

# Migrant Integration Strategy

## Actions for All Departments and Agencies

Úna Ní Dhubhghaill

Office for the Promotion of Migrant Integration

31 January 2018



# Actions for All Departments and Agencies |

- **Mainstream integration in your work and address it in your strategic planning.**
- **Engage with migrant NGOs.**
- **Make integration a criterion in your funding decisions.**
- **Provide your information in formats easy for migrants to access.**



# Actions for All Departments and Agencies II

- Train your staff on migrant entitlements....
- ...and on intercultural awareness.
  
- Examine what's needed to ensure you provide adequate interpreting facilities...
- ...and make sure that your customers know about them.
  
- Tell your customers how to complain about racist behaviour.
  
- Measure your progress.



# Implementation of Actions for All Departments and Agencies

- **Essential to the success of Ireland's mainstreaming approach to integration.**
- **To be implemented over the lifetime of Strategy – 2017-2020.**
- **Approaches:**
  - **Phased**
  - **Needs-based**
  - **Varied delivery models**



# Monitoring of Actions for All Departments and Agencies

- **Monitoring by Migrant Integration Strategy  
Monitoring and Co-ordination Committee**
- **Included in Traffic Light Monitoring Template**
  - **Limitations of this format for this group of actions**
- **Bespoke reporting mechanism required**



# Reporting Template for All Departments and Agencies Actions

- **PART 1 – Mainstreaming Integration**
- **PART 2 – Provision of Services and Information to Non-Native English Speakers**
- **PART 3 – Public Offices – Complaints and Notices**
- **PART 4 – Staff Training**



## Monitoring and Reporting Template for Crosscutting Actions

## PART 1 - MAINSTREAMING INTEGRATION

*Action 1 - Integration issues will be mainstreamed in the work of all appropriate Government Departments and agencies and addressed in their Strategy Statements, Annual Reports and other documents.*

Using the table below please indicate the strategic and planning documents containing a references to migrant integration.

Document/Publication	Specific Reference (Y/N)	Details (e.g. page no., how referred to etc.)
Strategic Plan	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Annual Report	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Customer Service Charter	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Website	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Other	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Planned in the future?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
None of the above	Reason:	

*Action 2 - Government Departments and agencies will ensure appropriate, regular engagement with NGOs representing migrant groups.*

Using the table below provide details of planned or ongoing engagements with relevant NGO groups.

Forum	Frequency	NGOS Invited

None	Reason:

*Action 4 - Decisions on grants to community and sports organisations will include a criterion on promoting integration activities.*

Does your Department, Agency or Organisation give grants to community or sports organisations? Yes  No

If you answered 'Yes' to the above question please give details of planned or active grant scheme(s) below. If you answered 'No' please move on to PART 2.

Name of Grant Scheme	Details of Scheme (e.g. Target Groups, Duration and Amt. of funding etc.)

## PART 2 - PROVISION OF SERVICES &amp; INFO TO NON-NATIVE LANGUAGE SPEAKERS

*Action 15 - Information will be provided in language-appropriate formats and in a manner easily accessible by migrants.*

Using the table below provide details of information provided to members of the public in languages other than English and Irish.

Type of Information	Available in Language other than English or Irish? (Y/N)	Details (e.g. Languages available, how availability is communicated)
Customer Information Leaflets	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Website	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Customer Service Charter	Yes <input type="checkbox"/> No <input type="checkbox"/>	



Audio/Visual Customer Notices	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Forms for accessing services/Complaint forms	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Other	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Planned in the future?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
None of the above	Reason:	

**Action 18** - Mechanisms for providing adequate interpreting facilities will be explored in order to facilitate equality of access to services.

Using the table below please provide details of interpreting facilities utilised by your organisation in providing its services.

Type of Interpretation	Available (Y/N)	Languages	Source of Interpreter (in-house, contract staff, external contractor, Govt. framework etc.)
Face to Face	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Remote (i.e. by telephone/video link/Skype/FaceTime etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Planned in the future?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
No Interpretation available	Reason:		

**PART 3 – PUBLIC OFFICES – COMPLAINTS AND NOTICES**

**Action 19** - The availability of interpreting will be prominently displayed in a range of languages in relevant public offices.

**Action 67** - Public offices will display information on how to make a complaint of racist behaviour by a member of staff or other customer.

Does your Department, Agency or Organisation, or any agencies reporting to your Department, operate Public Offices or a facility for customers to be dealt with face to face?

Yes  No

If you answered 'Yes' to the above please continue to the questions below. If you answered 'No' please skip to PART 4.

How many offices offering public access do you operate in total?	<input type="text"/>
How many offices display notices regarding the availability of interpretation?	<input type="text"/>
How are notices regarding the availability of interpretation displayed?	
If no notices regarding availability of interpretation are displayed please state reason why.	
How many offices display notices on how to make a complaint about racist behaviour within the office?	<input type="text"/>
How are notices regarding procedures for making a complaint of racist behaviour displayed?	
If no notices regarding availability of procedures for making complaint of racist behaviour are displayed please state reason why.	



**PART 4 - STAFF TRAINING**

**Action 16** - Government Departments and State Agencies will ensure that staff are trained to inform migrants accurately of their entitlements.

**Action 61** - Intercultural awareness training will be provided by all Government Departments and Agencies and it will be reviewed at intervals to ensure that it is adequate and up to date. Front-line staff will receive on-going cultural awareness training appropriate to their role and operational requirements.

Please indicate details of training provided to staff and numbers with migrants utilised by your organisation in providing its services. If staffing figures not available please provide a best estimate.



How many staff are there in your organisation? (Enter a number opposite)	<input type="text"/>
How many staff in your organisation work on frontline service delivery? (i.e. face to face/by phone/by email)	<input type="text"/>
Does your organisation provide training to frontline staff providing information for migrants on entitlements to the services provided by your organisation?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered 'Yes' above please provide brief description of migrant entitlements training and indicate how many staff have attended to date. If you answered 'No' please state why.	<input type="text"/>
Does your organisation provide cultural awareness training to frontline staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered 'Yes' above please provide brief description of cultural awareness training and indicate how many staff have attended to date. If you answered 'No' please state why.	<input type="text"/>

If you wish to provide any additional information to support your responses above please do so in the box provided below.

Completed by: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_\_\_

# Reporting on All Departments and Agencies Actions

- **Feedback welcome on draft Reporting Template.**
- **OPMI will then issue it to Departments to report on these actions (including on behalf of their Agencies) in advance of Committee's 4<sup>th</sup> Plenary Meeting (May 2018, TBC).**
- **Summary of progress on these actions will form part of the OPMI's Mid-Term report to Government in late 2018.**
- **Departments not represented on this Committee will be contacted by OPMI.**



# Thank You

Comments and Questions Welcome



# Migrant Integration Strategy

## Indicators

Shane O'Connor

Office for the Promotion of Migrant Integration

31 January 2018



## Indicators are required under the Strategy

*"The committee will review implementation of all actions. It will agree indicators for monitoring progress."*

*-Migrant Integration Strategy, p.20.*

*"The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process."*

*- Migrant Integration Strategy – Action 75*



# Indicators Explained (1)

- Input Indicators
  - the raw materials needed to achieve an action
    - money
    - technical expertise
    - relationships
    - personnel
- Output Indicators
  - the products that result from project activities
    - baselined if possible
    - use metrics
    - time bound



# Indicators Explained (2)

- Impacts
  - higher level strategic goals
    - how an action impacts on the overall goals of integration
    - references goals and aims of Strategy
    - how action helps meet international obligations
- Outcomes
  - the benefits that an action is designed to deliver
    - benefits for target groups
    - benefits for public service
    - benefits to society





## Indicators Explained (3)

# Remember "SMART" ??

- S - specific
- M - measurable
- A - achievable
- R - relevant
- T - time-based



## Why track indicators ?

- To track resources needed to achieve an action
- Assess whether actions are meeting goals
- Ensure action implementation is adjusted where required
- Allow cost-effectiveness of actions to be assessed
- Demonstrate effectiveness to stakeholders and general public
- To highlight successful actions which should be expanded
- To highlight unsuccessful actions which should be adapted or discontinued.
- To avoid overlap/duplication with other strategic activity (outcomes/impacts)



## Indicators - Thematic Sub- Committees

- Active Citizenship – 3 Nov 2017
- Education – 22 Nov 2017
- Employment and Pathways to Work – 16 Nov 2017
- Access to Public Services – 9 Nov 2017
- Promoting Social Inclusion and Anti-Racism – 21 Nov 2017
- Coordination – 6 Dec 2017



# Indicators - Challenges

- Establishing baselines – resource implications
- Metrics – not every action is easily measurable
- Reporting – resource implications
- Cross-cutting actions – different approaches
- ‘Design by Committee’ doesn’t always work



# Indicators – Good Examples

Action No.	Action	Input	Output	Impact/Outcome
38	The Central Statistics Office will continue to publish disaggregated data on unemployment.	Request from OPMI for specific disaggregated reports	Metric= Migrant specific disaggregated reports produced Target=as required from start 2018 Metric=Future census requirements for migrant data captured Target: by end 2019	Areas of life where outcomes are less favourable for migrants more easily identified and quantified. Better informed public policies.
42	An analysis will be undertaken to assess the extent to which the level of joblessness among jobseekers of African origin exceeds that of other groups and determine what action, if any, is required to address any evidence that people of African origin face higher barriers to exit unemployment.	Analysis Commences	Analysis Completed	Availability of data re: the level of joblessness among jobseekers of African origin
46	Further activities will be undertaken to raise awareness of State board opportunities among key groups within society that are currently under-represented on State boards, working with Departments and the relevant State bodies in this regard.	Identify events specifically targeting migrants in the business and the community in Q4 2017 and 2018; increase digital media focus on particular migrant communities. Re-train all staff on diversity & unconscious bias in Q4/2017. Migrant-centric State board recruitment campaigns where appropriate. Promotional campaigns.	2.5% of applicants to State Boards by Q4/2019.	Delivery on Objective 3 of Public Appointments Service Strategy Statement : Stronger public recognition amongst migrants of State Boards. 1% of Irish public workforce from migrant community.

# Indicators – Not so easy to define

Action No.	Action	Input	Output	Impact/Outcome
15	Information will be provided in language-appropriate formats and in a manner easily accessible by migrants.	Communication from OPMI to relevant Departments and Agencies. Establish baseline as to what is currently available.	Proportion of offices with language appropriate information. Proportion of information leaflets available in other languages. Number of posters/leaflets distributed to public offices.	Better access to public services for non-English speaking migrants, as measured through user surveys.
22	The Migrant Consultative Forum will continue to offer the opportunity for NGOs whose primary focus is dealing with migrants, to engage on migrant-related aspects of social protection services on an ongoing basis over the lifetime of the Strategy.	Meetings held as scheduled	Issues raised by voluntary bodies concerning the interaction of migrants with the social protection system are addressed and resolved as far as possible.	Better understanding between relevant NGOs and relevant DEASP staff
72	Volunteering will be promoted among the less well represented groups.	Engagement with Volunteer Ireland in relation to statistics and looking at a baseline piece of research on volunteerism.	Migrant proofing volunteer policies.	Better data on participation in volunteerism amongst migrants.

## Next Steps

- 'Silent Procedure' : Deadline Friday 9 February
- If not changed by this date – indicator approved
- If new or amended indicators proposed these go back to thematic sub-committee/action owner for checking before approval at next plenary session





# Final thoughts

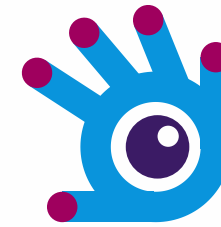
- Indicators .....
- ... are not optional – Strategy demands them
- ... may not be perfect – but must help show progress
- ... are sometimes aspirational – but must be realistic
- ... are useful – proves & improves implementation
- ... are adjustable – action plan = living document



Thank you.

Comments or Questions Welcome.





# Migrant Teacher Project

*Dr Rory Mc Daid,  
Lecturer in Education,  
Marino Institute of Education*

*31/01/2018*



# Migrant Integration Strategy

## Vision

- To enable migrants or persons of migrant origin to participate on an equal basis with those of Irish heritage.

## Primary objective

- To ensure that barriers to full participation in Irish society by migrants or their Irish-born children are identified and addressed.

# Migrant Teacher Project

## Aim

- To increase the employment of Immigrant Internationally Educated Teachers (IETs) in the Irish public primary and post-primary schools.

# Migrant Teacher Project

## Rationale

- 18% of the population identified themselves as something other than white Irish (CSO, 2017)
- Current teaching force overwhelming white Irish (Devine, 2011)
- Not changing via entrants into Initial Teacher Education (Keane and Heinz, 2016)
- Migrants living in Ireland who are qualified teachers (IETs)
- Benefits of migrant teachers

# Migrant Teacher Project

## Needs Analysis

A quantitative and qualitative needs analysis with both IETs and prospective employers – 120 participants

## Design and Accreditation of Bridging Programme for IETs

## Design Training for Employers and Recruiters

## Delivery of Bridging Programme

Blended delivery (online and face-to-face). 60 IETs

## Training for prospective Employers and Recruiters.

Nationwide. 45 Participants

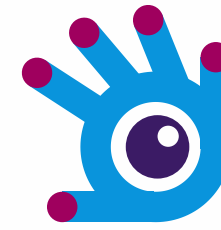
## Establishment of IET Network



# Migrant Teacher Project

To Date

- **Recruitment of Research Project Officer – Dr Emer Nowlan**
- **Successful Launch – national media coverage**
- **[Migrant Teacher Project Website](#)**
- **Registration via website c200 IETs/49 Countries**
- **Preparation of needs analysis instruments**
- **Strong support from key partners (Teaching Council, Unions etc.)**
- **Minister for Education and Skills has highlighted the potential of the project**



# Thank you!

*For further information contact us at:*

*[mtp@mie.ie](mailto:mtp@mie.ie)*

*[@MTPteacher](https://twitter.com/MTPteacher)*





**SPÓRT ÉIREANN**  
**SPORT IRELAND**

**Local Sports Partnership**  
**Migrant Integration Programmes**

Emma Jane Clarke  
Partnerships and Governance Director  
Sport Ireland

# Sport Ireland

- Sport Ireland is the statutory body for Sport established under the Ireland Act (2015).
- Comprising of ten major divisions, Sport Ireland is responsible for planning, leading and coordinating the sustainable development of competitive and recreational sport in Ireland.

## Sport Ireland's vision is one where

- sport contributes to enhancing the quality of Irish life and everyone is encouraged and valued in sport;
- young people see sport participation as an integral and enjoyable part of their busy lives;
- individuals can develop their sporting abilities and enhance their enjoyment, limited only by their talent and commitment;
- Irish sportsmen and women achieve consistent world-class performance, fairly.



# Local Sports Partnerships

Developed to *'Create a national structure to coordinate and promote the development of sport at a local level'*

Currently 29 LSPs (20 situated in Local Authorities)

- ***Programme of Activities***

- Deliver an agreed annual programme of activities including training and education

- ***Facilitators***

- Work with partners to assist and support promotion of sport and physical activity (jointly or as a facilitator)

- ***Information Providers***

- Help promote national partners and governing bodies of sport
- Promote sport and physical activity at local level





# The Migrant Integration Strategy

## Action 73

### *Theme*

*Active Citizenship*

### *Actions*

The potential of sport in the integration of migrants will be further explored through encouraging active participation, volunteering and involvement in governance.

### **Progress**

Sport Ireland working with Local Sports Partnerships and National Governing Bodies to target most inactive communities including activating minority and migrant groups. Dormant Accounts Funding used to target minorities and social disadvantaged including a number of projects specifically aimed at migrants. Sports Ireland will hold a meeting in February 2018 with OPMI and local and national sports bodies to examine ways to progress this action further.



# What is a Community Sport and Physical Activity Hub

- A Community Sport and Physical Activity Hub is a collective of progressive sports clubs and other local organisations that want to work together to improve the sport offered in their local community.
- Each Community Sport and Physical Activity Hubs is unique, however they are all meant to work to certain principles, namely grow participation, engage the local community, promote community leadership, offer a range of sporting opportunities and bring all appropriate (key) partners/ groups/people together.

Aim	Specifics Goals
Providing the pathway	<ul style="list-style-type: none"> <li>• More opportunities to participate in sport and PA</li> <li>• A home where a range of local sports clubs can work together</li> <li>• A welcome and safe place to take part in sport and PA</li> </ul>
Well-trained people	<ul style="list-style-type: none"> <li>• Training and development of the people that make sport happen</li> </ul>
Strong organisations	<ul style="list-style-type: none"> <li>• Self-sustaining sports clubs / organisations</li> <li>• An integrated approach from local partners</li> <li>• A social environment that engages members of the community</li> <li>• Better organised and connected local clubs</li> <li>• Genuine community engagement and leadership</li> </ul>
Quality facilities	<ul style="list-style-type: none"> <li>• Improved access for local people and sports clubs at affordable prices</li> <li>• Integration with local facility planning and programming</li> </ul>





# Ballyhaunis Community Sport and Physical Activity Hub

- 40% of the population are Muslim  
Local Muslim leaders expressed concern that the young Muslim population did not have anywhere to practice their most popular sport, cricket
- Mayo Sports Partnership secured €90,000 DAF through Sport Ireland for the development of a Community Sports Hub
- Multi agency proposal to develop a cricket practice run area as well as integration programmes through the medium of sport
- Adjoined to a community facility situated in a major housing development in the town this facility provides a safe area for people to practice cricket with a strong integrated approach for multi community use
- The facility was opened by Minister of State for Sport and Tourism Michael Ring in January 2016.



# Doughiska Community Sports and Physical Activity Hub



- Ballybane, Galway has a population over 10,000 and is one of the most diverse and disadvantaged areas in Ireland
- Doughiska is the centre point of the area and has almost 50% non-Irish residents, made up of over 32 different nationalities
- In late 2017, Galway Sports Partnership secured €70,333 Dormant Account Funding through Sport Ireland for a Community Sports and Physical Activity Hub in Doughiska

# Integrated Academy for Athletic Performance Offaly Sports Partnership

- the Offaly Sports Partnership established (2012) an after school project called Integrated Academy For Athletic Performance (IAAP) SLIGO OFFALY GALWAY LAOIS
- Project aim *“to increase the visibility and performance of children of an ethnic minority background in sport”*
- Securing funding to reach migrant communities through support from Dept. Justice and Equality, Dormant Accounts, with support from Offaly LSP, Sport Ireland, Athletics Ireland, Athlone IT and Offaly County Council
  - Delivering targeted programmes in schools with above average numbers of children of an ethnic minority background
  - Hosting targeted events - on January 16<sup>th</sup> 2018, the Partnership hosted Ireland’s first indoor diversity games hosting school children from Sligo, Offaly, Galway & Laois





# Portlaoise Street Soccer League

- Programme developed in 2009 by Laois Sports Partnership, Laois/Offaly Education Training Board, Laois County Council, FAI, Garda Siochana, Merchants Quay Ireland, Garda Diversion Project, Irish Street Leagues
- The primary target group was Men, specifically targeting Minority Groups, Long term unemployed, recovering addicts, early school leavers & young people at risk
- The Direct Service Provision Centre Montague have formed a football team Miami FC as a result of the programme



## Portlaoise Street Soccer Leagues

### MORE SUSTAINABLE INFRASTRUCTURE

- ▶ More self-sustainable clubs
- ▶ New clubs and groups demonstrating increased membership levels

### WHY

To provide sporting opportunities for men who were coming through drug rehabilitation programmes. The same issue was identified for other groups of people on margins of society including homeless people and people living in direct provision.



### AIMS

To engage marginalised men and build relationships between stakeholders.



### WHAT IS INVOLVED?

## 10 WEEK PROGRAMME

- 1 Astra league over 10 weeks
- 2 Penalty shoot out and blitz at 5 week half way-mark
- 3 Semi-finals and finals

### WHO ARE THE TARGET GROUPS?

- ➔ Recovering from drug dependency issues
- ➔ Men living in direct provision centres
- ➔ Minority groups
- ➔ Long term unemployed
- ➔ Youth at risk



Since the Portlaoise Street Soccer Leagues commenced in 2009 we have had 8 people represent Ireland in the Homeless Street Leagues World Cup with all receiving their international cap. This has been a huge honour for the participants and their families and has transformed their lives.

Joseph Thompson is one of the four people from Portlaoise who made the National team in 2015. He is an enthusiastic 23-year-old, who is working towards a coaching qualification through the Community Coaching Programme. 'I had struggled with things since I was a kid,' says Joseph. 'I had Dyslexia and my teachers told me I would never amount to anything. I got through secondary school purely through sport - GAA, football, hurling, running - sport meant everything to me, but because I didn't get good grades, I wasn't able to find a job.'

He continues, 'As a teenager, things weren't great with the family. I couldn't handle it, so I left, becoming homeless. It was demoralising on the streets. I could see no way forward. All my life I'd been into sports and when that happened, sport just left me... I couldn't see any way of coming out of homelessness. I stopped trusting people and found it hard to find that again.'

Things began to improve when he got involved with the Sports Partnership. 'When I went into the programme I was very uncertain because of those trust issues, but now I'm so glad I did,' he smiles.

'Through the Street Leagues and the Sports Partnership I got training and now I teach kids and people with disabilities to play soccer. I'm also working towards my coaching badges; it's great.'

Joseph was thrilled to be picked for the Irish team. 'I wasn't told until we were on our way back from the trials,' he grins, 'and I wanted to jump for joy when I heard, I'm so excited. I feel so proud. When I have that green jersey on my back and hear that National Anthem playing - I can't wait! Relations with his family have also improved. 'I've kind of come back to myself now. My confidence levels are up. I'm also getting on a lot better with my parents and they have never been prouder of me. They can't wait to see me in my Irish colours representing my country.'



### NEXT STEPS



In 2017, Laois LSP plan to deliver this programme and increase the numbers participating and link to the local clubs. This programme has been a great personal development tool but also a platform for participants to further themselves through training and education such as the Community Coaching Programme. It is aimed at the Direct Service Provision Team Miami FC will participate in the National Street Leagues Final in Dublin 2017 as they were runners up in Portlaoise Street Soccer Leagues 2016. To aim to ensure funding is secured annually from our partner agencies to continue this programme.





# Examples of Other Programmes Targeting Migrant Communities

- **Tipperary Sports Partnership** worked with a direct provision centre in Carrick on Suir (Bridge Water House) and ran a 6 week general fitness programme for 14 women
- **Limerick Sports Partnership** work with direct provision centres in Limerick through their involvement on the Intercultural Working Group Committee. Each year they host an Intercultural Sportsfest in Soccer, Basketball, and Sports Hall Athletics. In the past they have worked with the ETB to deliver Physical Activity programmes in the facilities
- **Kildare Sports Partnership** ran a Swimming and Gym programme in conjunction with Newbridge Asylum Seekers Support Group
- **European Week of Sport and SARI** Sport Ireland have worked alongside SARI since 2015, through the European Week of Sport, to offer additional sports and activities at the event to cater for families and partners of players.











Migrant  
Integration  
Strategy  
Group

Michelle  
Noone



An tSeirbhís um Cheapacháin Phoiblí  
Public Appointments Service



DEPARTMENT OF JUSTICE AND EQUALITY  
AGUS COMHIONANNAIS  
JUSTICE AND EQUALITY



# Action

Action 44

Action 46



# The Proposal

To attract and engage audiences from different cultural communities to careers in the civil and public service



- ✓ [publicjobs.ie](https://publicjobs.ie)
- ✓ [gradpublicjobs.ie](https://gradpublicjobs.ie)
- ✓ [stateboards.ie](https://stateboards.ie)



# The Objectives



Increase awareness of  
the PAS



Design a model to attract  
different nationalities



Engage and recruit to  
enhance diversity



# How?

## Events

- 2<sup>nd</sup> Level
- 3<sup>rd</sup> Level
- Business
- Community



# How?

## Collaboration (External)

- Government Departments
- Migrant Integration Strategy
- DFAT Diversity & Equality Working Group
- TCD Innovation Project
- EPIC, Crosscare, new Irish Ceremonies



# How?

## Collaboration (Internal)

- Diversity Committee
- New Entrants Workshop
- Publicjobs website



# How?

## Digital Media

- Facebook



- Twitter



- LinkedIn



# How?

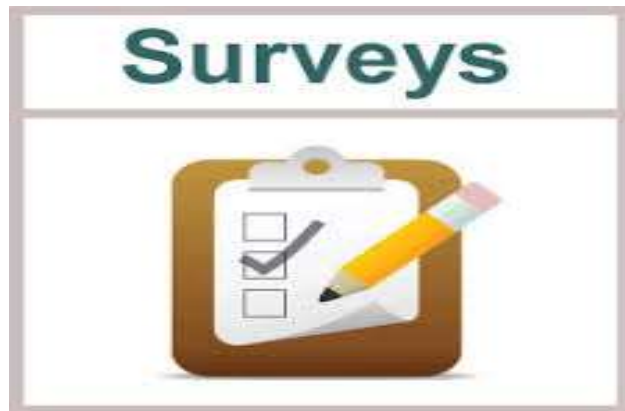
## Diversity & Equality Audit

- Documentation
- Public interfaces



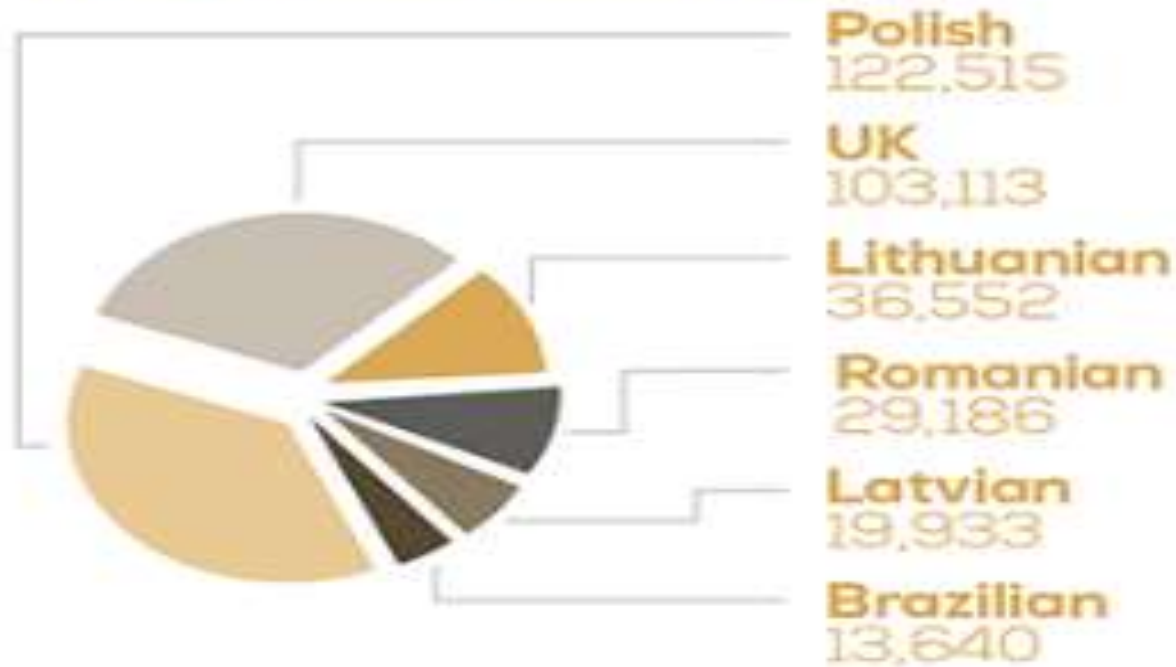


# Market Research

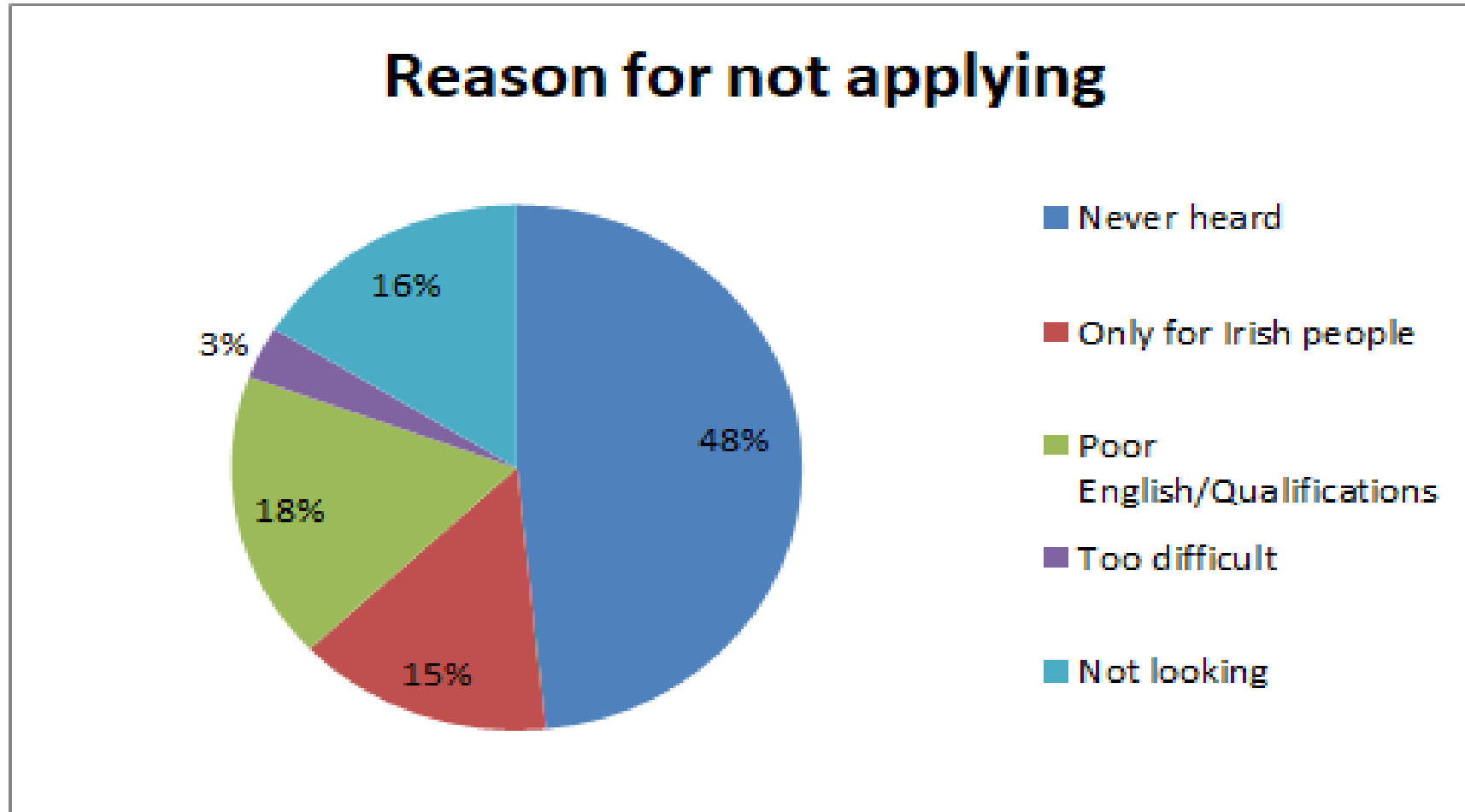


# Who?

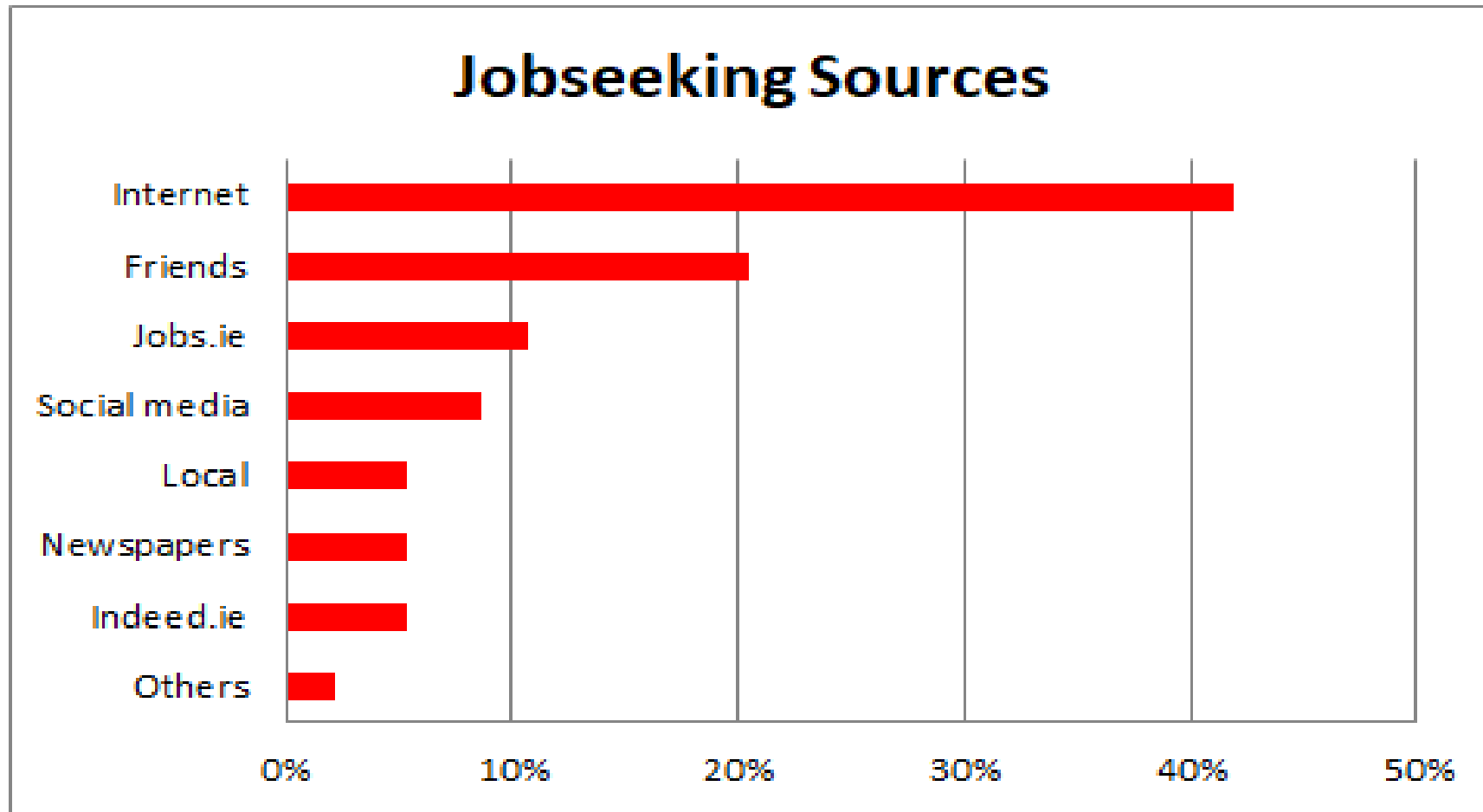
## The top nationalities in Ireland



# Barriers



# Customer Approach



# Attraction

Media



Partnership



Online Presence



Informal Networks



# Engagement



Strong welcome message



Diversity policy



Easier application process



# 2018

- **Temporary Clerical Officer**
- **Prison Officer**



Thank You!



**Michelle Noone**



AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAIS  
DEPARTMENT OF JUSTICE AND EQUALITY