



CHAPTER 7

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Introduction

This Chapter aims to help you identify many of the information sources available to you. When phoning or asking for information from any Government Department or Community Organisation the following could be useful:

- Have your (and your spouses') PPS number, date of birth and details of dates on which you applied for any payments written down so that you can refer to them.
- Always ask for the name of the person you are talking to.
- Have any letters or paperwork related to your enquiry at hand – they may contain information, names or a reference number you may need when making your enquiry.
- Before you phone write down a list of questions about what you need to ask or find out about so that you are as clear as possible.

Local Area Employment Services (LAES)

Area	Phone	Area	Phone
Cork LAES		Waterford South Tipperary LAES	
Cork City Partnership	(021) 430 2310	Waterford LEADER Partnership	(058) 44077
SECAD Partnership	(021) 4613432	Dublin LAES:	
Avondhu Blackwater Partnership	(022) 46580	Liffey Partnership	(01) 623 5612
BallyHoura Development CLG	(025) 85213	Blanchardstown and Tolka Area LAES	
IRD Duhallow	(029) 60633	Empower Local Development	(01) 820 9550
Limerick, Clare and North Tipperary LAES		Dublin City Centre LAES	(01) 473 2196
PAUL Partnership	(061) 419 388	Dublin Northwest Partnership	(01) 836 1666
Clare Local Development Co.	(065) 6866800	South Dublin LAES	
North Tipperary Local Dev. Co.		Southside Partnership	(01) 706 0100
Cavan and Monaghan LAES		North Dublin LAES	
Cavan and Monaghan LAES		Northside Partnership	(01) 848 5630
Cavan County Local Development	(049) 433 1029	South County Dublin LAES	
Monaghan Integrated Dev.	(042) 974 9500	South Dublin County	(01) 464 9300
Galway LAES		North Dublin LAES	
Galway City Partnership	(091) 566 617	Northside Partnership	(01) 848 5630
Kilkenny LAES		South County Dublin LAES	
Kilkenny Leader Partnership	(056) 775 2111	South Dublin County	(01) 464 9300
Louth and Meath LAES		Ballymun and Balbriggan LAES	
Local Louth Development	087 340 7805	Ballymun Job Centre	(01) 866 7000
Mayo and Roscommon LAES		Wicklow and Kildare LAES	
Mayo North East Leader P'ship	(094) 925 6745	Bray Area Partnership	(01) 286 8266
South West Mayo Dev. Co.	(098) 41950	Kildare LAES	(045) 435666
Roscommon Leader Partnership	(090) 663 0252		

Training and Education

Aontas

Tel: (01) 406 8220 / 406 8221

e-mail: mail@aontas.com Web: www.aontas.com

Department of Education

Tel: (01) 889 6400 e-mail: info@education.gov.ie

Web: www.education.ie

FIT – Fastrack to Information Technology

Tel: (01) 8825570 e-mail: info@fit.ie Web: www.fit.ie

National Adult Literacy Agency

Tel: (01) 412 7900 Freephone: 1800 20 20 65

e-mail: info@nala.ie Web: www.nala.ie

The Adult Guidance Association

e-mail: info@adulthoodguidanceassociation.ie

Web: www.adulthoodguidanceassociation.ie

An Cosán

Tel: (01) 462 8488

e-mail: info@ancosan.ie

Web: www.ancosan.ie

Youth Services

Swan Youth Service

Tel: (01) 856 0945

e-mail: aoife@swanyouthservice.org

Web: www.swanyouthservice.org

National Youth Council of Ireland

Tel: (01) 478 4122

e-mail: info@nyci.ie Web: www.youth.ie

Youth Work Ireland

Tel: (01) 858 4500

e-mail: info@youthworkireland.ie

Web: www.youthworkireland.ie

Finding Information

EmployAbility Services AREAS

Carlow/Kilkenny	(059) 9135564	Limerick	(061) 493 095
Clare	(065) 6844007	Louth	(042) 938 6718
Cork	(021) 4294949	Mayo	(094) 904 3008
Donegal/Leitrim/Sligo	(071) 9153222	Meath	(046) 900 9249
Dublin North	(01) 8442700	Monaghan/Cavan	(047) 72424
Dublin South	(01) 4951992	North Tipperary	(067) 37896
Dublin West	(01) 4603081	Roscommon	(090) 664 7117
Galway	(091) 755235	South Tipperary	(052) 612 9465
Kerry	(066) 7118758	Waterford	(051) 855 035
Kildare	(045) 482064	West Cork	(027) 53765
Kilkenny/Carlow	(056) 7763903	Wexford	(053) 924 3930
Laois/Offaly/Westmeath/Longford	(057) 9323901	Wicklow	(0404) 20417

INOUE Affiliates Organisations

The section below lists by county the INOU Affiliated organisations that provide welfare rights/welfare to work services. These affiliates are also listed on the INOU website: www.inou.ie/membership/our-member-organisations/. For more information about becoming affiliated to the INOU please contact us: tel: (01) 856 0088 or email: membership@inou.ie website: www.inou.ie

Providing welfare rights information/welfare to work services

CARLOW

Carlow County Development Partnership
Web: www.carlowdevelopment.ie / Tel: 059 972 0733
e-mail: reception@carlowdevelopment.ie

CAVAN

Breffni Integrated CLG
Web: www.breffniint.ie Tel: 049-433 1029
Email: info@breffniint.ie

CLARE

Clare Local Development Company
Web: www.cldc.ie Tel: 065 686 6800
e-mail: info@cldc.ie
Congress Information and Opportunities Centre
Web: www.cioc.ie Tel: (065) 684 1009
e-mail: info@cioc.ie

EmployAbility Clare

Web: www.employabilityclare.ie Tel: 065-6844007
e-mail: info@employabilityclare.ie

North Munster Citizens Information Centre

Web: www.citizensinformation.ie
Tel: 0818 075 260 e-mail: ennis@citinfo.ie

CORK

Avondhu/Blackwater Partnership Ltd
Web: www.avondhublackwater.com Tel: 022- 46580
e-mail: info@avondhublackwater.ie

Ballyphephane Community Resource Centre

Web: www.ballyphephanecommunity.com
Tel: (021) 496 5339 e-mail: info@ballyphehanecommunity.com

Citizens Information Phone Service

Lo-Call 0818 777 121 (0818) 074 000
e-mail: information@comhairle.ie
e-mail: information@citinfo.ie

Cork City Partnership

Web: www.corkcitypartnership.ie
Tel: (021) 430 2310 e-mail: info@partnershipcork.ie

EmployAbility Service Cork

Web: www.employabilitycork.ie/drupal
Tel: (021) 429 4949 e-mail: info@employabilitycork.ie

EmployAbility Service West Cork

Web: www.empservice.org
Tel: (027) 53765 e-mail: coordinator.ewc@gmail.com

South & East Cork Area Development Partnership

Web: www.secad.ie Tel: 021-461 3432
e-mail: info@secad.ie

South Munster Citizens Information Centre

Web: www.citizensinformation.ie
Tel: 0818 078 390 e-mail: bantry@citinfo.ie
Tel: 0818 076950 e-mail: cork@citinfo.ie

West Cork Development Partnership

Web: www.wcdp.ie
Tel: (027) 52266
e-mail: info@wcdp.ie welfare rights information by appointment

DONEGAL

Inishowen Development Partnership

Web: www.inishowen.ie Tel: 074-93 62218
e-mail: enquiries@inishowen.ie

Letterkenny Resource Centre

Tel: (074) 912 8010
Web: www.resourcecentreletterkenny.com
e-mail: info@crclk.ie

DUBLIN
Ballymun Jobs Centre

Web: www.bmunjob.ie Tel: (01) 866 7000
e-mail: info@bmunjob.ie

Community Law and Mediation

Web: www.communitylawandmediation.ie
Tel: (01) 847 7804
e-mail: info@communitylawandmediation.ie

Crosscare Migrant Project

Web: www.migrantproject.ie Tel: (01) 873 2844
e-mail: migrantproject@crosscare.ie

Dublin City Centre (LAES)

Tel: (01) 473 2196
e-mail: info@dcclaes.ie

Dublin City Community Co-Op Ltd

Web: www.dublincitycommunitycoop.ie/programmes/
Tel: (01) 855 7015 e-mail: info@dublincitycommunitycoop.ie

Dublin North West Partnership

Tel: (01) 836 1666
e-mail: info@dublinnorthwest.ie

Dublin South City (LAES)

Web: www.dsclcs.ie Tel: (01) 453 7229

Dublin South Citizens Information Service

Web: www.citizensinformation.ie
Tel: 076 107 7020 e-mail: dublin12@citinfo.ie
Tel: 076 107 7180 e-mail: liberties@citinfo.ie

Dublin North Citizens Information Service

Tel: 0818 07 7270 Tel: 0818 07 7450
Tel: 076 107 5040 e-mail: blanchardstown@citinfo.ie

Dublin North MABS

Web: www.mabs.ie Tel: 076 107 2170
e-mail: finlas@mabs.ie

Dublin South MABS

Tel: 0818-07 2310, Tel: 0818 07 2520

EmployAbility Dublin North

Web: www.employabilitynorth.ie Tel: (01) 844 2700
e-mail: employability@bitc.ie

EmployAbility Dublin South

Web: www.dsse.ie Tel: (01) 495 1992
e-mail: info@dsse.ie

Finglas Centre

Web: www.thefingalcentre.ie Tel: (01) 884 5228
e-mail: info@thefingalcentre.ie

FIT Ltd (Fastrack to IT)

Web: www.fit.ie e-mail: info@fit.ie

Inner City Enterprise

Web: www.innercityenterprise.com
Tel: (01) 617 4852
e-mail: info@innercityenterprise.com

Inner City Organisations Network (ICON)

Web: www.iconnetwork.ie Tel: (01) 836 6890
e-mail: info@iconnetwork.ie / iconet@iol.ie

Inner City Renewal Group

Tel: (01) 912 1200
e-mail: henrietta@icrg.ie

Larkin Unemployed Centre

Web: www.larkinctr.com Tel: (01) 836 5544
e-mail: info@larkinctr.com

Liffey Partnership LAES

Tel: (01) 623 5612 e-mail: info@bcpartnership.ie
Web: www.bcpartnership.ie

Northside Centre for the Unemployed

Web: www.ncutraining.ie/contact.html
Tel: (01) 847 9463
e-mail: info@ncultd.ie

Northside Partnership LAES

Web: www.northsidepartnership.ie
Tel: (01) 848 5630
e-mail: Lisa.Bornemann@nspartnership.ie

St Andrews Resource Centre

Web: www.standrews.ie/edles
Tel: (01) 677 1930
e-mail: jim.hargis@standrews.ie

Southside Partnership LAES

Web: www.southsidepartnership.ie
Tel: (01) 284 1977 / 1800-200 501
e-mail: paul.ennis@sspship.ie

Southside Partnership DLR

Web: www.southsidepartnership.ie
Tel: (01) 706 0100 / (01) 209 0610
e-mail: info@sspship.ie

GALWAY
Ballinasloe Community Information Centre

Tel: (090) 964 4390 e-mail: bsloecic@gmail.com

EmployAbility Galway

Tel: 086 380 0444 / (091) 781 231
Web: employabilitygalway.ie
e-mail: info@employabilitygalway.ie

Galway City Partnership / LAES Network

Web: www.gcp.ie Tel: (091)-566 617
e-mail: samantha@gcples.ie

Galway Rural Development

Web: www.grd.ie Tel: (091) 844 335
e-mail: grd@grd.ie

Finding Information

KERRY

Tralee LAES

Web: www.traleeles.ie Tel: (066) 712 9675
e-mail: info@traleeles.ie

KILDARE

Co. Kildare LAES Network

Web: www.cokildareles.ie
Tel: (045) 895 555
e-mail: naas@cokildareles.ie

KILKENNY

Co. Kilkenny ETB Adult Guidance Service

Web: www.kilkennycarlow.etb.ie Tel: (056) 776 4448
e-mail: adultguidance@kkadulsted.ie

EmployAbility Service Kilkenny/Carlow

Web: www.kcases.ie
Kilkenny: (056) 776 3903 Carlow: (059) 913 5564
e-mail: kasesmail@eircom.net

South Leinster CIC

Web: www.citizensinformation.ie
Tel: (076) 107 7910 e-mail: kilkenny@citinfo.ie

Mill Family Resource Centre

Web: www.millfrcurlingford.com Tel: (056) 883 8466
e-mail: millfrcmc@gmail.com

LIMERICK

EmployAbility Limerick

Web: www.employabilitylimerick.ie
Tel: (061) 493 095
e-mail: info@employabilitylimerick.ie

North Munster CIS

Web: www.citizensinformation.ie
Tel: (076) 107 5780
e-mail: limerick@citinfo.ie

Moyross Community Enterprise Centre

Tel: (061) 326 057 e-mail: admin@moyross.ie

Northside LAES

Tel: (061) 327 788 e-mail: ayelverton@les.ie

PAUL (People Action Unemployment Ltd)

Web: www.paulpartnership.ie
Tel: (061) 419 388
e-mail: info@paulpartnership.ie

Tait House Community Enterprise

Web: www.taithouse.ie
Tel: (061) 415 340 e-mail: info@taithouse.ie

West Limerick Resources Ltd

Web: www.wlr.ie Tel: (069) 622 22
e-mail: info@wlr.ie

LONGFORD

Employment Development Information Centre

Web: www.edilongford.ie Tel: (043) 334 7515
e-mail: services@edilongford.ie

Longford Community Resources CLG

Web: www.lcrl.ie Tel: (043) 334 5555
e-mail: enquiries@lcrl.ie

LOUTH Local Development

EmployAbility Service Louth

Tel: 087 340 7805
Web: www.louthlocaldevelopment.ie

MAYO

EmployAbility Service Mayo

Tel: (094) 904 3008
e-mail: info@employabilitymayo.ie

MEATH

Kells Peoples Resource Centre

Tel: (046) 924 7161
e-mail: kellsresourcecentre@gmail.com

MONAGHAN

Clones Family Resource Centre

Tel: (047) 52919 e-mail: development@clonesfrc.ie

EmployAbility Monaghan/Cavan

Tel: (087) 797 7093 e-mail: lcasin@mcles.ie

Farney Resource & Information Centre

Tel: (042) 974 9500 e-mail: farneyinfo@eircom.net

Monaghan Integrated Local Development

Tel: (042) 966 3454 e-mail: info@midl.ie

North Connacht & Ulster MABS

Tel: 0818 072 690

OFFALY

EmployAbility Midlands

Web: www.employabilitymidlands.com
Tel: (057) 932 3901
e-mail: tullamore@employabilitymidlands.ie

SLIGO

EmployAbility North West

Web: www.employabilitynw.ie
Tel: 071 915 3222
e-mail: info@employabilitynw.ie

North Connacht & Ulster Citizens Information Service

Web: www.citizensinformation.ie
Tel: 0818 07 4000
e-mail: northconnachtulsterciscitinfo.ie

Sligo LEADER Partnership

Web: www.sligoleader.ie Tel: (071) 914 1138
e-mail: info@sligoleader.com

TIPPERARY

Knockanrawley Resource Centre

Web: www.knockanrawley.ie Tel: (062) 52688
e-mail: knockanrawleyrc@gmail.com

North Tipperary Development Company

Web: www.ntdp.ie Tel: (050) 523379 e-mail: info@ntdp.ie

South Tipperary Development Company

Web: www.stdc.ie Tel: (052) 744 2652

e-mail: info@stdc.ie

WATERFORD

Ballybeg Key Project

Web: www.ballybegcdp.ie Tel: (051) 350 100

e-mail: community@brillfrc.ie

Waterford South Tipperary LAES

Web: www.wlp.ie

Tel: (058) 44077 Tel: (058) 54646

e-mail: greig.wilson@wlp.ie

North Munster Citizens Information Centre

Web: www.citizensinformation.ie

Tel: (076) 107 6580 e-mail: waterford@citinfo.ie

Waterford Area Partnership

Web: www.wap.ie Tel: (051) 841 740

e-mail: info@wap.ie

WESTMEATH

Dr. Stevens Centre

Web: www.drstevensresourcecentre.com

Tel: (090) 647 3001

e-mail: drstevensacc@gmail.com

Mullingar Congress Centre

Web: www.mullingarcongress.ie

Tel: (044) 934 5060

e-mail: mullingarcongresscentre@gmail.com

WEXFORD

Gorey Family Resource Centre

Tel: (053) 948 9017

e-mail: info@goreyfrc.org

Gorey Unemployment Centre

Web: www.goreyuc.com Tel: (053) 942 0037

e-mail: info@goreyuc.com

ARC Family Resource Centre

Web: www.arcfrc.ie

Tel: (051) 442 888

e-mail: hello@arcfrc.ie

info@raheenfrc.ie

Wexford Local Development

Web: www.wld.ie Tel: (053) 915 5864

e-mail: info@wld.ie

WICKLOW

Bray Family Resource & Development Project

Tel: (01) 286 7644 e-mail: bfrdpoffice@gmail.com

Co. Wicklow Partnership

Tel: (040) 291 092

Web: www.wicklowpartnership.ie

e-mail: info@wicklowpartnership.ie

Wicklow Child and Family Project

Web: www.wicklowpartnership.ie/wicklow-child-family-project/

Tel: (0404) 64725

e-mail: adminwcdp@wicklowpartnership.ie

Money Management and Tax

Society of St. Vincent de Paul

Tel: (01) 838 6990 Tel: (01) 884 8200

e-mail: info@svp.ie

Web: www.svp.ie

Revenue PAYE Inquiries

Tel: (01) 738 3636

Web: www.revenue.ie

One-Parent Family Support Organisations

Barnardos

Tel: (01) 453 0355

e-mail: info@barnardos.ie

Web: www.barnardos.ie

Treoir – National Information Centre for

Unmarried Parents

Tel: (01) 670 0120

Lo-Call: 0818 252 084

e-mail: info@treoir.ie

Web: www.treoir.ie

One Family

Tel: (01) 662 9212

Lo-Call: 0818 66 22 12

e-mail: info@onefamily.ie

Web: www.onefamily.ie

Doras Bui

Tel: (01) 848 4811

e-mail: info@dorasbui.ie

Web: www.dorasbui.ie

Finding Information

Housing Services

Department of Housing, Local Government & Heritage

Tel: (01) 888 2000
e-mail: qcsofficer@housing.gov.ie
Web: www.housing.gov.ie

Threshold

Tel: 1800 454 454
e-mail: advice@threshold.ie
Web: www.threshold.ie

Department of Housing, Local Government & Heritage

Tel: (01) 888 2000 (Lo-Call) 0818 202 021
e-mail: qcsofficer@housing.gov.ie
Web: www.housing.gov.ie

Peter McVerry Trust

Tel: (01) 823 0776
e-mail: info@pmvtrust.ie
Web: www.pmvtrust.ie

Focus Ireland

Tel: (01) 881 5900
e-mail: help@focusireland.ie
Web: www.focusireland.ie

Dublin Simon Community

e-mail: inforequest@dubsimon.ie / info@dublinoutreach.ie
Web: www.dubsimon.ie

Cluid Housing

Tel: (01) 707 2088
e-mail: dbradford@cluid.ie
Web: www.cluid.ie

Citizens Information

Citizens Information Board

Tel: 0818 079 000
e-mail: info@ciboard.ie
Web: www.citizensinformationboard.ie

Migrants Rights

Migrants Rights Centre Ireland

Tel: (01) 889 7570 / 083-075 5387
e-mail: info@mrci.ie
Web: www.mrci.ie

Women's Groups

National Women's Council of Ireland

Tel: (01) 679 0100
e-mail: info@nwci.ie
Web: www.nwci.ie

Dublin Rape Crisis Centre

Tel: 1800 77 8888
e-mail: info@rcc.ie
Web: www.drcc.ie

Rape Crisis Ireland

Tel: 1800 77 8888
e-mail: info@rcni.ie
Web: www.rapecrisisireland.ie

Women's Aid

Helpline: 01 678 8858 Freephone: 1800 341 900
e-mail: info@womensaid.ie
Web: www.womensaid.ie



MONEY ADVICE AND BUDGETING SERVICE (website: www.mabs.ie)

County	Location of Service	Telephone
Carlow	Carlow Town	0818 072 070
Cavan	Cavan Town	0818 072 410
Clare	Ennis	0818 072 430
	Shannon	0818 072 790
Cork	Cork City	0818 072 090
	Mallow	0818 072 440
	Dunmanway	0818 072 450
	Charleville	0818 072 420
Donegal	Buncrana	0818 072 470
	Letterkenny	0818 072 460
	South Donegal	0818 072 480
	West Donegal	0818 072 650
Galway	Tuam	0818 072 560
	Galway South	0818 072 570
Kerry	Tralee	0818 072 190
	Killarney	0818 077 827
Kildare	Kilcock	0818 072 590
	Newbridge	0818 072 600
Kilkenny	Kilkenny	0818 072 610
Laois	Portlaoise	0818 072 620
Leitrim	Ballinamore	0818 072 630
Limerick	Limerick City	0818 072 210
Longford	Longford Town	0818 072 640
Louth	Dundalk	0818 072 540
	Drogheda	0818 072 490
Mayo	Ballina	0818 072 660
	Castlebar	0818 072 670
Meath	Navan	0818 072 680
Monaghan	Castleblaney	0818 072 690
Offaly	Tullamore	0818 072 710
Roscommon	Abbey Street	0818 072 720
Sligo	Sligo Town	0818 072 730
Tipperary	Thurles	0818 072 740
	Clonmel	0818 072 750
	Nenagh	0818 072 760
Waterford	Waterford City	0818 072 050
	Dungarvan	0818 072 770
Westmeath	Mullingar	0818 072 700
	Athlone	0818 072 400
Wexford	Wexford Town	0818 072 780
Wicklow	Bray	0818 072 250
	Arklow	0818 072 390

DUBLIN MABS

Ballymun	0818 072 150	Lombard St, D2	0818 072 520
Ballyfermot	0818 072 800	Dundrum	0818 072 310
Blanchardstown	0818 072 330	Dun Laoghaire	0818 072 530
Clondalkin	0818 072 270	Fingal	0818 072 550
Coolock	0818 072 290	Finglas/Cabra	0818 072 170
Crumlin	0818 072 500	Liffey South West	0818 072 350
Dorset Street	0818 072 510	Tallaght	0818 072 370

Rates of Payment 2025-2026

(Please enter the up-to-date figures in the boxes for 2026)

	2025		2026	
	Personal rate (per week)	Increase for a Qualified Adult (IQA)	Personal rate (per week)	Increase for a Qualified Adult (IQA)
Jobseeker's Pay-Related Benefit (JPRB)				
PRSI Contributions (5 years +)				
— First 13 weeks (60% of gross earnings)	Up to €450	None		
— Next 13 weeks (55% of gross earnings)	Up to €375	None		
— Final 13 weeks (50% of gross earnings)	Up to €300	None		
PRSI Contributions (2-5 years)				
— 50% of gross earnings (26 weeks only)	Up to €300	None		
Minimum Rate (Fixed Rate)	€125	None		
Child Support Payment — (JPRB)	Not payable on Jobseeker's Pay-Related Benefit			
Jobseeker's Allowance (JA)*				
— Under 25	€153.70	€153.70		
— Aged 25 and over	€244.00	€162.00		
Jobseeker's Benefit (JB)*				
— Average weekly earnings €300 or more	€244.00	€162.00		
— €220 – €299.99	€191.10	€104.90		
— €150 – €219.99	€157.30	€104.90		
— Less than €150	€109.50	€104.90		
Jobseeker's Benefit (Self-Employed)*				
	€244.00	€162.00		
Jobseeker's Transitional Payment (JST)*				
	€244.00	—		
* Jobseeker's Child Support Payment				
— Child Support Payment – under 12	€50.00			
— Child Support Payment – 12 and over	€62.00			

Back to Work Supports 2025-2026

(Please enter the up-to-date figures in the boxes for 2026)

Working Family Payment	2025 Weekly Income Limit	2026 Weekly Income Limit
1 Child	€705	
2 Children	€806	
3 Children	€907	
4 Children	€998	
5 Children	€1,124	
6 Children	€1,240	
7 Children	€1,376	
8 Children or more	€1,472	

Back to Work Family Dividend	2025 Weekly Rate	2026 Weekly Rate
Paid every week for up to 2 years		
Year 1 – Under 12	€50 a week for each child to a max of €200 (4 children)	
Year 1 – Over 12	€62 a week for each child to a max of €248 (4 children)	
Year 2 – Under 12	€25 a week for each child to a max of €100 (4 children)	
Year 2 – Over 12	€31 a week for each child to a max of €124 (four children)	

Other Social Welfare Payments	2025		2026	
	Personal rate (per week)	Increase for a Qualified Adult (IQA)	Personal rate (per week)	Increase for a Qualified Adult (IQA)
One Parent Family Payment	€ 244	—		
Disability Allowance	€ 244	€ 162		

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