



The CSEAS is an independent, confidential support service co-ordinated by the Department of Finance.

Mission Statement

"To offer a quality resource and support service for all staff which positively affects both individual health and well-being, and organisational effectiveness".

Key Features of the CSEAS

- Counselling/Referral Service for all serving and retired staff
- Advisory service for managers/supervisors
- Information Resource
- Raising Health Awareness

EAS staff work to a code of practice and are members of the Employee Assistance Professionals Association (EAPA Ireland).

Normal professional standards apply in relation to confidentiality.

Annual Report – 2002

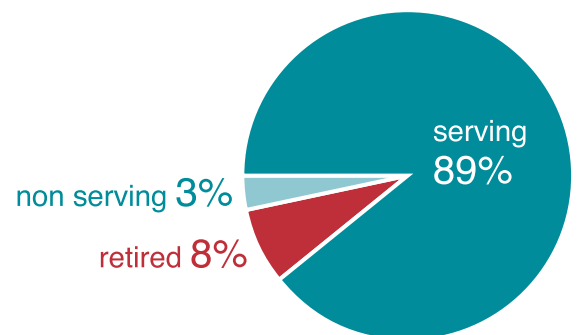
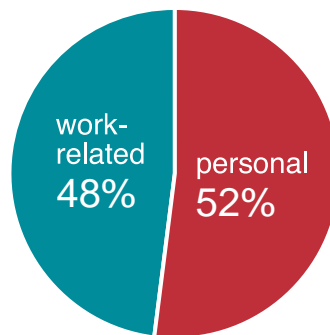
Civil Service Employee Assistance Service (CSEAS)



Seirbhís Chúnaimh d'Fhostaithe na Státseirbhíse

In 2002 over 8,500 contacts were made with the CSEAS. Of this number, around 3,500 people sought assistance with either work-related or personal issues.

Casework



2002 was another demanding year for civil servants and for the Employee Assistance Officers. It was a particularly demanding year for the EAOs who were impacted by the reorganisation of Government Departments and Offices. Some Officers experienced significantly increased workloads and others were required to lend a helping hand quite frequently.

The Network's commitment to the health and well-being of all civil servants was underpinned by various developments, most notably the "Working on Stress" publication.

I would like to thank all of the EAOs for their continued dedication, professionalism and diligence in providing an excellent service throughout 2002 and wish them continued success for the future.

*Ken Spratt
Department of Finance*

The CMO's Office now incorporates a Civil Service Occupational Health Department (CSOHD), which provides some services that overlap with the many excellent and varied professional services provided by Employee Assistance Officers (EAOs). The traditional co-operation between the CMO's office and EAOs has been further enhanced since the establishment of the CSOHD.

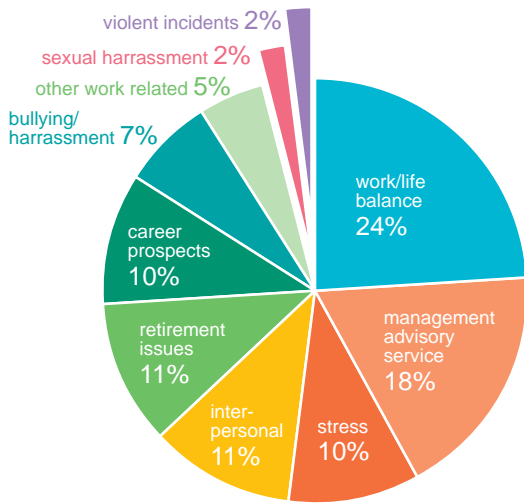
I would like to acknowledge the professionalism and ethical confidentiality which EAOs continue to demonstrate and practice. It was a privilege to be invited to the recent EAO network conference, and I look forward to exploring areas of mutual interest e.g. general management of the worker with disability and workplace health promotion.

*Dr John Malone FRCPI, FFOM
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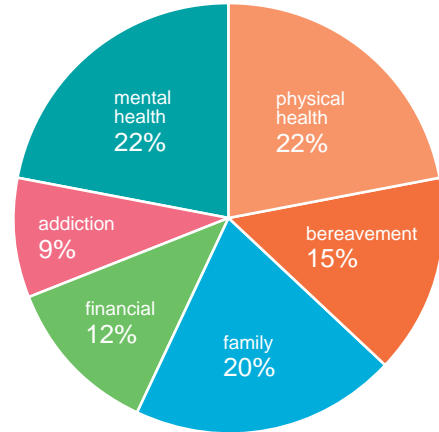


Seirbhís Chúnaimh d'Fhostaithe na Státseirbhíse

Whether work-related or personal, the CSEAS provides a confidential, non-judgemental and safe environment where the options to resolve issues can be explored. The CSEAS provides staff with information, advice, support, counselling/referral and liaises with outside agencies where appropriate.



Categories of work-related casework



Categories of personal casework

Work-Related Issues – 48%

- Communication difficulties, difficult working relationships
- Workload, nature of work assigned, anxiety about level of performance
- Work/life balance
- Work related stress, critical incidents
- Harassment, sexual harassment, bullying, violent incidents
- Inappropriate workplace behaviour, personal hygiene
- Managers/supervisors advisory service
- Retirement, ill-health retirement
- Other – issues not easily classified

Personal Issues – 52%

- Health – anxiety, stress, depression, cancer, and other health concerns
- Finance – short or long-term financial difficulties, budgeting
- Relationships – separation, divorce, parenting, caring, sexuality
- Addiction – alcohol, drugs, food, gambling, internet, sex, work
- Bereavement – grief, loss, death-in-service pensions/personal probate

Information Resource

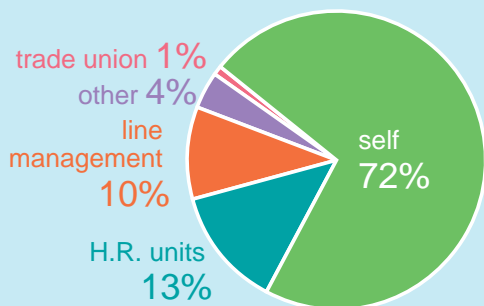
Around 5,000 information queries were dealt with by the CSEAS in 2002. Information relating to all social services is available. Staff can seek information in relation to their various entitlements, e.g. tax relief on rent and medical expenses, prescription drugs refunds, Social Welfare entitlements, family mediation, holiday insurance including E111s and personal probate applications among others. Information is available on the Public Service Friendly Society, the Civil Service Credit Union, the various Income Continuance Plans, the Civil Service Charities and Third World Fund, etc.

Information is mainly sourced from Comhairle, Government bodies and the Regional Health authorities.

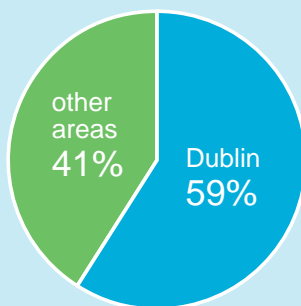


Casework

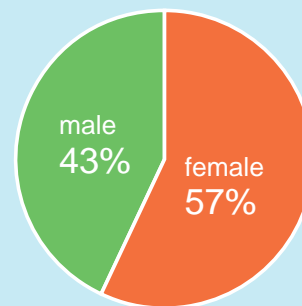
Referral Source



Location



Gender



CS EAS Locations

The EAS is available to all serving and retired staff irrespective of location



2002 Stress Management Initiative

In 2002 the CSEAS drafted the leaflet entitled "Working on Stress". The Department of Finance funded its publication and it was distributed to all staff during European Safety Week.

"Working on Stress" is both comprehensive and user-friendly. It details:

- what stress is
- how to recognise it
- the causes of workplace and personal stress
- how to deal with stress.



The leaflet also explains the importance of

- proper breathing
- good nutrition
- water intake
- various methods of relaxation.

The reaction across Departments was extremely positive so much so that some Departments are re-issuing the leaflet as part of their health awareness initiatives this year.

"Working on Stress" is intended as a resource for managing stress and can be referred to by staff on an on-going basis.

Conclusion

Usage of the CSEAS has been steadily increasing in recent years as awareness of the expansion of the service has increased. Work-related issues have increased from one-third to almost half of the issues where assistance is now sought. Local managers and supervisors are increasingly contacting the EAS where the health and well-being of their staff is of concern to them. This hopefully reflects the value to staff and management of an in-house support service that is both aware of and understands the culture and workplace issues involved. It is our aim to continue to support and positively affect the health and well-being of staff in the Civil Service, thereby contributing to organizational effectiveness.

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CSEAS



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