



Case Number: REPS-2022-30786

Senator Mary Fitzpatrick
Seanad Éireann
Dublin 2.

MJ
July 2022

Dear Mary

I refer to your correspondence regarding the Navan Road Intreo Centre.

Significant maintenance and upgrade work to the Intreo Centre on the Navan Road, Dublin 7, had been scheduled for 2022. The work originally planned was premised on no significant changes being made to the services being provided by the Navan Road Intreo Centre, the way those services are delivered and the layout of the building. You will be aware of the significant increase in construction and maintenance costs in recent months, including in building supplies. It was decided, therefore, before finalising the works contract, to review the future use of the building at Navan Road to ensure efficient and effective use of resources.

Since its closure, all Intreo services for the Dublin 7 area are being delivered in the nearby Parnell Street Intreo Centre.

Any person living in the Dublin 7 area who needs to attend an Intreo Centre can visit the Parnell Street Intreo Centre. Alternatively, a person can contact officials at freephone 0818 405060. My Department has developed the National Intreo Contact Centre which has been set up to respond efficiently and effectively to telephone calls made to Intreo Centres. People can also contact my Department by email at:

- navanroad@welfare.ie for all services relating to Jobseeker's payments, One-Parent Family Payments and Public Services Cards,
- CWSNavanRoad@welfare.ie for Community Welfare Services and
- ActivationNavanRoad@welfare.ie for Activation services.

Information on all of the schemes and payments administered by this Department is available at www.gov.ie. The quickest and easiest way for a person to apply for income supports is online at www.mywelfare.ie.



In relation to the Community Welfare Service (CWS), it is important to note that citizens no longer have to meet in person with a Community Welfare Officer (CWO) to make a claim. This change ensures enhanced access to the CWS. Where a person requires a face-to-face meeting with a CWO, this can take place at the Parnell Street Intreo Centre or at a mutually agreed convenient location including, if the person wishes, at their home.

A person can make an application for assistance by completing a SWAI form, which is widely available. It can be downloaded at www.gov.ie and is available in all Intreo Centres and Branch Offices. It can also now be requested by emailing cwsforms@wellfare.ie or by calling the CWS national phone line at 0818 60 70 80. People can also request a SWAI form by using the [Request Application Form](http://www.gov.ie) page available on www.gov.ie. The completed application form can be posted or dropped into the Intreo Centre where it will be processed promptly.

Since the CWS national phone line was launched in June this year more and more people are availing of the opportunity to have their issues resolved by this method rather than by calling into an office.

I trust this clarifies the matter.

Yours sincerely

Heather Humphreys T.D.
Minister for Social Protection

*The Minister is a Designated Public Official under the Regulation of Lobbying Act, 2015
(details available on www.lobbying.ie)*

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