

Mother and Baby Institutions Payment Scheme Information Booklet



Rialtas na hÉireann
Government of Ireland





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Mother and Baby Institutions Payment Scheme

Information Booklet

About this booklet

This booklet tells you about the Mother and Baby Institutions Payment Scheme.

It outlines the eligibility criteria for the Payment Scheme, tells you what institutions are covered, and the benefits available. It also describes the application form and how to complete it.

This booklet is quite detailed, to make sure you have all of the information you might need in relation to the Payment Scheme. The key steps in the process are outlined on the next page.

About the Mother and Baby Institutions Payment Scheme

The Payment Scheme was established through the Mother and Baby Institutions Payment Scheme Act 2023.

It provides for financial payments and health supports to eligible people, to acknowledge the circumstances they experienced while in Mother and Baby or County Home Institutions in Ireland.





Payment Scheme – key steps

You submit your application form

We send you an acknowledgment, which includes your **Application Reference Number**.

We check your application to make sure all information, certified identification, and other necessary documents are included.

Your application is placed in the queue, which is prioritised by age. If you have requested that your application is prioritised due to terminal illness, it will be placed into a separate priority queue.

We look for your records in all available databases.

When the records search is complete, and time spent in a scheduled institution has been confirmed, we calculate benefits due to you, if any.

We send you a Notice of Determination document, which outlines the decision in relation to your application and any offer being made to you.

You can accept the offer being made to you or, if you are not happy, ask the Payment Scheme Office to review this decision. The Scheme also has an independent appeals process if you are not happy with the outcome of a review.



Communicating with the Payment Scheme Office

We understand that applying for the Payment Scheme may trigger strong emotions for survivors and former residents. Please be assured that the Payment Scheme Office aims to treat everyone with kindness, sensitivity, and respect.

When you submit an application, we will need to communicate with you in writing. Depending on how you apply, this contact will either be through our online portal, or by registered post. If you wish, you can also provide us with your phone number, so that we can contact you by phone, if needed, about your application.

Any post from the Payment Scheme Office will be sent by registered post, in an envelope which will not contain any identifying markers. Payments made to you will not contain any reference to the Payment Scheme on your bank statement. Calls from the Payment Scheme Office will come from the phone number +353 1 522 9992. Please be aware that we will never ask you for your bank details on the phone.

You can read our privacy statement in Appendix 1, or online at www.gov.ie/paymentscheme, where you'll also find our data protection policies and information on Subject Access and Freedom of Information Requests.

The contact details for the Payment Scheme Office are as follows:

Phone: +353 1 522 9992, Monday to Friday 09:00-18:00 GMT.

Email: info@paymentscheme.ie

Post: PO Box 13668, Waterford, Ireland

We aim to provide you with a high-quality service, to answer all calls quickly and acknowledge written communications promptly.

If you phone us, you can request a call back so that you do not have to wait on hold, or you can leave a voice message out of hours and we will try to call you back at a suitable time.

If you're getting in touch with us about your application, please include your Application Reference Number, or have it to hand.





Payments and supports available through the Scheme

There are three benefits available under the Payment Scheme: a general payment; a work-related payment; and health supports.

Eligibility criteria

To be eligible for benefits under the Payment Scheme you will need to have spent a certain amount of time in one of the institutions named in table 1 or table 2 on pages 10, 11 and 12. You will need to have entered the institution(s) on or before the end of the 'concluding year' listed in the tables.

If you have received a court settlement in respect of the circumstances experienced and relating to the same time period in the institution or institutions that is being applied for, you will not be eligible to apply for a general payment or work-related payment. However, you may still be eligible for health supports.

Further information on the eligibility criteria for each of the benefits is outlined below.

Establishing eligibility

The benefits available under the Payment Scheme are calculated based on how long a person spent in an institution. Using the information provided in the application form, the Payment Scheme Office will search the institutional records available in order to establish this for you.

General payment eligibility

You are eligible for a general payment if you were in one of the institutions listed in **table 1** or **table 2** on pages 10, 11 and 12:

- **for at least one night**, as a mother, for reasons relating to your pregnancy, or the birth or care of your child; or
- **for at least 180 days**, as a child.





Work-related payment eligibility

You are eligible for a **work-related payment** if you were in any of the institutions listed in **table 1** on pages 10 and 11 **for more than 90 days** for reasons relating to pregnancy, or the birth or care of your child.

Health supports eligibility

You will be eligible for **health supports** if you spent **180 days or more** in any of the institutions listed in **table 1 or table 2**. These health supports will be either:

- an enhanced medical card; or
- for people living outside of Ireland only, a health support payment valued at €3,000, instead of the enhanced medical card.

If you are applying for health supports, you will need to confirm that you have not received health supports under the Magdalen Restorative Justice Ex Gratia Scheme. If you have, then you will not be entitled to any health supports through this Payment Scheme. This is because anyone who received health supports under the Magdalen Restorative Justice Ex Gratia Scheme already has:

- a medical card, which provides the same benefits as the enhanced medical card under this Payment Scheme; or
- if living abroad, access to the Redress Reimbursement Scheme 2015.





Services available through the enhanced medical card

The enhanced medical card entitles the holder to the following services, without charge, under the public health system:

- GP services;
- prescribed drugs, medicines, aids and appliances;
- dental, ophthalmic (services to help with eye diseases) and aural (hearing) services;
- home nursing;
- home support;
- counselling;
- chiropody/podiatry (feet issues); and
- physiotherapy.

In addition, if you have a medical card you do not have to pay the €100 Emergency Department statutory charge.

NOTE: If you are already in possession of a means-tested medical card in Ireland, it may still be worthwhile to apply for the enhanced medical card under this Payment Scheme. This is because the enhanced medical card is not means-tested. If you live in Ireland and do not wish to apply for the enhanced medical card, you cannot opt for the health support payment instead, as this is only available to those who live outside of Ireland.

Options if you live outside of Ireland

Regardless of where you are living, the **financial payments** from this Scheme are awarded in the same way.

In terms of **health supports**, the services available through the enhanced medical card cannot be availed of outside of Ireland. So, if you live abroad, you can apply for a health support payment valued at €3,000, instead of the enhanced medical card. It's important to note that, if you live outside Ireland and still wish to be issued with an enhanced medical card, to have should you return to Ireland either temporarily or permanently, you will need a Personal Public Service Number (PPSN). In addition, to avail of the services offered through the enhanced medical card, you must be registered with a General Practitioner in Ireland.



Institutions covered by the Payment Scheme

To be eligible for benefits, a person must have spent a certain amount of time in one (or more) of the Mother and Baby or County Home Institutions listed in table 1 or table 2 below. Table 1 lists the institutions relevant for general payment, work-related payment and health supports, while those listed in Table 2 are relevant for the general payment and health supports only. If the institution(s) you spent time in is not on these tables, then the institution is not included in the Payment Scheme and you are not eligible.

You will see that the tables include a 'concluding year'. In order to be considered for benefits under the Payment Scheme, you will need to have entered the institution on or before the 31st of December of the concluding year.



**Table 1 – Institutions relevant for general payment, work-related payment and health supports (subject to time spent)**

Name of Institution	Alternative name institution is known by	Concluding year
Carlow County Home	Sacred Heart Home, Co. Carlow	1963
Cavan County Home	St. Felim's County Home, Co. Cavan	1962
Clare (Ennis) County Home	St. Joseph's Hospital, Co. Clare	1952
Cork County Home	County Home section of St. Finbarr's Hospital, Co. Cork	1960
Cork (Midleton) County Home	Our Lady of Lourdes Home, Co. Cork	1960
Cork (Clonakilty) County Home	Mount Carmel Home, Co. Cork	1965
Cork (Fermoy) County Home	St. Patrick's Hospital Fermoy, Co. Cork	1969
Donegal (Stranorlar) County Home	St. Joseph's Stranorlar, Co. Donegal	1964
Galway (Loughrea) County Home	St. Brendan's Home, Loughrea	1964
Kerry (Killarney) County Home	St. Columbanus House, Killarney	1963
Kildare (Athy) County Home	St. Vincent's Hospital, Athy	1969
Kilkenny (Thomastown) County Home	St. Columba's County Home	1966
Laois (Mountmellick) County Home	St. Vincent's Hospital	1969
Leitrim (Carrick on Shannon) County Home	St. Patrick's Home	1951
Limerick (Newcastlewest) County Home	St. Ita's Home	1965
Limerick (City) County Home	St. Camillus Hospital	1970
Longford County Home	St. Joseph's Hospital	1952
Mayo (Castlebar) County Home	Sacred Heart Home	1938



Name of Institution	Alternative name institution is known by	Concluding year
Meath (Trim) County Home	St. Joseph's Home, Trim	1964
Monaghan (Castleblaney) County Home	St. Mary's Hospital	1966
Offaly (Tullamore) County Home	St. Vincent's Hospital	1956
Roscommon County Home	Sacred Heart Home	1957
Sligo County Home	St. John's Hospital	1973
North Tipperary (Thurles) County Home	Hospital of the Assumption/ Our Lady's Community Hospital of the Assumption	1955
South Tipperary (Cashel) County Home	St. Patrick's Hospital	1955
Waterford (Dungarvan) County Home	St. Joseph's Hospital	1970
Westmeath (Mullingar) County Home	St. Mary's Hospital	1955
Wexford (Enniscorthy) County Home	St. John's Hospital	1936
Wicklow (Rathdrum) County Home	St. Colman's, Rathdrum	1971
The Tuam Children's Home		1961
Sean Ross Abbey, County Tipperary		1969

**Table 2 – Institutions relevant for general payment and health supports (subject to time spent)**

Name of Institution	Concluding year
St. Patrick's/Pelletstown, Navan Road (Eglinton House), Dublin	1998
Bessborough Mother and Baby Home, Cork, Co. Cork	1998
Manor House, Castlepollard, Co. Westmeath	1971
Árd Mhuire, Dunboyne, Co. Meath	1991
Bethany Home, Dublin	1971
Denny House, Dublin	1994
Miss Carr's Flatlets, Dublin	1998
The Regina Coeli Hostel, Dublin	1998
The Castle, Newtowncunningham, Co. Donegal	1998
The County Clare Nursery, Kilrush, Co. Clare	1932
Belmont Flatlets, Dublin	1998
St. Gerard's, Dublin	1939
St. Kevin's Institution (initially the Dublin Union), Dublin	1935



How benefits under the Payment Scheme are calculated

Payment Scheme benefits are linked to how long a person spent in the institution(s) concerned.

The general payment and work-related payment are calculated using the award levels outlined in the table on pages 46 and 47.

Here are some examples to show how benefits are calculated.



Example 1

Joan spent time in Bessborough Mother and Baby Home as a mother. She applies for the general payment and health supports.

The Payment Scheme Office searches the institutional records, which show that Joan was in Bessborough from 13 May 1972 to 24 May 1973. This amounts to 377 calendar days.

Therefore, Joan is entitled to the general payment for someone who spent 361-450 days in an eligible institution. This amounts to €15,000.

As Joan spent more than 180 days in an institution, she is also eligible for health supports. Joan lives in Ireland, so she is entitled to an enhanced medical card.



Example 2

Éilis now lives in England, but she spent time in Tuam Mother and Baby Home as a mother. Tuam Mother and Baby Home is one of the institutions that the work-related payment applies to. So Éilis applies for the general payment, work-related payment, and health supports.

A records search confirms that Éilis was in Tuam from 29 Jan 1958 to 16 Jan 1960. This amounts to 718 calendar days. Therefore, Éilis is entitled to the general payment of €18,750 and the work-related payment of €10,500, as she spent 631-720 days in an eligible institution. This amounts to a total of €29,250.

As Éilis spent more than 180 days in an institution, she is also eligible for health supports. Éilis now lives in England, so she opts for the health support payment.



Example 3

Tom spent time in Roscommon County Home (also known as the Sacred Heart Home) as a child. He applies for the general payment, work-related payment and health supports.

A records search confirms that Tom was born in Roscommon County Home on 12 April 1952 and left on 10 January 1953. This amounts to 274 calendar days.

Therefore, Tom is entitled to the general payment for someone who spent 180-360 days in an eligible institution. This amounts to €12,500. While the Roscommon County Home is one of the institutions that the work-related payment applies to, this payment is available only to those who spent time in the institution for reasons related to pregnancy, childbirth, or care of their child. Therefore, Tom, having spent time in the institution as a child, is not eligible for a work-related payment.

As Tom spent more than 180 days in the institution, he is eligible for health supports. Tom lives in Ireland, so he is entitled to an enhanced medical card.



Example 4

Mary spent time in St. Patrick's, Navan Road, Dublin as a mother. She applies for a general payment, work-related payment, and health supports.

A records search shows that Mary was in St. Patrick's as a mother from 3 May 1978 until 3 September 1978 inclusive. This is a total period of 124 calendar days.

Therefore, Mary is entitled to the general payment of €10,000 for someone who spent 90-179 days in an eligible institution.

As St. Patrick's is not an institution listed in table 1, which carries entitlement to a work-related payment, Mary is not eligible for this payment.

As she was in the institution for less than 180 days, Mary is not eligible for health supports. So, Mary's total entitlement is a general payment of €10,000.



Example 5

Margaret spent time in Árd Mhuire, Dunboyne as a child, and in Sean Ross Abbey as a mother. She applies for a general payment, a work-related payment, and health supports. Margaret now lives in Belfast, so she applies for the health support payment.

A records search shows that Margaret was in Árd Mhuire as a child from 1 May 1952 until 1 October 1952 and in Sean Ross Abbey from 1 May 1970 until 30 May 1970.

Therefore, she spent 154 days as a child in Árd Mhuire, and 30 days as a mother in Sean Ross Abbey. This is a total of 184 calendar days.

As Margaret spent less than 180 days in Árd Mhuire as a child, she is not entitled to a general payment in respect of this time. However, she is entitled to a general payment of €5,000 for the time she spent in Sean Ross Abbey. While Sean Ross Abbey is an institution that carries entitlement to the work-related payment, Margaret spent less than 90 days in this institution, so she is not entitled to this payment.

Margaret is eligible for health supports, and will receive her choice of the health support payment, because the time she spent as a mother and a child in the different institutions added together amounts to more than 180 days.



Example 6

Patrick spent time in Castlepollard, Westmeath, as a child. He applies for a general payment and health supports.

A records search shows that Patrick was in Castlepollard from 3 April 1965 to 6 June 1967. This is a total period of 795 calendar days.

Therefore, Patrick is entitled to the general payment of €20,000 for someone who spent 721-810 days in an eligible institution.

As Patrick spent more than 180 days in the institution, he is also entitled to health supports. Patrick lives in Ireland, therefore he is entitled to an enhanced medical card.

How do I apply to the Payment Scheme?

The quickest and easiest way to apply to the Payment Scheme is through the online portal, which you can access at www.gov.ie/paymentscheme.

If you would prefer to use a paper version of the form, you can:

- download a copy at www.gov.ie/paymentscheme; or
- contact the Payment Scheme Office by phone at +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT) or by email at info@paymentscheme.ie to request a copy by post/email.

If you're in Ireland, you can also find the form at your local library or Citizens Information Centre.

If you live outside of Ireland and do not wish to use the online portal, you can call +353 1 522 9992 or contact your local Embassy or Consulate to receive a paper copy of the form. You can find a list of embassies and consulates on the Department of Foreign Affairs website at www.ireland.ie/en/dfa/embassies



What do I need to do before I apply?

Before you apply to the Payment Scheme, you should review the list of eligible institutions in table 1 and table 2 on pages 10, 11 and 12, and the other eligibility criteria, on pages 6 and 7.

In order to complete the application, you will need to know the name of the institution you spent time in. If you do not know the name of the institution, you may be able to find it out using Birth Information and Tracing Services. Further information is available at www.birthinfo.ie.

Need some help?

If at any stage you have a query on the form or the application process, prior to submitting your application, you can contact the Payment Scheme Office by phone at +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT) or by email at info@paymentscheme.ie.

There is no need to engage a solicitor in order to apply to the Payment Scheme. If you would like some assistance in completing the form, you can find information on available supports on pages 31-34.



Who can complete the application form for the Payment Scheme?

You can fill in the application form:

- **On your own behalf**, including with assistance from a Decision-Making Assistant or Co-Decision Maker (if you have a formal arrangement in place which covers this Payment Scheme).
- As a **support person who has a formal arrangement in place to act on behalf of someone who may be eligible for the Payment Scheme.** These formal arrangements are:
 - Decision-Making Representative appointed by the court under the Assisted Decision-Making (Capacity) Act 2015.
 - Ward of Court as the court-appointed committee of the Ward.
 - Enduring Power of Attorney under the Powers of Attorney Act, 1996.
 - Enduring Power of Attorney under the Assisted Decision-Making (Capacity) Act 2015.
 - A similar legal arrangement from another State.
- As a **personal representative**, on behalf of the estate of a deceased person who died on or after 13th January 2021, which is the date of the Taoiseach's apology to survivors and former residents.

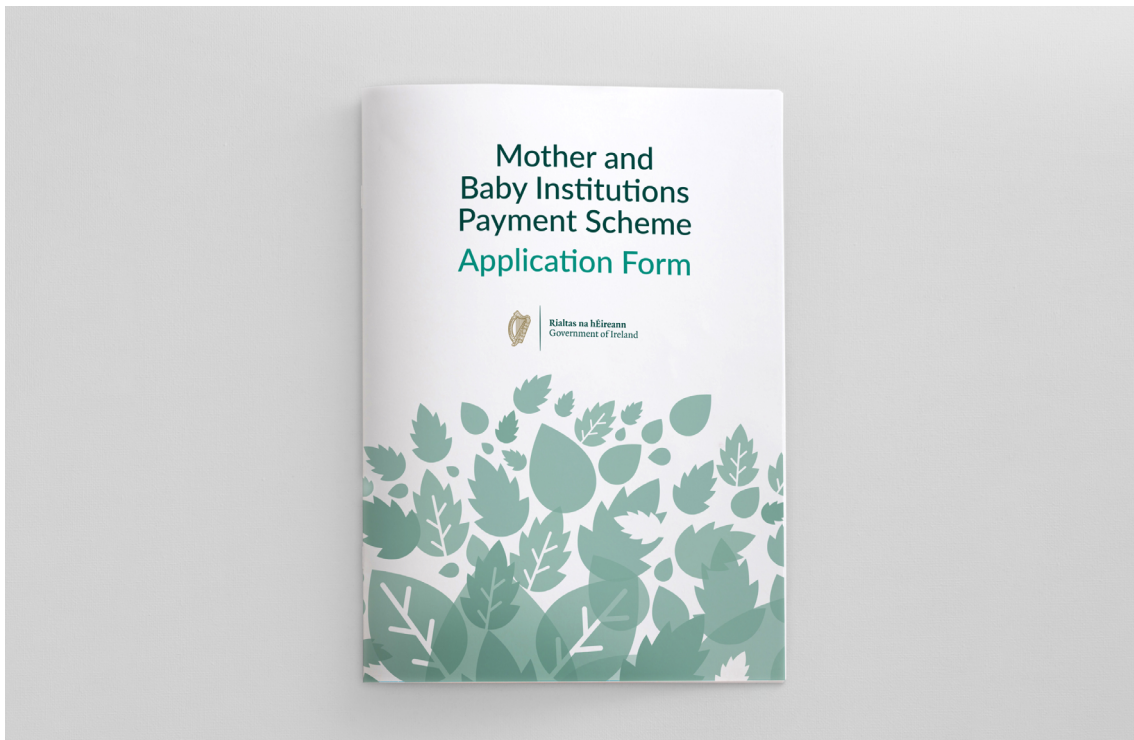
Further detail on what to do in each of these scenarios is outlined in the following pages.

Important: In **all** cases and regardless of who completes the form, or makes the application, the person who spent time in the eligible institution is known as **the applicant.**



What information do I need to include on the application form?

Whether you apply online or using the paper application form, the information you need to include is the same.



If you're applying online, at www.gov.ie/paymentscheme, you'll first need to create an account on the portal. Once you've done this, you can start the online application process.

The paper application form contains five sections. You will find information on each of these sections below. The online portal will not make reference to sections in the same way as the paper application form, but the same information will be requested. So the information below will be useful to consult regardless of how you are making your application.

Whether you apply online or using the paper form, it is important to be aware that there are some mandatory fields that must be completed for all applications. These will be marked with an *.



Section 1: Contact details of person completing the form

You can complete the form:

- On your own behalf, if you spent time in a scheduled institution.
- As a support person who has a formal arrangement in place to act on behalf of someone who may be eligible for the Payment Scheme.
- As a personal representative, on behalf of the estate of a deceased eligible person who died on or after 13th January 2021.

In this section of the form, **you'll be asked to indicate** what capacity you're completing the form in.

You'll also need to **provide your contact details**. Please note that some communications from the Payment Scheme Office will need to go to you in writing. If you apply online, these will be sent to you through the online portal, and if you apply by post, these will be sent to you by registered post.

Section 2: Person who spent time in a scheduled institution

In this section, you'll need to provide your details, (or the details of the person who spent time in a scheduled institution if you are applying as a support person or a personal representative), including things like name and date of birth.

On the paper form, **you'll need to confirm that you (or the person you are applying for) spent time in** a scheduled institution by ticking a box, as well as including the name of the institution(s). You will also be asked to provide an indication, or your best estimate, of dates of arrival to and departure from the institution(s).

On the online form, you'll have to choose the institution(s) you (or the person you are applying for) spent time in by selecting from a dropdown list. You will also be asked to provide an indication, or your best estimate, of dates of arrival to and departure from the institution(s).

While we do require the institution name(s), we understand that not everyone will know the exact arrival and departure dates from the institution(s) concerned. If this is the case, don't worry - you just need to give us an estimate.



There is no need to submit records along with your application. If you do, these will be reviewed by the Payment Scheme Office team and then returned to you.

Along with the other information provided on the form, the information provided in this section will allow staff in the Payment Scheme Office to check your records and determine what you may be entitled to under the Payment Scheme.

It's important to note that, in order to make sure we're calculating any award due to you correctly, you should include information on all periods of time spent in scheduled institutions in this section.

So, if you were in one of the institutions as a child and then again as a mother, you should apply to the Payment Scheme at the same time for both of these periods of time.

Similarly, if you spent time in more than one institution, and wish to apply to the Payment Scheme in respect of all of these periods, you must list all of these on the one form.

We know that some applicants might have had temporary absences from the institutions, for example for hospital visits or weekend trips. You don't need to tell us about these absences. Any absence of less than 180 days will be considered as time spent in the institution for the purposes of the Payment Scheme.



Section 3: Benefits being applied for

You will need to apply for all the benefits you think you, or the person you are applying for, may be eligible for. So, in this section, **you'll need to tick a box confirming which benefits you are applying for.** Please consider the eligibility criteria, outlined on pages 6 and 7, carefully before you complete this section. Please note, you can apply for just one benefit, for two, or for all three, subject to time spent in relevant institutions.

In this section, you will also need to confirm whether or not you, or the person you are applying for:

- ever received a court settlement in respect of the circumstances experienced and relating to the same time period in the institution or institutions that is being applied for.
- currently hold(s) a medical card awarded from the Magdalen Restorative Justice Ex-Gratia Scheme.

We need to know this as it will impact what the entitlements are from the Payment Scheme.

Section 4: Checklists and documentation

This section of the printed form has three different parts, as follows:

- 4.1 should be completed if you are applying on your own behalf.
- 4.2 should be completed if you are applying as a support person with a legal arrangement in place.
- 4.3 should be completed if you are a personal representative of a deceased eligible person.

If you apply online, you will just see the checklist relevant to you, based on what you ticked in the first part of the form.



Certified identification – You will see references to certified identification in this section. This is because, along with the completed application form, anyone applying to the Payment Scheme must provide a certified copy of their photo ID for proof of identity. A certified copy of an original document is a photocopy that has been signed by an authorised person. You can find further information on certification of ID on pages 27-30.

Section 4.1 – Checklist where I am applying on my own behalf

In this section, you are asked to indicate:

- **which form of certified photo ID you are submitting with your application;**
- which **proof of current residence you are including with your application**, if you live outside Ireland and are applying for the Health Support Payment (this must be dated within the last six months); and
- **whether you need your application to be prioritised on health grounds** because you are terminally ill. The Payment Scheme Office will require a short letter from your medical practitioner to state this.

If you have a Decision-Making Assistant or a Co-Decision Maker under the Assisted Decision Making Capacity Act, which covers arrangements under this Payment Scheme, you need to indicate this and enclose a copy of the relevant agreement – i.e. the Decision-Making Assistance Agreement or the Co-Decision Making Agreement.

You can also provide your bank details at this stage, if you wish. If not, you can supply these later in the process, if we need them.



Section 4.2 – Checklist where I am applying as a support person

In this section, you are asked to indicate:

- **which formal support arrangement applies to you**, and which relevant documents you are enclosing as proof of this arrangement and your right to act on behalf of the person you are applying for;
- **which form of certified photo ID you are submitting with the application**, for you and the person you are applying for;
- **which proof of current residence you are including with the application**, if the person you are applying for is living outside of Ireland and you are applying for the Health Support Payment on their behalf (this must be dated within the last six months); and
- **whether you need the application to be prioritised on health grounds** as the person you are applying for is terminally ill. The Payment Scheme Office will require a short letter from the applicant’s medical practitioner to support this request.

You can also provide bank details at this stage, if you wish. If not, you can supply these later in the process, if we need them.

If you do provide bank details, and the Bank Account is not in the applicant’s name, you’ll need to include details of the relationship of the account holder to the applicant.

Section 4.3 - Checklist where I am a personal representative

In this section you are asked to:

- **provide the date of death of the deceased person** on whose behalf you are applying; and
- **confirm that you have the legal right to act on behalf of the estate of the deceased person.**

The Payment Scheme Office will only deal with one personal representative for an application. You will need to indicate if you are **the sole personal representative for the deceased person’s estate**. If there is more than one



personal representative, we ask that you attach a letter to the application, signed by all personal representatives, nominating you as the personal representative for the application and agreeing that the Payment Scheme Office will deal with you alone in respect of the application. If this letter cannot be provided, an application will proceed, and the Payment Scheme Office will deal with the first personal representative who has come forward with an application in relation to the estate of a deceased person.

In terms of **documentation, you will need to provide** a certified copy of the person's Death Certificate, and indicate which additional proof you are sending. The two primary additional proofs are a certified copy of the Grant of Probate, or a certified copy of the Letter of Administration.

If you don't have a Grant of Probate or Letter of Administration, you can include:

- a certified copy of the will, and an affidavit swearing that you are entitled to act as personal representative, as there is a will, but no Grant of Probate; or
- an affidavit swearing that you are entitled to act as personal representative, as there is no will, Letter of Administration or Grant of Probate; or
- evidence of a legal arrangement in another country.

You will also need to indicate, in this section, **which form of certified photo ID for yourself you are submitting with the application.**

Lastly, you can provide bank account details at this stage, if you wish. If not, you can supply these later. You will also need to confirm that the details are for the bank account of a personal representative or legal representative with authority to receive funds from the Payment Scheme.

Please note that if the application is successful, a Grant of Probate or Letter of Administration will be required before any award can be made to the nominated bank account provided.



Section 5: Declaration and Signature

In the last section of the form, you are asked to **sign the application form**. Please read the statements regarding the application, set out before the signature box, carefully before signing the form.

You are also asked to **tick a box** if you would be willing to participate in a survey about your experience with the Payment Scheme.

If you apply online, you will just see the declaration relevant to you. If you are using the paper application form, please ensure you're signing the correct part of the form, as follows:

- Sign **section 5a** if you are making the application on your own behalf. If you have a Co-Decision Making Arrangement in place, which covers this Payment Scheme, your Co-Decision Maker will also need to sign here.
- Sign **section 5b** if you are making this application as a support person.
- Sign **section 5c** if you are making this application as a personal representative of a deceased eligible person.

What do I do when I have completed all sections?

Once you have completed all sections of the form, you can:

- Upload your required supporting documentation onto the portal and submit the form, if completed online.
- Send the completed form and any other required supporting documents to: Payment Scheme Office, PO Box 13668, Waterford, Ireland.

If you are having any difficulties scanning or photocopying your supporting documentation, please phone the Payment Scheme Office on +353 1 522 9992 and we will assist you.



Certification of documents

When you make an application, you will need to provide a certified copy of photo ID, and other relevant documents, in some cases.

A certified copy of an original document is a photocopy that has been signed by an authorised person.

If you live in Ireland, your witness should be one of the following:

- Accountant
- Bank Manager or Assistant Bank Manager
- Chartered Engineer
- Credit Union Manager or Assistant Manager
- Dentist
- Elected public representative
- Head of Prison Service/Head Prison Warden
- Lecturer
- Medical Doctor
- Member of the clergy
- Member of An Garda Síochána
- Notary public/commissioner for oaths
- Nurse
- Peace commissioner
- Pharmacist
- Physiotherapist
- Registered Counsellor
- Social Worker
- Solicitor
- Speech Therapist
- Teacher
- Vet

**If you live in the United Kingdom, your witness should be one of the following:**

- Bank or Building Society Official
- Chartered Accountant
- Councillor
- Dentist
- Lecturer
- Minister of Religion
- Solicitor or Notary
- Teacher

Alternatively, for British residents, you may contact one of the Irish Centres below and ask for assistance in having your documents certified for the purpose of the Payment Scheme.

NOTE: Details in this table are correct at time of printing. For up-to-date information, visit www.gov.ie/paymentscheme

Organisation name	Address	Telephone	Email
Ashford Place	60 Ashford Rd, London NW2 6TU	0208 208 8590	info@ashfordplace.org.uk
Birmingham Irish Association	St Anne's Parish Centre, Alcester Street, Birmingham, B12 0PH	0121 604 6111	info@birminghamirish.org.uk
Brent Irish Advisory Service	379-381 High Road Willesden NW10 2JR	0208 459 6655	mike@biasbrent
Coventry Irish Society	2nd Floor Eaton House, 1 Eaton Road, Coventry, CV1 2FJ	0247 625 6629	CIS@covirishsoc.org.uk
Emerald Centre	450 Gipsy Lane, Leicester, LE5 0TB	0116 276 9186	emeraldcentre@yahoo.co.uk
Fréa – Renewing Roots	895 Stockport Road, Levenshulme, Manchester, M19 3PG	0161 205 9105 07458 138682	renewingroots@frea.org.uk
Huddersfield Irish Centre	86 Fitzwilliam Street, Huddersfield, HD1 5BB	0148 442 0140	secretary1999@outlook.com
Irish Community Care Manchester	895 Stockport Road, Levenshulme, Manchester, M19 3PG	0161 205 9105	headoffice@ irishcommunitycare.com
Irish Community Care	151 Dale Street, Liverpool, L2 2AH	0161 205 910	admin@irishcc.net



Organisation name	Address	Telephone	Email
Irish Community Services in Greenwich, Bexley & Lewisham	The Irish Centre, 2B Devonshire Road Bexleyheath, DA6 8 DS	0208 854 4466	office@irishcommunityservices.org.uk
Irish Cultural Centre Hammersmith	5 Black's Rd, London W6 9DT, United Kingdom	020 8563 8232	community@irishculturalcentre.co.uk
Leeds Irish Health and Homes	Rose House, 2 Wyther Ln, Leeds LS5 3BT, United Kingdom	0113 262 5614	info@lihh.org
Lewisham Irish Community Centre	2A Davenport Rd, Catford, London, SE6 2AZ	0208 695 6264	manager@lewishamirish.org.uk
Liverpool Irish Centre	Boundary Lane, Liverpool L6 5JG	0151 263 1808	info@liverpoolirishcentre.org
London Irish Centre	50-52 Camden Square London NW1 9XB	0207 916 2222	info@londonirishcentre.org
Luton Irish Forum	Kathleen Connolly House, 102 Hitchin Road, Luton LU2 0ES	0158 272 0447	info@lutonirishforum.org
Milton Keynes Irish Centre	Manor Fields Fenny Stratford Milton Keynes MK2 2HX	0190 837 5978	irishcentremk@btconnect.com
Portsmouth Irish Society	77 Elm Grove, Portsmouth, PO51JF	0239 282 5152	portsmouthirishclubcommittee@yahoo.com
South London Irish Association	138/140 Hartfield Road, Wimbledon SW19 3TG	0208 543 0608	SliaSw19@gmail.com
Tyneside Irish Centre Ltd	43-49 Gallowgate, Newcastle Upon Tyne, NE1 4SG	0191 261 0384	tyneirishcentre@btconnect.com



Other countries

The below table contains information on having documents certified in other countries.

If the country you live in is not listed, and you are unsure how to have a document certified, please contact the Payment Scheme Office by email at info@paymentscheme.ie or phone at +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT).

Country	Details
Australia	The Department of Justice and Community Safety has full details on its website at https://www.justice.vic.gov.au/certifiedcopies
Canada	Global Affairs Canada had information on its website at www.international.gc.ca/gac-amc/about-a_propos/services/authentication-authentication/step-etape-1.aspx?lang=eng
France	In France, you can contact a town hall, a prefecture or a notary for certification. Full information is available at www.service-public.fr/particuliers/vosdroits/F1412?lang=en
Germany	In Germany you can have your documents certified by a notary. A list of notaries is available at www.notar.de
New Zealand	The Ministry of Justice website contains information on how to get a document certified at www.justice.govt.nz/courts/going-to-court/pre/get-a-document-witnessed-certified-or-authenticated/
Poland	Information on certification of documents is available from the Ministry of Foreign Affairs website: www.gov.pl/web/diplomacy/certification-of-documents
South Africa	The South African Department of International Trade and Cooperation may certify South African documents. Full details are available at the following link: www.dirco.gov.za/consular-notarial-services/
Spain	In Spain, the Ministry of Foreign Affairs has information on how to have a document certified here: www.exteriores.gob.es/en/ServiciosAlCiudadano/Paginas/Legalizacion-y-apostilla.aspx
United States of America	In the USA, you can use a notary public to certify your documents. A searchable list of notaries is available at www.asnnotary.org/



Need help completing your application?

This section outlines help available for those who are submitting an application to the Payment Scheme. For other services – such as counselling and Birth Information and Tracing Services – available, see pages 44 and 45.

If you have a general query on the Payment Scheme, or are having difficulty completing the application form or understanding the application process, you can call the information helpline at +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT) or email us at info@paymentscheme.ie.

General assistance, including for those with additional needs

Ireland

If you need support completing your application and do not wish to contact the Payment Scheme Office, you can contact one of the following:

- **Citizens Information.** Citizens Information Centres will have application forms on hand for the Payment Scheme and can provide assistance completing the application with you, if required. An appointment may be needed. Details on Citizens Information Centres, including opening hours and contact details, are available here: www.centres.citizensinformation.ie
- **The National Advocacy Service (NAS)** provides a free, independent and confidential representative advocacy service to adults with disabilities across Ireland. If you think that an advocate might be able to assist you with an issue you are having, you can call the National Phone Line on 0818 07 3000 from 10:00 to 16:00 Monday to Friday, or email info@advocacy.ie. Further information is available at www.advocacy.ie



Do you have low vision or sight loss?

For anyone with sight loss, the online application form – available at www.gov.ie/paymentscheme is compatible with screen readers. If you are having difficulties with the form or require help in completing your application, you can call the Payment Scheme Office on +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT).

Alternatively, Vision Ireland can also provide support. The Vision Ireland Infoline can be reached via phone on 1800 911 250 from 09:00 to 17:00, Monday to Friday. Vision Ireland Head Office and regional centres around the country are also open from 09:00 to 17:00, Monday to Friday. A full list of these is available at www.vi.ie/about-us/locations

Do you have hearing loss?

Please contact us by email at info@paymentscheme.ie or phone on +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT) if you wish to use Irish Sign Language (ISL) to talk through your application or have general queries on the Payment Scheme. We can provide an ISL interpreter in person or by video link where required. Once you contact us, we will set up an appointment to provide this service.

Alternatively, the Sign Language Interpreting Service (SLIS) may be able to help if you are deaf or with hearing loss and wish to talk about the Payment Scheme, or your application. SLIS can be reached by email at reception@slis.ie or by text at 087 980 6996. SLIS also has a remote service which can be used for short meetings, and slots can be booked through their website at www.slis.ie/iris.



Outside of Ireland

NOTE: The details below are correct at time of printing. For up-to-date information, visit www.gov.ie/paymentscheme.

Britain

If you are living in Britain and would like to avail of supports locally, there are a number of organisations that offer support.

- The National Response Line, which is run by the London Irish Centre, is a Freephone service which can provide support to those applying to the Payment Scheme. This can be reached on Freephone 0800 519 5519, from within the UK, from 10:00 to 16:00 every Tuesday, Wednesday and Thursday. Further information is available at: www.londonirishcentre.org/our-services/community-development/survivorservice
- London Irish Centre's survivors integrated service provides support and advocacy to survivors and former residents of Irish institutions living in London and the South East. They can be contacted on 0207 916 2222, and community@londonirishcentre.org. Further information is available at: www.londonirishcentre.org/our-services/community-development/survivorservice
- Fréa – Renewing Roots is a partnership between Irish Community Care, Leeds Irish Health and Homes, and Irish Community Care Manchester, that supports survivors and former residents of Mother and Baby and County Home Institutions in accessing the Irish Government's Action Plan, as well as offering emotional and practical support. Phone: 07458 138 682, email: renewingroots@frea.org.uk. Further information is available at www.frea.org.uk/motherandbabyhomes.
- Coventry Irish Society works with survivors and former residents of Irish institutions. Phone: 0247 625 6629, email: simon.mccarthy@irishsoc.org.uk. Further information is available at www.coventryirishsociety.com/help-support/irish-survivors



United States

The Coalition of Irish Immigration Centres provides support to the Irish/Irish American communities they serve. Further information is available here: <https://ciic-usa.org/> and details of the centres are as follows:

- Aisling Irish Community Center, New York. Phone: 914-237-5121, email: info@aislingcenter.org, website: www.aislingcenter.org
- Emerald Isle Immigration Center, New York. Website: www.eiic.org
 - Woodside - phone: 718-478-5502, email: jstahl@eiic.org
 - Bronx - phone: 718-324-3039, email: carmel@eiic.org
- New York Irish Center, New York. Phone: 718-482-0909, email: info@newyorkirishcenter.org, website: www.newyorkirishcenter.org
- Irish Community Services – MW, Chicago. Phone: 773-282-8445, email: info@irishchicago.org, website: www.irishchicago.org
- Irish Diaspora Center, Philadelphia. Phone: 610-789-6355, email: info@idcphila.org, website: www.icphila.org
- Irish Immigration Pastoral Center, San Francisco. Phone: 415-752-6006, email: info@sfipc.org, website: www.sfipc.org
- Irish Outreach Center, San Diego. Phone: 619-291-1630, email: help@irishoutreachcenter.org, website: www.irishoutreachcenter.org
- Irish Pastoral Center, Boston. Phone: 617-265-5300, email: info@ipcboston.org, website: www.ipcboston.org
- Rian Immigrant Center, Boston. Phone: 617-542-7654, email: info@riancenter.org, website: www.riancenter.org
- Seattle Irish Immigrant Support, Seattle. Phone: 360-474-7488 , email: SIISG@irishclub.org, website: www.IrishSeattle.com

Rest of world

For people living outside Ireland, Britain and the United States, their local Irish Embassy or Consulate can provide details of organisations who may be able to assist. A list of embassies and consulates is available here:

www.ireland.ie/en/dfa/embassies



What happens once your application is submitted?

1. Your application is received by the Payment Scheme Office and we assign an **Application Reference Number** to it.
2. We will check your application to make sure all necessary information is filled in, and certified identification and any other necessary documents are included.
3. We will send you an acknowledgement to let you know we have received your application and to give you the **Application Reference Number**, which you should use if you need to contact us in relation to your application.

NOTE: If any necessary information or documentation is missing, or we have a query on a specific aspect of the completed form, we will get in touch with you to follow up on missing information. Once we receive the information we need, we'll let you know that the application is moving to the next stage.

4. Your application will be placed in the queue. Applicants will be prioritised by age and applications will be processed in age order. If you have requested that the application is prioritised because the applicant is terminally ill, these applications will be placed into a separate priority queue.
5. Once all of the above steps are complete, we will look for your records in all the databases available, and confirm the time spent in the named institution(s).
6. When the records search is complete and your dates of entry and exit from a scheduled institution or institutions have been confirmed, we will then calculate if you are entitled to any benefits under the Payment Scheme.
7. Following this, we'll send you a document called a Notice of Determination, which will outline the decision in relation to your application and any offer being made to you.



Affidavits

In exceptional cases, where the Payment Scheme Office does not have enough information to make a determination on your application, we may ask you to provide an affidavit to support the information you provided on your application form.

If an affidavit is required, we will provide you with full information on what must be included. To help with the cost of supplying this, we will pay €200 to your nominated bank account on receipt of a valid affidavit.

Please note financial support towards the cost of providing an affidavit is only available where this is requested from the Payment Scheme Office in order to make a determination on your application. It is not provided where an affidavit is required to verify that you are entitled to act as a personal representative for applications on behalf of someone who is deceased.

What should I do when I receive my Notice of Determination?

When you receive your Notice of Determination, you should read it carefully. You can take up to six months to consider and accept or reject the benefit outlined in the document, if you wish.

How to accept the entitlements outlined in the document

Together with your Notice of Determination, you will also receive an acceptance form. You will need to complete and return this form either via the online portal or by post, indicating the entitlements you wish to accept, within six months.

If you are accepting a general and/or a work-related payment, you will also need to sign and return the legal waiver section of this acceptance form. The legal waiver says that you will not bring any legal proceedings and will discontinue any proceedings already commenced (if any) against a public body, that relate to the circumstances your application to the Payment Scheme concerns.

You may wish to take legal advice before signing and returning the legal waiver. If so, you will be entitled to support towards the cost of legal fees incurred, up to a maximum of €500 (excluding VAT) per application.



We will reimburse you for this payment once we receive a copy of an invoice or receipt from a solicitor for the legal advice. The invoice or receipt needs to include your name if you are the applicant or the applicant's name if you are applying on behalf of someone else, and also the application reference number for the application. The reimbursement will be made directly to you, via bank transfer.

Once you return your acceptance form, and your signed legal waiver (if applicable), we will arrange for payment to you as soon as possible. This will be done by bank transfer, into the account you gave us details for in your application form. If you didn't complete this section of the application form, you can provide them at this stage, by completing the Bank Details Form. Once we have all of these documents and your bank information, we will then put your payment through for processing.

Important: For those living in Ireland, payments awarded through the Payment Scheme will not be included if your means are assessed:

- for social welfare means tested payments;
- for a medical card or a GP visit card; or
- under the Nursing Homes Support Scheme Act 2009, also known as the Fair Deal Scheme.

As such, you may wish to keep copies of relevant documentation from the Payment Scheme, for your records.

Non-euro payments

If your nominated bank account is a non-euro currency, the award will be made in euro, and the prevailing exchange rate at the date of payment will be applied to the payment being made to your account. The Payment Scheme Office cannot pay transaction fees imposed by your bank for receipt of the funds.

Enhanced medical card

Where you have been offered and accepted an enhanced medical card, we will contact the Health Service Executive (HSE), who will contact you directly about your enhanced medical card.



Financial information and advice

If you would like to take financial advice before or after receiving a financial payment from the Payment Scheme, the details below may be helpful.

Ireland

If you're in Ireland, you can contact the Money Advice and Budgeting Service (MABS), which is a free, impartial service which supports people with money advice. There are 60 MABS offices nationwide and further information can be found at www.mabs.ie/about/find-a-mabs-office

United Kingdom

The Money and Pensions Service offers free, impartial guidance on money and pensions. The service can be reached::

- by phone on 0800 138 7777;
- by email on contact@maps.org.uk.

If you live in Britain, you can also contact one of the organisations listed on page 44 and 45 for support.

Rest of World

For people living outside Ireland and the United Kingdom, their local Irish Embassy or Consulate can provide details of organisations who may be able to assist. A list of embassies and consulates is available here: www.ireland.ie/en/dfa/embassies

Requesting a review

If you're not happy with the decision on your application as outlined in the Notice of Determination, you can request a review of some or all of the determinations. This needs to be done within 60 days of receiving your Notice of Determination. Further detail is outlined below.



How do I request a review?

You will need to return the Review Request Form, along with any information to support your review request. This form will be available through the online portal, once you have received your Notice of Determination. Alternatively, you can contact the Payment Scheme Office by phone at +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT) to request a copy by post.

On the form, you'll need to specify which ground(s) you're requesting the review under. These include:

- a determination that you are not a relevant person (i.e. a determination that you were not resident in a Mother and Baby or County Home Institution);
- a determination that you are not entitled to a general or work-related payment;
- the level of the award for the general or work-related payment that it has been determined you are entitled to;
- a determination that you are not eligible for an enhanced medical card or entitled to a health support payment as you did not spend 180 days or more in a relevant institution; and
- a determination that you are not entitled to a health support payment because you have not demonstrated that you are resident outside of the State.

You can upload your completed form, along with any supporting information, via the online portal, or send it to us by post to Payment Scheme Office, PO Box 13668, Waterford, Ireland. Once we receive your request for review, we'll acknowledge this within 28 days.

The Payment Scheme Office will examine the information provided in the Review Request Form and any other information you provided, and may contact you if further information is needed. In conducting a review, the Payment Scheme Office conducts a fresh search of the original source record.

There will be timeframes in place for when you will need to respond to us by in order to progress your review. These will be clearly set out in any correspondence we send to you about your review.



If at any stage you decide to withdraw your request for review, you just need to let us know in writing – through the online portal or by post at Payment Scheme Office, PO Box 13668, Waterford, Ireland – and we will process this. If you withdraw your review before it is completed, you're entitled to accept any previous offer made to you under the Payment Scheme.

Once the review is completed, we will send you a Review Notice of Determination and information on how to accept the benefits, if applicable.

We will also send you information on your right to seek an independent appeal of this decision within 60 days.

Making an appeal

As outlined above, if you're not happy with the outcome of a review, you are entitled to request an appeal within 60 days of receiving the review decision (Review Notice of Determination). Your appeal will be undertaken by a member of an independent panel of Appeals Officers.

How do I request an appeal?

You will need to send us the Appeal Request Form, along with any information to support your request for appeal.

This form will be available through the online portal, once you have received your Review Notice of Determination. Alternatively, you can contact the Payment Scheme Office by phone at +353 1 522 9992 (Monday to Friday 09:00-18:00 GMT) to request a copy by post. On the form, you'll need to detail why you would like to appeal your Review Notice of Determination. Please note that the matter for appeal is limited to the decision of the review – this means the appeal must be for the same reason which was the subject of the review.

You can upload your completed form, along with any supporting information, via the online portal, or send it to us by post to Payment Scheme Office, PO Box 13668, Waterford, Ireland. Once we receive your request for appeal, we'll assign it to an Independent Appeals Officer within 21 days.



The Independent Appeals Officer will then receive a file containing the following:

- all correspondence relating to your application;
- information from database searches and information on the calculation of an award, if applicable;
- affidavit or evidence provided by an applicant during review process; and
- the review decision.

The Appeals Officer will examine the information provided in the Appeal Request Form and any other information you provided, and may contact you if further information is needed.

Once the Independent Appeals Officer has completed their work, they will send a copy of their decision to the Chief Deciding Officer. This decision will either:

- affirm the decision which was the subject of the appeal;
- vary that decision and replace it with another decision; or
- refer the matter concerned back to the Chief Deciding Officer for re-examination.

The Chief Deciding Officer will then send you a copy of the Appeal Officer's report. You will also receive an Appeal Notice of Determination, which sets out the benefits you are entitled to, if any.

What if I am unhappy with the outcome of the appeal?

The decision of the Appeals Officer is final, however this may be appealed to the High Court, by either you, or the Chief Deciding Officer, on a point of law. This has to be done within 28 days of the date on which the Appeal Officer's report and Appeal Notice of Determination are sent to you.



Complaints procedure

As outlined at the start of this booklet, you should expect that, at all times, staff in the Payment Scheme Office will treat you with kindness, sensitivity, and respect. All members of staff are fully trained, including in trauma-informed practice.

If you have a complaint with the service you receive, or any aspect of the process, you should contact the Mother and Baby Institutions Payment Scheme Office by post at PO Box 13668, Waterford, Ireland, by phone on +353 1 522 9992 or through the online portal, if you applied online. Please note that verbal complaints will be acknowledged and, where possible, responded to in writing.

All complaints will be acknowledged in writing within five working days and we will aim to resolve your complaint within 15 working days of receipt. If further investigations are required, we will inform you of this and we will aim to resolve your complaint within 20 working days.

We will always try to deal with the problem without delay and, if your complaint cannot be resolved at that point or you are unhappy with the response, you can ask for the matter to be reviewed by a senior member of staff.

If you are still unhappy with the response, you can make a formal complaint to the Customer Service Officer in the Department of Children, Equality, Disability, Integration and Youth, who will investigate the complaint on your behalf. You can do this by contacting the Customer Services Officer by post at Block 1, Miesian Plaza, 50-58 Baggot Street Lower, Dublin, D02 XWI4, by phone on +353 1 647 3000 or by e-mail at contact@equality.gov.ie. Further information is available at www.gov.ie/en/organisation-information/b5ae0d-department-of-children-and-youth-affairs-customer-service



The Office of the Ombudsman

The Office of the Ombudsman is available to examine complaints from members of the public who believe they have been unfairly treated by certain public service providers.

The Office of the Ombudsman is open Monday to Friday between 09:15 and 17:00. It can be contacted by post at 6 Earlsfort Terrace, St. Kevin's, Dublin 2, D02 W773, by phone on +353 1 639 5600 or by email at complaints@ombudsman.ie. Further information is available at www.ombudsman.ie

What happens when the application process is complete?

When your application is fully complete, you will receive a letter notifying you of this.



Supports available for survivors and former residents of Mother and Baby and County Home Institutions

Counselling

Ireland

If you need professional counselling support, the Health Service Executive's National Counselling Service is available free of charge from Monday to Friday between 09:30 and 17:00. Details of the National Counselling Service and contact details for each area are available here: www.gov.ie/en/publication/12da8-counselling-supports-for-former-residents-of-mother-and-baby-homes/#national-counselling-service

Outside of these hours, you can contact the CONNECT free telephone counselling and support service, where you can talk in confidence with a trained counsellor. This service is generally available between 18:00 and 22:00 Monday to Sunday on 1800 477 477.

Support is also available from Samaritans on free call 116 123 or by texting YMH to 50808 (Messaging Support Service). Additional mental health supports provided/funded by the HSE are also available. Details of these supports are available on www.yourmentalhealth.ie.

Britain

The Immigrant Counselling and Psychotherapy service (ICAP) – funded through the Emigrant Support Programme - runs a free counselling and psychotherapy service for survivors of institutional abuse. You can reach ICAP by phone on 0207 272 7906 or by email at clinicaladmin@icap.org.uk.

There is also a National Response Freephone Line which can advise you on suitable



emotional support and/or specialist counselling. This line can be reached from within the UK on 0800 519 5519, between 10:00 and 16:00, Tuesday to Thursday.

Anyone affected can also directly contact the CONNECT free telephone counselling and support service where they can talk in confidence with a trained counsellor. This service is generally available between 18:00 and 22:00 Monday to Sunday on 00 800 477 477.

Rest of World

Anyone affected can directly contact the CONNECT telephone counselling and support service where they can talk in confidence with a trained counsellor. This service is generally available between 18:00 and 22:00 GMT every day, including weekends, at +353 1 865 7495. International call rates apply.

Birth Information and Tracing services

Please note that while the Payment Scheme Office checks the institutional record to determine that a person is eligible for the Scheme, it does not provide a copy of the records to you.

If you would like to get a copy of your records, the Birth Information and Tracing Act 2022 allows for a right of access to birth certificates, and birth and early life information, for anyone who was adopted, boarded out, the subject of an illegal birth registration or who otherwise has questions in relation to their origins. Under Birth Information and Tracing services, you can:

- apply for birth and early life information
- apply for a tracing service
- register or update your preferences on the Contact Preference Register..

These services are provided by the Adoption Authority of Ireland and Tusla. Further information is available at www.birthinfo.ie.

The Adoption Authority can be reached directly by phone on +353 1 230 9300, or at records@aai.gov.ie, while Tusla can be reached at +353 818 44 55 00 or birthinfo@tusla.ie



Payment rates based on time spent in a scheduled institution

Time Spent in a Mother and Baby or County Home Institution	General Payment for mothers and children (€)	Work related Payment (for mothers who qualify only) (€)	Total amount if qualifying for General payment and Work related Payment (€)
Up to and including 89 days (mothers only)	5,000	0	5,000
Between 90 - 179 days (mothers only)	10,000	1,500	11,500
Between 180 - 360 days	12,500	3,000	15,500
Over 1 Year			
361 - 450 days inclusive	15,000	6,000	21,000
451 - 540 days inclusive	16,250	7,500	23,750
541 - 630 days inclusive	17,500	9,000	26,500
631 - 720 days inclusive	18,750	10,500	29,250
Over 2 Years			
721 - 810 days	20,000	12,000	32,000
811 - 900 days	21,250	13,500	34,750
901 - 990 days	22,500	15,000	37,500
991 - 1080 days	23,750	16,500	40,250
Over 3 Years			
1081 - 1170 days	25,000	18,000	43,000
1171 - 1260 days	26,250	19,500	45,750
1261 - 1350 days	27,500	21,000	48,500
1351 - 1440 days	28,750	22,500	51,250
Over 4 Years			
1441 - 1530 days	30,000	24,000	54,000
1531 - 1620 days	32,500	25,500	58,000
1621 - 1710 days	35,000	27,000	62,000
1711 - 1800 days	37,500	28,500	66,000



Over 5 Years			
1801 – 1890 days	40,000	30,000	70,000
1891 – 1980 days	41,250	31,500	72,750
1981 – 2070 days	42,500	33,000	75,500
2071 – 2160 days	43,750	34,500	78,250
Over 6 Years			
2161 – 2250 days	45,000	36,000	81,000
2251 – 2340 days	46,250	37,500	83,750
2341 – 2430 days	47,500	39,000	86,500
2431 – 2520 days	48,750	40,500	89,250
Over 7 Years			
2521 – 2610 days	50,000	42,000	92,000
2611 – 2700 days	51,250	43,500	94,750
2701 – 2790 days	52,500	45,000	97,500
2791 – 2880 days	53,750	46,500	100,250
Over 8 Years			
2881 – 2970 days	55,000	48,000	103,000
2971 – 3060 days	56,250	49,500	105,750
3061 – 3150 days	57,500	51,000	108,500
3151 – 3240 days	58,750	52,500	111,250
Over 9 Years			
3241 – 3330 days	60,000	54,000	114,000
3331 – 3420 days	61,250	55,500	116,750
3421 – 3510 days	62,500	57,000	119,500
3511 – 3600 days	63,750	58,500	122,250
Over 10 Years - 3601 days and upwards	65,000	60,000	125,000



Appendix 1

Mother and Baby Institutions Payment Scheme Privacy Statement

Introduction

The Mother and Baby Institutions Payment Scheme has been established to provide financial payments and health supports (in the form of an enhanced medical card or once-off health support payment) to certain eligible persons in recognition of suffering experienced in a Mother and Baby or County Home Institution (“relevant institution”).

The Payment Scheme Office of the Mother and Baby Institutions Payment Scheme (the Payment Scheme Office) is charged with the Administration of the Payment Scheme on behalf of the Department of Children, Equality, Disability, Integration and Youth (the Department).

The Payment Scheme Office is led by a Chief Deciding Officer and comprises a team situated in the Department, and third party support, provided under contract by a company called RelateCare, with both operating under the direction and supervision of the Chief Deciding Officer.

The Department is the Data Controller of records under the Payment Scheme and is committed to protecting the rights and privacy of individuals (known as “data subjects”) in accordance with both European Union and Irish data protection legislation. We place high importance on the correct, lawful and fair handling of all personal data, respecting the legal rights, privacy and trust of all individuals with whom we deal.

The EU General Data Protection Regulation (GDPR 2016/679) is the latest initiative designed to harmonise data privacy laws across Europe, to protect and empower all EU citizen’s data privacy and to reshape the way in which organisations approach data privacy. The GDPR has been in force since 25 May 2018 and this policy reflects the requirements of the GDPR and the Irish Data Protection Acts.

The GDPR applies to any organisation that collects and stores personal data (data controller) and also any other organisation working on the instructions of the data



controller (data processor). Adherence to the legislation is required by employees, contractors, consultants, agents and third parties who have access to personal data either directly or indirectly.

The GDPR significantly increases the obligations on organisations in how they collect, use and protect personal data. At the centre is the requirement for organisations to be fully transparent about how they are using and safeguarding personal data, and to be able to demonstrate accountability for their data processing activities.

Further information on data protection is available on the website of the Data Protection Commission (DPC) at dataprotection.ie

The Payment Scheme Office and the Department take your privacy seriously. It is important that you know how your personal information is processed. The GDPR introduces changes which give you greater control over your personal information. Please take time to read this notice carefully. If you have any questions about how we use your information, please contact our Data Protection Officer (details below).

Section 1: Who we are

In 2021, the Government approved an Action Plan for Survivors and Former Residents of Mother and Baby and County Home Institutions centred on a number of themes including: access to personal information; archiving and databases; education and research; memorialisation; restorative recognition; and dignified burials. The Action Plan aims to provide some acknowledgement of the profound suffering experienced by Irish women and their children in these institutions and reflects our understanding of the enduring impact these experiences have had on many citizens and their families.

The Mother and Baby Institutions Payment Scheme (the Payment Scheme) is the centrepiece of the Government Action Plan. Informed by a detailed consultation with survivor groups, with input from the Irish Human Rights and Equality Commission, the Payment Scheme adopts a holistic and non-adversarial approach to the provision of payments and benefits.

Legislation underpinning the Payment Scheme, The Mother and Baby Institutions Payment Scheme Act 2023, was enacted on 11 July 2023.



The Payment Scheme will be administered by the Payment Scheme Office which is comprised of (i) an Executive Office Team within the Department and (ii) a case management team, which is provided by a third party provider acting as processors for the Department. The Payment Scheme Office is headed by a Chief Deciding Officer, which is a statutory role concerned with administering and overseeing the Payment Scheme, independent in its decision-making functions, but part of the Department.

The Department is the data controller for all personal data collected for the Payment Scheme.

For more information on the activities of the Payment Scheme Office, please log on to www.gov.ie/paymentscheme

You can contact the Payment Scheme Office in any of the following ways:

By e-mail: info@paymentscheme.ie

By phone: +353 1 522 9992

By post: PO Box 13668, Waterford, Ireland

Section 2: The Data Protection Officer

If you are concerned about what we do with your personal data or require any additional information in respect of any of our data protection policies, you can contact our Data Protection Officer (DPO) in any of the following ways:

By e-mail: dpocontact@equality.gov.ie

By phone: (01) 647 3000

By post: Data Protection Officer
The Department of Children, Equality, Disability, Integration and Youth
Block 1
Miesian Plaza
50-58 Baggot Street Lower
Dublin 2
D02 XWI4



Section 3: Purposes of processing of your personal data

3.1 Why do we process your personal data?

We process information about you for a range of purposes. These may include:

- to provide you with information about the Payment Scheme if you have requested it;
- to contact you, if required, in connection with your enquiry or to respond to any communication you might send;
- when you make a claim for an award under the Payment Scheme, either by post or online, and subsequently receive an award under the Payment Scheme;
- when we verify your claim from the records held within the Commission of Investigation Archives or information source records;
- when we make a payment to you;
- when we notify the HSE of your entitlement to an enhanced medical card;
- if you notify us of a change in your details or circumstances;
- in order to respond to correspondence either directly from you, or from other people approved to act on your behalf;
- in order to respond to Parliamentary Questions;
- where we engage in any consultation processes;
- where you are the subject of a legal case involving the Department;
- the storage of personal data (including legacy data), depending on our retention and archive requirements.

As outlined in the introduction, RelateCare are supporting the delivery of the Payment Scheme Office by providing case management and call-centre services and, as a result, process personal data in relation to the Scheme. RelateCare are a data processor and they have engaged a sub-processor, called TEKenable, to develop and maintain the Payment Scheme's Case Management System. The arrangements with RelateCare as a data processor are governed by a contract and a Data Processing Agreement.



3.2 What types of personal data do we collect?

Personal data we collect can include the following:

- your name;
- your address;
- your date of birth;
- your phone number;
- your email address;
- your Personal Public Services Number (PPSN); and
- certain financial information (i.e. bank account details).

We also collect special category data under Article 9(2)(g) of the General Data Protection Regulations including the following:

- name of institution(s) which you resided in;
- date(s) of entry to and date(s) of exit from the relevant institution(s);
- other information relevant to your residence in an institution (e.g. temporary absences).

There will be three main sources of data for the processing of applications: the applicants themselves; the Mother and Baby Home Commission archive and database; and the records of 'Information Sources'. An Information Source may include:

- A local authority
- The Health Service Executive
- The Child and Family Agency
- The Adoption Authority of Ireland
- The National Archives



3.3 What is our lawful basis for processing your personal data?

The following are the key pieces of legislation which underpin the Executive Office core functions, and which allow for the processing of personal data by us, or on our behalf:

- Mother and Baby Institutions Payment Scheme Act 2023
- Commissions of Investigation Act 2004
- General Data Protection Regulations, Article 6(1)(e) and Article 9(2)(g)

The Chief Deciding Officer is entitled to process personal data and special categories of personal data under the Mother and Baby Institutions Payment Scheme Act 2023 (Section 52). This function can be delegated to staff of the Executive Office Team or with any other person, for example the Case Management Team, with which the Minister has an agreement, subject to the general superintendence and control of the Chief Deciding Officer. This is provided for under Sections 9 and 11 of the Act.

Note: The Department has undertaken a Data Protection Impact Assessment before any data processing activity started within the Payment Scheme Office. In line with the GDPR, the Department consulted with its Data Protection Officer and the Data Protection Commission before commencing this new data processing activity. The Data Protection Impact Assessment can be accessed at www.gov.ie/paymentscheme.

Section 4: Where is your personal data stored?

4.1 Electronic storage

Personal data will be stored electronically on the Payment Scheme Office Case Management System hosted by our processors. It may also be stored on the ICT systems of the Department. These systems are fully protected by anti-virus and anti-malware software. Electronic data includes scanned copies of application forms, contact information, financial information, family details, health records (where applicable), copies of institutional records, copies of electronic correspondence, affidavits, legal waivers and claim history.

Access to personal data is restricted to those staff members who need the



information to carry out their official duties. Access is controlled by the requirement to have a unique login username and password, with usernames being linked to the minimum permissions necessary to allow the staff member to work in a secure environment and to only access the personal data that they need.

4.2 Storage of hard copy (paper) files

Where the Payment Scheme Office holds paper records containing your personal data, these are stored on individual files which are secured on premises and where only staff of the Payment Scheme Office can access them. This is achieved through physical security, where access to an office is by a swipe card or access card and where visitors are screened, signed in and accompanied by a member of staff, so that they cannot access any personal data stored by us. The Payment Scheme Office promotes a clean desk policy.

4.3 Secure off-site storage

Inactive and legacy files may be maintained in secure off-site storage, under contract. A limited number of staff members will have access, and the movement of files between the Payment Scheme Office and off-site storage is done according to protocol and under strict supervision.

Section 5: Sharing personal data

5.1 Categories of recipients with whom we may share your personal data

The **Department** may share your data with a range of organisations, but only where legally permissible, and where it is necessary for verification of information. In general, the types of organisations that the Department would normally share information with are as follows:

- Other public sector bodies or agencies for the purposes of verification of records, such as Tusla, HSE, General Register Office, Local Authorities, Adoption Authority of Ireland.
- Regulators or supervisory authorities.



- IT consultants, third-party contractors contracted by the Department, where they may be working on data handling systems & processes.
- The HSE, in the event you are eligible for an enhanced medical card as part of the Payment Scheme.

Section 6: Transfers of personal data

6.1 Will your personal data be stored outside of the European Economic Area?

No, your personal data will not be stored outside the European Union or the European Economic Area (EEA - EU 27, Iceland, Norway, and Liechtenstein).

6.2 Will we transfer your data outside of the EEA?

We will not transfer information about you to a country or international organisation outside the EEA.

6.3 Are there any other appropriate and suitable safeguards?

Personal data will only be transferred if appropriate safeguards are provided and on the condition that enforceable data subject rights and effective legal remedies are available. Appropriate safeguards may include:

- legally binding and enforceable instruments between public authorities/bodies;
- binding corporate rules;
- standard data protection clauses adopted by a Supervisory Authority and approved or adopted by the EU Commission;
- standard contractual clauses between controller/processor and recipient in the third country or international organisation.



Section 7: Retention – how long will we keep your personal data?

Data protection best practice requires that organisations should not store personal data for any longer than is required.

The Payment Scheme Office is responsible for the personal data that it collects for business reasons, including that which does not need to be retained indefinitely.

Records under the Scheme are Departmental records and therefore the retention of records will be in accordance with the National Archives Act 1986. Records may include personal data that have been processed by the Payment Scheme Office or on its behalf. The Department has and will continue to engage with the National Archives to determine retention periods across all relevant classes of records, and the Payment Scheme Office retention policy and retention schedule will be updated to reflect any approved retention changes and instructions issued by the National Archives.

Broadly speaking, as departmental records, successful applications under the scheme will be retained for a period of 7 years, will then be reviewed and may be subject to Archival under the National Archives Act 1986.

Unsuccessful or incomplete applications under the scheme will be retained for a period of 6 years and will be destroyed subject to authorisation from the National Archives.

Section 8: Your rights as a data subject

All data subjects engaging with the Department, the Payment Scheme Office and its processors have certain rights under EU (GDPR) and Irish data protection legislation. Guidance on the rights of individuals is available on the Data Protection Commission website and can be accessed via www.dataprotection.ie. Your rights are summarised below:

8.1 Right of access

You can make a formal request for a copy of your personal data being processed by



the Payment Scheme Office. We will need you to confirm your identity first, as we cannot give your personal data to others (except by specific request). Once we have verified your identity, we will seek to get the information that you have requested as soon as possible, but at the latest within one month of receipt of the request.

For complex requests, or where there are large numbers of requests, we can extend our time to respond to you by a further two months, but we must tell you we are going to do this within the first month, together with the reason for the delay. If we are not going to respond to your request, we must tell you this within one month. We must remind you that that you have the option of submitting a complaint to the Data Protection Commission.

If you make an electronic request, we may be required to respond to you electronically, unless you prefer otherwise.

Anything we do in response to your request and any information we give you must be free. If you make excessive requests (e.g. make the same one repeatedly) or your requests have no basis in fact, we may either charge you a fee or refuse to act on it.

Due to the size and nature of our operational areas, we may ask you to clarify your request. You can help us to fulfil your request by being as specific as possible about your dealings or contacts with us.

A Data Subject Rights Policy and Subject Access Request Form is available on the Department website and the Payment Scheme Office's website at www.gov.ie/paymentscheme, or on request.

8.2 Right to rectification

The Payment Scheme Office is committed to holding accurate data about you and will implement processes and procedures to ensure that you can rectify your data where inaccuracies have been identified.



8.3 Right to erasure (right to be forgotten)

The right to erasure and or deletion will be restricted on the basis that the records processed in the implementation of the Payment Scheme are subject to archival obligations as set for the Department. There will be, nonetheless, a process to remove unnecessary information prior to archival.

8.4 Right to restriction of processing

The Payment Scheme Office will implement and maintain appropriate procedures to assess whether your request to restrict the processing of your data can be implemented. Where the request for restriction of processing is carried out, the Department will write to you to confirm the restriction has been implemented and when the restriction is lifted.

8.5 Right to object

You have a right to object to the processing of your personal data in specific circumstances. Where such an objection is received, the Executive Office will assess the case on its merits.

8.6 Right to complain

If you are unhappy with how the Payment Scheme Office has processed a request made by you, we will endeavour to assist you in resolving any issues raised. In such circumstances you should contact the Data Protection Officer.

By e-mail: dpocontact@equality.gov.ie

By post: Data Protection Unit
Department of Children, Equality, Disability, Integration and Youth
Block 1
Miesian Plaza
50-58 Baggot Street Lower
Dublin 2
D02 XWI4

You also have the right to complain directly to the Data Protection Commission (DPC). The DPC can be contacted as follows:



By post: 21 Fitzwilliam Square South
Dublin 2
D02 RD28
Ireland

By e-mail: info@dataprotection.ie

Online: www.dataprotection.ie

By phone: 01 7650100 or lo-call number 1800 437 737

How to get in touch with us

If you have any queries about this policy, please contact the Data Protection Officer (DPO). The DPO for the Department can be contacted at dpocontact@equality.gov.ie.

How you can exercise your rights

You are entitled to exercise the rights outlined above. You can make a request under any of these rights by contacting the Department's Data Protection Office at this address:

By e-mail: dpocontact@equality.gov.ie

By post: Data Protection Unit
Department of Children, Equality, Disability, Integration and Youth
Block 1
Miesian Plaza
50-58 Baggot Street Lower
Dublin 2
D02 XWI4



Notes



