



poistphoiblí
publicjobs

Accessible Information Policy



publicjobs refers to Public Appointments Service established under the Public Service
Management (Recruitment and Appointments) Act 2004-2013

Introduction

publicjobs is committed to ensuring effective communication with all its service users, both internal and external customers. As part of our commitment to effective communication, this policy outlines how we will communicate with customers and staff who require alternative formats.

publicjobs has five key customer groups which avail of our services. They are:

- Members of the public;
- Candidates participating in a recruitment campaign;
- Selection Board Members;
- Representatives of Client Departments;
- Internal customers (Staff of publicjobs).

Communications

publicjobs is committed to the principle of independent living. As part of our commitment we ensure, where possible, that all our customers' needs are facilitated and; that we communicate effectively with all service users.

Policy

publicjobs will endeavour to ensure that all possible assistance is given to people to access information on the wide range of services that are provided by the following:

- a Disability Champion who will actively promote their availability and how they may be contacted.

- extensive Disability Equality Training for all staff, and selection board members, in order to support them in providing services to all customers.
- Customers participating in our recruitment campaigns can, at application stage, indicate their preferred method of communication channel and any specific requirements. For all other customers, requests can be dealt with through the Disability Champion., Amanda Kavanagh, who can be contacted at: EDI@publicjobs.ie. For a list of accommodations available please see our *Accessible Customer Service Information Booklet*.
- Continuing to enhance ICT through adhering to the W3C Web Content Accessibility Guidelines. Our main ICT platform, publicjobs.ie, will be maintained and developed to ensure no customer is prevented from accessing our services. Where our ICT may not be accessible to a customer, we will put in place an alternative in consultation with the service user.
- Ensuring, where possible, that customers can avail of technology on site to assist in conducting their business with the office. Staff are encouraged to learn how to use assistive technology and communicate in sign language. Currently the office has a number of staff members, of varying ability, who can sign. However, where a customer is participating in a recruitment campaign, the office will ensure a fully competent sign interpreter is available to facilitate their needs.

Documents

As outlined in our *Accessible Customer Service Information Booklet*, we can provide a wide range of accessible formats on request. We have our own resources for producing the majority of alternative formats. While the general turn-around time for producing most accessible formats is one day, audio and related formats require more time. In such cases the customer will be kept informed of the delivery date for

their request. Further details on access requests is available in our *Request for Documentation / Information In An Alternative Format Brochure*.

We will:

- Ensure that existing core documents are readily available in a wide range of accessible formats. Where it is not possible to provide the entire document in accessible format, the Executive Summary will be provided.
- Ensure that all new documentation is completed in compliance with accessibility standards. Resource documents such as the National Disability Authority (NDA) Guidelines “First Steps in Producing Accessible Publications” and the Royal National Institute of Blind People (RNIB) “See it Right” Guidelines will be used as reference points for preparation of such documents.
- We will circulate clear format guidelines to all staff, as used in the preparation of this document and make them available on our Intranet.
- If we cannot produce a specific format that meets your needs in-house, we will within reason, attempt to accommodate your request through third parties.
- Continue to openly advertise the availability of information in accessible formats to staff and all our customers.
- Continue to use our established channels of communication to facilitate accessible format requests and ensure that all staff are aware of the procedure for receipt and delivery of such requests.
- Ensure (where possible) that all information and documents available on our website (publicjobs.ie) are available in a format that can be used in conjunction with assistive technology. Where this is not the case, an alternative will be provided in consultation with the service user.

- Prepare a checklist for the organisation of testing sessions taking into account how to respond to requests for accommodations.

Policy Evaluation

This policy will be evaluated on a regular basis through the following methods: -

- Monitoring of the demand for information in alternative formats outside of our in-house resources.
- Seeking user feedback from internal and external customers which will enhance our services.

The EDI Unit will continue to monitor the general implementation of this policy and will review it on a bi-annual basis.

Dealing with Customer Complaints in Relation to Accessibility (Disability Act 2005)

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

If the complaint cannot be dealt with immediately, we will issue a response to you within seven working days of receipt of the complaint. If this deadline cannot be met, we will inform you of progress in dealing with your complaint and provide you with an expected completion date. If you are unhappy with the response, you may refer your complaint to the Complaints/Inquiry Officer who will respond within seven working days. Should you still be unhappy after receiving the reply from the

Complaints/Inquiry Officer, you should make direct contact with the Complaints/Inquiry Officer again to discuss what action might be taken to ensure that the matter can be resolved.

A report on your complaint and the measure being put in place to address any issues you raised will be sent to the CEO as part of this process.

Customers may at any stage take their complaint to the Ombudsman. The Office of the Ombudsman is an independent agency established to investigate complaints from the public who are dissatisfied with the service they have received from a public sector organisation.

The Complaints/Inquiry Officer can be contacted at customerfeedback@publicjobs.ie.



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You can also keep up to date
on **publicjobs.ie** and follow us
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