

Department of Arts, Sport and Tourism

Quality Customer Service Action Plan 2008-2010

A Document for the Guidance of the Staff of the Department of Arts, Sport and Tourism
and for the Information of Its Customers

December 2008

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Part 1 - Context

Mission

The Department's mission is to enrich Irish society by supporting the growth of a competitive and sustainable tourism industry and increasing access to and participation in sport, the arts and culture.

Following from this mission statement, the Department's high-level goals are:

- to enhance access to and to recognise the social and economic role of the arts, culture and film sectors in Ireland by promoting and encouraging artistic expression, cultural awareness and participation through an appropriate policy, legislative and resource framework;
- to increase participation and interest in sport, to improve standards of performance and to develop sports facilities at national, regional and local level, thereby contributing to healthier lifestyles and an improved overall quality of life, through a Departmental policy and resource framework in partnership with its Agencies, other Government Departments and the National Governing Bodies of Sport;
- to support the growth of a competitive and sustainable tourism industry, enhancing its contribution to national economic and social goals, through the development, implementation and influencing of a range of policy actions and programmes by the Department, its Agencies and other Government Departments, in consultation with industry partners;
- to optimise the use of resources in the delivery of the Department's objectives and in meeting the needs of customers and to support staff to develop their full potential in a positive and equitable working environment; and
- to promote close co-operation between the arts, culture and film, sport and tourism sectors in order to enhance their shared contribution to the social and economic well being of the country and to influence other relevant public policy areas.

In addition, the *Programme for Government 2007-2012* affirms the role of the arts, culture and film, sport and recreation, and the tourism sectors in Ireland's economic, social and cultural progress. It provides the framework for Government priorities in each of these sectoral areas, including:

- to broaden and deepen participation in the arts by fostering arts and education initiatives and participation actions, by investing in and providing incentives for arts infrastructure, by ensuring that the National Cultural Institutions are developed to their highest potential by capital investment in storage, presentation and digitisation of our national treasures, and by advancing plans for a substantial centenary commemoration of Easter 1916.
- to continue to promote the development of a wide range of sports facilities around the country, particularly at a local level, and to increase participation and provide healthy social outlets for people of all ages, to further develop major stadia and other sporting facilities, to support high performers, to promote sport in schools, to encourage more women to take part in sport and physical activity and to recognise the importance of volunteerism; and
- to develop our tourism industry, to provide it with sustained support and investment in tourism product development, to maximise the potential of our environment and heritage, to invest in creative marketing, to promote eco-tourism and to improve human resource development in the sector.

In achieving the Department's mission, the associated high-level goals and Government priorities, the challenges are many. All make significant demands on the Department.

About the Department

The Department of Arts, Sport and Tourism was established in June 2002 by bringing together certain functions and staff of the former Department of Tourism, Sport and Recreation (namely, tourism and sport) and the Department of Arts, Heritage, Gaeltacht and the Islands (namely, the arts and cultural institutions), with the addition of Horseracing Ireland and Bord na gCon.

The Department has a core staff of approximately 130, excluding the National Archives, which while forming part of the Department is responsible for producing its own Customer Charter, given its own very specific service provision.

During the lifetime of this document, the Department will complete its full decentralisation to Killarney, Co. Kerry. Substantial progress on this has already been achieved by way of the decentralisation of most of the Department to its new, custom-built headquarters in the heart of Killarney. In completing the full decentralisation of the Department by early 2009, at which point it will have experienced approximately 95 per cent turnover of staff, every effort will be made to ensure that these changes will have minimal impact on the delivery of services to our customers.

In terms of internal structure, the Department comprises a number of functional areas, as follows:

- Arts, Film and Music;
- Cultural Institutions;
- Arts and Cultural Institutions II;
- Culture Ireland;
- Sports 1;
- Sports 2;
- Sports Capital Inspections & Swimming Pool Programme;
- Tourism Development; and
- Tourism Marketing Policy and Impact Assessment;

together with a number of support units, as follows:

- Press and Information Office;
- Minister's Private Office and Constituency Office;
- Secretary General's Office;
- Human Resources;
- Corporate Development Support/Training;
- Information Technology Services;
- Finance; and
- Internal Audit.

Further information about the Department, its structure and its activities can be found in the Department's Statement of Strategy 2008-2010, Annual Business Plans, Annual Reports and Annual Output Statements, all of which are available free of charge on the Department's web site (www.dast.gov.ie).

The Department's span of activity is very considerable, and it brings it into contact with a very diverse range of organisations and individuals: the Department's customers.

Customers

The Department recognises the following distinct groups of customers:

- **Public Representatives**
Minister for Arts, Sport and Tourism;
Minister of State;
Government;
Members of the Oireachtas;
Houses of the Oireachtas (including Committees); and
North/South Ministerial Council.

- **Client Organisations**
This very diverse group of customers includes:
 - other Government Departments/Offices and State Agencies;
 - local and regional bodies;
 - artistic and creative representative bodies;
 - cultural institutions and their patrons;
 - sports representative bodies; and
 - tourism representative bodies.

- **Other Organisations**
Departments of the Northern Ireland Executive;
Organisations of the European Union and the Council of Europe; and
International organisations, e.g., OECD.

- **General Public**
Members of the public, whether or not they are associated with any of the client organisations listed above, may have an interest in knowing about the Department's work and services.
- **Media**
The mass media, including the print, radio, television and internet media, are a vital link between the Department and the general public in both communicating the Department's messages and in responding to issues of public interest in respect of the Department's functions.
- **Internal Customers**
The Department's staff, including those in the National Archives, should be considered as internal customers and, as such, are entitled to expect the highest standards of service delivery in their dealings with the organisation.

The Department also recognises the need to respond across customer groups to the service requirements of those customers who wish to deal with it in the Irish language. In accordance with the Official Languages Act 2003, the Department is committed to meeting the commitments contained in its Irish Language Scheme 2008-2011, which details the services to be provided bilingually (for more details, see the Department's separate publication *Scheme 2008-2011 under the Official Languages Act 2003*). Moreover, the Department's quality customer service standards shall apply to those services that the Department has committed to deliver in the Irish language under that *Scheme*.

Access to Information and Records

As part of the Department's commitment to openness and transparency in its dealings with its customers, there are several ways in which information and/or records held by the Department can be accessed.

Freedom of Information

The Freedom of Information (FOI) Acts 1997-2003 give members of the public, including all our customers, the right to:

- seek access to our records;
- seek reasons for our decisions affecting you; and
- have personal information about you corrected.

Any such request must be made in writing or by e-mail to the Department's FOI Unit, stating clearly that the request is being made under the FOI Acts.

The Unit will be pleased to provide further advice on how to make an FOI request and on any fees that may be payable. It can be contacted at:

Freedom of Information Unit
Department of Arts, Sport and Tourism
New Road
Killarney
Co. Kerry

Tel: 064 662 7316
Fax: 064 662 7320
E-mail: foi@dast.gov.ie

Data Protection

The Data Protection Acts 1988-2003 grant rights relating to personal information (whether stored on computer, on paper or otherwise) and impose obligations on those who maintain such information. These rights include the right:

- to have personal information processed fairly, kept securely and not illegitimately disclosed to others;
- to obtain a copy of personal information; and
- to have personal information corrected or deleted if inaccurate.

If a customer wishes to receive a copy of any personal information held by the Department, contact should be made (as follows) with the Department's 'data controller', who will provide advice on how to make such a request and on any fee that may be payable:

Data Controller
Corporate Services Division
Department of Arts, Sport and Tourism
Kildare Street
Dublin 2

Tel: 01 631 3902
Fax: 01 631 3887

For more information about rights under the Data Protection Acts, please contact:

Office of the Data Protection Commissioner
Canal House
Station Road
Portarlinton
Co. Laois

Tel: 057 868 4800
LoCall: 1890 252 231
Fax: 057 868 4757
E-mail: info@dataprotection.ie
Web: www.dataprotection.ie

Information Freely Available

The Department also seeks to make available as much information as possible about the Department and its services without request and free of charge.

The Department does this by publishing key documents, such as its Statements of Strategy and Annual Reports, through (for purchase) the Government Publications Sales Office and by making them and much more besides available free of charge on its web site (www.dast.gov.ie).

The Department's web site material is updated regularly, so it may be worthwhile to pay it a visit as a first step in seeking the required information.

Responding to Customer Complaints

The Department aims to provide excellent customer service. However, if for any reason a customer is not happy with any aspect of the Department's service this should be brought to the immediate attention of the staff member or Division concerned. This is very important, as the Department must be aware of the problem before it can take steps to resolve it.

If the customer remains unhappy with the response from the staff member or Division, contact should be made with the Department's Customer Services Manager by telephone and/or in writing as follows:

Customer Services Manager
Department of Arts, Sport and Tourism
New Road
Killarney
Co. Kerry

Tel: 064 662 7380
Fax: 064 662 7320
E-Mail: customerservice@dast.gov.ie

All communications with the Customer Services Manager will be acknowledged within 3 working days and responded to substantively within 20 working days. The Customer Services Manager will deal with the complaint in a fair and independent way and, unless the complainant wishes otherwise, it will be treated in confidence, subject to the Department's obligations under the Freedom of Information Acts 1997-2003.

If the Department has made a mistake or has not met its customer service standards, the Department will rectify the matter as quickly as possible and offer an explanation and apology.

If the complainant remains unhappy with the outcome of his/her contact with the Customer Services Manager, the complainant is entitled to refer the matter to the Office of the Ombudsman, which is the independent statutory body charged with examining complaints about the administrative actions of public bodies. The Office of the Ombudsman can be contacted as follows:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Tel: 01 639 5600
LoCall: 1890 223030
Fax: 01 639 5674
E-mail: ombudsman@ombudsman.gov.ie
Web: www.ombudsman.gov.ie

Part 2 – Action Plan

Commitments to Quality Customer Service

The Department intends to enhance its customer service over the period 2008 to 2010 on three levels, as follows:

1. General Customer Service Standards for the Whole Department

This takes the form of our Customer Charter (see Part 3), which deals with such issues as written communications, telephone queries, personal callers and our website. In the following section, specific actions to ensure compliance with the Department's Customer Charter are set down in tabular form.

2. Specific Customer Service Standards for the Department's Schemes and Programmes.

The schemes and programmes operated by the Department are contained in the Department's manual prepared pursuant to sections 15 and 16 of the Freedom of Information Acts 1997-2003. This manual is available on the Department's web site at www.dast.gov.ie.

The schemes and programmes considered suitable for the development of a specific set of customer service standards are as follows:

- Sports Capital Programme;
- Arts and Culture Capital Enhancement Support Scheme (ACCESS);
- Swimming Pool Programme; and
- Cultural Institutions – Heritage Items (Tax Relief).

The Department will put in place, by December 2009, a specific set of customer service standards for each of these schemes and programmes. Where appropriate, these standards may relate to such matters as maximum allowable processing times, mechanisms for providing feedback to applicants and appeals procedures.

3. Customer Consultative Approach to Policy Development.

The Department is committed to consulting with its customers when it is developing major policy initiatives that may affect them. To ensure that the needs of its customers are fully appreciated, the Department will establish either Customer Focus Groups, as and when appropriate, and/or other mechanisms to ensure that customer interests are represented in any review or working group, or equivalent. The nature and extent of these Focus Groups and/or other forms of customer representation will be determined on a case-by-case basis according to the policy initiative being developed.

The Department makes these three sets of commitments to enhance its service to its customers over the period 2008 to 2010.

Actioning the Customer Charter

Telephone Enquiries

Commitment	Action	Overseen By	Date of Action	Additional Information
Available during normal office hours.	Random testing of phones, including switchboard.	Corporate Development Support Unit.	Every quarter.	Line managers have an ongoing responsibility to monitor telephone standards in their areas.
Answer at least 90% of calls within 15 seconds.				
Identify ourselves and our area of work.				
Be courteous, helpful and provide clear and accurate information.	Mystery shopping expedition.	Corporate Development Support Unit, in consultation with Staff.	Every quarter.	
If we cannot provide an immediate answer, take details and call you back at an agreed time.				
Only connect callers to voicemail when relevant person is unavailable.				
Respond to voicemail messages within one working day.				

Written Communications

Commitment	Action	Overseen By	Date of Action	Additional Information
Acknowledge all letters, e-mails and faxes within 5 working days of receipt.	Minister's Office to provide reports to Management Advisory Committee on performance in meeting these commitments by use of Correspondence Tracking System (as it applies to Minister's Office and Secretary General's Office).	Minister's Office.	Every quarter.	Line managers have an ongoing responsibility to monitor standards relating to written communications in their areas.
Provide a definitive reply to at least 95% of all letters, e-mails and faxes within 20 working days (excluding 'write-in' campaigns).				
Where delays are unavoidable, provide an interim reply to all letters, e-mails and faxes before the 20-day period expires.				
	Evaluate option of extending Correspondence Tracking System to all Divisions and report thereafter.	IT Services Unit.	Evaluation completed and decision made by December 2009.	

Provide full contact details and a reference number (where applicable) in our correspondence.	Update standard IT templates to provide information fields for full contacts details and reference number.	IT Services Unit.	December 2009.	
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Personal Callers

Commitment	Action	Overseen By	Date of Action	Additional Information
Meet personal callers punctually by appointment during normal office hours and, where it is unavoidable, try to be flexible outside such hours.	Line managers to monitor performance.	Line Managers.	Ongoing.	
Receive personal callers courteously, be fair and helpful and deal with their queries as soon as possible.				
Provide appropriate facilities for meetings and ensure that our offices are clean and safe.	Review meeting facilities upon full decentralisation to Killarney.	Corporate Services Division.	June 2009.	

Our Web Site

Commitment	Action	Overseen By	Date of Action	Additional Information
Keep up-to-date with relevant information.	Web Manager to review, in conjunction with line Divisions, the currency of posted information.	Web Manager	Every month.	Line managers have an ongoing responsibility to monitor the relevance of existing web site content and to identify any further relevant material in their areas.
Comply with disability access requirements.	Monitor existing facility.	IT Services Unit.	Ongoing.	
Provide online feedback facility.	Monitor existing facility.	IT Services Unit.	Ongoing.	

Provision of Information

Commitment	Action	Overseen By	Date of Action	Additional Information
Make accessible in both electronic and printed formats our generally available information.	Identify all relevant information and ensure it is available.	Line Divisions	Ongoing.	Line managers have an ongoing responsibility to identify relevant material in their areas.
Use clear and simple language when providing information.	Ensure that all staff members are aware of the National Adult Literacy Association (NALA) Guidelines on 'Plain English'.	Training Unit.	Ongoing.	
Supply prospective grant applicants with eligibility criteria and appropriate information, explain exactly what is required in application forms and ask only relevant questions.	Ensure relevant material is available on the Department's web site.	Relevant line Divisions.	Ongoing.	

Equal Status Policy

Commitment	Action	Overseen By	Date of Action	Additional Information
Provide a service that is accessible and relevant and that accommodates needs and aspirations specific to particular groups of customers.	Review service as part of ongoing service development initiatives.	Corporate Services Division and Line Divisions.	Ongoing.	
Consult with our customers to ensure that their access needs are addressed.	Engage, as required, with customers on their needs where they may not already be met.	Access Officer.	Ongoing.	
Provide appropriate training to our staff to support the equal status policy.	Gender equal status policy training to be provided to all staff members based on best practice material provided by the Equality Authority.	Training Unit.	Ongoing.	

Feedback

Commitment	Action	Overseen By	Date of Action	Additional Information
Provide freepost comment cards.	Devise new comment cards with the aim of increasing return rate.	Corporate Development Support Unit.	June 2009.	
Encourage our staff to use their day-to-day contact with customers as a means of gathering feedback on quality of service provided.	Remind staff of Customer Charter and Action Plan commitments.	Customer Services Manager.	Ongoing.	

Supporting Implementation

The Department's commitments to providing quality customer service are wide-ranging and challenging. The Department cannot assume that they will be achieved without specific supports, as follows.

Customer Liaison Officers Network

The Department will establish a new Customer Liaison Officers Network, to be led by the Customer Services Manager and consisting of representatives of each Division of the Department, to:

- oversee implementation of the Customer Charter and associated Action Plan at the local level;
- identify customer service issues at the local level, particularly in areas where schemes or programmes are operated (see pages 14-15);
- impart best practice in customer service at the local level;
- act as points of contact at the local level for customers, particularly in relation to customer consultation and feedback (e.g., ensuring that the Department's freepost customer comment cards are issued to customers as appropriate); and
- ensure ongoing consultation with staff at the local level on customer service issues.

Each Divisional Customer Liaison Officer, at the grade of Higher Executive Officer, will be nominated by his/her Principal Officer.

Mystery Shopping

'Mystery shopping' involves commissioning an external consultant to test an organisation's customer service by posing as a customer and then providing feedback to the organisation on that customer experience. The aim is to provide a realistic picture of the type of service a real customer would receive. Realism is promoted by ensuring that the 'mystery shopper' is typical of the organisation's real customers and is not given, in advance, too much background information on the organisation.

The Department will undertake to commission, as appropriate, 'mystery shopping' expeditions of its services as a means of providing constructive feedback to staff members as to how the Department can enhance its customer service. The Department will confine these expeditions to its front-line service delivery areas, where it is particularly important to ensure a speedy, courteous and efficient service.

As 'mystery shopping' is normally best carried out in partnership with the staff members whose customer services are being assessed, the Department will ensure full consultation in advance of instituting this initiative.

Training in Customer Service

In accordance with the Department's Corporate Training Plan, staff will be trained on quality customer service by means of:

- appropriate training of staff members who have specific responsibility for the delivery of customer services, including the Customer Services Manager and the Customer Liaison Officers, through relevant training programmes, including by participation on the Civil Service Centre for Management and Organisation Development's customer service training programme;
- ongoing participation by the Customer Services Manager at the Civil Service-wide Quality Customer Service Network meetings to ensure familiarity with best practice;
- holding general staff awareness sessions on the Customer Charter and associated Action Plan, to be completed by June 2009; and
- incorporating a module on quality customer service in our staff induction training; and
- incorporating training on quality customer service in our Clerical Training Programme (for Staff Officers, Clerical Officers and Services Officers).

Monitoring Progress on Implementation

As a means of monitoring progress in implementing the Action Plan and in informing customers of this progress, the Department undertakes to regularly report on whether it is meeting its customer service commitments.

This reporting will occur in the Department's Annual Reports for the years 2008, 2009 and 2010, which will be published in both printed and electronic formats.

In respect of Irish language service commitments, progress on implementing the Department's *Scheme 2008-2011 under the Official Languages Act 2003* will be included in the Department's Annual Reports for those years. In addition, quarterly reports will be submitted to the Department's Management Advisory Committee on the extent of this progress and on the use made of services available in Irish.

Part 3 – Customer Charter

CUSTOMER CHARTER

DEPARTMENT OF ARTS, SPORT AND TOURISM

Mission Statement

"To enrich Irish society by supporting the growth of a competitive and sustainable tourism industry and increasing access to, and participation in, sport, the arts and culture."

2008

DEPARTMENT OF ARTS, SPORT & TOURISM

CUSTOMER CHARTER

We are committed to providing you, our customer, with an excellent service. This charter sets out the standards of service you are entitled to expect from us.

TELEPHONE ENQUIRIES

We will be available to answer your calls during normal office hours (9:15am - 1:00pm and 2:15pm - 5:30pm Monday to Friday [5:15pm on Friday]). Our aim is to answer at least 90% of calls within 15 seconds, be courteous, identify ourselves and our area of work, be helpful and provide you with clear and accurate information - if we cannot provide an immediate answer, take details and call you back at an agreed time. We will only connect callers to voicemail when the person they wish to speak with is unavailable and we will aim to respond to voicemail messages within one working day.

WRITTEN COMMUNICATIONS

We will acknowledge all written communications (letter, email, fax) within 5 working days of receipt, and provide a definitive reply to at least 95% within 20 working days (excluding "write-in" campaigns). In cases where there is going to be a delay, we will send you an interim reply explaining the position before the 20 day period expires. Our staff will provide you with full contact details and a reference number (where applicable).

PERSONAL CALLERS

We will be available to meet punctually with you, by appointment, during normal office hours and, where it is unavoidable, we will try to be flexible outside such hours. We will receive you courteously, be fair and helpful to you, and deal with your enquiry as soon as possible. We will provide appropriate facilities for meetings and ensure that our offices are clean and safe.

OUR WEBSITE

We will ensure that our website is kept up to date, complies with disability access requirements and contains information relevant to our customer base. We welcome your views on the quality of our website which you can provide through an on-line

feedback facility. Our website address is:
<http://www.dast.gov.ie/>

THE PROVISION OF INFORMATION

We will ensure that all our generally available information is accessible in both electronic and printed formats

We will provide accurate information, using clear and simple language that is relevant to your enquiry. We will supply prospective grant applicants with eligibility criteria and appropriate information, explain exactly what is required in application forms and ask only relevant questions. We will make decisions as quickly as possible, giving our reasons for them.

EQUAL STATUS POLICY

We are fully committed to providing a service that is accessible and relevant to all our customers, accommodates needs and aspirations specific to particular groups of customers and seeks equality of outcome. We will consult with our customers to ensure that their access needs are addressed and we will provide appropriate staff training to support the equal status policy.

SEIRBHÍS TRÍ GHAEILGE

Tabharfar freagra as Gaeilge ar chomhfreagras a gheofar i nGaeilge. Deanfar gach iarracht freastal ar fhiafraithe teileafoin i nGaeilge agus freastal ar dhaoine a thagann i lathair ar mian leo a ngno a dheanamh trí Ghaeilge.

EVALUATING OUR COMMITMENT TO OUR CUSTOMERS

You have a right to inform us if the standard of service you have received is not on a par with that set out in this Charter or if you believe that an action or decision that affects you is not in accordance with the rules, practice or policy of the Department. The rules and practices of the

Department are available in what is called the Section 15 and 16 manuals which can be obtained from our website under <http://www.dast.gov.ie/aboutus/whatwedo/freedominfo.html> or on request from the Freedom of Information Unit of the Department.

If it is not possible to resolve your concerns with the staff member or section with whom you have been dealing, you can contact the Customer Services Manager.

All communications received will be acknowledged within 3 working days and responded to within 20 working days, dealt with in a fair and independent way, and unless you wish otherwise, treated in confidence (subject to our obligations under the Freedom of Information Acts).

If your concerns are upheld and/or we have made a mistake, we will rectify it as quickly as possible and offer an explanation and apology. If you remain dissatisfied, we will inform you of your further right to bring the matter before the Ombudsman.

SUBMITTING GRANT APPLICATIONS

The Department directly operates the following grant programmes:

- The Sports Capital Programme
- The Local Authority Swimming Pool Programme
- ACCESS (Arts and Culture Enhancement Support Scheme) Programme.

In the case of grant programmes administered by the Department, we will aim to announce grant allocations within the timeframes defined in the Guidelines for those programmes.

FEEDBACK

We regard feedback as the key to understanding the needs and expectations of our customers. To ensure that your views and comments - both

negative and positive - are communicated to us we provide free-post comment cards, an on-line facility on our website whereby customer service feedback can be provided, and we encourage staff to use their day-to-day contact with customers as a means of gathering feedback on quality of service provided.

FREEDOM OF INFORMATION

The Freedom of Information Acts 1997 and 2003 (FOI Acts) confer on the general public the right to seek access to records held by public bodies (subject to certain exemptions), to seek reasons for decisions affecting oneself, and to have personal information about oneself corrected.

Should you wish to make a request under FOI for access to records which you believe are held by this Department, you should write to our Freedom of Information Unit at our Kildare Street Office stating clearly that you are requesting information under the Freedom of Information Acts. You may also submit an FOI request by e-mail to: foi@dast.gov.ie

OUR PERFORMANCE

Details of our services and the standards we aim to achieve are published in our Customer Service Action Plan. We will continue to monitor and evaluate our performance and publish the results in our Annual Reports from 2007 onwards.

HELP US TO HELP YOU

To assist us in reaching our service standards, we would be grateful if you could quote any relevant reference number in all communication with us and ensure that application forms are fully, accurately and legibly completed by the specified deadline (where applicable). If you wish to meet with a member of our staff, you should make a prior appointment.

LOCATION

The Departments offices are located in Kildare Street and South Frederick Street, Dublin and in Fossa, Killarney, Co Kerry. All of our offices are open from 9:15am to 1:00pm and 2:15pm to 5:30pm each day (5:15pm on Fridays). The Customer Services Manager and the FOI Unit are based in the Kildare Street Office and there is a designated Customer Services Officer in our Fossa office.

CONTACT US

Phone:

Dublin offices: (01) 6313800

Fossa office: (064) 27300

Lo-call phone number for callers from outside 01 area: 1890 383000

Lo-call phone number for callers from outside 06 area: 1890 273000

You can dial a staff member directly if you know their extension number by replacing the last four digits of the phone number with the extension number you require.

Fax:

Kildare St: (01) 6611201

South Frederick St: (01) 6799291

Fossa: Sports Capital Grants (064) 27360

Swimming Pools Grants (064) 27360

ACCESS Programme (064) 27350

Corporate Services (064) 27320

E-mail address: webmaster@dast.gov.ie (all staff also have individual e-mail addresses, in the following format - firstname.surname@dast.gov.ie)
Customer Services: customerservice@dast.gov.ie
FOI Unit: foi@dast.gov.ie _Web: www.dast.gov.ie

OTHER USEFUL CONTACTS

National Library of Ireland (Phone: 01-6030200,
Fax: 01-6766690) www.nli.ie

National Museum of Ireland (Phone: 01-6777444,
Fax: 01-6777450) www.museum.ie
National Archives (Phone: 01-4072300, Fax: 01-
4072333) www.nationalarchives.ie

Arts Council (Phone: 01-6180200, Fax: 01-
6761302) www.artscouncil.ie

Irish Museum of Modern Art (Phone: 01-6129900,
Fax: 01-6129999) www.imma.ie

National Gallery of Ireland (Phone: 01-6615133,
Fax: 01-6615372) www.nationalgallery.ie

National Concert Hall (Phone: 01-4170077, Fax:
01-4170078) www.nch.ie

Chester Beatty Library (Phone: 01-4070750, Fax:
01-4070760) www.cbl.ie

Irish Manuscripts Commission (Phone: 01-
6761610, Fax: 01-6623832)
www.irishmanuscripts.ie

Irish Film Board (Phone: 091-561398, Fax: 091-
561405) www.irishfilmboard.ie

Archbishop Marsh's Library (Phone: 01-4543511,
Fax: 01-4543511) www.marshlibrary.ie

Tourism Ireland Ltd (Phone: 01-4763400, Fax: 01-
4763666) www.tourismireland.com or
www.discoverireland.com

Fáilte Ireland (Phone: 01- 6024000 Fax; 01-
8556821) www.failteireland.ie or
www.discoverireland.com

Shannon Development (Tourism Division) (Phone:
061-361555, Fax: 061-363180)
www.shannondevelopment.ie

Irish Sports Council (Phone: 01-8608800, Fax: 01-

8608880) www.irishsportsCouncil.ie

National Sports Campus Development Authority
(Phone: 01-8097300, Fax: 01-8097332)
www.nscda.ie

Irish Greyhound Board (Bord na gCon) (Phone:
061-316788, Fax: 061-316739) www.igb.ie

Horseracing Ireland (Phone: 045-842800, Fax: 045-
842801) www.goracing.ie