



Údarás Rialála Seirbhísí Maoine  
Property Services Regulatory Authority

# Public Sector Equality & Human Rights Duty Implementation Plan 2025-2027

January 2025

## Introduction

The Public Sector Equality and Human Rights Duty is a legal obligation on all public bodies in Ireland. Section 42 of the Irish Human Rights and Equality Commission Act 2014 outlines that all public bodies in Ireland have responsibility to promote equality, combat discrimination and protect the human rights of their employees, customers, service users, and everyone affected by their service.

To fulfil their obligation under Section 42 of the Irish Human Rights and Equality Commission Act 2014, the Property Services Regulatory Authority (PSRA) established a Public Sector Equality and Human Rights Duty Working Group facilitated by the organisation's Governance and Strategic Unit. An assessment was undertaken by an internal working group of the PSRA on human rights and equality issues impacting staff of the PSRA and those people who use the services of the PSRA, and reviewed the equality and human rights issues identified in that assessment.

This implementation plan outlines the approach the PSRA has taken to implement Public Sector Equality and Human Rights Duty across the entire functions of the PSRA.

The PSRA is a statutory agency under the aegis of the Department of Justice and its mission is to protect the interests of the public in their interaction with Property Services Providers (Auctioneers, Estate Agents, Letting Agents, and Management Agents) by ensuring that high standards are maintained and delivered, through the licensing, supervision and regulation of Property Services Providers. The key internal stakeholders of the PSRA are the Board and staff of the PSRA, with key external stakeholders consisting of licensees, their representative bodies, the general public or anybody who engages with the sector.

The Equal Status Acts 2000-2018 ('the Acts') prohibit discrimination in the provision of goods and services, accommodation and education. The Acts cover the nine grounds - gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community.

These nine grounds guided the focus for the PSRA during their assessment of the organisation with regard to Public Sector Equality and Human Rights Duty.

## Addressing Public Sector Equality and Human Rights Duty

Through engaging with Board members, staff and Inspectors regarding the public sector duty and establishing equality and human rights values, the PSRA Public Sector Equality and Human Rights Working Group identified the following Human Rights Values as the foundations of its Action Plan:

- Dignity and Respect
- Accessibility and Inclusion
- Equality and Diversity
- Transparency
- Community and Engagement

### PSRA Public Sector Equality and Human Rights Duty Action Plan 2025-2027

Following assessment of the key areas and prior to work being undertaken, the PSRA Public Sector Equality and Human Rights Working Group identified a number of actions to effectively address this public sector duty. The Action Plan below sets out the actions that were identified and the progress to date in implementing these actions. The PSRA recognises that public sector duty is an ongoing responsibility and that the actions identified and their respective progress are kept under ongoing review.

#### 1) Training/Staff Engagement:

PSRA to raise awareness of human rights and equality issues amongst staff, Inspectors and Board members through training and providing opportunities for engagement and discussion.

Action	KPI	Delivery Date	Owner	Related Value
Training/Staff Engagement	Refresher training on Unconscious Bias to be provided to Board and staff members	Q2 2025	Strategic and Development and Corporate Units	<ul style="list-style-type: none"> <li>• Equality and Diversity</li> <li>• Accessibility and Inclusion</li> <li>• Dignity and Respect</li> </ul>
	Equality and Human Rights in the Public Service e-learning module	Q3 2025	All PSRA Staff	<ul style="list-style-type: none"> <li>• Equality and Diversity</li> <li>• Accessibility and Inclusion</li> <li>• Dignity and Respect</li> </ul>

	Nominated staff to attend a Deaf Awareness webinar as part of Deaf Awareness Week annually	Ongoing	Corporate Services	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Induction training delivered by the Department of Justice for new starters includes information on HR policies and other initiatives, including information on the Disability Liaison Officer	Ongoing	All Units	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Protected Disclosure training	Ongoing	Governance and Strategic Unit and Corporate Affairs Units	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Transparency</li> <li>• Equality and Diversity</li> </ul>
	JAM Card e-learning module	Q1 2025 and Q1 2027	One-Learning	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> </ul>
	Membership and Engagement with Department of Justice Equality, Diversity & Inclusion and Public Sector Duty (EDI & PSD) Committees.	Ongoing	Governance and Strategic Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>

	Proactive Membership and engagement with the Civil Service Equality, Diversity and Inclusion Network	Ongoing	Governance and Strategic Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Equality and Human Rights in the Public Service - OneLearning eModule	Q2 2025	Governance and Strategic Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Relevant distribution of information on Disability Pride Month and similar related events to staff annually	Ongoing	Governance and Strategic Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Provision of Access Officer - information to staff regarding accessibility matters within the PSRA, services and role of Access Officer in facilitating access for external persons attending the office.	Quarterly	Corporate Affairs Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Raise awareness and understanding	Continue to meet requests for reasonable	All Units	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> </ul>

	of various forms of disabilities and create a dialogue regarding meeting the needs of people with disabilities within the workplace.	accommodation as requested		<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> </ul>
	Raise awareness through proactive engagement and adopt the Department of Justice "Menopause in the Workplace" policy	Ongoing	All Units	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> </ul>
	Promote staff wellbeing via the Wellness Champion and Wellness Corner in internal newsletter	Ongoing	Wellness Champion	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>

## 2) Accessible language and formats:

- a. PSRA to ensure that correspondence with members of the public and Licensees is easy to follow and in plain English, and is made available in an accessible format;
- b. PSRA to ensure that all available guides are easy to understand and are reviewed from a human rights and equality perspective;
- c. Review of PSRA website to consider human rights and equality issues and make any updates required to meet NDA standards;
- d. Review of internal PSRA policies to consider human rights and equality issues, and ensure they are written in a manner that is accessible and respectful to all staff.

Action	KPI	Delivery Date	Owner	Related Value
Accessible language and formats:	<ul style="list-style-type: none"> <li>• Letter Templates reviewed and updated to ensure comply with principle of plain English.</li> </ul> <p>Layout and language of PSRALicences.ie reviewed and updated for accessibility</p>	Q4 2025  Q4 2025	Licensing Unit  Licensing and Strategic Units	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Explanatory guides setting out the provisions of new PSRA Regulations in plain English.	Ongoing – when new legislation and regulations enacted	Corporate Governance and relevant Sections of the PSRA	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	PSRA Websites - accessibility guidelines were followed in respect of colours and font size, incorporating accessibility enhancement functionality	Ongoing	Strategic Unit in conjunction with Justice I&MT	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	Irish Sign Language (ISL) be made available	Continue to meet requests as necessary	Corporate Affairs Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> </ul>

				<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
	NALA Plain English Training	Annual Training	All Units	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> </ul>
	Review of Internal PSRA Policies; <ul style="list-style-type: none"> <li>- Safety Statement</li> <li>- Joiners, Movers, Leavers Policy</li> <li>- Blended Working Policy</li> </ul>	Ongoing	Corporate Affairs Unit	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>•</li> </ul>

### 3) Actions focused on external stakeholders

The PSRA ensures that their Public Sector Duty extends to their external stakeholders.

Action	KPI	Delivery Date	Owner	Related Value
Procurement	Fair, equitable and sustainable procurement – ensuring building accessibility included as part of criteria	Ongoing	Corporate Affairs Unit	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> </ul>
Accessible PSRA Website	Ensure PSRA website meets NDA accessibility guidelines	Q2 2025	Strategic Unit and Justice I&MT	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>



<p>Promote a Data Protection culture across the PSRA and provide clear accessible information on data protection policies for all PSRA stakeholders including staff, recognising the right to privacy as an important human right</p>	<p>Maintain and update ROPA and DPIAs</p> <p>Staff &amp; Board Training</p>	<p>As required</p> <p>Q2 2025 Q1 2026</p>	<p>DPO</p>	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Transparency</li> </ul>
<p>Equality and human rights issues considered when developing media campaigns – to ensure the message is clear and accessible</p>	<p>Use of different forms of media</p> <p>Use of multiple languages for advertising</p>	<p>Ongoing</p>	<p>Communications Unit</p>	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
<p>Code of Practice for Property Services Providers</p>	<p>Sub-principles contained in Code advise PSPs:</p> <p>a) to be respectful of diversity in society and not to discriminate based on any bias or prejudice</p> <p>b) to ensure information provided for their clients or customers is easily understandable and comprehensive</p>	<p>To be reviewed in 2026</p>	<p>Corporate Governance and relevant sections of the PSRA</p>	<ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• Accessibility and Inclusion</li> <li>• Equality and Diversity</li> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
<p>Stakeholder Engagement</p>	<p>PSRA Forum re-established in</p>	<p>Q2 and Q4 Annually</p>	<p>Communications Unit</p>	<ul style="list-style-type: none"> <li>• Accessibility and Inclusion</li> </ul>

	2022 – inclusion of representatives within the property sector			<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Community and Engagement</li> </ul>
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## Implementation of the Plan

The PSRA's Public Sector Equality and Human Rights Duty Working Group will hold responsibility for implementation of this Plan using a variety of approaches.

### Leadership

The plan's implementation will be a key commitment within the PSRA's Corporate Strategic Plan. It will also be supported by the Senior Management Team, with the CEO continuing to act as the sponsor for the PSRA's Public Sector Equality and Human Rights Duty Working Group.

### Communications

All staff will be informed of the plan via a mailshot. It will also be highlighted in the PSRA's internal newsletter, "PSRA FAN," and published on the PSRA website.

Updates on the PSRA's Public Sector Duty Action Plan will be shared in the newsletter, and the plan will be included in the induction process for new employees.

### Reporting

Progress on the PSRA's Public Sector Duty Action Plan will be detailed in the Annual Report, as required by the Irish Human Rights and Equality Commission Act 2014.

### PSRA Public Sector Equality and Human Rights Duty Working Group

The working group will meet twice a year to review and assess progress in fulfilling the PSRA's commitments.