

AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAIS DEPARTMENT OF JUSTICE AND EQUALITY

Irish Refugee Protection Programme (IRPP) Expressions of Interest Accommodation Services

Type of Premises and Facilities

The Department is looking for high quality premises which offer a safe haven for those admitted to Ireland under the Irish Refugee Protection Programme.

Typically, persons on this programme are migrants who have fled from a situation of war and conflict which has given rise to considerable trauma and hence vulnerability amongst the client group. Best practice is for people in this situation to be initially accommodated together in a place of refuge that allows an opportunity for them to relax, acclimatise and settle amongst their own peers. At this stage they will have their needs assessed prior to being provided with intense state services such as language training, orientation, full time education etc.

Bearing this in mind, facilities available at the centre must include cooking and dining facilities for the residents (and ideally some provision for cooking by the residents themselves), laundry facilities for personal clothing, meeting rooms, games rooms and other facilities associated with accommodating large numbers of persons.

The premises must include a sufficient availability of meeting rooms and office space to provide crèche, pre-schooling and primary school facilities where those facilities are not immediately available in the local community.

A large proportion of the incoming migrants are families with children and the accommodation on offer must provide sufficient flexibility to cater for different family sizes, en-suite facilities and plenty of personal space.

The ideal environment is one which offers sufficient space in a relaxing, warm and welcoming setting.

Management Requirements

EROCs require a hands-on management style sympathetic to and supportive of the residents and recognising that a relaxed and welcoming environment is essential if residents are to begin the process of acclimatisation and integration.

Qualities Required of Centre Management

In terms of the management of an EROC, it is important that the management style is sympathetic and inclusive. Ideally, the management team would include people with substantial experience of working cross-culturally, an understanding of basic mental health issues, knowledge of medical, social protection and education systems, strong communication and listening skills, and a compassionate and empathetic style.

Any contract offered will include provision by the Contractor of an inter-cultural worker/s i.e. a person or persons with a knowledge of the culture and background of the client group, who can speak their language, interpret into English and provide appropriate support in engagements with service providers.

Catering

The specific and diverse dietary requirements of the residents will need to be addressed. It is expected that the Contractor will employ a suitably qualified and experienced chef/catering manager who can meet these needs on an ongoing basis.

Training

Management, working with the IRPP, must provide and /or facilitate access to appropriate training for staff in areas such as child protection, equality and diversity and such other areas as may be considered appropriate by the IRPP.

Transport

The provision of appropriate and necessary transport to and from local facilities will also be required and especially so if the accommodation centres is not located in an urban area.

Integration

Prior to arrival in Ireland, a person being relocated from a traumatic environment to Ireland will already have met with Government, medical and Garda personnel and, if accepted onto the programme, will be looking forward to arriving into a peaceful and caring environment.

It is critical that this integration process continues successfully in the EROC and to that end linkages with the local communities will play a crucial role in the ongoing success of the programme. A senior staff member in the EROC will be responsible for co-ordinating the **Friends of the Centre Group** in each EROC. This group will in turn ensure a coordinated and joined up approach to the linkages with local communities.

Other

Expressions of interest must include details of associated services such as local or nearby access to shops, schools, hospitals and other medical services, sports and recreational facilities.

Details of **local** availability of labour, services and supplies to maintain and support those resident in the EROC should also be set out in any response.

Assessment

Expressions of interest received will be assessed by staff from the Department of Justice and Equality and other State agencies. While not exhaustive the following will be considered in that evaluation process: -

- value for money;
- quality of accommodation on offer;
- experience of contractor in providing services cross-culturally or to persons experiencing trauma;
- range of services proposed to be available;
- quality of supports proposed.