

**Welcome!!!**



Orla Noreen Muireann

# The Public Sector Duty Making Public Services Better

## The Public Sector Duty

Eliminating discrimination, promoting  
equality and protecting human rights



Coimisiún na hÉireann um Chearta  
an Duine agus Comhionannas  
Irish Human Rights and Equality Commission

August 2016



INCLUSION IRELAND



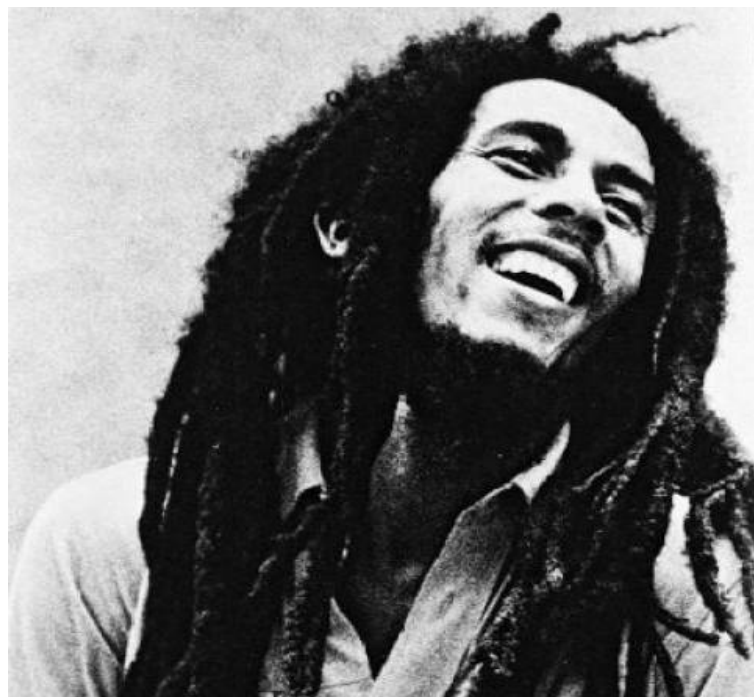
Coimisiún na hÉireann um Chearta  
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Irish Human Rights and Equality Commission

Noreen

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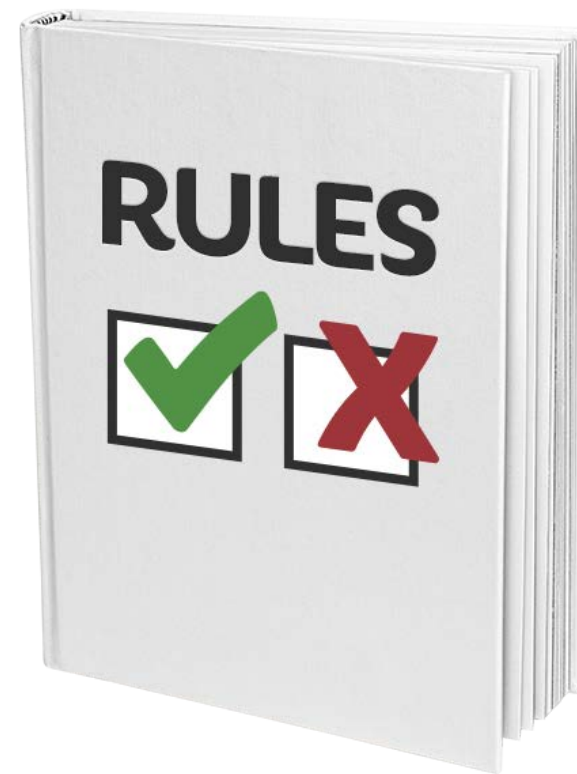
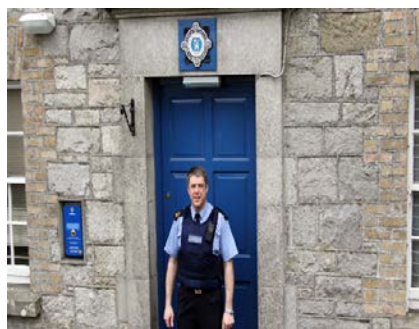
Inspiring health and social care workers to  
embed the values and principles of the UNCRC



Get Up Stand Up  
Stand Up For Your Rights!

Muireann

The Public Sector Duty is an Irish law. It says that public services must protect human rights



# Don't Panic !!!



Noreen



Today you will learn what a public service is.



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Muireann



You will learn what public services must do to respect your human rights.



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**Communicate**

Orla

You will learn how to use the Public Sector Duty  
to `speak up for yourself and your rights.





Let's start.



Muireann

A public service is any service for the public that is run by the government



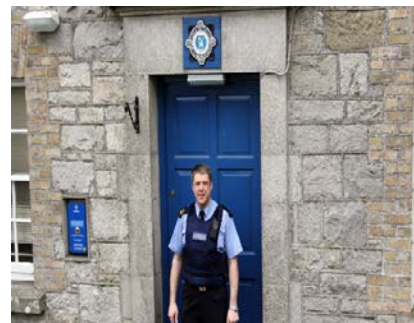
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We have given some examples of public services. Now can you name some more!





# Activity One

## Checking a Public Service



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Discrimination happens when things are not changed to give people with disabilities the same chances as others.





# The Public Sector Duty says that public services must stop discrimination happening to people with disabilities





# People with disabilities have the same human rights as everyone else



The Public Sector Duty says that the human rights of people with disabilities must be protected by public services



Public services must change their services to make them easy for people with disabilities to use. This is your right!





Public services must make it easy and support people with disabilities to make their own decisions. This is your right.







Public services must make sure that people with disabilities have the same access to services as everyone else. This is your right!





Public services must make sure people with disabilities can make complaints in an easy way. This is your right!





Public services must give information to people with disabilities in a way that is easy to understand. This is your right!



# The Public Sector Duty says that Public Services **MUST**



Respect Human Rights

Treat people with disabilities the same as other people

Stop discrimination



# Coffee Break



Muireann

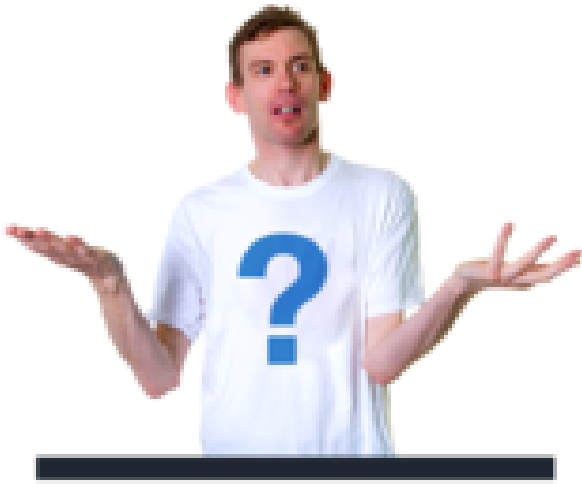


What must **public services** do to make sure people with disabilities get their rights?



Orla

# Public Services should ask people about their experience of using the service



Public Services should ask people with disabilities how the service can be made better.



Muireann

Public Services must use this information to make a better service.



Orla

# What Public Services need to do because of the Public Sector Duty



## Check

Find out the problems



## Plan

Agree actions and changes



## Do

Carry out the changes



## Report

Tell people about the changes and...Check again



# What can You Do?

## You can do a Public Service Review



Orla



# What we learned from doing reviews



Noreen

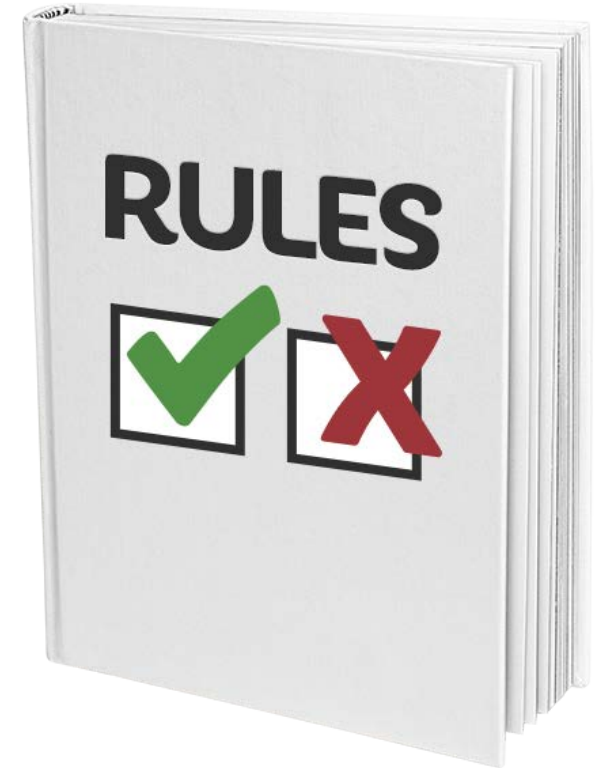


# Activity Two

## Role Play Checking the Public Sector Duty



# The Public Sector Duty is an Irish law.



# The Public Sector Duty says that Public Services **MUST**



Respect Human Rights

Treat people with disabilities the same as other people



Stop discrimination



# What are Public Services?



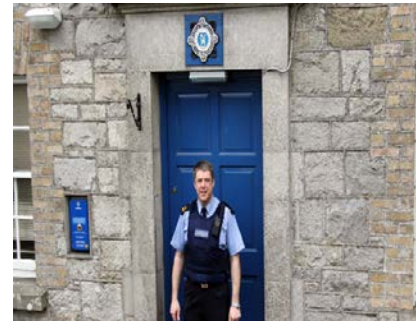
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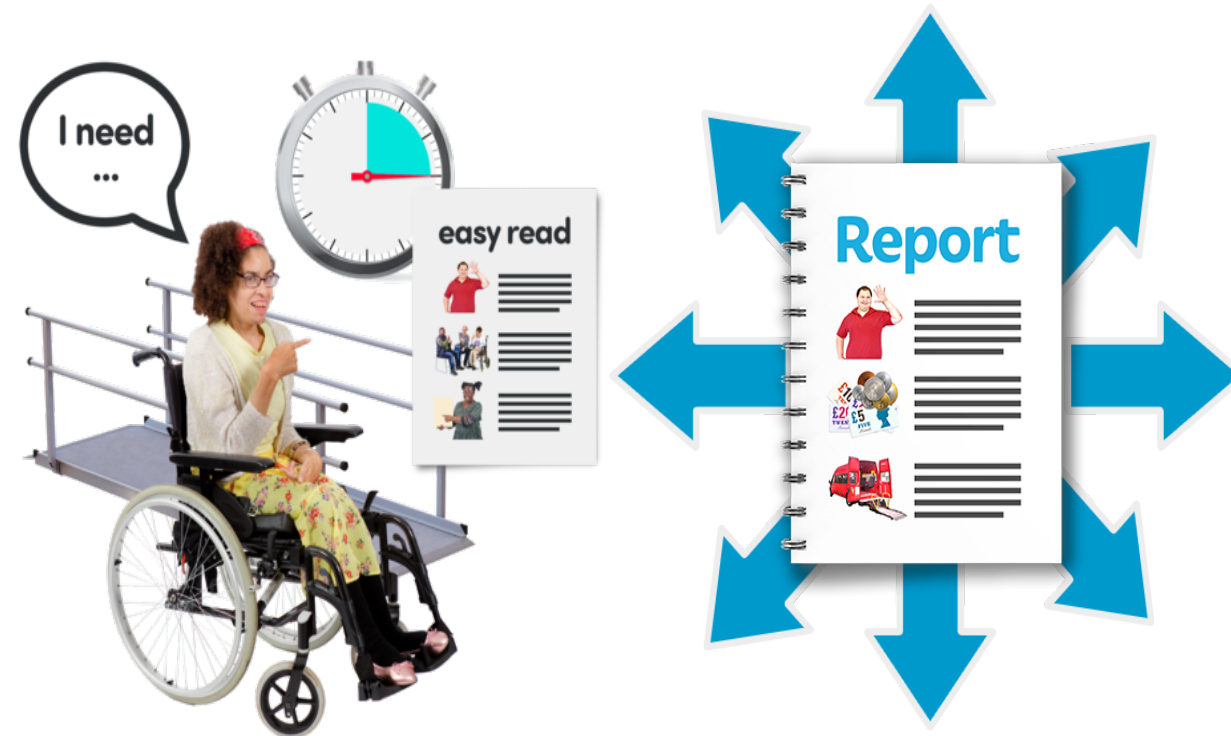
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Muireann, Orla, Noreen

# What Are Your Rights?



# What you can do when you are using public services



# What Public Services need to do because of the Public Sector Duty



## Check

Find out the problems



## Plan

Agree actions and changes



## Do

Carry out the changes



## Report

Tell people about the changes and...Check again



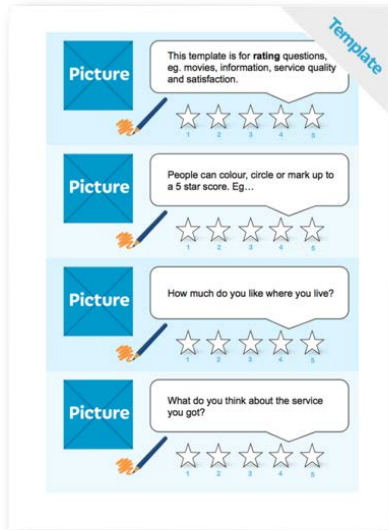


Get Up Stand Up  
Stand Up For Your Rights!

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# The End



Now please let us  
know what you  
thought of the training  
workshop!