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Public Sector Equality and Human Rights Duty

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Revenue's core values

Core Values

Respect

We presume honesty on the part of taxpayers in their dealings with us. When we have reason to believe otherwise, we act on that. We treat people with dignity. We respect differences and encourage diversity.



Professionalism

We are professional in our work, with a focus on quality, timeliness and consistency.



Collaboration

We work in partnership with all stakeholders, nationally and internationally. We actively contribute to the achievement of shared objectives across the Civil Service and Public Sector.

We put collaboration and sustainability at the heart of digital and business transformation.



Agility

We are flexible, responsive and resilient. We support and encourage innovation and continuous improvement in how we work.



Integrity

We are honest, accountable, and transparent. When we make a mistake, we acknowledge this and fix it.



Mission Statement of Revenue

To serve the community by fairly and efficiently collecting taxes and duties and implementing customs controls.

Revenue is committed to fostering a culture of respect for human rights and equality among our staff and for those we serve.

We embed and live our core values as part of our Public Sector Equality and Human Rights Duty (or Public Sector Duty). We do this through our interactions with colleagues and in all our dealings with taxpayers.

Revenue's [Statement of Strategy 2023-2025](#) identifies, as a strategic priority, that **'We will foster a diverse and inclusive workforce, that is representative of the community we serve'**.

Our policies, procedures, practices, and processes reflect and support our approach to building an inclusive organisational culture that values and promotes equality, prevents discrimination and protects the human rights of both our staff and service users.

Revenue's [Workforce Planning Strategy 2021 - 2026](#) commits **'to promote equality, diversity and inclusion (EDI), prevent discrimination and protect the human rights of our people and customers in a positive workplace grounded in our core values'**.

The Public Sector Duty is set out in Section 42 of the Irish Human Rights and Equality Commission Act 2014¹. It requires a public body, in the performance of its functions, to have regard to the need to:

- (a) eliminate discrimination,
- (b) promote equality of opportunity and treatment of its staff and the persons to whom it provides services, and
- (c) protect the human rights of its members, staff, and the persons to whom it provides services.

A public body is furthermore required to:

- (a) set out in a manner that is accessible to the public in its strategic plan (howsoever described) an assessment of the human rights and equality issues it believes to be relevant to the functions and purpose of the body and the policies, plans and actions in place or proposed to be put in place to address these issues, and
- (b) report in a manner that is accessible to the public on developments and achievements in that regard in its annual report.

In implementing the Duty, the Irish Human Rights and Equality Commission (IHREC) guidance recommends that public bodies **'Keep the focus on people across the nine grounds included in equality legislation and on the potential impact of those at risk of poverty or social exclusion'**.

The Equal Status Acts 2000-2018 ('the Acts') prohibit discrimination in the provision of goods and services, accommodation and education. They cover the nine grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community. In addition, the Acts prohibit discrimination in the provision of accommodation services

¹ [Section 42 of the Irish Human Rights and Equality Commission Act 2014](#)

against people who are in receipt of rent supplement, housing assistance, or social welfare payments.

Revenue's Public Sector Duty Action Plan

Corporate Services Division (CSD) reviewed the previous Public Sector Duty Action Plan and has drafted the next action plan for the period 2024-2025. As an organisation, we assessed the human rights and equality issues which we believe are relevant to our functions and purpose.

The approach taken is based on guidance provided by the Irish Human Rights and Equality Commission²; namely to assess, address and report on human rights and equality issues relevant to our functions. A consultative process was undertaken. We engaged with key stakeholders and sought guidance on issues identified by learning directly from those impacted by a policy or practice.

We are confident that we are fulfilling our PSD obligation as set out in the **Irish Human Rights and Equality Commission Act 2014**.

We will maintain strong organisational commitment, with support from all staff including senior management, in implementing the Duty. The Action Plan will be integrated into our annual Business Plans, our Statements of Strategy (SoS) and progress will be reviewed annually and reported in our Annual Reports.

We will live our core values and meet our PSD obligations by targeting key areas, aligned with commitments to equality, diversity, and inclusion:

- **Our Organisation:** Equality, diversity and inclusion are integral to Revenue's strategies and objectives.
- **Our Culture:** We uphold Revenue's values by promoting a culture of dignity and respect for all our people and all our service users and recognise the need to eliminate discrimination.
- **People:** We are an employer of choice by attracting, supporting, and maintaining a workforce which reflects the diversity of the community we serve.
- **Data:** We gather and analyse equality and diversity data that will inform our approaches to working.
- **Awareness:** We are focused on promoting awareness and understanding of equality, diversity, and inclusion among our people.

We will provide updates on the policies, plans, and actions in our Annual Report.

² Irish Human Rights and Equality Commission (2019). 'Implementing the Public Sector Equality and Human Rights Duty', available: https://www.ihrec.ie/app/uploads/2022/08/IHREC_Public_Sector_Duty_Final_Eng_WEB.pdf

Overview of Revenue’s Public Sector Duty Action Plan (2024-2025)

Revenue’s public sector duty Action Plan (2024–2025)				
Organisation	Culture	People	Data	Awareness
<p>1. Revenue will establish a Public Sector Duty group to facilitate the implementation of the new PSD action plan. The group will have an oversight role throughout its implementation and will review the plan throughout its lifecycle.</p> <p>2. Revenue’s training programmes will provide human rights and equality training where appropriate.</p> <p>3. Revenue will continue to publish details of supports to assist customers and employees.</p> <p>4. Revenue will support customers who may have difficulty using our communication channels.</p> <p>5. Revenue will strive to make all communication inclusive and accessible.</p>	<p>6. Revenue will promote a positive, diverse and inclusive workplace by fostering a culture that promotes the physical, mental, social and emotional wellbeing of our people.</p> <p>7. Revenue will protect and respect equality and human rights within our services, procedures and processes in accordance with PSD principles.</p>	<p>8. Revenue will be an employer of choice by attracting, supporting and maintaining a workforce reflecting the diverse community we serve.</p> <p>9. Revenue will engage with specific groups of employees representing those who come within the scope of the Irish Human Rights and Equality Act 2014.</p>	<p>10. Revenue will provide assurance that our core systems conform to Equality and Human Rights Legislation.</p> <p>11. Revenue will publish data on the numbers of complaints and reviews requested and upheld relating to Equality and/or Human Rights legislation including ombudsman complaints and reviews carried out by independent reviewers under Revenue complaint and review procedures.</p> <p>12. Revenue will promote a data protection culture and provide clear accessible information.</p>	<p>13. Revenue will promote human rights awareness through central and local initiatives.</p>

Acronym Glossary

CSD:	Corporate Services Division
EDI:	Equality, Diversity and Inclusion
EU:	European Union
IHREC:	Irish Human Rights and Equality Commission
PSD:	Public Sector Duty

Compliance with Human Rights and Equality Legislation

[Section 42 of the Irish Human Rights and Equality Commission Act 2014](#)

Employment Equality and Equal Status Acts ([Equal Status Acts 2000-2018](#) and the [Employment Equality Acts 1998-2015](#))

[The Irish Constitution - Fundamental Rights, Articles 40-44](#)

[The European Convention on Human Rights Act 2003](#)

[Ireland's international obligation to Human Rights](#)

[The Charter of Fundamental Rights of the EU](#)

[The Gender Pay Gap Information Act 2021](#)

[Disability Act 2005](#)

[Children First Act 2015](#)

[EU Equality Directives](#)

[IHREC Public Sector Duty Guidance](#)

[EU Web Accessibility Directive](#)

Supports

The following resources are available for staff or customers seeking advice or support:

[Revenue's Governance Framework](#)

[Revenue's Core Values](#)

[Revenue's Customer Service Charter](#)

[Revenue's Codes of Practice](#)

[Revenue's Employee Engagement Charter](#)

[Civil Service Employee Assistance Service](#)

[Revenue's Grievance Procedures](#)

[Civil Service Dignity at Work](#)

[Revenue information and services for customers with disabilities](#)