The General Service Office

The General Service Office (GSO) of AA in Ireland is situated at Unit 2 Block C Santry Business Park, Swords Road, Dublin 9. The primary purpose of the General Service Office is Communication, Service, Information, and Provision of Literature.

GSO is staffed by paid staff and is entirely financed by the voluntary subscriptions of AA members and Groups. The day to day running of GSO is the responsibility of the General Service Board.

GSO receives enquiries daily by phone, email, mail and fax with various requests. These can include requests regarding 12th Step calls, help for others, AA meetings nationwide and internationally, general information on AA, requests from organisations for AA speakers, media requests, literature orders etc. 12th Step calls are prioritised and passed to members of the Fellowship. GSO never discloses AA members' details. All requests for speakers, media requests and calls relating to the Structure are passed to the relevant Areas or Intergroups. GSO does not get involved in matters pertaining to the Structure.

GSO is responsible for the procuring, storage and distribution of AA Conference approved literature to Groups and individuals as required. The office does not process orders to Groups outside Ireland. The majority of literature is procured from AA World Services in New York, some from AA Great Britain and many items are produced in house at the office in Dublin. Complimentary 'Starter Packs' containing specific items of AA literature are available to new groups once approved by their Intergroup.

GSO maintains up to date records on AA Groups in Ireland, based on the information provided by each Group. This information is used to compile a directory of AA Groups and to update meeting information on the AA Website. The AA directory is produced approx. four times a year. It is the responsibility of each Group to ensure their information is up to date at all times.

GSO maintains up to date accounts and is involved in the production and distribution of the News Sheet, Road Back, Conference Minutes, Financial Statements and other material as requested by the General Service Board.

GSO houses the National Archives for AA in Ireland. This is available to view by appointment only and can be organised by contacting GSO direct.

GSO strives to provide an effective and efficient service at all times to members of the Fellowship.