



## Frequently Asked Questions

### **1. What is Intreo?**

Intreo is a new service from the Department of Social Protection which will help you with your employment and income support services needs.

Intreo will provide a personalised service, based on your individual needs including; advice on education, training and personal development opportunities, job search assistance as well as information on and access to our range of income supports.

### **2. What services and supports are provided by Intreo?**

- Employment services and income supports available in one place.
- Expert assistance and advice on employment, training and personal development opportunities.
- A focus on your individual needs to assist you enter the workforce.
- Self-service facilities to provide you with information and guidance on employment and training opportunities.
- Access to information on job vacancies through [www.jobsireland.ie](http://www.jobsireland.ie).
- Information on the full range of income supports provided by the Department of Social Protection, for example, jobseeker's payments, back to work and back to education payments, one-parent family payments, pensions and others. Also, any queries in relation to your jobseekers or one-parent family payment will continue to be dealt with by the team in your Intreo Centre.

### **3. What documentation do I need to bring with me when I visit my local Intreo Centre for the first time?**

When you visit the Intreo Centre for the first time, you should bring your PPS number and proof of your address, such as a utility bill in your name.

#### **4. Where is the Intreo service available?**

The Intreo Service is being introduced on a phased basis to each of our centres throughout the country.

It will be available initially in four centres located at:

- Cranmore Road, Sligo
- Parnell Street, Dublin 1
- The Square, Tallaght, Dublin 24
- Castle Park, Arklow, Co. Wicklow

More Intreo Centres are due to open by the end of 2012. Details of new locations will be published on [www.welfare.ie](http://www.welfare.ie) and the Intreo service will be available in all offices by 2014.

#### **5. What will happen when I apply for jobseeker's supports for the first time at an Intreo Centre?**

You should call to our reception area to make an appointment. Our team will give you the application form, make an appointment for you and tell you what documents you need to bring along to your appointment.

You may also submit your jobseekers application on line for certain locations. Visit [www.welfare.ie](http://www.welfare.ie) for more information.

#### **6. What will happen next?**

You should bring your completed application form and other documents to your appointment.

At your appointment, we will review and process your application. You will also be given details of an information session that you must attend. At this information session, we will describe the full range of support services available from Intreo.

We will give you an appointment for a further meeting with one of our Case Officers. At this meeting the Case Officer will discuss your options and agree a Personal Progression Plan with you to help you in seeking employment. This Plan will be focused on meeting your individual needs.

We will provide you with ongoing advice and support in relation to achieving the goals in your Personal Progression Plan.

## **7. What services will Intreo provide to help me to gain employment?**

Intreo will provide you with the relevant supports to assist you in your job search. These supports will be based on your individual needs and tailored to your personal circumstances. This will include advice and information on income supports, training and development opportunities, employment support and career guidance services from a Case Officer.

As part of your Personal Progression Plan, we will continue to support and guide you at all stages to help you achieve your goals.

## **8. What employment supports and services are available to assist me?**

Employment Services are available to all EEA (European Economic Area) nationals. Persons from outside the EEA wishing to avail of Employment Services should contact their local office to check their eligibility. A PPS number is required when registering for Employment Services.

Our team will provide you with information and advice on employment opportunities, training courses, financial supports and other options which will assist you with your job search.

As part of our guidance support service, we can assist you with :

- Improving your CV and applying for jobs.
- Identifying how your skills and experience may be applied to a range of different jobs.
- Jobseeking activities.
- Matching your skills with job and work experience opportunities available on our Jobs Ireland service.
- Information on work placement programmes including JobBridge, the National Internship Scheme.
- Information and advice on courses and training options.
- Information on job opportunities throughout Europe through Eures – the European Employment Services network

## **9. What other services are available from my local Intreo Centre?**

You will also be able to access information on job vacancies, training courses and allowances by using our self self-service kiosks and on information points in the Intreo Centre.

A Jobseeker pack is also available which gives information on:

- using the job search facility on Jobs Ireland,
- how to:  
fill out an application form,  
prepare a CV and covering letter,  
prepare for a job interview

The pack also contains a list of useful website addresses.

You may also use our dedicated phone service to contact employers about jobs advertised through our Jobs Ireland service.

Staff in your local Intreo Centre can also answer questions you may have on the full range of services and supports available.

Detailed information on our supports, services and programmes is also available online at [www.welfare.ie](http://www.welfare.ie) and in leaflets available in our offices.

## **10. Will staff in the Intreo Centre be able to answer questions about other income supports such as pensions?**

Yes, the team in the Intreo Centre will be able to provide information about the full range of income supports available from the Department of Social Protection. Information is also available on [www.welfare.ie](http://www.welfare.ie).

## **11. What are my obligations as a jobseeker in receipt of a Jobseeker's payment?**

When you apply for and are in receipt of a jobseeker's payment you are declaring that you are:

- available for work
- fit for work and
- genuinely seeking work but
- unable to find work

You are committing to engage with Intreo's employment, advice and training referral services. If you fail to honour these commitments it will lead to a reduction or withdrawal of your jobseeker's payment.

## **12. I am already receiving supports from the Department of Social Protection, what services will be available to me?**

We will continue to provide you with the full range of services and supports which you are currently receiving.

## **13. Will I still be able to call to the same office in relation to income supports?**

Yes, your social welfare payment and queries will still be dealt with at the same office.

## **14. What services are available on-line for jobseekers?**

You may submit your application on-line for jobseekers payment for certain offices. You may close your claim or request a statement of your Jobseeker's Benefit or Allowance paid. you may also claim a jobseeker's payment or sign for your payment online. Customers of certain Social Welfare Local Offices can also submit their holiday application. Full details of offices providing these services are available on [www.welfare.ie](http://www.welfare.ie).

## **15. Where can I get more information?**

Further information on Intreo and the services provided by the Department of Social Protection is available:

- on [www.intreo.ie](http://www.intreo.ie)
- on [www.welfare.ie](http://www.welfare.ie),
- from your local Intreo or Social Welfare Office,
- from your local Citizens Information Centre ([www.citizensinformation.ie](http://www.citizensinformation.ie)) and
- in our Jobseeker Pack.