

Information on the CSEAS

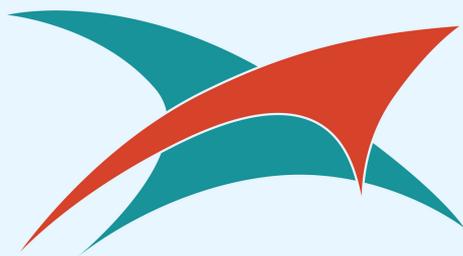
Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service

www.cseas.per.gov.ie

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What is the CSEAS?

The CSEAS, under central management in the Department of Public Expenditure and Reform, 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 free and 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. Employee Assistance Officers operate on a regional basis.

How can the CSEAS help you?

Employee Assistance Officers (EAOs) are available to offer confidential support and guidance to civil servants who may be experiencing personal and/or work related difficulties. These difficulties may be your own, or you may be feeling the impact of

On-duty EAO available at 0818 008120

Monday - Thursday: 9am - 5.15pm

Friday: 9am - 5pm

**Appointments are available evening
and weekends if required**

Email: cseas@per.gov.ie

www.cseas.per.gov.ie

living with or being close to people who have difficulties. If you have a concern, it is always better to address it as early as possible.

Management Support

Managers can contact the CSEAS to have a confidential* and supportive discussion where they have concerns about a staff member. This should be done without disclosing the staff member's identity.

Managers can also suggest to the staff member that he/she may contact the CSEAS directly for support.

Contacting the CSEAS?

You can contact the CSEAS helpdesk by phone 0818 008120 or by email cseas@per.gov.ie during normal working hours. Contact details for individual CSEAS staff members are available on the CSEAS website www.cseas.per.gov.ie. Issues of a general nature may be handled by CSEAS admin 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. Appointments and/or further telephone consultations with the relevant EAO for your department or region can be facilitated.

Attending the CSEAS

An appointment will be arranged with you at the office of the EAO or, if this does not suit, at a mutually acceptable venue. Time off from work is permitted to attend the CSEAS. Absence during core hours will require sanction by your line manager and a letter confirming your attendance at the CSEAS can be given to you.

Depending on the issue, a number of meetings may be required with the EAO (usually 4 to 6 engagements would be considered adequate to help with any issue).

The EAO will support you within the remit and competence of the CSEAS. Should a referral to an outside agency or professional be considered appropriate, this will be discussed with you. Any costs in attending outside agencies or professionals will be incurred by you, the client.

What issues can I contact the CSEAS about?

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. If anything is causing you concern, you can seek the support of the EAO, instances can include the following:

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- Work-related issues (e.g. interpersonal difficulties, harassment, bullying, balancing work with domestic responsibilities)
- Stress
- Health issues
- Family and marital issues (domestic violence, separation, relationships, secondary family issues)
- Financial matters (budgeting, debt)
- Substance abuse/addiction (alcohol, drugs etc.)
- Non-substance abuse/addictions (gambling, internet etc.)
- Eating disorders
- Bereavement (coping with grief/loss, practical information following bereavement)
- Pre-retirement issues/concerns

Referral to the CSEAS

A staff member can self-refer to the CSEAS by contacting the Service directly.

The CSEAS is committed to data protection legislation and GDPR compliance. As such, the CSEAS will accept HR/Management Referrals in the following situations only:

1. Where there is a risk to life e.g. suicidal intent
2. Where the referral has been recommended by the Office of the Chief Medical Officer (CMO)
3. Where HR or a manager has concerns for a staff member's mental health and wellbeing and has received verbal consent from the staff member for the CSEAS to make contact

Where you have been referred by HR Division, line management or the CMO as above, confirmation of your attendance/engagement will be given to the referring party and any proposed feedback or progress reports will be agreed with you.

Should you choose not to avail of the support of the CSEAS, this will be relayed to the referring party.

It is in your interest to avail of the support of the CSEAS as it provides you with an opportunity to discuss matters confidentially*. Options for managing or resolving your issues can be explored.

Confidentiality

Confidentiality is between the service user and the CSEAS. Information and personal data disclosed to the CSEAS remain confidential* (see exceptions) and will not be disclosed to a third party outside of the CSEAS without the prior knowledge and consent of the individual.

This is in keeping with normal professional standards.

*Exceptions to confidentiality are:

- Life-threatening situations to the individual, other parties or the public
- Where there is a statutory responsibility to report
- Where required by a court or legal process to do so
- Where non-disclosure of information could compromise the CSEAS
- Where the CSEAS becomes aware of a possible breach in criminal law, disclosure may be necessary

Record Management

Records maintained are strictly protected. Following consultations with the CSEAS, a record of discussions will be held confidentially* within the CSEAS.

All records created and held will comply with the provisions of the Freedom of Information Act 2014, Data Protection Acts 1998 - 2018 and the EU General Data Protection Regulation 2016/679 (GDPR). Please refer to the CSEAS GDPR statement on the CSEAS website.

Ethical Code of Conduct

It is essential that the CSEAS remains impartial in dealing with service users. This creates an environment where CSEAS clients can explore options for problem management and/or resolution. All EAOs operate to the CSEAS Code of Practice, which is available on the CSEAS website.

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