Seirbhísí Fostaíochta agus Tacaíochta
Employment and Support Services

Intreo

Record of Mutual Commitments

Between: Department of Social Protection and _____ PPSN: _____

The Department of Social Protection is committed to providing comprehensive employment support and income support services to our clients. Our goal is to help our clients in two ways: firstly by providing income support during periods of unemployment; secondly by helping clients to find work. In return we would like you, our client, to commit yourself to work with us as we work to help you. This document records our mutual obligations to each other.

Our Promise to You

- We will do all we can to process claims as quickly and as efficiently as possible.
- We will pay income support payment(s) as provided for in legislation in an efficient and timely manner.
- We will work to identify suitable employment, work experience or training/education/personal development opportunities for you.
- We will work with you to help you prepare your Personal Progression Plan to assist you to take the right steps to employment.
- We will monitor and review progress against this plan with you.
- We will meet with you by appointment and give you fair notice of all such appointments.
- We will treat you with dignity and respect and honour the confidentiality of our relationship with you.

Your Promise to Us

- I will work to secure employment at the earliest possible opportunity.
- I will work with the Department to agree my Personal Progression Plan.
- I will attend meetings to which I am invited by the Department.
- I will follow up all suggestions and take up any work placement, work experience and/or training/personal development places notified to me by the Department.
- I will inform the Department immediately if I find work, or if I am no longer available for work.
- I will treat the staff of the Department with dignity and respect and honour the confidentiality of my relationship with the Department.
- I will provide the Department with all information requested to assess any claim for income support.
- I will abide by the Declaration in my Jobseeker's Allowance or Benefit Application Form.

For and on behalf of the Department of Social Protection.

Signed: _____

I understand that failure to adhere to my promises above may result in the reduction or withdrawal of any income support payments which would otherwise be due to me and that I could be prosecuted for making a false declaration or withholding information in relation to my claim.

Signed: _____

An Roinn Coimirce Sóisialaí
Department of Social Protection

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