



A new name and a better service



An Roinn Coimirce Sóisialaí
Department of Social Protection



What services will be available?

- 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. Jobs Ireland provides information about prospective jobs and opportunities in Ireland and across Europe.
- 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.
- Queries in relation to your jobseeker's or one-parent family payment will continue to be dealt with by the team in your Intreo Office.

How will this service for jobseekers work?

Call to our reception area to apply for Jobseeker's Allowance or Benefit. Our team will give you an 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 jobseeker's application online for certain locations and you will be contacted with details of an appointment.

At your appointment, we will review and process your application. You will be given details of an information session where the full range of support services available from Intreo will be explained.

You will be given an appointment to meet with a Case Officer, who will discuss work, training, education and support options with you, and agree a Personal Progression Plan with you to help you in seeking employment.

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



What are your obligations when receiving 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,
- 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 this commitment it will lead to a reduction or withdrawal of your jobseeker's payment.



Intreo is a new
service which
will help you with
your employment
and income
support needs.



Further information

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

- on www.intreo.ie,
- from your local Intreo or Social Welfare Office,
- from your local Citizens Information Centre, on www.citizensinformation.ie, and
- in our Jobseeker Pack.

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

