

Group Information Session

Welcome to Intreo

A key support service for you provided by the
Department of Employment Affairs and Social Protection

What Does Intreo Do for You?

Two main things we aim to do

1. Provide you with an income support while you are unemployed
2. Help you to find a job

Intreo



Record of Mutual Commitments

Between: Department of Social Protection and _____ PPSN: _____

The Department of Social Protection is committed to providing comprehensive employment support and income support services to our clients. Our goal is to help our clients in two ways: firstly by providing income support during periods of unemployment; secondly by helping clients to find work. In return we would like you, our client, to commit yourself to work with us as we work to help you. This document records our mutual obligations to each other.

Our Promise to You

- We will do all we can to process claims as quickly and as efficiently as possible.
- We will pay income support payment(s) as provided for in legislation in an efficient and timely manner.
- We will work to identify suitable employment, work experience or training/education/personal development opportunities for you.
- We will work with you to help you prepare your Personal Progression Plan to assist you to take the right steps to employment.
- We will monitor and review progress against this plan with you.
- We will meet with you by appointment and give you fair notice of all such appointments.
- We will treat you with dignity and respect and honour the confidentiality of our relationship with you.

For and on behalf of the Department of Social Protection.

Signed: _____

Your Promise to Us

- I will work to secure employment at the earliest possible opportunity.
- I will work with the Department to agree my Personal Progression Plan.
- I will attend meetings to which I am invited by the Department.
- I will follow up all suggestions and take up any work placement, work experience and/or training/personal development places notified to me by the Department.
- I will inform the Department immediately if I find work, or if I am no longer available for work.
- I will treat the staff of the Department with dignity and respect and honour the confidentiality of my relationship with the Department.
- I will provide the Department with all information requested to assess any claim for income support.
- I will abide by the Declaration in my Jobseeker's Allowance or Benefit Application Form.

I understand that failure to adhere to my promises above may result in the reduction or withdrawal of any income support payments which would otherwise be due to me and that I could be prosecuted for making a false declaration or withholding information in relation to my claim.

Signed: _____

- We will provide you with financial support and practical assistance in gaining employment
- You must be available for and genuinely seeking full-time work.
- Jobseeker payments can be suspended if you don't demonstrate that you are available for and genuinely seeking full-time work.
- You must attend meetings with our Case Officers
- You must avail of suitable education, training or development opportunities or certain employment programmes

Mutual Commitments

What's next?

The Group Information Session today is the first step in a process through which we will help you to find employment.

We will explain the process and provide some information on the services and supports that we offer

Next steps

- 1 to 1 appointment with a Case Officer/Mediator
- Agree a Personal Progression Plan
- Regular review meetings
- You must attend all appointments as Penalty Rates will be applied to your payment if you fail to do so, without good cause. A Penalty Rate is a reduction in your weekly payment or a full disqualification for 9 weeks.
- Please be on time.
- If you cannot attend due to exceptional circumstances please let us know.

Group Information Session

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1 to 1 appointment with a Case Officer

This appointment is an opportunity

- To discuss your skills, strengths and support needs
- To assist you to explore job options
- To develop your Personal Progression Plan (PPP)
- To consider other options for you such as
 - Suitable courses in education, training or development
 - Suitable employment programmes
 - Self-employment

Case Officer Meeting

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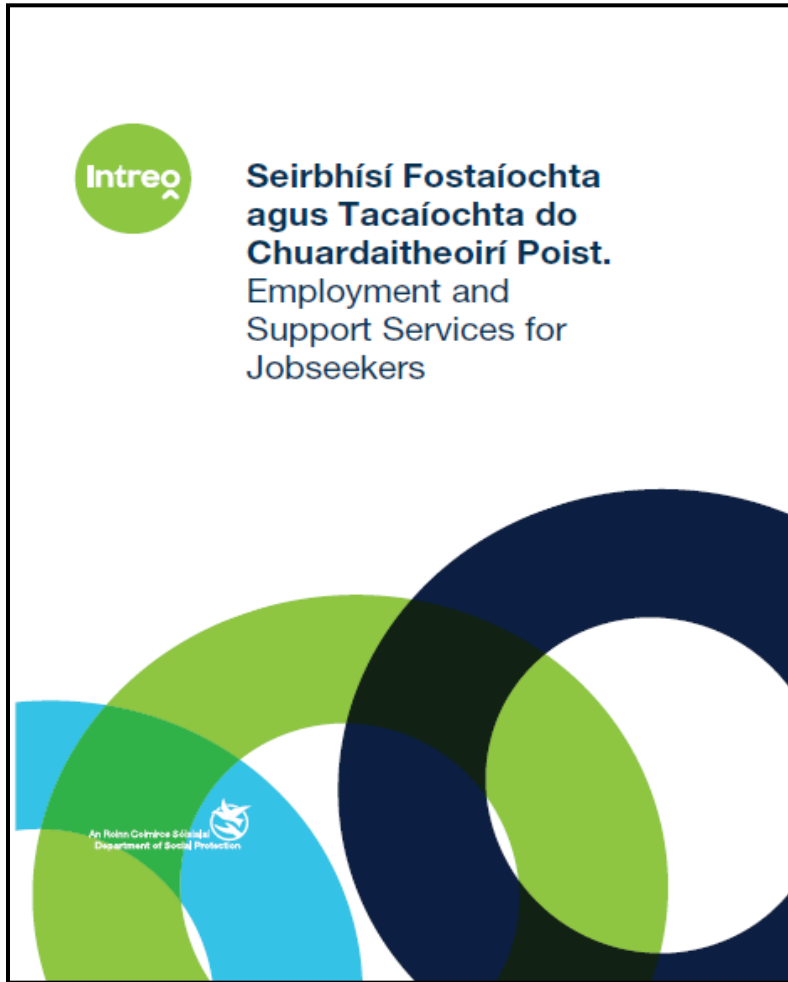
Ways We Can Help

- **Jobsearch, CV and Interview Supports**
e.g. Free online job search website - JobsIreland.ie
- **Self-employment**
e.g. Back to Work Enterprise Allowance option
- **Further Education and Training supports and referrals**
e.g. Education and Training Boards
- **Employment programmes** *e.g. CE, TÚS*
- **Employment subsidies** *e.g. JobsPlus*
- **In work income supports** *e.g. Working Family Payment and Back to Work Family Dividend*

Services and Supports

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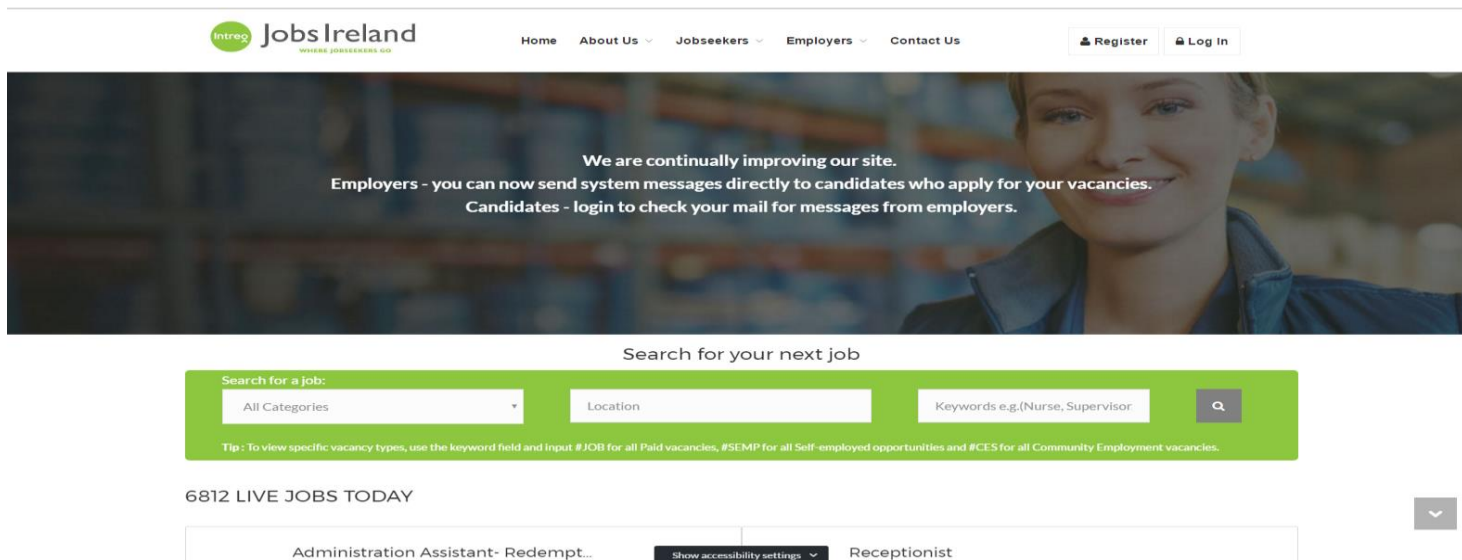
Job-Search, CV and Interview Supports



- Career guidance and job-seeking support
- Advice on employment incentives and supports
- Local job vacancies and jobs fairs
- Referral to the Local Employment Services (LES)
- Job Clubs
- Jobseeker Information Pack
- [JobsIreland.ie](https://www.jobsireland.ie)
- [CareersPortal.ie](https://www.careersportal.ie)

Job Search

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The screenshot shows the JobsIreland website. At the top, there is a navigation bar with the JobsIreland logo, links for Home, About Us, Jobseekers, Employers, and Contact Us, and buttons for Register and Log In. Below the navigation bar is a large banner image of a smiling woman. Overlaid on the banner is text: "We are continually improving our site. Employers - you can now send system messages directly to candidates who apply for your vacancies. Candidates - login to check your mail for messages from employers." Below the banner is a search bar with the heading "Search for your next job". The search bar has three input fields: "Search for a job:" (with a dropdown menu showing "All Categories"), "Location", and "Keywords e.g.(Nurse, Supervisor)". There is a search button with a magnifying glass icon. Below the search bar is a tip: "Tip: To view specific vacancy types, use the keyword field and input #JOB for all Paid vacancies, #SEMP for all Self-employed opportunities and #CES for all Community Employment vacancies." Below the tip is a section titled "6812 LIVE JOBS TODAY" with a dropdown arrow. Below this is a list of job titles: "Administration Assistant- Redempt...", "Receptionist", and a "Show accessibility settings" button.

- JobsIreland is the Department's **online job matching service**
- On average over 6000 positions are available to apply for on any given day
- You must first register on MyGovID before you can create your **JobsIreland profile**
- When you complete your profile **fully** you can start applying for vacancies
- Your profile can be downloaded and used as a CV
- Prospective Employers have access to your profile, so consider what is relevant to your application
- JobsIreland will automatically match your profile to vacancies and you can see what you've been matched to every day by logging in to www.jobsireland.ie
- Your Case Officer will provide you with assistance, guidance & support

We support jobseekers to set up their own business ...

- **Short-Term Enterprise Allowance**

An alternative to Jobseeker's Benefit for people starting their own business

- **Back to Work Enterprise Allowance**

For people who are unemployed more than 9 months and start their own business

- Keep your full payment for the first 12 months
- Keep 75% of the payment for the next 12 months

- **Enterprise Support Grant up to €2,500**

Self-Employment Supports

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Training and Upskilling Supports

- **Back to Education Allowance** Options for Second and Third Level Education, including PLC, Certificate, Diploma and Degree courses
- **Springboard:** Provided by contractors , ETBs and/or higher education institutions on behalf of the Department of Education and Skills
- **Skillnets:** www.skillnets.ie/job-seekers
- **In Centre Day Training:** 8.30 to 15.45 Mon to Thurs (1.30 on Fri)
- **Evening Courses:** 18.30 to 21.30 some courses on Sat or Fri pm
- **Blended Learning:** Blend of on-line + training centre workshops
- **eCollege:** All course delivered on-line with phone or e-mail support
- **Training Support Grant:** Assistance with the costs of some private training courses

Training/Education Supports

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Employment Opportunities in Europe

European Employment Services (EURES): Advice on job search in Europe: matching and recruitment assistance, Over 1 million job vacancies in Europe on www.eures.europa.eu

EURES ‘Experience Your Europe’ (EYE). If you are moving to another EU country for work you may qualify for **financial support** to cover costs of interview trip, relocation, language training etc. You do not have to be unemployed to qualify for these financial supports. For more information contact eures@welfare.ie or visit: www.euresireland.ie



EURES

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Part-Time or Voluntary Work

Part-time employment

Work up to three days per week and retain part of your jobseeker payment.

Voluntary Work Take up voluntary work while on a jobseeker payment. This may help you gain new skills and increase your chances of getting a job

Youth Employment Support Scheme (YESS)

- Due to commence in May 2018
- Available to jobseekers who are aged between 18 and 24
- And have been out of work and in receipt of a qualifying payment for at least 12 months
- If unemployed for less than 12 months a jobseeker if facing a significant barrier to work, can be considered for the scheme by a Case Officer
- All participation on the YESS will be voluntary
- All participants will receive a payment equivalent to the net minimum wage
- The work experience programme will be 3 months
- The participant is required to work 30 hours per week
- A designated Case Officer will liaise with the Jobseeker and Host Organisation throughout the period of the placement

Community Based Employment Opportunities can provide work experience and skills for Long-Term Unemployed people

- **Community Employment (CE)** – Sponsor non-profit community companies providing services such as childcare, meals-on-wheels etc.
- **TÚS** Local community organisations

An average 19.5 hour per week working commitment

Can include a training/certification element

Participants receive a weekly top-up on their basic payment

You can work during the hours you are not participating on CE or TUS, although it may affect your payment

JobsPlus: an incentive to employers

- An incentive to employers who recruit
 - young unemployed people (aged under 25), and/or
 - people aged 25 or more who are unemployed for more than 12 months
- Two levels of incentive are payable to the employer:
 - €7,500 for people under 25 years who are unemployed for at least 4 months or people over 25 years at least one year
 - €10,000 for people under 50 years and unemployed more than three years
 - €10,000 for people over 50 years and unemployed more than one year

You can verify your eligibility online at www.jobsplus.ie and tell employers about this incentive

JobsPlus

Intreo

In-Work Supports

- **Family Income Supplement:** A top up to wages, for those with children subject to a means test
- **Back to Work Family Dividend:** Keep all or part of the dependent child element of your jobseeker payment for a period of two years after getting a job
- **Housing Assistance Payment (HAP):** Social housing support provided by all local authorities. Local authorities can provide housing assistance to households with a long-term housing need, including many long-term Rent Supplement recipients.
- **SWA payment** where a person has commenced employment, Basic Rate SWA payments can be paid for up to a maximum period of 30 days after commencement of employment (for certain prescribed circumstances or durations)
- **Retention of Medical Card:** Unemployed jobseekers returning to work can retain their medical card for a period of up to three years
- **Afterschool Childcare Scheme ASCC:** Dept. of Children and Youth Affairs provide subsidised afterschool places for a period of 52 weeks at a cost of €3 per day per child

See www.welfare.ie - Intreo staff or your JobPath Advisor can discuss in more detail

In-Work Supports

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MyWelfare is the **Secure & Convenient** way to easily access your Welfare Services.

Create your account today at **MyWelfare.ie** where you will be directed to **MyGovID** to register. All you need is your PPS Number and Public Services Card Number.

Why use MyWelfare?

- Access your services 24/7
- Store your communications and documents safely online
- Request your Jobseeker's Holiday online
- Helps you keep track of appointments and more...

Once registered online you will be able to:

- Close your Claim
- View your Claims and Benefits Information
- Request a Payment Statement/Contribution Statement
- Receive notifications
- Get ready for your first meeting with your Case Officer.

Here's how....

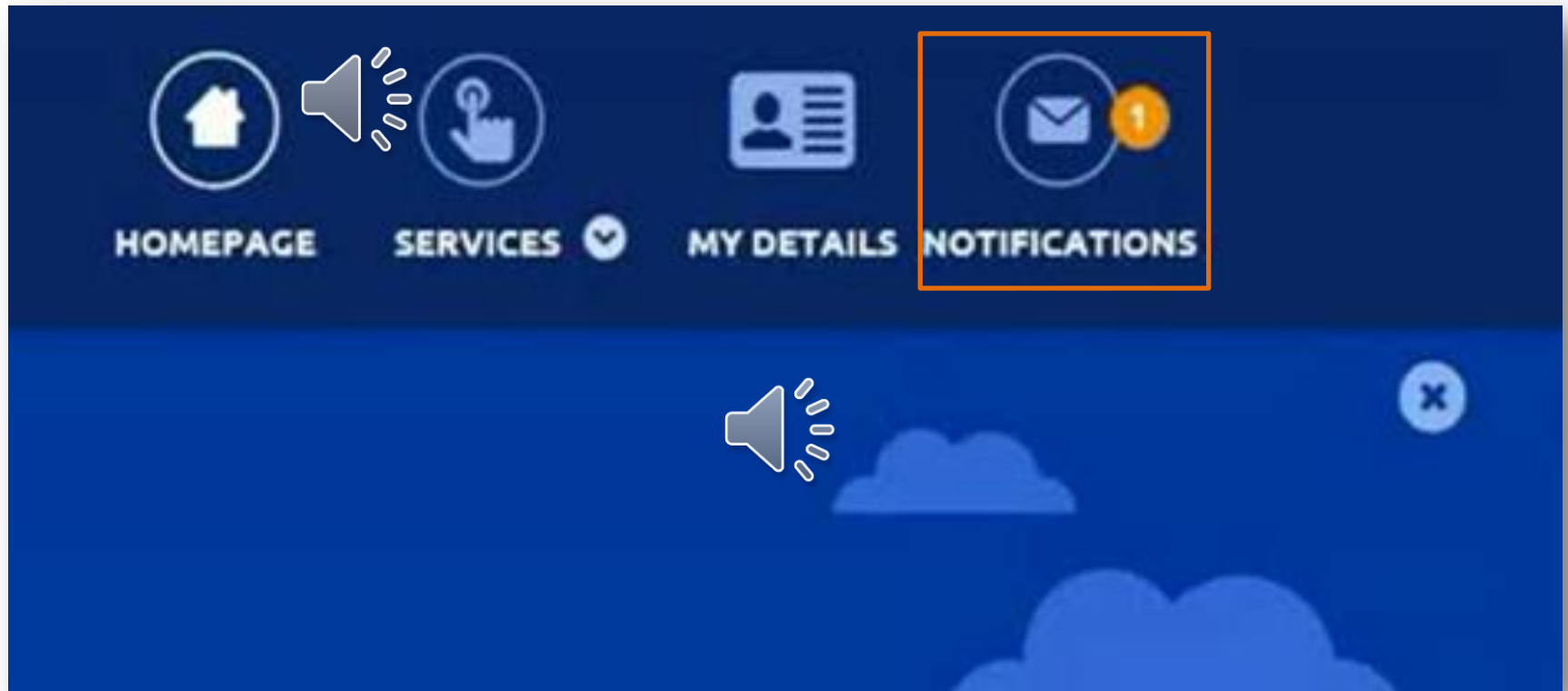
Online Services





Providing your Employment and
Skills Information on MyWelfare.ie

Notification



Notification

Appointment

Individual Activation Meeting

Attendee, date & time

Xxxsean Xxxpenn - 29/03/2017, 10:00

Location

ARKLOW



The Department of Social Protection helps jobseekers to secure work by providing employment advice, assisting in jobsearch and providing access to work experience and further education and training opportunities

The purpose of this activation meeting is to review your particular employment objectives, to assess your education, training, or development needs and to agree a Personal Progression Plan. This plan will set out steps you can take, with our support, to advance your progress to work.



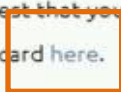
People in receipt of jobseeker payments from the Department of Social Protection are expected to work with the Department and to take-up any offers of support including offers of group and individual meetings and any subsequent offers of training, education and development opportunities.

Accordingly any refusal or failure, without good cause, to take up such offers will result in your jobseeker payment being reduced.

If you feel it will not be possible to attend, you must contact the office above as soon as possible to see if an alternative date can be arranged. We look forward to meeting you.

In advance of this meeting, we request that you submit details of your previous work history and skills if you have not already done so.

You can do this on My Work & Skills card [here](#).



My Work & Skills

The screenshot displays the MyWelfare website interface. At the top, a dark blue header contains the MyWelfare logo on the left and a 'HOMEPAGE' button with a house icon on the right. Below the header is a green banner with the text 'PREPARING FOR WORK'. The main content area features two white cards. The left card, titled 'My Work and Skills', is highlighted with an orange border and contains a green box with a document icon and the text 'Submit details of your education, work history and skills.' A mouse cursor is pointing at the text. The right card, titled 'Jobs Ireland', features the Intreo logo and the text 'Jobs Ireland WHERE JOBS SEEKERS GO', followed by a 'Search for job vacancies' button. A mouse cursor is also pointing at the 'Jobs Ireland' text. The bottom of the page has a dark blue footer with the Intreo logo on the right.

MyWelfare

HOMEPAGE

PREPARING FOR WORK

My Work and Skills

Jobs Ireland

Intreo Jobs Ireland
WHERE JOBS SEEKERS GO

Search for job vacancies

Submit details of your education,
work history and skills.

Intreo

My Work & Skills

My Work and Skills Form

0% COMPLETE

SECTION

STATUS

ACTIONS

Education and Qualifications

Not Started

BEGIN

Employment Preference

Not Started

BEGIN

Work History

Not Started

BEGIN

Work Skills

Not Started

BEGIN

Next

[← Back to Homepage](#)

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Education & Qualifications

Education and Qualifications

Highest level of education achieved to date

Please Select



Have you ever started/completed an apprenticeship?

☐ Yes

☐ No

Finish

[← Return to My Work and Skills Form](#)

Education & Qualifications

Education and Qualifications

Highest level of education achieved to date

Apprenticeship Training

Apprenticeship Discipline

Brick And Stone Laying

Phase completed to date

P4

Apprenticeship Status

Please Select

On-Going / In Progress

Dropped Out

Certified

Redundant

Finish

[Return to My Work and Skills Form](#)

Progress Bar

My Work and Skills Form

0% COMPLETE



SECTION

STATUS

ACTIONS

Education and Qualifications

Not Started

BEGIN

Employment Preferences



BEGIN

Work History

Not Started

BEGIN

Work Skills

Not Started

BEGIN

Next

[← Back to Homepage](#)

Employment Preferences

Employment Preferences

Please add at least one employment preference specifying the years of experience you have in this role e.g chef, 5 years

WHAT TYPE OF POSITION / ROLE ARE YOU CURRENTLY LOOKING FOR?	YEARS OF EXPERIENCE IN THIS ROLE/ POSITION
<input type="text" value="Pizza baker"/>	<input type="text" value="No experience"/>
<input type="text" value="Neurophysiologist"/>	<input type="text" value="No experience"/>
<div><input type="text" value="chef"/><div><div>Head teacher</div><div>Laboratory manager (chemistry)</div><div>Analytical chemist</div><div>Assistant professor (chemistry)</div><div>Biochemist</div><div>Chemist</div></div></div>	<input type="text" value="Please select"/>

Finish

Work History

Work History

Work Experience Type

Please Select

Apprenticeship

Employment In Ireland

International Employment


Internship


Self Employed

DD

MM

YYYY






End Date

DD

MM

YYYY



Company Name

Job Title

Work Skills



Work Skills

Step 2 of 3



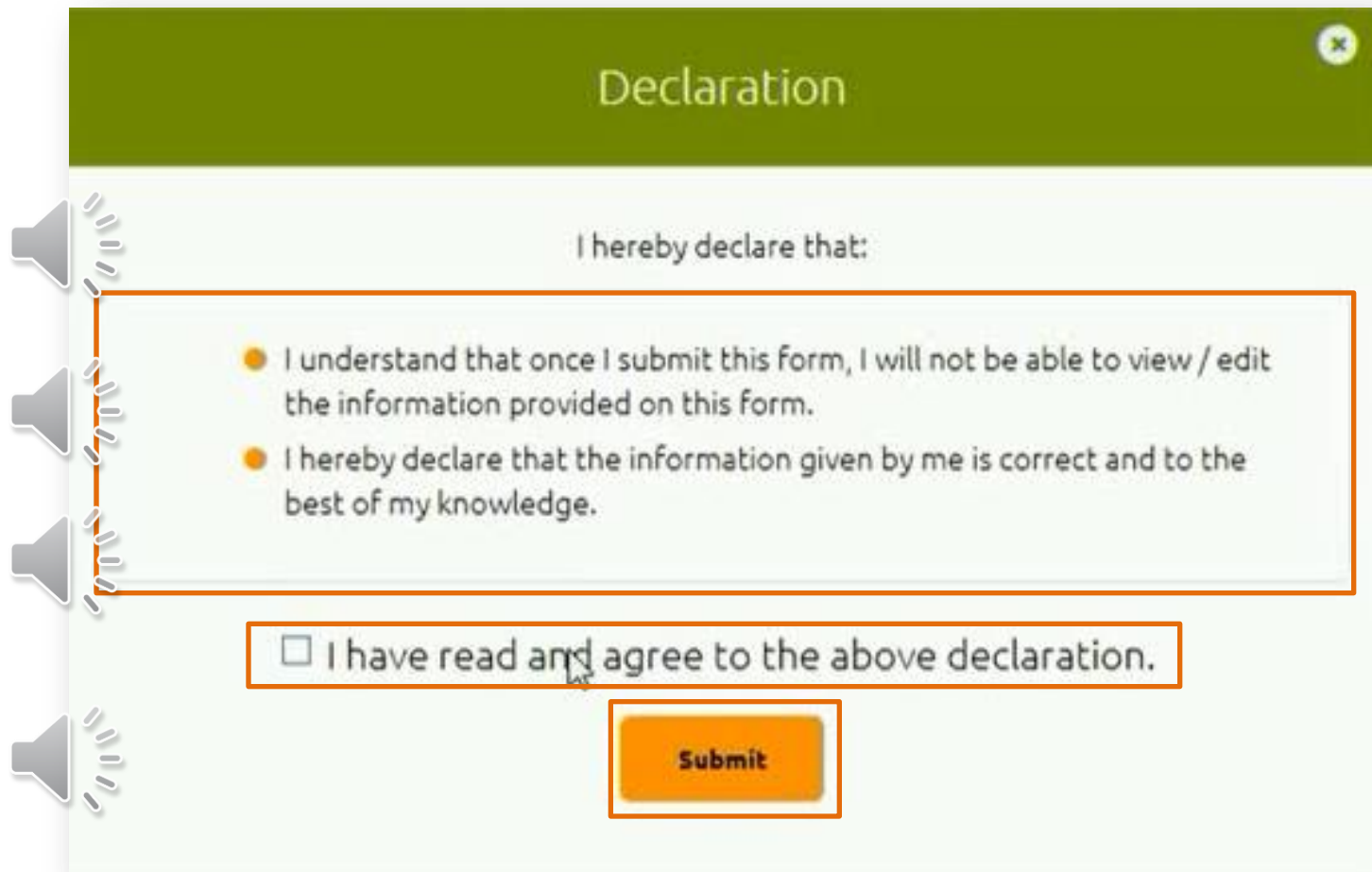
Select from the list below which of the following skills you have if any

Driver Certificate Of Professional Competency
Construction Skill Certification Scheme
Forklift Counter Balance
Fork Reach

What type of Construction Skills Certification Scheme CSCS Card do you have?

180 Degree Excavator
360 Degree Excavator
Articulated Dumper
Built Up Roof Felting

Declaration



The image shows a screenshot of a web form titled "Declaration". On the left side of the form, there are four speaker icons, each with sound waves, indicating audio content. The form has a green header bar with the title "Declaration" and a close button (X) in the top right corner. The main content area is white. It starts with the text "I hereby declare that:". Below this, there is a large rectangular box with an orange border containing two bullet points, each preceded by an orange dot. The first bullet point reads: "I understand that once I submit this form, I will not be able to view / edit the information provided on this form." The second bullet point reads: "I hereby declare that the information given by me is correct and to the best of my knowledge." Below this box, there is another orange-bordered box containing a checkbox and the text "I have read and agree to the above declaration." At the bottom center of the form is an orange "Submit" button. The entire form is set against a light gray background.

Declaration

I hereby declare that:

- I understand that once I submit this form, I will not be able to view / edit the information provided on this form.
- I hereby declare that the information given by me is correct and to the best of my knowledge.

☐ I have read and agree to the above declaration.

Submit

Completion

Your application has been successfully submitted

We will review and process your application as quickly as possible. When a decision is made on your claim you will receive a letter by post. If we require more information to process your application, you will receive an email and a MyWelfare Notification.



[Go to Homepage](#)

Completion



Just to recap

- Many people experience unemployment – the vast majority go back to work
- We are here to help you be one of that vast majority
- Today is the start of a process to assist you in getting back to work as soon as possible
- You will be given an appointment with your Case Officer/Mediator
- It's important that you attend each meeting but remember
- We can advise and support and together we can make it work.

Thank you for your time and attention

Summary

Intreo

www.welfare.ie

www.jobsireland.ie

www.intreo.ie

www.citizensinformation.ie

www.fetchcourses.ie

www.springboardcourses.ie

www.qualifax.ie

www.dbei.gov.ie

www.revenue.ie

www.careersportal.ie

www.volunteer.ie

www.education.ie

www.mabs.ie

www.hse.ie

www.dcyu.ie

www.gov.ie

www.inou.ie

Dept. of Employment Affairs and Social Protection
JobsIreland

Intreo One Stop Shop

Citizens Information Board

Further Education & Training Authority

Springboard, ICT Skills, education

National Learners' Database

Dept. of Business, Enterprise & Innovation

Revenue Commissioners

Careers Guidance

Voluntary Work options

Department of Education and Skills

Money Advice and Budgeting Service

Health Service Executive (HSE)

Department of Children & Youth Affairs

Access to all Government services

Information for unemployed people

Further Information

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Any questions?

