

# FAMILY SUPPORTS

*YOUR GUIDE TO SERVICES FOR  
FAMILIES IN IRELAND*

Department of Social and Family Affairs

An Roinn Gnóthaí Sóisialacha agus Teaghlaigh

[www.welfare.ie](http://www.welfare.ie)



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# FAMILY SUPPORTS

<i>DEPARTMENT</i>	<i>PRINCIPAL RESPONSIBILITY</i>	<i>SECTIONS / STRUCTURES</i>	<i>PRINCIPAL FAMILY SUPPORT SERVICES, INITIATIVES AND PROGRAMMES</i>
<p><b>Agriculture, Fisheries and Food</b></p> <p>www.agriculture.gov.ie</p>	Income and structural support for farm families	<p><b>Single payment Division, Portlaoise</b></p> <p>1890 200 566</p> <p><b>Forest Service Division, Wexford</b></p> <p>(053) 9160193</p>	<ul style="list-style-type: none"> <li>• Single Payment Scheme</li> <li>• Disadvantaged Areas Scheme</li> <li>• Forestry Premia</li> </ul>
<p><b>Agriculture, Fisheries and Food</b></p>	Support for families entering and retiring from farming	<p><b>Structures Division, Wexford</b></p> <p>(053) 9163400</p>	<ul style="list-style-type: none"> <li>• Early Retirement Scheme</li> <li>• Installation Aid Scheme</li> </ul>
<p><b>Agriculture, Fisheries and Food</b></p>	Advice for Farm Families	<p><b>Teagasc</b></p> <p>www.teagasc.ie</p> <p>(059) 9170200</p>	<ul style="list-style-type: none"> <li>• Options for Farm Families Programme</li> </ul>

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<p><b>Agriculture, Fisheries and Food</b></p>	<p>Food safety</p>	<p><b>Food Safety Liaison Division</b></p> <p>(01) 6072046</p> <p><b>Milk Subsidies Section</b> Wexford</p> <p>(053) 9163405</p> <p><b>Food Division</b> (01) 6072841 <i>and Bord Bia</i></p> <p>www.bordbia.ie</p> <p>(01) 6685155</p> <p><b>Food Division and Research, Food and Codex Division</b></p>	<ul style="list-style-type: none"> <li>• Coordinator of the Department of Agriculture, Fisheries and Food's Multi-Annual Control Plan on food and feed safety processes</li> <li>• School Milk Scheme</li> <li>• 'Food Dudes' – programme targeted at primary school children to increase consumption of fresh produce</li> <li>• Food and health research programmes into nutrition, dietary intake and food composition</li> </ul>
<p><b>Arts, Sport and Tourism</b></p> <p>www.arts-sport-tourism.gov.ie</p> <p>1890 383 0000</p>	<p>Sport and Recreation policy</p> <p>Irish Sports Council</p> <p>www.irishsportscouncil.ie</p> <p>(01) 8608800</p>	<p><b>Sports Capital Programme</b></p> <p><b>Local Authority Swimming Pool Programme</b></p> <p><b>Local Sports Partnership Network</b></p>	<ul style="list-style-type: none"> <li>• Funding for the development of sports facilities</li> <li>• Support for provision of local authority swimming pools</li> <li>• Support projects which aim to increase family participation in sports and physical activity via grant schemes</li> <li>• Family oriented 'Come and Try' days</li> </ul>

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<b>Arts, Sport and Tourism</b>	Arts	<b>National Cultural Institutions</b>	<ul style="list-style-type: none"> <li>• Free admission to wide range of national museums and galleries</li> <li>• Specific child-focused classes in National Gallery and National Concert Hall</li> <li>• Outreach and Education programmes at all main institutions</li> <li>• Children's publications</li> </ul>
<b>Community, Rural and Gaeltacht Affairs</b>  www.pobail.ie  1890 474 847	Supporting Community Activity  Volunteering  RAPID Programme  Rural Development  Island Development  Irish Language  Drugs Strategy  Regulation of Charities	<b>The Department operates several programmes and schemes to support the delivery of its principal responsibilities</b>  <b>Key Areas:</b>  <b>Community and Voluntary Supports</b>  <b>Local and Community Development</b>  <b>Rural Development</b>  <b>Islands</b>  <b>Gaeltacht Affairs</b>  <b>Drugs Strategy</b>	<ul style="list-style-type: none"> <li>• Community Development Programme</li> <li>• Community Services Programme</li> <li>• Funding to support National Organisations in the Community and Voluntary Sector</li> <li>• RAPID (Revitalising Areas by Planning, Investment and Development) which has a RAPID specific Family theme</li> <li>• CLÁR (Ceantair Laga Árd-Riachtanais-areas suffering depopulation)</li> <li>• LEADER II groups (some services target rural families)</li> <li>• Rural Social Scheme</li> </ul>

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<p><b>Community, Rural and Gaeltacht Affairs</b></p>			<ul style="list-style-type: none"> <li>• The Local Development Social Inclusion Programme               <ul style="list-style-type: none"> <li>(i) Services to the Unemployed</li> <li>(ii) Community Development</li> <li>(iii) Community Based Youth Initiatives</li> </ul> </li> <li>• Funding under the National Drugs Strategy through 14 Local and 10 Regional Drugs Task Forces</li> <li>• Assistance from the Dormant Accounts Fund for those affected by economic and social disadvantage, educational disadvantage, and persons with a disability</li> </ul>
<p><b>Education and Science</b></p> <p>www.education.ie</p> <p>(01) 8896400</p>	<p>Measures addressing the educational needs of children and young people from disadvantaged communities</p>	<p><b>Social Inclusion Unit</b></p> <p><b>Regional Office Service</b></p>	<ul style="list-style-type: none"> <li>• Measures under Delivering Equality of Opportunity in Schools (DEIS) Action Plan:               <ul style="list-style-type: none"> <li>- Home/school/community liaison services</li> <li>- School completion programme services</li> </ul> </li> <li>• Visiting Teachers for Travellers service</li> </ul>
<p><b>Education and Science</b></p>	<p>Educational Welfare Service</p>	<p><b>National Educational Welfare Board (NEWB)</b></p> <p>www.newb.ie</p> <p>(01) 8738700</p>	<p>Support provided by NEWB to parents, guardians and children experiencing difficulties with school attendance or educational welfare</p>

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<p><b>Education and Science</b></p>	<p>Measures for children with special educational needs</p>	<p><b>Special Education Section</b></p> <p><b>National Council for Special Education (NCSE)</b></p> <p>www.ncse.ie</p> <p>(046) 9486400</p> <p><b>National Educational Psychological Service (NEPS)</b></p> <p>(01) 8892700</p>	<p>Supports provided by NCSE and NEPS to parents, guardians and children with special educational needs</p>
<p><b>Education and Science</b></p>	<p>Adult Education: Family literacy</p>	<p><b>Further Education section</b></p> <p><b>Vocational Education Committees</b></p>	<p>Family literacy programmes</p>
<p><b>Enterprise, Trade and Employment</b></p> <p>www.entemp.ie</p> <p>1890 220 222</p>	<p>Training and employment supports</p>	<p><b>FÁS</b></p> <p>www.fas.ie</p> <p>(01) 6070500</p>	<ul style="list-style-type: none"> <li>• Training</li> <li>• Community Employment Programmes</li> <li>• Skillnets in-work training programme</li> </ul>

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<p><b>Enterprise, Trade and Employment</b></p>	<p>Work-life balance</p>	<p><b>National Framework Committee for Work-Life Balance</b></p> <p>www.worklifebalance.ie</p> <p>(01) 6313281</p>	<ul style="list-style-type: none"> <li>Responsible for promoting the implementation of working arrangements and policies which assist workers in combining employment with other aspects of their lives</li> <li>Committee is chaired by the Department of Enterprise, Trade and Employment and its membership is made up of representatives from Irish Business and Employers Confederation (IBEC), Irish Congress of Trade Unions (ICTU) and relevant Government departments and agencies</li> </ul>
<p><b>Enterprise, Trade and Employment</b></p>	<p>Employment Rights</p>	<p><b>National Employment Rights Authority (NERA)</b></p> <p>www.employmentrights.ie</p> <p>1890 808 090</p>	<ul style="list-style-type: none"> <li>Provides information to employees and employers</li> <li>Monitors employment conditions through its inspection services</li> <li>Can enforce compliance and seek redress</li> </ul>
<p><b>Environment Heritage and Local Government</b></p> <p>www.environ.ie</p> <p>(01) 8882000</p>	<p>Enable the delivery, by housing authorities, of social and affordable housing programmes for households unable to provide accommodation from their own resources</p>	<p><b>Social Housing Construction and Procurement</b></p> <p><b>Voluntary and Co-operative Housing Unit and Traveller Accommodation</b></p> <p><b>Affordable Housing and Homelessness</b></p>	<p>Programmes of social and affordable housing for households including the local authority housing construction programme, the voluntary and co-operative housing programme, affordable housing schemes including the shared ownership scheme</p>



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<b>Environment Heritage and Local Government</b>	Improving the quality of the existing social housing stock	<b>Social Housing Construction and Procurement</b>	Remedial Works Scheme, Regeneration Programme, Central Heating Programme
<b>Environment Heritage and Local Government</b>	Enable the provision of childcare facilities in local authority housing estates	<b>Social Housing Construction and Procurement</b>	Programme for the provision of childcare facilities in local authority housing projects
<b>Environment Heritage and Local Government</b>	Enable the provision of accommodation for Travellers	<b>Voluntary and Co-operative Housing Unit and Traveller Accommodation</b>	Traveller Accommodation Programme
<b>Environment Heritage and Local Government</b>	Assist housing management initiatives, supports for communities	<b>Social Housing Construction and Procurement</b>	Housing Management Initiative Grant Scheme, Sustainable Communities Fund
<b>Environment Heritage and Local Government</b>	Support the provision of communal facilities in housing projects	<b>Voluntary and Co-operative Housing Unit and Traveller Accommodation</b>	Community/Amenity supports and grants
<b>Environment Heritage and Local Government</b>	Assist the accommodation needs of those with a disability	<b>Housing Policy and Finance and Social Inclusion Unit</b>	Disabled Persons Grant – available to adapt accommodation to meet the needs of people, including children, who have a disability. Scheme administered by local authority
<b>Environment Heritage and Local Government</b>	Integrated Strategy on Homelessness	<b>Housing Policy and Finance and Social Inclusion Unit</b>	Homeless accommodation

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<b>Finance</b>	Personal taxation	<b>Office of the Revenue Commissioners</b>  <a href="http://www.revenue.ie">www.revenue.ie</a>	<ul style="list-style-type: none"> <li>• Taxation Policy</li> <li>- Income Tax credits and Bands</li> <li>- Childminding Tax Relief</li> <li>- Revenue Job Assist Scheme</li> </ul>
<b>Health and Children</b>  <a href="http://www.dohc.ie">www.dohc.ie</a>  (01) 6354000	Family Support Services	<b>Office of the Minister for Children and Youth Affairs and Health Service Executive (HSE)</b>  <a href="http://www.omc.gov.ie">www.omc.gov.ie</a>  (01) 6354000	<p>The role of the Office of the Minister for Children and Youth Affairs is to bring greater coherence to policy making for children and young people, focusing on policy issues that affect them. The Office is dedicated to a 'what works' approach to developing policies and services for children and young people</p> <p>The 'Agenda for Children's Services' sets out the strategic direction and key goals of public policy in relation to children's health and social services. It sets out what the seven national outcomes for children in Ireland should be:</p> <ul style="list-style-type: none"> <li>• Healthy, both physically and mentally</li> <li>• Supported in active learning</li> <li>• Safe from accidental and intentional harm</li> <li>• Economically secure</li> <li>• Secure in the immediate and wider physical environment</li> <li>• Part of positive networks of family, friends, neighbours and the community and</li> <li>• Included and participating in society</li> </ul>

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<p><b>Health and Children</b></p>	<p>Family Support Services</p>	<p><b>Health Service Executive (HSE)</b></p> <p>www.hse.ie</p> <p>1850 241 850</p>	<ul style="list-style-type: none"> <li>• Family Support Programmes e.g. <ul style="list-style-type: none"> <li>- Community Mothers Programme</li> <li>- Family Support Workers</li> <li>- Teen Parent Support Programme</li> <li>- Parents Plus programme</li> <li>- Family First parenting initiative</li> <li>- Community childcare workers</li> </ul> </li> <li>• Further development of Springboard projects (community based early intervention initiative to support families)</li> <li>• Youth Advocacy programme (one-to-one interventions with children at risk of going into care)</li> </ul> <p>Other services:</p> <ul style="list-style-type: none"> <li>• Medical Cards and GP Visit Cards</li> <li>• Drugs Payment Scheme</li> <li>• Maternity and Infant Care Service</li> <li>• Child and Adolescent Health</li> <li>• Support services for families with disabilities</li> <li>• Community Care</li> </ul>

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<p><b>Health and Children</b></p>	<p>Childcare Directorate</p>	<p><b>Childcare Directorate, Office of the Minister for Children and Youth Affairs</b></p>	<ul style="list-style-type: none"> <li>• Early Childcare Supplement</li> <li>• National Childcare Investment Programme 2006 – 2010 (NCIP): <ul style="list-style-type: none"> <li>- Creation of 50,000 new childcare places of which 5,000 will be after-school places and 10,000 pre-school places</li> <li>- Provide Capital grants for development of childcare facilities</li> <li>- Provide funding for the Community Childcare Subvention Scheme (financial subvention towards community childcare for parents on social welfare or low income)</li> <li>- Provide additional supports for childminders</li> <li>- Provide supports for the City and County Childcare Committees and National Voluntary Childcare Organisations</li> </ul> </li> <li>• Childcare family support services: <ul style="list-style-type: none"> <li>- Parent and toddler groups</li> <li>- Pre-school services, playgroups, crèches, Montessori pre-schools, naíonraí and registered childminders</li> <li>- National Childminding initiative (supports for childminders and for people interested in becoming childminders)</li> </ul> </li> </ul>

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<b>Health and Children</b>	Childcare Directorate	<p><b>Childcare Directorate, Office of the Minister for Children and Youth Affairs</b> (continued)</p> <p><b>City and County Childcare Committees</b></p>	<ul style="list-style-type: none"> <li>- School age childcare initiative (development of school-age childcare to support the childcare needs of parents)</li> <li>• Regulation of Childcare Pre-School Services: <ul style="list-style-type: none"> <li>- Monitoring the implementation of the Child Care (Pre-School Services) Regulations 2006</li> <li>- Development of National Childcare Standards for the Pre-School Sector</li> </ul> </li> <li>• First point of contact for the public in applying for grant assistance under the National Childcare Investment Programme 2006-2010 (NCIP)</li> <li>• Childcare advice, information and training to providers and parents</li> </ul>
<b>Health and Children</b>	Children First: National Guidelines for the Protection and Welfare of Children	<b>Office of the Minister for Children and Youth Affairs, Health Service Executive (HSE), Gardaí, general public etc.</b>	<ul style="list-style-type: none"> <li>• Children First: National Guidelines for the Protection and Welfare of Children – aims: <ul style="list-style-type: none"> <li>- Improved reporting of child abuse</li> <li>- Facilitate effective child protection</li> <li>- Maximise capacity of organisations and staff to protect</li> <li>- Consolidate interagency cooperation</li> </ul> </li> </ul>

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<b>Health and Children</b>	Child Welfare and Protection	<b>Health Service Executive (HSE)</b>  www.hse.ie  1850 241 850	<ul style="list-style-type: none"> <li>• Localised services and supports for children at risk</li> <li>• Provision of and development of family support initiatives through evidence based needs assessment</li> <li>• Implementation of the Child Care Act, 1991 and Children Act, 2001</li> <li>• Child protection service</li> <li>• Development of Child Welfare Strategy</li> <li>• Residential Care</li> <li>• Foster care and Relative Care</li> <li>• Youth Homelessness Services</li> </ul>
<b>Health and Children</b>	Inspection of Pre-School Services	<b>Health Service Executive (HSE)</b>  www.hse.ie  1850 241 850	HSE Pre-School Inspectorate Team provide the Notification and Inspection Service for pre-school services
<b>Health and Children</b>	Development of quality standards for child care services and inspections	<b>Office of the Chief Inspectorate for Social Services (HIQA)</b>  www.hiqa.ie  {021} 4250610	<ul style="list-style-type: none"> <li>• Inspectorate ensures quality standards in child care services</li> <li>• Inspectorate continues to inspect children's services including residential care and foster care against the standards</li> </ul>
<b>Health and Children</b>	Adoption regulation	<b>Adoption Board</b>  www.adoptionboard.ie  {01} 2309300	<ul style="list-style-type: none"> <li>• Regulates both domestic and inter-country adoptions</li> </ul>

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<b>Health and Children</b>	Ombudsman for Children	<b>Ombudsman for Children's Office</b>  www.oco.ie  1890 654 654	Functions include: <ul style="list-style-type: none"> <li>• Promoting the welfare and rights of children</li> <li>• Acting as catalyst for change</li> <li>• Responding to individual complaints</li> <li>• Regular consultation with children</li> </ul>
<b>Health and Children</b>	Growing Up in Ireland: The National Longitudinal Study of Children	<b>Office of the Minister for Children and Youth Affairs</b>  www.growingup.ie	"Growing Up in Ireland" Study to monitor development of 18,000 children – 10,000 infants and 8,000 9-year-olds over a seven year period
<b>Health and Children</b>	Strategy to address the issue of Crisis Pregnancy	<b>Crisis Pregnancy Agency</b>  www.crisispregnancy.ie  (01) 8146292	Crisis Pregnancy Services <ul style="list-style-type: none"> <li>• Free crisis pregnancy services – 50 centres in 27 locations nationally</li> <li>• Counselling services for husband/partner, parents, relatives</li> </ul> Education Based Activities <ul style="list-style-type: none"> <li>• Implementation of Relationships and Sexuality Education and Social, Personal and Health Education in schools [joint initiative with the Department of Education and Science and the Health Service Executive (HSE)]</li> </ul>

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<p><b>Health and Children</b></p>	<p>Strategy to address the issue of Crisis Pregnancy</p>	<p><b>Crisis Pregnancy Agency</b> (continued)</p>	<p>Parenting Resources</p> <ul style="list-style-type: none"> <li>• Information Guide for Young Parents in Education</li> <li>• Information pack for parents who are not married to each other</li> <li>• Information pack for those working with unmarried parents</li> <li>• Information leaflets on parenting, pregnancy and childcare</li> </ul> <p>Parent Resources for Sexual Health</p> <ul style="list-style-type: none"> <li>• "Busy Bodies" - booklet and DVD for 5th and 6th class pupils, on sexual development and sexual health</li> <li>• "You can talk to me" DVD and booklet for parents on communication with 13 - 14 year olds about relationships and sexual health</li> <li>• "Parents, make the time to talk" - resource for parents on communication with 15 - 17 year olds about relationships and sexual health</li> </ul>



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<p><b>Health and Children</b></p>	<p>Strategy to address the issue of Crisis Pregnancy</p>	<p><b>Crisis Pregnancy Agency</b> (continued)</p>	<p>Other Initiatives</p> <ul style="list-style-type: none"> <li>• Supported accommodation for expectant and new mothers</li> <li>• Initiatives to encourage young mothers to return to education/training</li> <li>• Programmes for parents on Relationships and Sexuality Education</li> </ul>
<p><b>Justice, Equality and Law Reform</b></p> <p><a href="http://www.justice.ie">www.justice.ie</a></p> <p>1890 221 227</p>	<p>Family Law</p> <p>Community Gardaí</p>	<p><b>Equality Division</b></p> <p><b>An Garda Síochána: Garda National Juvenile Office</b></p>	<ul style="list-style-type: none"> <li>• Courts Service - Divorce/ Separation</li> <li>• Family rights</li> </ul> <p>Monitor the effectiveness of the Juvenile Diversion Programme</p>

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<b>Justice, Equality and Law Reform</b>	Youth Justice	<b>Irish Youth Justice Service</b>  <a href="http://www.iyjs.ie">www.iyjs.ie</a>  (01) 4768673	National Youth Justice Strategy 2008-2010: <ul style="list-style-type: none"> <li>• Aims to develop a coordinated approach among agencies working in the youth justice system</li> <li>• Deals primarily with children who have already had some contact with the criminal justice system in order to reduce offending and re-offending</li> </ul>
	Management and operation of children's detention schools	<b>Irish Youth Justice Service</b>	Parental and family involvement with young people in detention encouraged through information, visiting facilities and outreach work.
	Development of Young Persons Probation Division within the Probation Service	<b>Probation Service</b>  <a href="http://www.probation.ie">www.probation.ie</a>	Implementation of the provisions of the Children Act, 2001 as they relate to the Probation Service, to include: <ul style="list-style-type: none"> <li>• Convening of family conferences at the request of the Courts</li> <li>• Implementation of Community Sanctions including Family Mentoring Orders and Suitable Person (Care and Supervision Orders).</li> </ul> Establishment of a National Practitioners Forum for Family Conferencing

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<b>Justice, Equality and Law Reform</b>		<b>Irish Youth Justice Service</b>	<p>Works with the Young Persons Probation Division of the Probation Service to ensure community sanctions are available for the Courts in dealing with young people who offend. These sanctions include:</p> <ul style="list-style-type: none"> <li>• Mentor or family support order which is aimed at helping, advising and supporting the child and its family</li> <li>• Parents may also be involved in family and restorative justice conferences as well as good behaviour orders</li> </ul>
<b>Justice, Equality and Law Reform</b>	Funding and management of Community Based Projects which provide a range of services to enhance the work of the Probation Service	<b>Prisons and Probation Policy Division in association with the Probation Service</b>	<ul style="list-style-type: none"> <li>• Provision of programmes to increase opportunities to access labour market, address addiction, homelessness and other issues contributing to offending</li> <li>• Provide Probation supervision, community service, anti-offending programmes and specialist support services</li> <li>• Deliver services to help protect the public, improve communities and support offenders to integrate in their communities</li> </ul>

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<b>Justice, Equality and Law Reform</b>	Management and Funding of Garda Youth Diversion Projects and mainstreamed Local Drugs Task Force Projects	<p><b>Irish Youth Justice Service</b></p> <p><b>Irish Youth Justice Service in association with Garda Community Relations Section</b></p> <p><b>National Advisory Committee</b></p> <p><b>Local Management Committees</b></p> <p><b>Referral Assessment Committees</b></p>	<ul style="list-style-type: none"> <li>• Funding of 100 Garda Youth Diversion Projects and mainstreamed Local Drugs Task Force Projects</li> <li>• Community-based and locally managed initiatives targeted toward enhancing youth social inclusion</li> <li>• Parental referrals to Garda Youth Diversion Projects and Local Drugs Task Force Projects</li> <li>• Parental and family involvement encouraged through outreach work</li> <li>• Life-skills workshops to provide training and education for socially disadvantaged young people</li> </ul>
<b>Justice, Equality and Law Reform</b>	Immigration and Integration	<p><b>Office of the Refugee Applications Commissioner</b></p> <p><a href="http://www.orac.ie">www.orac.ie</a></p> <p>(01) 6028000</p> <p><b>Irish Naturalisation and Immigration Service</b></p> <p><a href="http://www.inis.gov.ie">www.inis.gov.ie</a></p> <p>1890 221 227</p>	<p>Decision making body in the Irish asylum system</p> <p>‘One stop shop’ in relation to asylum, immigration, citizenship and visas</p>

<i>DEPARTMENT</i>	<i>PRINCIPAL RESPONSIBILITY</i>	<i>SECTIONS / STRUCTURES</i>	<i>PRINCIPAL FAMILY SUPPORT SERVICES, INITIATIVES AND PROGRAMMES</i>
<p><b>Justice, Equality and Law Reform</b></p>	<p>Resettlement Programme</p>	<p><b>Office of the Minister for Integration</b></p> <p>(01) 6473200</p>	<p>Support the reception, orientation and integration of refugees admitted under Government Decision (Programme refugees)</p> <p>Develop and support training programmes to prepare newly arrived resettled refugees for independent living</p> <p>Work with receiving communities to ensure that resettled refugees have appropriate access to services</p>
<p><b>Justice, Equality and Law Reform</b></p>	<p>Equality Legislation</p>	<p><b>The Equality Authority</b>  <b>2 Clonmel Street</b>  <b>Dublin 2</b></p> <p><b>and Birchgrove House</b>  <b>Roscrea</b>  <b>Co Tipperary</b></p> <p><a href="http://www.equality.ie">www.equality.ie</a></p> <p>(01) 4173333</p>	<p>The Employment Equality Act, 1998 and the Equal Status Act, 2000 outlaw discrimination in employment, vocational training, advertising, collective agreements, the provision of goods and services and other opportunities to which the public generally have access on nine distinct grounds</p> <p>These are:</p> <ul style="list-style-type: none"> <li>• gender;</li> <li>• marital status;</li> <li>• family status;</li> <li>• age;</li> <li>• disability;</li> <li>• race;</li> <li>• sexual orientation;</li> <li>• religious belief; and</li> <li>• membership of the Traveller community</li> </ul>

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<p><b>Justice, Equality and Law Reform</b></p>		<p><b>Public Information Centre, The Equality Authority</b></p> <p>Lo Call: 1890 245 545 Textphone (01) 4173385</p>	<p>The Public Information Centre also makes information available on the Maternity Protection Acts 1994 and 2004, the Adoptive Leave Acts 1995 and 2005, and the Parental Leave Acts 1998 and 2006</p>
<p><b>Social and Family Affairs</b></p> <p><a href="http://www.welfare.ie">www.welfare.ie</a></p>	<p>Payment of family and child-related income support</p>	<p><b>Social Welfare Services</b></p> <p>(01) 7043000</p>	<ul style="list-style-type: none"> <li>• Child Benefit</li> <li>• Maternity Benefit</li> <li>• Adoptive Benefit</li> <li>• Health and Safety Benefit</li> <li>• Dental, Optical and Aural Benefits</li> <li>• Widow(er)s Pension</li> <li>• Widowed Parent Grant</li> <li>• Guardian's Payments</li> <li>• Income supports for low-income families: <ul style="list-style-type: none"> <li>- Jobseeker's Benefit and Allowance</li> <li>- Back to Work Allowance</li> <li>- Back to Education Allowance</li> <li>- One-Parent Family Payment</li> <li>- Family Income Supplement</li> <li>- Supplementary Welfare Allowance (see below)</li> <li>- Farm Assist</li> </ul> </li> <li>• School Meals Programme</li> <li>• Income supports for ill or disabled people: <ul style="list-style-type: none"> <li>- Invalidity Pension</li> <li>- Disability Allowance</li> <li>- Illness Benefit</li> <li>- Disablement Benefit</li> <li>- Occupational Injury Benefit</li> <li>- Blind Pension</li> </ul> </li> </ul>

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<b>Social and Family Affairs</b>	Payment of family and child-related income support	<b>Social Welfare Services</b> (continued)	<ul style="list-style-type: none"> <li>• Income supports for older people: <ul style="list-style-type: none"> <li>- State Pension (Contributory and Non-Contributory)</li> </ul> </li> <li>• Income support for carers: <ul style="list-style-type: none"> <li>- Carer's Allowance/Benefit</li> <li>- Respite Care Grant</li> </ul> </li> <li>• Extra Benefits <ul style="list-style-type: none"> <li>- Household Benefits Package (comprising Electricity/ Gas Allowance, Telephone Allowance and Free TV licence)</li> <li>- Fuel Allowance</li> <li>- Free Travel</li> <li>- Bereavement Grant</li> </ul> </li> </ul>
<b>Social and Family Affairs</b>	Supplementary Welfare Allowance	<b>Supplementary Welfare Allowance Section</b>  (071) 9169800	<ul style="list-style-type: none"> <li>• Basic Supplementary Welfare Allowance</li> <li>• Rent and Mortgage Interest Supplements</li> <li>• Special Needs Supplements</li> <li>• Exceptional Needs Payments</li> <li>• Urgent Needs Payments</li> <li>• Back to School Clothing and Footwear Allowance</li> </ul>

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<b>Social and Family Affairs</b>	Homemaker's Scheme	<b>Homemaker's Section</b>  (01) 7043096	This scheme makes it easier for a person who gives up work to take care of a child under age 12 or an incapacitated person to qualify for the State Pension (Contributory) at age 66
<b>Social and Family Affairs</b>	Family Policy development	<b>Family Affairs Unit</b>  (01) 7043593  <b>Family Support Agency</b>  www.fsa.ie  (01) 6114100	Advise the Minister on policy to support families, including those with children and one-parent families  <ul style="list-style-type: none"> <li>• Family and Community Services Resource Centre Programme</li> <li>• Grants to voluntary organisations providing marriage, child and bereavement counselling</li> <li>• Family Mediation Service</li> <li>• Family Research and Information</li> </ul>
<b>Social and Family Affairs</b>	Money Advice	<b>Money Advice and Budgeting Service</b>  1890 283 438	Money Advice and Budgeting Support  The service is available at: <ul style="list-style-type: none"> <li>• 65 locations nationwide</li> <li>• The National Telephone Helpline 1890 283 438</li> <li>• The website www.mabs.ie</li> </ul>
<b>Social and Family Affairs</b>	Employment Supports	<b>Employment Support Services</b>  (071) 9672500	Social and Family Support Services – Facilitators working at regional locations: <ul style="list-style-type: none"> <li>• Back to Work/Education</li> <li>• Activation and Family Support Programme</li> </ul>



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<b>Social and Family Affairs</b>	Pensions Policy	<p><b>The Pensions Board</b></p> <p>www.pensionsboard.ie</p> <p>1890 656 565</p> <p><b>The Pensions Ombudsman</b></p> <p>www.pensionsombudsman.ie</p> <p>(01) 6471650</p>	<ul style="list-style-type: none"> <li>• Regulation of occupational pension schemes and Personal Retirement Savings Accounts (PRSAs)</li> <li>• Provision of information and advice on pensions</li> </ul> <p>Investigates and decides complaints and disputes involving occupational pension schemes and Personal Retirement Savings Accounts (PRSAs)</p>
<b>Social and Family Affairs</b>	Information	<p><b>Information Services</b></p> <p>www.welfare.ie</p> <p>1890 662 244</p> <p>LoCall Leaflet Request line: 1890 202 325</p> <p><b>Citizen's Information Board</b></p> <p>www.citizensinformation.ie</p> <p>1890 777 121</p>	<p>Information and advice on social welfare entitlements</p> <ul style="list-style-type: none"> <li>• Provides information on public services: Citizen's Information Centres, phone service and website</li> <li>• Provides support for voluntary and statutory organisations</li> <li>• Analyses and reports on effectiveness of social policy</li> <li>• Provides advocacy advice</li> </ul>

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<p><b>Transport</b></p> <p>www.transport.ie</p> <p>1890 443 311</p>	<p>National Infrastructure</p> <p>Rural Transport Programme</p> <p>Transport Sectoral Plan under the Disability Act 2005</p>	<p><b>Transport 21 Division</b></p> <p>www.transport21.ie</p> <p>(01) 6041081</p>	<p>Transport 21 capital investment framework 2006 - 2015</p>



[www.welfare.ie](http://www.welfare.ie)