

April 2018

Public Sector Duty - Revenue's Action Plan 2018- 2020

Revenue is committed to ensuring that there is a culture of respect for human rights and equality among our staff and for the people to whom we provide services. We have conducted an assessment of human rights and equality issues that are relevant to our functions and we are satisfied that we are fulfilling our public sector duty obligation as set out in the Irish Human Rights and Equality Commission Act 2014. As a means of further embedding and promoting human rights and equality principles, we have prepared a three year action plan. This action plan will be reviewed on an annual basis and we will report progress on relevant actions in our Annual Report.

Action	Equality Grounds
1. Revenue’s training programmes will be complemented, where appropriate, with the integration of unconscious bias training.	All
2. Revenue will formalise a ‘Helping Hand’ Policy to assist customers when accessing our public office, appointment and telephone service.	All
3. Revenue will undertake appropriate engagement, relevant to Revenue’s functions, with specific groups representing those who come within the scope of the Equality Act.	All
4. Revenue will report on support for customers with a disability in our corporate performance reporting mechanisms.	Disability
5. Revenue will publish data on the numbers of complaints, including those to the Ombudsman, and internal reviews requested and upheld relating to Equality and/or Human Rights legislation.	All
6. Revenue will ensure that our risk systems conform to Equality and Human Rights Legislation.	All
7. Revenue will provide guidance to staff on dealing with customers who have a disability.	Disability
8. Revenue will implement procedures which best safeguard the interests of minors in their interactions with Revenue.	Age
9. Revenue will consider the demand for “loop systems” in offices that offer either a public office or appointments service.	Disability
10. Revenue’s Customer Charter will be supplemented with the following - “Revenue will protect and respect equality and human rights within our services, procedures and processes in accordance with Public Sector Duty principles.”	All