Report on the Operation of the Irish Sign Language Act 2017:

**Technical Annex 2: Public Body Survey**

December 2021



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# Introduction

This annex presents the key findings of the survey of Government Departments and other public bodies carried out as part of the review of the Irish Sign Language (ISL) Act 2017 survey for. The survey was conducted in March and April 2021 and distributed to 299 public bodies. The survey included a mix of multiple choice, tick-the-box and comment box responses, and was distributed via Survey-Monkey. While most public bodies received identical surveys some received tailored surveys with some additional questions specific to their sector or policy domain. Recipients of such bespoke surveys were:

* The Department of Education
* The Department of Social Protection
* The Court Service
* The Broadcasting Authority of Ireland
* Raidió Teilifís Éireann

The specific responses from these departments are not included in this annex but the points raised are incorporated into the main report. Following NDA submission of the draft of this report to the Minister in July 2021, and its subsequent distribution to Departments for comment a number of observations were received from public bodies in November 2021. Content and data were then updated as relevant and appropriate, with these changes recorded in footnotes. Information in this annex remains a reflection of the situation as at March/ April 2021, the original reporting period.

This report is structured so that the questions included in the public body survey are summarised questions by question. Appendix 1 includes a summary table of the main findings for each individual department and public body and Appendix 2 includes a list of public bodies that did not respond to the survey.

# Survey Response Rates

The overall response rate for all 292 public bodies that received the survey was 77.1% (n=225). The survey response rate varied both according to the type of public body surveyed and when comparing groups of public bodies on the basis of their respective parent Departments. In terms of variation across different types of public bodies, the highest response rate was achieved among Government Departments (100%, n=18), while the lowest was for Educational Training Boards (37.5%, n=6). In terms of variation in response rates when comparing public bodies according to their respective parent Departments, seven Departments (Finance, Rural and Community Development, Social Protection, Taoiseach, Defence, Enterprise, Trade and Employment and Foreign Affairs) achieved a 100% response rate for bodies under their aegis. The response rate for the Department of Environment, Climate and Communications and for Independent Bodies[[1]](#footnote-2) was 50% and no department had less than a 50% response rate. (Table 1).

Table 1: Response rate by Department ordered by highest response rate

| Parent Department | Number of Public Bodies | Number of responses | Response rate (%) |
| --- | --- | --- | --- |
| Social Protection | 7 | 7 | 100 |
| Rural and Community Development | 4 | 4 | 100 |
| Defence | 2 | 2 | 100 |
| Finance | 12 | 12 | 100 |
| Foreign Affairs | 1 | 1 | 100 |
| Taoiseach | 3 | 3 | 100 |
| Enterprise, Trade and Employment | 7 | 7 | 100 |
| Health | 20 | 19 | 95 |
| Agriculture, Food & the Marine | 13 | 12 | 92.3 |
| Children, Equality, Disability, Integration and Youth | 7 | 6 | 85.7 |
| Justice | 27 | 22 | 81.5 |
| Further and Higher Education, Research, Innovation and Science | 35 | 27 | 77.1 |
| Housing, Local Government and Heritage | 56 | 42 | 75 |
| Transport | 17 | 12 | 70.6 |
| Public Expenditure & Reform | 13 | 9 | 69.2 |
| Tourism, Culture, Arts, Gaeltacht, Sports and Media | 22 | 15 | 68.2 |
| Education | 28 | 16 | 57.1 |
| Environment, Climate and Communication | 14 | 7 | 50 |
| Independent Bodies | 4 | 2 | 50 |
| Total | **292** | **225** | **77.1%** |

# Awareness of the ISL Act

Half (49.8%, n=112) of all public bodies which responded to the survey were both aware of the ISL Act and aware of their responsibilities under the Act before receiving the NDA’s request for information (See Figure 1). Approximately a fifth (19.6%, n=44) of public bodies were aware of the Act but not aware of their responsibilities under the Act. Just under a third (30.7%, n=69) of all public bodies which responded to the survey were not aware of the Act or their responsibilities under the Act prior to receiving the NDA’s request for information.

Levels of awareness of the Act were generally higher among Government Departments that responded to the survey. However, just over a quarter (27.8%, n=5) of Government Departments were not aware of their responsibilities under the Act and 11.1% (n=2) of Government Departments were not aware of the Act or their responsibilities before receiving the NDA’s request for information.

# Provision of ISL Interpretation

The survey asked public bodies about provision of ISL interpretation in two time periods: The period between enactment and commencement of the Act (the three years prior to January 2021); and the period since commencement of the Act (since January 2021. The share of public bodies that report providing interpretation to persons through ISL is slightly lower for the period since January 2021 as compared to the preceding period, falling from 34.2% (n=77) to 30.2% (n=68) (Figure 2). At the same time, the share of public bodies that report not providing interpretation through ISL remains largely unchanged, going from 15.1% (n=34) to 16.9% (n=38) over the same period. A larger share of public bodies reported that the provision of ISL interpretation was ‘Not Applicable’ to them for the period since January 2021 as compared to before this time.[[2]](#footnote-3)

# Budgeting for service provision through ISL

Just 20.9% of the public bodies which responded to the survey reported that they had ring fenced budgets in order to allow access to public services through ISL (n=47) (Figure 3). A majority (65.3%, n=147) reported that they had not yet ring fenced budgets to allow access to services through ISL.

Considering Government Departments in isolation, a comparable share (22.2%, n=4) of Government Departments, relative to all public bodies, reported that they had ring-fenced funding in order to allow access to public services through ISL.

# Dissemination of a circular on services through ISL

A total of 77.8% (n=14) of Government Departments had not issued a circular to public bodies under their aegis regarding access to public services through ISL. A total of two Government Departments[[3]](#footnote-4) had done so.[[4]](#footnote-5)

# Providing ISL interpretation to children when requested

Of the 225 public bodies that responded to the survey, 68 (30.2%) reported that they provide public services to children.[[5]](#footnote-6) Within this cohort, 22 (32.4%) reported that they have been providing services to children through ISL when it is requested since January 2021, down from 25 (36.8%) compared to the period prior to January 2021. A further 11 (16.2%) reported that they have not been providing ISL interpretation to children when it is requested since January 2021, up from 6 (8.8%) prior to January 2021 (Figure 4). The lower levels of optimal responses in the post January 2021 timeframe may stem from a lack of requests for services through ISL as a result of service disruption related to Covid-19 restrictions.

# Staff procedures for arranging interpretation

Of the 225 public bodies which responded to the survey, just 75 (33.3%) reported that they have developed clear staff procedures for sourcing and arranging interpretation to persons seeking to avail of services through ISL. (Figure 5)

Of the 75 public bodies that have developed clear staff procedures for sourcing and arranging ISL interpretation, 56 (74.7%) reported having no set minimum notice period that persons seeking to avail of services through ISL are required to give. A further 14 (18.7%) do have such a set minimum notice period while a further three (4.0%) reported that they did not know.

Those public bodies which do have a set notice period for arranging ISL interpretation were asked to report the precise number of days. The notice period varied from three days to three weeks, with the average period across the 14 public bodies which reported having such a set notice period being 9.8 days and the median being 7 days.[[6]](#footnote-7)

Of the public bodies with staff procedures in place, 19 (25.3%) provide ISL interpretation in person, 6 (8.0%) provide remote web-based ISL interpretation and 44 (58.7%) provide both in person and remote web-based ISL interpretation.

# Charging for access to services through ISL

No public bodies reported that they have been charging for ISL interpretation, either before or after January 2021.

A total of 92 public bodies (41.6%) reported that this question was not applicable to them for the period prior to January 2021, while 92 (41.6%) also reported that this question was not applicable to them for the period since January 2021.[[7]](#footnote-8)

# Competence of ISL interpreters

Of the 225 public bodies which responded to the survey, 77 (34.2%) reported that they do have a process in place to ensure that the competence of the ISL interpreters used has been verified as being accredited, while 55 (24.4%) reported that no such process is in place. A further 17 (7.6%) responded that they did not know whether there was a process, while 76 (33.8%) reported that this question was not applicable to them (Figure 6).

# ISL interpretation requests

Of the 225 public bodies which responded to the survey, 85 (37.8%) reported that they keep a record of ISL interpretation requests, 119 (52.9%) reported that they do not and a further 21 (9.3%) reported that they did not know.

Of the 85 public bodies which reported that they do keep a record of ISL interpretation requests, 67 (78.8%) have received no such requests since January 2021 while a further five (5.9%) reported that they did not know how many requests they have received. In addition, 13 (15.3%) reported receiving a precise number of such requests since January 2021. The average number of requests for these 13 public bodies since January 2021 was 5.5 and the median number of requests was three.

# Awareness and training of staff

Of the 225 public bodies which responded to the survey, 64 (28.4%) reported that they have made relevant staff aware of the procedure for sourcing and providing ISL interpretation. A further 18 (8.0%) have not made staff aware, 110 (48.9%) have yet to make staff aware and 31 (13.8%) reported that this question was not applicable to them.

Of the 75 public bodies which have developed clear staff procedures for sourcing and arranging interpretation to persons seeking to avail of or access their services through ISL, 60 (80.0%) reported that they have made staff aware of the procedure for sourcing and providing ISL interpretation. A further 12 (16.0%) reported that they have not developed these procedures yet, two (2.7%) did not know and one (1.3%) took this question to be non-applicable.

Of the 142 public bodies which reported that they have not developed clear staff procedures for sourcing and arranging interpretation for persons seeking to avail of or access their services through ISL, four answered “Yes” to having made staff aware of procedures. This means that they first reported that they have not developed clear staff procedures for accessing services through ISL but then reported that they have made relevant staff aware of the procedure.

Of the 225 public bodies which responded to the survey, just 46 (25.1%) reported that they have facilitated training or other initiatives for relevant staff to support implementation of the Act. A further 175 (73.2%) reported that they had not facilitated any such training, while four (1.7%) reported that they did not know (Figure 7).

Of the 75 survey respondents who reported that they have developed staff procedures for sourcing and arranging interpretation (Q11), 37 (49.3%) reported that they have facilitated training to support implementation of the Act, 36 (48%) reported that they had not and 2 (2.7%) reported that they did not know.

Of the 225 survey respondents, three (1.3%) have provided specific training on the ISL Act, two (1.3%) have provided deafness awareness training, thirteen (5.8%) have provided NDA disability awareness training, five (2.2%) have provided specific training on communicating with persons who are deaf or hard of hearing or persons whose first language is ISL, six (2.7%) have provided funding for employees to attend ISL classes and 31 (13.8%) have provided some other form of training or other initiatives.

While just 46 (20.4%) out of a total of 225 survey respondents indicated that they had facilitated any training or initiatives to relevant staff to support the implementation of the ISL Act, a total of 60 (26.7%) reported that they had either provided specific training on the ISL Act, provided deaf awareness training, provided NDA disability awareness training, provided specific training on communicating with persons who are deaf or hard of hearing or persons whose first language is ISL, provided funding for employees to attend ISL classes or provided some other form of training or other initiatives.

# Raising Awareness of access to services through ISL

Of the 225 public bodies which responded to the survey, 49 (21.8%) have provided information about how to access service through ISL in written format on their website, seven (3.1%) have provided information through ISL in a video on their website and 77 (34.2%) have provided information in written correspondence. (Figure 9)

Of the 225 public bodies which responded to the survey, 105 (46.7%) have not made the deaf community who communicate through ISL and their families aware of how they can request access to services through ISL and a further 9 (4%) reported doing so sometimes.

# Providing ISL interpretation on public communications

Of the 225 public bodies that responded to the survey, just three (1.3%) provide videos with information about a public consultation with ISL interpretation as a matter of course. A further eight (3.6%) have public consultation meetings held in person with ISL interpretation, four (1.8%) have online videos providing information about their services with ISL interpretation, three (1.3%) have videos provided at their premises with ISL interpretation and 21 (9.3%) hold public conferences, launches or events with ISL interpretation (Figure 9).

# Reported compliance with the ISL Act

Just 80 public bodies (35.6%), out of a total of 225 which responded to the survey, reported that they considered themselves to be in compliance with the statutory requirements of the ISL Act, while a further 85 (37.8%) reported that they considered themselves to be partially compliant. A total of 34 (15.1%) bodies assessed themselves as non-complaint and 26 (11.6%) stated that the question was not applicable to them.

Among Government Departments 11 (61.1%) reported that they considered themselves to be in compliance with the statutory requirements of the Act, while a further six (33.3%) considered themselves to be partially compliant. One Government Department considered themselves to be non-compliant (Figure 10).

Compliance with the ISL Act requires that public bodies do not engage ISL interpreters unless their competence has been verified by being accredited. Of the 80 public bodies that reported themselves as being in compliance with the Act, 48 (60%) have a process in place to ensure that the competence of the ISL interpreters they use has been verified as being accredited. However, nine (11.3%) of the public bodies which evaluated themselves as being in compliance with the Act reported that no such process is in place to verify the accreditation of ISL interpreters, while a further five (6.3%) public bodies which believed themselves to be in compliance with the Act reported that they did not know if there was such a process (Figure 11).

Of the 85 public bodies that considered themselves to be partially compliant with the Act, 28 (32.9%) have a process in place to verify the accreditation of ISL interpreters, while 22 (25.9%) do not. A further 12 (14.1%) of the public bodies which regard themselves as being partially compliant responded that they did not know whether there is a process in place to verify the accreditation of interpreters, while 23 (27.1%) responded that this question was not applicable to them.

Of the 112 public bodies which responded to the survey reporting that they were both aware of the Act and aware of their responsibilities under the Act, 62 of these (55.4%) assessed themselves as being in compliance with the Act. A further 45 (40.2%) of this cohort assessed themselves as being partially in compliance with the Act.

Of the 44 public bodies which reported that they were aware of the Act but not aware of their responsibilities under the Act, just nine (20.5%) assessed themselves as being in compliance with the Act. A further 27 (54.5%) of this cohort assessed themselves as being partially compliant with the Act, while seven (15.9%) assessed themselves as being non-compliant with the Act (Figure 12).

# Issues encountered in implementing the ISL Act

Of the 225 public bodies that responded to the survey, 99 (44.0%) provided information about barriers or difficulties encountered in implementing the requirements of the ISL Act. A further 91 (40.4%) provided no response, and 35 (16.1%) reported that this question was not applicable to them.

Of those public bodies that provided information on barriers, 33.3% cited not receiving requests for ISL interpretation (n=33), 15.2% highlighted a lack of interpreters (n=15), 12.1% reported that they need or are seeking additional guidance or advice in relation to the Act or implementation (n=12), 12.1% reported that they were not public facing bodies (n=12), 10.1% cited costs or budgetary constraints (n=10), 4.0% cited issues in relation to Covid-19 (n=4) and 22.2% cited some other issue (n=22).

# Action plans for implementation

Of the 119 public bodies that reported they were partially (85) or non-compliant (34), 71 (59.7%) reported that they had an action plan and timeframe for full implementation of the requirements of the Act, while a further 22 (18.5%) reported that they were planning to develop one (Figure 13).

# Appendix 1 – Selected responses for individual public bodies by parent Department[[8]](#footnote-9)

The following responses are point-in-time data as at March/April 2021 when the ISL Act survey was conducted for all relevant public bodies.

## Department of Agriculture, Food and Marine

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Agriculture, Food & the Marine | Aware of Act and responsibilities | Yes | Not applicable | Yes | Yes |
| Aquaculture Licences Appeals Board | Aware of Act and responsibilities | No | No | Don't know | Partially |
| Bord Bia | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Not applicable |
| Bord Iascaigh Mhara | Aware of Act and responsibilities | Yes | No | No | Partially |
| Coillte | Aware of Act and responsibilities | No | No | Yes | Partially |
| Horse Racing Ireland | Not aware | No | No | No | Partially |
| Marine Institute | Aware of Act but not responsibilities | No | No | Not applicable | Yes |
| National Milk Agency | Not aware | No | No | Not applicable | Partially |
| Rásaíocht Con Éireann (Formally Bord na gCon) | Not aware | No | No | Not applicable | No |
| Sea Fisheries Protection Authority | Not aware | No | No | Don't know | Partially |
| Teagasc | Not aware | No | No | Don't know | Partially |
| Veterinary Council of Ireland | Not aware | No | No | Not applicable | Yes |

## Department of Children, Equality, Disability, Integration and Youth

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Children, Equality, Disability, Integration and Youth | Aware of Act and responsibilities | No | No | Not applicable | Partially |
| Adoption Authority of Ireland | Not aware | No | Not applicable | Not applicable | No |
| Child and Family Agency (TUSLA) | Aware of Act and responsibilities | No | No | Yes | Yes |
| Irish Human Rights and Equality Commission[[9]](#footnote-10) | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| National Disability Authority | Aware of Act and responsibilities | Yes | No | No | Partially |
| Oberstown Children Detention Campus | Aware of Act but not responsibilities | No | No | Not applicable | Partially |

## Department of Defence

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Defence | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Yes |
| Ombudsman for the Defence Forces | Not aware | No | Not applicable | Not applicable | Not applicable |

## Department of Education

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Education[[10]](#footnote-11) | Aware of Act and responsibilities[[11]](#footnote-12) | Yes | No | Yes | Yes |
| An Chomhairle um Oideachas Gaeltachta agus Gaelscolaíochta | Aware of Act and responsibilities | No | Not applicable | Not applicable | Partially |
| Educational Research Centre[[12]](#footnote-13) | Aware of Act and responsibilities | Yes | No | Yes | Fully |
| National Centre for Guidance in Education | Not aware | No | Not applicable | Not applicable | Not applicable |
| National Council for Curriculum and Assessment | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| National Council for Special Education | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Residential Institutions Redress Board | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Residential Institution Review Committee | Aware of Act and responsibilities | No | No | Not applicable | Yes |
| State Examinations Commission | Aware of Act and responsibilities | No | No | Yes | Yes |
| City of Dublin ETB[[13]](#footnote-14) | Aware of Act and responsibilities[[14]](#footnote-15) | Yes | No | Yes | Yes |
| Galway and Roscommon ETB[[15]](#footnote-16) | Aware of Act but not responsibilities | No | No | Yes | Yes |
| Cavan and Monaghan ETB | Aware of Act but not responsibilities | No | Not applicable | Not applicable | No |
| Limerick and Clare ETB[[16]](#footnote-17) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Mayo, Sligo and Leitrim ETB[[17]](#footnote-18) | Aware of Act and responsibilities | No | No | Yes | Partially |
| Waterford and Wexford ETB | Aware of Act but not responsibilities | No | No | Don't know | Partially |
| Teaching Council[[18]](#footnote-19) | Aware of Act and responsibilities | Yes | No | Yes | Yes |

## Department of Enterprise, Trade and Employment

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Enterprise, Trade and Employment | Aware of Act and responsibilities | Yes | No | Not applicable | Yes |
| Competition and Consumer Protection Commission[[19]](#footnote-20) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Enterprise Ireland | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Partially |
| Health & Safety Authority | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| IDA Ireland | Aware of Act but not responsibilities | No | Not applicable | No | Partially |
| National Standards Authority of Ireland (NSAI) | Not aware | No | Not applicable | No | No |
| Personal Injuries Assessment Board | Aware of Act and responsibilities | No | No | No | Partially |

## Department of Environment, Climate and Communications

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Environment, Climate and Communications | Aware of Act but not responsibilities | No | No | Don't know | Partially |
| An Post | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| EirGrid Plc | Not aware | No | No | No | No |
| Electricity Supply Board (ESB) | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Loughs Agency (Foyle Carlingford Irish Lights Commission) | Aware of Act and responsibilities | No | No | No | Partially |
| Mining Board | Aware of Act and responsibilities | No | No | Not applicable | Yes |
| Sustainable Energy Authority of Ireland (SEAI) | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Not applicable |

## Department of Finance

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Finance | Not aware | No | Not applicable | No | No |
| Central Bank of Ireland | Aware of Act and responsibilities | No | Not applicable | No | No |
| Financial Services and Pensions Ombudsman | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Home Building Finance Ireland | Aware of Act and responsibilities | Yes | Not applicable | Yes | Yes |
| Irish Financial Services Appeals Tribunal | Aware of Act and responsibilities | No | Not applicable | Not applicable | Yes |
| Irish Fiscal Advisory Council | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Partially |
| National Asset Management Agency | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Not applicable |
| National Treasury Management Agency | Aware of Act and responsibilities | Yes | Not applicable | Yes | Yes |
| Revenue Commissioners | Aware of Act and responsibilities | Yes | No | Not applicable | Yes |
| Strategic Banking Corporation of Ireland | Aware of Act and responsibilities | Yes | Not applicable | Yes | Yes |
| Tax Appeals Commission | Not aware | No | Not applicable | No | Not applicable |
| Irish Bank Resolution Corporation Limited (In Special Liquidation) | Not aware | No | Not applicable | No | Not applicable |

## Department of Foreign Affairs

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Foreign Affairs | Aware of Act and responsibilities | Yes | No | Yes | Partially |

## Department of Further and Higher Education, Research, Innovation and Science

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Further and Higher Education, Research, Innovation and Science[[20]](#footnote-21) | Aware of Act and responsibilities[[21]](#footnote-22) | Yes | No | Yes | Yes |
| Dublin City University | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Higher Education Authority (HEA) | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| IT Athlone | Not aware | Don't know | No | Yes | Partially |
| IT Carlow | Aware of Act but not responsibilities | No | No | No | Partially |
| IT Dundalk | Not aware | No | Not applicable | Yes | Partially |
| IT Galway-Mayo | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| IT Limerick | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| IT Sligo | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Mary Immaculate College | Aware of Act and responsibilities | Yes | Not applicable | Yes | Yes |
| Munster Technological University | Aware of Act and responsibilities | No | No | Yes | Partially |
| National University of Ireland (NUI) Galway | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| National University of Ireland (NUI) Maynooth | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Royal Irish Academy | Aware of Act but not responsibilities | No | No | No | Partially |
| Science Foundation Ireland | Aware of Act and responsibilities | No | No | No | Yes |
| St Angelas College Sligo (NUIG) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Trinity College | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| University College Cork (UCC) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| University College Dublin (UCD) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| University of Limerick | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Grangegorman Development Agency | Aware of Act and responsibilities | No | No | No | Partially |
| Léargas | Aware of Act and responsibilities | No | No | No | Yes |
| Skillnet Ireland | Not aware | No | Not applicable | Not applicable | No |
| SOLAS - Further Education & Training Authority | Aware of Act but not responsibilities | Don't know | No | Don't know | Partially |
| Irish Research Council | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Quality and Qualifications Ireland | Not aware | No | Not applicable | No | Partially |
| National University of Ireland | Aware of Act and responsibilities | No | No | Yes | Yes |

## Department of Health

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Health | Aware of Act but not responsibilities | No | No | Yes | Partially |
| Dental Council | Not aware | No | No | No | Yes |
| Food Safety Authority of Ireland | Not aware | No | Not applicable | No | No |
| Health and Social Care Professionals Council (CORU) | Aware of Act but not responsibilities | No | No | Not applicable | Partially |
| Health Information and Quality Authority | Aware of Act and responsibilities | No | No | Not applicable | Partially |
| Health Insurance Authority | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Yes |
| Health Products Regulatory Authority | Aware of Act and responsibilities | No | Not applicable | Not applicable | Yes |
| Health Research Board | Not aware | No | Not applicable | No | Partially |
| Health Service Executive | Aware of Act but not responsibilities | Don't know | No | No | Partially |
| Irish Blood Transfusion Service | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Not applicable |
| Medical Council | Not aware | No | Not applicable | Not applicable | No |
| Mental Health Commission | Aware of Act and responsibilities | Yes | Not applicable | Don't know | Partially |
| National Cancer Registry Ireland | Not aware | No | Not applicable | Not applicable | No |
| National Paediatric Hospital Development Board | Not aware | No | Not applicable | Not applicable | Not applicable |
| National Treatment Purchase Fund | Aware of Act and responsibilities | No | Not applicable | Not applicable | Not applicable |
| Nursing and Midwifery Board of Ireland | Not aware | No | No | No | No |
| Pharmaceutical Society of Ireland | Aware of Act and responsibilities | No | Not applicable | Not applicable | Partially |
| Pre-Hospital Emergency Care Council | Aware of Act and responsibilities | No | Not applicable | Not applicable | Partially |
| Safefood | Not aware | No | No | No | Partially |

## Department of Housing, Local Government and Heritage

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Housing, Local Government and Heritage | Aware of Act and responsibilities | Yes | Not applicable | Yes | Yes |
| Approved Housing Bodies Regulatory Authority | Not aware | No | Not applicable | Not applicable | Not applicable |
| Carlow County Council | Not aware | No | Not applicable | No | No |
| Cavan County Council | Aware of Act and responsibilities | No | Not applicable | No | Partially |
| Clare County Council | Aware of Act and responsibilities | No | Not applicable | No | Partially |
| Cork County Council | Aware of Act but not responsibilities | No | No | Yes | Partially |
| Dublin City Council | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Dún Laoghaire–Rathdown County Council | Aware of Act but not responsibilities | Yes | No | Not applicable | Partially |
| Eastern & Midland Regional Assembly | Aware of Act and responsibilities | No | No | Not applicable | Yes |
| Ervia | Not aware | No | Not applicable | Not applicable | No |
| Fingal County Council | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Galway City Council | Aware of Act but not responsibilities | No | Not applicable | No | Partially |
| Galway County Council | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Yes |
| Gas Networks Ireland | Not aware | No | Not applicable | No | Not applicable |
| Irish Water | Not aware | No | Not applicable | Not applicable | Not applicable |
| Kerry County Council | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Kildare County Council | Aware of Act and responsibilities | No | Not applicable | No | Yes |
| Kilkenny County Council | Aware of Act and responsibilities | No | Not applicable | No | Yes |
| Land Development Agency | Aware of Act and responsibilities | Yes | Not applicable | Yes | Partially |
| Leitrim County Council | Not aware | No | Not applicable | No | Partially |
| Limerick City & County Council | Aware of Act but not responsibilities | No | No | No | Partially |
| Longford County Council | Aware of Act and responsibilities | No | Not applicable | No | Partially |
| Meath County Council | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Monaghan County Council | Aware of Act and responsibilities | No | Not applicable | No | Partially |
| Northern & Western Regional Assembly | Aware of Act but not responsibilities | No | Not applicable | No | No |
| Offaly County Council | Not aware | No | Not applicable | No | Partially |
| Office of the Planning Regulator | Not aware | No | No | Not applicable | Yes |
| Ordnance Survey Ireland | Aware of Act but not responsibilities | No | Not applicable | No | No |
| Property Registration Authority | Not aware | Yes | No | Don't know | Yes |
| Pyrite Resolution Board | Aware of Act but not responsibilities | No | Not applicable | No | No |
| Residential Tenancies Board Ireland (previously Private Residential Tenancies Board) | Aware of Act but not responsibilities | Yes | No | Don't know | Yes |
| Roscommon County Council | Not aware | No | Not applicable | No | No |
| Sligo County Council | Not aware | No | Not applicable | Not applicable | No |
| South Dublin County Council | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Tipperary County Council | Aware of Act but not responsibilities | No | Not applicable | Not applicable | Partially |
| Valuation Office | Not aware | No | Not applicable | Not applicable | Yes |
| Valuation Tribunal | Aware of Act and responsibilities | No | No | No | Partially |
| Waterford City & County Council | Not aware | No | Not applicable | Yes | No |
| Waterways Ireland | Not aware | No | Not applicable | Not applicable | No |
| Westmeath County Council | Not aware | No | Not applicable | Not applicable | No |
| Wexford County Council | Aware of Act and responsibilities | Yes | No | No | Yes |
| Wicklow County Council | Aware of Act and responsibilities | No | No | Not applicable | Partially |

## Department of Justice

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Justice | Aware of Act and responsibilities | No | No | Yes | Partially |
| Coroner Service | Not aware | No | No | No | Yes |
| Courts Service of Ireland | Aware of Act and responsibilities | No | No | Don't know | Yes |
| Criminal Assets Bureau | Not aware | Don't know | No | Don't know | Yes |
| Data Protection Commission | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Forensic Science Ireland | Not aware | No | Not applicable | Not applicable | Not applicable |
| Garda Síochána Inspectorate | Aware of Act and responsibilities | No | Not applicable | Not applicable | Yes |
| Insolvency Service of Ireland | Not aware | No | Not applicable | No | No |
| International Protection Appeals Tribunal | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Irish Film Classification Office | Aware of Act and responsibilities | No | No | No | Partially |
| Irish Prisons Service | Aware of Act and responsibilities | No | No | No | Partially |
| Legal Services Regulatory Authority | Aware of Act but not responsibilities | No | No | Don't know | Partially |
| Mental Health (Criminal Law) Review Board | Aware of Act and responsibilities | No | Not applicable | Not applicable | Not applicable |
| Office of the Inspector of Prisons | Not aware | No | Not applicable | Not applicable | No |
| Office of the State Pathologist | Not aware | No | Not applicable | Not applicable | Not applicable |
| Policing Authority | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Private Security Appeal Board | Not aware | No | Not applicable | Not applicable | Not applicable |
| Private Security Authority | Aware of Act and responsibilities | Yes | Not applicable | Don't know | Yes |
| Probation Service (formerly Probation and Welfare Service) | Not aware | Yes | No | Yes | Partially |
| Property Services Appeal Board | Aware of Act but not responsibilities | No | Not applicable | Not applicable | No |
| Property Services Regulatory Authority | Aware of Act but not responsibilities | No | No | Don't know | Partially |
| Judicial Appointments Advisory Board | Aware of Act but not responsibilities | No | Not applicable | No | No |

## Department of Public Expenditure & Reform

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Public Expenditure & Reform | Aware of Act and responsibilities | No | No | No | Yes |
| Houses of the Oireachtas | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| National Shared Services Office | Not aware | No | Not applicable | Not applicable | Not applicable |
| Office of Government Procurement | Not aware | No | Not applicable | Not applicable | No |
| Office of Public Works | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Office of the Ombudsman | Aware of Act but not responsibilities | No | Not applicable | Not applicable | No |
| Public Appointments Service | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Special EU Programmes Body | Not aware | Yes | No | Yes | Yes |
| State Laboratory | Aware of Act and responsibilities | No | Not applicable | Not applicable | Not applicable |

## Department of Rural and Community Development

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| Department of Rural & Community Development[[22]](#footnote-23) | Aware of Act and responsibilities | No | No | No | Partially |
| Charities Regulator Authority | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Water Safety Ireland (Irish Water Safety) | Aware of Act and responsibilities | Yes | Not applicable | Not applicable | Yes |
| Western Development Commission | Not aware | No | No | Not applicable | No |

## Department of Social Protection

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Social Protection | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Citizens Information Board | Aware of Act but not of responsibilities | Yes | No | Yes | Partially |
| General Register Office | Aware of Act but not responsibilities | Don't know | No | Not applicable | Partially |
| The Pensions Authority | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| The Pensions Council | Not aware | No | Not applicable | Not applicable | Not applicable |
| Social Welfare Appeals Office | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Social Welfare Tribunal | Aware of Act and responsibilities | Don't know | Not applicable | Not applicable | Yes |

## Department of An Taoiseach

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of the Taoiseach | Aware of Act and responsibilities | No | Not applicable | Yes | Yes |
| Central Statistics Office | Not aware | Don't know | Not applicable | Not applicable | Partially |
| National Economic and Social Development Office | Aware of Act but not responsibilities | No | No | No | Partially |

## Department of Tourism, Culture, Arts, Gaeltacht, Sports and Media

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Tourism, Culture, Arts, Gaeltacht, Sports and Media | Aware of Act and responsibilities | No | No | Not applicable | Yes |
| Broadcasting Authority of Ireland | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Chester Beatty Library | Not aware | No | Not applicable | Not applicable | No |
| Crawford Art Gallery | Not aware | No | Not applicable | Not applicable | No |
| Failte Ireland | Not aware | No | Not applicable | Not applicable | No |
| Foras na Gaeilge | Not aware | No | Not applicable | Not applicable | Not applicable |
| Irish Manuscripts Commission | Not aware | No | Not applicable | Not applicable | Not applicable |
| Irish Museum of Modern Art (IMMA) | Aware of Act but not responsibilities | No | No | No | Partially |
| National Gallery of Ireland | Not aware | Yes | Not applicable | Don't know | Partially |
| National Library of Ireland | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| National Museum of Ireland | Aware of Act and responsibilities | Yes | No | Yes | Partially |
| Raidió Teilifís Éireann (RTÉ) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Tourism Ireland | Not aware | No | Not applicable | Not applicable | Not applicable |
| Údarás na Gaeltachta | Aware of Act but not responsibilities | No | Don’t know | No | Partially |
| Ulster-Scots Agency | Not aware | No | Not applicable | Not applicable | No |

## Department of Transport

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Department of Transport | Not aware | No | Not applicable | No | Yes |
| Commission for Aviation Regulation | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Commission for Railway Regulation (previously Railway Safety Commission) | Not aware | No | Not applicable | Not applicable | Not applicable |
| Córas Iompair Éireann | Not aware | No | Not applicable | No | Partially |
| daa PLC | Aware of Act and responsibilities | No | No | Yes | Yes |
| Dublin Bus[[23]](#footnote-24) | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Iarnród Éireann | Aware of Act but not responsibilities | Yes | No | Yes | Yes |
| National Transport Authority | Aware of Act but not responsibilities | No | Not applicable | Don't know | Partially |
| Port of Cork Company | Not aware | No | No | Not applicable | No |
| Port of Waterford Company | Not aware | No | Not applicable | Not applicable | Not applicable |
| Shannon Group Plc | Not aware | No | No | No | Partially |
| Transport Infrastructure Ireland[[24]](#footnote-25) | Aware of Act and responsibilities | Yes | No | Yes | Yes |

## Independent Bodies

| **Organisation** | **Aware of ISL Act?** | **Procedures for arranging ISL interpretation?** | **Charge for ISL service** | **Verify competence of interpreter?** | **Self-assessed compliance with Act** |
| --- | --- | --- | --- | --- | --- |
| Office of the Attorney General | Aware of Act and responsibilities | Yes | No | Yes | Yes |
| Director of Public Prosecutions | Aware of Act and responsibilities | No | Not applicable | Not applicable | Not applicable |

# Appendix 2 - Public bodies that did not respond to the ISL Act survey

The ISL Act survey was sent to all departments, who then sent it to public bodies under their aegis for response. The public bodies that did not respond to the ISL Act survey are listed as bullet points under the name of their parent Departments.[[25]](#footnote-26)

**Department of Agriculture, Food & the Marine**

* Irish National Stud

**Department of Children, Equality, Disability, Integration and Youth**

* Ombudsman for Children's Office

**Department of Education**

* Commission to Inquire into Child Abuse (CICA)[[26]](#footnote-27)
* Residential Institutions Statutory Funds Board - Caranua[[27]](#footnote-28)
* Cork ETB
* Donegal ETB
* Dublin and Dun Laoghaire ETB
* Kerry ETB
* Kildare and Wicklow ETB
* Kilkenny and Carlow ETB
* Laois and Offaly ETB
* Longford and Westmeath ETB
* Louth and Meath ETB
* Tipperary ETB

**Department of Environment, Climate and Communications**

* Bord na Móna
* Commission for Communications Regulation (ComReg)
* Commission for Regulation of Utilities (formerly CER)
* Digital Hub Development Agency
* Environmental Protection Agency
* Inland Fisheries Ireland
* National Oil Reserves Agency (NORA)

**Department of Further and Higher Education, Research, Innovation and Science**

* Dublin Institute for Advanced Studies
* Dún Laoghaire Institute of Art, Design and Technology
* Letterkenny IT
* IT Waterford
* National College of Art and Design (NCAD)
* Royal Irish Academy of Music
* TU Dublin
* PDST Technology in Education

**Department of Health**

* Voluntary Health Insurance Board

**Department of Housing, Local Government and Heritage**

* An Bord Pleanála
* Cork City Council
* Donegal County Council
* Heritage Council
* Housing Agency/Housing & Sustainable Communities Agency
* Housing Finance Agency
* Laois County Council
* Local Government Management Agency
* Louth County Council
* Mayo County Council
* National Oversight and Audit Commission
* National Traveller Accommodation Consultative Committee
* Southern Regional Assembly
* Water Advisory Body

**Department of Justice[[28]](#footnote-29)**

* Censorship of Publications Appeal Board
* Criminal Injuries Compensation Tribunal[[29]](#footnote-30)
* An Garda Síochána
* Garda Síochána Ombudsman Commission
* Legal Aid Board

**Department of Public Expenditure & Reform**

* Commission for Public Service Appointments
* Institute for Public Administration
* Office of the Information Commissioner
* Standards in Public Office Commission

**Department of Tourism, Culture, Arts, Gaeltacht, Sports and Media**

* An Coimisinéir Teanga
* Arts Council
* National Archives of Ireland
* National Concert Hall
* Screen Ireland (formerly Irish Film Board)
* Sport Ireland
* TG4

**Department of Transport**

* Bus Éireann
* Dublin Port Company
* Irish Aviation Authority
* Road Safety Authority
* Shannon Foynes Port Company

**Independent Bodies**

* The Office of the President
* Law Reform Commission

1. The Office of the President, the Office of the Attorney General, the Dept. of Public Prosecutions and the Law Reform Commission. [↑](#footnote-ref-2)
2. This result may be due to a number of reasons, which were not assessed as part of the survey. Potential reasons for this response include respondents not receiving requests for ISL interpretation since January 2021, or public bodies believing that Act does not apply to them when public-facing services are not provided. [↑](#footnote-ref-3)
3. Enterprise, Trade & Employment; and Rural and Community Development. [↑](#footnote-ref-4)
4. A further two departments indicated that the question was not applicable to them (Defence; and An Taoiseach). [↑](#footnote-ref-5)
5. Three public bodies reported that they did not know if they provided public services to children. [↑](#footnote-ref-6)
6. One public body required a three week notice period, five public bodies required a two week notice period, five public bodies required a one week notice period, one public body required a five day notice period and two public bodies required a three day notice period. [↑](#footnote-ref-7)
7. This result is likely to be reflective of respondents not receiving requests for ISL interpretation since January 2021. [↑](#footnote-ref-8)
8. [↑](#footnote-ref-9)
9. Updated based on corrections received November 2021 [↑](#footnote-ref-10)
10. Updated based on departmental corrections received November 2021. [↑](#footnote-ref-11)
11. A further departmental correction in January 2022 clarified that the response to ‘Aware of the ISL Act?’ was ‘Aware of the Act and responsibilities under the Act’. It has previously been erroneously recorded as ‘Aware of the Act but not responsibilities’. This change was made after the report had been finalised and translated to ISL. Therefore, while the change has been made in this table, it was not possible to update related content throughout the Annex or the main ISL report’. However, the additional changes in this table make only an approximate 1% difference to the overall public sector findings and therefore does not materially affect the results. [↑](#footnote-ref-12)
12. A departmental correction in January 2022 clarified that the Education Research Centre considered themselves to be ‘fully compliant ‘with the Act during the time period of this survey. It had previously been erroneously recorded as being ‘Partially compliant’. This change was made after the report had been finalised and translated to ISL. Therefore, while the change has been made in this table, it was not possible to update related content throughout the Annex or the main ISL report. However, the additional changes in this table make less than a 1% difference to the overall public sector findings and therefore does not materially affect the results. [↑](#footnote-ref-13)
13. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-14)
14. A further departmental correction in January 2022 clarified that the response to ‘Aware of the ISL Act?’ was ‘Aware of the Act and responsibilities under the Act’. It has previously been erroneously recorded as ‘Aware of the Act but not responsibilities’. This change was made after the report had been finalised and translated to ISL. Therefore, while the change has been made in this table, it was not possible to update related content throughout the Annex or the main ISL report’. However, the additional changes in this table make only an approximate 1% difference to the overall public sector findings and therefore does not materially affect the results. [↑](#footnote-ref-15)
15. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-16)
16. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-17)
17. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-18)
18. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-19)
19. Updated based on corrections received November 2021 [↑](#footnote-ref-20)
20. Departmental advice as at November 2021 resulted in a correction that the survey response of the Department of FHERIS should be covered by the Department of Education’s return due to the recent creation of DFHERIS in August 2020. [↑](#footnote-ref-21)
21. A further departmental correction was made in in January 2022 as outlined in footnote 11. [↑](#footnote-ref-22)
22. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-23)
23. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-24)
24. Updated based on departmental corrections received November 2021 [↑](#footnote-ref-25)
25. Departmental advice as at November 2021 resulted in a correction that several entities previously listed under the Department of Enterprise, Trade and Employment are not public bodies under the ISL Act. The bodies were the Companies Registration Office, Intellectual Property Office of Ireland, Labour Court, Low Pay Commission, Office of the Director of Corporate Enforcement and the Workplace Relations Commission. These bodies have been removed from the list of public bodies and remain offices under the Department of Enterprise, Trade and Employment. Local Enterprise Offices have also been removed as a public body as these fall under the remit of the Enterprise Ireland response. [↑](#footnote-ref-26)
26. It is noted that CICA is substantially wound down [↑](#footnote-ref-27)
27. It is noted that Caranua is in the process of being wound down, with the executive office closing in Q1 2021. [↑](#footnote-ref-28)
28. Departmental advice as at November 2021 resulted in correction that International Protection Office and the Parole Board are not public bodies under the ISL Act. These bodies have been removed. The commencement of the Parole Board Act during 2021 means that in future surveys the Parole Board will be considered to be a public body, but this was not the case with the non-statutory parole board which existed prior to this commencement. The International Protection Office remains a division of the Department of Justice. [↑](#footnote-ref-29)
29. Note that the Criminal Injuries Compensation Tribunal did not receive a request to provide information due to a miscommunication [↑](#footnote-ref-30)