



Is seirbhís neamhspleách, inmhúiníne tacaíochta a ndéanann an Roinn Airgeadais comheagrú uirthi í an tSeirbhís Chúnamh d'Fhostaithe na Státseirbhíse (SCFS)

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

Ráiteas Misin

"Seirbhís acmhainní agus tacaíochta den scoth, a fhágfaidh rian dearfach ar leas agus ar shláinte gach duine agus ar éifeacht na heagraíochta, a thairiscint don fhoireann uile"

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"

Tá caighdeáin phroifisiúnta i bhfeidhm maidir le hinmhúiníne.

Professional standards apply in relation to confidentiality.

Tuarascáil Bhliantúil - 2003 Annual Report - 2003

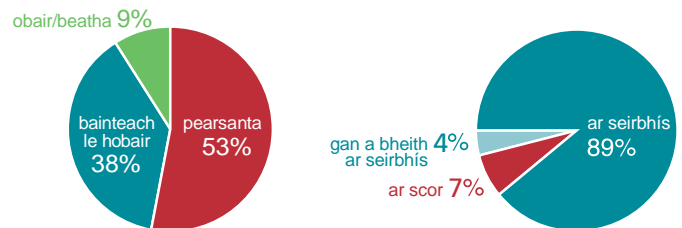


Civil Service Employee Assistance Service (CSEAS)

Seirbhís Chúnamh d'Fhostaithe na Státseirbhíse

Sa bhliain 2003 rinneadh 8,300 teagmháil leis an tSeirbhís Chúnamh d'Fhostaithe na Státseirbhíse (SCFS). Lorg thart ar 3,200 díobh sin cúnamh maidir le cúrsaí pearsanta nó le ceisteanna a raibh baint acu le cúrsaí oibre.

Cás-obair



"Tá an tSeirbhís Chúnamh d'Fhostaithe ar cheann de na bealaí ina léiríonn an Státseirbhís i gcáil fostóra an cúram a dhéanann sí de leas a foirne. Tá an tSeirbhís ann duitse. Más dóigh leat go bhféadfadh sí cabhrú leat bain úsáid aisti."

Breda Scanlan
Príomhoifigeach Cúnta agus Comheagraí SCFS
An Roinn Airgeadais

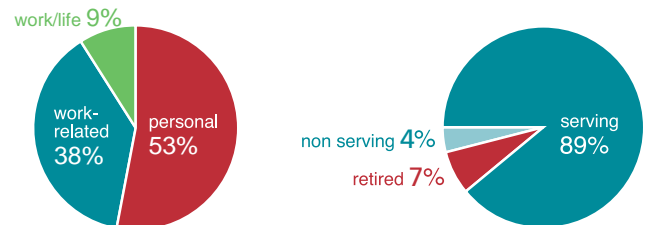
"Ba mhaith liom thar ceann Líonra Sheirbhís Chúnamh d'Fhostaithe a dhearbhú daoibh go bhfuil curtha romhainn againn leanúint de sheirbhís den chaighdeán is airde a chur ar fáil daoibh sa bhliain atá romhainn."

Aidan Newman
Cathairleach
Líonra Sheirbhís Chúnamh d'Fhostaithe 2003

Tá an tSeirbhís Chúnamh d'Fhostaithe saor agus inmhúiníne

In 2003 over 8,300 contacts were made with the CSEAS. Of this number, around 3,200 people sought assistance with either work-related or personal issues.

Casework



"The provision of an Employee Assistance Service is one of a number of ways the Civil Service as employer, demonstrates its concern for the well-being of its staff. The Service is there for you. If you feel it could help you, use it."

Breda Scanlan
Assistant Principal and CSEAS Co-ordinator
Department of Finance

"On behalf of the Employee Assistance Service Network I would like to assure you of our continuing commitment to providing you with the highest level of service for the coming year."

Aidan Newman
Chairperson
2003 Employee Assistance Service Network

The Employee Assistance Service is free and confidential

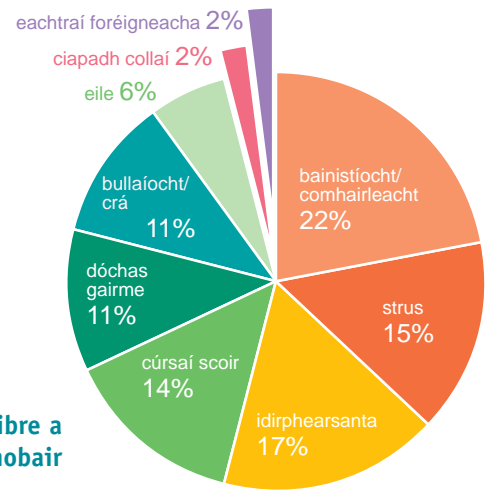


Bíodh baint acu le cúrsaí oibre nó le cúrsaí pearsanta soláthraíonn an tSeirbhís Chúnamh d'Fhostaithe (SCF) timpeallacht inmhuiníne, shábháilte, neamhdhímheasúil inar féidir na roghanna atá ann chun fadhbanna a réiteach a iniúchadh. Soláthraíonn an SCF faisnéis, comhairle, tacaíocht, comhairliú/aistriú do lucht foirne agus nascann sí le gníomhaireachtaí lasmuigh nuair a bhíonn gá lena leithéid.

Ceisteanna a bhaineann le cúrsaí oibre - 38%

Ceisteanna a bhaineann le Cothromaíocht Oibre - Beatha 9%

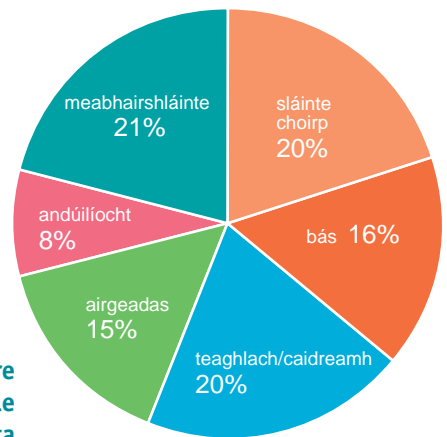
- Fadhbanna cumarsáide, fadhbanna le caidreamh oibre
- Ualach oibre, cineál oibre, imní faoi leibhéal feidhmithe
- Cothromaíocht oibre/beatha
- Strus a bhfuil baint aige le hobair, eachtraí cinniúnacha
- Crá, ciapadh collaí, bullaíocht, eachtraí foréigneacha
- Iompar míchuí san ionad oibre
- Seirbhís chomhairleach do bhainisteoirí/mhaoirseoirí
- Scor, scor de dheasca drochshláinte
- Eile - ceisteanna nach furasta a rangú



Earnálacha cás-oibre a bhaineann le hobair

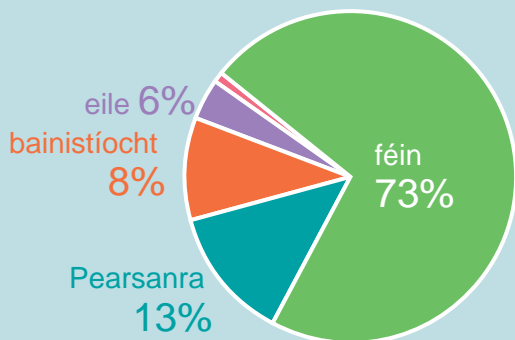
Ceisteanna Pearsanta - 53%

- Sláinte - imní, strus, dúlagar, ailse, agus cúraim eile maidir le sláinte
- Airgeadas - deacrachtaí gearrthéarmacha nó fadthéarmacha airgeadais, buiséadacht
- Caidreamh - scaradh, idirscaradh, tuismitheoireacht, cúram, collaíocht
- Andúilíocht - alcól, drugaí, bia, cearrbhachas, idirlíon, gnéas, obair
- Bás - brón, caill, bás le linn seirbhíse, pinsin/probháid phearsanta

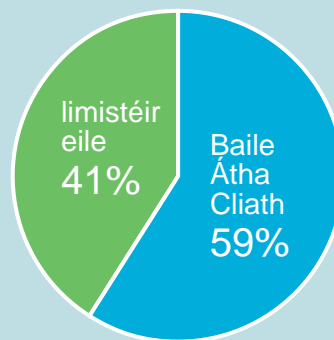


Earnálacha cás-oibre a bhaineann le cúrsaí pearsanta

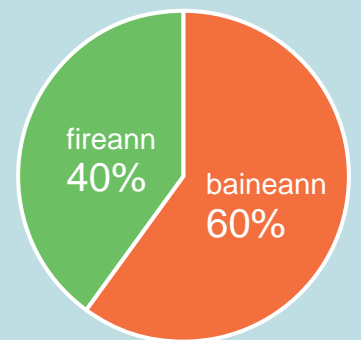
Cás-obair



Cé thionscain cur faoi chúram



Suíomh



Cineál

Príomhghnéithe den SCFS

- Seirbhís Chomhairlithe/Seirbhís Chúraim do gach ball foirne atá ar seirbhís nó ar scor
- Seirbhís Chomhairleach do Bhainisteoirí/Mhaoirseoirí
- Acmhainn Faisnéise
- Cur le feasacht ar chúrsaí sláinte

Oibríonn Oifigigh Chúnamh d'Fhostaithe de réir chód cleachtais agus is comhaltaí de Chumann Lucht Gairme um Chúnamh d'Fhostaithe iad

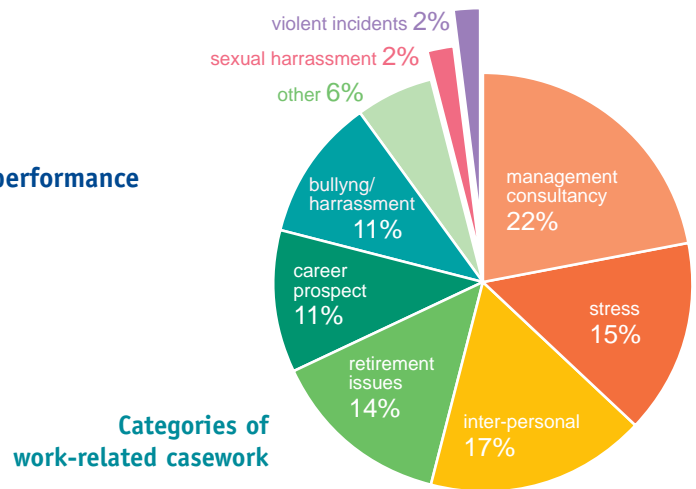


Whether work-related or personal, the CSEAS provides a confidential, non-judgemental and safe environment where the options to resolve issues can be explored. The CSEAS provides staff with information, advice, support, counselling/referral and liaises with outside agencies where appropriate.

Work-related Issues - 38%

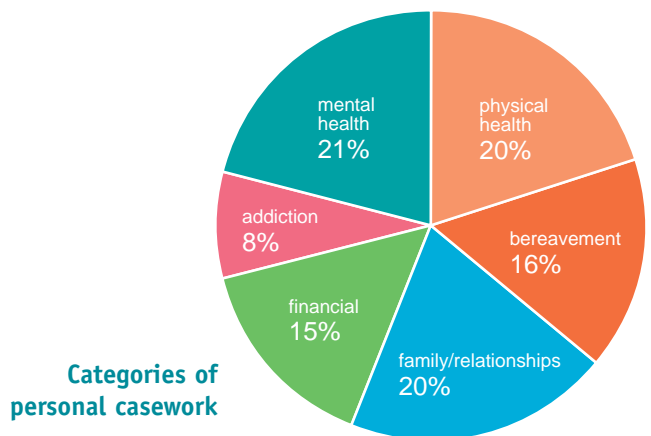
Work-life Balance Issues - 9%

- 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
- Managers/supervisors advisory service
- Retirement, ill-health retirement
- Other - issues not easily classified

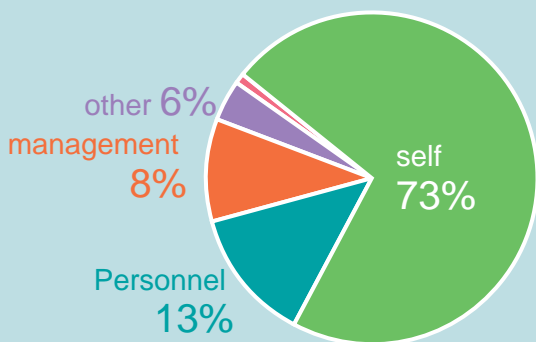


Personal Issues - 53%

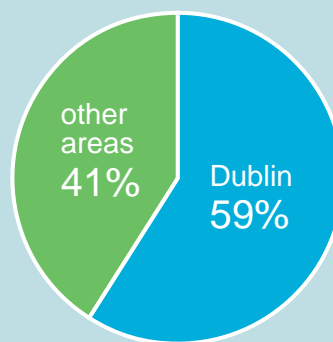
- Health - anxiety, stress, depression, cancer, and other health concerns
- Finance - short or long-term financial difficulties, budgeting
- Relationships - separation, divorce, parenting, caring, sexuality
- Addiction - alcohol, drugs, food, gambling, internet, sex, work
- Bereavement - grief, loss,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



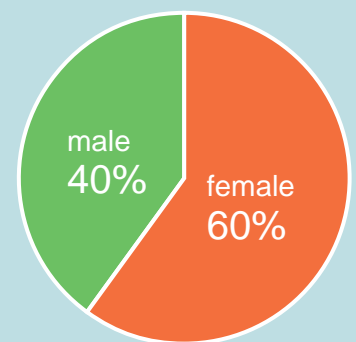
Casework



Referral Source



Location



Gender

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)

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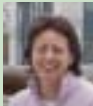
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Taoiseachs Roinn an Taoisigh

AGs Oifig an Ard-Aigine

DPP Stiúrthóra Ionchúiseamh Poiblí

State Laboratory an tSaotharlann Stáit

Presidents Establishment Áras an Uachtaráin

Maureen Byrne

(see D/Environment, Heritage and Local Government for details)

Chief State Solicitors Office An Príomh-Aturnae Stait

**Comptroller and Auditor General
An tArd-Reachtair Cuntas agus Ciste**

Damian Davy

Kevin Farrell

Triona King

Aidan Newman

(see Revenue for details)

Ombudsman's Office

Oifig an Ombudsman

and

**Civil Service and Local Appointments
Commissioin**

Oifig Choimisinéirí na Státseirbhíse agus na
gCoimisinéirí um Cheapacháin Áitiúla

Antoinette Mahon

(see D/Health and Children for details)

Houses of the Oireachtas Tithe an Oireachtais

Bernie Moran

(see D/Education & Science for details)