

# Civil Service Employee Assistance Service (CSEAS)

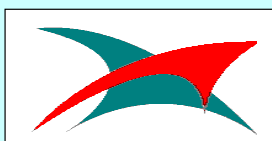
## Annual Report 2008



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.*

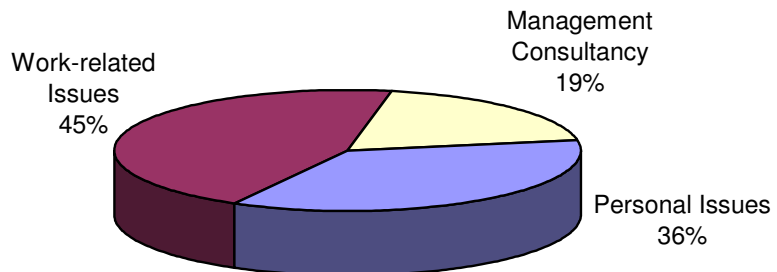
EAS staff work to a code of practice and are members of the Employee Assistance Professionals Association (EAPA Ireland).



During the year 2008, a total of 6,354 contacts were made with the Civil Service Employee Assistance Service.

The Civil Service Employee Assistance Service (CSEAS) is a work-based programme designed to help employees identify and resolve personal or workplace concerns that can affect workplace performance and behaviour. These issues may include but are not limited to health, family, financial, alcohol or drug abuse, stress and interpersonal difficulties. Supporting supervisors and managers in helping employees and interacting with Personnel Divisions also falls within the employee assistance remit. The confidential service, which is easily accessed, provides empathic and non-judgmental listening, to assist the assessment and evaluation of difficulties and the development of structured approaches to problem resolution.

### **Type of Casework**



In providing the CSEAS, the Civil Service acknowledges the important contribution of individual employees and the benefits of investing in supporting staff, especially those who may be experiencing difficulties. The Service is an important component of an ethos of promoting employee wellness and organisational effectiveness. Employees who have a resource for assistance and information are better enabled to deal with both workplace and personal issues. Employee Assistance Services have been shown to identify and ameliorate employee concerns before they escalate to workplace hazards.

While the overall usage and the range of presenting problems maintain a relatively constant pattern, statistical trends, which emerged in 2008 as against 2007, include a considerable increase in the figures for mental health, stress, career prospects and financial difficulties. In these cases, short-term counselling and access to a wide range of information resources including appropriate referral, if required, was made available through the CSEAS.

In 2008, Employee Assistance Officers' concern and commitment to the wellbeing of all civil servants was continued by various means, including involvement with CMOD's *Management* and *Pre-Retirement* programmes. Work was continued on an Alcohol and Drug Policy for the Civil Service in conjunction with the Chief Medical Officer, the Department of Finance, Union representatives and Personnel Officers.

The Employee Assistance Service offers a wide range of supports and provides confidential assistance to Civil Service staff and management in the area of personal or work-related problems. 2008 was a busy year in which the continued provision of high-quality information and support service to all staff was enhanced by various initiatives, particularly the **Wellness at Work** publication. I would like to take this opportunity to extend my thanks to all the EAOs for their ongoing dedication to the EAS.

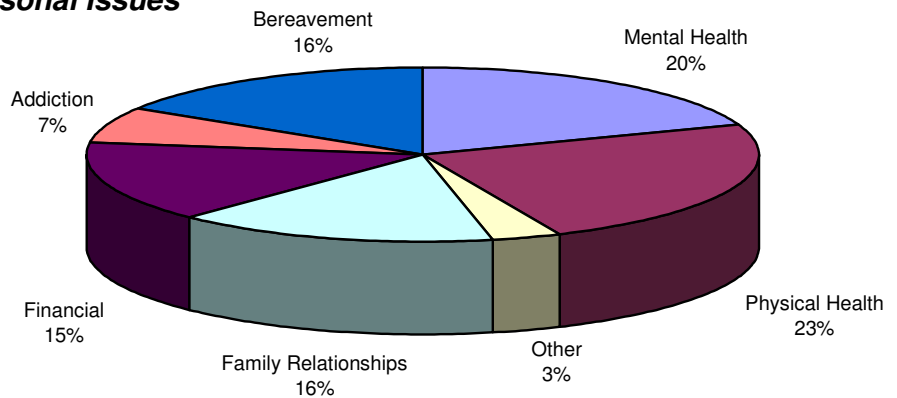
**Breda Scanlan**  
AP, Dept of Finance

The Chief Medical Officer's (CMO's) Office frequently discusses cases 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 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. Over the last 18 months, CMO's Office and the EAO Service have worked in partnership with Personnel and Remuneration Division in the Department of Finance on the new Civil Service Alcohol and Drugs Misuse Policy.

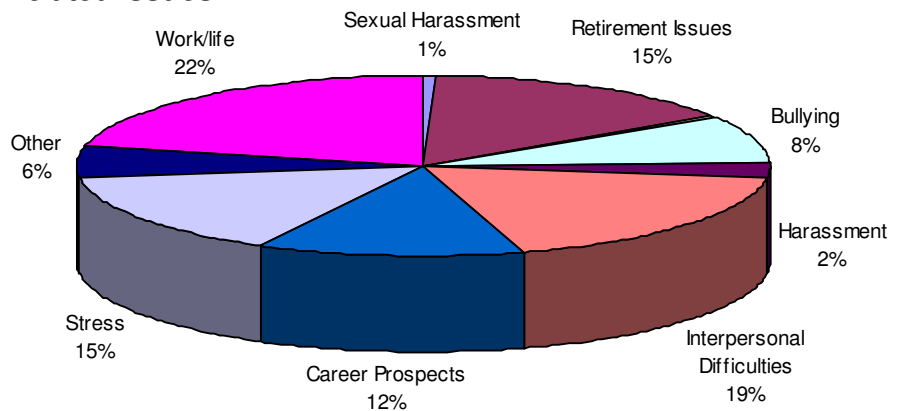
**Dr Tom O'Connell**  
Office of the Chief Medical Officer

## Casework Breakdown

### Personal Issues



### Work Related Issues



Employee Assistance Officers continued to arrange/deliver workshops on relevant and appropriate topics; liaised with the Office of the Paymaster General and contributed to the annual newsletter for retired staff. The CSEAS is committed to providing a service that is confidential, client-centred, timely, efficient, effective and relevant to the organisation.

A **Wellness at Work** leaflet was published in December showing how a good mental health attitude, together with a physical health regime involving exercise, good nutrition and relaxation, helps build resilience to life and work stresses. Specific techniques, focusing on methods of improving health by making small changes in the working day are demonstrated. A copy was circulated to all staff members. The CSEAS received an excellent response to this initiative.

Further copies of the leaflet can be obtained from the Employee Assistance Service. In addition, the leaflet is available on [www.cseas.gov.ie](http://www.cseas.gov.ie).



# Seirbhís Chúnamh d'Fhostaithe sa Státseirbhís (SCFS)

Tuarascáil Bhliantúil 2008

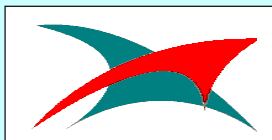


Is seirbhís thacaíochta neamhspleách thostaobhach a ndéanann an Roinn Airgeadais comhordú uirthí í an SCFS.

## Ráiteas Misin:

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

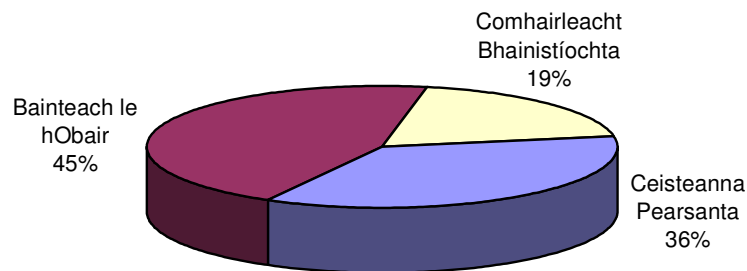
Oibríonn foireann an EAS de réir chod cleachtas agus is baill iad de Chumann Gairmithe Cúnamh d'Fhostaithe (EAPA Ireland).



I rith na bliana 2008 rinneadh 6,354 teagmháil leis an tSeirbhís Chúnamh d'Fhostaithe sa Státseirbhís.

Feidhmíonn an tSeirbhís Chúnamh d'Fhostaithe sa Státseirbhís (SCFS) clár atá bunaithe ar ionaid oibre a bhfuil sé mar aidhm leis cabhrú le fostaíte ábhair imní phearsanta nó ábhair a bhfuil baint acu lena gcuid oibre a d'fheádfadh tionchar a imirt ar a bhfeidhmíocht ina n-ionaid oibre agus ar a n-iompar a shainaithint agus a réiteach. Ar na hábhair sin d'fhéadfaí sláinte, teaghlach, cúrsaí airgid, mí-úsáid alcóil nó drugaí, strus agus deacrachtaí idirphearsanta a áireamh, ach níl an liosta teoranta dóibh sin. Tá tacaíocht do mhaíseoirí agus do bhainisteoirí agus iad ag cabhrú le fostaíte agus ag idirfheidhmiú le Rannáin Phearsanra ina cuid de chúram an chúnamh d'fhostaithe chomh maith. Cuireann an tseirbhís thostaobhach gur féidir a bhaint amach go réidh éisteacht chóir, bháil ar fáil chun cabhrú le measúnú agus le tomhas deacrachtaí agus chun cur chuige struchtúrtha i sárú fadhbanna a chruthú.

## Cineál Cásóibre



Adhmaíonn an Státseirbhís tríd an SCFS a sholáthar tábhacht a ndéanann an fostaí aonair agus na buntáistí a ghabhann le soláthar tacaíochta do lucht foirne, go háirithe dóibh siúd a bhfuil deacrachtaí acu. Is comhpháirt thábhachtach de chur chun cinn leas fostaíte agus d'éifeacht eagrúcháin í an tSeirbhís. Is fearr a bhíonn fostaíte a mbíonn teacht ar chúnamh agus ar fhaisnéis acu in ann déileáil le ceisteanna pearsanta agus le ceisteanna a bhaineann lena gcuid oibre. Tá léirithe gur féidir le Seirbhísí Cúnamh d'Fhostaithe ábhair bhuartha fostaíte a shainaithint agus a mhaolú sula dtéann siad i ngéire san ionad oibre.

Cé go bhfuil gréasán atá a bheag nó a mhór seasmhach ann maidir le húsáid na seirbhíse san iomlán agus leis an raon fadhbanna a nochtar tá treochtaí staitistiúla ann a nochtadh in 2008 i gcomparáid le 2007 a léiríonn méadú suntasach ar na figiúirí i dtaca le meabhairshláinte, strus, ionchais ghairme agus deacrachtaí i dtaca le hairgead. Sna cásanna sin cuireadh comhairliúchán gearrthearma agus rochtain ar raon leathan acmhainní faisnéise, agus atreorú cuí, má bhí gá lena leithéid, ar fáil tríd an SCFS.

Sa bhliain 2008 leanadh ar bhealaí éagsúla de chúram agus de thiomantas na nOifigeach Cúnamh d'Fhostaithe do leas státseirbhíseach a léiriú agus clár an Lárionaid d'Fhorbairt Bainistíochta agus Eagrúcháin ar *Management* agus *Pre-Retirement* san áireamh. Leanadh den obair ar Pholasaí um Alcól agus Drugaí don Státseirbhís i gcomhar leis an bPríomh-Dhochtúir Oifigiúil, an Roinn Airgeadais, Ionadaithe Ceardchumann agus Oifigigh Phearsanra.

*Soláthraíonn an tSeirbhís Chúnamh d'Fhostaithe raon leathan tacaíochta agus cuireann sí cúnamh tostaobhach tábhachtach ar fáil d'fhoireann agus do bhainistíocht na Státseirbhíse i gcás fadhbanna pearsanta agus deacrachtaí oibre. Bhíothas gnóthach in 2008 nuair a chuir tionscnaimh éagsúla, go háirithe foilsíú **Wellness at Work**, le leanúint d'fhaisnéis ardchaighdeán agus seirbhís tacaíochta do lucht foirne uile. Is breá liom an deis a bheith agam mo bhuíochas a ghabháil leis na hOifigigh Chúnamh d'Fhostaithe as a ndílseacht leanúnach don SCF.*

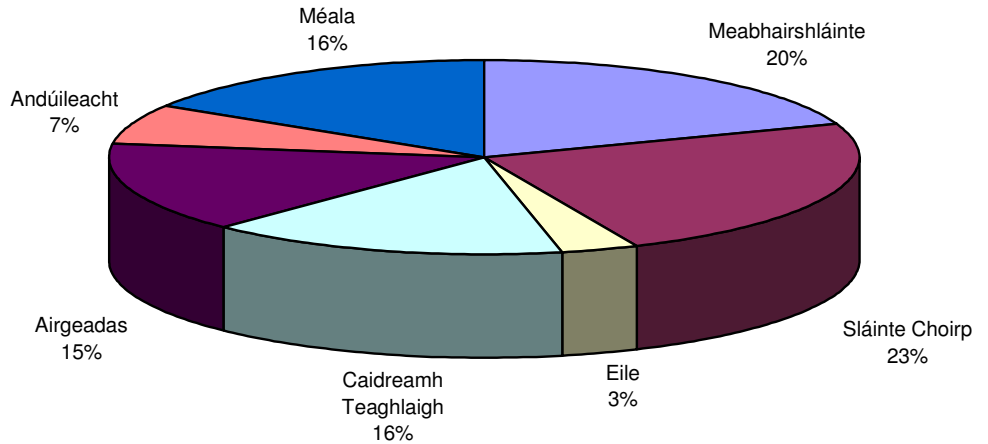
**Breda Scanlan  
POC, An Roinn Airgeadais**

*Is minic a phléann Oifig an Phríomh-Dhochtúra Oifigiúil don Státseirbhís (OPDOSS) cásanna faoi bhrí na mionn leis an tSeirbhís Chúnamh d'Fhostaithe, mar féadfaidh an cur chuige seo bheith ríluachmhar maidir le tuiscint níos fearr a bhaint amach ar cheisteanna a bhaineann le cúrsaí oibre agus cur chun cinn cúrsaí. Ó am go chéile féadfaidh Oifig an PDOSS a mholadh go mbeadh lámh ag an OCF in obair atá idir lámha, nó féadfaidh an OCF a mholadh anois is arís go mbeadh Oifig an PDOSS páirteach in obair. Le 18 mí anuas tá Oifig an PDOSS agus an tSeirbhís Chúnamh d'Fhostaithe ag obair i gcomhar le Rannán Pearsanra agus Luach Saothair na Roinne Airgeadais ar pholasáit nua na Státseirbhíse um Mí-úsáid Alcóil agus Drugaí.*

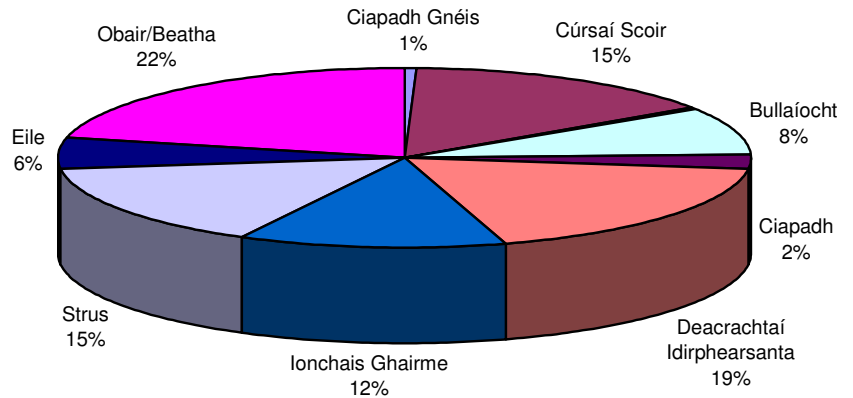
**Dr Tom O'Connell  
Oifig an Phríomh-Dhochtúra  
Oifigiúil don Státseirbhís**

## Miondealú ar Chásobair

### Cúrsaí Pearsanta



### Bainteach le hObair



Lean Oifigigh Chúnamh d'Fhostaithe de cheardlanna a eagrú/sholáthar ar ábhair ábhartha chuí; ar idirchaidreamh a dhéanamh le hOifig an Phámháistir Ghinearálta agus de chúnamh a thabhairt leis an nuachtlir bhliantúil do lucht foirne atá ar scor. Tá an SCFS tiomanta do sheirbhís a chur ar fáil atá tostaobhach, a thugann tús áite don chliant, atá tráthúil, éifeachtach, cumasach agus ábhartha don eagraíocht.

Foilsíodh bileoigín **Wellness at Work** i mí na Nollag a léirigh an chaoi a gcabhraíonn meon ceart maidir le meabhairshláinte, maraon le córas sláinte corpartha agus aclaíocht, cothú fiúntach agus scíth san áireamh, le teacht aniar i dtaca le beatha agus strus oibre a chothú. Léirítear teicníochtaí sonracha a dhíríonn ar bhealaí chun sláinte a fheabhsú trí athruithe beaga a dhéanamh ar an lá oibre. Scaipeadh cóipeanna ar na baill foirne go léir. Moladh tionscnamh seo an SCFS go mór.

Is féidir tuilleadh cóipeanna den bhileoigín a fháil ón tSeirbhís Chúnamh d'Fhostaithe. Ina theannta sin tá an bileoigín ar fáil ar [www.cseas.gov.ie](http://www.cseas.gov.ie).

