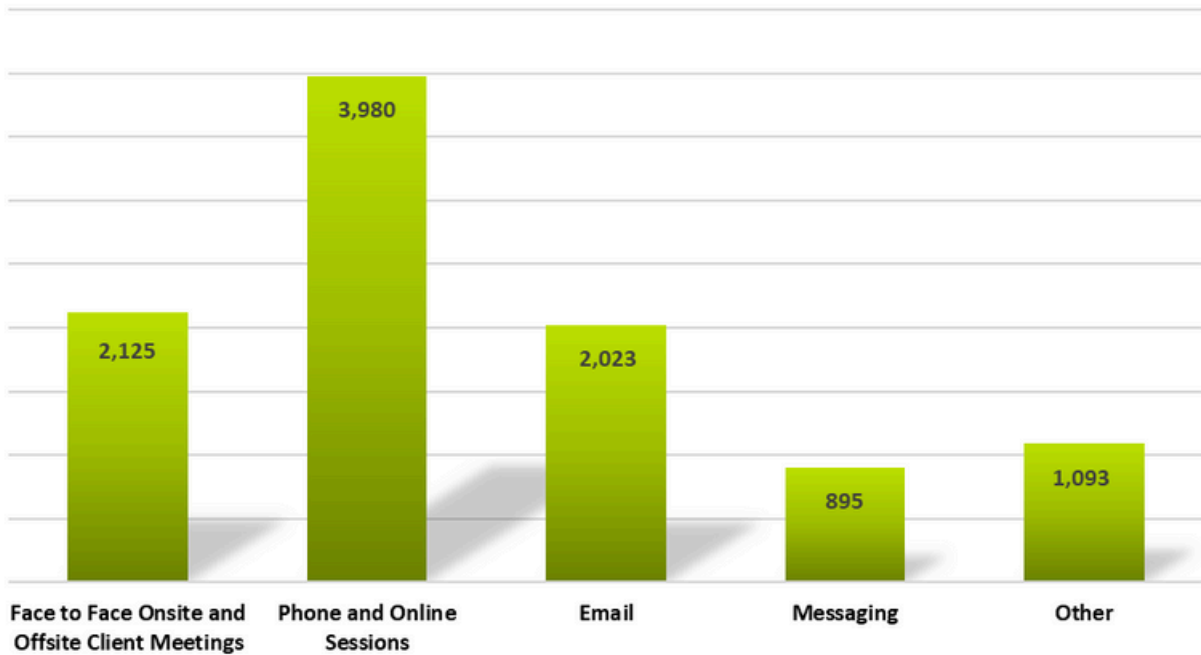


Casework 2024

Total one-to-one casework = 3,975



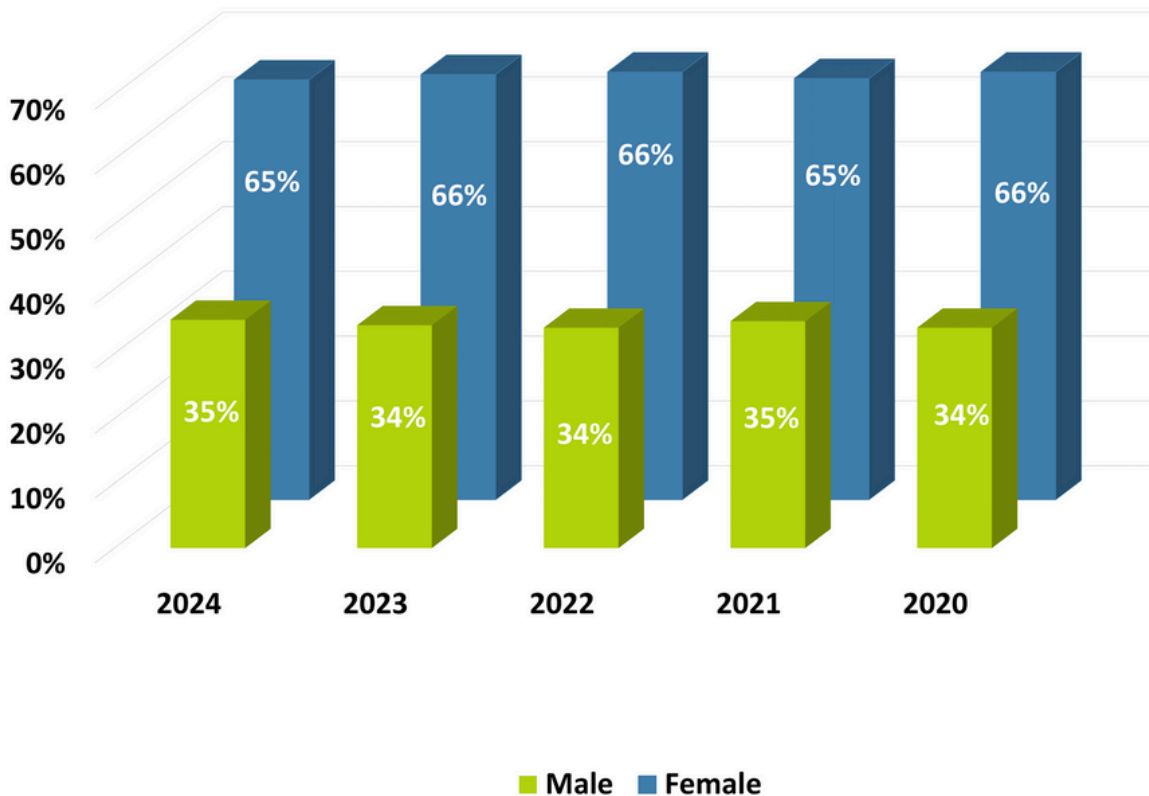
Total Sessions* = 10,116



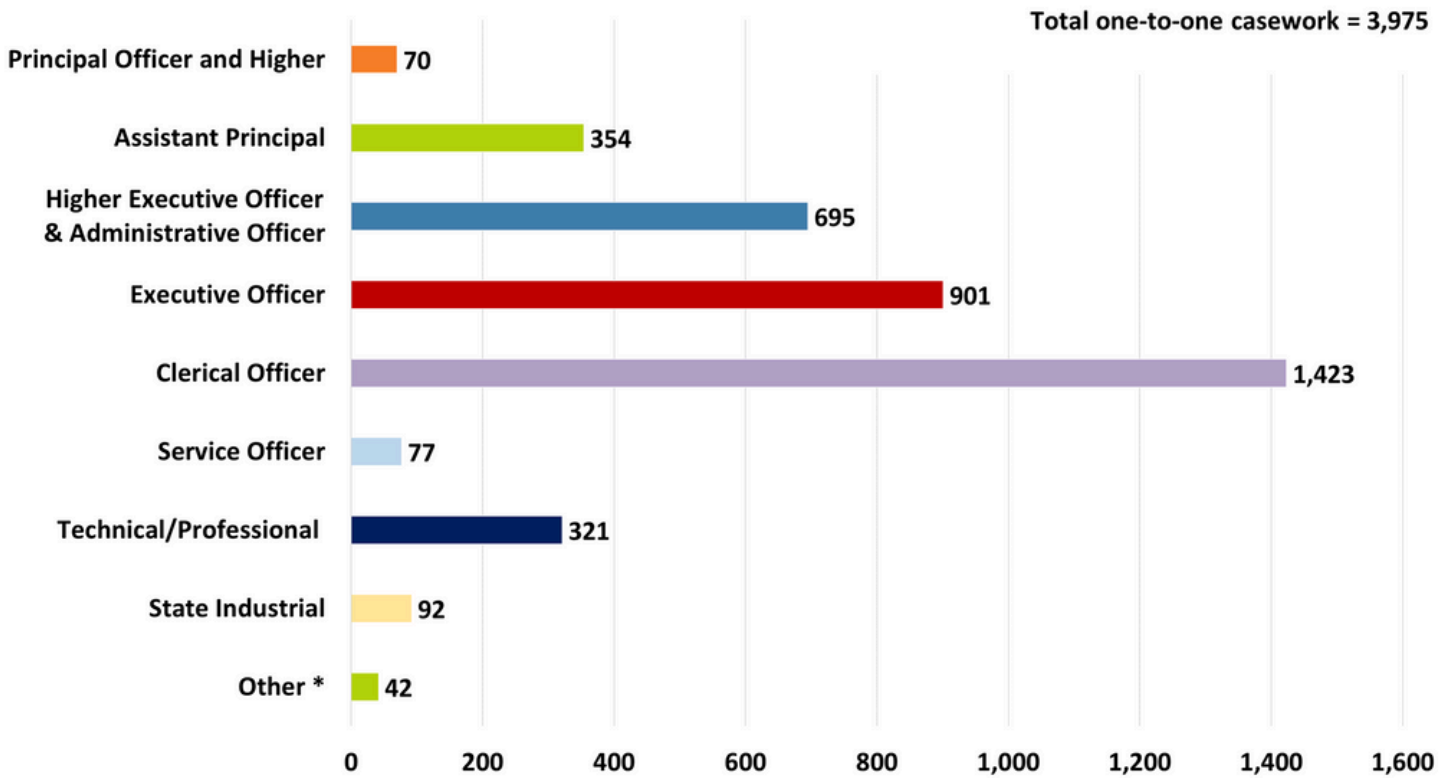
* A session is any contact with or on behalf of a service user. Other sessions include communications with a 3rd party, support to public sector staff, consultation with a family member, consultations with the Public Service Friendly Society (PSFS) and written correspondence

Client Gender Profile by % 2024

(Previous years included for comparison purposes)

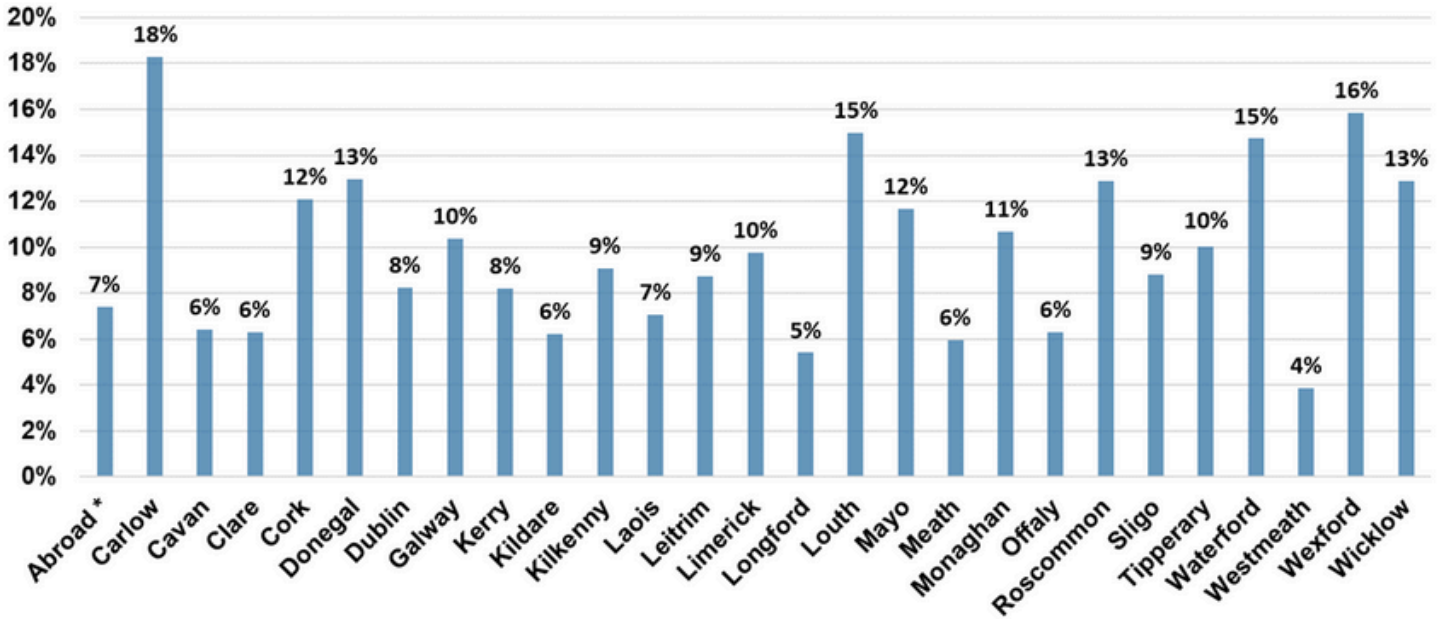


CSEAS Casework by Grade 2024



* Other refers to CSEAS cases where grade was not disclosed by the service user and staff / family members

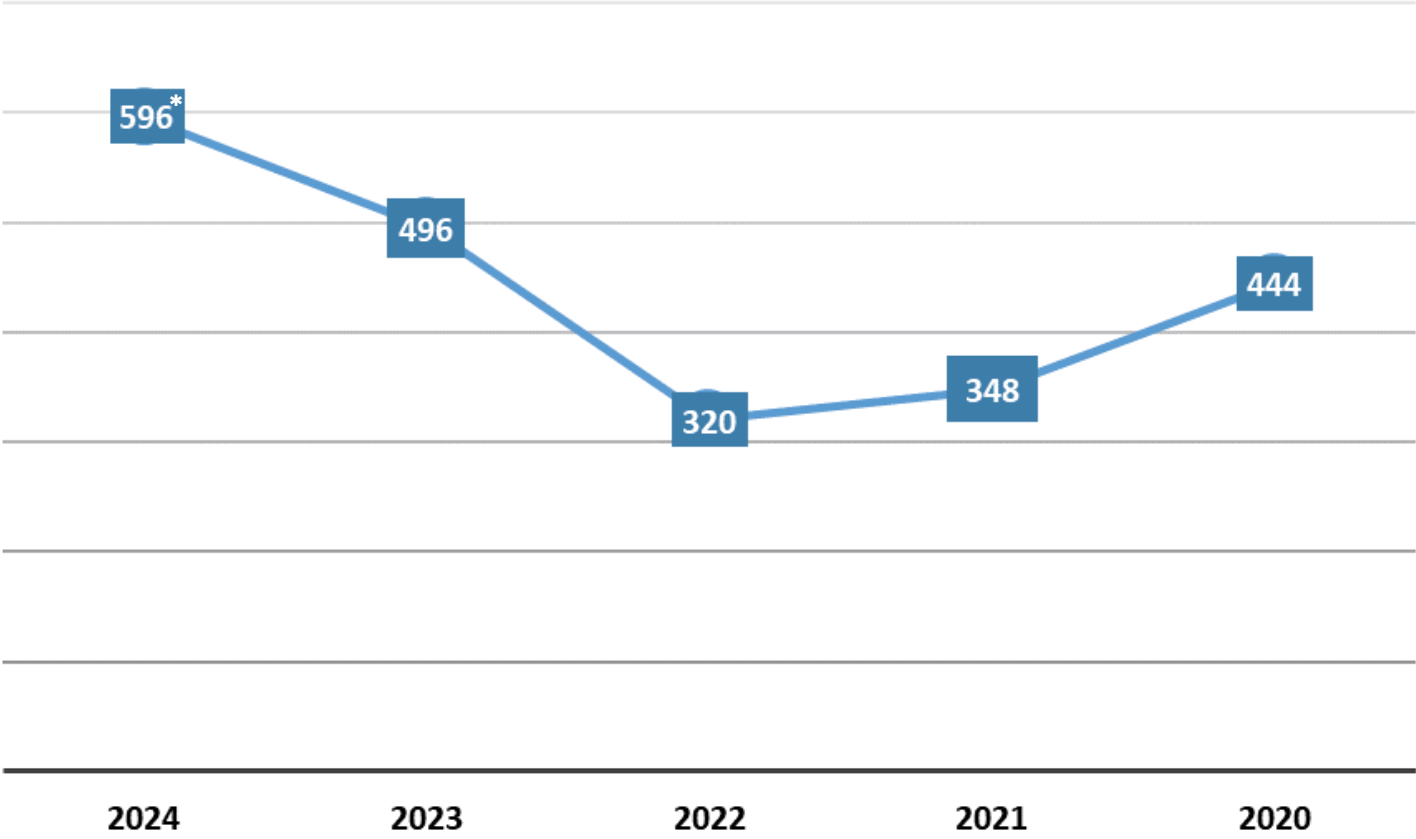
% Usage (serving staff) by County across the Civil Service 2024



* Staff posted abroad (does not include local recruits)

One-to-one Management Support 2024

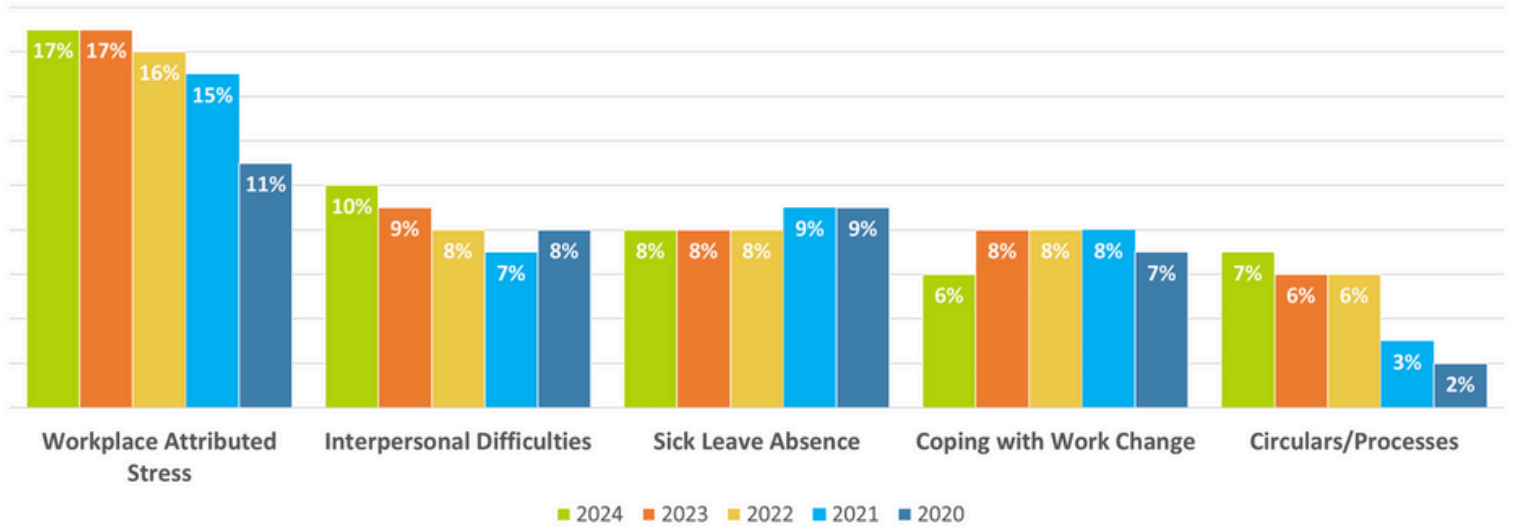
(Previous years included for comparison purposes)



* Figure includes all HR consults in 2024

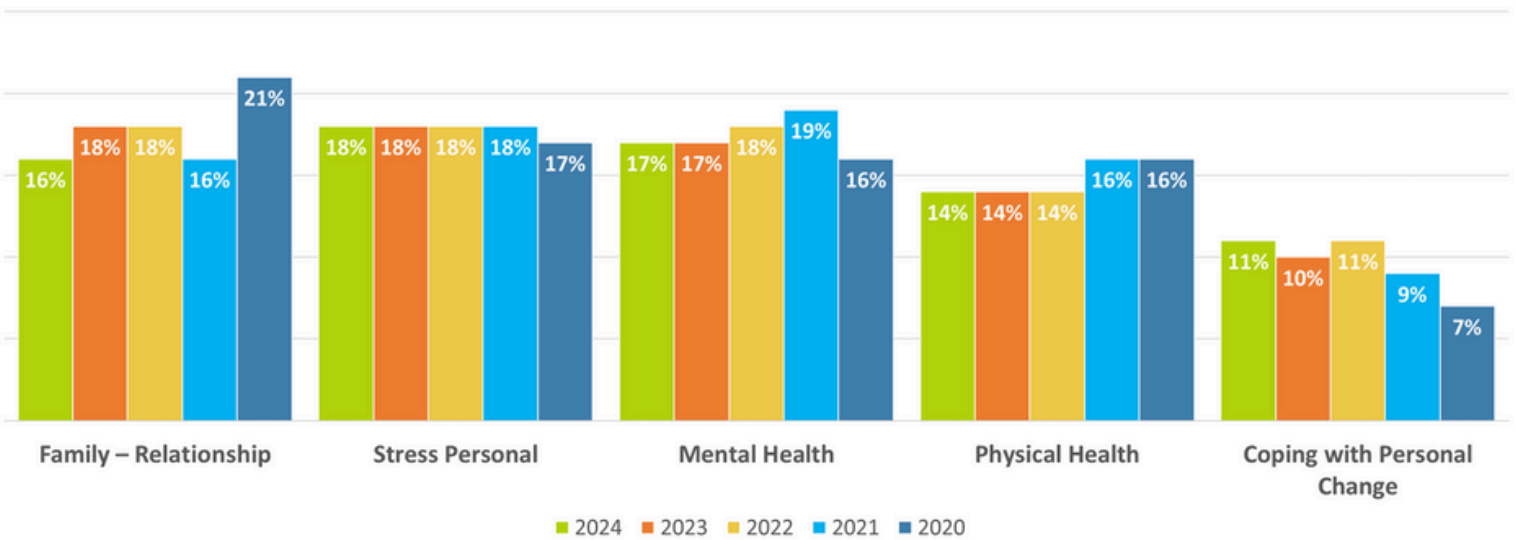
Top Work Issues 2024

(Previous years included for comparison purposes)

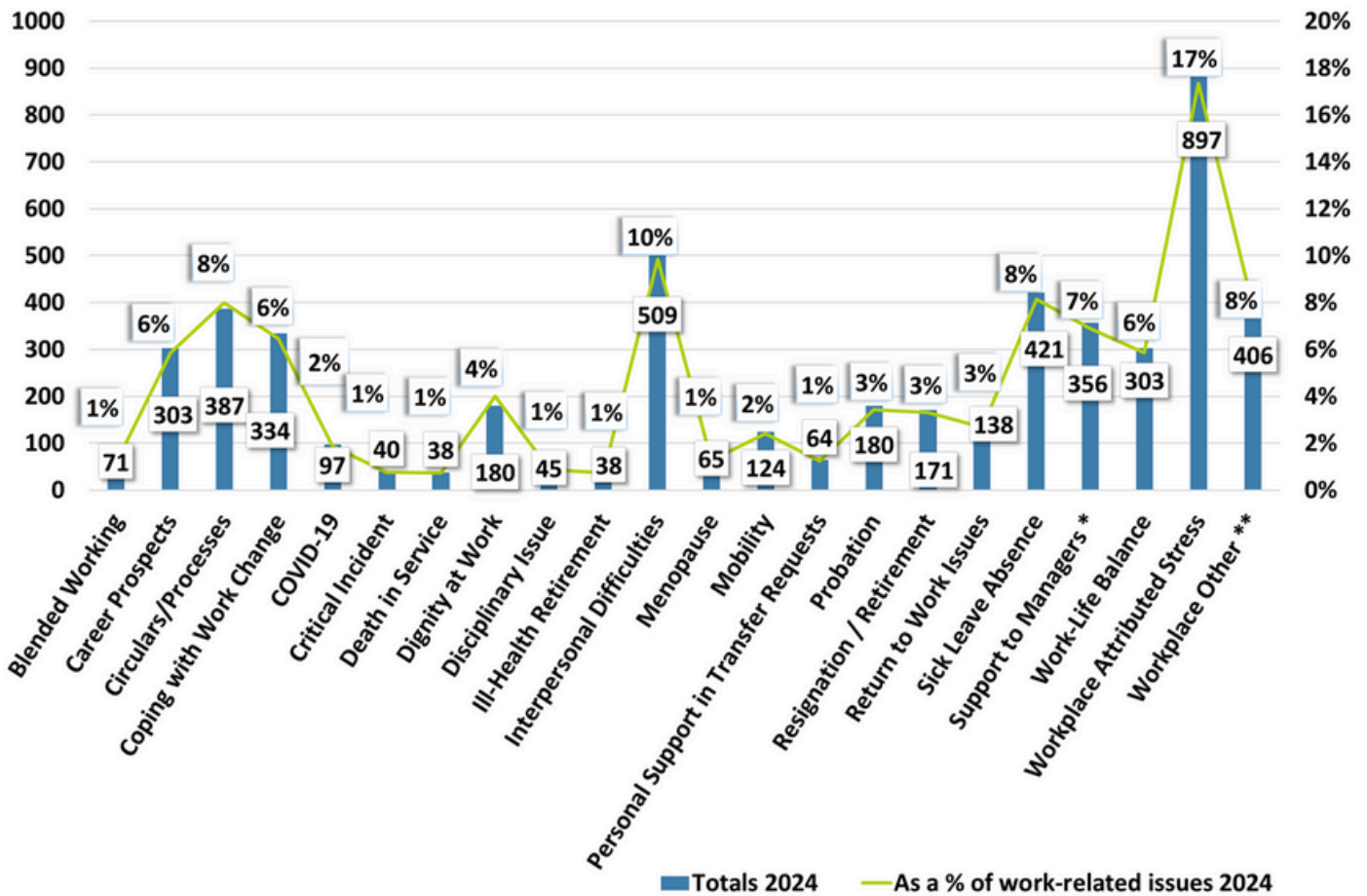


Top Personal Issues 2024

(Previous years included for comparison purposes)



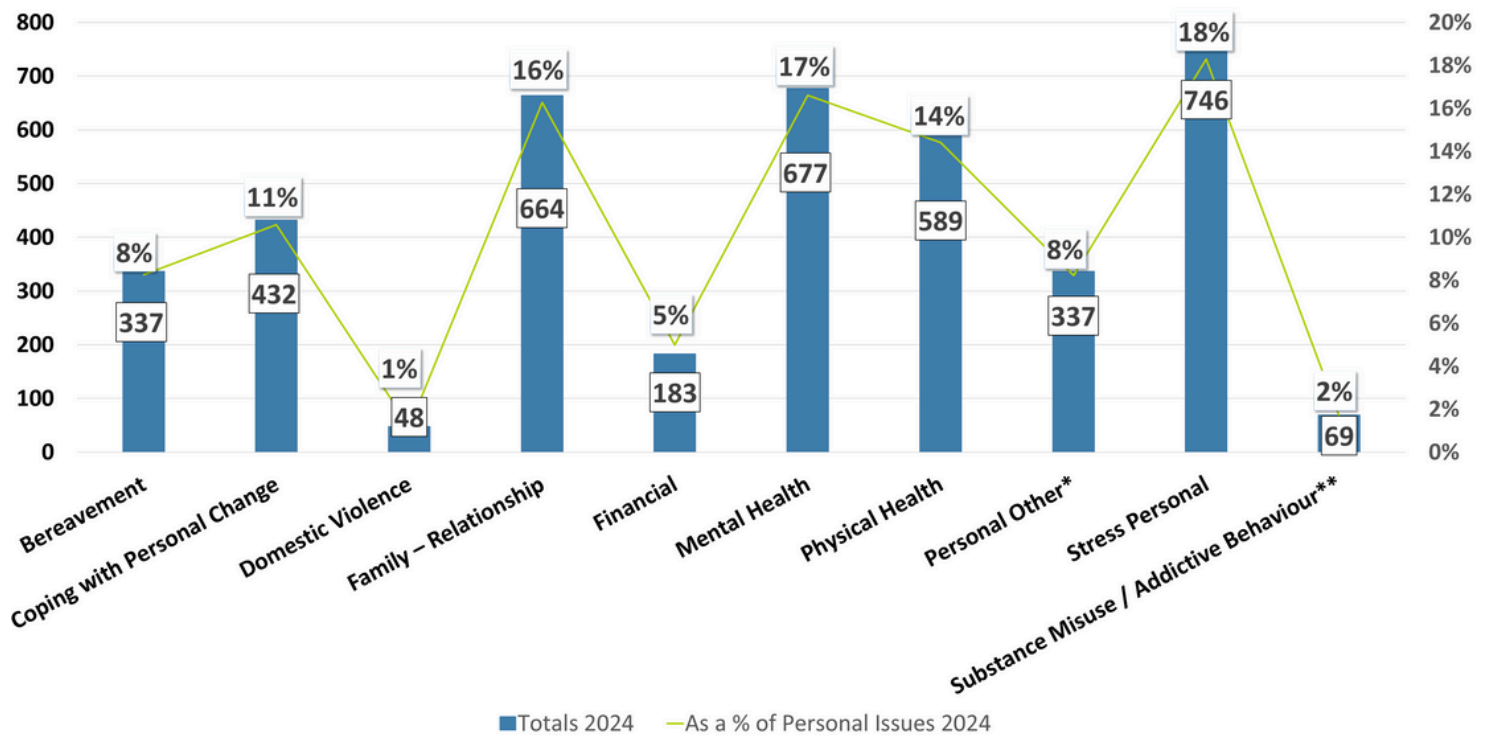
CSEAS Casework - Work-Related Issues 2024



* Support to Managers in fulfilling their duty of care to staff. This does not include personal support availed of by managers

** This category includes issues such as personal hygiene in the workplace, violent incidents and other workplace issues/challenges excluding those categorised

CSEAS Casework - Personal Issues 2024



* This category includes challenges such as fertility/pregnancy related difficulties, disability and other personal issues not categorised

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

Casework by Department 2024

	Number of Cases 2024	As a % of serving staff in each Dept 2024
Agriculture, Food and Marine	255	7%
Attorney General	15	9%
Chief State Solicitor's Office	29	8%
Children, Equality, Disability, Integration and Youth	95	10%
Comptroller and Auditor General	8	4%
Courts Service	109	8%
CSO - Central Statistics Office	95	8%
Defence	20	4%
Director of Public Prosecutions	11	4%
Education *	112	5%
Enterprise, Trade and Employment **	68	6%
Environment, Climate and Communications	52	6%
Finance	18	5%
Foreign Affairs ***	207	9%
Further & Higher Education, Research, Innovation & Science	13	5%
Health	72	10%
Housing, Local Government and Heritage ****	189	11%
Justice *****	264	7%
Legal Aid Board	46	8%
National Shared Services Office	67	8%
Office of Government Procurement	10	4%
Oireachtas	30	4%
Ombudsman *****	16	10%
OPW - Office of Public Works	145	6%
PAS - Public Appointments Service	21	7%
President's Establishment & GSOC	12	6%
Public Expenditure, NDP Delivery and Reform	36	7%
Public Sector Organisations *****	18	-
Revenue	859	13%
Rural and Community Development	18	8%
Social Protection	831	11%
State Examinations Commission	6	2%
State Laboratory	20	13%
Tailte Éireann	102	11%
Taoiseach	7	3%
Tourism, Culture, Arts, Gaeltacht, Sport and Media *****	43	9%
Transport	56	8%
	3,975	

* includes National Council for Special Education, National Council For Curriculum Assessment

** includes Companies Registration Office, Workplace Relations Commission

*** includes staff posted abroad

**** includes Met Éireann, Office of the Planning Regulator

***** includes civil servants in the Irish Prison Service, Data Protection Commission

***** includes Ombudsman for Children's Office

***** includes National Gallery, National Museum

***** includes National Archives

CSEAS Health & Wellbeing Webinars/Presentations/Collaborations 2024

Department/Office/Others	Topic	Volume	Total
Agriculture, Food and Marine	Building Resilience	1	20
	Connectivity	1	
	Dignity at Work	1	
	Introduction to the CSEAS	8	
	Self Care for HR	3	
	Self Care for Staff	3	
	Stress Management	3	
Chief State Solicitor's Office	Stress Management	1	1
Children, Equality, Disability, Integration and Youth	Introduction to the CSEAS	2	4
	Self Care for Staff	2	
Courts Service	Introduction to the CSEAS	7	9
	Positive Mental Health	1	
	Self Care for Staff	1	
CSO - Central Statistics Office	Building Resilience	2	33
	Dealing with Difficult Customers	3	
	Dealing with Difficult Callers	1	
	Introduction to the CSEAS	10	
	Self Care for HR	1	
	Self Care for Staff	2	
	Stress Management	9	
	Support to Managers	4	
	Work/Life Balance	1	
Defence	Stress Management	1	1
Education	Dealing with Difficult Callers	1	5
	Introduction to the CSEAS	1	
	Self Care for Staff	3	
Enterprise, Trade and Employment	Building Resilience	1	2
	Dealing with Difficult Callers	1	
Environment, Climate and Communications	Health & Wellbeing	1	5
	Introduction to the CSEAS	4	

Department/Office/Others	Topic	Volume	Total
Finance	Introduction to the CSEAS	3	5
	Self Care for Staff	2	
Foreign Affairs	Building Resilience	3	13
	Health & Wellbeing	2	
	Introduction to the CSEAS	7	
	Stress Management	1	
Garda Ombudsman	Change Awareness	1	2
	Introduction to the CSEAS	1	
Health	Building Resilience	1	12
	Introduction to the CSEAS	10	
	Stress Management	1	
Housing, Local Government and Heritage	Introduction to the CSEAS	6	8
	Self Care for Staff	2	
Justice	Building Resilience	1	11
	Dealing with Difficult Callers	1	
	Introduction to the CSEAS	7	
	Self Care for Staff	1	
	Stress Management	1	
Legal Aid Board	Introduction to the CSEAS	2	2
Met Éireann	Introduction to the CSEAS	1	2
	Self Care for Staff	1	
National Archives	Self Care for Staff	1	1
National Gallery	Connectivity	1	1
	Connectivity	1	2
National Park and Wildlife Service	Introduction to the CSEAS	1	
	Introduction to the CSEAS	1	
National Shared Services Office	Bereavement	1	4
	Dealing with Difficult Callers	1	
	Introduction to the CSEAS	1	
	Self Care for HR	1	
Office of Government Procurement	Introduction to the CSEAS	2	2

Department/Office/Others	Topic	Volume	Total
Office of the Planning Regulator	Connectivity	1	2
	Introduction to the CSEAS	1	
Oireachtas	Support to Managers	1	3
	Self Care for HR	2	
Ombudsman	Introduction to the CSEAS	2	2
Ombudsman for Children (OCO)	Introduction to the CSEAS	1	1
OPW - Office of Public Works	Dignity at Work	1	13
	Positive Mental Health	11	
	Stress Management	1	
PAS - Public Appointments Service	Introduction to the CSEAS	1	3
	Support to Managers	1	
	Self Care for Staff	1	
Public Expenditure, NDP Delivery and Reform	Building Resilience	1	12
	Health & Wellbeing	1	
	Introduction to the CSEAS	7	
	Support to Managers	1	
	Stress Management	2	
Revenue	Bereavement	3	29
	Building Resilience	3	
	Change Awareness	1	
	Connectivity	1	
	Corporate Athlete	1	
	Dealing with Difficult Callers	1	
	Dignity at Work	1	
	Introduction to the CSEAS	13	
	Menopause	1	
	National Wellbeing Network	1	
	Self Care for Managers	1	
	Self Care for Staff	2	

Department/Office/Others	Topic	Volume	Total
Social Protection	Building Resilience	1	74
	Connectivity	1	
	Dealing with Difficult Customers	2	
	Dealing with Difficult Callers	1	
	Introduction to the CSEAS	50	
	People Managers Guide	16	
	Positive Mental Health	2	
	Suicide	1	
State Laboratory	Dignity at Work	1	6
	Introduction to the CSEAS	2	
	Trauma and Vicarious Trauma	2	
	Positive Mental Health	1	
Tourism, Culture, Arts, Gaeltacht, Sport and Media	Self Care for Staff	1	1
Transport	Introduction to the CSEAS	1	2
	Mental Health & Wellbeing	1	
Workplace Relations Commission (WRC)	Introduction to the CSEAS	1	1
Total			294



Meet Our newest EAOs



Richard Martin



Katherine Hanney



Eoin Behan

Civil Service Employee Assistance Service
(CSEAS) Activity Report 2024

Published March 2025