

Civil Service Employee Assistance Service (CSEAS)

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Activity Report 2022

Supporting and Promoting
Wellness in the Workplace



An Roinn Caiteachais Phoiblí
Sheachadadh PFN agus Athchóirithe
Department of Public Expenditure
NDP Delivery and Reform

INTRODUCTION

2022 has been yet another year of continuous change and adaptation. The Civil Service emerged from the Pandemic, establishing and embedding new ways of working in a blended environment.

We, in the CSEAS, are aware that the aftermath of the Pandemic has had a multitude of effects on many individuals' emotional health and wellbeing. This is reflected in the evolving trends we have seen emerge over the past year. Against this broad backdrop of an ever changing landscape, the CSEAS has made significant progress, in further integrating its approach to proactively promote supports available to assist all civil servants to deal with work and personal challenges.

Our objective is to provide emotional support, guidance and advice to those whom we serve and to empower and instill confidence in managers to deal with workplace challenges head on and to promote best practice in employee wellbeing.

The year also marked an important milestone for CSEAS as we celebrated our 10th anniversary since our establishment as a centralised service under the management of the Department of Public Expenditure, NDP and Reform.

Some of the highlights of 2022 are detailed in the following pages. We attribute the strong and consistent usage illustrated in this report to the strong partnerships we enjoy with the various HR functions and management within the Departments and Offices we serve and the trust and confidence our clients place in us. The main body of this Report provides a more in-depth analysis of CSEAS activities in what was an exciting and ever-changing year.



Susan Clarke

Head of the Civil Service Employee Assistance Service

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

- 14% (5,709) of serving civil servants made contact with the CSEAS in 2022 of which;
- 8% (3,165) availed of one-to-one support and
- 6% (2,544) comprised of in-the-moment support via the central CSEAS Helpdesk/Mailbox, contacts from HR/Managers and information requests;
- 228 onsite and virtual seminars and workshops were delivered on employee wellbeing topics such as The Resilient Return, Managing Stress and Social Connection.

Throughout 2022, the CSEAS continued to be responsive to topical issues. We developed new and specialist content through a variety of mediums in the area of wellbeing. These included:

- Providing multimedia resources on Health and Wellbeing topics such as Domestic Abuse, Parenting, Wellbeing, Frontline Support, Addictive Behaviours, Financial Matters etc.
- Launching the revised People Managers' Guide to incorporate supports on Menopause in the Workplace
- Engaging in online mental health promotion and generating psychoeducational materials on the following topics:
 - Menopause Awareness
 - World Mental Health Day
 - World Suicide Prevention Day
 - The New School Year
 - Move to Improve
 - Pride Month 2022
 - Workplace Wellbeing
 - Financial Matters Support
 - Front Line Supports
 - How to create Positive Habits

Other notable achievements in the area of service development included:

- The introduction of mandatory supervision for all Employee Assistance Officers
- The undertaking of certified training in Collaborative Assessment and Management of Suicidality (CAMS) by all EAOs
- Supporting frontline employees who are at risk of Vicarious Trauma
- Supporting our civil servant colleagues with the provision of onsite and targeted support during a variety of activities arising from geopolitical instability
- The establishment of the Menopause in the Workplace forum and the subsequent inaugural meeting.

During 2022 the CSEAS continued to provide proactive service delivery in the following areas:

Collaboration with OneLearning

The CSEAS worked closely with OneLearning utilising their capabilities and platform to produce and deliver some of the most innovative seminars we have hosted to date and thereby reached audience numbers of over 25,000 employees in 2022.

Workshops Delivered:

- Self-Care Awareness for HR Staff
- Modules delivered under the AO Graduate Development Programme focusing on:
 - Stress Management
 - Resilience and the Corporate Athlete
 - Communication and Connection
- Employee Assistance Officers supported other components of the AO Development Programmes including Hackathons

Onsite Support:

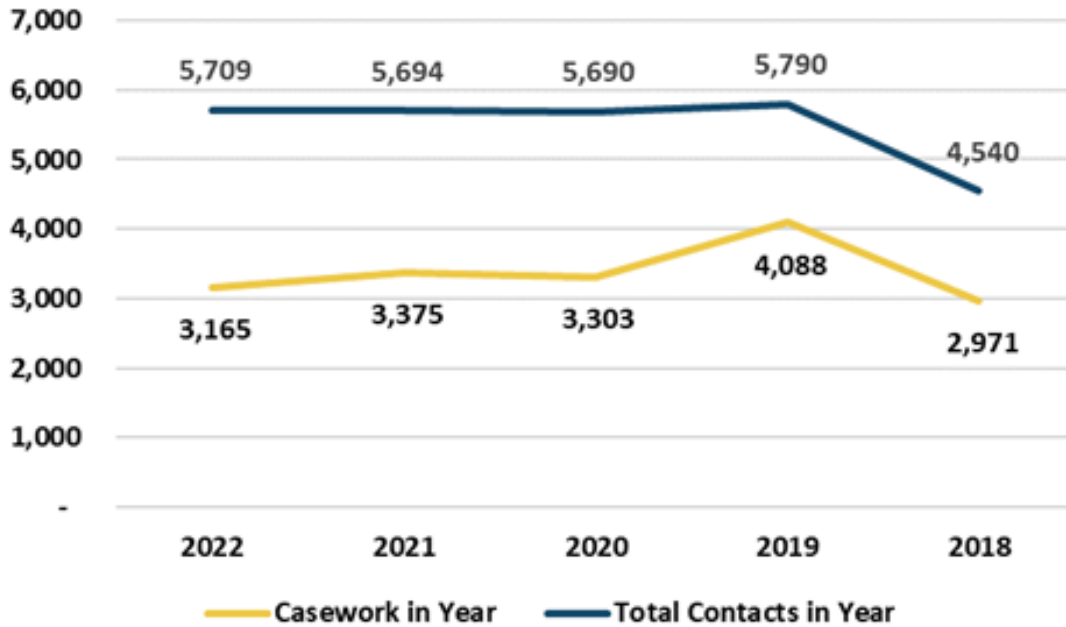
- Provided onsite CISM interventions following four workplace critical incidents
- Delivered onsite support to civil servants attending the HSE's ASIST/safeTALK training
- Supported staff in the Border Management Unit (Dept. Justice) who assist displaced persons entering Ireland from areas of civil unrest

Manager Support:

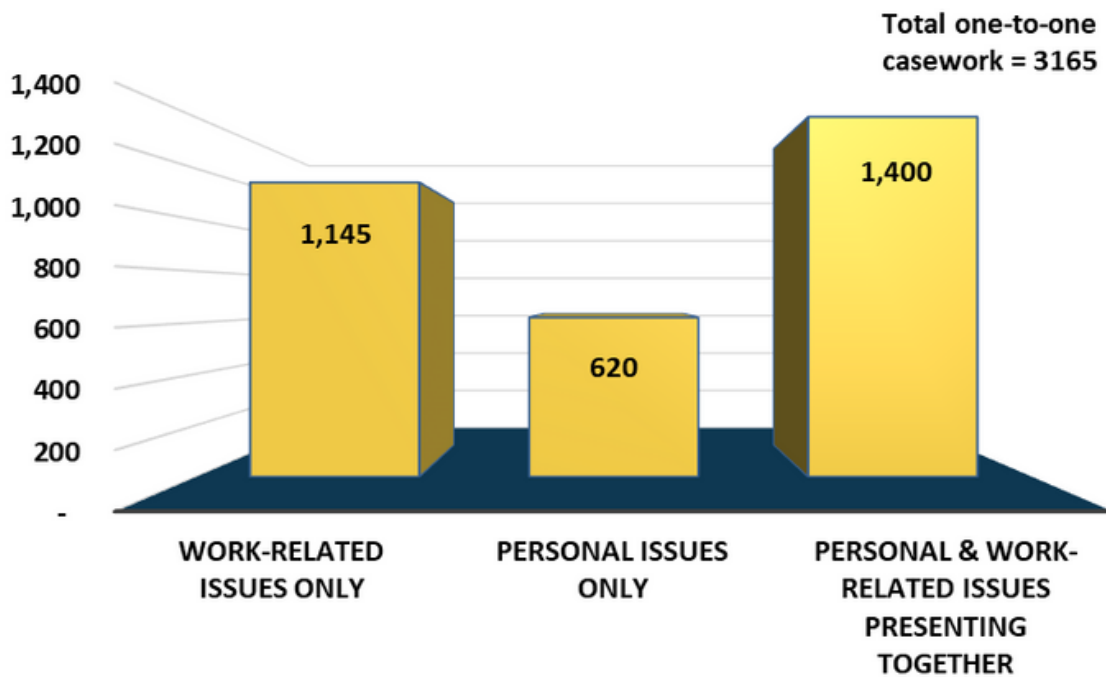
- The CSEAS supported people managers in fulfilling their duty of care to staff where personal and/or work-related issues impacted the workplace. The CSEAS and its Peoples Managers' Guide are important tools in the suite of supports available to managers.

CSEAS CONTACTS 2022

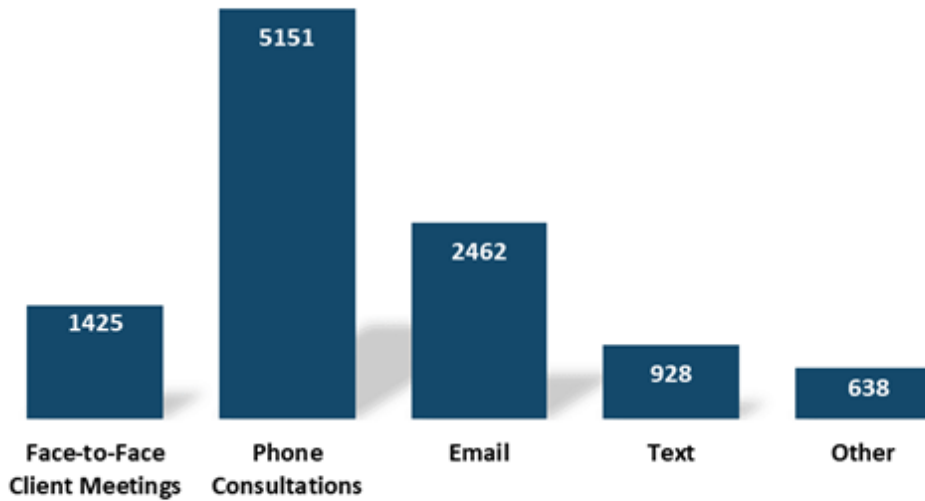
(Previous years included for comparison purposes)



CASEWORK 2022



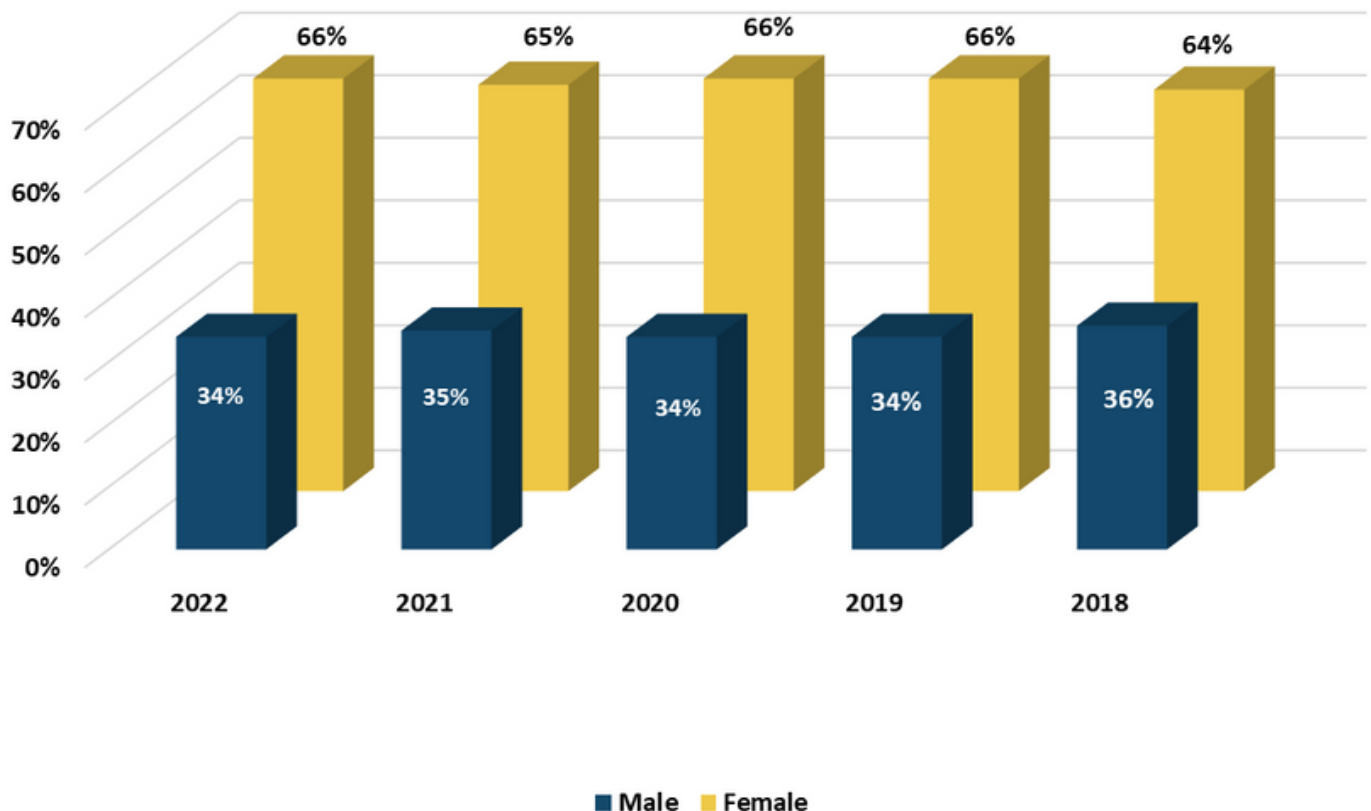
TOTAL SESSIONS* 2022 = 10,604



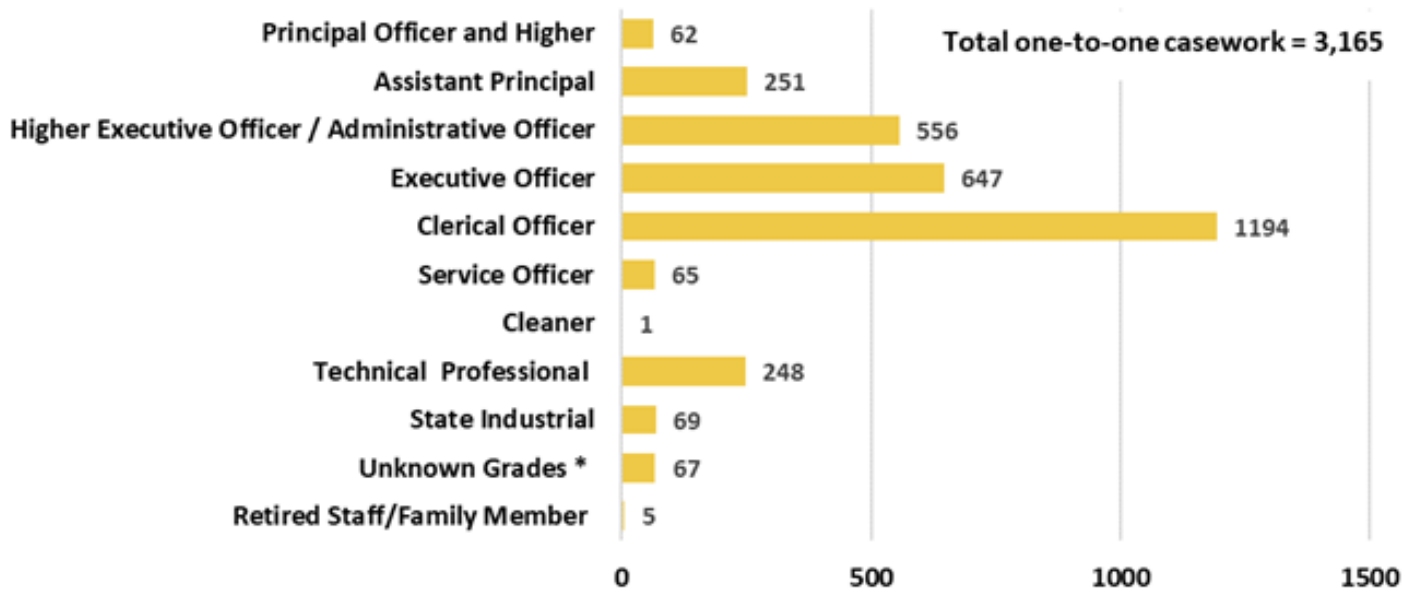
*A session is any contact with or on behalf of a service user. Other sessions include Communication with a 3rd party, consultation with a family member, consultations with the Public Service Friendly Society (PSFS), written correspondence and Skype/Webex consultations

CLIENT GENDER PROFILE BY % 2022

(Previous years included for comparison purposes)

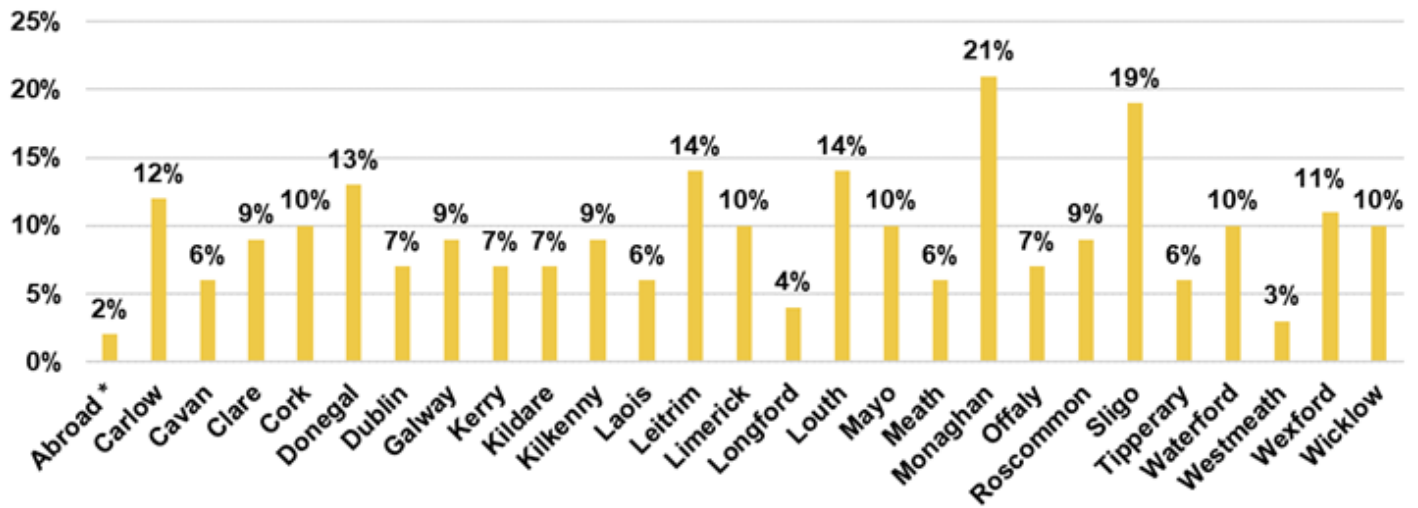


CSEAS CASEWORK BY GRADE 2022



* Unknown Grades refers to CSEAS cases where the grade was not disclosed by the service user

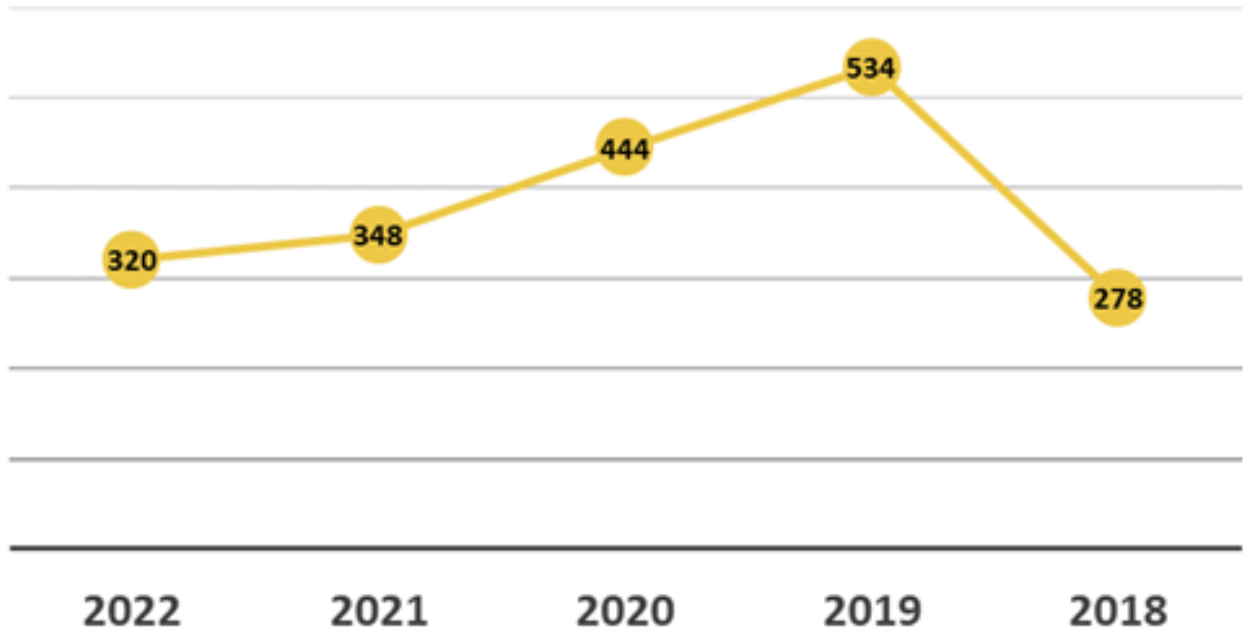
% USAGE (SERVING STAFF) BY COUNTY ACROSS THE CIVIL SERVICE 2022



* Staff posted abroad figure does not include local recruits

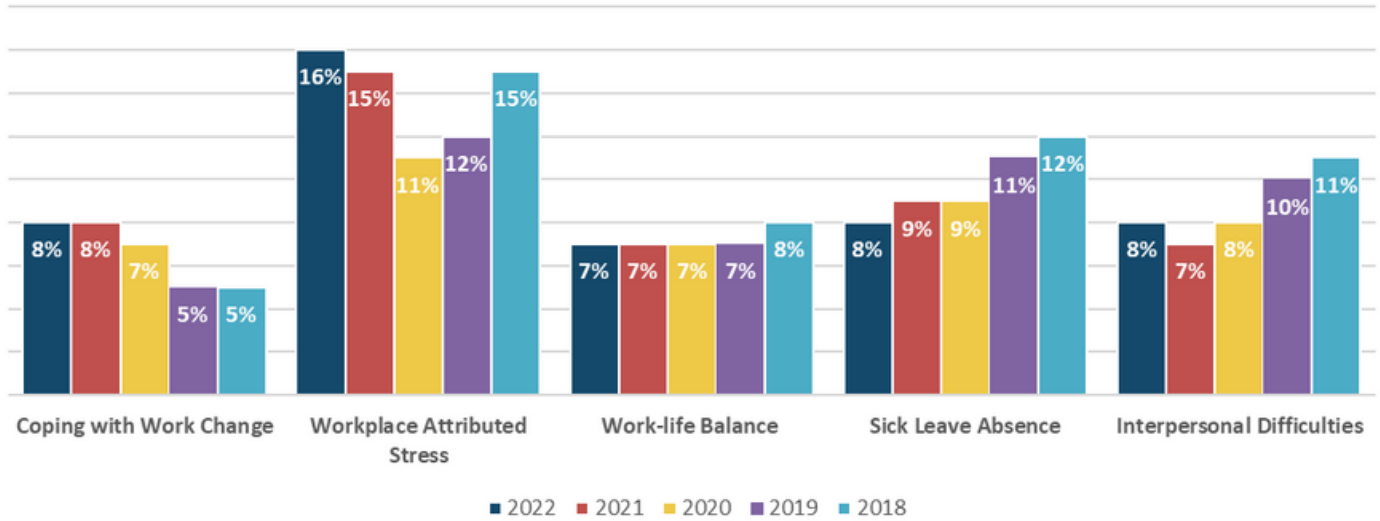
ONE-TO-ONE SUPPORT TO MANAGERS 2022

(Previous years included for comparison purposes)



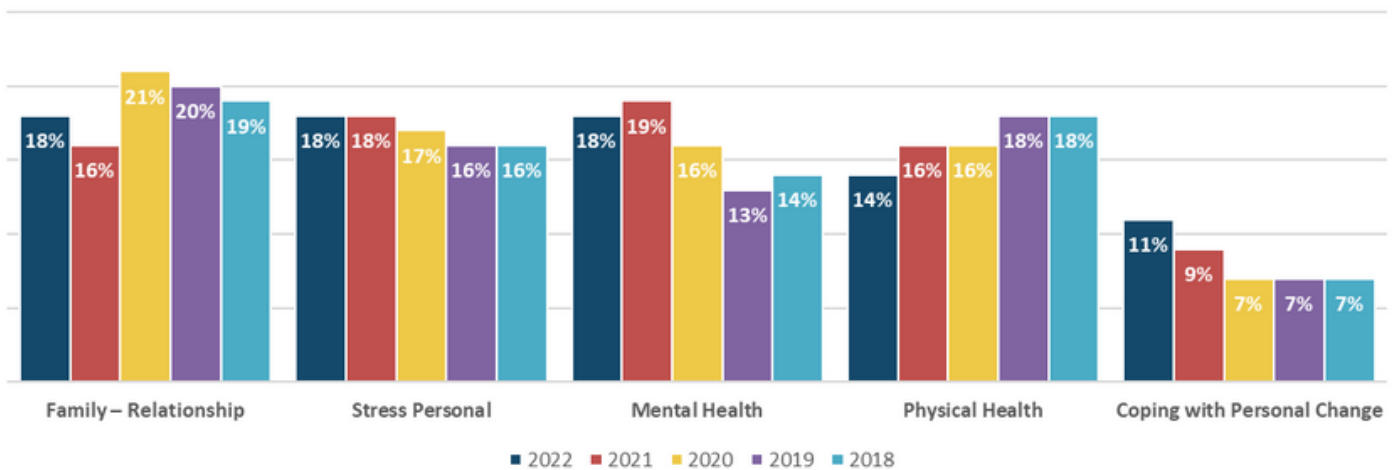
TOP WORK-RELATED ISSUES 2022

(Previous years included for comparison purposes)

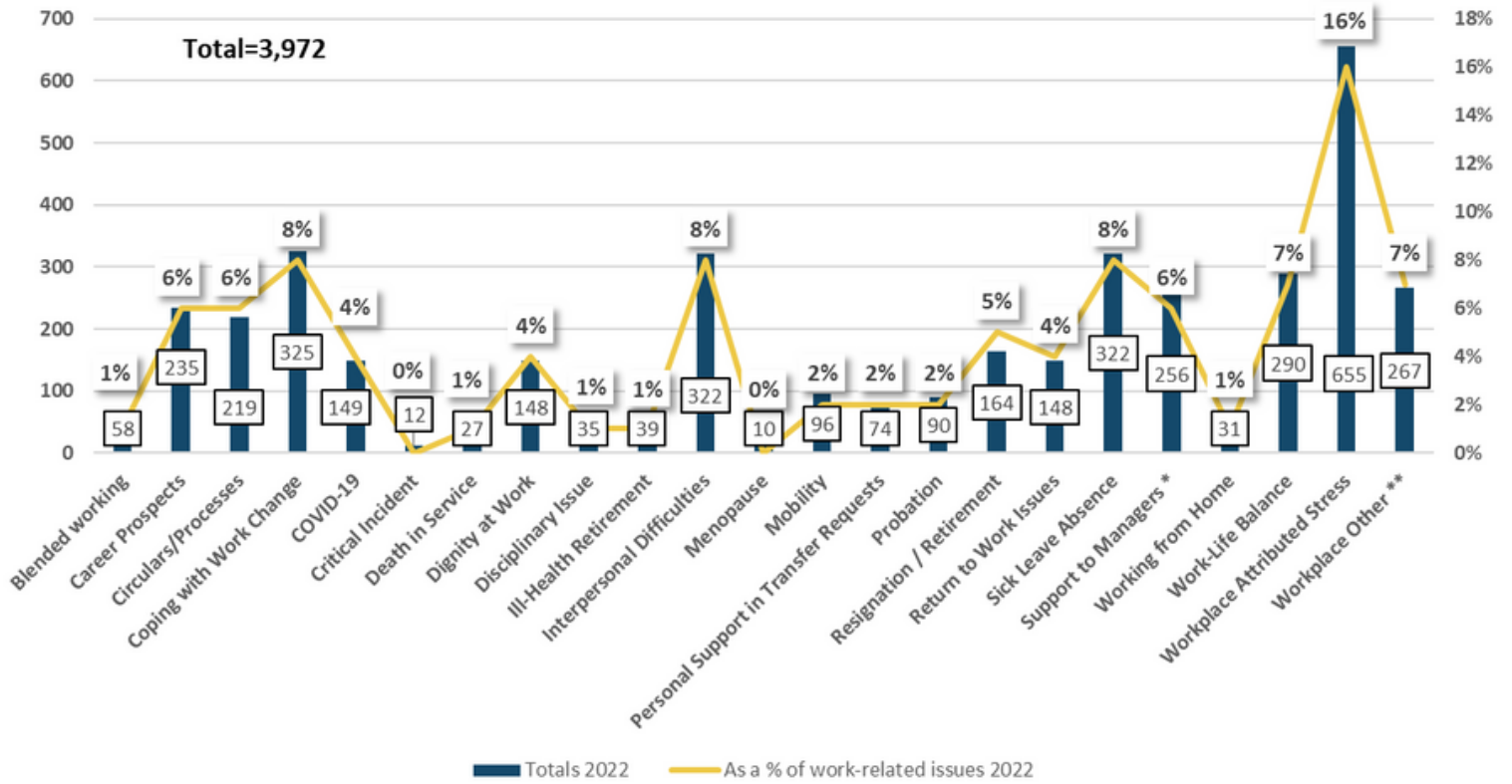


TOP PERSONAL ISSUES 2022

(Previous years included for comparison purposes)



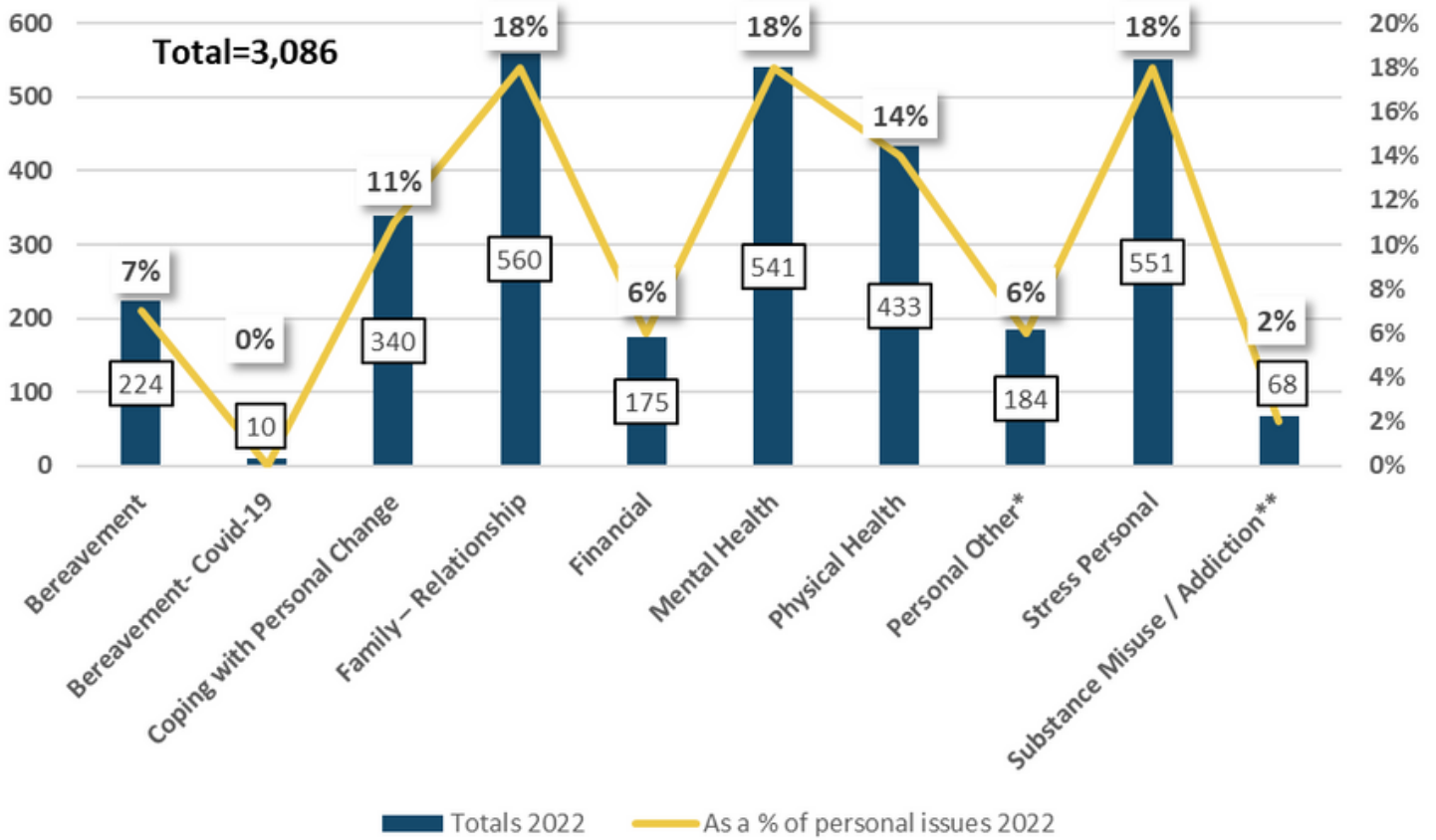
CSEAS CASEWORK - WORK-RELATED ISSUES 2022



* Support to Managers above represents assisting them in fulfilling their duty of care to staff. It does not include personal support availed of by managers.

** This category includes issues such as personal hygiene, violent incident and workplace issues/challenges excluding those categorised

CSEAS CASEWORK - PERSONAL ISSUES 2022



* This category include issues/challenges such as domestic violence, maternity and personal issues excluding those categorised

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

CASEWORK BY DEPARTMENT 2022

	Number of Cases 2022	As a % of serving staff in each Dept 2022
Agriculture, Food and Marine	256	7%
Attorney General	13	9%
Chief State Solicitors Office	19	6%
Children, Equality, Disability, Integration and Youth	45	7%
Comptroller and Auditor General	5	2%
Courts Service	75	6%
CSO - Central Statistics Office	99	9%
Defence	26	7%
Director of Public Prosecutions	7	3%
Education *	91	5%
Enterprise, Trade and Employment **	89	9%
Environment, Climate and Communications	35	7%
Finance	25	7%
Foreign Affairs***	130	6%
Further & Higher Education, Research, Innovation & Science	6	3%
Health	58	9%
Housing, Local Government and Heritage ****	121	8%
Justice *****	213	7%
Legal Aid Board	20	4%
National Shared Services Office	45	5%
Office of Government Procurement	8	3%
Office of the Ombudsman *****	16	11%
Oireachtas	35	5%
OPW - Office of Public Works	118	5%
PAS - Public Appointments Service	22	8%
President's Establishment & GSOC	9	5%
Property Registration Authority	58	11%
Public Expenditure NDP Delivery and Reform	30	8%
Revenue	600	9%
Rural and Community Development	24	11%
Social Protection	723	10%
State Examinations Commission	8	3%
State Laboratory	17	17%
Taoiseach	4	2%
Tourism, Culture, Arts, Gaeltacht, Sport and Media *****	44	11%
Transport	53	9%
Valuation Office	7	5%
Public Service	11	-
Total	3,165	

* includes National Council for Special Education

** includes Labour Court, Companies Registration Office, Office of the Director of Corporate Enforcement, Workplace Relations Commission

*** includes staff posted abroad

**** includes Met Éireann

***** includes civil servants in the Irish Prison Service, IHREC, Data Protection Commission, Probation Service, Policing Authority

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

***** includes National Archives, National Gallery, National Library

Department/Office/Others	Topic	Volume	Total
Agriculture, Food and Marine	Dealing with Difficult Phone Calls	2	12
	Introduction to the CSEAS	9	
	Positive Mental Health	1	
Attorney General	Introduction to the CSEAS	1	1
Central Statistics Office (CSO)	Dignity at Work	2	21
	Introduction to the CSEAS	1	
	Parenting	1	
	Positive Psychology	3	
	Returning with Resilience	4	
	Stress Management	6	
	Transition to Blended Working	1	
	Understanding Addictive Behaviours	1	
Working with Sensitive Topics	2		
Chief State Solicitors Office	Introduction to the CSEAS	1	1
Children, Equality, Disability, Integration and Youth	Health & Wellbeing	1	3
	Self Care for Staff	1	
	The Science of Social Connection	1	
Comptroller and Auditor General	Building Resilience	1	1
Courts Service	Introduction to the CSEAS	4	6
	Managing Stress	1	
	Positive Mental Health	1	
Data Protection Commissioner	Introduction to the CSEAS	1	2
	Mental Health and Wellbeing for Yourself and Others	1	
Defence	Introduction to the CSEAS	1	1
Director of Public Prosecutions	Building Better Habits	1	1
Education	The Resilient Return	3	3
Enterprise, Trade and Employment	Introduction to the CSEAS	2	2
Environment Climate and Communications	Introduction to the CSEAS	4	7
	Self Care for HR	1	
	Self Care for Managers	1	
	Self Care while Transitioning to Blended Working	1	
Finance	How to Recognise if Staff or Colleagues are Struggling & How to Support them	1	1
Foreign Affairs	Introduction to the CSEAS	3	4
	Blended Working	1	
Health	Connecting and Reconnecting	1	6
	Introduction to the CSEAS	3	
	Maintaining a Positive Outlook	1	
	Mindfulness	1	

Department/Office/Others	Topic	Volume	Total
Housing, Local Government and Heritage	Coping with Work Change	1	3
	Introduction to the CSEAS	2	
Justice	Introduction to the CSEAS	5	12
	Mental Health and Building Resilience	1	
	Self Care for HR	1	
	Self Care for Staff	1	
	Self Care in a Challenging Work Environment	3	
	Wellness and Self-care for Shiftworkers	1	
Legal Aid Board	Introduction to the CSEAS	1	2
	Self care for Staff	1	
Met Eireann	Introduction to the CSEAS	1	1
National Gallery	Stress Management	1	1
Office of Government Procurement (OGP)	Introduction to the CSEAS	3	3
Office of Public Works (OPW)	Introduction to the CSEAS	2	6
	Self Care for HR	3	
	Work/Life balance	1	
Office of the Ombudsman	Introduction to the CSEAS	1	1
Office of the Ombudsman for Children (OCO)	Working with Sensitive Topics	1	1
Office of the Revenue Commissioners	Building Resilience	1	31
	Introduction to the CSEAS	8	
	Managing Difficult Situations and Self-Care	1	
	Positive Mental Health	1	
	Prioritising Wellbeing	1	
	Returning to the Office	13	
	Shift Working	2	
	Stress Management	4	
Oireachtas	Emotional Labour and Burnout	1	3
	Introduction to the CSEAS	2	
Property Registration Authority	Health and Wellbeing	1	1
Public Appointments Service (PAS)	Bereavement and Loss	1	2
	Introduction to the CSEAS	1	
Public Expenditure, NDP Delivery and Reform	Christmas 2022 - Making the Most of the Season	1	3
	Introduction to the CSEAS	2	
Rural & Community Development	Introduction to the CSEAS	3	6
	Mindfulness	1	
	Stress Management	2	

Department/Office/Others	Topic	Volume	Total
Social Protection	Bereavement, Grief and Loss	1	47
	Change	1	
	Dealing with Difficult Phone Calls	1	
	Health and Wellbeing	1	
	Introduction to the CSEAS	30	
	Mindfulness	1	
	People Managers Guide	9	
	Positive Mental Health	1	
	Presentation - Manager	2	
State Laboratory	Bereavement	1	2
	Building Better Habits	1	
Taoiseach	Developing Psychological Skills; Coping with Change	1	2
	Remote Working and Self Care	1	
Tourism, Culture, Arts, Gaeltacht, Sport and Media	Blended Working	1	5
	Building Resilience	2	
	Cultivating Your Internal Resources to Relate and Connect	1	
	Team Collaboration, Communication and Connectedness	1	
Transport	Bereavement	1	7
	Introduction to the CSEAS	4	
	Mental Health and Wellbeing	1	
	Self Care for HR Staff	1	
WRC - Workplace Relations Commission	Dealing with Difficult Customer Interactions, Self Care and CSEAS Resources	1	2
	Introduction to the CSEAS	1	
AO Development Programme	Effective Communications	1	3
	Health and Wellbeing	1	
	The Corporate Athlete	1	
AO and Third Secretary Network	Returning to the Office With Resilience	1	1
Civil Service Wide/One Learning	Confidence	2	8
	Connect to Self and Others	2	
	Positive Mental Health	1	
	Resilience	1	
	Stressmass	1	
	Transition to Blended Working	1	
AHPCS	Blended Working for Managers	1	2
	Work/Life Balance	1	
HR Managers Network	Managing Blended Working for HR	1	1
Total			228



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