

## The Public Appointments Service

### Request for Documentation/Information in an Alternative Format (Please note that requests for alternative formats related to participating in a recruitment campaign are made at application stage)

#### 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 PAS please refer to our *Accessible Customer Services Information Booklet* available on Publicjobs.ie.

Sign Language Interpreters will be provided for public events, meetings, interviews and other events where necessary and where identified / requested in advance.

It should be noted that each request will be dealt with on an individual basis and availability will depend on the document and the particular format requested.

#### How to make a request for information in an alternative format.

- In writing, at our reception in the Careers Store or posted directly to the Access Officer. Requests should be signed and dated by person making request where at all possible.
- By emailing the Access Officer Directly (email address below).
- By phoning any of the public counter staff @ 01-8587400

#### Information needed on request:

- 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 to the Access Officer, Public Appointments Service.
- 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.

**Any further queries can be forwarded to our Access Officer;  
Paul Farrell, [paul.farrell@publicjobs.ie](mailto:paul.farrell@publicjobs.ie) or alternatively call 01-8587672.**

**Postal address for the Access Officer is:  
Public Appointments Service, Chapter House, 26 – 30 Abbey St. Upper, Dublin 1.**

