

Revenue Information Services for Customers with Disabilities

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1. Introduction

The Office of the Revenue Commissioners is committed to the principle of treating all of our customers equally. Our [Customer Service Standards](#) state that we will ensure that our offices and services are accessible to people with special needs and that the appropriate level of service is available to enable them to conduct their business.

This Instruction aims to inform all staff, especially front-line customer service staff in our public offices of the services and information facilities available to people with disabilities and of how these services can be arranged. Customer service staff are urged to be proactive in informing customers of the availability of these services.

2. Access Officers

Under the Disability Act 2005, all Government Offices are required to appoint one or more Access Officers. Information regarding the obligations set out in the Act is available in [Appendix A](#) 'Code of Practice on Accessibility of Public Services and Information provided by Public Bodies'.

Access Officers are responsible for providing assistance to customers with disabilities in accessing the services provided by Revenue and for acting as a point of contact for people with disabilities wishing to access such services. Revenue has appointed three Access Officers - their [contact details](#) are on our website and are as follows:

Padraig Crowe
Planning Division,
1st Floor, Bishop's Square,
Redmond's Hill,
Dublin 2.
Tel: (01) 424 42 35, **E-mail:** accessofficer@revenue.ie

Brian Barrett
Dublin Region,
Blocks 8 - 10, Dublin Castle,
Dublin 2.
Tel: (01) 858 92 68, **E-mail:** bbarrett@revenue.ie

Mary Dorris
Border Midlands West Region,
Central Repayments Office (CRO),
M Tek 11 Building, Armagh Road,
Monaghan
H18 YH59
Tel: (047) 62145, **E-mail:** mdorris@revenue.ie

3. Access to information in alternative formats

- 3.1 Some Revenue leaflets are available on demand in alternative formats. If leaflets are requested in alternative formats and are not available on site you should follow the procedure set out in Para. 3.2 below.

Revenue will provide persons with disabilities with copies of other documents in an accessible format within a reasonable timeframe, where practicable and cost-effective.

- 3.2 A Service Request Form is attached to this Instruction to enable staff to request leaflets in alternative formats or to provide any other service (see [Appendix B](#)).
- 3.3 Customers can be provided with documentation such as Tax Credit Certificates in Braille or Audio format as required. If a customer requests a document from Revenue in an alternative format, staff should contact their Access Officer.
- 3.4 A wide range of information is available on Revenue's website in an accessible format. Information regarding allowances and exemptions for persons with a disability can be found under [Illness, injury and disability](#)
- 3.6 An Irish Sign Language interpreter service can be arranged on request for customers who are Deaf or Hard of Hearing. Please contact your Access Officer to arrange this service.

4. Website

The Office of the Revenue Commissioners recognises the importance of ensuring that our website is accessible to everyone and is committed to achieving a minimum of conformance level Double A with the [Web Accessibility Initiative \(WAI\) Web Content Accessibility Guidelines](#) and complying with the [National Disability Authority IT Accessibility Guidelines](#). Revenue's [Accessibility Statement](#) is available on our website.

5. Revenue's online services

The Office of the Revenue Commissioners is committed to making its online services accessible to all people.

ROS, myAccount and the services they provide have been designed following guidelines set out by the W3C (the World Wide Web Consortium). The W3C WAI (Web Accessibility Initiative) produces accessibility guidelines that are an internationally recognised benchmark of accessibility.

Revenue will continue to closely monitor developments and changes in WAI WCAG guidelines and general website best practice.

6. General Facilities

6.1 Facilities for the Deaf or Hard of Hearing

We have installed loop counter systems to assist hearing-aid users in eight of our public offices in Dublin, Cork and Limerick.

An Irish Sign Language interpreter service can be arranged on request for customers who are Deaf or Hard of Hearing.

6.2 Facilities for Vision Impaired Customers

- [Blind Tax Credits](#) - provides information on Tax Credits and Reliefs available for vision impaired customers.
- We try to provide as comprehensive a service as possible to our vision impaired customers over the telephone and ensure that correspondence and form-filling is kept to a minimum.
- Where requested, we will arrange for a visit to be made to a vision impaired customer to assist them with form-filling, etc.
- A tax support service for our vision impaired customers is available by telephoning our national phone number for PAYE employees on 01 738 36 36.

7. Disability Equality Training

Revenue Training Branch hosts an online course on disability equality training, developed by the National Disability Authority. The course is aimed at public sector staff in Ireland. Revenue Training Branch also offers a tutor-led disability equality training course, which is available to groups of staff with a specialised interest in this area. This course explores and examines disability in an equality context and covers areas such as defining disability, attitudes, equality and legislation. It includes participation in practical exercises.

Revenue Training Branch provides course information and access to staff on an online equality course hosted by the Irish Human Rights and Equality Commission. This course was designed for frontline workers in the public sector and provides an introduction to equality in service delivery.

8. Revenue Customer Service - Leaflet CS4

The [Revenue Customer Service - Leaflet CS4](#) informs customers that, under Equal Status Legislation, they have a statutory right to raise issues with the Workplace Relations Commission. The CS4 Leaflet is available online and in all public offices.

9. Complaints under the Disability Act 2005.

Persons with a disability or anyone acting on their behalf may make a complaint to the Revenue Commissioners if they consider that the organisation has failed to comply with the provisions of the Disability Act 2005. See [Procedures for dealing with Complaints under Section 38 of the Disability Act, 2005](#)

Appendix A - Code of Practice on Accessibility of Public Services and Information provided by Public Bodies

[Disability Act 2005, (Code of Practice) (Declaration) Order 2006 (S.I. No. 163 of 2006)]

S.I. No. 163 of 2006 sets out the terms of a Code of Practice on Accessibility of Public Services and Information provided by Public Bodies, which can be accessed here ([“The Code”](#)).

The Code is a guide to public bodies in relation to meeting their legal obligations under the Disability Act 2005 and making their services and information available to persons with disabilities.

Sections 26, 27 and 28 of the Disability Act of 2005 place obligations on the heads of public bodies to make sure that their organisations comply with the obligations set out in those Sections. In an organisation as widely dispersed as Revenue, day-to-day responsibility for ensuring local compliance with the Act rests with local managers at all levels.

From Revenue’s perspective, the main focus of the Act and the Code is to ensure that persons with disabilities are not disadvantaged when it comes to accessing services or information from Revenue. To ensure that services are accessible it is important to be aware of the obstacles that people with physical, sensory or learning disabilities have to contend with. Their needs will vary and will inform the kind of action that is appropriate and that can be delivered where practicable.

Obstacles to accessibility for people with disabilities include a broad range of elements including, for example:

- Communication, where presented in a format that is not accessible;
- Lack of awareness of the needs of people with disabilities;
- The physical environment, e.g. design, layout, signage, lighting etc.;
- Service design e.g. where systems, procedures and practices can present obstacles.

It is considered that Revenue already caters for the needs of persons with disabilities in the areas covered by the legislation. However it is important that all managers and staff remain conscious of these requirements, particularly where significant changes or new procedures, services or facilities are contemplated.

Appendix B - Service Request Form

This form should be completed in full (by Revenue staff) and emailed to accessofficer@revenue.ie

1. Applicant's details

Name: _____

Address: _____

PPS No. _____

Telephone number: _____

Email address: _____

2. Details of requested leaflet(s)

Reference & Title: _____

Format required: _____

(e.g. Braille, Large Print, Audio)

3. Other Requirements: _____

4. Details of officer making request

Name: _____

Section: _____

VPN: _____

Date request made by customer: _____