

**COMMUNICATION PROTOCOL BETWEEN THE ADOPTION AUTHORITY OF IRELAND ('The Authority') AND THE CHILD AND FAMILY AGENCY – TUSLA ('The Agency') REGARDING  
CHAPTER 2 OF THE POLICY GUIDELINES MADE BY THE MINISTER FOR CHILDREN,  
EQUALITY, DIVERSITY, INCLUSION AND YOUTH UNDER SECTIONS 19, 25, 31 AND 37 OF  
THE BIRTH INFORMATION AND TRACING ACT 2022**

Document Control		
Version No.	Date Approved	Summary of Changes
1.0	05/10/2022	Initial Agreed Version
1.1	29/11/2023	Change to Article 2; Addition of Article 15; Updating of Annex 3; addition of Annex 5
1.2	08/08/2025	Change to Article 2; insertion of new article 3 and renumbered; amendment of renumbered Article 7;

## ARTICLES

1. On receipt of an application for the release of a birth certificate or birth information under the Birth Information and Tracing Act 2022 Tusla will issue the Form A (Annex 3) in editable format containing the compiled list of applicants to the Authority.
2. Form As will be submitted by the six Agency Regional Offices and by the National Adoption and Birth Information and Tracing Service to the Authority at the designated email address: [tusla@aaai.gov.ie](mailto:tusla@aaai.gov.ie).
3. Only one Form A is to be attached to each email to the Authority and the Authority will accept one name on each password protected Form A. The Authority will accept multiple emails per day from each designated email address.
4. Documents supplied to both the Agency and Authority under this protocol will be password protected prior to issuing by secure email accounts of the Child and Family Agency - Tusla or the Office of Government Chief Information Officer (OGCIO) to the designated mailboxes. Passwords will be refreshed at least quarterly per annum.
5. The Authority will review and conduct checks against records held on the Contact Preference Register (CPR) to identify where:
  - a. no preference being registered
  - b. a preference for contact being registered
  - c. a preference for no contact being registered
  - d. the parent(s) of the applicant, to the knowledge of the Authority, are deceased

6. Where a preference of 'no contact' or 'no contact but willing to share information' is recorded against an applicant's parent(s) the Authority will advise the Agency whether an Information Session has taken place.

7. Authority staff will reply to each email and attach the completed Form A within 3 working days in a non-editable format, to advise Tusla of article 4. a. - d. and article 5 relating to applicants to the designated Tusla Regional Office email accounts:

- a. [dmlcpr@tusla.ie](mailto:dmlcpr@tusla.ie)
- b. [dnecpr@tusla.ie](mailto:dnecpr@tusla.ie)
- c. [secpr@tusla.ie](mailto:secpr@tusla.ie)
- d. [swcpr@tusla.ie](mailto:swcpr@tusla.ie)
- e. [midwestcpr@tusla.ie](mailto:midwestcpr@tusla.ie)
- f. [wnwestcpr@tusla.ie](mailto:wnwestcpr@tusla.ie)
- g. [Brunelcpr@tusla.ie](mailto:Brunelcpr@tusla.ie)

The Authority will confirm, when replying to a Form A request, that it has undertaken a CPR check relating to the birth parents (where all relevant details have been provided) of the relevant person named on the Form A and the result of the check will be recorded on the Form A attached to the return email to Tusla-CFA.

8. Where the Authority have indicated an information session is necessary the Agency will supply a completed Form B providing the Authority with the contact details for each applicant.

9. The Authority will then contact the applicant to schedule an information session by whatever contact methods are available based on the applicants contact details supplied in the application, namely: post; electronic mail and telephone. The order of preference for the Authority will be 1.) electronic mail; 2.) telephone; and 3.) post. Where the Authority does not receive a response from the applicant the Authority may escalate to the next preferred method of contact as listed above.

10. The Authority will engage in reasonable efforts to contact an applicant, reasonable effort is deemed as three consecutive attempts.

11. The Authority will provide reasonable time for an applicant to respond, reasonable time is deemed as:

- a. For applicants resident in the Republic of Ireland - 7 calendar days for the first attempt, and 3 calendar days for the second and third communication attempts.
- b. For resident in other jurisdictions - 14 calendar days for the first attempt, and 3 calendar days for the second and third communication attempts.

12. Where the Authority receives no return communication from the applicant after reasonable time has elapsed and reasonable efforts have been made the Authority will return Form B to Tusla informing the Agency that the application cannot be advanced further.

13. Where the applicant responds to the Authority and advises that they are refusing to partake in the information session the Authority will return Form B to Tusla informing the Agency that the application cannot be advanced further. The Authority will update the Contact Preference Register accordingly.

14. Where the applicant is aged between 16 and 17 years of age the Agency will be required to conduct the information session conveying the text set out in Annex 1. The Agency will then advise the Authority in writing that the information session has been conducted and the date of the information session. The Authority will update the Contact Preference Register accordingly.

15. Where the applicant responds to the communication the Authority will schedule the Information Session and a designated person (see Annex 2) will conduct the information Session conveying the text set out in Annex 1. The Authority will return Form B to the Agency confirming the information session has taken place and the date of the information session. The Authority will update the Contact Preference Register accordingly.

16. Where the Agency is seeking information from the Authority under Section 34 (7) of the Birth Information and Tracing Act 2022 for the purposes of conducting a trace under Part 5 of the 2022 Act it shall submit a completed Form C (see Annex 5) to the Authority at the designated email address: [tusla@aaai.gov.ie](mailto:tusla@aaai.gov.ie).

SIGNED ON BEHALF OF THE ADOPTION AUTHORITY



**NAME:** Ross Higgins

**ROLE:** Director of Information Services and Records

**DATE:** 08/08/2025

SIGNED ON BEHALF OF THE CHILD AND FAMILY AGENCY



**NAME:** Síobhan Mugan

**ROLE:** National Manager Adoption & Birth Information and Tracing Services

**DATE:** 08/08/2025

## **Annex 1 – Text for Information Session**

“I am calling you today because you have made an application for release of information relating to your birth under the Birth Information & Tracing Act 2022.

As part of the Birth Information & Tracing Act 2022, you have an entitlement to obtain your birth certificate or birth information and this will be provided to you once we complete this step. In order for your request to proceed I am informing you of your birth mother’s / father’s *[remove as appropriate]* contact preference.

Your birth mother / father *[remove as appropriate]* has lodged a contact preference to the Authority which states they do not want to have contact at this time and have requested that their privacy be respected.

I will record that you have been informed of your birth parent’s preferences. The date and content of this call will be noted in our records.

We will now proceed to process your application and provide you with your information, as requested, that we hold.

Thank you.”

## **Annex 2 – Class of designated persons**

- 1. For Information Sessions conducted with applicants over the age of 18 the following criteria shall apply to be a class of designated persons, namely:**
  - a. Persons must be a staff member of the Adoption Authority of Ireland
  - b. Persons must have signed Department of Public Expenditure and Reform Circular 15/1979
  - c. Persons must have signed a Non-Disclosure Agreement (NDA) with Adoption Authority of Ireland
  - d. Persons must have completed Tusla Child First E-learning Programme
  
- 2. For Information sessions conducted with Applicants aged 16 or 17 the following criteria shall apply to be a class of designated persons, namely:**
  - a. Persons must be a staff member of the Child and Family Agency – Tusla
  - b. Persons must have signed an employment contract containing a confidentiality clause with Child and Family Agency – Tusla
  - c. Persons must have completed Tusla Child First E-learning Programme

### Annex 3 – FORM A

## Annex 4 – FORM B

<b>ADOPTION AUTHORITY OF IRELAND &amp; TUSLA - CHILD AND FAMILY AGENCY COMMUNICATIONS PROTOCOL – FORM B</b>			
<b>COTACT PREFERENCE REGISTER - CHECK FOR INFORMATION RELEASE APPLICATION (BIRTH INFORMATION)</b>			
<b>TUSLA STAFF INTERNAL USE ONLY</b>			
<b>APPLICANT LAST NAME</b>			
<b>APPLICANT FIRST NAME</b>			
<b>APPLICANT DATE OF BIRTH</b>	Click to select date		
<b>APPLICANT ADDRESS *where applicable</b>			
<b>APPLICANT EMAIL *where applicable</b>			
<b>APPLICANT PHONE NUMBER *where applicable</b>			
<b>TUSLA REGIONAL OFFICE</b>	South East		
<b>TCM REFERNCE</b>			
<b>AUTHORITY STAFF INTERNAL USE ONLY</b>			
<b>DATE RECEIVED</b>	Click to select date		
<b>DATE OF 1<sup>st</sup> COMMUNICATION</b>	Click to select date	<b>MEANS OF COMMUNICATION</b>	
<b>DATE OF 2<sup>nd</sup> COMMUNICATION</b>	Click to select date	<b>MEANS OF COMMUNICATION</b>	
<b>DATE OF 3<sup>rd</sup> COMMUNICATION</b>	Click to select date	<b>MEANS OF COMMUNICATION</b>	
<b>INFORMATION SESSION REFUSED</b>	Choose an item.		
<b>INFORMATION SESSION HELD</b>	Choose an item.		
<b>DATE OF INFORMATION SESSION</b>	Click to select date		
<b>CONTACT PREFERENCE REGISTER UPDATED</b>	Choose an item.		

\*This information will be supplied where the applicant has indicated it is a preferred method of contact.

## Annex 5 – FORM C

### TUSLA - CHILD AND FAMILY AGENCY & ADOPTION AUTHORITY OF IRELAND Information Request Form – FORM C

#### TRACING SERVICE INFORMATION REQUEST

As per Part 5, (Agency and Authority may request information) Section 34(7) of the Birth Information and Tracing Act 2022:

*“The Agency and the Authority shall each provide the other body with such information as is necessary for the performance by the other body of its functions under this section”.*

#### APPLICATION INFORMATION

<b>CLIENT NAME</b>	
<b>CLIENT DATE OF BIRTH</b>	
<b>CLIENT ADDRESS</b>	
<b>RELEVANT/SEARCHED FOR PERSON NAME</b>	
<b>RELEVANT/SEARCHED FOR PERSON DOB/AGE</b>	
<b>SEARCHED FOR PERSON ADOPTIVE PARENT/CARERS NAMES</b>	
<b>ADDRESS AT TIME OF THE ADOPTION/PLACEMENT</b>	
<b>BIRTH MOTHER’S NAME AT TIME OF BIRTH</b>	
<b>BIRTH MOTHER DOB/AGE (if known)</b>	
<b>BIRTH FATHER NAME (if known)</b>	
<b>TUSLA REGIONAL OFFICE</b>	
<b>TCM/AAI REFERENCE</b>	<b>TCM Case ID: Adoption Order No:</b>
<b>TUSLA/AAI EMAIL</b>	
<b>ADOPTION AGENCY (if known/where relevant)</b>	

**Information requested please provide details of information being sought as part of the tracing application:**

<b>DATE</b>	
<b>SW requesting information (print)</b>	
<b>SW Signature</b>	

<b>Social worker Email for response*</b>	
<b>Organisation (Tusla/AAI)</b>	

\*For Tusla request send to [tusla@aa.gov.ie](mailto:tusla@aa.gov.ie)

\*For AAI requests send to [birthinfo@tusla.ie](mailto:birthinfo@tusla.ie)