



KERRY DEAF RESOURCE CENTRE

KDRC provides services to Deaf and hard of hearing people at county level and contributes to national issues of equality, access and rights.

Charity No: **CHY20854**

4 Gas Terrace
Tralee
Co. Kerry

21.11.16

IRISH SIGN LANGUAGE INTERPRETING ACCESS- DEPT OF SOCIAL PROTECTION (DSP)

We are delighted to announce that after 3 years of lodging an Equal Status Act complaint against a Community Welfare Office (CWO) office, the Dept. of Social Protection (DSP) have issued us with a national access policy for Irish Sign Language (ISL) interpreting. The complaint is now withdrawn.



The policy is called the **TRANSLATION/INTERPRETIVE/SIGN LANGUAGE SERVICES, AND THE PROVISION OF INFORMATION IN ALTERNATIVE FORMATS POLICY**

WHAT SERVICES DOES THE POLICY COVER?

The policy covers the following services throughout Ireland.



Social Welfare Office



Employment Support (formerly FAS)



Community Welfare Office (CWO)

HOW IS AN ISL INTERPRETER BOOKED?

A **TRANSLATION & INTERPRETIVE SERVICES APP** has been developed to make it easier for staff members to book a sign language interpreter. This is what the app looks like?



A staff member in the Social Welfare Office, Community Welfare Office or the Employment Service (Intreo) logs into the DSP intranet which is called **STÓR** (DSP Corporate Portal).

They choose one of the six options. **Please note:** If you prefer a particular interpreter, make sure to inform the staff member before they send the request.

A request is then sent to the Information Section in Sligo:

- The Information Section will send a booking ID number to the staff member.
- The Information Section will book the interpreter and confirm availability (date & time).

WHAT DOES THE POLICY LOOK LIKE?

Seirbhísí Eolais
Seirbhísí Leasa Shóisialaigh
Bóthar an Choláiste
Sligeach



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Translation/Interpretive/Sign Language Services, and
the provision of Information in Alternative Formats Policy

The Department's Customer Charter and Action Plan 2013-2015 sets out the Departments commitments to providing a professional, efficient and courteous service to all customers.

Specific commitments are included relating to the provision of information in alternative formats such as Braille or Audio.

The following services are provided to customers where required:

- A translation service for documents required to process a claim.
- A language interpretive service provided by 3-way phone conversation.
- A face to face service, where an accredited language interpreter attends in person, to facilitate customer/staff interaction.
- A Sign Language Interpreter to facilitate customer/staff interaction.
- Written information or application forms in Braille, Audio or Large Print.

A customer who requires any of the services outlined above should contact their nearest Intreo Centre, Local or Branch Office or the office dealing with their claim. Department staff will assist customers in accessing the required service.

Department staff can request any of these services online through the internal corporate portal (Stór). The request is processed centrally by Information & Customer Services Section, who make the appropriate arrangements and confirm availability of the service(s) requested.

Detailed information for staff on the procedures to be followed to access these services for customers is available on the corporate portal.

Information for customers on the availability of these services is included on the Department's website www.welfare.ie Work is currently underway with the Department's website developers to highlight the provision of these services on the website home page. In addition, customer service posters are being updated to highlight these services. These posters will be displayed in all Department offices in a prominent place.

Services are provided on request. Demand for the services is monitored and service delivery reviewed regularly with the aim of ensuring that customers are assisted to access the Department's schemes and services in a way that best suits their needs.

The Department welcomes feedback and suggestions from customers on ways in which we can improve service delivery.