



## How to Contact us

### Drop In

Our face-to-face service is completely free, confidential and independent. It is available in over 215 locations nationwide and you do not need an appointment.

### Call

Our Helpline **0761 07 4000** is open Monday to Friday, 9am to 8pm, if you would like to call us for information and advice.

### Log On

Our website **www.citizensinformation.ie** has lots of information across a broad range of topics to help you find out about your rights and entitlements.



**CALL US**  
Mon-Fri 9am-8pm



**LOG ON**  
[www.citizensinformation.ie](http://www.citizensinformation.ie)



**DROP IN**  
To your local office

Social Welfare Entitlements & Appeals  
Housing Queries  
Employment Rights  
Education & Training  
Income Supports  
Family Matters  
Health Services  
Moving Country & Citizenship  
Money & Tax  
Death & Bereavement  
Consumer Rights  
Plus many other topics

Free and Confidential Service  
No appointment necessary

National phone line open  
Mon to Fri 9am - 8pm  
**0761 07 4000**

  
**Citizens  
Information**  
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**Citizens  
Information**



**Access  
free advice  
whatever  
your stage  
in life**



## Knowing your rights

The Citizens Information Service provides information and advice on your rights and entitlements to a broad range of public and social services, no matter what stage you are at in life.

This could include starting out in your first job, looking to rent your first property, starting a family or if you need some help with tax or social welfare issues. Maybe you are thinking about retirement, going back to work or going back into full-time education. Your local Citizens Information Centre (CIC) is a free, confidential and independent service.

They will

- Help you get what you are entitled to
- Give you information on payments and allowances

- Help you to fill out forms
- Help you with an appeal or to make a complaint

Your local CIC can provide information on:

**Housing Matters** – renting and owning a home, local authority and social housing, housing grants and schemes, planning permission or landlord and tenant rights.

**Education and Training** – pre-school education and childcare, returning to education, vocational education and training, education and training grants.

**Employment** – starting work and changing your job, employment contracts, maternity and paternity leave, rights and conditions, redundancy and retirement.

**Health** – medical cards and GP visit cards, drugs and medicines, women's and children's health, health services for older people and those with disabilities.



**Family Matters** – getting married, services for children, adoption, fostering, social welfare family income supports, rights and entitlements for single parents, bereavement, wills and probate.

**Social Welfare** – finding what you are entitled to and claiming your benefits, social assistance, means tests, disability and illness benefit, carers and supplementary welfare schemes.

**Moving Country** – visa requirements for entering Ireland, Irish citizenship and leaving Ireland.

## Getting your entitlements

If you are struggling to access your entitlements or even wish to find out what they are, you can contact the Citizens Information Service for more information.