

## Restructuring of the Civil Service Employee Assistance Service (CSEAS)

The Civil Service Employee Assistance Service (CSEAS) has recently been restructured as a shared service, under central management within the Department of Public Expenditure and Reform. Employee Assistance Officers (EAOs) are located in Dublin (Head Office), Tullamore, Cork, Limerick, Castlebar and Sligo, providing a shared service to all Government Departments/Offices.

The CSEAS is an important shared service element of the human resource structure in the Civil Service. It plays a key part in an ethos of promoting employee wellness and organisational effectiveness. The CSEAS provides a wide range of confidential supports to staff and management designed to assist employees to manage work and life difficulties which, if left unattended, could adversely affect work performance and/or attendance and quality of life.

### Services

This is an in-house

programme where all employees may avail of the following:

- Assistance in evaluating and assessing difficulties;

- Help in planning a structured approach to coping with and resolving difficulties;

- Follow-up contact and support;

- Short-term solution-focused issue resolution;

- Referral to external professionals or agencies as considered appropriate and in agreement with the individual;

- Information on a wide range of topics in the area of social services, health/social welfare entitlements and support agencies;

- Advisory service and support to managers and supervisors, where they have concerns about a staff member.

### Proactive Initiatives

The CSEAS provides a proactive approach to employee well-being by promoting and highlighting issues of relevance to employees. When requested by Departments, EAOs will make presentations on courses such as induction, manager training and retirement planning. In addition, presentations are available on topics including but not limited to, Dignity at Work, Stress Management, Conflict Resolution and Health & Well-being.

### Issues of concern

Any of us can experience challenging or difficult times or events during the course of our lives. Often these can impact on our ability to perform to our full potential in the workplace. At times such as these, it may be helpful to avail of a service such as the CSEAS. The types of instances can be many and varied and can include the following:

- Work-related issues (Human aspects of work e.g.

- Interpersonal Difficulties);
- Stress;
- Health issues;
- Family/marital issues;
- Financial matters;
- Substance abuse;
- Gambling;
- Eating disorders;
- Bereavement/loss;
- Pre-retirement issues.

(This is not an exhaustive list – if anything is bothering you, you can seek the support of the EAO).

### **Confidentiality**

Normal professional standards apply in relation to confidentiality. All consultations between individuals and the CSEAS remain confidential and will not be disclosed to a third party outside of the CSEAS without the prior knowledge and consent of the individual. However, there are exceptions to confidentiality as follows:

- Life-threatening situations;

- Where the EAO becomes aware of a breach in criminal law;
- Where the concealment of information would compromise the EAO.

EAOs must report matters where there is a legal obligation to do so.

*All EAOs operate to the CSEAS Code of Practice.*

### **Referral**

Where a staff member has been referred by HR Divisions, Management or the Chief Medical Officer (CMO), confirmation of attendance will be made available and proposed feedback or progress reports will be discussed with the staff member. Should the staff member choose not to avail of the support of the CSEAS, this will be relayed to the person who made the referral, if required.

### **Making contact**

Contact with the CSEAS can be made by phone, email or post. Contacts of a general nature may be

handled by CSEAS support staff, with referral to an EAO where necessary. Should you require immediate crisis support, an on-duty EAO will be available to speak with you during office hours. If you require an appointment or telephone consultation, your details will be taken and an appointment will be arranged for you with the relevant EAO for your Department/Region.

### **Attending the Service**

An appointment will be arranged for you at the office of the EAO or, if this does not suit, at a mutually acceptable venue. Absence during core working hours will need to be sanctioned by your line manager and a letter confirming attendance will be available.

Please visit the CSEAS Website [www.cseas.per.gov.ie](http://www.cseas.per.gov.ie) for further information.

Please contact the CSEAS at:

**Ph: 0761 000 030 or e- mail: [cseas@per.gov.ie](mailto:cseas@per.gov.ie) or Address: CSEAS, Dept. Public Expenditure & Reform, 3<sup>rd</sup> Floor St. Stephen's Green House, Earlsfort Terrace, Dublin 2**

- to make an appointment with an EAO in any region
- to arrange a telephone consultation with an EAO in any region
- to make a general enquiry

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