

CSEAS ? FAQs

What is the Civil Service Employee Assistance Service?

The Civil Service Employee Assistance Service (CSEAS) is a nationwide Employee Assistance Service for all staff members working in the Civil Service. We support individuals with any workplace or personal difficulties that may be having a negative impact on them at home or at work.



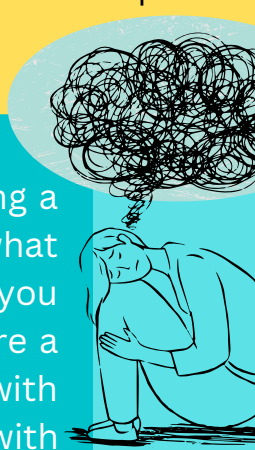
What services do you provide?

- One-to-one confidential* support for staff members
- Support to managers and HR
- An information point on various policies and processes e.g. Sick Leave, Dignity At Work, Probation etc.
- Respond to Critical Incidents in the workplace
- Provision of presentations / webinars to staff teams and departments on topics pertaining to staff wellbeing

More information can be found at www.cseas.per.gov.ie

What issues can you help with?

We support individuals with any issues that are worrying them or are having a negative impact on their work and / or personal life. There is **no limit** to what can be discussed with us. We can also act as a sounding board in helping you decide on the best course of action to deal with your query or issue. We are a non-judgemental, confidential and free service where you will be met with empathy and understanding. Examples of issues that we offer support with include **interpersonal / relationship difficulties, mental and physical health issues, financial worries, bereavement, domestic abuse, workplace issues, suicidal ideation** etc. However, this is not an exhaustive list. If specialised services would be more appropriate to support you, we will help point you in the right direction while still offering interim support, if needed.



How can I access the service?

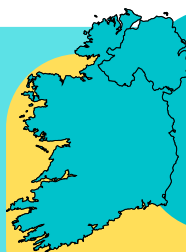
You can self-refer to the service by calling our Freephone number on **0818 008 120** or by contacting your Employee Assistance Officer (EAO) directly. All contact details of your department's designated EAO are on our website www.cseas.per.gov.ie and can be found by clicking on the 'Meet our Team' rolling screen. If you need immediate **crisis support**, you can contact our Freephone number where there is an on-duty EAO available to take your call during CSEAS opening hours. Alternatively, you can **contact us at cseas@per.gov.ie**

0818
008
120

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service



Where is the CSEAS located?

The CSEAS is a nationwide service with offices in **Dublin, Sligo, Offaly, Limerick, Cork and Galway.**

What type of appointments do you offer?

We offer phone, in-person and online appointments. An in-person appointment can take place at the office of your EAO, or at your workplace if there is a suitable private space to talk, or it can be somewhere mutually convenient. Your EAO will be happy to accommodate you as much as possible. Phone and online appointments are arranged at times to suit you. We can also facilitate appointments for clients who are deaf or have hearing difficulties with the use of Irish Sign Language Interpreters.



How long will I be waiting for an appointment?

When you contact the CSEAS, your EAO will endeavour to arrange an appointment with you to occur within 5 working days, where possible. Where an appointment involves travel by the EAO or client, the meeting is scheduled for as soon as practicable.



What are the opening hours of the CSEAS?

The CSEAS operates Monday - Thursday from 9:00am - 5:15pm and on Fridays from 9:00am - 5:00pm. If required, appointments can be facilitated outside of these hours by prior arrangement.

Is there a limit to how many times I can use the service?

No, there is no limit on accessing the service. You are welcome to contact the CSEAS as much as you need to. We will work with you to determine the level of support required and the duration. We are here to support you.

Will my manager or HR be informed that I have used the service?

The CSEAS is a confidential* service and a person's information will not be shared with HR, management or any third party without the explicit written consent of the individual. If you are using the service during working hours, you will need to let your line manager know that you have an appointment with the CSEAS so that you can be excused from your duties. However you do not need to disclose why you are using the service. * *There are exceptions to confidentiality and these can occur where:*


- *There is a threat of harm to the self, others or a threat to life*
- *There is a statutory responsibility to report e.g. child protection*
- *Non-disclosure of information would compromise the CSEAS*
- *The CSEAS becomes aware of a possible breach in criminal law*
- *Required by a court or legal process to do so, disclosure may be necessary*

Where possible the Employee Assistance Officer will always notify the individual that a disclosure is necessary and encourage the individual to be part of that disclosure.

Can civil service family members use the service?


The CSEAS is for current, serving civil servants only. However, if you are concerned about a family member, we can offer advice and support you to support them.






I'm not happy in my current role and want to transfer to another department or location. Can the CSEAS help me with this?

Transfers are dealt with through the Civil Service Mobility Scheme and the CSEAS have no involvement in this. However, we can support you with any issues that may underpin your desire for a transfer.



I'm thinking of retiring soon. What kind of support can you provide me with in relation to this?

The CSEAS can explore and support you with any concerns that you may have regarding the changes in your life that retiring will bring. For example, you can work with an EAO to discuss a wellbeing plan in the immediate aftermath of retiring, or discuss any life goals you may have and wish to achieve. The CSEAS can also take you through the steps involved in the retirement process. However, enquiries regarding your specific pension and lump sum entitlements should be directed to your local HR and/or NSSO.



I am a HR / People manager and am concerned about one of my staff members. How can the CSEAS support me to support them?

In any situation, HR and managers can consult the CSEAS for guidance and advice in dealing with staff welfare issues. This should be done on an anonymised basis thus giving due regard to the data protection rights of the staff member concerned. This allows HR / managers to obtain support in dealing with the situation arising, to look at options for managing it and, to consider appropriate referrals. Every effort will be made by CSEAS to support HR / managers in these situations so as to facilitate a positive outcome for all. HR / managers have the option of suggesting the services of the CSEAS to the staff member.

Where the CMO has recommended that a staff member be referred to the CSEAS, HR / managers may refer the staff member to the CSEAS without seeking his / her agreement.

More information on the CSEAS referral policy can be found at www.cseas.per.gov.ie