



An Roinn Fiontar,
Trádála agus Fostaíochta
Department of Enterprise,
Trade and Employment

Public Sector Duty

Equality and Human Rights

Assessment 2025



Table of Contents

1. Introduction	3
2. Overview of the Department	4
2.1 Services to the Public	5
Offices of the Department of Enterprise, Trade and Employment	7
2.2 Services to Staff	8
2.3 Public Policy Development	9
3. Assessment Process	11
4. Reporting	13
5. Assessments	14
5.1 Communications Unit	14
5.2 Companies Registration Office/Registry of Friendly Societies/Register of Beneficial Ownership	15
5.3 Employment Rights Policy Unit (ERPU)	16
5.4 Employment Permits Unit	18
5.5 Human Resources Unit	19
5.6 ICT Unit	21
5.7 Intellectual Property Office of Ireland (IPOI)	22
5.8 Internal Market and Strategic Resilience Unit	23
5.9 Labour Court	24
5.10 Management and Business Support Unit	25
5.11 Management Support Unit	27
5.12 Retail and Locally Traded Enterprise Unit	28
5.13 Trade Compliance and Responsible Business Unit	29
5.14 Trade Regulation and Investment Screening Unit	30
5.15 The Workplace Relations Commission	31

1. Introduction

As set out in our Equality, Diversity and Inclusion Strategy for 2024-2026, the Department of Enterprise, Trade and Employment is committed to encouraging a culture of inclusion, fairness and respect for all staff and customers of the Department. We want to ensure that that staff are empowered to achieve to their full potential, and that access to services, opportunities, and career development is available on an equal footing to everyone.

Under *the Irish Human Rights and Equality Commission Act, 2014* there is an obligation on public bodies to promote equality, prevent discrimination and protect the human rights of their employees and their service users. This obligation is known as the Public Sector Duty.

To fulfil this Duty, public bodies must:

- Assess the human rights and equality issues it believes are relevant to its functions.
- Address these issues and describe how it plans to address these issues in its strategic plan.
- Report on developments and progress in the Annual Report.

The first step for public bodies to meet their obligations under the Duty is to assess any human rights and equality issues for people who use its service and its staff. This Assessment is prepared in accordance with Section 42 of the 2014 Act and considers the equality and human rights issues of relevance to the staff and service users of the Department and its Offices.

2. Overview of the Department

The Department of Enterprise, Trade and Employment leads in advising on and implementing the Government's policies of stimulating the productive capacity of the economy and creating an environment which facilitates employment creation and sustainability. The Department is also charged with promoting fair competition in the marketplace, protecting consumers and safeguarding workers. Working with our Offices and Agencies, the Department's remit covers a wide range of activity including:

- Assisting entrepreneurs and businesses to create and sustain high quality employment across all regions.
- Supporting SMEs and microenterprises to build capacity and to enhance resilience and cost competitiveness.
- Leading a whole-of-Government approach to developing a competitive environment for investment, productivity and sustainable jobs.
- Orienting policy to help enterprise reduce carbon emissions and resource use, meet the costs of decarbonisation, exploit the opportunities of the transition to a low carbon economy and to enable a decoupling of economic growth from resource consumption.
- Delivering on Ireland's ambition to be a digital leader through the effective negotiation and implementation of EU digital regulations and through supporting the digital transition of Irish enterprise.
- Assisting enterprise to undertake research and innovation which can maintain and create high quality jobs and contribute to building a better society.
- Promoting quality employment, positive workplace relations, well-functioning dispute resolution mechanisms, safe working environments and safeguarding workers' rights.
- Ensuring our business regulation facilitates sustainable investment and development, competition in the marketplace, high standards of consumer protection and corporate governance, and provides Ireland with a competitive advantage in the global market.
- Working ambitiously across Government with our EU and international partners to advance Ireland's interests, influence and values in our shared world.

The Department comprises 635 staff located in Kildare Street, Dawson Street and Earlsfort Terrace and 392 staff in six Offices located throughout the country. The Offices of the Department are:

- The Workplace Relations Commission (WRC)
- Labour Court

- Intellectual Property Office of Ireland (IPOI)
- Companies Registration Office (CRO)
- Register of Friendly Societies (RFS)
- Register of Beneficial Ownership

The above Offices are included in this assessment.

Most of the Department's programmes and services are delivered by the above Offices and our eight agencies. The agencies, who are independent in their duties, are separate bodies for the purposes of the IHREC Act. As part of this assessment, we will raise awareness of the Public Sector Duty amongst these agencies.

As set out in our Statement of Strategy, the Department fosters a culture of accountability, efficiency, innovation and value for money, which is rooted in a public service ethos of independence, equality, integrity, impartiality, openness, fairness, dignity and respect. As Civil Servants, the staff of the Department aim to espouse the highest standards of professionalism, honesty, objectivity and quality, which are central to fulfilling roles in serving Government, the democratic system and the public.

In line with our obligations under the IHREC Act, the Department is committed to ensuring our services comply with requirements in the areas of human rights and equality. We will also continue to value and promote equality, inclusiveness and human rights through the development of policy and programmes and through our active participation in international organisations and multilateral fora.

2.1 Services to the Public

The Department has a limited role in relation to the provision of services to the public, with many of its programmes and services being delivered through its Offices and independent agencies. As with other Departments, we have a corporate communications and customer service function and the Offices of the Minister and Ministers of State receive daily correspondence from members of the public. The Department's Employment Permits Section has a role in the delivery of services to employers and applicants seeking employment permits and there are some additional areas of service provision including in trade licensing and through the Irish Point of Single Contact and SOLVIT service.

The six Offices of the Department all have a role in the provision of services to the public and are included in this assessment.

The findings of this assessment and accompanying actions are set out in section five of this document and cover the following areas:

- **Private Offices of the Minister for Enterprise, Trade and Employment and Ministers of State** receive correspondence and phone calls daily from members of

the public. They ensure that all public correspondence is replied to in a timely manner and all persons contacting the office are given fair and equal consideration.

- **Business Services Unit** are responsible for accommodation for staff and maintain the three DETE buildings - Kildare St, Earlsfort Centre and Dawson St. They make every reasonable effort to ensure the Safety, Health and Welfare at work of all staff and visitors to the Department's buildings and to ensure the buildings are physically accessible in conjunction with the Office of Public Works and in line with the Disability Act 2005.
- **Corporate Communications Unit** has responsibility for the Department's Customer Service performance. The Department is committed to a customer service ethos and this is reflected in the Customer Service Action Plan, Customer Charter and participation in the Civil Service Quality Customer Service Network.
- **Employment Rights Policy Unit** is responsible for ensuring that the State's suite of employment rights policy and legislation remains robust, relevant and fit for purpose and is updated to reflect international developments at EU/CJEU/ILO level. Legislation they develop plays a key role in ensuring equal opportunities for employees in the workplace through the provision of adequate wages, fair working time arrangements, sick leave entitlements, flexible working arrangements and more.
- **Employment Permits Section** administers the employment permits system to facilitate the employment of non-EAA nationals in Ireland. The Employment Permits Section does not have a public office but operates a Call Centre for queries and has a dedicated interactive online portal for permit applications and queries. The section maintains a dedicated email account for feedback on the online process or other comments or queries and operates in line with the DETE Customer Charter.
- **Internal Market Unit** formulates and develops national policy on issues relating to the European Single Market, with a specific focus on the Single Market in Services. They oversee adherence in Ireland to the EU Services Directive and manage the operations of a number of EU Single Market governance tools, such as IMI, SOLVIT, and the Point of Single Contact. The unit adheres to EU guidance in the delivery of its services. SOLVIT provides a non-discriminatory, free to use online service to all EU citizens and businesses to ensure their cross-border rights are met by public authorities.
- **Retail and Locally Traded Enterprise Unit** delivers enterprise support schemes and policy development for the Locally Traded Enterprise sector, as well as running the Enterprise Forum and Retail Forum – both stakeholder groups.
- **Trade Regulation and Investment Screening Unit** delivers services in two distinct areas: acting as the National Competent Authority for Export Controls and as the National Contact Point for Investment Screening. The Unit implements EU and national measures to prevent the proliferation of Weapons of Mass Destruction; to support regional stability; and to protect human rights. They deliver services through an online portal and dedicated email address to respond to queries.
- **Trade Compliance and Responsible Business Unit** coordinates on responsible business initiatives that come under the remit of DETE. This involves providing the Secretariat for the Responsible Business Forum and the internal Responsible

Business Contact Group, along with organising webinars connected to the topic. The Unit also fulfils Ireland's role as the National Contact Point (NCP) for the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, providing an independent, non-judicial grievance mechanism for alleged non-compliance by Irish MNEs or MNEs operating in Ireland of the Guidelines. Accessibility measures are in place for meetings and events and translation services are available for NCP cases.

OFFICES OF THE DEPARTMENT OF ENTERPRISE, TRADE AND EMPLOYMENT

- The **Workplace Relations Commission (WRC)** has responsibility for information provision to members of the public, workplace advice, mediation, conciliation, adjudication, inspection and enforcement in relation to employment rights, equality and equal status matters and industrial relations. The WRC has a dedicated Customer Service Charter which commits to providing information in simple, clear language and, as far as reasonably possible, in a format that meets the needs of customers. The WRC is committed to ensuring that their public spaces and meeting rooms comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs. The WRC has a dedicated Access Officer to arrange extra help for people with disabilities who use its services and attend its events. In their dealings with customers, the WRC will ensure that the right to equal treatment established by equality legislation is upheld.
- The **Labour Court** operates as an industrial relations tribunal, hearing both sides in a case and then issuing a Recommendation (or Determination/Decision/Order, depending on the type of case) setting out its opinion on the dispute and the terms on which it should be settled. Its functions can be divided between those relating to industrial relations matters and those relating to the determination of appeals in matters of employment rights. The Labour Court is committed to effective communication with all customers and will endeavour to ensure that all possible assistance is given to customers in accessing information on the services provided. The Labour Court Access Officer is responsible for co-ordinating assistance and guidance for persons with disabilities to access, to the widest possible extent, the full range of services provided. In addition, the Access Officer acts as a point of contact for people with disabilities seeking advice on a range of issues, including how best to access their buildings, as well as publications in alternate formats.
- The **Intellectual Property Office of Ireland (IPOI)** is the official Irish government body responsible for intellectual property (IP) rights including patents, designs, trademarks and copyright. The IPOI seeks to deliver an efficient and effective service to its customers, and they operate a call centre, email inbox for queries, public library and information service from their Kilkenny office. The IPOI has an Access Officer to act as a point of contact for people with disabilities seeking advice on a range of issues, including how best to access their building, as well as the range of publications in alternate formats that can be made available. The IPOI website has been designed and built with regard to the guidelines set out in the Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines.

- The **Companies Registration Office (CRO)** is the central repository of public statutory information on Irish companies, business names, and limited partnerships. They operate a dedicated Information Unit, which provides a front-line service to customers who contact the Office by telephone, post and e-mail.
- The **Registry of Friendly Societies (RFS)** is the central repository of public statutory information for Industrial and Provident Societies, Friendly Societies, and Trade Unions. The RFS maintains the public register of statutory submissions filed by each of these entity types which are required in accordance with their relevant legislation.
- The **Register of Beneficial Ownership (RBO)** is the central repository of statutory information required to be held by relevant entities (corporate or legal entity incorporated in the State) in respect of the natural persons who are their beneficial owners/controllers, including details of the beneficial interests held by them.
- The **CRO, RFS and RBO** all have a Customer Charter and Access Officer in place. All recognise the importance of ensuring that their websites are accessible to everyone and are committed to achieving a minimum of conformance level Double-A with the Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines. All three are JAM card friendly organisations.

2.2 Services to Staff

The delivery of services to staff in the Department is primarily through the units of Corporate Services Division, which includes Human Resources Unit, Management and Business Support Unit, Finance Unit, ICT Unit, and Corporate Communications Unit. In undertaking their remit, the units of Corporate Services Division will work to protect the human rights of staff and promote equality of opportunity and treatment of staff, including in access to accommodation, IT systems and equipment including assistive technologies, learning and development, internal and external mobility opportunities, undertaking recruitment practices, running internal competitions and overseeing systems of performance management. The head of each of these teams sits on our Equality, Diversity and Inclusion (ED&I) Working Group, the group responsible for monitoring and progressing the actions in our ED&I Strategy.

The Department's commitment to the Public Sector Duty is set out in both our Equality, Diversity and Inclusion (ED&I) Statement and associated Strategy. These embed equality and respect for human rights into our way of doing business. The ED&I Strategy sets out our plan to achieving a culture of inclusion, fairness and respect for all staff and customers of the Department. This vision will be realised through actions under four strategic goals: of achieving a positive workplace culture of support and inclusion; staff who are highly skilled in managing diversity; equality of opportunity for all staff, and equality in access to services for our customers.

As an organisation, we recognise that our people are our greatest asset and we aim to attract and retain the talent required to deliver on the Department's strategic agenda. We want to ensure that all staff feel welcomed in this Department, that staff

are empowered to achieve to their full potential, and that access to services, opportunities, and career development is available on an equal footing to everyone. Linked to this aim, under the Civil Service Dignity at Work policy, all staff have a duty to behave in an acceptable and respectful manner.

In line with Civil Service values, the Department is strongly committed to equality of opportunity in all its employment practices. Providing career development support, fair and transparent promotion practices in line with the guidelines of the Commission for Public Service Appointments (CPSA), and flexible working arrangements helps to ensure employees' engagement across the life-cycle of their careers. Under the Employment Equality Acts, the statutory rights of staff are guaranteed and that no one will receive less favourable treatment because of gender, civil or family status, age, sexual orientation, disability, race, religion or membership of the Traveller community.

The Department has a dedicated Disability Liaison Officer to promote and support the employment of persons with disabilities in the Department. Department staff participate regularly in external programmes to support equality of career opportunity for people with disabilities (e.g. WAM (Willing, Able Mentoring programme), OWL (Oireachtas Work and Learn Programme)).

Established in July 2023, the Department's Organisation Culture Team works to cultivate a strong, collaborative and connected organisational culture to create belonging and connection, boost motivation, and develop talent. Its work is approached through a lens of inclusivity and engagement, and through the delivery of a Departmental Corporate Culture Strategy, will further articulate values in line with the Public Sector Duty.

2.3 Public Policy Development

The Department is involved in the development and implementation of government policy for enterprise and employment. This includes some policy development which is relevant under the human rights and equality aims of the Public Sector Duty, primarily in the areas of employment rights, trade, and business and human rights.

The Department aims to consult on policy in a manner that is inclusive and accessible, having due regard to the Public Sector Duty to promote human rights and eliminate discrimination. To inform policy making, the Department regularly engages with other Government Departments and Agencies through interdepartmental groups, Cabinet Committees and associated Senior Officials Groups. Stakeholder consultation is an essential feature of the Department's policy development work, this includes developing and serving stakeholder forums such as the Retail Forum, Enterprise Forum, Labour Employer Economic Forum, and Responsible Business Forum. The Department takes care to ensure that stakeholder events are inclusive and accessible.

The Department also consults with the public through the publication of open consultations on its website, which facilitates broader insights and ensures inclusivity and accessibility. Information available on the website, enterprise.gov.ie, follows guidelines on web publication including accessibility and the Department continues to advance the drive for simplification of rules, regulations, forms, information leaflets and procedures. The Department is committed to the use of plain English in all communications.

Impact assessments of public policy are an integral aspect of policy making in the Department. In that context, the Guidelines for Regulatory Impact Analysis (RIA), which are to accompany approvals for legislation, include specifications to examine the impacts of regulations on equality, social inclusion and vulnerable groups. In preparing policy proposals where there is no requirement for a RIA, Government Memoranda must include an assessment of the impact of the proposal for North-South, East-West Relations, Employment, Gender Equality, Persons experiencing or at risk of poverty or social exclusion, People with Disabilities, Industry costs, Exchequer costs, Rural communities and consideration of climate impacts.

The Department participates in cross government groups to improve equality and representation for groups under the nine grounds such as co-leading on the development of the employment pillar of the National Disability Strategy, the Traveller/Roma Strategy group and the working group for the National LGBTIQ+ Inclusion Strategy. The Department also sits on the advisory group for the WIDE (Widening Inclusion of Disability in Employment) Framework which is being developed to support employers in reducing barriers to hiring, retaining, and promoting more people with disabilities, and to create more inclusive working environments.

3. Assessment Process

During 2023 and 2024, much work was undertaken in the Department to develop and implement our first ED&I Statement (published February 2023) and our ED&I Strategy (published June 2024). In developing these important policy documents, several consultations on and assessments of ED&I matters in DETE took place including:

- Consultations on the ED&I Statement, where all staff were given an opportunity to provide observations.
- An assessment of our policies and procedures undertaken by the Irish Centre for Diversity, who provided recommendations to address in our Strategy.
- An ED&I survey circulated to all staff and undertaken by the Irish Centre for Diversity - this included some questions about service provision but was focused on staff experience/views.
- As part of the ED&I Strategy consultations, all staff were given opportunity to comment via the survey, plus two staff working groups were set up: one for business units relevant to the strategy, and one for volunteer staff who wanted to contribute on the basis of interest or lived experience of ED&I issues.

As part of the development of the above Strategy, an ED&I Working Group was established to deliver and promote the Strategy and to embed a broader, more positive understanding of ED&I issues across all staff in the Department. This Working Group is made up of senior leaders in the Department whose business teams have a public-facing function, or who have a significant role to play in implementing the Strategy, such as our Corporate Services teams, together with volunteer staff who have an interest in ED&I. This group is chaired by the Assistant Secretary for Corporate Services and continues to meet to drive actions and report on progress. In developing this Public Sector Duty assessment, a proposed approach on delivery was considered by the ED&I Working Group, who agreed to support implementation of the Public Sector Duty as part of their role.

In conducting this assessment, the following steps were then taken:

1. Desk based review of DETE services to staff and customers, identifying appropriate units to participate in assessment and current policies.
2. ED&I Working Group informed of proposed approach to assessment, including participating units and the template to be used in assessment.
3. Assessment templates and instructions issued to relevant units.
4. Awareness raising on the Public Sector Duty and the assessment undertaken. This included information on the Departmental intranet and presentations to some of the DETE Offices and relevant internal groups.
5. Material received compiled into an assessment document, for review by the ED&I Working Group.

6. Final draft prepared and circulated for further consideration and approval by participating units.
7. Circulated to Management Board for sign off and approval to publish.

4. Reporting

The Department's new Statement of Strategy will set out the approach to the assessment undertaken with actions identified for follow up during the timeframe of the Strategy.

Monitoring of progress and continued compliance will be included in Department's Corporate Governance Framework and Annual Reporting process.

The ED&I Working Group will continue to meet at regular intervals to review progress on actions under the ED&I Strategy and the PSD Assessment.

5. Assessments

5.1 Communications Unit

Brief Description of Work

The purpose of Corporate Communications Unit is to support our Department in communicating the delivery of its strategic objectives as outlined in its Statement of Strategy.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

In Communication Unit the areas of consideration for Human Rights and Equality issues include:

- Website: enterprise.gov.ie
- Digital content
- Communicating in all channels using plain language

Measures in place to ensure the Public Sector Duty is met

Our [Customer Service Charter and Action Plan](#) outlines our ambition to ensure our services are fully accessible. We take a proactive approach to provide information that is clear, timely and accurate, is available across all respective touch points and meets the requirements of persons with specific needs.

We ensure that the potential offered by information technology is fully availed of and that the information available on our website enterprise.gov.ie follows guidelines on web publication including accessibility.

We continue to advance the drive for simplification of rules, regulations, forms, information leaflets and procedures.

We only deliver digital content that is fully captioned, being conscious of issues of access for those with hearing impairment and ease of comprehension for those who are not native speakers.

Plain language is a powerful method to deliver content which is clear, straightforward and easy to understand for a broad audience. A senior member of the Communications Team is currently part of the training in plain language as part of the Government drive towards improving accessibility and focus on plain language.

Identified gaps in meeting duty

We are constantly striving to improve our full compliance on our website in accordance with [SI No 358 of 2020 European Union \(Accessibility of Websites and Mobile Applications of Public Sector Bodies\) Regulations 2020](#).

We are constantly striving to keeping up to date with latest progress in the area of accessibility through use of technology and through the implementation of plain language methods.

Planned actions to address gaps

Further awareness training and guidance will be provided to staff in accessibility and in the use of plain language.

5.2 Companies Registration Office/Registry of Friendly Societies/Register of Beneficial Ownership

Brief Description of Work

The Companies Registration Office (CRO) is the public repository of information on companies, business names and limited partnerships in Ireland. CRO incorporates companies and receives filings from companies in relation to statutory updates such as annual returns, changes of directors/secretaries etc. All information received in CRO is made available to the public.

The Registry of Friendly Societies (RFS) performs similar functions to the CRO in respect of Industrial and Provident Societies, Friendly Societies and Trade Unions.

The Register of Beneficial Ownership (RBO) maintains a register of the beneficial owners of companies and industrial and provident societies. Information filed with the RBO is not made available to the general public but is available to competent authorities and to certain designated bodies such as banks which are entering into a business relationship with companies and societies whose details are registered with the RBO.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

- Provision of services to company representatives, members of the public and professionals who may wish to file with the office or to access information.
- Duty to treat all customers equally.

Measures in place to ensure the Public Sector Duty is met

The services of the Offices are available to all (apart from the ability to search the RBO which is restricted by law).

The office is JAM friendly and has a customer charter in place for dealing with issues raised by customers.

The websites for each of the Offices were updated early in 2024 and now meet the required standards of accessibility.

Identified gaps in meeting duty

The majority of staff in the Offices have undertaken JAM card training in the past few months but it may be necessary to deliver some training to staff on the Public Sector Duty generally.

Staff at HEO and upwards attended a presentation on the Public Sector Duty recently which has contributed to their awareness of the issue.

Planned actions to address gaps

We will continue to promote training and awareness raising among staff to ensure that they are aware of our obligations under the Public Sector Duty.

5.3 Employment Rights Policy Unit (ERPU)

Brief Description of Work

The Employment Rights Policy Unit is responsible for ensuring that the State's suite of employment rights policy and legislation remains robust, relevant and fit for purpose and is updated to reflect international developments at EU/CJEU/ILO level. At present, the unit leads policy on the following pieces of legislation:

- Sick Leave Act 2022
- Payment of Wages (Amendment)(Tips & Gratuities) Act 2022
- Employment (Miscellaneous Provisions) Act 2018
- Minimum Notice and Terms of Employment Act 1973
- Protection of Employment Act 1977
- Payment of Wages Act 1991
- Terms of Employment (Information) Act 1994
- Organisation of Working Time Act 1997
- Protection of Employees (Part-Time Work) Act 2001
- Protection of Employees (Fixed-Term Work) Act 2003
- Protection of Employment (Exceptional Collective Redundancies and Related Matters) Act 2007
- Protection of Employees (Temporary Agency Work) Act 2012

These legislative acts play a key role in ensuring equal opportunities for employees in the workplace through the provision of adequate wages, fair working time arrangements, sick leave entitlements, flexible working arrangements and more.

Brief outline areas of work where Human Rights and Equality issues may need to be considered

Consideration to be given to Human Rights and Equality issues in the development of all new policies and legislation by the Department, especially those which may adversely impact upon workers' rights. The role of the WREM division and, in particular, ERPU, is to ensure that robust workplace protections are in place that prevent employees from being treated in an unfair or discriminatory manner. Accordingly, the unit always provides adequate consideration to any negative consequences for workers arising from policy developments.

Measures in place to ensure the Public Sector Duty is met

- Regular engagement with employee representative stakeholders e.g. trade unions, Labour Employer Economic Forum.
- Ensuring the fair treatment and wellbeing of workers is highlighted as an organisational priority in all external publications, e.g. strategies, media communications.
- By emphasising the impact on employees, (especially low-paid, part time student cohort) working in precarious employment in the development of all major departmental policies and programmes.

Identified gaps in meeting duty

As all of the legislation that falls within ERPU's remit has a direct impact on all workers, the unit values the ability to engage with the social partners in this regard and is exploring whether there could be any additional opportunities for workers to engage directly with policymakers

Planned actions to address gaps

- Ensure all methods to capture direct feedback from those impacted by employment rights policy and legislation are utilised.
- Monitor customer feedback and share results of Civil Service customer satisfaction surveys (Action Point in ED&I Strategy).
- Ensure accessibility of information communicated to the public via our websites. (Action Point in ED&I Strategy).

5.4 Employment Permits Unit

Brief Description of Work

DETE operates a managed employment permits system maximising the benefits of economic migration and minimising the risk of disrupting Ireland's labour market. The system is vacancy-led and driven by the changing needs of the labour market. The system is managed through the operation of the Critical Skills and Ineligible Occupations Lists which track current skills shortages and surpluses in Ireland and the EEA.

The Employment Permits (EP) Unit processes applications for employment permits from employers (approximately 90%) and third-country nationals. It is a high-volume and public-facing operation (over 39,000 permits were issued in 2024).

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

The EP Unit provides a public service, therefore, consideration should be given to accessibility when considering the provision of information to and engagement with service users. Given that a significant cohort of the service users are third country nationals, special consideration may need to be given to the language barrier when dealing with customers to ensure equality of access to our information.

Measures in place to ensure the Public Sector Duty is met

Staff in the unit undertake relevant training e.g. JAM (Just a Minute) training and other relevant training courses

Plain English is used in as far as possible in correspondence with service users and the unit consistently looks to improve its information provision techniques. There is an external and internal feedback loop in place to support this iterative process.

Identified gaps in meeting duty

Consideration may need to be given to providing information on the Employment Permits website and direct communications (e-mails, letters) in other languages, where feasible.

Planned actions to address gaps

- Promote continuous training across the team in relation to human rights and equality issues,
- Continue to ensure services are inclusive,
- Continue to implement service improvements based on feedback from service users – particularly third-country nationals,
- Proactively engage with service users with special requirements,
- Engage with other Government Departments in relation to the recognition of qualifications of third-country nationals seeking to take up employment in Ireland,
- Continue to work with the Department of Justice in rolling out the single application procedure to cover both employment permits and immigration visas to make it less administratively complex and burdensome for applicants.

5.5 Human Resources Unit

Brief Description of Work

The HR Unit is responsible for the Department's resourcing needs and for the development and support of individuals and managers. In order to continually improve our service to our customers we are committed to engaging across the Department and its offices through existing systems such as; workforce planning, learning and development plans, and HR policy development.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

- Recruitment
- Promotion/competitions
- Employee relations cases
- Access to learning and development (L&D) opportunities and professional/career development
- Staff exit.

Measures in place to ensure the Public Sector Duty is met

Our ED&I Statement sets out how we ensure the Public Sector Duty is met through our activities and interactions with staff. This includes:

- Recruitment and promotion competitions managed by the Department adhere to the Code of Practice for Appointment in the Civil and Public Service and are fair, transparent, merit based, and guided by the principles of equality, diversity, and inclusion.
- The Department has a dedicated Disability Liaison Officer in place to support employees seeking reasonable accommodation. The Department participates in a number of initiatives that support employment for people with disabilities.
- Our terms and conditions of employment allow for paternity and partner leave in addition to standard maternity leave, adoptive leave and lactation breaks without loss of pay or an adjustment of working hours in accordance with current legislation. Allowance is also made for compassionate and dependants' leave to deal with domestic emergencies through centralised civil service policies.
- All staff have access to ED&I - focussed training.
- All training opportunities are published widely through the Department's Intranet, via emails and the Learning Management System to all relevant employees.
- Unconscious bias training is part of interviewer training.
- Internal policies for selection, recruitment, training, promotion and employment practices are subject to review to ensure they comply with the ED&I Statement.
- All staff are made aware of the Dignity at Work policy and obligations
- Disciplinary, Grievance and Dignity at Work processes used to review and investigate any complaints in relation to discrimination, harassment or bullying.

Identified gaps in meeting duty

- Need for more staff awareness of equality legislation and Dignity at Work policy and procedures
- Need for additional supports for staff with disabilities and their managers
- Need for assessing and monitoring staff exits.

Planned actions to address gaps

Our ED&I Strategy sets out our future plans for ensuring compliance and addressing gaps. This includes:

- Communications series to ensure staff understand policies such as Dignity at Work, and Equality legislation
- Continuing an L&D programme of ED&I-related awareness events and activities throughout the year, including ED&I training at induction
- Supporting more managers to undertake Inclusive Management training
- In-depth research conducted to understand drivers behind our Gender Pay Gap and female career progression in DETE.
- Delivery of the JAM Card project to raise disability awareness
- Expansion of our Disability Liaison Officer role
- Putting in place an Exit interview procedure.

5.6 ICT Unit

Brief Description of Work

Delivery of ICT services to DETE staff, to the Corporate Enforcement Authority and to the public. Services include the provision of hardware, software and an ICT Helpdesk to DETE staff. The ICT Unit also develops, supports and maintains business systems and websites used by internal staff and the public.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

The ICT Units primary human rights concerns relate to supporting staff with various disabilities and to making business systems and websites accessible.

Measures in place to ensure the Public Sector Duty is met

The ICT Unit provide staff with assistive technologies, including screen readers, screen magnifying software, suitably sized monitors and ergonomic keyboards and mice, on request.

Website and business systems are developed and tested to meet accessibility standards set out by the EU Web Accessibility Directive.

Identified gaps in meeting duty

Improving compliance with the EU Web Accessibility Directive is an ongoing process.

Planned actions to address gaps

Ongoing accessibility testing is being carried out by a specialised 3rd party accessibility audits service provider.

The ICT Unit will also continue to contribute, where appropriate, to the Department's development of policies in relation to Public Service Duty in the sphere of equality and human rights.

5.7 Intellectual Property Office of Ireland (IPOI)

Brief Description of Work

The IPOI is responsible for the grant and registration of intellectual property rights in Ireland, specifically patent, trademark and industrial design rights. The Office also administers the registration and compliance reporting by copyright licensing bodies as well as providing information on intellectual property rights.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

The IPOI receives correspondence and phone calls daily from stakeholders. The IPOI ensures that no member of the public, or other stakeholder, suffers discrimination in its interactions with the Office under any of the protected grounds: gender, civil status, family status, sexual orientation, disability, age, race, religion and membership of the Traveller community. The IPOI extends the same equality of treatment to all its staff.

Measures in place to ensure the Public Sector Duty is met

Mechanisms in place to ensure that the IPOI meets its public sector duties include:

- Implementation and review of the requirements for equality of access as set out in the *Disability Act 2005*. Appointment of an IPOI access officer, which includes regular health and safety reviews of office to ensure ease of access for disabled persons.
- Public Sector Duty enshrined in the *IPOI Customer Service Action Plan 2023-2025* with input from service users and stakeholders.
- Implementation of the Civil Service dignity at work, anti-bullying, harassment and sexual harassment policy for IPOI employees.
- IPOI website is fully accessible and meets all the requirements of the *Code of Practice on accessibility of Public Services & Information provided by Public Bodies*, ensuring all customers can access our online services.
- IPOI is a JAM friendly organisation and all IPOI staff have completed JAM training
- Information centre staff have received customer service training to ensure that members of the public are dealt with in a courteous and professional manner and are aware of their obligations under the *Equal Status Act, 2000*.
- Separate Personal Emergency Plans (PEEPS) are in place for staff and known visitors with mobility and additional needs.
- Support of LGBTQ+ colleagues through display of Pride Flag in Office.
- Staff are aware of their entitlements and obligations under the Employment Equality Act, 1998.

Identified gaps in meeting duty

Ensuring that all new staff receive the appropriate equality, diversity and inclusivity training as well as providing refresher training for all existing staff.

Planned actions to address gaps

Promote the availability of the wide range of appropriate ED&I training courses available for all IPOI staff and ensure it is included as part of the overall IPOI training plan moving forward.

5.8 Internal Market and Strategic Resilience Unit

Brief Description of Work

The Internal Market Unit formulates and develops national policy on issues relating to the European Single Market, with a specific focus on the Single Market in Services. We oversee adherence in Ireland to the EU Services Directive and manage the operations of a number of EU Single Market governance tools, such as IMI, SOLVIT, and the Point of Single Contact.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

SOLVIT is an informal problem-solving network that investigates and seeks resolution to claims by EEA citizens and businesses that their Single Market rights were denied to them due to the misapplication of EU law by a public administration of another Member State. There are SOLVIT Centres in each EEA Member State, and these Centres work closely with one another and with their respective public authorities to seek informal resolution to problems raised. The Irish Point of Single Contact (PSC) is located in the Internal Market Unit of the Department of Enterprise, Trade and Employment. The PSC is a bespoke web portal, the main role of which is to provide general information on the procedures required for Irish and EU businesses who intend to operate in Ireland.

Measures in place to ensure the Public Sector Duty is met

- Training has been provided by the European Commission on the EU Charter of Fundamental Rights.
- SOLVIT provides a non-discriminatory, free to use online service to all EU citizens and businesses to ensure their cross-border rights are met by public authorities. SOLVIT aims to resolve all cases within 10 weeks.
- Over the past number of months, the Unit has been engaging with ICT Unit and external software development company pTools to update user experience interface (UI), and user experience design (UX) of the PSC website to ensure access to accurate and up to date information with a focus on usability and accessibility.

Identified gaps in meeting duty

There is a need for JAM card training for staff in the unit, as well as further training such as Equality and Human Rights in the Public Service course available on OneLearning.

Planned actions to address gaps

- Continue to actively participate in training provided by the European Commission. Staff to complete JAM card training and at least one team member to complete One Learning course on Equality and Human Rights in the Public Service.
- Engage with the Commission, other national SOLVIT Centres and Irish public authorities and Government Departments to ensure all cases are handled with dignity and respect and in a timely manner.
- Continue to monitor and update the new PSC site and ensure it meets accessibility standards, with the aim of achieving AA standard under WCAG 2.1 guidelines.

5.9 Labour Court

Brief Description of Work

The Labour Court operates as an industrial relations tribunal, hearing both sides in a case and then issuing a Recommendation (or Determination/Decision/Order, depending on the type of case) setting out its opinion on the dispute and the terms on which it should be settled.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

The services provided by the Labour Court are done so in accordance with all legislative and policy frameworks. While the Labour Court is primarily a public facing office, it also ensures that the same high standards that it provides to the public, in terms of Equality etc, are afforded to each staff member.

Measures in place to ensure the Public Sector Duty is met

All services of the Labour Court are available to public without restrictions. Accessibility measures are in place via its Accessibility Officer.

A Customer Charter is in place and is due to be reviewed for the period 2025 to 2027. This will allow for alterations to its approach to evolving customers' needs.

Identified gaps in meeting duty

On the job training is provided. However, specific training in the area of Equality and Diversity (including neurodivergence) is currently being identified for both Admin staff and Court Members.

Planned actions to address gaps

As above. Also investing in AI captioning programmes that will allow for a more seamless service provision to customers with hearing difficulties.

5.10 Management and Business Support Unit

Incorporating Fixed Assets Unit, Health and Safety Unit, Facilities and Services Management Unit, Organisation Culture Unit, Procurement Co-Ordination Unit, Records Management Unit, Climate Action.

Brief Description of Work

Management Support Unit (the Governance function is dealt with at 5.11):

- Provide an efficient secretariat to the Secretary General and Management Board and support the Ministers' and SG Offices.
- Management and oversight of risk management and consultancy.
- Manage DETE Corporate Governance, Protected Disclosures policy, the Lobbying Act, and Assignment of Functions.

Organisation Culture Unit:

- Develop and implement programme of internal corporate events.
- Lead on DETE Culture and Innovation Strategies.
- Coordinate DETE engagement re central reform activities including Public Service Transformation Week, CSEES survey.

Facilities Management and Health & Safety:

- Lead on the Department's Climate Action Roadmap.
- Manage Facilities and related accommodation and service-related requirements in the Departments 3 main buildings.
- Ensure Department compliance with Health & Safety legislation.

Fixed Assets, Procurement and Records Management:

- Effective and efficient management of the Department's Asset and Contract Registers.
- Implement the Department's Corporate Procurement Plan and provision of advice to procuring units.
- Oversee Records Management Strategy and Policy.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

The work of the Unit and service delivery is informed by an understanding of the need to adhere to the Equal Status Acts.

In general, the work of Management and Business Support Unit is focused on serving internal customers, i.e. DETE staff. In this regard, the Unit works to ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Some parts of the Unit e.g. services and reception staff and Ministers offices deal with external stakeholders including the public on a regular basis. In this regard, staff are expected to adhere to the 12 principles of quality customer service for customers and clients of the public service.

The goals of the Organisational Culture Unit are closely tied in with the Departments Quality, Diversity and Inclusion Strategy; its work is approached through a lens of

inclusivity and engagement, which are central to achieving a culture of inclusion, fairness and respect for all staff and customers of the Department.

Measures in place to ensure the Public Sector Duty is met

In line with the DETE customer charter, all Units ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation. The same approach is applied to dealing with external customers. Units use available and emerging technologies to ensure maximum access and choice, and quality of service delivery.

In terms of physical access for internal and external customers the Facilities Management and Health and Safety Unit Identify and work to eliminate barriers to access to services for people facing physical barriers to services. This Unit also provides clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

All Units are expected to deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between the Unit and customer.

The Department is a JAM Card Friendly organisation and staff in the Units are expected to have completed JAM training.

The Units Team charter values emphasise the importance of fairness and respect and has a focus on delivering for customers.

As part of the annual PMDS process managers and staff consider what appropriate training is needed to ensure service delivery is in accordance with the Department's Customer Service Charter, ED&I strategy and Public Sector Duty.

Identified gaps in meeting duty

Awareness of the Public Sector duty could be enhanced. As part of the PMDS process Managers in the Unit will assess awareness of the Public Sector Duty and how staff adherence to same could be improved. Staff will avail of appropriate training, continue to ensure services are inclusive and will be proactive in engaging with those with special requirements.

Planned actions to address gaps

Management and Business Support Unit will:

- Continue to work with frontline service teams to develop tailored training plans for staff
- Continue to regularly monitor the Department's public offices to ensure that they comply with occupational and safety standards, and that there are suitable facilities in place for all customers
- Continue to ensure that all information provided by the Department is clear, timely, accurate and accessible to all our customers.
- Maintain our Team Charter in line with the principles of ED&I and the Public Sector Equality and Human Rights Duty.

5.11 Management Support Unit

Brief Description of Work

The Management Support Unit provides a central coordination service for the Department on a wide range of policies and issues. This includes responsibility for governance matters, the departmental Annual Report and the Statement of Strategy. The unit also has a role in providing guidelines and advice in governance matters to the Liaison Units for the Departmental Offices and Agencies.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

Ensuring the Public Sector Duty is fulfilled through:

- Assessing the human rights and equality issues relevant to the functions of the Department.
- Addressing these issues in the Statement of Strategy.
- Reporting on developments and progress in the Annual Report.

In addition, the unit has a role in raising awareness of the Public Sector Duty in the DETE Offices through the departmental ED&I Working Group and in the DETE Agencies through the DETE Agency Liaison Units.

Measures in place to ensure the Public Sector Duty is met

The unit strives to carry out its work in line with public sector requirements and the obligation to ensure equality of treatment regarding staff and service users. A Team Charter is in place.

There is representation (at PO level) on the ED&I Working Group. Staff have access to ED&I training provided by Learning and Development Unit. A statement on the Public Sector Duty is published in the Statement of Strategy.

Identified gaps in meeting duty

An assessment of the human rights and equality issues relevant to the functions of the Department is required to be undertaken to fully meet the requirements of the IHREC Act. Improved reporting on the PSD in the Annual Report is required. Increased awareness of the PSD in the DETE Offices and Agencies is required.

Planned actions to address gaps

- An assessment on the human rights and equality issues relevant to the functions of the Department will be undertaken and published.
- Raising awareness of the PSD in the DETE Offices through the ED&I Working Group.
- Raising awareness of the PSD in DETE Agencies through the Agency Liaison Units Forum.
- Including wording on the PSD in Agency Oversight and Performance Delivery Agreements and Office Memoranda of Understanding.
- Improved PSD reporting in DETE Annual Reports from the 2024 report onwards.

5.12 Retail and Locally Traded Enterprise Unit

Brief Description of Work

Delivery of enterprise support schemes, policy development for the Locally Traded Enterprise sector, and running the Enterprise Forum.

The purpose of the Retail Forum allows key issues of relevance to the retail sector to be discussed, with a view to identifying practical actions which could be taken by Government, or by industry itself, to support the sector with particular emphasis on achieving sustainable jobs growth in the sector.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

- Any communications with businesses (e.g. advertising, registration forms, presentation slides) should be accessible.
- Meeting rooms should be accessible.

Measures in place to ensure the Public Sector Duty is met

Services are available to all/ meetings are held in the Department with online participation facilitated.

Identified gaps in meeting duty

N/A

Planned actions to address gaps

Continue to ensure that communications are accessible

5.13 Trade Compliance and Responsible Business Unit

Brief Description of Work

The Responsible Business side of the unit coordinates on responsible business initiatives that come under the remit of DETE. This involves providing the Secretariat for the Responsible Business Forum and the internal Responsible Business Contact Group, along with organising webinars connected to the topic.

The Unit also fulfils Ireland's role as the National Contact Point (NCP) for the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct. The Ireland NCP promotes the Guidelines and associated due diligence guidance, and provide an independent, non-judicial grievance mechanism for alleged non-compliance by Irish MNEs or MNEs operating in Ireland of the Guidelines.

The Unit also supports DFA with the development of the 2nd National Action Plan on Business and Human Rights.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

- Hosting information events and meetings, both with DETE official and with key stakeholders.
- Hosting mediation sessions for cases accepted as part of our work as the Ireland NCP.

Measures in place to ensure the Public Sector Duty is met

Accessibility measures in place for meetings and events. Translation services available for NCP cases. Inclusion and integrity are listed as key values and behaviours in the Trade Division Charter.

When undertaking public consultation or engaging with the public, the Department must take particular care to ensure all communications and engagements are fully inclusive and accessible to everyone.

Identified gaps in meeting duty

Accessibility and provision of services at events, such as audio/sign language, can sometimes be limited by venue capacity or location. The onus is currently on invitees to provide details of special requirements.

Planned actions to address gaps

Continue to ensure that organised events both physical and virtual are fully inclusive and venues are fully accessible. Clearly provide a section when registering to allow participants to provide information about any special requirements they may need. Continue to ensure information is accessible to all, including the use of plain English and also in Irish as needed.

5.14 Trade Regulation and Investment Screening Unit

Brief Description of Work

The work of the unit consists of two distinct areas: responsibility for acting as the National Competent Authority for Export Controls and as the National Contact Point for Investment Screening.

The Trade Regulation Team Unit implement EU and national measures to prevent the proliferation of Weapons of Mass Destruction; to support regional stability; and to protect human rights.

The Investment Screening team are primarily responsible for the development and implementation of the Screening of Third Country Transactions Act 2023 which establishes a screening mechanism in Ireland.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

The unit deals with exporters seeking to apply for licences for the export of controlled goods and services as well as the submission of notifications by parties to a Foreign Direct Investment that falls within the provisions of the Screening of Third Country Transactions Act 2023. Both of these are facilitated via separate online portals.

Measures in place to ensure the Public Sector Duty is met

Following commencement of the Control of Exports Act 2023 in August 2024, a new online portal was launched for exporters. The portal was fully tested prior to launch for accessibility, ensuring all users can engage with the platform.

The Screening of Third Country Transactions Act 2023 was commenced in January 2025 with an online portal launched to facilitate the submission of notifications. This portal was also fully tested prior to launch for accessibility.

Dedicated email addresses are also maintained providing timely support and responses to queries for both areas of work.

Identified gaps in meeting duty

N/A

Planned actions to address gaps

N/A

5.15 The Workplace Relations Commission

Brief Description of Work

The main functions of the WRC are to:

- promote the improvement of workplace relations, and the maintenance of good workplace relations through its Conciliation, Facilitation and Mediation Service; promote and encourage compliance with relevant employment legislation;
- adjudicate on first instance complaints submitted to the WRC;
- provide guidance in relation to compliance with Codes of Practice;
- conduct reviews of, and monitor developments in workplace relations generally;
- conduct or commission relevant research and provide advice, information and the findings of research to Joint Labour Committees and Joint Industrial Councils;
- advise the Minister for Enterprise, Trade and Employment in relation to the application of, and compliance with, relevant legislation, and to
- provide information to the public in relation to employment legislation (other than the Employment Equality Act).

The legislation also assigns to the WRC, responsibility for the promotion and improvement of industrial and employment relations generally.

Within this framework, the Commission's core services include the provision of mediation, conciliation, facilitation and advisory services, adjudication on complaints and disputes, the monitoring of employment conditions to ensure the compliance and enforcement of employment rights legislation, the provision of information, and the processing of employment agency and protection of young persons (employment) licences.

Brief outline of areas of work where Human Rights and Equality issues may need to be considered

Staff of the WRC engage with a diverse customer base in delivering the services of the WRC through phone and email and also through inspections of workplaces, at mediation and conciliation and through Adjudication Hearings.

Measures in place to ensure the Public Sector Duty is met

1. Creating an accessible and inclusive space for everybody who uses or works in our offices is a key priority.
2. Provide a high quality, accessible, customer-focused and user-friendly service to the people of Ireland. The Commission places a strong emphasis on the right to fair procedures, the right to privacy, equal access and equal treatment in all aspect of the services provided.
3. The WRC continues to work to ensure the dignity and welfare of all staff is protected and a culture of participation and respect is encouraged.
4. The WRC has invested in a new eComplaint Portal which is accessible across all digital platforms, from mobile and tablet to desktop. The new eComplaint Portal brings an intuitive streamlined experience to speed up the process of submitting complaints, as well as a document upload facility to submit any important documents relevant to the complaint.

5. The WRC engages in Outreach programmes to inform stakeholders, employers, employees, members of the public and target groups particularly young persons, and migrant workers, of the supports and services available.
6. The WRC provides a range of publications and animations in 7 languages on the website. Currently reviewing requirement for additional languages.
7. The WRC provides Interpreters where required, to assist users who do not have English as their first language in accessing the service of the WRC. Where a person requests the provision of an interpreter for an adjudication hearing, for mediation or to engage with a WRC Inspector, the WRC responds to the request with no cost to the parties.
8. Irish Sign Language interpreters are provided by the WRC to ensure people with hearing impairments can fully access its services.
9. The WRC, with the assistance of the HSE's National Office for Suicide Prevention, provided SafeTalk training to front facing staff to prepare and develop their general awareness and alertness skills in line with the National Strategy for Suicide Prevention. This enables staff to recognise and engage with distressed callers and/or emailers who may be having thoughts of suicide and to connect them to first aid resources.
10. Over 85% of WRC staff completed the JAM (Just a Minute) card accreditation. This card provides a discreet way for individuals with learning difficulties, autism, or communication barriers to request "Just A Minute" of understanding from others. The JAM Card, available in standard form and as a smartphone app, is currently used by nearly 160,000 individuals across Ireland.
11. The National Disability Authority carried out an audit of our website in 2023. The website was updated by our providers and was subsequently and successfully reaudited following updates to improve accessibility.
12. Facilities are provided for nursing mothers.
13. Loop facilities are available in WRC hearing rooms to assist those who have hearing impairments.
14. Procurement of a Braille printer in addition to procuring Braille transcription services to ensure users with visual impairments can engage fully with our services.
15. Carried out retro physical works to make our toilet facilities accessible and also invested in step nosing at the entrance to our offices at Lansdowne House for visually impaired users.
16. Participation in the Disability Consultative Committee and in developing the Department's Equality, Diversity and Inclusion Strategy.
17. The appointment of an Access Officer
18. Implementation of the Transition Year Programme.

Identified gaps in meeting duty

- Continuous engagement with users to identify how needs can be addressed and services improved.
- Publications and animations required in more languages.
- Engagement in further outreach programmes to groups who may not be familiar with the services provide by the WRC.
- Keep informed on technology that will provide greater accessibility.
- The provision of a 'Quiet Room' is currently underway to provide a dedicated space for service users of the WRC to take a break from the noise and stimulation of the event they are participating in. This quiet room can be used for prayer, rest, or for those with neurodivergent conditions, or experiencing menopause in addition to those needing a moment of quiet when feeling overwhelmed during their Hearing or meeting at the WRC.

Planned actions to address gaps

- Regularly promote training, continue to ensure services are inclusive, be more proactive in engaging with those with special requirements. This section can reflect actions as set out in the ED&I strategy.
- All Internal policies are kept under review to ensure compliance with best practice in those areas.
- Continue to engage with the National Disability Authority in ensuring the website is accessible.
- Continue to engage with Advocacy Groups and reach out to those who have not already engaged with us.
- Review training required by staff to ensure services are inclusive. Provide resilience training for staff to ensure they are supported in carrying out their duties.
- Encourage staff to attend lunch & learn training and information sessions.
- Maximise technology to improve efficiencies and the use of resources.
- Continue to engage with OPW to ensure our buildings are accessible