

Supporting and  
Assisting Civil  
Servants for  
over 30 years

Don't  
know  
where to  
turn?

### Mission Statement

The Civil Service Employee Assistance Service (CSEAS) aims to provide assistance and support on a strictly confidential basis, to civil servants who may be experiencing either work or personal difficulties.

The service provides an in-house programme through which employees can avail of:

- Assistance in evaluating and assessing difficulties
- Help in planning a structured approach to coping with or resolving difficulties
- Counselling
- Management consultancy and support
- Information

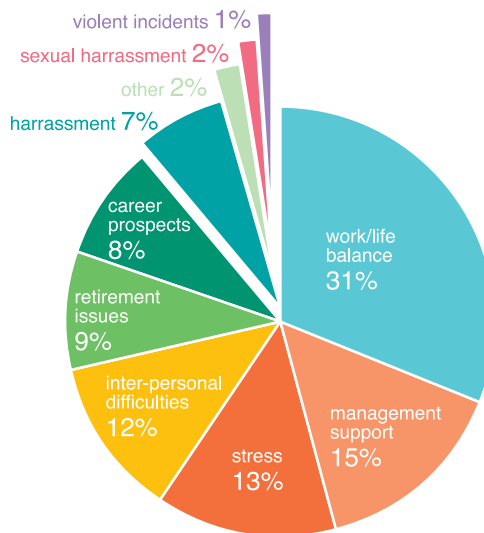
# Civil Service Employee Assistance Service (CSEAS)



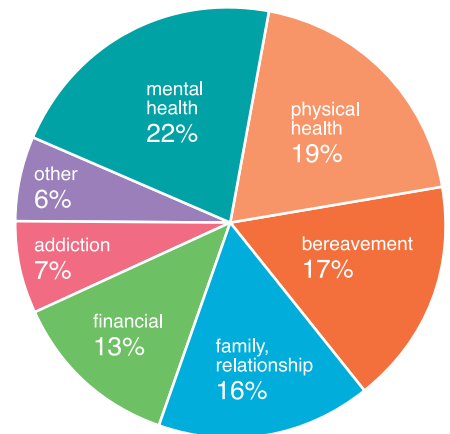
Seirbhís Chúnamh d'Fhostaithe na Státseirbhíse

## CSEAS Annual Report

2001



Categories of  
work-related casework



Categories of  
personal casework

## Over 7000 individuals availed of CSEAS in 2001

### Dear Colleague

Over the last year the 24 Employee Assistance Officers (EAOs) who currently make up the Employee Assistance Service (EAS) have continued to provide a high-quality confidential information and support service to civil service staff.

Most of us, at some stage in our careers, will have to face some form of problem that may impact on our effectiveness at work. These difficulties may be work or health related, or may be caused by matters arising outside of work such as bereavement, addiction, relationships or financial difficulty. Many people who encounter such problems find that it helps if they talk to someone outside their immediate circle of family or friends. The availability of a free, confidential service that may be accessed by all staff for assistance, support, counselling or information can help to identify problems, and work towards solutions.

Although the work of EAOs is, for the most part, reactive the EAS places great emphasis on its proactive and preventative role. In this regard staff are encouraged to approach an EAO at an early stage about potential concerns as problems tend to be resolved more successfully the sooner they are addressed. EAOs can also provide information on a wide range of topics such as family law, health and social welfare services, probate and income tax.

All EAOs work to a Code of Practice and are members of the Irish branch of the Employee Assistance Professionals Association (EAPA Ireland). They are highly motivated and committed to ongoing personal training and development in order to enhance the service.

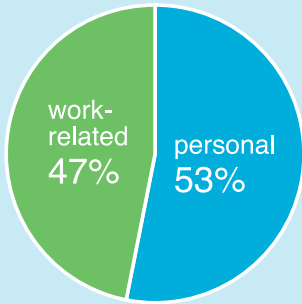
The Employee Assistance Service is there for your well-being. (Over 7000 individuals availed of the service in 2001.) If you feel it could be of help to you, use it.

*Kenneth Spratt  
Department of Finance.*

*The Employee Assistance Service is free and confidential*



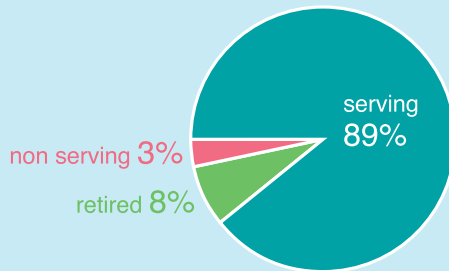
## Casework



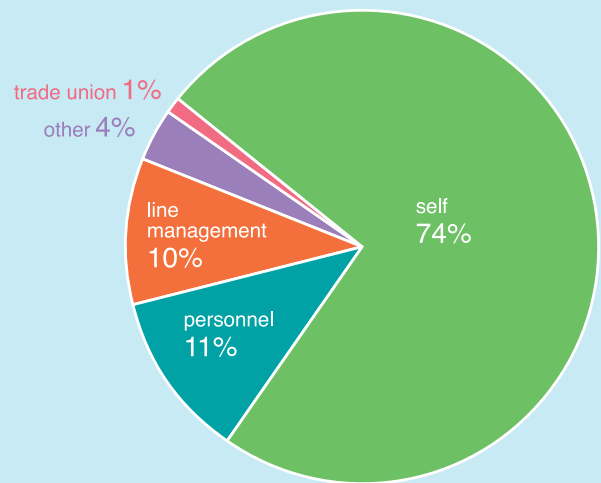
**Work related** issues include workloads, nature of work assigned, anxiety about level of performance, work related stress, difficult working relationships, harassment, sexual harassment, bullying, violent incidents, communication difficulties, inappropriate workplace behaviour, personal hygiene, management support, retirement, work/life balance etc. Consultation with line managers, personnel section, medical advisors, occupational health department and others may be required where appropriate.

**Personal** issues include mental and physical health, bereavement, family/ relationships, financial, addictions, etc.

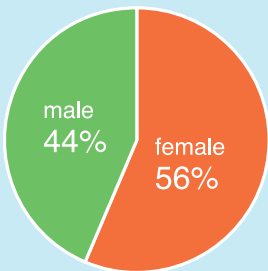
### Casework by Employment Status



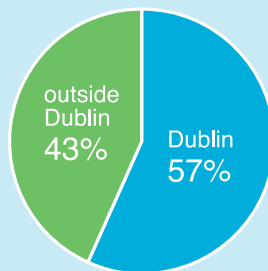
### Casework by Referral Source



### Casework by Gender



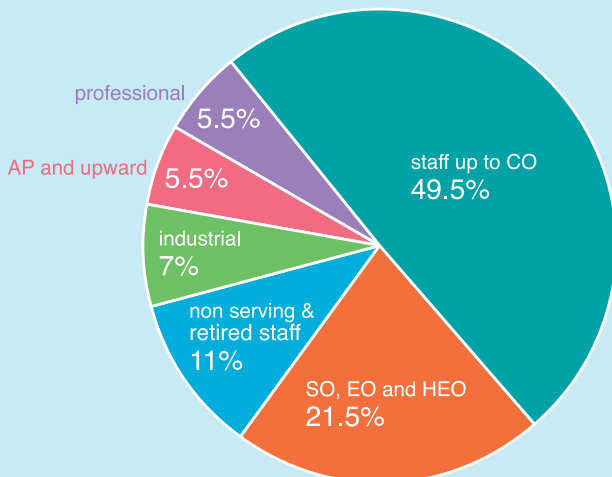
### Casework by Location



**6700 serving staff sought assistance**

**Information queries** include a wide range of issues relating to social welfare entitlements, health services, family law, housing, income tax etc. These queries often require ongoing contact and can be complex in nature and time consuming.

## Casework by Employment Grade



	Total in grade	Usage EAS	Usage as a percentage of total
Staff up to CO	12,942	1,504	11.6%
SO, EO and HEO	9,385	655	7%
Professional	5,579	170	3%
AP and upward	2,685	171	6.4%
Industrial	1,206	214	17.7%

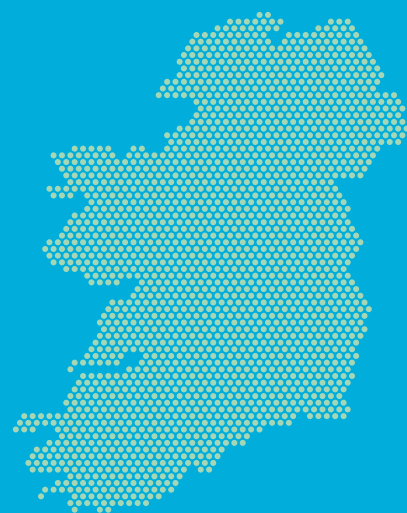


## *Three Decades of Staff Welfare*

# Unlock a world of support

*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 to seek help.*

*The purpose of the Employee Assistance Service is to provide confidential counselling, referral, support and information to all serving and retired staff*



### **The EAS is:**

**LOCAL** in your department

**NATIONAL** in every government office

**INTERNATIONAL** networking worldwide to ensure best practice.

The civil service has a long history in the provision of welfare services for its staff. The current Employee Assistance Service (EAS) developed from the former Staff Welfare Service which was put in place in some of the larger Government Departments over thirty years ago.

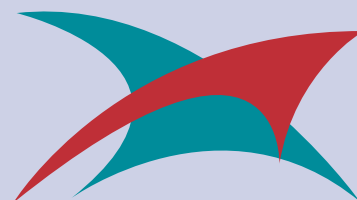
In the mid eighties the Public Service Executive Union made a claim for the provision of an improved Welfare Service to be made available to all civil servants in all Government Departments/Offices irrespective of location. The rationale for the development of the Service was motivated by the desire to assist with personal problems and difficulties which might impair a person's ability to effectively perform his/her duties and the recognition of the contribution which a properly structured Staff Welfare Service could make to the efficient discharge of the work of the civil service. The overall aim was to review and build on the existing service, expand it in terms of staffing, formalise training for Welfare Officers and provide a counselling and referral service to all staff. It was recognised that for the new Service to be successful it would have to continue to be run strictly on a confidential basis between Welfare Officer and client.

By 1989 the restructuring of the Service was complete. The Department of the Public Service assumed responsibility for the management, co-ordination and monitoring of the Service to include the training and development of Welfare Officers. The task of selecting suitable people to staff the Service was assigned to the Civil Service Commission. Additional Welfare Officers were appointed and the Service was extended to all Government Departments.

In 1991, as part of an ongoing process of restructuring and improving the Service, all Welfare Officers completed a course on Employee Assistance run by the Institute of Personnel Management and the Service was re-launched as the Employee Assistance Service. Employee Assistance Officers took on a more pro-active role in promoting the Service as a valuable resource available to all civil servants.

In the intervening decade the Service has continued to develop and expand. In the last year two new posts have been created and four new Employee Assistance Officers have joined the Service making a total complement of 24 EAOs, nineteen of whom are based in Dublin and the remaining five in Limerick, Cork, Sligo, Castlebar and Wexford. Employee Assistance Officers are committed to ongoing personal training and development in order to increase their expertise in different fields. They are conscious of the right which civil servants have under the Safety, Health and Welfare at Work Act 1989 and the Employment Equality Act 1998 to a safe place of work and will continue to develop the Service so that it can respond appropriately to the changing needs of civil servants.

*Margaret Griffin,*  
*Chairperson,*  
*Employee Assistance Network*





Seirbhís Chúnaimh d'Fhostaithe na Státseirbhíse  
Supporting and Assisting Civil Servants for over 30 years

# Contact Details of Employee Assistance Officers



**Dick Beamish**  
Central Statistics Office  
Skehard Road, Cork  
Tel: (021) 4535 300  
Mobile: (087) 2450131  
Fax: (021) 4535747  
Email: dick.beamish@cso.ie  
Other: **CSO Cork**  
Agriculture, Cork and Kerry Offices



**Margaret Breen**  
Dept of the Marine and Natural Resources  
Leeson Lane, Dublin 2  
Tel: (01) 6715103 (direct)  
Email: margaret.breen@marine.irlgov.ie  
Other: **CSO Dublin and Marine**



**Peter Byrne**  
Dept of Social, Community & Family Affairs  
Oisín House, Pearse Street, Dublin 2  
Tel: (01) 6715103 (direct)  
Mobile: (087) 2425135  
Email: peter.byrne@esatlink.com



**Lorus Collum**  
Office of Public Works  
51 St. Stephen's Green, Dublin 2  
Tel: (01) 6613143 (direct)  
Mobile: (087) 2314542  
Fax: (01) 6613109  
Email: lorus.collum@opw.ie



**Damian Davy**  
Office of the Revenue Commissioners\*  
Mezzanine Floor, Hammam Buildings  
11-13 Upper O'Connell Street, Dublin 1  
Tel: (01) 8873980 (main)  
(01) 887 3982 (direct)  
Mobile: (087) 2505405  
Fax: (01) 874 6865  
Email: emacdaei@revenue.msmaill



**Catherine Fagan**  
Department of Agriculture and Food  
Agriculture House, Kildare Street, Dublin 2  
Tel: (01) 6072139 (direct)  
Mobile: (086) 8098502  
Fax: (01) 6072577  
Email: catherine.fagan@agriculture.gov.ie



**Margaret Fagan**  
Department of Social, Community & Family Affairs  
Pension Services Offices,  
College Road, Sligo  
Tel: (071) 69984 (direct)  
Mobile: (087) 2529709  
Fax: (071) 69926  
Email: margaret.fagan@welfare.ie



**Kevin Farrell**  
Office of the Revenue Commissioners\*  
Mezzanine Floor, Hammam Buildings  
11-13 Upper O'Connell Street, Dublin 1  
Tel: (01) 887 3980 (direct)  
Mobile: (087) 2505405  
Fax: (01) 874 6865  
Email: emacdaei@revenue.msmaill



**Brid Gooney**  
Department of Agriculture & Food  
Johnstown Castle, Wexford  
Tel: (053) 63479  
Mobile: (087) 2324014  
Fax: (053) 43995  
Email: brid.gooney@agriculture.gov.ie



**Margaret Griffin**  
Department of the Environment  
& Local Government  
Room B.21, Custom House, Dublin 1  
Tel: (01) 8882313 (direct)  
(01) 8882000, ext.2313  
Mobile: (087) 6477158  
Fax: (01)888 2688  
Email: margaret\_griffin@environ.irlgov.ie



**Eimer Harding**  
Department of Arts, Heritage,  
Gaeltacht and the Islands  
4th Floor, Phoenix House  
7-9 South Leinster Street, Dublin 2  
Tel: (01) 672 6009  
Mobile: (087) 2033072  
Fax: (01) 669 0974  
Email: eharding@ealga.ie



**Vivian Harney and Mary McLarney**  
Department of Finance, Phoenix House  
7-9 South Leinster Street, Dublin 2  
Tel: (01) 6613762 (direct)  
(01) 6613184 (direct)  
Fax: (01) 6613721  
Email: vivian\_harney@finance.irlgov.ie  
Mary\_McLarney@finance.irlgov.ie



Mobile, Vivian: (087) 9170873  
Mobile, Mary: (087) 2608201  
Other: **Ordnance Survey**  
**Presidents Establishment**  
**DPP, State Laboratory**  
**Attorney General's Office**  
**Taoiseach's Office**  
**Valuation Office**



**Brian Hennessy**  
Department of Defence  
Infirmary Road, Dublin 7  
Tel: (01) 6706414 (direct)  
Mobile: (087) 2576935  
Email: brian.hennessy@defence.irlgov.ie  
Other: **Public Enterprise**  
**Tourism, Sport and Recreation**



**Pamela Holland**  
Department of Justice, Equality & Law Reform  
St. Stephen's Green House  
Earlsfort Terrace, Dublin 2  
Tel: (01) 6612440 (direct)  
Mobile: (087) 2384308  
Fax: (01) 662 8327



**Ann Jordan**  
Department of Agriculture and Food  
Agriculture House  
Kildare Street, Dublin 2  
Tel: (094) 35300 Ext.3256  
Mobile: (086) 8098500  
Email: annie.jordan@agriculture.gov.ie



**Triona King**  
Office of the Revenue Commissioners\*  
Mezzanine Floor, Hammam Buildings  
11-13 Upper O'Connell Street, Dublin 1  
Tel: (01) 887 3980 (direct)  
Mobile: (087) 2602832  
Fax: (01) 874 6865  
Email: emacdaei@revenue.msmaill



**Eileen Maher**  
Department of Health and Children  
Hawkins House, Hawkins Street, Dublin 2  
Tel: (01) 6354298  
Mobile: (086) 8258718  
Fax: (01) 635 4703  
Email: Eileen\_Maher@health.irlgov.ie  
Other: **Civil Service and Local**  
**Appointments Commissioners**  
**Ombudsman's Office**



**Deirdre Maye**  
Department of Justice, Equality & Law Reform  
St. Stephen's Green House  
Earlsfort Terrace, Dublin 2  
Tel: (01) 6785184 (direct)  
(01) 604 5370  
Mobile: (087) 2267641  
Fax: (01) 662 8327



**Una Meehan**  
Department of Foreign Affairs  
76/78 Harcourt Street, Dublin 2  
Tel: (01) 4082377  
Mobile: (087) 2347027  
Fax: (01) 4082608  
Email: una.meehan@iveagh.irlgov.ie



**Bernie Moran**  
Department of Education and Science  
Marlborough Street, Dublin 1  
Tel: (01) 889 2342  
Mobile: (087) 2604517  
Email: Bernie\_Moran@education.gov.ie  
Other: **Houses of Oireachtas**



**Aidan Newman**  
Office of the Revenue Commissioners\*  
Mezzanine Floor, Hammam Buildings  
11-13 Upper O'Connell Street, Dublin 1  
Tel: (01) 887 3980 (direct)  
Mobile: (087) 2557654  
Fax: (01) 874 6865  
Email: emacdaei@revenue.msmaill



**Yolande O'Leary**  
Office of the Revenue Commissioners  
Sarsfield House, Francis Street, Limerick  
Tel: (061) 410502  
Mobile: (087) 6823295  
Fax: (061) 488596  
Email: emacdaei@revenue.msmaill



**Orla Ryan**  
Department of Enterprise, Trade and  
Employment  
Room 3.01, Frederick Buildings  
South Frederick Street, Dublin 2  
Tel: (01) 6312394 (direct)  
Mobile: (087) 2772147  
Fax: (01) 6312427  
Email: Orla\_Ryan@entemp.ie

**Other:**

- \* Chief State Solicitor's Office  
Comptroller and Auditor General

## CIVIL SERVICE EMPLOYEE ASSISTANCE SERVICE (CSEAS)

Name of Employee Assistance Officer

Department

Telephone

Email

*The Employee Assistance Service is free and confidential*