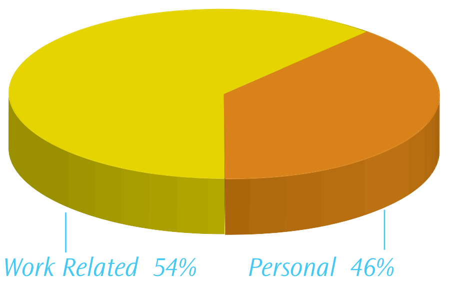
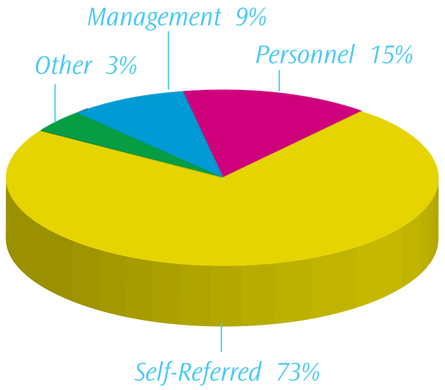
Civil Service Employee Assistance Service (CSEAS) Annual Report 2006

In 2006, 7,410 contacts were made with the CSEAS. Of this number, 3,206 people sought assistance with either work-related or personal issues. A total of 4,204 information queries were dealt with by the CSEAS in 2006.





Over 7,000 individuals availed of CSEAS in 2006

The Employee Assistance Service is a most important confidential support service available to staff in the Civil Service. Since its establishment in 1974 the service has provided valuable assistance to staff in a wide range of personal or work-related problems.

I would like to thank the officers of the Employee Assistance Service for their dedication and commitment in 2006. The year was a very busy one for the CSEAS which continued to provide a comprehensive service in challenging times.

I look forward to the development of the service in the future to continue to meet the needs of the changing Civil Service.

Breda Scanlan
AP, Department of Finance

The Chief Medical Officer's (CMO's) Office frequently confidentially liaises with the Employee Assistance Officers (EAOs), as this can prove very valuable in gaining further insight into workplace issues and helping to progress cases. The link with the EAO is a two-way process. The CMO's Office may on occasion suggest the involvement of the EAO, or the EAO may on occasion suggest the involvement of the CMO's Office, either directly or through Personnel. Earlier this year, the CMO met with the EAO Network. This meeting proved to be very useful and productive.

Dr Tom O'Connell
Chief Medical Officer

Annual Report 2006

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

MISSION, VISION AND VALUES

"to offer a quality resource and support service for all staff which positively affects both individual health, 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
- Raising Health Awareness

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

Professional standards apply in relation to confidentiality

www.cseas.gov.ie

CSEAS 2006

The Employee Assistance Service (EAS) is a staff resource available to all serving and retired staff.

In 2006 EAOs continued their work of providing one-to-one confidential support to clients and also supported initiatives on health promotion by arranging and/or delivering talks on relevant topics in their individual government departments.

Within the Civil Service, the overall usage and the range of presenting problems has been consistent over recent years and it is generally recognised that service provision has resulted in a comprehensive well-developed service for staff. However, there are still areas where the value of the EAS needs to be explained and highlighted so that all staff can have an awareness of the scope of the service and what it can provide to them. Consequently, it is considered important to heighten awareness of the service among all civil servants, even those who have never approached an Employee Assistance Officer.

Research into Employee Assistance provision consistently endorses its value. Part of our strategy of raising the profile of the service involved obtaining feedback from users of the service. New leaflets on ***Employee Assistance Service, Effective Communication*** and ***Working on Stress*** were produced and are available on the website **cseas.gov.ie**. EAOs also participated in Civil Service Training and Development Centre run courses by giving input to both ***Management Training*** and ***Pre-retirement*** courses.

Research was completed and work continues on the Civil Service Alcoholism Policy which was published in 1984 with a view to instigating an up-dated approach to alcohol and drugs problems in the workplace.

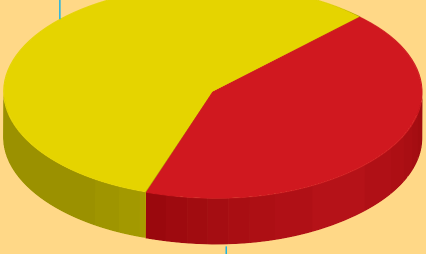
The range of qualifications and experience of EAOs now equals or exceeds those available outside the workplace due to commitment to personal development and training. Skills are improved and the overall service enhanced by attendance at a diverse range of training courses.

The service is just a phone call away and available to all free of charge allowing individuals to identify the cause and consider solutions to any issue. It offers non-judgemental support at a pace tailored to each individual's needs. Such early intervention is the key to resolving problems effectively. Management fully supports the work of the EAS and can facilitate those needing time off to attend.

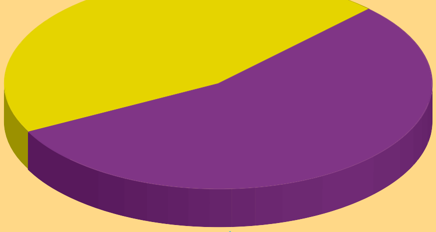
On behalf of the EAS Network I am pleased to present the Annual Report for 2006 and to assure all our clients and potential clients of our ongoing commitment to providing a quality confidential service.

Maureen Byrne
Secretary
Employee Assistance Service Network

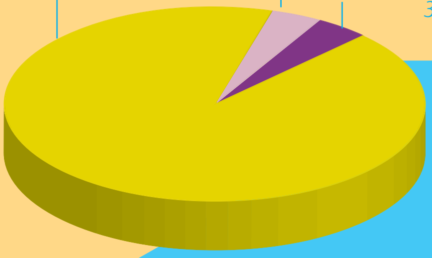
Gender



Location



Category of Clients



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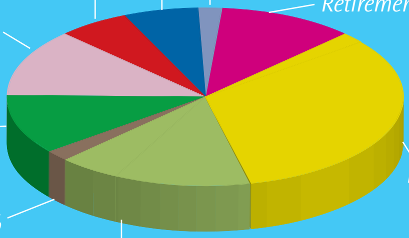
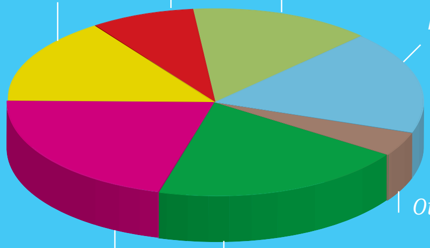
Work Related Issues

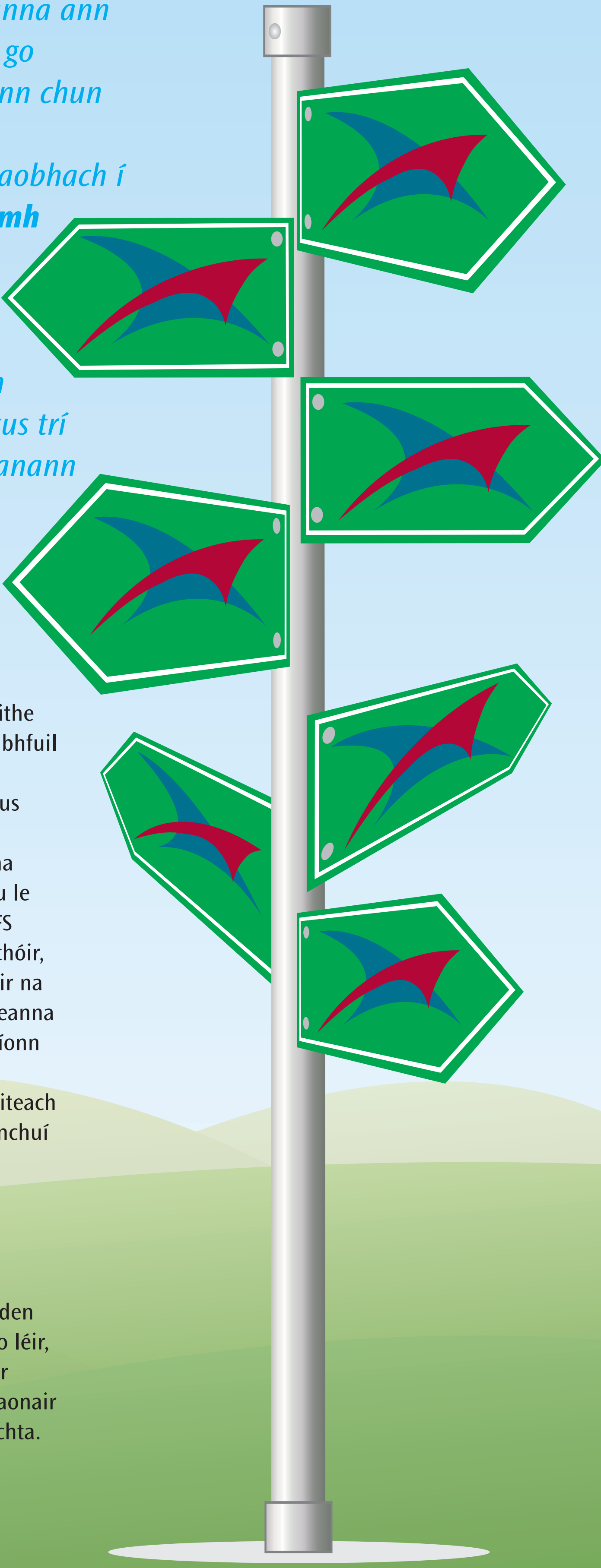


Personal Issues



While most of the time we can take care of our own difficulties, the stresses of modern life are such that there are times when we may need help resolving difficult situations. ***The Civil Service Employee Assistance Service (CSEAS)*** *is a free and confidential support service. The Civil Service recognises the important contribution of its individual employees and, by providing the CSEAS, continues to invest in the well-being of its staff.*

Cé gur féidir linn déileáil lenár bhfadhbanna féin bunáite an ama tá an strus a ghabhann le saol na linne seo chomh tréan sin go mbionn tráthanna ann nuair d'fhéadfadh sé go mbeadh cúnamh uainn chun deacrachtaí a shárú. Is saorsheirbhís thostaobhach í ***an tSeirbhís Chúnaimh d'Fhostaithe na Státseirbhíse (SCFS).*** *Is mór ag an Státseirbhís cion gach duine dá fostaithe agus trí SCFS a chur ar fáil leanann sí d'infheistiú i leas a foirne.*



The Employee Assistance Service is a work-based support service designed to assist employees in managing work and life issues 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, support, counselling/referral and, where appropriate, liaises with outside agencies.

The CSEAS provides a quality resource and support service for all staff which positively affects both individual health and well-being, and organisational effectiveness.

Is seirbhís thacaíochta í an tSeirbhís Chúnaimh d'Fhostaithe ata bunaithe ar obair agus a bhfuil sé mar aidhm aici cabhrú le fostaithe ceisteanna oibre agus beatha a réiteach bíodh na ceisteanna sin ina gceisteanna pearsanta nó bíodh baint acu le cursaí oibre. Cuireann an SCFS timpeallacht thostaobhach, chóir, shábháilte ar fáil mar ar féidir na roghanna atá ann chun ceisteanna a réiteach a scrúdú. Soláthraíonn an SCFS faisnéis, comhairle, tacaíocht, comhairliúchán/réiteach d'fhostaithe agus nuair is iomchuí a leithéid déanann sí idirchaidreamh le gníomhaireachtaí lasmuigh.

Cuireann an SCFS seirbhís acmhainní agus thacaíochta den scoth ar fáil don fhoireann go léir, rud a fhágann rian torthúil ar shláinte agus ar leas daoine aonair agus ar éifeacht na heagraíochta.

You can contact your Employee Assistance Officer:
Is féidir leat teagmháil a dhéanamh led'Oifigeach Cúnaimh d'Fhostaithe ag:

www.cseas.gov.ie

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For the following Departments, contact:

- Arts, Sport & Tourism — vacant — *Brian Hennessy*
- Attorney General's Office — *Maureen Byrne*
- Central Statistics Office, Dublin — *Margaret Breen*
- Chief State Solicitor's Office — *Kevin Farrell*
- Dept of Communications, Energy & Natural Resources — vacant — *EAO Network Secretary*
- Community, Rural & Gaeltacht Affairs — vacant — *EAO Network Secretary*
- Comptroller & Auditor General (C&AG) — *Triona King*
- Dept of the Taoiseach — *Maureen Byrne*
- Director of Public Prosecutions (DPP) — *Maureen Byrne*
- Garda Ombudsman — vacant — *EAO Network Secretary*
- Houses of the Oireachtas — *Eimer Harding*
- Ombudsman's Office — *Margaret Breen*
- President's Establishment — *Maureen Byrne*
- Public Appointments Commissioners — *Margaret Breen*
- State Laboratory — *Maureen Byrne*
- Transport — *Brian Hennessy*
- Valuation Office — *Maureen Byrne*

www.cseas.gov.ie

CSEAS 2006

Is acmhainn foirne í an tSeirbhís Chúnaimh d'Fhostaithe (SCF) atá ar fáil don lucht foirne uile atá i mbun seirbhíse agus ar scor.

Sa bhliain 2006 lean na hOifigigh Chúnaimh d'Fhostaithe dá gcuid oibre ag soláthar tacaíochta tostaobhaí duine le duine do chliaint agus thacaigh siad chomh maith le tionscnaimh a bhain le cur chun cinn sláinte trí chainteanna ar ábhair ábhartha a eagrú agus/nó a thabhairt ina ranna rialtais éagsúla.

Laistigh den Státseirbhís tá an úsáid a bhaintear as an tseirbhís agus raon na bhfadhbanna a nochtar comhsheasmhach le blianta beaga aniar agus glactar leis go ginearálta go bhfuil seirbhís chuimsitheach atá forbartha go maith ar fáil do lucht foirne de thoradh na seirbhíse.

Tá áiteanna ann i gcónaí, áfach, nach mór luach na SCF a aibhsiú agus a mhíniú iontu ionas go dtuigfidh gach ball foirne raon na seirbhíse atá á soláthar agus a bhfuil ar a cumas a chur ar fáil. Meastar ar an ábhar sin go bhfuil sé tábhachtach cur le heolas státseirbhíseach i gcoitinne ar an tseirbhís, fiú ina gcás siúd nár bhac ariamh le hoifigeach cúraim d'fhostaithe.

Tacaíonn taighde ar sholáthar Chúnamh d'Fhostaithe lena fhiúntas i gcónaí. Ar chuid den straitéis a bhain le tábhacht na seirbhíse bhí bailiú aiseolais ó dhaoine a bhain feidhm as an tseirbhís. Cuireadh bileoga nua ar Employee Assistance Service, Effective Communication agus

Working on Stress ar fáil agus tá teacht orthu ar shuíomh gréasáin cseas.gov.ie. Bhí OCF páirteach freisin i gcúrsaí a chuir Lárionad Oiliúna agus Forbartha na Státseirbhíse ar siúl trí ábhar a sholáthar do chúrsaí ar Management Training agus Pre-Reteirement.

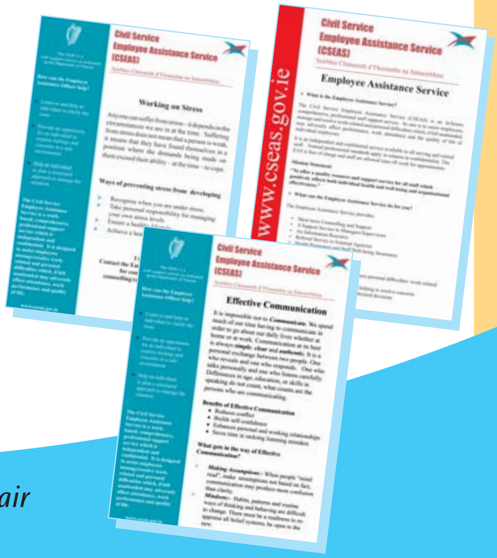
Críochnaíodh taighde agus táthar ag gluaiseacht ar aghaidh leis an obair i gcás Pholasaí Alcólachta na Státseirbhíse a foilsíodh in 1984 d'fhonn cur chuige nua-aoiseach i dtaca le fadhbanna alcóil agus drugaí a thabhairt i gcrích san ionad oibre.

De thoradh dúthrachta maidir le féinfhorbairt agus oiliúint tá raon na gcáilíochtaí agus na taithí atá ag OCF anois ar chomhchéim le nó níos fearr ná mar atá ar fáil lasmuigh den ionad oibre. Tá feabhas tagtha ar scileanna agus tá curtha leis an tseirbhís fhoriomlán trí fhreastal ar iliomad cineál cúrsaí.

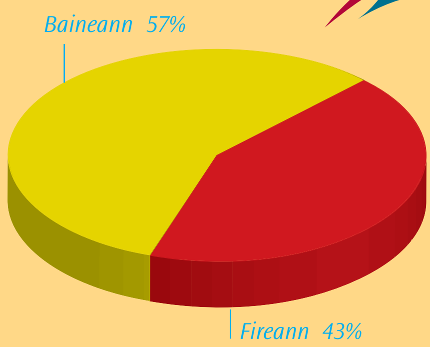
Tá teacht ar an tseirbhís ach glaoch gutháin a dhéanamh agus tá sí ar fáil saor in aisce do chách, rud a chuireann ar chumas daoine an chúis atá le fadhb ar bith a aithint agus réiteach ar a leithéid a mheas. Tugann an tseirbhís tacaíocht chóir do dhaoine de réir riachtanas an duine aonair. Sáraíonn idirghabháil go luath amhlaidh deacrachtaí go héifeachtúil. Tugann an bhainistíocht lántacaíocht d'obair na SCF agus tá ar a cumas cúrsaí a réiteach dóibh siúd a mbíonn am saor ó obair uathu chun freastal ar imeachtaí.

Thar ceann Líonra Sheirbhís Chúnaimh d'Fhostaithe is breá liom Tuarascáil Bhliantúil 2006 a chur i láthair agus a dhearbhú dár gcliaint uile agus dár gcliaint thualangacha go mbeidh rún daingean againn i gcónaí seirbhís inmhuiníne d'ardchaighdeán a chur ar fáil.

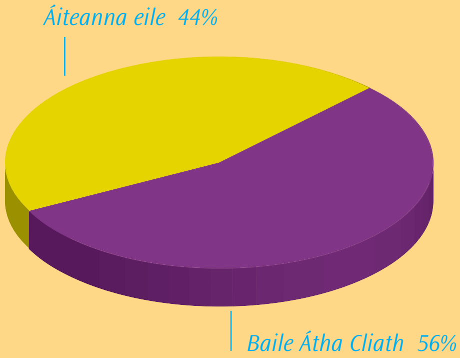
Maureen Byrne,
Rúnaí Líonra Sheirbhís Chúnaimh d'Fhostaithe



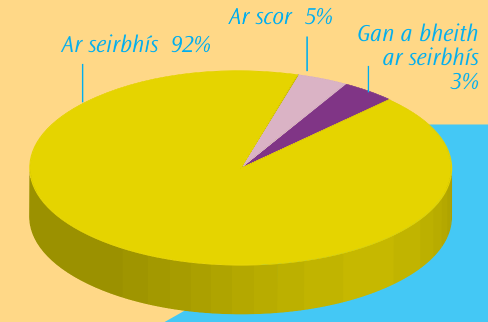
Cineál



Suíomh



Earnálacha Cliant



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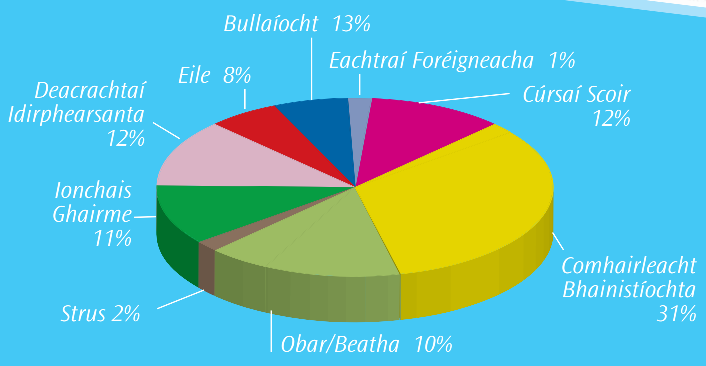
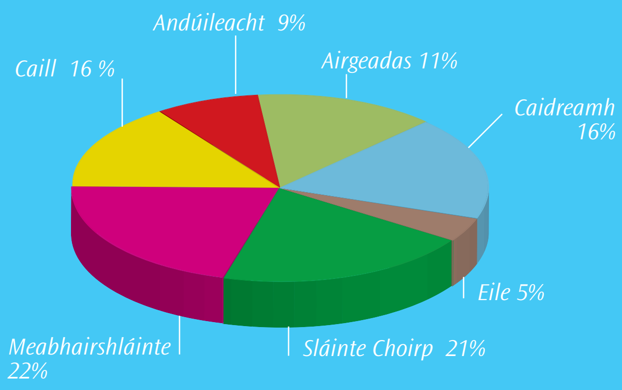
Cúrsaí a bhaineann le hobair



Cúrsaí Pearsanta



Tuarascáil Bhliantúil

2006

Is seirbhís neamhspleách, thostaobhachthacaíochta í an tSeirbhís Chúnaimh d' Fhostaithe na Státseirbhíse (SCFS) a ndéanann an Roinn airgeadais comheagrú uirthi.

MISEAN, AISLING AGUS LUACHANNA

"seirbhís acmhainní agus thacaíochta den scoth a fhágfaidh rian dearfach ar shláinte gach duine agus ar éifeacht na heagraíochta a sholáthar don fhoireann uile"

Príomhghnéithe den SCFS

- Seirbhís Chomhairliúcháin/Chúraim don fhoireann go léir atá ag obair agus dóibh sin atá ar scor
- Seirbhís Chomhairleach do Bhainisteoirí/Mhaoirseoirí
- Faisnéis
- Cur le feasacht ar chúrsaí sláinte

Oibríonn an fhoireann Chúnaimh d'Fhostaithe de réir chód cleachtais agus is comhaltaí de Chumann Lucht Gairme um Chúnamh d'Fhostaithe iad (EAPA Ireland)

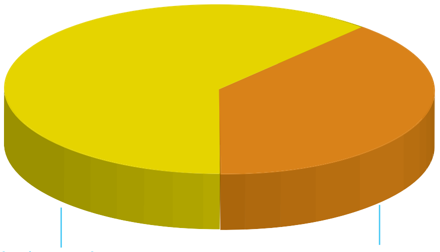
Tá caighdeáin phroifisiúnta i bhfeidhm maidir le tostaobhacht

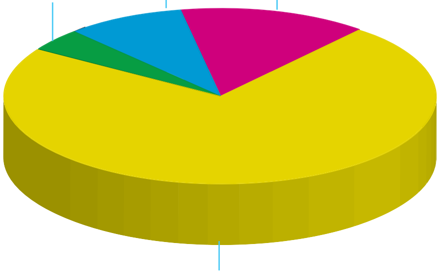
www.cseas.gov.ie

Seirbhís Chúnaimh d'Fhostaithe na Státseirbhíse (SCFS)

Tuarascáil Bhliantúil 2006

Sa bhliain 2006 rinneadh 7,410 teagmháil leis an tSeirbhís Chúnaimh d'Fhostaithe na Státseirbhíse (SCFS). Bhí 3,206 ina measc sin ag lorg cúnaimh i dtaca le cúrsaí pearsanta nó i dtaca le ceisteanna a bhain le cúrsaí oibre. Sa bhliain 2006 dhéileáil an SCFS le thart ar 4,204 ceist a bhain le faisnéis.





BHAIN BREIS AGUS 7,000 DUINE FEIDHM AS AN SCFS IN 2006

Is seirbhís thar a bheith tábhachtach, thostaobhach thacaíochta í an tSeirbhís Chúnaimh d'Fhostaithe sa Státseirbhís. Ó bunaíodh in 1974 í tá seirbhís luachmhar curtha ar fáil do lucht foirne ag an tseirbhís seo i gcás réimse leathain fadhbanna idir fhadhbanna pearsanta agus deacrachtaí a bhain le cúrsaí oibre.

Ba mhaith liom buíochas a ghabháil le hoifigigh na Seirbhíse Chúnaimh as a ndíograis agus as a ndúthracht in 2006. Ba bhliain thar a bheith crúógach í don tseirbhís a lean orthu ag freastal go torthúil ar a gcliaint i dtrátha dúshlánacha.

Táim lánchinnte go dtiocfaidh tuilleadh forbartha ar an tseirbhís san am atá romhainn chun freastal ar riachtanais na Státseirbhíse atá ag athrú de shíor.

Breda Scanlan
Príomhoifigeach Cúnta, An Roinn Airgeadais

Bíonn idirchaidreamh tostaobhach go minic idir Oifig an Phríomh-Dhochtúra don Státseirbhís (OPDSS) agus na hOifigigh Chúnaimh d'Fhostaithe (OCF) mar is bealach ríluachmhar é chun tuiscint níos fearr a fháil ar cheisteanna in ionaid oibre agus chun cabhrú le cur chun cinn cúrsaí. Is próiseas déthreoch é an ceangal leis na hOifigigh Chúnaimh d'Fhostaithe. Ó am go chéile féadfaidh OPDSS a mholadh go mbeadh lámh ag OCF i gcúrsaí atá idir lámha, nó d'fhéadfadh OCF a mholadh anois is arís go mbeadh OPDSS páirteach in obair áirithe go díreach nó trí phearsanra. Níos luaithe i mbliana bhuail OPDSS le líonra OCF. Ba chruinniú an-úsáideach, ríthorthúil é.

Dr Tom O'Connell
Príomh-Dhochtúir Oifigiúil don Státseirbhís