

# National Employment Service (NES)



# Intreo: Introduction to the National Employment Service

# Welcome

- Welcome to the Intreo Partner National Employment Service
- NES is a service provided under contract to the Department of Social Protection
- As a jobseeker, receiving a Jobseekers payment from Intreo, you have been referred to this service
- The National Employment Service will support you as you seek employment or re-employment



# What Intreo does for you

1. Provides you with an income support while you are job seeking.
2. Helps you to achieve financial independence by helping you to get a job, or start a business.
3. Provides you with any relevant income supports when you gain employment or self-employment.



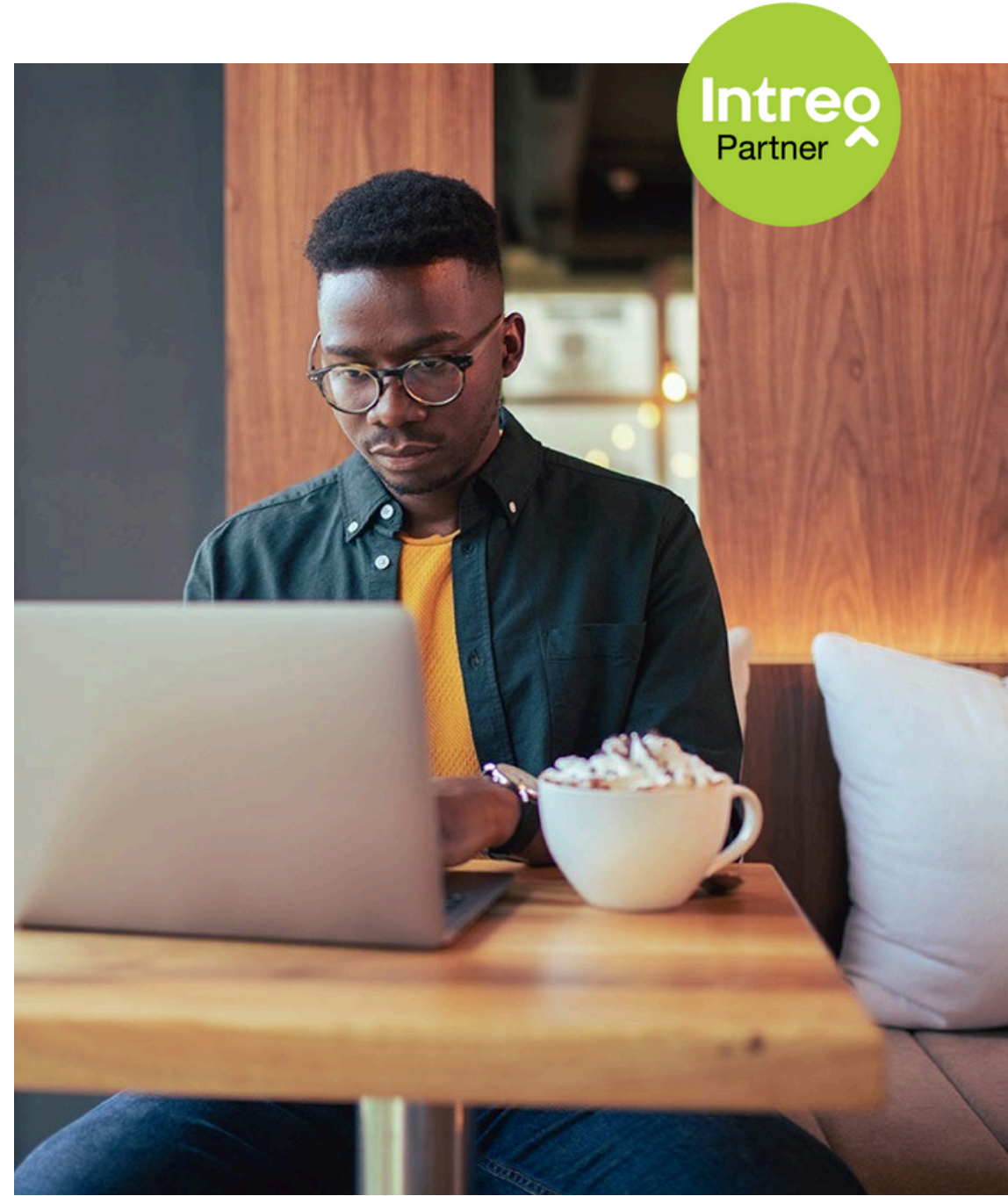
# Welcome to the National Employment Service (NES)

The following presentation will give you a good overview of the National Employment Service (NES). The first section is from Intreo, followed by some additional information from your IntreoPartner Service Provider, Seetec.

Our service is tailored to your needs and will support you on your chosen journey to full time employment.

## About Seetec

Seetec is an employee owned company. Along with our partners we have been delivering employability and training services in Ireland since 2015. We are passionate about working in our communities and helping to improve our clients lives through sustainable employment.





# Conditions of your Jobseeker's Payment

1. You must be available for and genuinely seeking full-time work.
2. You must also avail of services and supports that the DSP provide for you in your search for full time work.
3. One of these supports is the Intreo Partner National Employment Service and participation in it is mandatory.

# Part Time Work and Part Time Students

- If you are a part time worker you should advise your Employment Advisor of your work pattern in order to schedule your appointments to take account of work commitments.
- If you are currently participating with one of the Part Time Education Schemes e.g. Part Time Springboard, you should advise your Employment Advisor of any course commitments when arranging appointments. You must continue to engage with the service.

# Self-Employed Workers

- If you are currently self-employed but working on a part-time basis, you should advise your Employment Advisor of your work pattern in order to schedule your appointments to take account of work commitments.
- If you are currently self-employed and working on a full time basis and therefore, unable to engage, you should inform your local Intreo office and schedule a review of your Jobseeker's payment.



# NES and Community Employment Schemes

- Persons availing of this service may also participate on Community Employment (CE) or Tús work schemes which are available to the long-term unemployed.
- You must continue to work with the National Employment Service for the purposes of finding full time sustainable employment and it will be a condition of taking up the work placement that you commit to continue to engage with NES.
- If you have already received an offer of a placement on a scheme please contact your local Intreoservice for advice.



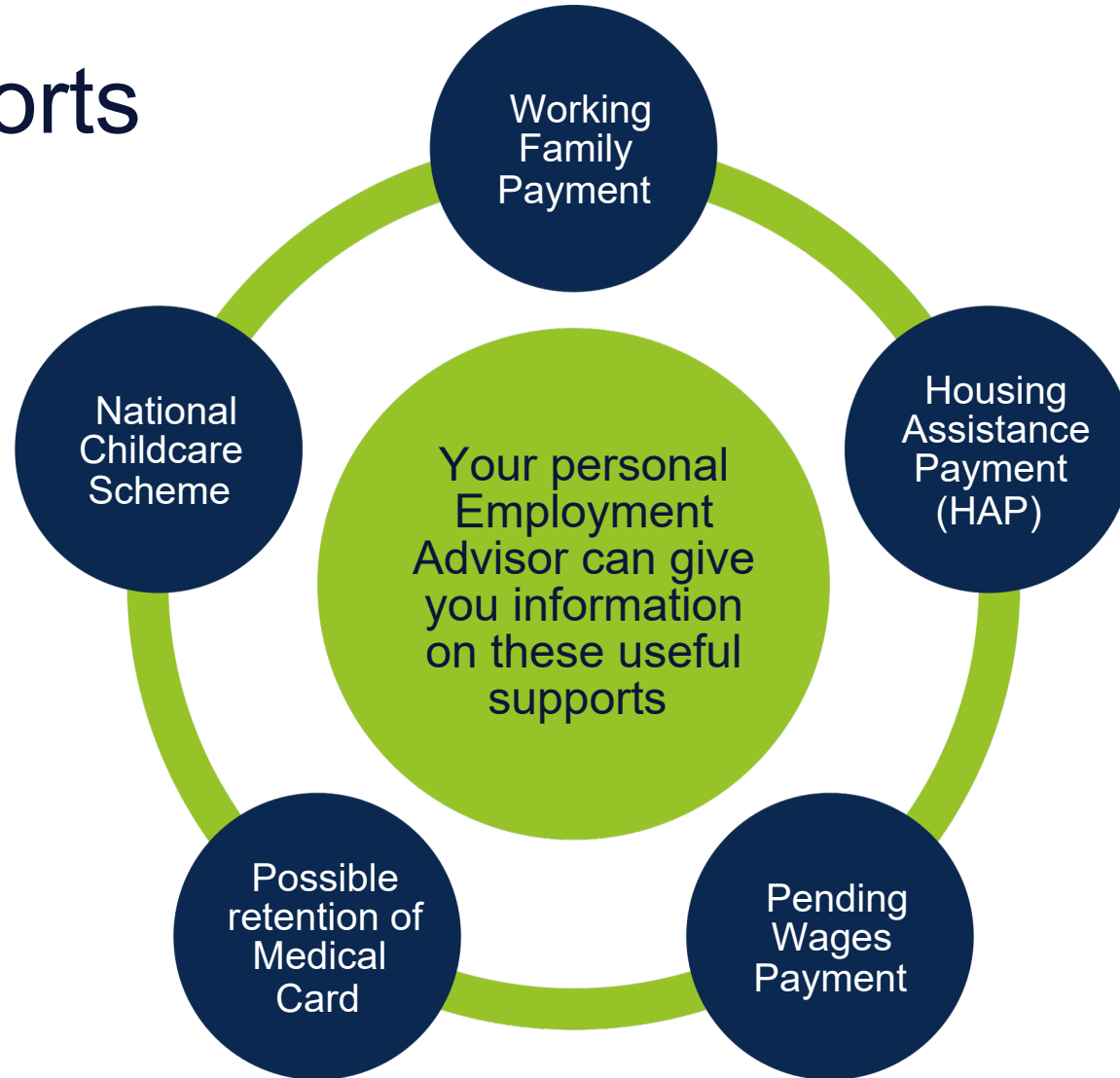
# Your Data

- Seetec operate the Intreo Partner National Employment Service under contract to the DSP
- Seetec deliver the service in compliance with the Data Protection Acts 1988 and 2003
- Seetec are also subject to the EU General Data Protection Regulations (GDPR)
- The department is acting in line with Data Protection principles in sharing your data with Seetec for the purpose of delivering an employment service to you

# Your Obligations

- You must attend your scheduled appointments and engage with the Intreo Partner National Employment Service
- Failure to do so could result in a loss of your entitlement to a Jobseeker's payment
- You must inform your local Intreo of any change of circumstances in your household composition, your income, your employment status, your availability for work or your fitness to work. Such changes could result in an increase or decrease in your jobseeker's support.

# In-work supports





**Intreo wishes you every  
success on your National  
Employment Service journey**



# Seetec welcomes you to the National Employment Service



# Your NES journey

**Your Employment Advisor** -supporting you in achieving your goals

**Your Personal Progression Plan** -updated throughout your time on the service

**Help with your CV** -we will work with you to improve your CV and your job search skills

**Your Employment Advisor** -supporting you in achieving your goals

Fares -We refund travel costs for scheduled appointments. These travel costs paid will normally be for the cheapest method, and receipts will be required. Where no public transport is available, vehicle mileage may be paid. Failure to submit claims within three months of the journeys may result in non-payment of expense.

# Your NES journey

Online Resources-your Employment Advisor will help you gain access

Your Employer Services team -will advise you of roles that may be of interest to you

Your Back to Work plan -we can support you with some back to work costs such as workwear, uniforms or initial travel costs

Continued support-we will keep in touch with you while you are in work

# Your personal information

We take the security of your personal information very seriously and in accordance with the Data Protection Acts 1988 –2018, and the General Data Protection Regulation (GDPR).

We have implemented technical and organisational measures to protect this information at all times.

We may pass your employment related information on to legitimate companies in connection with our commitment to help you secure full-time employment.



# Mutual Respect

One of our key values is mutual respect. We will always be courteous, willing to help, and respectful towards you.

In return, we expect you to be courteous, and respectful to our colleagues, other clients attending our services and employers.





# We listen

We treat each client fairly and as an individual. If you ever feel this is not the case please let us know.

If you have any concerns or questions we want to hear them so please raise them with your Employment Advisor or their Manager.

If any issue is not resolved to your satisfaction then please put your concerns in writing to:

Service Support Centre, Seetec Employment and Skills Ireland, 2nd Floor Riverside Development,  
MulhuddartVillage, Dublin 15

or email to [complaints@seetec.ie](mailto:complaints@seetec.ie)

# Additional Information and Our Policies

On our website you can find more information on the following:

- **Client Information Pack:**

<https://seetec.ie/wp-content/uploads/2023/10/Intreo-Partner-National-Employment-Service-Client-Information-Pack.pdf>

- Safeguarding: <https://www.seetec.ie/safeguarding-policy>

- Privacy Policy: <https://www.seetec.ie/privacy-policy>

- Customer service and complaints: <https://www.seetec.ie/contact#customer-service>



# Equality and diversity

As your Intreo Partner service provider, we value the differences and strengths of every individual –treating all fairly to maximise the potential that diversity brings.

We are committed to creating an environment where all can work and learn without discrimination. If you, or those around you, are being harassed or discriminated against –REPORT IT.



Please raise any questions with  
your Employment Advisor

Go raibh maith agat

Thank you

