

# Tuarascáil Bhliantúil 2007



Seirbhís acmhainní agus tacaíochta den scoth a fhágfaidh lorg dearfach ar shláinte agus ar leas an duine aonair agus ar éifeacht na heagraíochta a thairiscint.

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

## Ráiteas Misin

Is seirbhís thacaíochta neamhspleách thostaobhach a ndéanann an Roinn Airgeadais comhordú uirthi i an CSEAS.

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

Oibríonn foireann an EAS de réir chód cleachtais agus is baill iad de Chumann Gairmithe Cúnamh d'Fhostaithe (EAPA Ireland)

# Civil Service Employee Assistance Service (CSEAS) Annual Report 2007



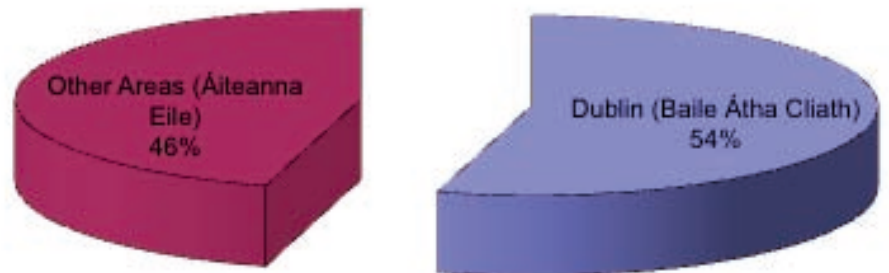
Seirbhís Chúnamh d'Fhostaithe sa Státseirbhís

In 2007 over 6000 contacts were made with the CSEAS. Of this number a total of 3113 individuals sought assistance with either work-related or personal issues. A total of 3073 information queries were dealt with by the CSEAS in 2007.

## Type of Casework (Cineál Cásoibre)



## Location (Suíomh)



Sa bhliain 2007, rinneadh níos mó ná 6000 teagmháil leis an tSeirbhís Chúnamh d'Fostaithe sa Státseirbhís (SCFS). Bhí 3113 daoine aonair ag lorg cúnamh i dtaca le cúrsaí pearsanta nó i dtaca le ceisteanna a bhain le cúrsaí oibre. Sa bhliain 2007 dhéileáil an SCFS le 3073 ceist a bhain le faisnéis.

The Employee Assistance Service provides confidential assistance and a wide range of supports to staff and management in relation to personal or job-related problems. The provision of the service is one of a number of ways the Civil Service as employer, demonstrates its concern for the well-being of its staff.

On publication of the 2007 Annual Report, I would like to thank all of the Employee Assistance Officers for their continued dedication and commitment to providing a professional support service to staff in the Civil Service.

Breda Scanlan  
AP Department of Finance

Cuireann an EAS cúnamh ar bhonn tostaobhach agus réimse leathan tacaíochta ar fáil d'fhoireann agus do bhainistíocht i dtaca le fadhbanna pearsanta nó le deacrachtaí a bhaineann le cúrsaí oibre. Tá soláthar na seirbhíse ar cheann de na bealaí ina léiríonn an Státseirbhís mar fhostóir an cúram a dhéanann sí de leas a foirne.

Ba mhaith liom agus Tuarascáil Bhliantúil 2007 á foilsiú buíochas a ghabháil leis na hOifigigh Chúnamh d'Fhostaithe uile as a ndíograis leanúnach agus as a ndílseacht i dtaca le soláthar seirbhíse tacaíochta gairmiúla d'fhoireann na Státseirbhíse.

Breda Scanlan  
P.O.C. An Roinn Airgeadais

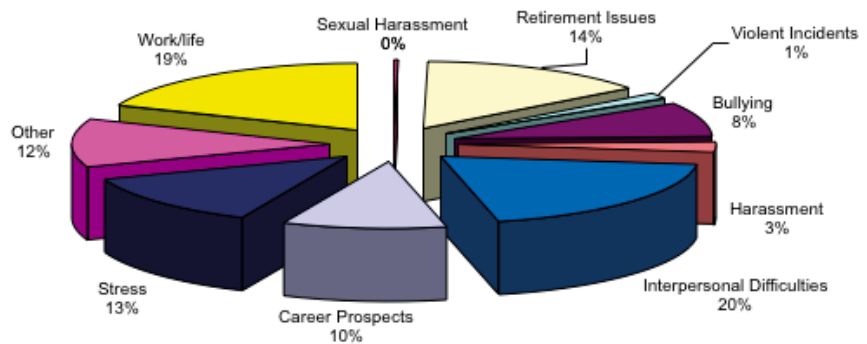
## Annual Report 2007

In 2007, The Civil Service Employee Assistance Service (CSEAS) continued its provision of professional employee assistance to all levels of Civil Service staff. A total of 3113 cases were responded to and an additional 3073 information queries were handled. Employee Assistance Officers also provided confidential consultation to managers concerned with employees experiencing problems. In 2007, almost 700 (22%) of all contacts were made by managers where the health and well being of their staff were of concern. These consultations included:

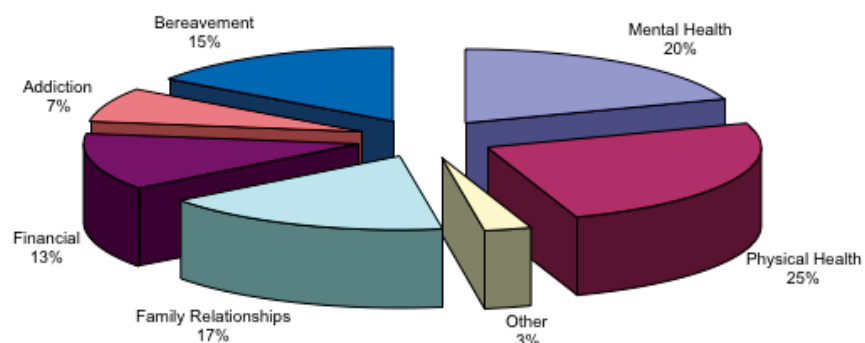
- Coping with critical incidents, e.g. sudden death of a co-worker or other traumatic sudden and unexpected events;
- Assessing strategies to improve communications with employees;
- Managing conflict in the workplace;
- Responding to physical and mental health issues.

Employee Assistance Officers arranged, where feasible, talks and workshops on relevant topics, and availed of opportunities to meet with staff and promote the CSEAS at Induction talks, Health and Safety workshops, Pre-retirement courses etc. In addition the CSEAS continued during 2007 to liaise with the Office of the Paymaster General and contributed to the PMG's annual newsletter to retired staff.

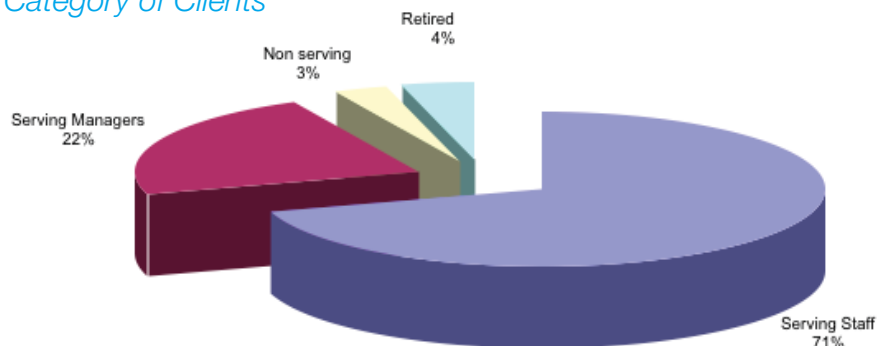
### Work Related Issues



### Personal Issues



### Category of Clients



The CSEAS is an in-house support service that is both aware of and understanding of the culture of civil service workplace issues and is of even more importance to staff and management in a rapidly changing Civil Service environment. As the decentralisation led relocation of staff continued in all Departments, Employee Assistance Officers responded in a positive manner. This is reflected in the continuing growth (46%) of cases handled in regional areas. Increasing confidence in the Employee Assistance Service is also demonstrated in the self-referral rate of over 70%

On-going training and personal development are at the core of the CSEAS professional service delivery and, in 2007, Employee Assistance Officers participated in a range of courses addressing therapeutic approaches and other developments in the Employee Assistance field.

This Annual Report, 2007, is primarily a statistical picture. It should however be remembered that while these statistics represent the numbers dealt with, they do not convey the complexity or duration of individual cases

## Tuarascáil Bhliantúil 2007

Sa bhliain 2007 lean an tSeirbhís Chúnamh d'Fhostaithe na Státseirbhíse dá traidisiún cabhrú le fostaithe trí chúnamh a sholáthar do chomhaltaí d'fhoireann na Státseirbhíse ag gach leibhéal. Rinneadh beart i 3113 chás agus déileáladh ina theannta sin le 3073 cás a bhain le lorg faisnéise. Chomh maith leis sin chuir Oifigigh Chúnamh d'Fhostaithe comhairle ar bhonn tostaobhach ar fáil do bhainisteoirí a bhí ag plé le fostaithe a raibh fadhbanna acu. Sa bhliain 2007 bhain beagnach 700 (22%) de na teagmhálacha go léir a rinne bainisteoirí le sláinte agus le leas a bhfoirne. Ar na comhairliúcháin sin bhí:

- déileáil le heachtraí criticiúla, e.g. bás tobann comhoibrí nó eachtraí tobanna, coscracha eile nach rabhthas ag súil leo;
- measúnú straitéisí chun déileáil le deacrachtaí cumarsáide le fostaithe;
- déileáil le heasaontas san ionad oibre;
- freagairt do cheisteanna a bhaineann le sláinte choirp agus le meabhairshláinte.

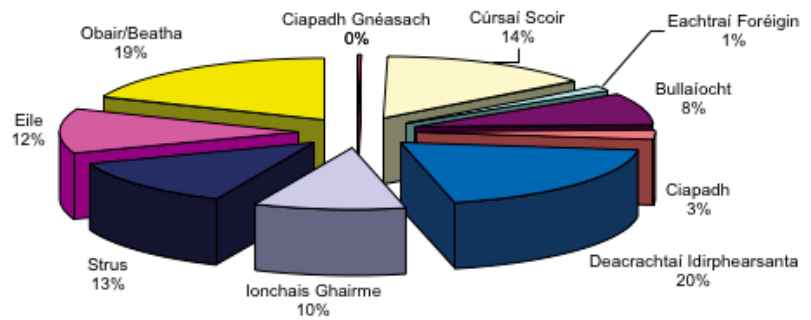
D'eagraigh Oifigigh Chúnamh d'Fhostaithe cainteanna agus ceardlanna ar ábhair chuí, mar a raibh a leithéid indéanta, agus thapaigh siad deiseanna bualadh le lucht foirne agus an CSEAS a chur chun cinn ag cainteanna Induchtaithe, ag ceardlanna Sláinte agus Sábháilteachta, ag cúrsaí Réamhscoir agus eile. Ina theannta sin, i 2007, lean an CSEAS ag comhoibriú le hOifig an Phámháistir Ghinearálta agus alt a scríobh don a nuachtáin do daoine scortha.

Is seirbhís thacaíochta laistigh í an CSEAS a aithníonn agus a thuigeann ceisteanna a bhaineann le hionaid oibre sa státseirbhís agus is ag dul i dtábhacht atá sí ag dul ó thaobh foirne agus bainistíochta de i dtimpeallacht Státseirbhíse atá ag athrú go tapa. Rinne Oifigigh Chúnamh d'Fhostaithe beart dearfa de réir mar a bhí athlonnú foirne de thoradh díláraithe ag gabháil ar aghaidh i ngach Roinn. Léiríonn an fás leanúnach (46%) ar chásanna ar déileáladh leo i gceantair réigiúnacha é seo. Léirítear an méadú muiníne atá á chur sa tSeirbhís Chúnamh d'Fhostaithe tríd an ráta breis agus 70% féinchur faoi chúram freisin.

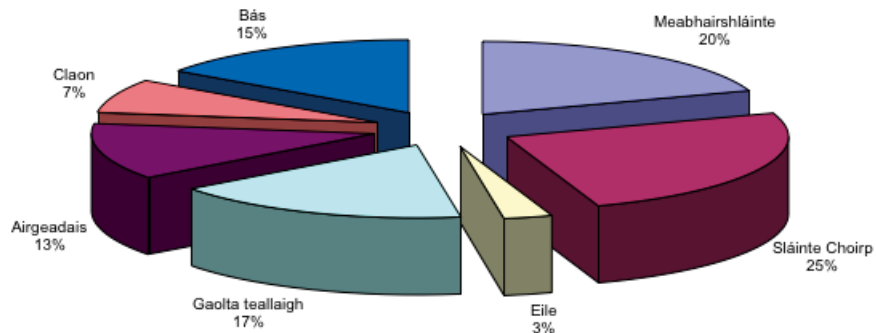
Is bunghnéithe den tseirbhís ghairmiúil a chuireann an CSEAS ar fáil iad oiliúint leanúint agus forbairt phearsanta, agus sa bhliain 2007 ghlac Oifigigh Chúnamh d'Fhostaithe páirt i réimse cúrsaí a bhain le cur chuige teiripiceach agus le tionscnaimh eile i dtaca le Chúnamh d'Fhostaithe.

Léiriú staitistiúil den chuid is mó atá sa Tuarascail Bhliantúil seo 2007. Cé go léiríonn na staitisticí a fhoilsítear inti an líon daoine ar déileáladh leo ba chóir cuimhneamh, áfach, nach gcuireann siad in iúl an chastacht a bhí i gceist i gcásanna ar leith ná an méid ama a caitheadh le cásanna ar leith.

### Cúrsaí a bhaineann le hobair



### Ceisteanna Pearsanta



### Catagóir Cliant





## WHAT THEY SAID.....(Cad a Dúirt Siad)

The EAS is a valuable resource that is readily available countrywide to all of our serving and retired staff and to all managers with concerns for their staff's welfare. It is an important component of our ethos of promoting employee wellness and organisational effectiveness.

**(Comment from Head of Personnel & Development Services, Government Office)**

Is acmhainn luachmhar í an tSeirbhís Chúnaimh d'Fhostaithe atá ar fáil go réidh ar fud na tíre dár bhfoireann uile atá i mbun seirbhíse, dóibh sin atá ar scor agus do na bainisteoirí uile gur cúram leo leas a bhfoirne. Is cuid thábhachtach dár gcleachtadh é leas fostaíthe agus éifeacht eagraíochta a chur chun cinn.

**(Raiteas ó Cheann Pearsanra agus Seirbhísí Forbartha, Oifig Rialtais)**

In many instances, the Employee Assistance Service in consultation with the client refers cases to the Public Service Friendly Society, where there may be stress or worry relating to financial matters. The Society provides confidential financial advice and assistance to its members in times of need. We are proud of our association with the Employee Assistance Service, which enables us to achieve the best possible outcome for our members

**Declan O'Brien, Public Service Friendly Society**

Is minic a dhéanann an tSeirbhís Chúnaimh d'Fhostaithe, i gcomhairle leis an gcliant, cásanna a chur faoi bhráid Chumann Carthanachta na Seirbhíse Poiblí mar a mbíonn strus agus imní i dtaca le cúrsaí airgid i gceist. Soláthraíonn an Cumann comhairle thostaobhach faoi chúrsaí airgid agus cabhair dá chomhaltaí in am an ghátair. Táimid bródúil as ár gceangal leis an tSeirbhís Chúnaimh d'Fhostaithe, ceangal a chuireann ar ár gcumas an toradh is fearr is féidir a bhaint amach dár gcomhaltaí.

**(Declan O'Brien, Chumann Carthanachta na Seirbhíse Poiblí)**

The Chief Medical Officer's (CMO's) Office commonly liaises in confidence with the Employee Assistance Service, as this can prove useful in gaining further insight into workplace issues and helping to progress cases. The link with the EAO Service 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. The CMO is currently working with the EAO Service and the Personnel & Remuneration Division of the Department of Finance on a new Civil Service Workplace Policy on Alcohol & Drugs.

**Dr Tom O'Connell, Chief Medical Officer**

Is minic idirchaidreamh faoi rún muiníne idir Oifig an Phríomh – Dhochtúra Oifigiúil don Státseirbhís agus an tSeirbhís Chúnaimh d'Fhostaithe. Cabhraíonn an t-idirchaidreamh seo le tuilleadh léargais a fháil ar cheistanna a bhaineann le hionaid oibre agus le cur chun cinn cásanna. Is próiseas dhá bhealach é an ceangal leis an tSeirbhís Chúnaimh d'Fhostaithe. D'fhéadfadh sé tarlú ó am go chéile go molfadh Oifig an Phríomh-Dhochtúra Oifigiúil don Státseirbhís go mbeadh Oifigeach Cúnaimh d'Fhostaithe páirteach i mbeart, nó go molfadh Oifigeach Cúnaimh d'Fhostaithe páirtíocht Oifig an Phríomh-Dhochtúra Oifigiúil don Státseirbhís ina leithéid, go díreach nó trí Phearsanra.

I láthair na huaire tá an Príomh-Dhochtúir Oifigiúil don Státseirbhís ag obair leis an tSeirbhís Chúnaimh d'Fhostaithe agus le Rannán Pearsanra agus Luach Saothair na Roinne Airgeadais ar Pholasaí nua faoi Alcól agus Drugaí sa Státseirbhís.

**Dr Tom O'Connell, Príomh-Dhochtúir Oifigiúil don Státseirbhís**