

**LANGUAGE SCHEME OF
LEGAL AID BOARD**

2019 – 2022

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



Content:	Page
Foreword	5
Chapter 1	6
1.1 Introduction	6
1.2 Preparation of the Scheme	6
1.2.1 Consultation	6
1.3 Assessment of Demand for Services through Irish	7
1.4 Scheme Objectives	7
1.5 Commencement Date of Scheme	7
 Chapter 2 Overview of the Legal Aid Board	 8
2.1 Mandate	8
2.2 Mission	8
2.3 Governance	8
2.4 Services Provided	9
Civil Legal Aid	9
Family Mediation Service	9
Criminal Legal Aid	9
Refugee Documentation Centre	10
2.5 Board Staff	10
2.6 Head Office	10
2.7 Clients and Stakeholders	10
 Chapter 3 Review of Irish Language Services and improvements planned	 12
3.1 Existing Language Regime for the Provision of Services	12
3.1.1 Legal Service Law Centres	12
3.1.2 Head Office Services	12
3.1.3 Family Mediation Service	12
3.2 Public Interface	13
3.2.1 Forms and Leaflets	13

3.2.2 Website	13
3.2.3 Publications	13
3.2.4 Training	13
3.3 Services to be provided through the Medium of Irish	14
3.4 Services to be provided through the Medium of Irish and English	14
3.4.1 Assessment of potential future demand	14
3.4.2 Legal Service – Law Centres	14
3.4.3 Interpreter based service	15
3.4.4 Private practitioner based services	15
3.4.5 Barristers	15
3.4.6 Head Office Services	15
3.4.7 Services to be provided through the medium of English only- Legal Services for Asylum Seekers	16
3.5 Communications	16
3.6 Resources	16
3.6.1 Staff	16
3.7 Quality Assurance	17
3.8 Public Interface	17
3.8.1 Forms and Leaflets	17
3.8.2 Telephones	17
3.8.3 Public Offices	17
3.8.4 Board Website	18
3.8.5 IT Systems	18
3.9 Staff Development	18
3.10 Supports to Service Provision in Irish	19
Chapter 4 Commencement and Implementation	20
4.1 Implementation	20
4.2 Compliance	20

Appendix 1

Location of Board Offices and Law Centres/Services Delivery Offices	21
Board Offices	21
List of Law Centres	22
Full Time Law Centres	22
Part Time Law Centres	26

Appendix 2

List of Family Meditation Service Offices	26
Full Time Offices	26
Part time Offices	27

FOREWORD

I welcome the publication of this 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 2019 to 2022.

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. 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.

John McDaid
Chief Executive

CHAPTER 1

1.1 INTRODUCTION

This Scheme, covering the period 2019-2022 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.

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 Culture, 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; and
- 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 previously 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.

1.3 ASSESSMENT OF DEMAND FOR SERVICES THROUGH IRISH

Previously Law Centres and Family Mediation Centres were asked to indicate the level of demand for services in Irish. 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 was 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. Current indications are that there continues to be a low level of requests for services through Irish in our Galway office and we have been able to handle these without any difficulty.

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 previous Schemes to improve the level of service in Irish. The objective of this Scheme is to continue the delivery of these commitments and to further enhance the level of service over the period of the Scheme (2018-2020) by developing a positive culture that encourages the use of Irish within the Board and in dealing with our customers.

1.5 COMMENCEMENT DATE OF SCHEME

This scheme has been approved by the Department of Culture, Heritage and the Gaeltacht. The scheme will commence with effect from **26 February 2019** 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 2018 – 2020 defines its mission as follows:

To enable the effective resolution of civil disputes through the delivery of efficient and accessible legal aid and family mediation services and to effectively manage and administer the State’s criminal legal aid schemes.

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, family mediation and aspects of criminal legal aid.

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 international protection in the state.

The service is provided on a nationwide basis with some 32 full-time and 9 part-time law centres/service delivery offices across the country. The service is also provided by private solicitors who are retained on a fee per case basis.

Family Mediation Service

On 1st November 2011 responsibility for the provision of State funded family mediation services transferred to the Legal Aid Board under ministerial order giving effect to the Civil Law (Miscellaneous Provisions) Act 2011. Family mediation services are provided through seven full time offices and ten part time offices.

Criminal Legal Aid

The Board is responsible for the administration of the Garda Station Legal Advice Scheme, the Legal Aid-Custody Issues Scheme (formerly titled the Attorney General's Ad-hoc Scheme) and the Criminal Assets Bureau (CAB) Ad-hoc Legal Aid Scheme. Services in these schemes are provided by private solicitors and barristers who are paid on a fee per case basis.

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 a full time equivalent of approximately 435 full time equivalent staff in total and includes some 120 full time equivalent solicitors who are located in 30 full time law centres and three specialist offices and supported by paralegals and administrative staff. Family mediation services are provided from 18 centres with a full time equivalent of approximately 24 mediators supported by 24 administrative staff. There is a dedicated unit for the administration of the Criminal Legal Aid Ad-hoc Schemes based in Dublin. There are also a number of support 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 service delivery offices and head office locations are contained in Appendices 1 and 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 and mediation 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 law centre services are 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 and Castlebar Law Centres. 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 or make other suitable arrangements to engage with the 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.

The Board provides a legal service to persons applying for international protection 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 services

Family mediation 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.

Family mediation services are provided in Irish on request by the Board's Galway Family Mediation Centre situated in Galway city.

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 Board's website 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

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 at regular interval. Most recently, in 2017, an expression of interest was sought from all staff and training was subsequently carried out by Gaelchultur at preparatory level, Level 4 and Level 5. It is anticipated additional training will be carried out in 2019.

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

On foot of a 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. Assessment is kept under review through demand for the service. The availability of application forms for legal services will alert applicants to the availability of services in Irish.

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 and Castlebar Law Centres. Support services in the Galway office are also bilingual. The Board will take the necessary measures to maintain 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 either the Galway or our Castlebar Law Centre, whichever is most convenient for them,

Based on 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 the Galway and Castlebar Law Centres, 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 in-house 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 persons seeking international protection, 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 a previous Scheme the Board investigated the capacity of private practitioners to provide service in Irish to the standards required by the Board and identified a number of private practitioners who could 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 a previous Scheme, the Board identified 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. 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. We anticipate the next training / refresher training will be carried out in 2019 and will be reviewed again within the timeframe of this 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 persons seeking international protection 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.

3.5 COMMUNICATIONS

The Board has an Irish language email for receiving general queries via our web site (eolas@legalaidboard.ie). Any communications received are passed on to appropriate staff who can deal with the client through Irish.

The Board will ensure that all of its public-facing IT systems are available in Irish and English.

The Board will also ensure that 50% of press releases are provided in both Irish and English from the date of commencement of this Scheme. The board commits that these will be issued simultaneously.

3.6 RESOURCES

3.6.1 Staff

A comprehensive electronic survey of Board staff was previously undertaken to ascertain the level of Irish language knowledge and ability to conduct business in Irish. The survey also looked at training requirements.

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 international protection 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.

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.

3.8.3 Public Offices

The Board provides service to clients through its network of 33 law centres/service delivery offices and 17 family mediation 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 fully bilingual support services available in its Galway Law Centre.. 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 Board's website 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.

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. The most recent training, carried out by Gaelchultur and offered to all staff in the organisation, was carried out in 2017. We anticipate that the next wave of training will take place either in 2019.

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, the availability of a 'useful phrases' factsheet for staff, dictionaries, 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 commits that these will be issued simultaneously.

The 'useful phrases' factsheet will be made available to all staff on the Board's intranet.

CHAPTER 4 - COMMENCEMENT AND IMPLEMENTATION

4.1 IMPLEMENTATION

The Director of Corporate 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 shall be forwarded to Oifig an Choimisinéara Teanga.

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

48-49 North Brunswick St.,
Georges Lane,
Smithfield,
Dublin 7
Phone: 01 644 1900
Fax: 01 662 3661

Web site: www.legalaidboard.ie
email: info@legalaidboard.ie

**List of Law Centres
Full Time Law Centres**

LAW CENTRE

MANAGING SOLICITOR

CAVAN

Newcourt Shopping Centre, Church Street,
Cavan, H12C8D8

Emily Sherlock

Tel: (049) 433 1110 Fax: (049) 433 1304

CLARE

Unit 6A, Merchant's Square, Ennis, Co Clare, V95 HH58

Mary Cuffe

Tel: (065) 682 1929 Fax: (065) 682 1939

CORK

North Quay House, Popes Quay, Cork, T32 HV26

Betty Dineen

Tel: (021) 455 1686 Fax: (021) 455 1690

Fifth Floor, Irish Life Building, 1A South Mall,
Cork, T12 R7WC

Deirdre Kissane

Tel: (021) 427 5998 Fax: (021) 427 6927

DONEGAL

Unit B9, Letterkenny Town Centre, Justice Walsh Road,
Letterkenny, Co Donegal, F92 H263

Derbhala Deary

Tel: (074) 912 6177 Fax: (074) 912 6086

DUBLIN

4th Floor, Jervis House, Jervis St., Dublin 1 D01 E3W9

Anke Hartas

Tel: (01) 874 5440 Fax: (01) 874 6896

1st Floor, Civic Centre, South Dublin County Council,
Ninth Lock Road, Clondalkin , Dublin 22 , D22 E9X5

Anne Marie Blaney

Tel: (01) 457 6011 Fax: (01) 457 6007

Village Green, Tallaght, Dublin 24, D24 P2PY

Joan Crawford

Tel: (01) 451 1519 Fax: (01) 451 7989

44/49 Main Street, Finglas, Dublin 11, D11 TCC9

Eva Lalor

Tel: (01) 864 0314 Fax: (01) 864 0362

,48/49 North Brunswick Street, Dublin 7, D07 PE0C

Grainne Brophy

Tel: (01) 646 9600 Fax: (01) 6710200

Unit 6-8, Blanchardstown Business Centre,
Clonsilla Road
Blanchardstown, Dublin 15, D15 DT78

Mary Pat Ahern

Tel: (01) 820 0455 Fax: (01) 820 0450

Medical Negligence and Personal Injury Unit
Montague Court, 7-11 Montague St Dublin 2, D02 FT96

Garret Searson

Tel: (01) 477 6208 Fax: (01) 477 6241

Childcare Unit, Courthouse, Chancery St,
Dublin 7, D07 A599

Joan Callan

Tel: (01) 8286626 Fax: (01) 8286649

GALWAY

9 St. Francis Street, Galway, H91 N253
Tel: (091) 561650 Fax: (091) 563825

Shane Dooley

Seville House, New Dock Street, Galway, H91 CKV0
Tel: (091) 562480 Fax: (091) 562599

Cormac Faherty

KERRY

1 Day Place, Tralee, Co Kerry, V92 CR22

Carol Anne Coolican

Tel: (066) 712 6900 Fax: (066) 712 3631

KILDARE

Canning Place, Newbridge, Co Kildare, W12 EI27

Edel Poole

Tel: (045) 435777 Fax: (045) 435766

KILKENNY

Unit A, 1st Floor, Smithlands Centre, Loughboy,
Kilkenny, R95 HK11

St. John J. Donovan

Tel: (056) 776 1611 Fax: (056) 776 1562

LAOIS

Unit 6A, Bridge Street, Portlaoise, Co Laois, R32 ED34

Katie Gilhooly

Tel: (057) 866 1366 Fax: (057) 866 1362

LIMERICK

Unit F, Lock Quay, Limerick, V94 FP90

Catherine Ryan

Tel: (061) 314599 Fax: (061) 318330

LONGFORD

7/8 Market Square, Longford, W39 RH27

Edel Hamilton

Tel: (043) 334 7590 Fax: (043) 334 7594

LOUTH

Condil House, Roden Place, Dundalk,
Co Louth, A91 E6RE

Christine Hayes

Tel: (042) 933 0448 Fax: (042) 933 0991

MAYO

Humbert Mall, Main Street, Castlebar,
Co Mayo, F23 XR50

Patricia Horan

Tel: (094) 902 4334 Fax: (094) 902 3721

MEATH

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

Louise McDarby

MONAGHAN

Alma House, The Diamond, Monaghan, H18 PD65

Stephanie Coggans

Tel: (047) 84888 Fax: (047) 84879

OFFALY

Harbour Street, Tullamore , R35 NW08

Deirdre O'Connor

Tel: (057) 935 1177 Fax: (057) 935 1544

SLIGO

Bridgewater House, Rockwood Parade,
Sligo, F91 Y9YY

Brendan Hoey

Tel: (071) 916 1670 Fax: (071) 916 1681

TIPPERARY

Friars Court, Abbey Street, Nenagh,
Co Tipperary, E45 KN59

John O'Gorman

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

WATERFORD

Canada House, Canada Street, Waterford, X91 K0NN

Aidan Lynch

Tel: (051) 855814 Fax: (051) 871237

WESTMEATH

Paynes Lane, Irishtown, Athlone,
Co Westmeath, N37 RK33

Martina Ryan

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

WEXFORD

Unit 8, Redmond Square, Wexford, Y35 HF68

Niamh Murrán

Tel: (053) 912 2622 Fax: (053)912 4927

WICKLOW

Floor 3, Block D, Civic Offices, Main Street, Bray, Co.
Wicklow, A98 R6W4

Barbara Smyth

Tel: (01) 2022644 Fax: (01) 2022667

PART TIME LAW CENTRES

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

CARLOW

St. Catherine's Citizens Info. Bureau,

St. Joseph's Road, Carlow.

Twice a month

Kilkenny

Tel: (059) 913 8700

CORK

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

As required

Cork
(Popes Quay)

DONEGAL

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

Once a month

Letterkenny

KERRY

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

By appointment

Tralee

LEITRIM

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

Once a month

Longford

LOUTH

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

By appointment

Monaghan

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

ROSCOMMON

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

Once every 2 months

Sligo

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

WESTMEATH

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

Once a month

Athlone

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 Offices

FULL TIME OFFICES

Dublin

Blanchardstown

West End House,
West End Business Park,
Snugborough Road Extension,
Blanchardstown,
Dublin 15. D15 KPW7
Phone: (01) 811 8650
Opening hours: Monday to Friday 9am - 5pm.

Dolphin House

Family Mediation Service,
4th Floor, Dolphin House,
Dublin 2, D02 RR76
Phone (01) 672 5886
Opening hours: Monday to Friday 9.30am - 4.30pm.

Jervis House

Jervis St,
Dublin 1, D01 E3W9
Phone (01) 874 7446
Opening hours: Monday to Friday 9am - 5pm.

Tallaght

Village Green,
Tallaght,
Dublin 24. D24 P2PY
Phone: (01) 414 5180
Opening hours: Monday to Friday 9am - 5pm.

Cork

3rd & 4th Floor,
Hibernian House,
80A South Mall,
Cork, T12 ACR7

Phone: (021) 425 2200

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

Galway

3rd Floor,
Merchant's Square,
New Dock Street,
Galway, H91 D37R

Phone: (091) 509730

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

Limerick

3rd Floor,
Riverpoint,
Lower Mallow Street,
Limerick, V94 WC6A

Phone: (061) 214310

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

PART TIME OFFICES

Donegal

3rd Floor,
Riverfront House,
Pearse Rd,
Letterkenny,
Co Donegal, F92 T68V

Phone : (074) 910 2240

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

Kerry

Unit 2,
Market Place,
Maine Street,
Tralee,
Co. Kerry, V92 W8YY

Phone: (066) 718 6100

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

Wednesday 9am - 12.30pm (admin cover)

Kilkenny

Unit A, 1st Floor,
Smithfield Centre,

Loughboy,
Kilkenny, R95 HK11

Phone: (056) 7775616

Opening hours: Monday to Wednesday 9am - 1pm, 2pm - 5pm
Admin Monday to Friday 9am - 1pm, 2pm - 5pm

Laois

Level 2,
Grattan House,
Grattan House Business Centre,
Portlaoise,

Co Laois, R32 RY6V

Phone: (057) 869 5730

Opening hours: Tuesday and Wednesday 9am - 1pm & 2pm - 5pm.
Thursday 9am - 12.30pm (admin cover)

Louth

Condil House,
Roden Place,
Dundalk,
Co. Louth, A91 E6RE

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, F23 PH39

Phone: (094) 903 5120

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

Sligo

Level 6,
Quayside Shopping Centre,
Wine Street,
Sligo, F91 VX7P
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, X91 YD79
Phone (051) 860460
Opening hours: Monday to Friday 9am - 1pm, 2pm - 5pm.

Westmeath

Suite 10, 1st Floor,
Inish Carraig Business Centre,
Golden Island,
Athlone,
Co. Westmeath, N37 V278
Phone: (0906) 420970
Opening hours: Monday, Tuesday, Wednesday 9am - 1pm, 2pm - 5pm.

Wexford

Unit 8,
Redmond Square
Wexford Y35 DX43
053 9163050
Opening hours: Monday, Tuesday, Wednesday & Thursday 9am - 5pm.