








Access Officers under the Disability Act 2005

The Department of Social Protection has appointed Access Officers in accordance with section 26(2) of the Disability Act 2005. Access Officers are responsible for providing or arranging for, and co-ordinating assistance and guidance, to persons with disabilities accessing services provided by the offices and generally to act as a point of contact for people with disabilities wishing to access such services.

The contact details are as follows:

<p>Social Welfare Services Aras Mhic Dhiarmada Store Street Dublin 1</p> <p>Areas included:</p> <ul style="list-style-type: none">• Office of the Minister• Office of the Secretary General• Budget and Finance• Occupational Injuries Benefit• Medical Care• Illness Benefit• Press Office• EU/International Policy• Policy and Planning Unit• Facilities Management Unit• Family Affairs Unit• Personnel	<p>Brian Duff</p> <p> (01) 7043190 <u>brian.duff@welfare.ie</u>  Fax: (01) 7043070</p> <p>Liam Walsh</p> <p> (01) 7043840 <u>liamo.walsh@welfare.ie</u></p> <p>Christopher McCamley</p> <p> (01) 7043828 <u>christopher.mccamley@welfare.ie</u>  Fax: (01) 7043457</p> <p>Muriel Cleary</p> <p> (01) 7043628 <u>muriel.cleary@welfare.ie</u>  Fax: (01) 7043918</p> <p>Does not have responsibility for a particular building but does have a role in ensuring that the programme of making all offices physically accessible to all customers and staff is progressed in line with the Disability Sectoral Plan.</p>
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<p>Social Welfare Services Oisín House Pearse Street, Dublin 2</p> <p>Areas included:</p> <ul style="list-style-type: none"> • Scope (Insurability of Employment) • PRSI Refunds • Service Modernisation • Central Services • Corporate Management Services • Central Support Unit (Dublin South) • Medical Review and Assessment Section 	<p>Michael Murphy</p> <p>☎01-6732494 <u>Michael.murphy@welfare.ie</u> 📠 01-6732018</p>
<p>Social Welfare Services Goldsmith House Pearse Street Dublin 2</p> <p>Areas included:</p> <ul style="list-style-type: none"> • Office of the Director-General • Business Information Security Unit • Risk Management Support Unit • Business Process Improvement Unit • Business Intelligence Unit • IS Division (Pensions Development) 	<p>Pat McDermott</p> <p>☎(01) 6732774 pat.mcdermott@welfare.ie 📠 Fax: (01) 6732777</p>
<p>Social Welfare Appeals Office D'Olier House Dublin 2</p>	<p>Jack O'Shea</p> <p>☎(01) 6732846 jack.oshea@welfare.ie 📠 Fax: (01) 6718391</p>
<p>Social Welfare Services Regional Director's Office Gandon House Amiens Street Dublin 1</p>	<p>John Mangan</p> <p>☎(01) 7043369 john.mangan@welfare.ie 📠 Fax: (01) 7043217</p>

<p>Areas included:</p> <ul style="list-style-type: none"> • Regional Director's Office • Respite Care Grant • Information Systems 	
<p>Information Systems Colbert House Kilmainham, Dublin 8</p> <p>Areas included:</p> <ul style="list-style-type: none"> • Colbert House, East & West Blocks • ISDDU, 16 Parnell Square East 	<p>Declan D'Arcy</p> <p>☎(01) 4164015 declan.darcy@welfare.ie</p> <p>📠 Fax: (01) 4164198</p>
<p>General Register Office (Research Office) 3rd Floor, Block 7 Irish Life Centre Lower Abbey Street Dublin 1</p>	<p>Declan Roche</p> <p>☎(01) 8718018 declan_roche@groireland.ie</p>
<p>General Register Office Government Offices Convent Road Roscommon</p>	<p>Joe Quinn, HEO CRCS Development & Support Section, General Register Office, Government Buildings, Convent Road, Roscommon.</p> <p>☎ (0906)632918, 087-0655364</p> <p>📠 Fax: (0906)632999</p>
<p>Social Welfare Services, College Road, Sligo</p> <p>Areas included:</p> <ul style="list-style-type: none"> • State Pensions 	<p>John Muldowney</p> <p>☎(071) 9148335 john.muldowney@welfare.ie</p> <p>📠 Fax: (071) 9148314</p>

- Blind Pension
- One-Parent Family Payment
- Widow's or Widower's Pensions
- Widowed Parent Grant
- Guardian's Payments
- Supplementary Welfare Allowance
- Free Travel
- Household Benefits
- Project Office
- Internal Audit
- Bereavement Grant

Patricia Conlon

☎(071) 9148490

patricia.conlon@welfare.ie

☎ Fax: (071) 9148314

**Information Services
Social Welfare Services,
College Road,
Sligo**

Areas included

Information Services with responsibility for access to the provision of information throughout the Department including:

- Alternative formats Braille, Audio, etc
- Sign Language
- Printed & Electronic material
- Advertising

Aidan O'Reilly

☎(071) 9193221

Aidan.oreilly@welfare.ie

**Social Welfare Services
St Oliver Plunkett Rd
Letterkenny
Co Donegal**

Areas included:

- Child Benefit
- Treatment Benefit: Dental/Optical/Hearing Aids
- Adoptive Benefit

Roy Baldrick

☎(074) 9164512

roy.baldrick@welfare.ie

☎ Fax: (074) 9125614

<p>Social Welfare Services Shannon Lodge Carrick- on- Shannon</p> <p>Areas included:</p> <ul style="list-style-type: none"> • Client Identity Services • Decisions Advisory Office/Freedom of Information • Employment Support Services • Maintenance Recovery Unit • Back to Work Allowance • Back to Education Allowance 	<p>Mairin Haran</p> <p>☎(071) 9672684 <u>mairin.haran@welfare.ie</u> 📠 Fax: (071) 9672555</p>
<p>Social Welfare Services Inner Relief Road Ardarvan Buncrana</p> <p>Areas included:</p> <ul style="list-style-type: none"> • Client Eligibility Services • Maternity Benefit • Health and Safety Benefit 	<p>Kevin Kelly</p> <p>☎(074) 9342488 kevin.kelly@welfare.ie 📠 Fax: (074) 9364541</p>
<p>Social Welfare Services, Ballinalee Road, Longford</p> <p>Areas included:</p> <ul style="list-style-type: none"> • Invalidity Pension • Disablement Benefit • Carer’s Allowance • Carer’s Benefit • Bereavement Grant • Family Income Supplement • Rent Allowance De-Control • Disability Allowance 	<p>Fergus Darcy</p> <p>☎(043) 334 0041 <u>fergus.darcy@welfare.ie</u> 📠 Fax: (043) 3340022</p>

Dublin North Region

Dublin, Meath

Social Welfare Local Offices, Dublin

Apollo House
Balbriggan
Ballymun
Bishop's Square
Blanchardstown
Coolock
Dun Laoghaire
Finglas
Kilbarrack
Kings Inns
Navan Road
North Cumberland Street
Swords
Thomas Street


Social Welfare Local Offices, Meath

Navan


Branch Offices

Kells
Trim

Marguerite O Flaherty

 **(01) 8581100**

marguerite.oflaherty@welfare.ie

 **Fax: (01) 8581141**

Dublin South Region

Dublin, Kildare, Wicklow

Social Welfare Local Offices, Dublin

Ballyfermot
Clondalkin
Tallaght

Social Welfare Local Offices, Kildare

Newbridge


Social Welfare Local Offices, Wicklow

Arklow
Bray


Branch Offices

Athy
Maynooth
Wicklow

Pat Ryan

 **(01) 4629437**

pat.ryan@welfare.ie

 **Fax: (01) 4627563**

Midlands Region

Laois, Longford, Offaly, Westmeath

Social Welfare Local Offices, Longford
Longford


Social Welfare Local Offices, Offaly
Tullamore

Social Welfare Local Offices, Westmeath
Athlone
Mullingar

Social Welfare Branch Offices

Ballinasloe
Baltinglass
Birr
Boyle
Castlepollard
Edenderry
Granard
Portarlinton
Roscommon

Michael Kearney

 **(043) 3340006**
michael.kearney@welfare.ie
 **Fax: (043) 3345441**

South East Region

**Carlow, Kildare, Kilkenny, Tipperary South,
Waterford, Wexford**

Social Welfare Local Offices, Carlow
Carlow



Social Welfare Local Offices, Kilkenny
Kilkenny

Social Welfare Local Offices, Tipperary South
Clonmel

Social Welfare Local Offices, Waterford
Waterford

Social Welfare Local Offices, Wexford
Wexford

Rita Morrissey

 **(056) 7720350**
rita.morrissey@welfare.ie
 **Fax: (056) 7752759**

Social Welfare Branch Offices

Cahir
Cashel
Castlecomer
Carrick-on-Suir
Dungarvan
Enniscorthy
Gorey
Lismore
Muine Bheag
New Ross
Portlaoise
Rathdowney
Thomastown
Tipperary
Tullow

Border Region

Cavan, Donegal, Leitrim, Louth, Monaghan, Sligo

Social Welfare Local Offices, Cavan

Cavan

Social Welfare Local Offices, Donegal

Buncrana
Donegal
Dungloe
Dunfanaghy
Letterkenny

Social Welfare Local Offices, Leitrim

Carrick-on-Shannon
Manorhamilton


Social Welfare Local Offices, Louth

Drogheda
Dundalk


Social Welfare Local Office, Sligo

Sligo

Benny Swinburne

 (071) 9148228

benny.swinburne@welfare.ie

 Fax: 071-9144511

Social Welfare Branch Offices

Ardee
Ballybofey
Ballyconnell
Ballyshannon
Carrickmacross
Castleblaney
Clones
Donegal Town
Killybegs
Monaghan Town
Tubbercurry

Western Region

Clare, Galway, Mayo, Roscommon, Tipperary North

Social Welfare Local Offices, Clare

Ennis

Social Welfare Local Offices, Galway

Clifden
Galway
Loughrea

Social Welfare Local Offices, Mayo

Achill
Ballina
Belmullet
Castlebar
Westport

Social Welfare Local Offices, Roscommon

Social Welfare Local Offices, Tipperary North

Thurles

Social Welfare Branch Offices

Ballinrobe
Castlerea
Claremorris
Ennistymon
Gort
Kilrush
Nenagh
Roscrea

Dave McGinn

☎ (091) 500895

dave.mcgin@welfare.ie

📠 Fax: 091-565042

Swinford
Tuam
Tulla
Tipperary

Southern Region

Cork, Limerick, Kerry

Social Welfare Local Offices, Cork

Bantry
Carrigaline
Cobh
Cork
Mallow

Social Welfare Local Offices, Limerick

Limerick
Newcastle West


Social Welfare Local Offices, Kerry

Caherciveen
Listowel
Kenmare
Killarney
Tralee


Social Welfare Branch Offices

Bandon
Bantry
Clonakilty
Dingle
Dunmanway
Fermoy
Kilmallock
Killorglin
Kinsale
Macroom
Mallow
Midleton
Newmarket
Skibbereen
Youghal

Fergus Fitzpatrick

 **(021) 4917428**

fergus.fitzpatrick@welfare.ie

 **Fax: 021-4317339**

Inquiry Officers under the Disability Act 2005

The Department of Social Protection has appointed Inquiry Officers to investigate complaints made under section 38 of the Disability Act.

The Inquiry Officers will carry out investigations in private and will produce a report which will say

- if your complaint is valid
- whether there has been a failure by the Department of Social Protection concerning your complaint

Where a failure has happened, it will outline the steps to be taken to ensure future compliance. This report will be made available to the Secretary General of the Department and to the person who makes the complaint.

Procedures for dealing with Complaints under Section 38 of the Disability Act, 2005

A complaint may be made against the Department if it does not comply with the provisions of Sections 25, 26, 27 and 28 of the Disability Act, 2005. These Sections of the Act relate to access by persons with disabilities to:

- the Department's public buildings;
- the Department's schemes and services;
- services supplied to the Department; or
- information.

In accordance with Section 39 (2) of the Disability Act, 2005ⁱ the following are the procedures for making and investigating such complaints.

Making a complaint

1. A complaint may be made by a person, or through his or her:

- spouse/partner, parent or relative;
- guardian or a person acting *in loco parentis* to that person;
- legal representative;
- personal advocate, assigned by the Citizens Information Board to represent that person;

or by another person advocating on behalf of that person with his or her consent.

2. A complaint must be made in writing, which can include fax or e-mail, and should provide all contact details, including the Personal Public Service Number if available, for the person making the complaint.
3. The complaint should state that it is a complaint under Section 38 of the Disability Act 2005 and should, in so far as is possible, set out as clearly as possible the grounds for the complaint regarding the failure of the Department to provide access to its schemes and services.
4. The complaint must be made to:
The Secretary General,
Department of Social Protection,
Áras Mhic Dhiarmada,
Store Street,
Dublin 1.

The relevant fax and e-mail details are as follows:

Fax: (01) 7043721
E-Mail: secretary.general@welfare.ie

5. Following the receipt of a complaint, the Secretary General will refer the matter to an Inquiry Officerⁱⁱ and will advise the person making the complaint accordingly.

Investigating a complaint

6. On receipt of the complaint, referred by the Secretary General, the Inquiry Officer will acknowledge receipt to the person who made the complaint.
7. The Inquiry Officer will examine the complaint to establish if it relates to an alleged failure by the Department to comply with Sections 25, 26, 27 and 28 of the Disability Act, 2005.
8. Where the Inquiry Officer considers that the complaint is frivolous or vexatious, he or she will notify the Secretary General and the person who made the complaint to that effect. Otherwise he or she will investigate the complaint.
9. The Inquiry Officer may request further information/details from the person who made the complaint and may require that such information/details be furnished within a specified time.
10. The Inquiry Officer may consult with all parties that he or she considers appropriate regarding the matter.
11. In the course of the investigation the Inquiry Officer may undertake interviews with such persons which he or she considers appropriate, including the person who made the complaint, to elicit information.
12. The Inquiry Officer will maintain a written record of his or her investigation.

13. The Inquiry Officer will prepare a written report of the results of the investigation setting out his or her findings together with a determination in relation to:
 - whether there has been a failure by the Department to comply with the relevant provision of the Disability Act; and
 - if such a determination indicates that there has been such a failure, the steps required to be taken by the Department to comply with the relevant provision(s) of the Act.
14. The Inquiry Officer will furnish a copy of his or her report to the person who made the complaint and to the Secretary General.
15. The furnishing of the report to the person who made the complaint and to the Secretary General concludes the investigation of the complaint.

ⁱ Section 39 (2) provides that the head of a public body shall draw up procedures in relation to the making and investigation of complaints and such other matters relating to complaints as he or she considers appropriate and shall cause the procedures to be published.

ⁱⁱ The Secretary General, as head of the Department, has, in accordance with the provisions of Section 39 (1) of the Disability Act, 2005, appointed Inquiry Officers to investigate complaints made under Section 38 of the Disability Act. An Inquiry Officer shall be independent in the performance of his or her functions. An investigation by an Inquiry Officer shall be conducted in private.