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publicjobs

Requests for Documentation/Information in Alternative Formats

What information is available in alternative format?

All published information is available in alternative format, where it is practical and where funding permits. Such documents may include application forms, information leaflets, reports, explanatory documents and other such public interest/service documents.

Examples of Accessible Formats available:

- Large Print Version
- Easy-to-Read Version
- Braille
- Print on Colour Contrast
- Other alternative formats as may be requested
- For a comprehensive list of accessible services provided by publicjobs please refer to our *Accessible Customer Services Information Booklet*.

How to make a request for information in an alternative format:

- In writing, at our reception or posted directly to the Disability Champion. The postal address is publicjobs, Chapter House, 26-30 Abbey Street Upper, Dublin 1, DOI C7W6
- By emailing the Disability Champion at amanda.kavanagh@publicjobs.ie
- By phoning the HelpDesk at 01-8587400

Information needed on request (which should include the request date):

- Name, address and contact details of person requesting information.
- Specific details of document/information being requested.
- Time frame in which information is required and reason for any specific deadlines.
- If request is for a sign-language interpreter please specify full details of interview/event/meeting.
- In cases where the person making the request is unable to complete the request in writing, the assisting staff member will complete same on their behalf.

Receipt of Requests

All requests received by staff members should be forwarded by internal post/email to the Disability Champion.

All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days of receipt.

Where a delay in providing information occurs, the person making the request will be made aware of a date in which they can expect to receive the information.

Where necessary, reasons for not being able to provide information requested will be explained fully in writing to the person making request.