

Revenue information and services for customers with disabilities

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1 Introduction

Revenue is committed to providing a high standard of service to all our customers and to treating all our customers equally. Our [Customer Charter](#) states that we will ensure that our offices and services are accessible to people with diverse needs and that an appropriate level of service will be made available to enable them to fully engage with Revenue.

Where there is a legal obligation on customers to file, pay and/or report it will be set out in taxes and customs legislation and Revenue staff cannot disregard or vary those obligations. However, Revenue staff can ensure that customers who have particular access requirements or difficulties in accessing our services are offered the appropriate assistance and service in meeting their Revenue obligations.

This instruction informs staff of the services, information, and facilities available to people with disabilities and how these services and facilities can be accessed.

All staff dealing with customers, either in the context of processing service for compliance requests or in dealing with compliance interventions, are urged to be:

- aware that some of our customers may have a need to access our services in alternative formats or may need additional assistance in dealing with us
- aware of how to deal with requests for alternative access to Revenue services
- proactive in informing customers of the availability of these services, and
- aware that some customers have a non-visible disability and may need more time and consideration when dealing with Revenue.

2 Access Officers

Under the [Disability Act 2005](#), all Government offices are required to appoint one or more Access Officers.

Access Officers are responsible for providing assistance to customers with disabilities in accessing the services provided by Revenue and for acting as a point of contact for people with disabilities wishing to access our services. Revenue has appointed Access Officers in all Divisions that deal directly with our customers. Contact details for the Divisional Access Officers are listed overleaf and on the Revenue website.

The [contact details](#) are as follows:

Post address	Telephone	Email address
Access Officer Revenue Commissioners 14/15 Upper O'Connell Street Dublin 1 D01 YT32	(01) 738 3629	DisabilityAccessOfficer@revenue.ie

Table 1: Contact information for Divisional Access Officer teams

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

3 Customers with Hidden Disabilities

Some customers when presenting at public offices may use an item such as a card, lanyard, wristband or app to signal they have a non-visible disability and may need more time and consideration in availing of Revenue services and meeting their tax obligations.

As not all customers may signal their disability, staff will need to be sensitive to the needs of customers who may show a need for extra time or assistance, and supporting customers with their non-visible disability.

Staff dealing with customers will:

- Take their time and take a flexible approach when dealing with the customer
- Listen to the needs of the customer to find the best way of providing the best service to the customer
- Be clear when communicating with customers, using plain, familiar language
- Advise on the types of services available e.g. ISL, large print material, and the role of the Access Officers

4 Access to Information in Alternative Formats

4.1 Accessible online formats

A wide range of information is available on Revenue's website in an accessible format.

4.2 Documents in alternative formats

If a customer requests a document (such as a Tax Credit Certificate) from Revenue in braille, or large print formats, staff should contact the relevant Access Officer. Revenue will provide

customers with disabilities with copies of documents in an accessible format within a reasonable timeframe, where practicable and cost-effective.

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5 General facilities

5.1 Facilities for The Deaf or Customers with Hearing Difficulties

Loop counter systems to assist hearing-aid users are available by appointment in our public offices in Dublin (CRIO, Cathedral Street), Cork (Blackpool), Limerick (Sarsfield House) and Galway (Geata na Cathrach). The loop is a portable device that a customer can use by turning their hearing aid to the 'T' position. It can be plugged in at any desk in a public office.

Members of the Deaf community can communicate with Revenue staff via a video-link with an Irish Sign Language Interpreter on screen. This is a free service to all Deaf customers and the service is provided by the Sign Language Interpreting Service (SLIS), the national sign language interpreting service for Ireland. An Irish Sign Language interpreter service can be arranged at any of our offices on request for customers who are Deaf or hard of hearing, by contacting an Access Officer at DisabilityAccessOfficer@revenue.ie

All Irish Sign Language interpreters enter into a confidentiality agreement to ensure that any information provided by or to the customer is treated confidentially, and that no conflicts of interest arise. Any information communicated is subject to the (taxpayer confidentiality) provisions of Section 851A of the Taxes Consolidation Act 1997 and the provisions of the General Data Protection Regulation and the Data Protection Act 2018.

Customers availing of the service will be asked to sign/confirm a Consent Declaration for the provision of the Sign Language Interpretation Service. A copy of this is included in [Appendix A](#) of this manual.

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5.2 Facilities for Vision Impaired Customers

We try to provide as comprehensive a service as possible to our vision impaired customers over the telephone and ensure that correspondence and form-filling is kept to a minimum. A tax

support service for vision impaired customers is available by telephoning our national PAYE employees' helpline on 01 738 36 60.

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5.3 Other Common Access Requests

Tax clearance is required for the payment of grants, including housing adaptation grants paid by local authorities. Tax clearance queries are dealt with in the Customer Services Unit, Collector-General's Division (01 738 3663). Tax clearance can be applied for online, through myAccount or ROS. Non e-enabled customers (i.e. customers who don't have computers or cannot access the internet) can apply for tax clearance by completing a [Form TC1](#) and returning it to Collector General's Division, Sarsfield House, Francis Street, Limerick V94 R972.

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Some customers with speech impediments have indicated difficulty in using the automated element of Revenue's phone helplines, specifically in providing their PPSN orally. Where a PPSN is not provided after two requests, the call is put through to the helpline call queue and is picked up by the next available customer service caseworker.

6 Revenue's Online Services

Revenue is committed to achieving the compliance standards set out under the [European Union \(Accessibility of Website and Mobile Applications of Public Sector Bodies\) Regulations 2020](#). Under these regulations, transposed from the EU Web Accessibility Directive, Revenue must ensure that its website (revenue.ie) and its online services (ROS, myAccount, LPT Online) meet all of the Level AA Success Criteria of the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#).

These four distinct services (Revenue.ie, ROS, myAccount, LPT Online) must each individually satisfy the WCAG standards and can do so by ensuring they meet the four principles of accessibility; Perceivable, Operable, Understandable and Robust (POUR principles).

Revenue fully supports the National Disability Authority in their work of monitoring compliance to the above regulations. Revenue's [accessibility statements](#) are available on our website.

7 Reliefs and Exemptions

Information regarding reliefs and exemptions for persons with a disability can be found under [General information for Persons with a Disability](#) on our website.

Website content on [blind person's tax credit](#) provides information on tax credits and reliefs available for vision impaired customers.

8 Complaints under the Disability Act 2005

Customers with a disability or anyone acting on their behalf may make a complaint to the Revenue Commissioners if they consider that the organisation has failed to comply with the provisions of the Disability Act 2005.

See [Procedures for dealing with Complaints under Section 38 of the Disability Act, 2005](#). The complaint must be made to:

Customer Services Manager
Accountant General's & Strategic Planning Division
First Floor
Bishop's Square
Redmond's Hill
Dublin 2
D02 TD99.

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[...]

9 Other Complaints

9.1 Revenue Customer Service - Leaflet CS4

The [Revenue Customer Service - Leaflet CS4](#) informs customers that, under Equal Status Legislation, they have a statutory right to raise issues with the Workplace Relations Commission (WRC), including discrimination on the grounds of disability.

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The CS4 Leaflet is available online and in all public offices.

9.2 Other Matters arising in contacts

The Access Officer role is:

- to provide assistance to customers with disabilities in accessing the services provided by Revenue, and
- to act as a point of contact for people with disabilities wishing to access our services.

Occasionally various other queries are raised through the Access Officer contact channel, albeit very infrequently. Such contacts can include complaints or disclosures by potential “whistleblowers”. Revenue has set out its policy in both these areas, see:

- [How to complain](#)” or
- ["Revenue Policy on Protected Disclosure Reporting in the Workplace"](#)

If an Access Officer is dealing with a contact which is a complaint or a disclosure, those contacts should be addressed in line with the Revenue policy.

10 Disability Equality Training and Staff Resources

10.1 Staff Training

Revenue Training Branch hosts an online course on disability equality training, developed by the National Disability Authority. The course is aimed at public sector staff in Ireland.

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[...]

11 Dealing With Access Requests

It is expected that access requests will be sent directly to Revenue’s Access Officers, based on the contact information provided on the Revenue website.

However, it may happen in the processing of customer requests or in compliance interventions, that any staff member of Revenue may be advised by a customer that she/he has a disability or needs an accommodation arising from difficulties in accessing Revenue’s systems or services. If

a staff member is approached about an access request, they should seek the advice of the Access Officers in his or her own Division, or contact the Disability Access Officer at DisabilityAccessOfficer@revenue.ie

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[...]

A more recent version of this manual is available.

Appendix A: Consent declaration

Consent declaration for the provision of the Irish Sign Language Interpretation service

I wish to avail of the Irish Sign language interpretation service offered by Revenue.

To avail of this service, I consent to the following conditions:

- I understand that information I disclose during this service will be treated as confidential and will only be used for the purpose for which it is intended.
- I understand that Revenue will engage the services of a reputable interpreter or interpreting service such as SLIS to enable this service to be provided
- I understand that any interpreter engaged by Revenue will be subject to the provisions of the Official Secrets Act 1963 as amended
- I understand that I am consenting to the disclosure of my information for the purposes of availing of this service
- I understand that I can withdraw this consent at any time.

Signed: _____ Date: _____

A more recent version of this manual is available.