

COMMUNICATION PROTOCOL BETWEEN THE ADOPTION AUTHORITY OF IRELAND ('The Authority') AND THE GENERAL REGISTRARS OFFICE ('GRO') REGARDING CHAPTER 2 OF THE POLICY GUIDELINES MADE BY THE MINISTER FOR CHILDREN, EQUALITY, DIVERSITY, INCLUSION AND YOUTH UNDER SECTIONS 19, 25 AND 31 OF THE BIRTH INFORMATION AND TRACING ACT 2022

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 the GRO will issue the Form A (Annex 3) in editable format containing the compiled list of applicants to the Authority.
2. Form A will be submitted by the GRO once each working day to the Authority at the designated email address: records@aai.gov.ie
3. Documents supplied to both the GRO and Authority under this protocol will be password protected prior to issuing by secure email accounts of the Department of Social Protection or the Office of Government Chief Information Officer (OGCIO) to the designated mailboxes. Passwords will be refreshed at least quarterly per annum.
4. 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
5. 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 GRO whether an Information Session has taken place.
6. Authority staff will return Form A within 3 working days in a non-editable format, to advise the GRO of article 4. a. - d. and article 5 relating to applicants to the designated GRO email account(s): gro@welfare.ie.
7. Where the Authority have indicated an information session is necessary the GRO will supply a completed Form B providing the Authority with the contact details for each applicant.
8. 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.
9. The Authority will engage in reasonable efforts to contact an applicant, reasonable effort is deemed as three consecutive attempts.
10. 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.
11. 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 the GRO informing the Agency that the application cannot be advanced further.
12. 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 the GRO informing the GRO that the application cannot be advanced further. The Authority will update the Contact Preference Register accordingly.
13. 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 GRO confirming the information session has taken place and the date of the information session. The Authority will update the Contact Preference Register accordingly.

SIGNED ON BEHALF OF THE ADOPTION AUTHORITY

NAME: Colm O'Leary

ROLE: Interim Chief Executive Officer

DATE: 15/12/2023

SIGNED ON BEHALF OF THE GENERAL REGISTRARS OFFICE

NAME: DAVID DILLON

ROLE: AN t-ARD CLÉIRI THSOIR

DATE: 20¹²/2023

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

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Annex 4 – FORM B

ADOPTION AUTHORITY OF IRELAND & GENERAL REGISTRARS OFFICE COMMUNICATIONS PROTOCOL – FORM B			
CONTACT PREFERENCE REGISTER - CHECK FOR INFORMATION RELEASE APPLICATION (BIRTH INFORMATION)			
GRO STAFF INTERNAL USE ONLY			
APPLICANT LAST NAME			
APPLICANT FIRST NAME			
APPLICANT DATE OF BIRTH	Click to select date		
APPLICANT ADDRESS *where applicable			
APPLICANT EMAIL *where applicable			
APPLICANT PHONE NUMBER *where applicable			
GRO OFFICE	Werburgh Street - Dublin		
REFERENCE			
AUTHORITY STAFF INTERNAL USE ONLY			
DATE RECEIVED	Click to select date		
DATE OF 1 st COMMUNICATION	Click to select date	MEANS OF COMMUNICATION	
DATE OF 2 nd COMMUNICATION	Click to select date	MEANS OF COMMUNICATION	
DATE OF 3 rd COMMUNICATION	Click to select date	MEANS OF COMMUNICATION	
INFORMATION SESSION REFUSED	Choose an item.		
INFORMATION SESSION HELD	Choose an item.		
DATE OF INFORMATION SESSION	Click to select date		
CONTACT PREFERENCE REGISTER UPDATED	Choose an item.		

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