EUROPEAN COMMISSION
DIRECTORATE-GENERAL
JUSTICE FREEDOM AND SECURITY

Minutes of the First Irish Advisory Committee Meeting

Date: 15 January 2008

Location: Immigrant Council of Ireland, 2 St Andrew Street, Dublin 2

Participants:

- Fidele Mutwarasibo – Immigrant Council of Ireland
- Denise Charlton – Immigrant Council of Ireland
- Terry McCabe – Blanchardstown Area Partnership
- Gerry Folan – Dublin City Council
- Diane Nurse – Health Service Executive
- Dug Cubie – International Organisation for Migration (IOM)
- Sadhbh McCarthy – Access Ireland
- Prashant Shukla – Ireland India Council and Immigrant Council of Ireland
- Sr Breege Keenan – Vincentian Refugee Centre
- Sr Joan Roddy – Refugee & Migrant Project of Irish Bishops' Conference
- Marianne Murphy – Bank of Ireland
- Evelina Sadwikyte – The Services, Industrial, Professional and Technical Union (SIPTU) and Saloje – Newspaper for Lithuanian Community in Ireland

Apologies

- Martina Glennon – Office of the Minister for Integration
- Clement Esebamen – Tallaght Partnership
- Gerry Mangan – Office for Social Inclusion
- Dr Lawrence Lee – Association of Chinese Professionals in Ireland and Immigrant Council of Ireland
- Ann Gilton – Training and Employment Authority (FAS)
- Linda Curran – Blanchardstown Area Partnership

Irish Partner:

I. Topic for Discussion:

- Introducing the One-Stop-Shop initiative
- Explaining the Role and functions of the Advisory Committee

II. Agenda of the Meeting

- Welcome by Denise Charlton, CEO – Immigrant Council of Ireland
- Introductions
- Rationale and background of the One-Stop-Shop by Fidele Mutwarasibo
- DVD presentation – ACIDI's One-Stop-Shop
- February 26th, 2008 Transnational Seminar (Dublin)
- Open Discussions
- Any Other Business
- Next meeting

III. Main Outcomes and Conclusions

- The One-Stop-Shop concept not new in Ireland in the context of Migration and Integration. When Irish Nationalisation and Immigration Service (INIS) and the Office of the Refugee Applications Commissioner (ORAC) were set up in 2005 and 2000 respectively, the concept of the One-Stop-Shop was the driving force.
- The Citizens Information Centres (CICs) around the country are hubs through which migrants alongside other members of the Irish community access information on the various public services. Their services could be improved by introducing an inter-agency dimension to their services
- The Citizens Information Board (CIB) offers information on the various public services on their websites.
- Access Ireland has been training migrant mediators focusing specifically on the Health Service since 2002, however the take up of their services has been very slow.
- Dublin City Council's portal www.dublin.ie has a GIS (Geographical Information System) mapping tool through which it is possible to locate service providers in Dublin
- Blanchardstown Area partnership interested in setting up a local One-Stop-Shop and local public service providers will be encouraged to open a clinic once per week.
- Trained Socio-Cultural Mediators could potentially be very important in providing on going training on Cultural competence to the service providers
- Access to information is very important for the migrants and any other group in the society, however it is often the case that "help is there but you need help to use the help". Socio-Cultural Mediators could potentially serve as brokers to facilitate access to services.
- Might be problematic to set up a One-Stop-Shop for the migrants alone in the Irish context

- A Physical One-Stop-Shop might be difficult to establish in Ireland but there is clearly a need for a multilingual e-One-Stop-Shop or a One-Stop-Shop portal in other words.
- It is critical to ensure that the Office of the Minister for Integration, Social Welfare, Training and Employment Authority (FAS) and the Citizens Information Board are involved on the Advisory Committee

IV. AGENDA FOR NEXT ADVISORY COMMITTEE MEETING

- Minutes of the January 15th meeting
- February 26th, 2008 Transnational Seminar
- One-Stop-Shop Country report (Ireland)
- Any Other Business
- Next Meeting