

CIVIL SERVICE EMPLOYEE ASSISTANCE SERVICE

SUPPORTING WELLBEING:

CSEAS INSIGHTS 2025



CSEAS
Civil Service
Employee Assistance Service

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



An Roinn Caiteachais Phoiblí Bonneagair
Athchóiriúcháin Seirbhíse Poiblí agus Digiúcháin
Department of Public Expenditure Infrastructure
Public Service Reform and Digitalisation

2025



Employee Assistance Officers
Derek Hollingsworth and
Philip O'Callaghan
in Brussels in November



Triona King with Secretary
General David Moloney at her
retirement in May



Shirley Comerford, Minister Jack Chambers,
Susan Clarke, and Roisin Walsh at the
CSEAS 2024 Activity Report and Symposium,
"Enhancing the Employee Experience" on 10th April



Employee Assistance Officers
Richard Martin, Martina Raftery and
Triona King



Employee Assistance Officers
Derek Hollingsworth, Adie Bourke,
Dervla Masterson, and Christina Stapleton



CSEAS Manager Susan Clarke

Foreword

I am pleased to present this year's CSEAS Activity Report, which reflects our shared commitment to building a healthy, respectful and supportive work environment - one that strengthens our Civil and Public Service and prioritises the people who deliver it.



This report reflects our current workplace wellbeing landscape and reaffirms our commitment to fostering a culture grounded in dignity, respect and inclusion for all. It highlights progress to date while also offering valuable insights to inform ongoing policy development. It sets a clear direction for continued improvement.

Its insights point the way forward, and I encourage all stakeholders to draw on them as we continue shaping a public service where every individual can thrive and contribute at their best.



Jack Chambers

Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation



Message from Shirley Comerford, Head of Public Service Workforce Division

At the centre of sustainable progress is the capability and commitment of our workforce. Investing in wellbeing, leadership and inclusion remains central to delivering high quality public services now and into the future.



People thrive when their wellbeing is recognised and valued. A healthy, supported workforce is not a peripheral concern but is a core priority for the Civil Service. It is our people that facilitate effective policy making, service delivery and the Civil Service's ability to advance meaningful reform.

This is where the CSEAS plays a vital role. It fosters a positive and supportive work environment through practical guidance and resilience building strategy and also contributes to the development of data driven human centric policy and champions a more inclusive Civil Service. This report further details the wide range of supports provided by the CSEAS that civil servants continue to avail of and benefit from.

I extend my sincere thanks to the CSEAS team and all those who support its work.

A handwritten signature in black ink that reads "Shirley Comerford".

Shirley Comerford

Head of Public Service Workforce Division, Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation



CIVIL SERVICE EMPLOYEE ASSISTANCE SERVICE

CSEAS|2025

ANNUAL UTILISATION SNAPSHOT

14% OVERALL USAGE

1:1
SESSIONAL
SUPPORT

4,011
cases (9%)



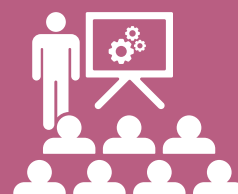
"IN THE
MOMENT"
SUPPORT

2,125
immediate
interactions (5%)



WELLBEING
SEMINARS &
WORKSHOPS

273
delivered



STRATEGIC IMPACT HIGHLIGHTS

- Strong engagement across both reactive and preventative supports
- High demand for personalised 1:1 structured casework
- Significant utilisation of immediate response pathways
- Continued investment in organisational wellbeing capability

CSEAS

Civil Service
Employee Assistance Service

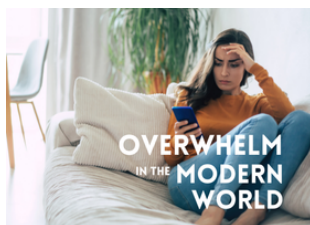
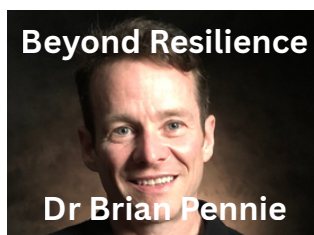
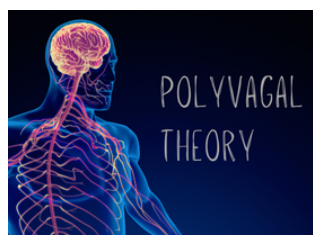
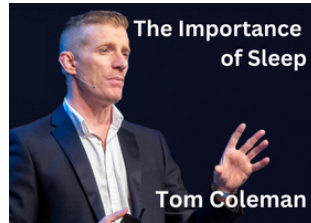
Seirbhís Chúnaimh
d'Fhostaithe na Stáitseirbhíse



Civil Service Employee
Assistance Service

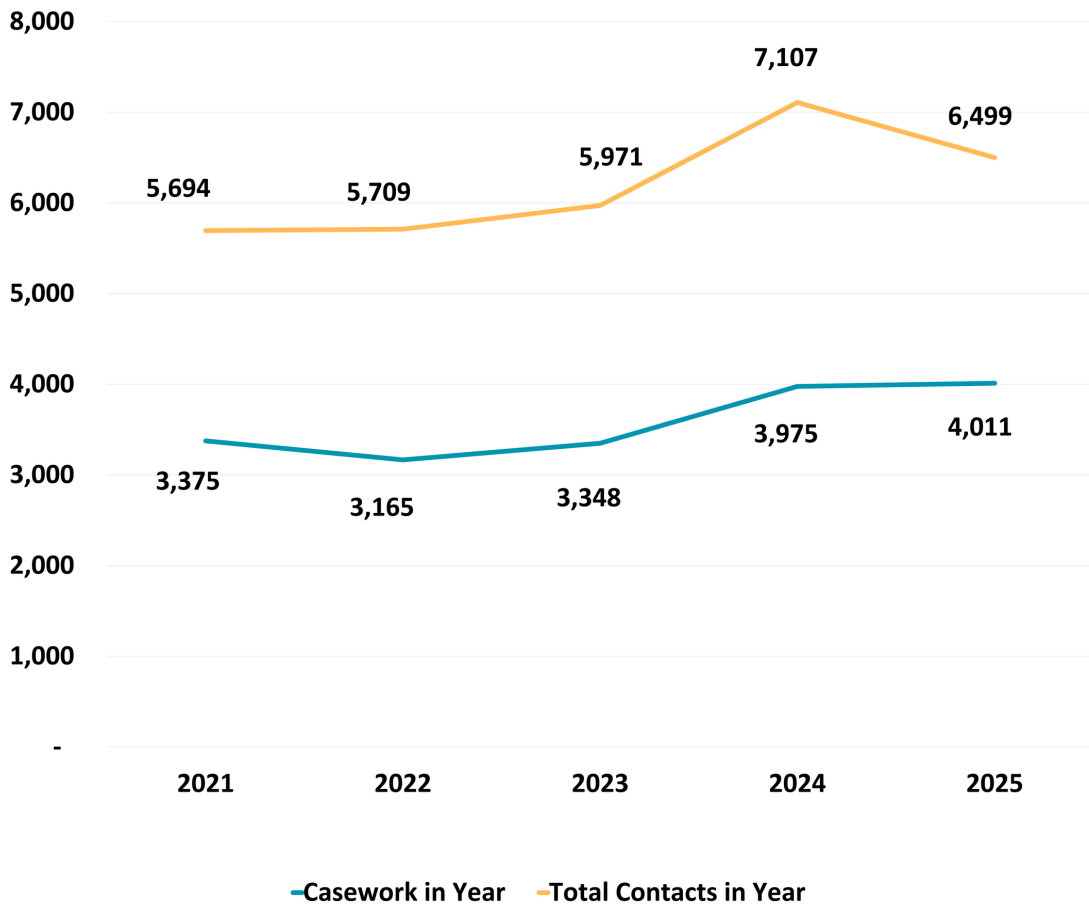


An Roinn Caiteachais Phoiblí Bonneagair
Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin
Department of Public Expenditure Infrastructure
Public Service Reform and Digitalisation



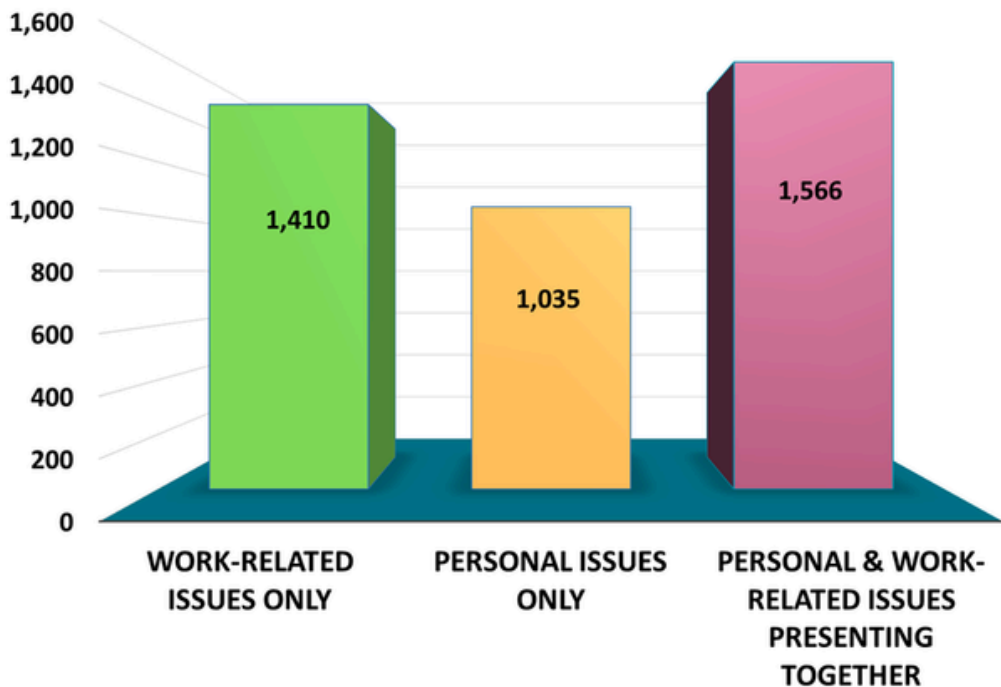
CSEAS Contacts 2025

(Previous years included for comparison purposes)

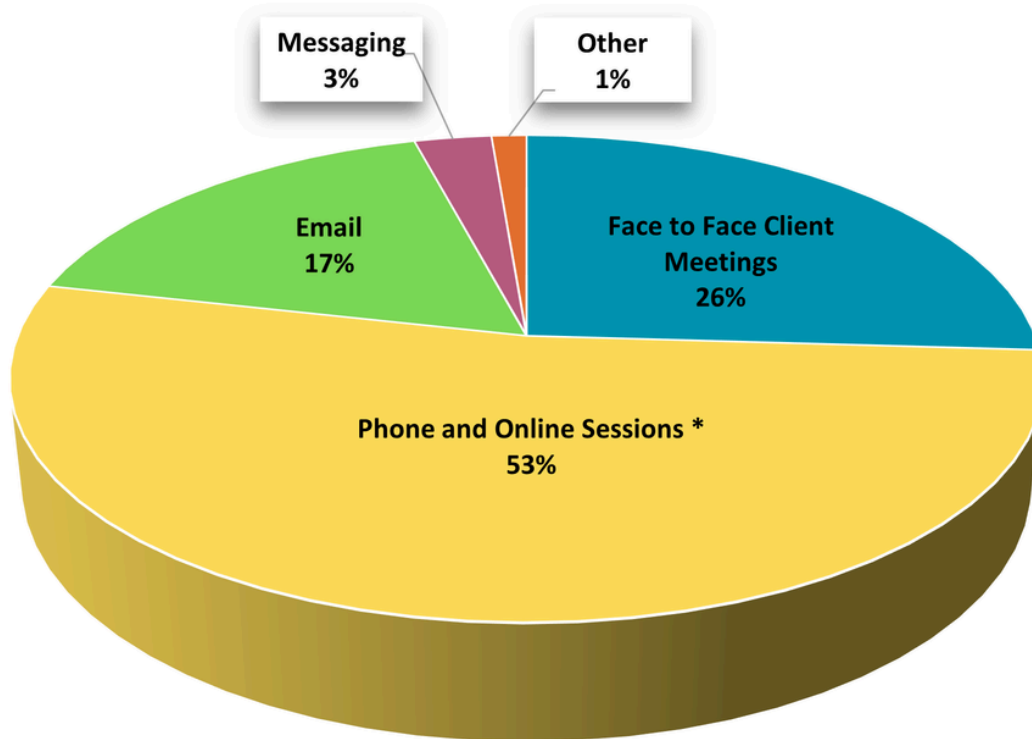


Casework 2025

Total one-to-one casework = 4,011

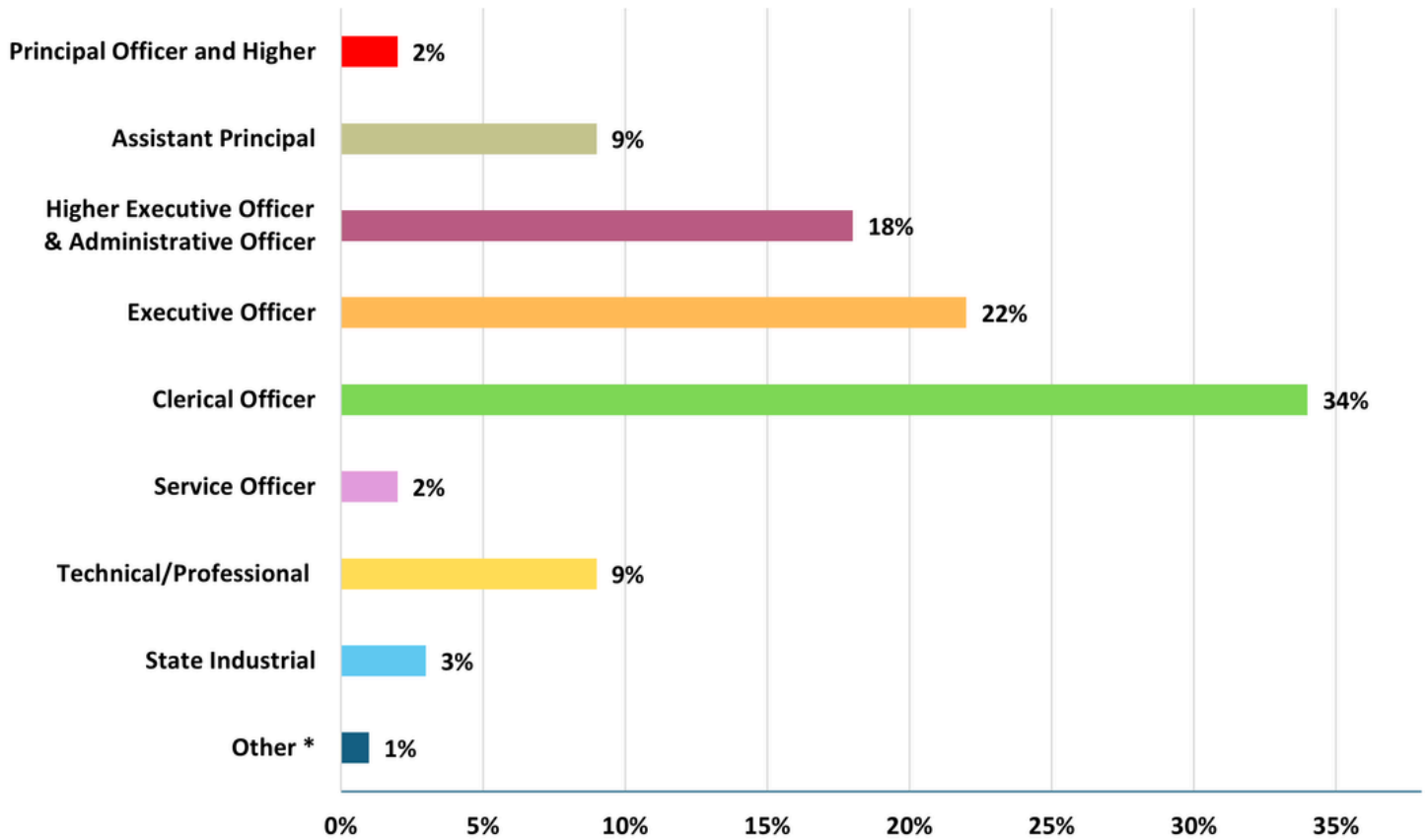


Total Sessions



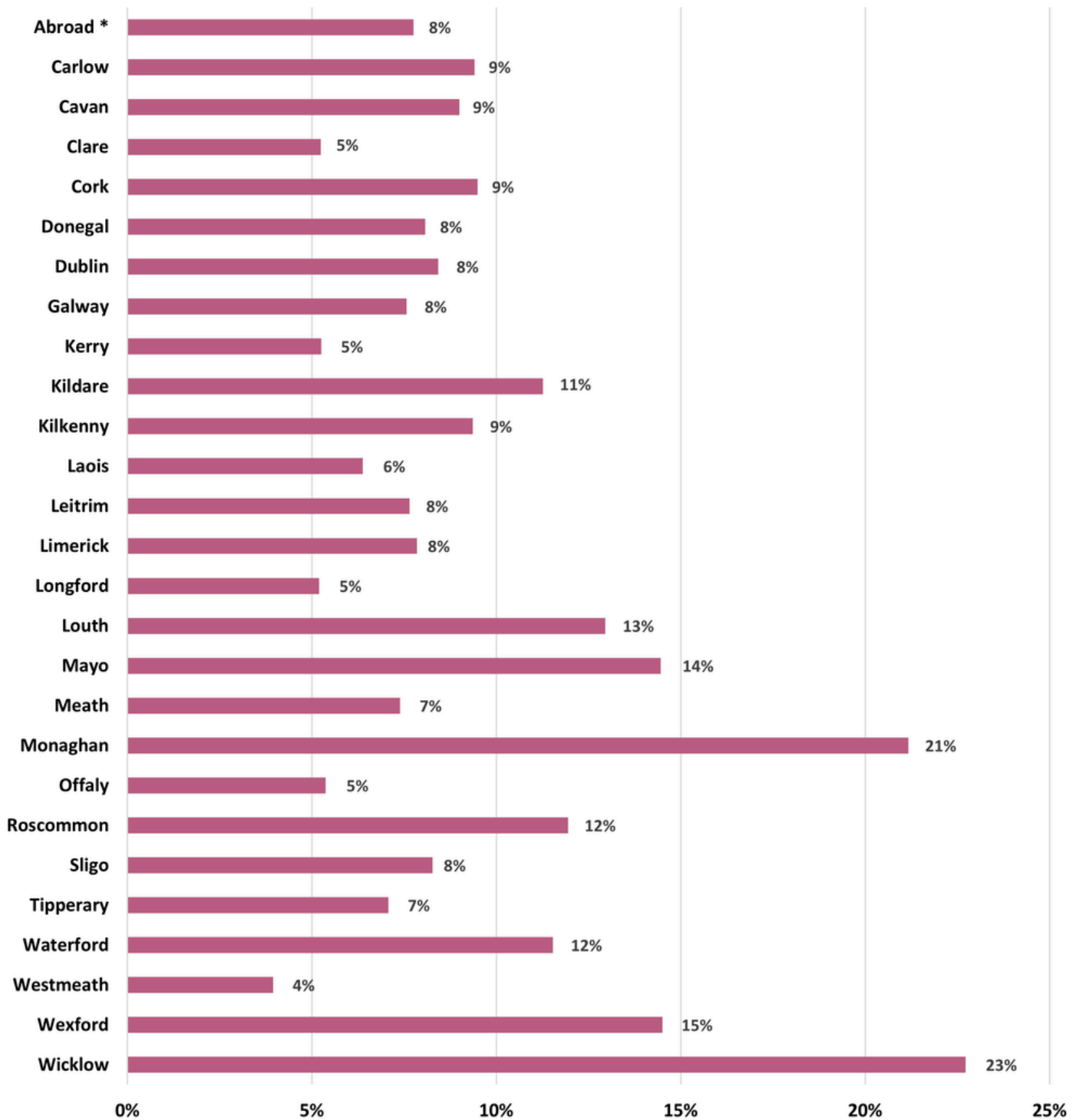
* A session is any contact with or on behalf of a service user. Other sessions include communications with a 3rd party, consultation with a family member, consultations with the Public Service Friendly Society (PSFS) and written correspondence

CSEAS Casework by Grade 2025



* Other refers to CSEAS cases where grade was not disclosed by the service user and interactions with 3rd parties on behalf of a staff member

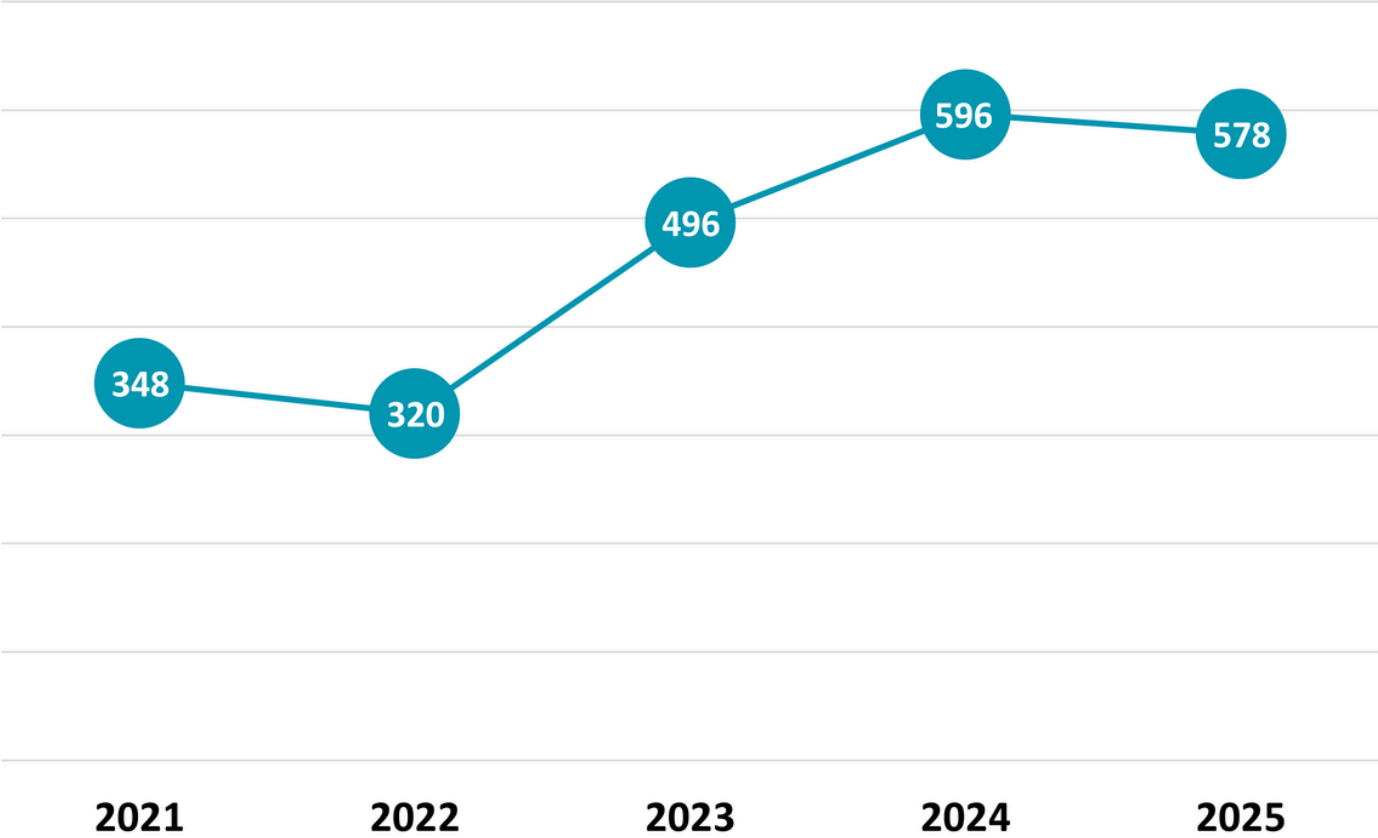
% Usage (serving staff) by county across the Civil Service 2025



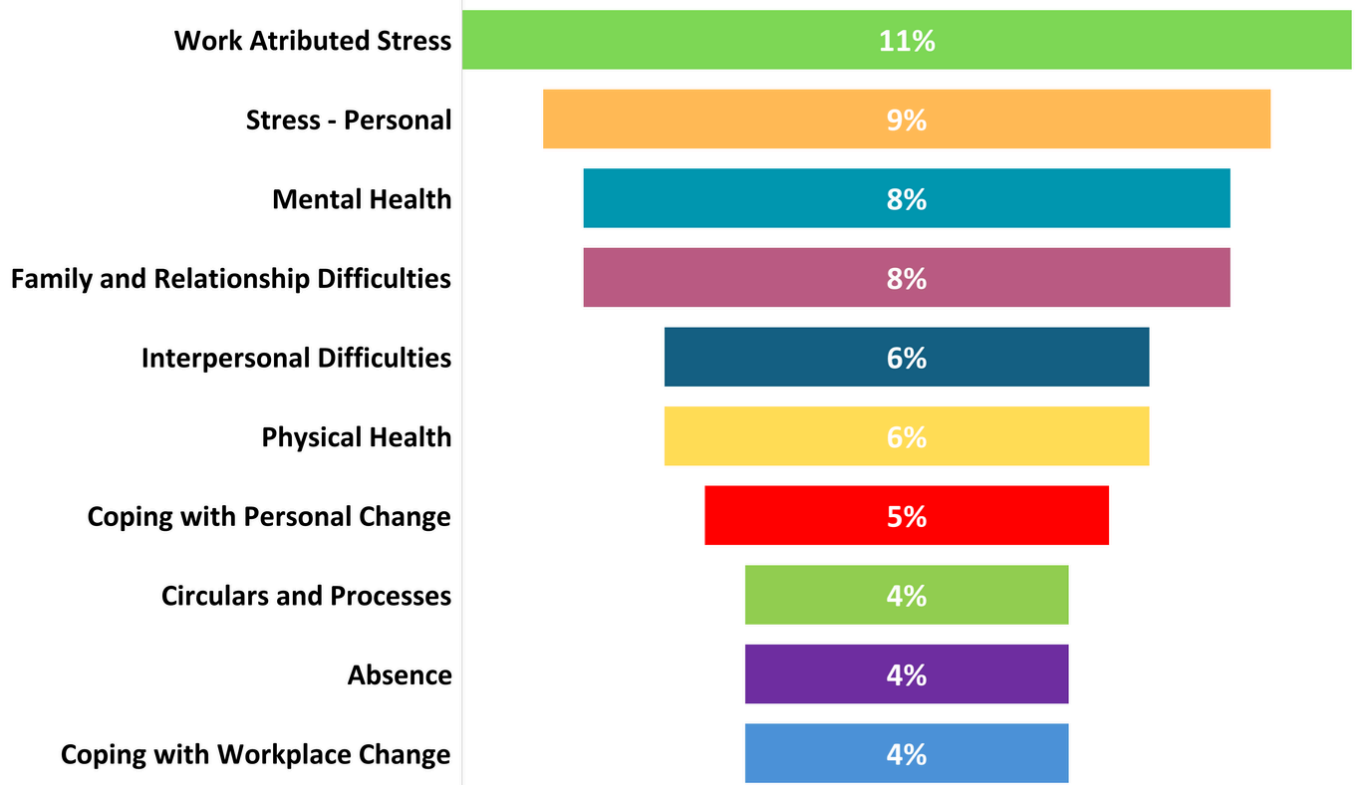
* Staff posted abroad (does not include local recruits)

One-to-one Management Support 2025

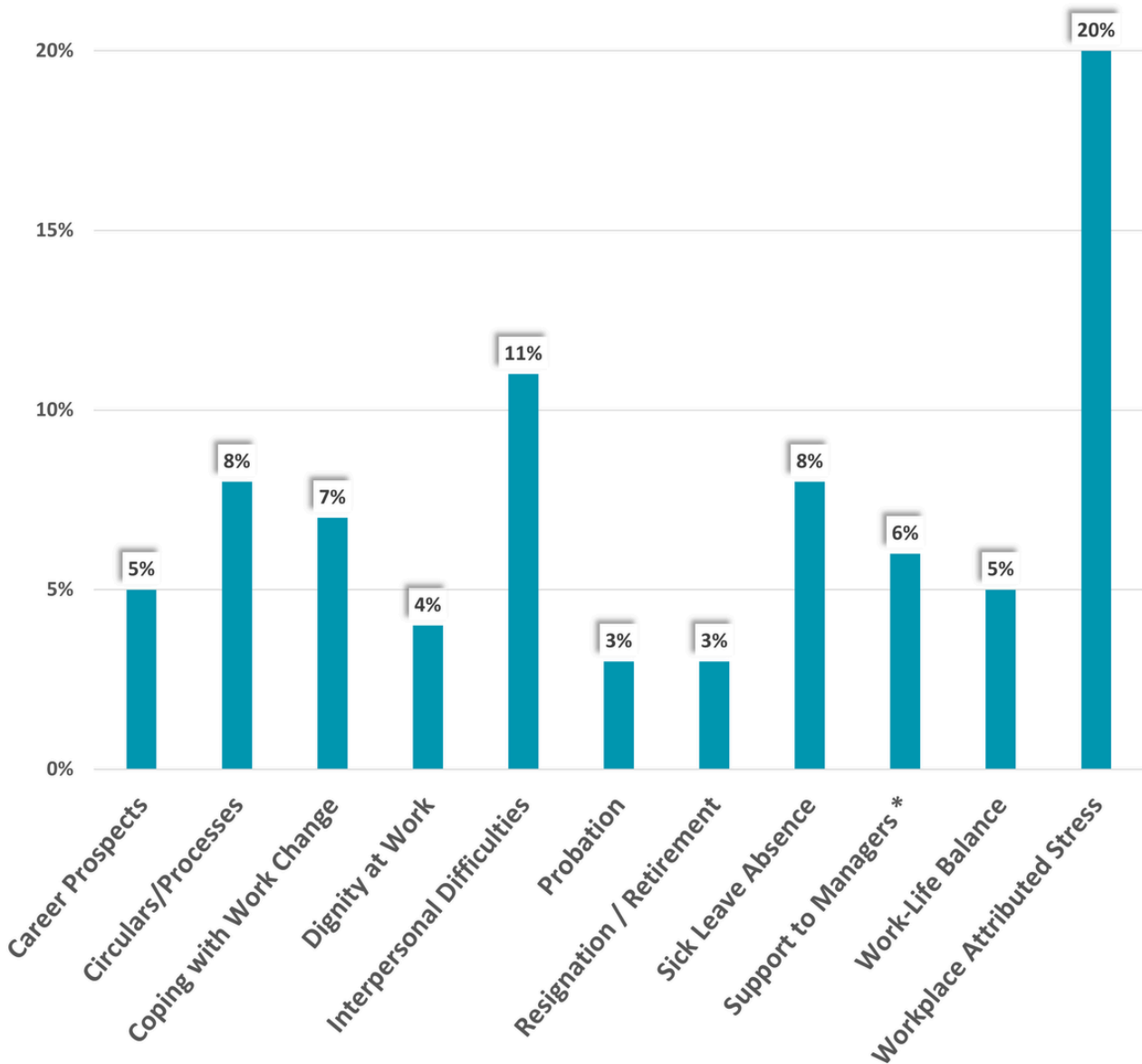
(Previous years included for comparison purposes)



Top Issues 2025

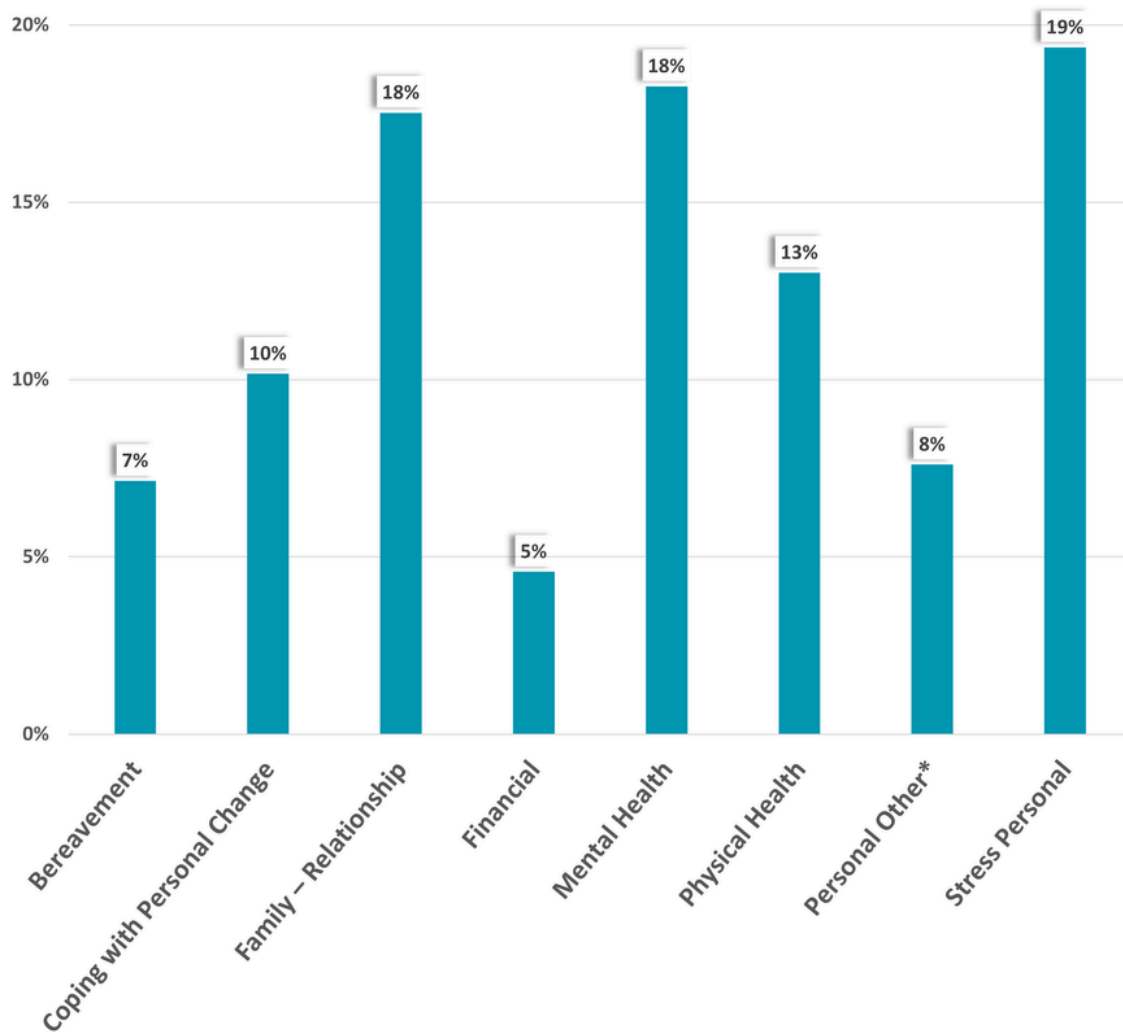


CSEAS Casework - Top Work-Related Issues 2025



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

CSEAS Casework - Top Personal Issues 2025



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

Casework by Department 2025

	Number of Cases 2025	As a % of serving staff in each Dept 2025
Agriculture, Food and Marine	318	8%
Attorney General	9	5%
Chief State Solicitors Office	21	5%
Children, Disability and Equality	62	10%
Climate, Energy and the Environment	53	7%
Comptroller and Auditor General	6	3%
Courts Service	91	7%
CSO - Central Statistics Office	94	8%
Culture, Communications and Sport *	37	7%
Defence	28	6%
Director of Public Prosecutions	12	4%
Education and Youth**	149	6%
Enterprise, Tourism and Employment ***	85	7%
Finance	27	7%
Foreign Affairs ****	186	8%
Further & Higher Education, Research, Innovation & Science	14	4%
Health	54	8%
Housing, Local Government and Heritage *****	197	12%
Justice, Home Affairs and Migration *****	288	6%
Legal Aid Board	37	7%
National Shared Services Office	63	7%
Office of Government Procurement	15	7%
Oireachtas	45	6%
Ombudsman *****	17	10%
OPW - Office of Public Works	184	7%
President's Establishment & GSOC	9	4%
Public Expenditure, Infrastructure, Public Service Reform and Digitalisation	40	7%
Public Jobs	23	8%
Public Sector Organisations *****	22	-
Revenue	871	12%
Rural and Community Development and the Gaeltacht	25	8%
Social Protection	727	10%
State Examinations Commission	5	2%
State Laboratory	37	27%
Tailte Éireann	97	10%
Taoiseach	12	5%
Transport	51	7%
	4,011	

* includes National Archives

** 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, National Library

CSEAS Health & Wellbeing Webinars/Presentations/Collaborations 2025

Department/Office/Others	Topic	Volume	Total
Agriculture, Food and Marine	Building Resilience	2	18
	Dignity at Work	1	
	Health & Wellbeing	1	
	Introduction to the CSEAS	7	
	Polyvagal Theory & Exercises	1	
	Positive Mental Health	1	
	Self Care for Staff	3	
	Stress Management	2	
Attorney General	Building Resilience	1	1
Chief State Solicitors Office	Building Resilience	2	3
	People Managers Guide	1	
Climate, Energy and the Environment	Introduction to the CSEAS	2	2
Company Registration Office	Introduction to the CSEAS	1	1
Courts Service	Bereavement	1	4
	Health & Wellbeing	1	
	Introduction to the CSEAS	1	
	Self Care for Staff	1	
CSO - Central Statistics Office	Building Resilience	4	32
	Dealing with Difficult Customers	1	
	Introduction to the CSEAS	11	
	Positive Mental Health	1	
	Stress Management	8	
	Support to Managers	7	
Data Protection Commission	Introduction to the CSEAS	1	1
Defence	Health & Wellbeing	1	4
	Introduction to the CSEAS	3	
Director of Public Prosecutions	Introduction to the CSEAS	1	2
	Menopause	1	
Education and Youth	Menopause	1	1

Department/Office/Others	Topic	Volume	Total
Enterprise, Tourism and Employment	Bereavement	1	7
	Building Resilience	1	
	Health & Wellbeing	1	
	Introduction to the CSEAS	3	
	Polyvagal Theory & Exercises	1	
Finance	Introduction to the CSEAS	2	2
Foreign Affairs	Building Resilience	1	15
	Health & Wellbeing	6	
	Introduction to the CSEAS	2	
	Self Care for Staff	4	
	Stress Management	2	
GSOC - Garda Ombudsman	Introduction to the CSEAS	1	1
Health	Introduction to the CSEAS	7	7
Justice, Home Affairs and Migration	Building Resilience	6	19
	Introduction to the CSEAS	9	
	Polyvagal Theory & Exercises	1	
	Stress Management	3	
Legal Aid Board	Introduction to the CSEAS	3	6
	Self Care for HR	1	
	Stress Management	1	
	Trauma & Vicarious Trauma	1	
Met Eireann	Introduction to the CSEAS	1	2
	Self Care for Staff	1	
National Council for Curriculum Assessment	Introduction to the CSEAS	1	1
National Council For Special Education	Introduction to the CSEAS	1	3
	Positive Mental Health	1	
	Self Care for HR	1	

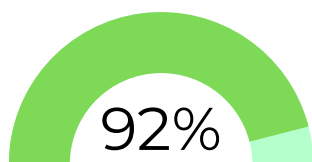
Department/Office/Others	Topic	Volume	Total
National Library	Dignity at Work	1	8
	Exercise & Mental Health	1	
	Health & Wellbeing	2	
	Introduction to the CSEAS	2	
	Positive Mental Health	1	
	Stress Management	1	
National Park and Wildlife Service	CISM	1	4
	Introduction to the CSEAS	2	
	Self Care for Staff	1	
National Shared Services Office	Dealing with Difficult Callers	1	2
	Introduction to the CSEAS	1	
Oireachtas	Introduction to the CSEAS	1	1
Ombudsman	Introduction to the CSEAS	2	2
OPW - Office of Public Works	Connectivity	1	12
	Dignity at Work	2	
	Introduction to the CSEAS	3	
	Positive Mental Health	3	
	Self Care for Staff	2	
	Work/Life Balance	1	
President's Establishment	Dealing with Difficult Callers	1	1
Public Expenditure, Infrastructure, Public Service Reform and Digitalisation	Introduction to the CSEAS	7	8
	Selfcare for HR	1	
Revenue	Building Resilience	1	26
	Health & Wellbeing	2	
	Introduction to the CSEAS	12	
	People Managers Guide	4	
	Positive Mental Health	1	
	Self Care for Staff	2	
	Stress Management	3	
	Support to Managers	1	

Department/Office/Others	Topic	Volume	Total
Rural and Community Development and the Gaeltacht	Introduction to the CSEAS	2	2
Social Protection	CISM	1	57
	Dealing with Difficult Callers	1	
	Dealing with Difficult Customers	2	
	Health & Wellbeing	1	
	Introduction to the CSEAS	34	
	People Managers Guide	15	
	Positive Mental Health	1	
	Self Care for Staff	1	
	Stress Management	1	
State Laboratory	Self Care for Staff	5	5
Taoiseach	Dealing with Difficult Callers	1	3
	Introduction to the CSEAS	1	
	Positive Mental Health	1	
Transport	Introduction to the CSEAS	3	4
	Mindfulness	1	
Workplace Relations Commission	Self Care for Staff	6	6
Total			273

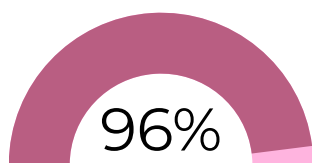
SERVICE USER FEEDBACK SUMMARY

QUESTION	% YES	% NO
Did your engagement with the CSEAS meet your expectations regarding the support required at the time of contact?	92%	8%
Would you recommend the CSEAS to a colleague?	96%	4%
Would you use the service again, if needed?	96%	4%

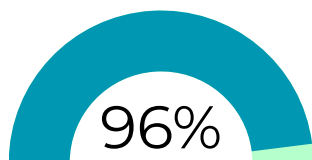
Feedback from service users in 2025 demonstrates exceptionally strong satisfaction with CSEAS supports.



92% of respondents reported that the support they received met their expectations.



96% would recommend the CSEAS to a colleague.



96% indicated they would use the service again if needed.

These results highlight consistently high confidence in the service and reflect strong user trust, positive experiences, and the effectiveness of supports provided.




In 2026, the CSEAS will continue to advance its mission of supporting employee wellbeing while contributing to a Civil Service that is increasingly resilient, inclusive, and high performing. The strategic priorities below ensure the service remains responsive, accessible, and aligned with the evolving needs of staff across the system.

The CSEAS will strengthen its role as a central pillar of wellbeing and organisational resilience, building on strong engagement levels, casework insights, and wellbeing initiatives delivered in 2025. **High utilisation** of structured one-to-one sessions (4,011 cases) and immediate interactions (2,125 contacts) highlights the sustained need for timely workforce support. The CSEAS will increase **proactive guidance** for departments during organisational change or crisis periods, continue to enhance hybrid delivery formats, and **expand accessibility** through an ED&I lens to better reach underrepresented groups.

Consistent engagement in one-to-one **People Manager Support** underscores the value placed on manager guidance, and a key priority for 2026 is to revise the **People Managers' Guide** while strengthening manager wellbeing capability through targeted workshops and seminars.

Building on the strong impact of the **Civil Service-wide Wellbeing and Resilience Programme**, with 273 seminars and workshops delivered in 2025, preventative wellbeing remains central to our strategic approach, with new programme themes to be introduced in 2026. In addition, completion of **trauma-informed training** across the team will further enhance our ability to provide sensitive, informed, and supportive interventions.

The CSEAS will also expand **thematic trend analysis** to better support HR and enhance reporting formats to help departments identify local wellbeing risks and opportunities more effectively.



Civil Service Employee Assistance Service
(CSEAS) Activity Report 2025

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