



# Civil Service Employee Assistance Service Annual Report 2009

## The Civil Service Employee Assistance Service

(CSEAS) 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.

**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.

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

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.



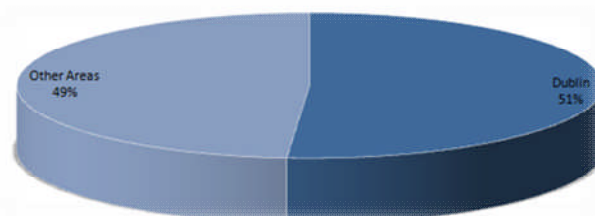
Civil Service Employee Assistance Service

A confidential service, it 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.

During 2009, a total of 4,429 contacts were made by Civil Servants all over Ireland.

The following charts present CSEAS usage for casework only during 2009. However it is important to remember that the complexity of some cases is not easily reflected in statistics.

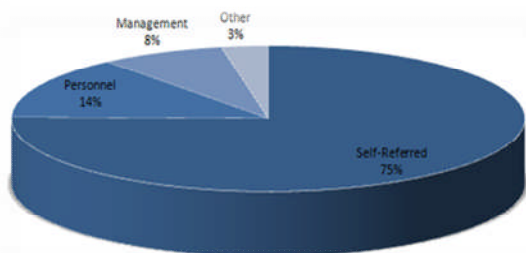
## Facts at a glance: Cases by location



Consideration was ongoing in 2009, under the auspices of the Department of Finance, to further enhance service delivery through a shared services approach on a regional basis.

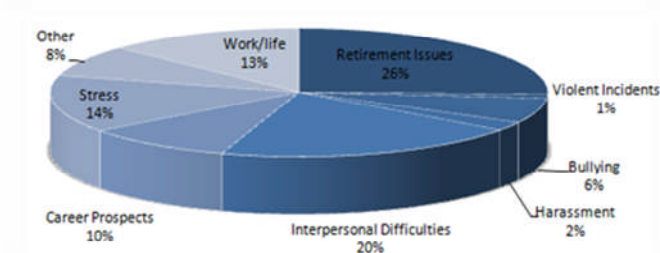
In 1993 the concept of regionalization of the Service was raised – a development widely welcomed due to an increase in the numbers of employees located in the provinces and the limitations of providing the service from a Dublin base.

**Facts at a glance:** 75% self referred



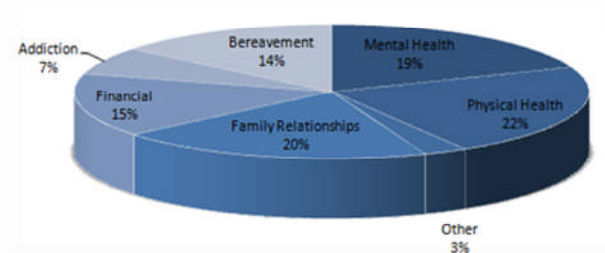
Self-referral remains the predominant route to accessing the EAS. This indicates an awareness of EAS availability and benefits. Referral from line managers and personnel sections is encouraged, in order that a multi-disciplinary approach can be used to effect an early intervention and a positive outcome.

**Facts at a glance:** Work related Casework

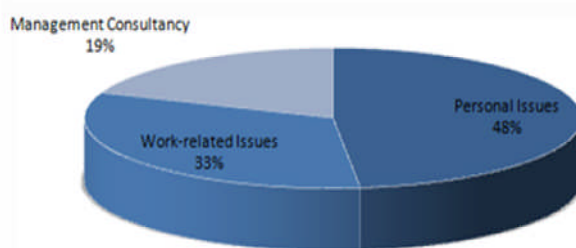


The range of presenting issues reflected a slightly higher usage of EAS for work-related problems. An increase in support on retirement issues was evident and can be attributed to initiatives such as the ISER (incentivised scheme for early retirement)

**Facts at a glance:** Personal Casework



**Facts at a glance:** Casework breakdown. Total w/related 52%, Personal 48%



Supporting supervisors and managers in helping employees and interacting with Personnel Divisions falls within the employee assistance remit.

**Also in 2009**

- The CSEAS was represented in working with the CMO (Chief Medical Officer) and the Department of Finance on the new Civil Service Workplace Alcohol and Drugs Policy.
- The economic downturn presented many challenges for employees resulting in financial and family difficulties. The CSEAS would like to acknowledge the support of the PSFS (Public Service Friendly Society) and commend the work of the Chairman and team in this regard.
- Regular liaison with the staff of the CSOHD (Civil Service Occupational Health Department) continued and facilitated having a co-ordinated approach with personnel sections, in assisting in the managing of sick leave.
- 6 EAOs left the CSEAS leaving a total of 17. This has led to increased demands on the remaining EAOs who continually strive to maintain a quality service.
- Work continued on website management with the launch of a new look website.