

**SECOND LANGUAGE SCHEME OF  
LEGAL AID BOARD**

**2014 – 2017**

**UNDER SECTION 15 OF THE OFFICIAL LANGUAGES  
ACT 2003.**



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## **FOREWORD**

I welcome the publication of this second Scheme which has been prepared in accordance with the Official Languages Act 2003. This Scheme outlines how the Board proposes to meet its obligations in relation to the use of the Irish language in the period 2014 to 2017.

I am delighted to offer my support to ensuring that our commitment to customer service is reflected in our efforts to provide the best quality service possible to those who wish to conduct business with the Legal Aid Board in Irish. The Board, in common with other public service organisations, must deal with resource limitations but has managed to achieve significant changes in a cost effective manner. The Board takes particular pride in the development of its bilingual website.

I am extremely appreciative of the commitment and dedication of staff members who have enabled the provision of services in Irish and who have undertaken to educate themselves and undergo training in order to better deal with queries in Irish. I would also like to thank those who have been involved in preparing the current and previous Schemes. The continuation of this commitment by our staff will be a crucial factor in the very worthy objective of further developing the Irish language services provided by the Board over the life of this Scheme.

Dr Moling Ryan  
Chief Executive

# CHAPTER 1

## 1.1 INTRODUCTION

This Scheme, covering the period 2014-2017 was prepared by the Legal Aid Board pursuant to the Official Languages Act 2003 and the Official Languages Act 2003 (Section 9) Regulations 2008.

Section 11 of the Act provides for the preparation by public bodies of a statutory Scheme detailing the services they will provide

- through the medium of Irish,
- through the medium of English, and
- through the medium of Irish and English

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe. This is the second Scheme to be prepared by the Board.

## 1.2 PREPARATION OF THE SCHEME

The Scheme was drawn up by the Board having regard to the Guidelines prepared under Section 12 of the Act by the Department of Arts, Heritage and the Gaeltacht, and in particular that the provision of service in Irish should be based on the following:

- the underlying level of demand for specific services in the Irish language in the context of specific provision
- the resources, including human and financial resources, and the capacity of the public body concerned to develop or access the necessary language capability.

### 1.2.1 Consultation

In accordance with section 13(1) (a) of the Act, the Board published a notice of the intention to prepare a draft Scheme. Bilingual advertisements inviting submissions were published in the national press and on the Board's website, and notices in Irish were placed in one Irish language publication. The same information was conveyed to Board staff via our internal bulletin board. A total of two submissions were received from the external consultation and these are available on the Board's website [www.legalaidboard.ie](http://www.legalaidboard.ie).

### **1.3 ASSESSMENT OF DEMAND FOR SERVICES THROUGH IRISH**

Prior to the previous Scheme, Law Centres were asked to indicate the level of demand for services in Irish and this exercise will be repeated for this Scheme. Results at that time indicated that there had been limited demand for the service. Requests for legal service in Irish were confined to one law centre where a full Irish language legal service is already available. A total of five clients requested service in Irish from the law centre during a period of 30 months.

As part of the Board's first Scheme, a survey was carried out in mid 2008 by a market research company. It found that the demand for the Board's services through the medium of Irish remained at a low level.

During the last two years of the previous Scheme, Galway Law Centre dealt with six cases through Irish. To put this in context, the Board provided service in some 22,300 cases in 2013 alone.

A working group, representing all relevant functional areas of the Board, was established to draft this new Scheme.

### **1.4 SCHEME OBJECTIVES**

The Board is committed to the implementation of the provisions of the Official Languages Act 2003 and the Official Languages Act 2003 (Section 9) Regulations 2008.

A number of commitments were made in the first Scheme to improve the level of service in Irish. All these commitments have been delivered. The objective of this Second Scheme is to continue the delivery of these commitments and to further enhance the level of service over the period of the Scheme (2014-2017) by developing a positive culture that encourages the use of Irish within the Board and in dealing with our customers.

It is proposed to achieve this gradually, building on the existing arrangements for service provision with this revised Scheme which will be developed in accordance with demand and resource availability. It must be acknowledged that delivery on the commitments may be negatively affected by financial and staffing changes that may occur in the future, which are beyond the control of the Legal Aid Board.

### **1.5 COMMENCEMENT DATE OF SCHEME**

This scheme has been approved by the Minister for Arts, Heritage and the Gaeltacht. The scheme will commence with effect from **11 August 2014** and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is later.

## **CHAPTER 2 - OVERVIEW OF THE LEGAL AID BOARD**

### **2.1 MANDATE**

The Legal Aid Board was established by the Civil Legal Aid Act 1995 as the statutory, independent body responsible for the provision of civil legal aid and advice to persons of modest means. Section 5(1) of the Act as amended states:

*“The principal function of the Board shall be:*

*(a) to provide, within the Board’s resources and subject to the other provisions of this Act –*

*(i) legal aid and advice in civil cases to persons who satisfy the requirements of this Act, and*

*(ii) a family mediation service;*

*(b) where the Board considers it necessary or expedient to do so to make arrangements for the provision of-*

*(i) family mediation services on its behalf by the engagement of persons appointed by it for that purpose, and*

*(ii) training in family mediation, either by itself or by persons appointed by it for that purpose.*

### **2.2 MISSION**

The Board’s Corporate Plan 2012 to 2014 defines its mission as follows:

*“To provide a professional, efficient, cost-effective and accessible legal aid and mediation service in accordance with the terms of our statutory mandate”.*

### **2.3 GOVERNANCE**

The Board is governed by a statutory Board, appointed by the Minister for Justice and Equality. The Board consists of a chairperson and 12 ordinary members. It has responsibility under the Civil Legal Aid Act, 1995 for:

- the strategic direction of the organisation;
- determining policy and monitoring its implementation;
- overseeing the proper and effective management of the organisation;
- monitoring the implementation of effective financial procedures and providing accountability;
- approving and monitoring budgets, and
- making certain reserved decisions.

### **2.4 SERVICES PROVIDED**

The Legal Aid Board has responsibility for services in relation to civil legal aid, criminal legal aid and family mediation.



## **Civil Legal Aid**

The Board makes the services of solicitors and, where necessary, barristers available to persons of modest means in relation to matters of civil law. The Board's current statutory remit and the level of resources provided are the main determinants of the range and responsiveness of the services provided by the organisation.

The services provided include legal advice covering advice on matters relating to civil law and legal aid covering representation by a solicitor or a barrister engaged by the Board to provide representation in court proceedings as permitted by the Act.

The service also covers legal advice and legal aid to applicants for asylum in the state.

The service is provided on a nationwide basis with some 33 full-time and 12 part-time law centres/service delivery offices across the country.

In 2013 the Board provided service in some 22,300 cases in total through its law centres and its Private Practitioner Schemes.

## **Family Mediation Service**

On 1<sup>st</sup> November 2011 responsibility for the Family Mediation Service (FMS) transferred to the Legal Aid Board under ministerial order giving effect to the Civil Law (Miscellaneous Provisions) Act 2011. The FMS provides its services through seven full time offices and nine part time offices.

## **Criminal Legal Aid**

Responsibility for the administration of the Garda Station Legal Advice Scheme transferred to the Board on 1<sup>st</sup> October 2011 and for the Legal Aid-Custody Issues Scheme (formerly titled the Attorney General's Ad-hoc Scheme) on 1<sup>st</sup> June 2012. The responsibility for the administration of the Criminal Assets Bureau (CAB) Ad-hoc Legal Aid Scheme transferred to the Board on the 1<sup>st</sup> January 2014. Service provision in the criminal legal aid ad-hoc schemes comes through private solicitors and barristers with the schemes administered by the Board.

## **Refugee Documentation Centre**

The Board also operates a specialised Refugee Documentation Centre which provides an independent and professional research and library service for all of the main bodies involved in the asylum process.

## **2.5 BOARD STAFF**

The Board has 368 staff in total, headed by the Chief Executive, and includes some 109 solicitors who are located in 33 law centres/service delivery offices throughout the country and supported by paralegals and administrative staff. There is a dedicated unit for the administration of the Criminal Legal Aid Ad-hoc Schemes based in Dublin. The Family Mediation service operates from 16 centres with both mediation and administrative staff, some 30 in total. There are also a number of key units in Cahirciveen and Dublin managing functions including legal support services, finance, ICT, human resources, research and library and corporate services.

## **2.6 HEAD OFFICE**

The Board's Head Office is located in Cahirciveen, County Kerry where some 46 staff are located. Some of the head office functions are also undertaken in Dublin.

Details of the individual law centres/service delivery offices and head office locations are contained in Appendix 1 and FMS offices in Appendix 2.

## **2.7 CLIENTS AND STAKEHOLDERS**

As a state funded professional legal and mediation service the Board's clients are those persons to whom it provides legal services. The statutory and professional requirements of the solicitor-client relationship and the mediator-client relationship apply in the case of all such clients.

The Board's stakeholders are a much broader group including:

- Government
- Taxpayers
- Potential Clients
- The Courts Service
- The Legal Profession
- The Mediator Profession
- State Agencies dealing with the Board's client base
- Voluntary Groups dealing with the Board's client base.

## **CHAPTER 3 - REVIEW OF IRISH LANGUAGE SERVICES AND IMPROVEMENTS PLANNED**

### **3.1.1 Legal Service - Law Centres**

The Board's main law centre service is provided mainly through English. The Board also provides its full law centre legal service in the Irish language to those who request it through its Galway Law Centre. In this context law centre legal service refers to the services provided by a solicitor in the Board's law centres. In the event that a client in another part of the country requires service in Irish, a solicitor providing service in Irish will travel to a location suitable to that client. This is the same procedure that applies when the English language service requires the provision of service by a solicitor from a law centre in a different catchment area. Two solicitors in Galway Law Centre will provide service in Irish.

The Board provides a legal service to persons applying for asylum in Ireland. This service is provided in English with the aid of interpreters for those clients who require it. From the establishment of the service in 1999 to date no client of this service has sought to receive service through Irish.

### **3.1.2 Head Office Services**

The Board's head office functions are mainly directed at support for frontline service delivery. In addition, the Board's head office is often the first point of contact for many clients and applicants. The head office receives a limited number of calls and correspondence through Irish and these are dealt with by nominated persons in the office.

### **3.1.3 Family Mediation Service**

The FMS is a free, confidential service in which a professional mediator assists those involved in family breakdown and, in particular, separating or divorcing couples, both married and non-married, to negotiate the terms of their separation or divorce. It also assists same sex couples and couples who have never lived together or even had a relationship but have a child together.

The Family Mediation Service is currently not in a position to provide service in Irish. However, the Irish language capacity of the service will be reviewed during the life of this Scheme with a view to enabling such provision.

### **3.1.4 Criminal Legal Aid Ad-hoc Schemes**

Responsibility for the administration of the Garda Station Legal Advice Scheme transferred to the Board on the 1<sup>st</sup> October 2011. Responsibility for the Attorney General's Ad-hoc Scheme (now known as the Legal Aid – Custody Issues Scheme)

subsequently transferred to the Board on 1<sup>st</sup> June 2012. The administrative remit for the Criminal Assets Bureau (CAB) Scheme was transferred to the Board on the 1<sup>st</sup> January 2014. There is Irish language competency within the Board's Criminal Legal Aid Section.

## **3.2 PUBLIC INTERFACE**

### **3.2.1 Forms and Leaflets**

It is Board policy that all of its forms and leaflets should be available in Irish. To this end all of the forms and leaflets relating to its law centre service have been translated and are available in Irish and English in law centres. All application forms for legal services are available bilingually under one cover.

Where written/phone/email requests are received for information about the Board's services, a copy of the relevant leaflet is provided in the language of the request or in the language requested, if different. Forms and leaflets are also distributed through a number of other outlets, for example Citizens Information Centres. They may be requested directly by contacting the Board's Head Office in Cahirciveen, LoCall 1890 – 615 200.

### **3.2.2 Website**

The revised version of the Board's website, launched in 2007, includes an Irish language option which is a full mirror image of the English version. All web pages are available in both languages. Users can choose the language version they wish to access at any point on the website. Board publications and policy documents placed on the site are made available in the languages in which they are published. A web content management team exists within the Board to allow for prompt updating of the website. Changes made to an English language area of the site are concurrently made to the corresponding Irish language area. All application forms on the Board's website are available in Irish.

### **3.2.3 Publications**

Since June 2004, major corporate publications are published bilingually, within one cover, in accordance with Section 10 of the Official Languages Act 2003.

### **3.2.4 Training**

Irish language training has been prioritised in the Board's Learning and Development Strategy and information on Irish language courses is circulated to all staff.

### **3.3 SERVICES TO BE PROVIDED THROUGH THE MEDIUM OF IRISH**

The Board does not currently provide services solely through the medium of Irish and there are no proposals to do so. None of the Board's offices are located in a Gaeltacht area.

### **3.4 SERVICES TO BE PROVIDED THROUGH THE MEDIUM OF BOTH IRISH AND ENGLISH**

#### **3.4.1 Assessment of potential future demand**

Under the previous Scheme, as noted above, the Board undertook a survey of potential demand for its services in Irish. This survey was undertaken in recognition of the possibility that the limited availability of the Irish language service has influenced demand for it. The examination of options to enhance service provision in Irish in the first Scheme was informed by the results of this survey. The Board will commit to keeping the level of demand under review. The availability of application forms for legal services will alert applicants to the availability of services in Irish. Notices will be placed in Law Centres advising clients of the availability of Irish language services.

#### **3.4.2 Legal Service - Law Centres**

The Board's current arrangements for the provision of service are set out at paragraph 3.1.1 above. This section sets out the measures the Board proposes to take to improve and develop the existing service.

The Board's Irish language legal service is currently located in its Galway Law Centre. The reception and support services in this office are bilingual. The Board will take the necessary measures to maintain reception and support services in Irish at its Galway Law Centre.

A referral service is available in the Board. Specifically, persons contacting any of the Board's law centres or offices seeking legal service through Irish will be referred directly to Galway Law Centre where the capacity of the existing support staff, clerical and paralegal, to handle such queries, is in place. Training has been provided for Galway Law Centre staff and Irish language training needs in the Board generally have been reviewed. Refresher training will be organised if and when required.

Based on the results of the survey carried out under its previous Scheme and the demand experienced to date, the Board decided that it was not necessary at this stage to enhance its capacity to provide services through Irish in other law centres. This decision was taken in the knowledge that suitably qualified private practitioners and barristers have been identified to complement the Board's Irish language service in Galway Law Centre, as set out in 3.4.4 and 3.4.5 below. In the event that additional

capacity is required within the Board, it has identified other inhouse solicitors who have expressed an interest in providing legal services through Irish.

### **3.4.3 Interpreter based service**

The Board, through its provision of legal services for asylum seekers, already has extensive experience of the provision of service with the aid of interpreters.

It is not considered necessary at this stage to initiate an interpreter based scheme. This is in view of the arrangements currently in place and also the contingency measures set out above. However, this will be maintained as an option should the need ever arise.

### **3.4.4 Private practitioner based services**

The Board currently uses the services of private practitioners to complement the service provided by its staff. During the previous Scheme the Board investigated the capacity of private practitioners to provide service in Irish to the standards required by the Board and identified 23 private practitioners who can provide services through Irish if needed. The capacity of private practitioners to provide a service through Irish will be reviewed before the end of this Scheme.

### **3.4.5 Barristers**

The Board also avails of the services of barristers, instructed by Board solicitors, to represent clients in court. During the previous Scheme, the Board identified 20 suitably qualified barristers to support its provision of service in Irish. The capacity of barristers to provide a service through Irish will be reviewed before the end of this Scheme.

### **3.4.6 Head Office Services**

The Board's head office functions are mainly directed at support for frontline service delivery as well as responding to queries from members of the public, applicants and clients. During the timeframe of the previous Scheme, two separate training courses were provided in Head Office. Staff on the Board's head office switchboard were trained to respond to telephone enquiries made through Irish. The Board also provided training to enhance the capacity of other head office personnel to conduct business through Irish. This ensures that the front line services provided by Head Office are delivered bilingually.

Training needs will be kept under review and refresher training provided where needed. Specifically, refresher training for switchboard staff in head office will be provided within a year of the commencement of this Scheme. Refresher training for other staff in head office, who deal with Irish language queries and requests, will be provided before the end of the Scheme.

### **3.4.7 Services to be provided through the medium of English only - Legal Services for Asylum Seekers**

The Board currently provides legal services to asylum seekers through the medium of English. The service is provided with the aid of interpreters for the majority of clients. It is proposed to continue to provide this service in this way. If a client of this service requests that it be provided in Irish this will be achieved with the aid of interpretation. It is noted that it would be very unlikely that such a client would require services through Irish.

## **3.5 COMMUNICATIONS**

The Board's communications framework includes measures to increase awareness of its Irish language service largely through advertising in national and Irish language media. The Board has commitments in its Customer Service Action Plan about providing services through Irish and generally tailoring our communications to meet the needs of various target audiences. Any updated communications framework will continue to commit to promotion of services in Irish.

An Irish language email for general queries will be created in the first year of this Scheme ([eolas@legalaidboard.ie](mailto:eolas@legalaidboard.ie)).

As mentioned previously, information notices regarding availability of Irish language services will be developed and displayed in Law Centres during the life of this Scheme.

## **3.6 RESOURCES**

### **3.6.1 Staff**

A comprehensive electronic survey of Board staff will be undertaken in the first year of this Scheme to ascertain the level of Irish language knowledge and ability to conduct business in Irish. The survey will also address training requirements.

Following training courses provided during the timeframe of the previous Scheme, the Board's frontline services can be and are delivered bilingually through Galway Law Centre. Two solicitors and three members of the Support Team in Galway Law Centre can provide service in Irish.

Seven identified staff members in Head Office and one staff member in each Law Centre can handle enquiries in Irish. Seven staff in Head Office have completed training courses. Two Family Mediation Service staff members in two separate offices are Irish speaking. There is Irish Language competency within the Criminal Legal Aid Section. The Board will commit to refresher training as required as mentioned in 3.4.6. The Board will also investigate training, including online training, for the nominated persons in each location responsible for dealing with queries through Irish.

The Board will ensure, as far as possible within its approved staffing allocation, that there is sufficient staff with the necessary skills to meet demand for service in Irish. All staff providing service through Irish will be within the Board's existing approved complement.

### **3.7 QUALITY ASSURANCE**

The quality assurance measures applied to the Board's services do not distinguish between those services provided in Irish and those provided in English. This will continue to be the case during the lifetime of this Scheme.

### **3.8 PUBLIC INTERFACE**

#### **3.8.1 Forms and Leaflets:**

It is Board policy that all of its forms and leaflets should be available in Irish. To this end all of the forms and leaflets relating to its law centre service will continue to be made available in Irish and in English. These forms and leaflets will be available in law centres. Application forms for legal services, apart from those relating to asylum services, will continue to be made available bilingually under one cover. They will also be available for download in Irish and English on the Board's website. Information leaflets will be available in both languages.

Where written/phone/email requests are received for information about the Board's services, a copy of both the Irish and the English language version of the relevant leaflet will be provided in response. Forms and leaflets will continue to be distributed through a number of other outlets, for example, Citizens Information Centres. They may be requested directly by contacting the Board's Head Office in Cahirciveen, LoCall 1890 – 615 200 or by email from [info@legalaidboard.ie](mailto:info@legalaidboard.ie).

#### **3.8.2 Telephones**

Switchboard operators in Head Office in Cahirciveen will continue to

- be trained to be able to direct callers in Irish to the appropriate location to receive service in Irish.
- give the name of the body in Irish and give basic greeting through Irish when answering the phone.

As set out above, refresher training will be provided to switchboard staff in the first year of this new Scheme.

In addition, the Board makes the commitment that all law centres will give the name of the law centre in Irish and English in the first year of this new Scheme.



### **3.8.3 Public Offices**

The Board provides service to clients through its network of 33 law centres/service delivery offices and 16 FMS offices, many of which are quite small. Personal callers to law centres who wish to conduct their business in Irish will be referred to offices where such service can be provided and will be facilitated in making contact with that centre. Personal callers to law centres will be dealt with by the nominated person for Irish language queries in that office.

The Board has a fully bilingual counter and support service available in its Galway Law Centre. A fully bilingual legal service is already available in this office. Refresher Irish language training will be provided as mentioned in 3.4.2.

The Board will continue to comply with provisions of the Act and Regulations regarding stationery and signage.

### **3.8.4 Board Website**

The revised version of the Board's website launched in 2007 includes an Irish language option – which is a full mirror image of the English version. All web pages are made available in both languages as outlined in 3.2.2. The Board commits to maintaining its website in both languages. The Irish language version of the online indicator currently available on the Board's website will be released in the first year of this Scheme.

### **3.8.5 IT Systems**

A Legal Case Management System (EOS) was implemented in 2012. This system supports all aspects of a case from the initial contact with the Board to the closure of the case. This system was built with the capacity to support the input of the Irish Language. Standard letters and forms in bilingual form can be placed on it once they have been through an approval process. Non-standard forms may be translated as required and considered for inclusion on the system as templates in the same way as standard forms. An online application form has been developed as part of this system, initially in English (but may be completed in Irish), and is due for publication in 2014. Following publication the development of the Irish language version will be planned. Irish language spellcheckers and other plug-ins will be assessed by IT unit within the timeframe of this Scheme, subject to resources.

The Board has an email for Irish language queries, [eolas@legallaidboard.ie](mailto:eolas@legallaidboard.ie) and this is available on the Board's website.

### **3.9 STAFF DEVELOPMENT**

The Board has identified a number of staff members with the ability to provide service through Irish. It will also seek to identify the offices most likely to require such staff, and aim to provide the competence in those offices through a combination of recruitment and training. Staff in relevant areas will be particularly encouraged to avail of Irish language training courses.

### **3.10 SUPPORTS TO SERVICE PROVISION IN IRISH**

The Board will provide the necessary facilities and support to staff responsible for providing service in Irish. This will include training, necessary IT supports (Irish language word processing, availability of standard documents etc), dictionaries, glossaries of technical terms and the other support materials necessary to enable provision of service in Irish to the Board's quality standard. In addition, any new computer systems which are initiated after the commencement of this Scheme will, where necessary, take account of the need to be fully capable of handling the Irish language,. Existing systems will, where necessary, be adapted to handle the Irish language at the next suitable upgrade.

The Board will ensure that 50% of press releases are provided in both Irish and English from the date of commencement of this Scheme.

The Board's Library and information service will build and maintain a collection of resources both in hard copy and electronically to support service provision in Irish.

A 'useful phrases' factsheet for staff will be developed and distributed to all Law Centres within the lifetime of this Scheme.

A handbook with appropriate legal terminology in the Irish language will be developed and provided to staff of Galway Law Centre within the lifetime of this Scheme.

Both the factsheet and handbook will be made available to all staff on the Board's intranet.

## **CHAPTER 4 - COMMENCEMENT AND IMPLEMENTATION**

### **4.1 IMPLEMENTATION**

The Director of Specialist Legal Services will have overall responsibility for the implementation of this Scheme in the Board.

### **4.2 COMPLIANCE**

The Board will make every effort to publicise the availability of services through Irish by:

- placing notices in public offices and on the website informing customers that services through Irish are available, and
- placing notices in publications and advertisements informing customers of services through Irish and welcoming those who wish to avail of such services.

A copy of this scheme has been sent to the office of An Coimisinéir Teanga and to all who made submissions to the Legal Aid Board during the drafting of the scheme.

The English version of this document is the original version

## APPENDIX 1

### LOCATION OF BOARD OFFICES AND LAW CENTRES/SERVICE DELIVERY OFFICES

#### BOARD OFFICES

##### **Head Office**

Quay Street  
Cahirciveen,  
Co. Kerry  
Phone: 066 947 1000  
Locall: 1890 615 200  
Fax: 066 947 1035

##### **Dublin Office**

47 Upper Mount Street  
Dublin 2  
Phone: 01 644 1900  
Fax: 01 662 3661

Web site: [www.legalaidboard.ie](http://www.legalaidboard.ie)  
email: [info@legalaidboard.ie](mailto:info@legalaidboard.ie)

## List of Law Centres

### Full Time Law Centres

LAW CENTRE	MANAGING SOLICITOR
<b>CAVAN</b> Newcourt Shopping Centre, Church Street, Cavan Tel: (049) 433 1110 Fax: (049) 433 1304	<b>Patricia O'Reilly</b>
<b>CLARE</b> Unit 6A, Merchant's Square, Ennis, Co Clare Tel: (065) 682 1929 Fax: (065) 682 1939	<b>Mary Cuffe</b>
<b>CORK</b> North Quay House, Popes Quay, Cork Tel: (021) 455 1686 Fax: (021) 455 1690	<b>Betty Dineen</b>
Fifth Floor, Irish Life Building, 1A South Mall, Cork Tel: (021) 427 5998 Fax: (021) 427 6927	<b>Deirdre Kissane</b>
<b>DONEGAL</b> Unit B9, Letterkenny Town Centre, Justice Walsh Road, Letterkenny, Co Donegal Tel: (074) 912 6177 Fax: (074) 912 6086	<b>Ray Finucane</b>
<b>DUBLIN</b> 45 Lower Gardiner Street, Dublin 1 Tel: (01) 874 5440 Fax: (01) 874 6896	<b>Shane Dooley</b>
1 <sup>st</sup> Floor, Civic Centre, South Dublin County Council, Ninth Lock Road, Clondalkin, Dublin 22 Tel: (01) 457 6011 Fax: (01) 457 6007	<b>Tom Nally</b>
Village Green, Tallaght, Dublin 24 Tel: (01) 451 1519 Fax: (01) 451 7989	<b>Pauline Corcoran</b>
44/49 Main Street, Finglas, Dublin 11 Tel: (01) 864 0314 Fax: (01) 864 0362	<b>Anke Hartas</b>
Smithfield Law Centre, 48/49 North Brunswick Street, Dublin 7 Tel: (01) 646 9600 Fax: (01) 6710200	<b>Grainne Brophy</b>

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Unit 6-8, Blanchardstown Business Centre,  
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Blanchardstown, Dublin 15  
Tel: (01) 820 0455 Fax: (01) 820 0450

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**Joan Crawford**

Medical Negligence Unit  
Montague Court, 7-11 Montague St Dublin 2  
Tel: (01) 477 6208 Fax: (01) 477 6241

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**Margaret  
O'Shea-Grewcock**

Personal Injuries Unit, , 48/49 North Brunswick Street,  
George's Lane,  
Dublin 7  
Tel: (01) 646 9740 Fax: (01) 646 975

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**Catherine Martin**

Dolphin House office, 3<sup>rd</sup> Floor Dolphin House,  
East Essex Street, Dublin 2  
Tel: (01) 675 5566/(01) 675 5565 Fax: (01) 7645116

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**Garrett Searson**

**GALWAY**

9 St. Francis Street, Galway  
Tel: (091) 561650 Fax: (091) 563825

**Mary Griffin**

Seville House, New Dock Street, Galway  
Tel: (091) 562480 Fax: (091) 562599

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**Cormac Faherty**

**KERRY**

1 Day Place, Tralee, Co Kerry  
Tel: (066) 712 6900 Fax: (066) 712 3631

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**Carol Anne Coolican**

**KILDARE**

Canning Place, Newbridge, Co Kildare  
Tel: (045) 435777 Fax: (045) 435766

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**Edel Poole**

**KILKENNY**

Unit A, 1<sup>st</sup> Floor, Smithlands Centre, Loughboy, Kilkenny  
Tel: (056) 776 1611 Fax: (056) 776 1562

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**Niall Murphy**

**LAOIS**

Unit 6A, Bridge Street, Portlaoise, Co Laois  
Tel: (057) 866 1366 Fax: (057) 866 1362

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**Katie Gilhooly**

**LIMERICK**

Unit F, Lock Quay, Limerick  
Tel: (061) 314599 Fax: (061) 318330

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**Fergal Rooney**

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**LONGFORD**

Credit Union Courtyard, 50A Main Street, Longford  
Tel: (043) 334 7590 Fax: (043) 334 7594

**Edel Hamilton**

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**LOUTH**

Condil House, Roden Place, Dundalk, Co Louth  
Tel: (042) 933 0448 Fax: (042) 933 0991

**Deirdre McMichael**

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**MAYO**

Humbert Mall, Main Street, Castlebar, Co Mayo  
Tel: (094) 902 4334 Fax: (094) 902 3721

**Thomas O'Mahony**

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**MEATH**

Kennedy Road, Navan, Co Meath  
Tel: (046) 907 2515 Fax: (046) 907 2519

**Mary Pat Ahern**

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**MONAGHAN**

Alma House, The Diamond, Monaghan  
Tel: (047) 84888 Fax: (047) 84879

**Stephanie Coggans**

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**OFFALY**

Harbour Street, Tullamore  
Tel: (057) 935 1177 Fax: (057) 935 1544

**Deirdre O'Connor**

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**SLIGO**

Bridgewater House, Rockwood Parade, Sligo  
Tel: (071) 916 1670 Fax: (071) 916 1681

**Brendan Hoey**

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**TIPPERARY**

Friars Court, Abbey Street, Nenagh, Co Tipperary

**Catherine Ryan**

Tel: (067) 34181 Fax: (067) 34083

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**WATERFORD**

Canada House, Canada Street, Waterford  
Tel: (051) 855814 Fax: (051) 871237

**Aidan Lynch**

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**WESTMEATH**

Paynes Lane, Irishtown, Athlone, Co Westmeath

**Phil O'Laoide**

Tel: (090) 647 4694 Fax: (090) 647 2160

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**WEXFORD**

Unit 8, Redmond Square, Wexford

**Niamh Murran**Tel: (053) 912 2622 Fax: (053)912 4927

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**WICKLOW**

Floor 3, Block D, Civic Offices, Main Street, Bray, Co. Wicklow

**Barbara Smyth**Tel: (01) 2022644 Fax: (01) 2022667

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**PART TIME LAW CENTRES**

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**Location and telephone****Open****Law Centre**

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**CARLOW**

St. Catherine's Citizens Info. Bureau,

St. Joseph's Road, Carlow.

Twice a month

Kilkenny

Tel: (059) 913 8700

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**CORK**Citizens Info. Bureau,  
Wolf Tone Square, Bantry  
(021) 455 1686

As required

Cork  
(Popes Quay)

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**DONEGAL**The Courthouse, Donegal Town  
Tel: (074) 912 6177

Once a month

Letterkenny

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**KERRY**Arbutus Hotel, College Street, Killarney  
Tel: (066) 712 6900

By appointment

Tralee

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**LEITRIM**The Health Centre,  
Leitrim Road, Carrick-on-Shannon  
Tel: (043) 47590

Once a month

Longford

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**LOUTH**Drogheda Community Services Centre,  
Scarlett Crescent, Drogheda  
Tel: (047) 84888/84879

By appointment

Monaghan

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**MAYO**

The Pastoral Centre (Cathedral Grounds)  
Ballina, Co. Mayo  
Tel: (094) 902 4334

Once a month

Castlebar

Health Centre,  
Knock Road, Ballyhaunis  
Tel:(094) 902 4334

Fourth Tuesday of every month

Castlebar

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**ROSCOMMON**

Citizens Information Centre,  
7 Elphin Street, Boyle  
Tel: (071) 916 1670

Once every 2 months

Sligo

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**TIPPERARY**

Thurles Community Social Services,  
Rossa Street, Thurles  
Tel: (0504) 22169

Second Tuesday of every month

Nenagh

Citizens' Information Centre,  
14 Wellington Street, Clonmel.  
Tel: (052) 22267

Four times a month

Nenagh

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**WESTMEATH**

Unit 11, Enterprise Centre,  
Bishopgate Street, Mullingar  
Tel: (090) 647 4694

Once a month

Athlone

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Please note that the dates and times that the part time law centres are open may change, depending on demand for the service. Please use the contact numbers above to find out when a law centre is open.

## **APPENDIX 2**

### **List of Family Mediation Service Offices**

#### **FULL TIME OFFICES**

##### **Dublin**

##### **Blanchardstown**

West End House,  
West End Business Park,  
Snugborough Road Extension,  
Blanchardstown,  
Dublin 15.  
Phone: (01) 811 8650  
Opening hours: Monday to Friday 9am - 5pm.

##### **Dolphin House**

Family Mediation Service,  
4<sup>th</sup> Floor, Dolphin House,  
Dublin 2.  
Phone (01) 672 5886  
Opening hours: Monday to Friday 9.30am - 4.30pm.

##### **Raheny**

Skillings House,  
1st Floor Offices,  
Raheny Shopping Centre,  
Howth Rd  
Dublin 5  
Phone (01) 851 0730  
Opening hours: Monday to Friday 9am - 5pm.

##### **Ormond Quay**

9 Lower Ormond Quay,  
Dublin 1,  
Phone (01) 874 7446  
Opening hours: Monday to Friday 9am - 5pm.

##### **Tallaght**

The Rere,  
Tallaght Social Services Centre,  
The Square,  
Tallaght,  
Dublin 24.

Phone: (01) 414 5180

Opening hours: Monday to Friday 9am - 5pm.

**Cork**

3rd & 4th Floor,  
Hibernian House,  
80A South Mall,  
Cork

Phone: (021) 425 2200

Opening hours: Monday to Friday, 9am - 5pm

**Galway**

3rd Floor,  
Merchant's Square,  
New Dock Street,  
Galway

Phone: (091) 509730

Opening hours: Monday to Friday, 9am - 5pm

**Limerick**

3rd Floor,  
Riverpoint,  
Lower Mallow Street,  
Limerick

Phone: (061) 214310

Opening hours: Monday to Friday, 9am - 5pm

**PART TIME OFFICES**

**Donegal**

3rd Floor,  
Riverfront House,  
Pearse Rd,  
Letterkenny,  
Co Donegal.

Phone : (074) 910 2240

Opening hours: Monday, Tuesday & Wednesday 9am -1pm, 2pm - 5pm.

**Kerry**

Unit 2,  
Market Place,  
Maine Street,  
Tralee,

Co. Kerry.

Phone: (066) 718 6100

Opening hours: Monday & Tuesday 9am - 1pm, 2pm - 5pm.

Wednesday 9am - 12.30pm (admin cover)

### **Laois**

Level 2,

Grattan House,

Grattan House Business Centre,

Portlaoise,

Co Laois.

Phone: (057) 869 5730

Opening hours: Tuesday and Wednesday 9am - 1pm & 2pm - 5pm,

Thursday 9am - 12.30pm (admin cover)

### **Louth**

10 Seatown Place,

Dundalk,

Co. Louth

Phone: (042) 935 9410

Opening hours: Tuesday & Thursday 9.30am - 1pm, 2pm - 5.30pm.

Wednesday 9.15am - 12.45pm (admin cover)

### **Mayo**

c/o Family Centre,

Chapel Street,

Castlebar,

Co. Mayo

Phone: (094) 903 5120

Opening hours: Thursday & Friday 9am - 1pm, 2pm - 5pm.

Wednesday 9am - 12.30pm (admin cover)

### **Sligo**

Level 6,

Quayside Shopping Centre,

Wine Street,

Sligo.

Phone: (071) 915 4260

Opening hours: Monday & Tuesday 9am - 1pm, 2pm - 5pm.

Wednesday 9am - 12.30pm (admin cover)

**Waterford**

13B Wallace House,  
Maritana Gate,  
Canada St,  
Waterford.

Phone (051) 860460

Opening hours: Monday & Tuesday 9am - 1pm, 2pm - 5pm.  
Wed 9am - 12.30pm (admin only)

**Westmeath**

Suite 10, 1st Floor,  
Inish Carraig Business Centre,  
Golden Island,  
Athlone,  
Co. Westmeath

Phone: (0906) 420970

Opening hours: Monday & Tuesday 9am - 1pm, 2pm - 5pm.  
Wednesday 9am - 12.30pm (Admin only)

**Wexford**

32 Key West,  
Custom House Quay,  
Wexford

Tel: (053) 916 3050

Opening hours: Tuesday, Wednesday & Friday 9am -5pm.