

## **Introduction to Social Welfare**

### **September 2<sup>nd</sup> and 3<sup>rd</sup> 2025**

This training course has been developed as an integral part of a wider range of training services provided by the INOU that are designed to meet the practical needs of information providers. This course is particularly suited to both the newer information worker and any person within an organisation who may be involved in the support of information provision.

Through our extensive knowledge of the complex nature of information provision associated with 'Social Welfare' issues we have designed this course to provide the learner with the basic skills and knowledge necessary to successfully work within their organisation.

As part of this training we outline the history of the Irish Social Welfare system and the changes that have taken place. We discuss and explain the use of Social Welfare Act, Regulations and Statutory Instruments and internal Departmental Guidelines. We also address the various aspects of the 'relationship' between the client and the information provider.

The module will inform learners of the range of payments and how to qualify for them and includes an explanation of the appeals process as well. At the end of the day we are confident that the learner will be assured in their ability to take and deal with social welfare queries effectively.

Those new to the area of welfare rights, and information provision, will find this course an invaluable grounding in the practical and theoretical operation of the Irish social welfare system as it applies to unemployment and unemployed people.

### **Topics Covered**

#### **Qualities of a Welfare Rights Information Service**

- Providing Information
- What you need to know as an information provider
- Listening Skills Checklist

#### **History of Social Welfare**

- Irish Policy Making and Social Welfare Legislator
- Social welfare Legislation and its development
- Department of Social Protection

## **Social Welfare Payments**

- Social Insurance Payments
- Social Assistance Payments
- Supplementary Welfare Allowance Payments
- Universal Payments

## **Your Family and Social Welfare**

### **Social Assistance Payments**

- Habitual Residency
- The Means Test
- Benefit and Privilege

### **Supplementary Welfare Allowance System**

- Supplementary Welfare Allowance
- Basic Weekly Payment/Supplementary Welfare Allowance
- Supplements
- Rental Accommodation Scheme (RAS)
- Exceptional Needs and Urgent Needs Payments
- Back to School Clothing and Footwear Allowance
- Medical Cards
- General Practitioner (GP) Visit Card

## **Disability Payments, Carer Payments, One Parent Family Payment , The Appeals System – in brief**