Information provision - Ireland

Overview

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Relevant EU legislation

Ireland is bound by EU legislation and has transposed relevant provisions through the International Protection Act 2015, No 66 of 2015, (4 January 2020).

National legislation

International Protection Act 2015, No 66 of 2015, (4 January 2020)

Competent authority and other stakeholders

Area/stage of the asylum procedure	Competent authority
Reception	Department of Children, Equality, Disability, Integration and Youth (DCEDIY), International Protection Accommodation Service (IPAS)
Registration of application	International Protection Office (IPO) | An Oifig Um Chosaint Idirnáisiúnta
Lodging of application	International Protection Office (IPO) | An Oifig Um Chosaint Idirnáisiúnta
Dublin procedure	International Protection Office (IPO) | An Oifig Um Chosaint Idirnáisiúnta
Assessment of application	International Protection Office (IPO) | An Oifig Um Chosaint Idirnáisiúnta

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Area/stage of the asylum procedure	Competent authority
Communication of first instance decision	International Protection Office (IPO) | An Oifig Um Chosaint Idirnáisiúnta
Content of protection	Ministerial Decisions Unit (MDU)
Appeal procedure	International Protection Office (IPO) | An Oifig Um Chosaint Idirnáisiúnta
Communication of second instance decision	International Protection Appeals Tribunal
Resettlement	Irish Refugee Protection Programme (IRPP), International Organisation for Migration (IOM)

Provision of information in the asylum procedure

Access to procedure

At the time of the application, applicants receive an information booklet detailing the application process. For those using the digital application process, the information leaflet is emailed upon submission. At the International Protection Office (IPO) reception, staff provide the information leaflet to applicants in a language they understand, where possible.

The information booklet covers the application process overview, biometric data collection, Temporary Residence Card (TRC), access to legal advice, inadmissibility and Dublin III Regulation, questionnaire and interview, protection status, non-refoulement principle, appeals process, access to the labour market and the applicant's obligations. The information is provided by staff at the International Protection Office (IPO). Currently, it is provided in writing, with plans to develop a short video presentation for applicants, expected to be available in early 2025. The information is available in multiple languages to accommodate

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diverse applicants, including Albanian, Amharic, Arabic, Bengali, Chinese (Taiwanese), Dari, English, Farsi, French, Georgian, Kurdish Sorani, North Ndebele (Zimbabwean), Pakistani, Pashto, Portuguese, Punjabi, Romanian, Russian, Somali, Spanish, Swahili and Turkish.

There is additional information tailored to families with underage children. Additionally, there is a specific IPO information booklet for unaccompanied minors, explaining how the process works for minors under the care of the Child and Family Agency.

Third-country nationals in detention are informed about the possibility of making an application for international protection during their detention. This information is provided at the time of detention and is delivered by the competent authority in a format accessible to the detainee.

For more information: Information Booklet for New Applicants - International Protection Office

Dublin procedure

The International Protection Office (IPO) is responsible for disseminating information about the Dublin procedure. Upon applying for international protection, applicants receive an information booklet that outlines the Dublin regulation, including the possibility of a transfer to another EU Member State. This booklet is available in multiple languages to accommodate the diverse backgrounds of applicants and covers aspects such as the purpose and application of the Dublin III regulation, rights and obligations under the regulation, and the process and potential outcomes, including the possibility of a transfer to another EU Member State.

Information is provided in both written and oral formats and available in multiple languages, including Farsi, Pashto, Somali, Arabic, Urdu, Chinese, Albanian, Russian and English.

Upon notification of a transfer decision, applicants receive information on legal remedies, including referrals to the Legal Aid Board, which can arrange for legal representation during the Dublin procedure. The 'ten-day letter' sent to applicants includes a referral to the Legal Aid Board, which can arrange for the applicant to be referred to a solicitor who can legally represent them for the duration of their time in the Dublin procedure.

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Specific information is provided to unaccompanied minors and individuals with special needs.

QR code and hyperlink to the section of the IPO website that contains information on the Dublin regulation:

https://www.ipo.gov.ie/en/ipo/pages/eu_dublin_regulations

IPO Dublin Leaflet: Part A

IPO Dublin Leaflet: Part B

Dublin Leaflet for unaccompanied minors

First instance determination

In the International Protection Office (IPO) process, there is no specific provision for notifying applicants about the possibility of an admissibility interview. However, if it is discovered during the evaluation of an application that an applicant has a protection status in another EU/EEA/CH Member State or has sufficient connections to a safe third country, the application may be considered for an examination under the inadmissible process. This determination is handled by the IPO's Inadmissibility Unit, and the decision is communicated to the applicant through official correspondence issued directly by the IPO.

For individuals from designated safe countries of origin, the appointment date and time for their personal interview are provided at the time of application by an official letter from the IPO. For all other applicants, the appointment letter is issued at a later stage, either by email for those who have opted for this or by regular post.

Upon submitting the application, applicants receive general guidance through documents such as the "Information Booklet for Applicants for International Protection in Ireland" and the "Information Note on the EU Dublin Regulation". The invitation letter and accompanying confirmation slip reiterate details about the interview. This includes its aim and purpose, any prioritisation applicable under the International Protection Act, the requirement to cooperate fully, procedures concerning non-attendance, interpretation needs and obligations to maintain updated contact information with the ministry. Additionally, applicants are informed about the absence of childcare facilities, procedures for

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communicating special requirements, the registration process on the day of the interview, and the rights of legal representatives to accompany them. Applicants are also advised of their ability to submit documentation prior to the interview and are given a summary of the steps that follow the interview. For interviews conducted online, applicants are informed about additional technical steps necessary to join the session.

On the confirmation slip, the language of the interpreter is displayed, and applicants are provided an opportunity to request a change if needed. On the day of the interview, before the formal Section 35 interview begins, applicants read and sign a preface sheet that elaborates the interview's purpose, the specific details sought by the interviewer, the applicant's obligation to cooperate and the IPO's assurance of confidentiality. The preface sheet also explains the role of the interpreter and the legal representative and clarifies what will happen after the interview.

Information is shared with applicants in various formats. General guidance is provided in softcopy format and a leaflet containing a QR code linking to additional resources is handed out on the day of the interview. The invitation letter and confirmation slip are provided in hard copy unless the applicant has consented to electronic communication, in which case these documents are sent by email.

After the personal interview, applicants are informed by the interviewer about any additional evidence that they may need to submit and the deadlines for doing so. This information is communicated verbally, with the assistance of an interpreter if required. Applicants are also provided with details about the next steps in the process. This is managed by the Ministerial Decisions Unit (MDU), which issues the relevant ministerial declaration and includes pertinent links or referrals in an accompanying letter.

For applicants whose cases are concluded, notification of the decision varies based on the outcome. When an applicant is granted a protection status, they receive detailed information about their rights and obligations along with the decision letter. This information is intended to help beneficiaries understand their position and responsibilities under their new status. For negative decisions made under Section 40 of the International Protection Act 2015, applicants receive an appeal information leaflet, which outlines the process to lodge an appeal and details about available legal assistance. Additionally, information about voluntary returns and assisted voluntary returns and reintegration is provided to applicants whose applications are rejected. These materials are shared either in paper

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format by registered post or in digital format by email or the customer portal, depending on the method of communication agreed upon with the applicant.

Legal assistance and representation

Applicants are provided with information about their right to consult, at their own cost, a legal adviser or other counsellor on matters relating to their application at all stages of the procedure when they lodge the application. This information is included in the applicant handbook and reinforced through an information leaflet about the Legal Aid Board. The handbook makes it clear that there is no obligation to rely solely on the Legal Aid Board for legal advice, and applicants are free to seek legal assistance independently at their own expense.

At the time of application, applicants are issued an Important Notice in a language they can understand, with the help of an interpreter or cultural mediator if needed. This notice includes a QR code linking to a digital version of the applicant handbook, which is hosted on the IPO's website and translated into 21 languages for accessibility. Additionally, applicants receive a leaflet about the Legal Aid Board, detailing how to access legal services provided by the board.

Resettlement and humanitarian admissions

The Pre-Departure Orientation (PDO) programme provides essential information to individuals selected for resettlement. It covers a wide range of areas, including geography, language, money and budgeting, government structure, travel to Ireland, housing, education, health services, working in Ireland, social protection, rights and responsibilities, religion, cultural norms and climate. The information is provided by the IOM, contracted by the Irish government, together with officials of the Irish Refugee Protection Programme (IRPP).

Information is delivered both before departure and after arrival. Pre-arrival information is provided as part of the PDO programme, while post-arrival information is disseminated through various state actors through on-site information sessions with new arrivals, monthly IRPP clinics and additional sessions facilitated by the Irish Refugee Council.

Content of protection

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When an applicant receives the refugee status or subsidiary protection declaration, they are provided with supplementary information specific to their protection status. This includes detailed references to relevant sections of the International Protection Act 2015, covering the rights and obligations associated with their protection status. The supplementary information includes the following:

- Section 53: Extension to qualified persons of certain rights, including the right to seek and enter employment, engage in business, trade or professions, and access education and training in the state in the same manner and to the same extent as Irish citizens.
- Section 54: Permission to reside in the state, which specifies that qualified persons are granted residence permission for a minimum of 3 years, renewable unless national security or public order reasons apply. Family members receive residence permission for a minimum of 1 year, renewable for at least 2 years.
- Section 55: Issuance of travel documents for qualified persons.
- Section 52: Revocation of refugee or subsidiary protection declarations.
- Section 9: Cessation of refugee status.
- Section 10: Exclusion from being recognised as a refugee.

This information is provided by the Ministerial Decisions Unit (MDU) and is sent in a formal letter with the refugee status or subsidiary protection declaration.

Currently, no information is provided on specific integration activities as part of the supplementary pack.

Beneficiaries are informed of their rights under Section 53 of the International Protection Act 2015. This includes their ability to seek employment, engage in any business or trade, and access education and training on the same terms as Irish citizens. This information is part of the supplementary materials sent by the MDU.

Information regarding healthcare is also included under Section 53. This is communicated in the letter provided by the MDU.

Information on obtaining a residence permit is included under Section 54, outlining the terms of residence for qualified persons and their family members. This is part of the MDU's supplementary information, sent by letter to applicants.

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Provision of information in reception

Reception conditions

The International Protection Accommodation Service (IPAS) is responsible for providing accommodation and related services to individuals and families entering the international protection procedure. When applicants present themselves at an accommodation centre, they receive a general IPAS information booklet outlining their rights, obligations and reception conditions, as well as a separate booklet detailing House Rules and Procedures for Reception and Accommodation Centres. This information is provided either individually or in group settings, depending on the circumstances. The accommodation provider conveys this information, utilising material developed by the IPAS. The booklet is a comprehensive resource covering topics such as an overview of IPAS services, house rules and complaints procedures, contact details and the role of IPAS consultative clinics. The material also includes information on inspection procedures, vulnerability assessments and processes for separated children seeking asylum, Labour Market Access Permissions, rights and duties of international protection applicants, and access to healthcare, education and social protection support.

In addition to the printed materials, links to online resources are provided. The booklet is available in English, Albanian, Pashtu, Spanish, French, Georgian, Arabic, Kurdish, Somali, Urdu, Ukrainian, Farsi and Portuguese.

The information is developed by the IPAS in consultation with Health Service Executive, Department of Education, Department of Social Protection and Department of Justice. The IPAS Customer Service Unit conducts regular clinics at accommodation centres. These clinics enable residents to discuss issues on a one-on-one basis with IPAS staff. They also provide IPAS officials an opportunity to monitor and review the general operation of centres, forwarding any findings for a formal inspection follow-up.

Specific information on access to legal assistance and representation, healthcare, employment and education is included in the booklet, developed in consultation with the Health Service Executive, Department of Education, Department of Social Protection and Department of Justice.

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The Vulnerability Assessment Programme recommenced on 11 November 2024 for families applying for international protection. Targeted material and support are provided for applicants with identified special needs. By Q1 2025, assessments are expected to be offered to all new arrivals. For applicants experiencing a significant change in personal circumstances, such as a serious illness or injury, the IPAS Resident Welfare Team provides assistance, addressing specific accommodation needs stemming from demonstrated special reception or complex requirements.

Hyperlinks to resources

- International Protection Accommodation Services (IPAS)
- Integration Supports for Residents
- IPAS Complaints Procedure
- House Rules and Procedures
- Resident Welfare
- IPAS Customer Service
- IPAS Children
- IPAS Newsletters

In detention

The Prison Service under the Department of Justice manages the procedure to inform third-country nationals in detention about the reasons for their detention, the process to appeal the detention order, and their rights and obligations.

Upon committal, detained persons are interviewed, during which the rules of their detention are explained. All detainees have access to an information booklet, which is available in 10 languages, about their detention, their rights and

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therapeutic services that are available to them.

Additionally, non-nationals are offered embassy consular assistance and have access to blank international protection application forms.

The Irish Council for Civil Liberties has developed an informative leaflet on the rights and obligations of third-countries nationals in detention.

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