

# Information & Supports Booklet

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## Migration Services



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## **Expectations living in pledged accommodation in Ireland:**

When you move into your pledged accommodation you are beginning your 'soft landing' in Ireland. The pledged accommodation programme is a stepping stone to you living independently in Ireland. You are expected to sign a license agreement with your host/landlord. The finer details included in the license agreement will be written up by your landlord directly in coordination with you. You will discuss and agree what your contribution towards utility bills will be, agree how the shared spaces will be accessed (kitchen, living room, washing machines etc.) and outline the minimum household requirements around cleaning and waste disposal. In your pledged accommodation it is your job to take care of yourself and your family. Your hosts responsibility is to give you shelter and accommodation. It is important that you and your host manage expectations at the beginning to understand how you will live together cohesively, the caseworker supporting you will assist in this process. \*See Notes section for more information\*

## **Tenancy Breakdown:**

In unforeseen circumstances where the owner cannot complete or extend the duration of the license agreement, and you need re-accommodation, please contact Red Cross staff and we will work with you to plan your next steps. If your host has had a change of circumstances and has to end your placement early, we will support you in finding a new suitable accommodation option. Please note, given the shortage of accommodation in Ireland, the Red Cross can't guarantee there will be an option of suitable accommodation available in the same area for you. It is important to use the time in pledged accommodation (be it 6 months or 1 year) to begin to plan your next steps to independent living beyond the Pledged accommodation programme.

[migrationcrises@redcross.ie](mailto:migrationcrises@redcross.ie)

## **Online resources directed to people from Ukraine:**

The Open Community SWIFT Integration App

SWIFT Integration is a multilingual mobile app that provides clear and concise information and supports that aim to enhance integration for those settling in Ireland. The app provides information on a whole range of areas such as social welfare supports, healthcare, education, employment, and accommodation amongst others.

<https://theopencommunity.ie/swift-integration/>

### **1. Coming to Ireland from Ukraine:**

[https://www.citizensinformation.ie/en/moving\\_country/asylum\\_seekers\\_and\\_refugees/the\\_asylum\\_process\\_in\\_ireland/coming\\_to\\_ireland\\_from\\_ukraine.html](https://www.citizensinformation.ie/en/moving_country/asylum_seekers_and_refugees/the_asylum_process_in_ireland/coming_to_ireland_from_ukraine.html)

<https://www.gov.ie/en/publication/abf3e-social-welfare-supports-for-ukrainiancitizens-arriving-in-ireland-under-the-temporary-protection-directive/>

<https://www.redcross.ie/>

### **2. Resources through Social Media:**

Facebook - <https://www.facebook.com/IrishRedCross>

X - <https://twitter.com/IrishRedCross>

LinkedIn - <https://www.linkedin.com/company/irish-red-cross/>

Instagram - <https://www.instagram.com/irishredcross/>

YouTube - <https://www.youtube.com/IrishRedCross>

Telegram (Ukrainian) - <https://t.me/irishredcross>



## Housing Supports

Take photos/videos of the property, for your own record.

Take photos of any damage in the property and email them to the Landlord. This is proof that you did not cause damage.

If you are moving to a vacant property, discuss with the owner if the bills should be put on your name. If putting them on your name, take gas and electricity readings and provide them to your service provider.

### Paying Your Bills

#### Bills

In some cases, bills could be included in the rent, however in most cases they will be the responsibility of the beneficiary. In taking on additional charges it is advised that you, get the account set up in your name if possible.

#### Heating Oil

If the property operates oil heating, normally you will have responsibility for filling the tank. Do not allow the oil to go below minimum levels required. You may wish to buy oil at times when it is cheaper, such as during the summer.

Report any faults to the landlord immediately.

You should also clarify with landlord if you will be required to fill up the tank before moving out of the property, and/or what will be done if unused oil is left in the tank.

If sharing accommodation, clearly agree how everyone will contribute to the bills.

If the account is not in your name always get a copy of the bill before paying, to ensure you are paying only what you are responsible for.

Reduce costs by being aware of usage, use more efficient items and use at cheaper rate times.

Suppliers offer a range of payment options including pay as you go. Chose the most convenient option for you.

Contact the supplier if you have any problems/concerns e.g. overpaying.

Shop around periodically for better value.

### Electricity and Gas

Your landlord has a legal responsibility to ensure that the installations for the supply of electricity and gas are maintained in a good working order. Report all concerns to the landlord immediately.

There are several different suppliers so shop around for the best value.

To avoid disconnections at the end of the agreement, discuss with the owner the process for transferring the utility bill back into the owner's name.

Below you can see sites where you will find the information which electricity providers and comparisons:

Website	<a href="http://www.bonkers.ie">www.bonkers.ie</a>
Website	<a href="http://www.switcher.ie">www.switcher.ie</a>

### Bins

Bin collections might be paid apart. The owner will be able to inform you. If that is the case in your property, and the owner has advised you to change the bills to your name, below are some of the main bin collection companies:

COMPANY	CONTACT DETAILS
Greenstar	<a href="http://www.greenstar.ie">www.greenstar.ie</a> 01 – 294 7900
Panda	<a href="http://www.panda.ie">www.panda.ie</a> 1890 62 62 62
The City Bin Company	<a href="http://www.citybin.com">www.citybin.com</a> 1800 24 89 24
Greyhound	<a href="http://www.greyhound.ie">www.greyhound.ie</a> 1890 98 99 98
Oxigen	<a href="http://www.oxigen.ie">www.oxigen.ie</a> 1890 69 44 36



## TV License

Your host does not have to provide you with a TV. If one is provided as part of the arrangement, you will lawfully be responsible for the TV license, unless otherwise agreed between the owner and you.

By law, if you have a television in your home (or equipment that can receive a television signal such as gaming consoles and/or PC's and laptops) you must have a television license. The license is a certificate that states that you have paid the license fee to the government. License fees are used to pay for public service broadcasting in Ireland. Your TV license lasts for one year and is renewable.

You can buy the license at any post office or online at [www.tvlicence.ie](http://www.tvlicence.ie).

## Internet

There is no legal obligation on your host to provide internet/broadband. If it is provided, check that it works and that there is good coverage for the area. As a beneficiary, you cannot alter or improve the property without the owner's consent. If internet is not currently installed, discuss with the owner if you can arrange installation.

Below you can see sites where you will find the information which internet providers and comparisons:

Website	<a href="http://www.bonkers.ie">www.bonkers.ie</a>
Website	<a href="http://www.switcher.ie">www.switcher.ie</a>

## Fixed Line Phones

Many companies in Ireland offer fixed line phone services. Fixed line means that your phone is connected by a cable to an outlet on a wall in your home. Wireless phones are available to use with fixed lines. The type of fixed line service you choose will depend on your needs.

You can compare fixed line phone prices from all operators on [www.callcost.ie](http://www.callcost.ie).

Mobile Phone, TV and Broadband Providers Many operators in Ireland provide mobile phone, television and internet/broadband services or combination packages of any listed above. There are constantly new operators entering the market and you can compare services and prices for providers on price comparison websites.

Top right table is a list of the biggest providers for mobile phone, TV and internet services:

PROVIDER	PHONE	TV	BROADBAND/ INTERNET	CONTACT DETAILS
Vodafone	✓	✗	✓	<a href="http://www.vodafone.ie">www.vodafone.ie</a> 1800 630 630
Eir	✓	✓	✓	<a href="http://www.eir.ie">www.eir.ie</a>
Virgin	✓	✗	✓	<a href="http://www.virginmedia.ie">www.virginmedia.ie</a> 1980 (option1)
Sky	✓	✗	✓	<a href="http://www.sky.com">www.sky.com</a> 0818 719 819
Imagine	✓	✗	✓	<a href="http://www.imagine.ie">www.imagine.ie</a> 1890 929 029
Saorview	✓	✗	✓	<a href="http://www.saorview.ie">www.saorview.ie</a> 1890 222 012

## Having problems with your current property?

If you experience a maintenance issue in the property, for example your heating is not working, or there are leaks, please ensure you make the host aware of this in writing. It is your hosts responsibility to maintain certain aspects of the property. If you have been placed by the Irish Red Cross, Helping Irish Hosts or IOM please contact the caseworker who helped you if needed. If you were placed by the Peter McVerry Trust, contact the Irish Red Cross at [migrationcrises@redcross.ie](mailto:migrationcrises@redcross.ie)



## Social Welfare Supports

**Remember:** Notify the social welfare office of your new address.

Application forms for a range of payments can be provided by your local social welfare office or downloaded online:

Website	<a href="https://services.mywelfare.ie">https://services.mywelfare.ie</a>
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## Citizens Information

Citizens Information is a nationwide service which provides advice and information across a wide range of issues, e.g. health, social welfare, family, housing etc. They have over 215 locations across Ireland which provide free information, advice and advocacy.

### Contact

Phone	0761 07 4000
Website	<a href="http://www.CitizensInformation.ie">www.CitizensInformation.ie</a>

## Community Welfare Services

The majority of the work carried out by the Community Welfare Officer (CWO) involves the administration of the Supplementary Welfare Allowance Scheme. The types of payments made under this scheme include; weekly Supplementary Welfare Allowance; Rent Supplement; Mortgage Interest Supplement; Diet and Heating Supplements; Back to School Clothing and Footwear Scheme and exceptional needs payments for items such as; buggies, clothing, funeral costs etc. In order to access these supports you will contact the CWO for your local area.

CWO's hold a number of clinics per week, usually in a health centre. An appointment is not generally required.

### Contact

Website	<a href="http://www.gov.ie">www.gov.ie</a>
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## Crosscare - Migrant Project

Crosscare has provided support to those immigrating to Ireland since the 1940's. They are a social support agency. The 'migrant project' is one project established by Crosscare. They provide advice and support to those trying to access social welfare payments on entry into Ireland.

**Location:** Office in Dublin

### Contact

Phone	+353 (0)1 873 2844
Email	<a href="mailto:migrantproject@crosscare.ie">migrantproject@crosscare.ie</a>
Enquiry form available on website	<a href="http://www.migrantproject.ie">www.migrantproject.ie</a>



## Medical Support

### HSE – Find a GP

General practitioners (GPs) are family doctors. They treat all common medical conditions. A GP is usually the first doctor you will see about non-emergency illnesses and health issues. They refer people to hospitals and medical services for urgent and specialist treatment.

If you are looking to change GP, forms can be provided by your new GP. If it is relating to the medical card, see below. Find your local GP on their webpage or scan the QR code:



Website	<a href="http://www2.hse.ie/services/find-a-gp">www2.hse.ie/services/find-a-gp</a>
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## Medical Card

If you have a medical card, you will need to register your new address when you move to your new private rented accommodation.

To renew a card that has expired:	<a href="http://www2.hse.ie/services/medical-cards/renew-your-medical-card.html">www2.hse.ie/services/medical-cards/renew-your-medical-card.html</a>
To change details:	<a href="http://www2.hse.ie/services/medical-cards/change-your-medical-card-details.html">www2.hse.ie/services/medical-cards/change-your-medical-card-details.html</a>
To change your GP on your medical card or GP visit card	<a href="http://www.migrantproject.ie">www.migrantproject.ie</a>

## In an Emergency

Call 999 or 112 to ask for an ambulance. These numbers are free to call and work on any phone.

Try and have the following information ready when you speak to the emergency call operator:

- name of sick or injured person and their date of birth
- a description of what is wrong with the person (type of injury), any medical conditions or allergies that you know of)
- where you are and your eircode (if you know it) If you can, tell the ambulance people the name of the person's GP and a list of medications the person is taking.

General information about health services For the general information about health services contact the HSE's contact center (HSE Live). Our team speak Ukrainian and we're here Monday to Friday, 9am to 5pm

Call HSE live on 1800 700 700 or 00 353 1 240 8787 and select option 3.

If you urgently need to see a GP outside their clinic hours, you can contact your local GP out-of-hours service.

You must make an appointment. There is no drop-in facility.

If your medical issue is not urgent, you should make an appointment to see your usual GP during normal clinic hours.

Do not forget to choose the area where you are staying.

Website	<a href="http://www2.hse.ie/services/find-agp-out-of-hours/">www2.hse.ie/services/find-agp-out-of-hours/</a>
Phone	1) 1800 700 700 2) 00 353 1 240 8787 Select 3

If you have an appointment and you do not speak English, tell the medical staff and ask if they can arrange an interpreter for you. In some cases, the hospital or health clinic can provide an interpreter.

## Dental Care

If your teeth need attention, you can use the adult dental scheme run by the HSE (provided by the HSE for free if you have a medical card).

It covers a limited range of treatments. To check what is available, you will need to visit a dentist's surgery in your area. You may have to pay for some dental treatment. However, many dentists offer payment plans to help you spread the payments out.

To help you find a nearby dentist	<a href="http://www.hse.ie/eng/services/maps">www.hse.ie/eng/services/maps</a>
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## School Supports

### Primary School

Children usually start primary school when they are 5 years of age. They start in September - the beginning of the school year. However, you can start your child at primary school from the age of 4. You can also choose to teach your child at home.

### Post Primary School

The post-primary or second-level education caters for students aged 12 to 18 years. Attendance at school is compulsory for students aged under 16. Most children start in post-primary school at the age of 12 or 13. They must be at least 12 years of age on 1 January in the year they start second-level education in order to be registered in a post-primary school.

However you choose to educate your child, at home or at school, you must ensure that your child gets a certain minimum education from the age of 6 to the age of 16.

### Enrollment in school

To help you find a school for your child the Department of Education have – Find a School page. Below is the link to a website which can aid you in finding a school in your local area. You can scan the QR code with your phone to bring you directly to the search page.



### Contact

Website	<a href="http://www.education.ie">www.education.ie</a>
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If you have questions connected with education of your child you can contact the National Parents Council Primary Information Helpline. They have a helpline officer that speaks Ukrainian and Russian. Monday to Friday 9:00am – 5:00pm

Phone	01 887 4473
Email	<a href="mailto:helpline@npc.ie">helpline@npc.ie</a>

## Regional Education & Language Teams (REALT)

If you are having difficulty getting your child into a school, the department of Education has put in place a system of Regional Education and Language Teams hosted by the 16 regional education and training boards (ETBs) to support the education needs of children from Ukraine arriving in Ireland.

A core function of the REALT is to help families to find a school place. This work involves working with the families, school principals and communities to locate school places, providing relevant information as well as signposting to supports across the system.

### Contact

Website	<a href="https://www.etbi.ie/regional-educationand-language-teams-for-ukraine/">https://www.etbi.ie/regional-educationand-language-teams-for-ukraine/</a>
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## School Transport

School Transport Services for children arriving to Ireland from Ukraine. Ukrainian children attending primary or post-primary schools may apply for school transport. The application process for school transport will vary, depending on the living arrangements of the Ukrainian children.

### Contact

Website	<a href="https://public.flowforma.com/?token=OfHd8bEHNUjypR1J2ohyawPtOLA8xbJSVD02MsoVP7sPa83cAd">https://public.flowforma.com/?token=OfHd8bEHNUjypR1J2ohyawPtOLA8xbJSVD02MsoVP7sPa83cAd</a>
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Follow the link or scan the QR code with your phone to bring you directly to the application page:



## School Transport Support Team

If you require the assistance of one of our School Transport teams, please contact Bus Éireann by email or telephone the relevant School Transport office for your region. Operating hours are 09.00 – 17.00 Monday to Friday. You can access the contact details of your regional area by scanning the QR code with your phone.

### Contact

Website	<a href="https://buseireann.ie/inner.php?id=256">https://buseireann.ie/inner.php?id=256</a>
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## Childcare Supports

This document is to help people with their transition into Ireland and to help people to navigate the cultural differences. Included in this document is some practical guidance that will help to navigate the early years of a child's life while in Ireland, from pre-school childcare and the schooling system, right through to child supervision and family support services. This guide has been developed by The Child and Family Agency (Tusla), with input from families who have recently arrived in Ireland.



[https://www.tusla.ie/uploads/content/Tusla\\_-\\_Short\\_guide\\_for\\_parents\\_who\\_are\\_newly\\_arrived\\_in\\_Ireland\\_1.pdf](https://www.tusla.ie/uploads/content/Tusla_-_Short_guide_for_parents_who_are_newly_arrived_in_Ireland_1.pdf)

## Childcare.ie

Childcare.ie is the national childcare directory of Ireland. It is an online search platform for childcare services in Ireland. As a parent you can see what each childcare service offers and contact the provider for any further information required, enabling you to make informed decision, which are best for your family.

### Contact

Website	<a href="http://www.childcare.ie">www.childcare.ie</a>
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## Early Childhood Ireland

Early Childhood Ireland Early Childhood Ireland is the largest organisation in the early years sector. They

represent 3,800 childcare members, who support over 100,000 children and their families through preschool, afterschool, and full day-care provision nationwide. For parents they also provide valuable information on choosing the right early years option for your child.

### Contact

Phone	01 4057100
Email	<a href="mailto:info@earlychildhoodireland.ie">info@earlychildhoodireland.ie</a>
Website	<a href="http://www.earlychildhoodireland.ie">www.earlychildhoodireland.ie</a>

## Family Supports

### Tusla – Family Resource Centre

Tusla's Family Resource Centres (FRC) provides a range of services and development opportunities that address the needs of families. These can include the provision of information, advice and support to target groups and families, delivering educational courses and training opportunities, the establishment and maintenance of new community groups to meet local needs, counselling and support to individuals and groups and the delivery of services at a local level (e.g. childcare facilities, afterschool clubs, men's groups, etc.). Check for your local family resource centre on their webpage:

### Contact

Website	<a href="http://www.familyresource.ie">www.familyresource.ie</a>
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## One Family

One Family supports people parenting alone, sharing parenting and parenting around separation. Their services offer support to individual families through times of change and difficulty, as well as supporting those experiencing a crisis pregnancy. Their supports include; the Askonefamily Helpline, counselling, parenting supports, early years intervention services and parenting tips.

### Contact

OneFamily Helpline	1890 662 212 or 01 6629212
Email	<a href="mailto:info@onefamily.ie">info@onefamily.ie</a>
Website	<a href="http://www.OneFamilyIreland.ie">www.OneFamilyIreland.ie</a>



## Migrant Family Support Services

The Migrant Family Support Service (MFSS) is a voluntary service with the aim to support migrant families. They provide practical and moral support for migrant families and support positive engagement of parents with Ireland's Child and Family Agency (TUSLA) throughout different processes such as, child protection interventions, reunification process, court orders, safety plans, educational needs and family support networks.

### Contact

Phone	01 3324079
Email	familysupport@newcommunities.ie
Website	www.newcommunities.ie

## Community Based Supports

### Cork Community Support Services

#### Cork Kerry Refugee Resettlement Initiative

This is an initiative to meet the health and psychosocial needs of refugee families in Cork and Kerry. It is a multidisciplinary project developed and led by Social Inclusion. Their website provides a comprehensive list of all sorts of community groups/ activities and support services around Cork. It also includes informative health videos.

### Contact

Website	www.ahlan.ie
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### Cork Counselling Services

Cork Counselling Services offers counselling supports for a wide range of issues.

### Contact

Phone	021 427 4951
Website	www.corkcounsellingservices.ie

## Mallow Community Webpage

The Mallow Community webpage provides a section with contact information for a wide range of support services available in or close to Mallow. It also keeps those living in the locality up to date on events happening in Mallow and opportunities for employment and accommodation.

### Contact

Website	www.mallow.ie
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## Mayo Community Supports

### Mayo Intercultural Action

Mayo Intercultural Action is a local community organisation promoting the positive effects of interculturalism and the meaningful participation of refugees, asylum seekers, migrants and their families in all aspects of the community. Activities include delivery of integration projects in local communities, delivery of a project developing female migrant entrepreneurs, provision of information and support, group development, integration projects with asylum seekers, such as arts, sports, gardening, etc.

### Contact

Phone	949044511
Website	miamayo@eircom.net

## Clare Community Supports

### Clare Immigrant Support Centre (CISC)

Clare Immigrant Support Centre (CISC) provides a range of free services and programmes to immigrants including refugees and asylum seekers in County Clare, including a drop-in service, individual case support, English language programmes and community and outreach work.

Check the website for outreach clinic times.

### Contact

Phone	0879818790 or 0868783838
Email	karyncisc@gmail.com or lailacisc@gmail.com
Website	www.ClareImmigrantSupportCentre.ie

## Kilkenny Community Supports

### Immigrant Support Clinic

The Immigrant Support Clinic offers free information, advice, advocacy and one to one support for immigrant communities in Kilkenny.

Open on Mondays from 10 am – 1pm, upstairs in the Fr. McGrath Family Resource Centre (during term time only).

#### Contact

Phone	086 1927033
Email	info@frmcgrathcentre.ie

## Kerry Community Supports

### Tralee International Resource Centre (TIRC)

TIRC supports integration between local and international communities in Tralee, Co. Kerry by providing support services to asylum seekers, refugees and broader immigrant communities. They operate a drop-in facility and moderate inter-agency cooperation towards greater integration. See their website for opening hours.

#### Contact

Phone	0667127918 or 087 9822983
Email	info@tirc.ie
Website	www.traleeInternationalresourcecentre.ie

## Dublin Community Supports

### Women's Community Projects Mullingar

Women's Community Projects (Mullingar) Association provide education and training opportunities from basic level to accredited – QQI Level 3 to 6. These include a Community and Adult Education programme, a Back to Education Initiative, a FÁS Local Training Initiative and an Equality for Women Measure training programme. They also have a childcare facility catering for children from 2 - 12 years old. Their Mullingar homecare service provides employment opportunities to women in domestic/ industrial cleaning, catering and ironing. They also run a free and confidential counselling service and a community employment scheme.

#### Contact

Phone	044 9344301
Email	Enquiry form available on Website
Website	www.WomensCommunityProjects.ie

## Waterford Community Supports

### Waterford Integration Services

Waterford Integration Services work with other NGOs, agencies, academics and the private sector to provide a variety of supports to clients, including advocacy, integration, professional service referrals, English language classes, outreach and policy development.

#### Contact

Phone	051379110
Email	hayesaine@yahoo.com
Website	www.waterfordintegrationservices.ie

## Intercultural Health Hub

The Intercultural Health Hub is funded by the HSE Social Inclusion, who work towards achieving equality of health outcomes for minority and vulnerable communities in the Southeast.

#### Contact

Phone	086 8151043
Email	ovidiu@wstcys.ie
Website	https://wstcys.ie/services/intercultural-health-hub/

## Wexford Community Supports

### Places of Sanctuary Ireland

Places of Sanctuary Ireland is a network of groups in towns, cities and local communities which share the objectives of promoting a culture of welcome, and inclusiveness right across every sphere and sector of society, so that wherever people seeking sanctuary go they will feel safe, find people who welcome them and understand why they are here, and have opportunities to be included in all activities.

#### Contact

Phone	(353) 0851953170
Email	tiffany@cityofsanctuary.org
Website	https://ireland.cityofsanctuary.org/

## Work and Training

### Education and Training Board Ireland (ETBI)

#### Location: Offices Nationwide

ETBs are statutory authorities which have responsibility for education and training, youth work and a range of other statutory functions. ETBs are active in local communities through the direct provision of training and education programmes delivered in training centres, colleges and other training and educational settings. Check the website for contact details for a training centre in your local area.

#### Contact

Phone	045 901070
Email	info@etbi.ie
Website	www.etbi.ie

### SOLAS

SOLAS learning networks manages a range of Further Education and Training programmes which enable learners to succeed in the labour market and thrive in society.

Programmes include Apprenticeships, Traineeships, Skills to Advance, eCollege and the European Globalisation Fund.

SOLAS also manages the Safe Pass Health and Safety Awareness Training Programme, the Construction Skills Certification Scheme (CSCS) and the Quarrying Skills Certification Scheme (QSCS).

To find a SOLAS course to suit your interests, visit their website:

#### Contact

Website	www.solas.ie
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### English Classes (CV Prep)- FIT.ie

The Hub will provide a safe and friendly space where displaced Ukrainians can meet, share experiences and network with fellow Ukrainians that have recently moved to Ireland as well as communicate to family members and colleagues still residing in Ukraine.

We can help you prepare for training and employment in Ireland. Professional assistance will be available with respect to free English classes, CV preparation,

interview techniques, Tech Training Courses and Digital Skills Development. General information and advice will also be provided with respect to access to relevant services and community organizations.

Phone	+353 1 882 5570
Email	info@fit.ie
Website	Fit.ie

### Migrant Teacher Project

#### Location: Trinity College Dublin

The Migrant Teacher Project aims to increase the participation of Immigrant Internationally Educated Teachers (IETs) in Irish primary and post-primary schools. The project provides information, advice and training to migrant teachers who have qualified outside of Ireland, to help them to continue their profession in Ireland.

#### Contact

Email	mtp@mie.ie
Website	www.mie.ie

### English Classes

**Fáilte Isteach** is a national community project involving volunteers welcoming migrants through conversational English classes. The project provides the necessary language skills to new migrants in a student-centred, welcoming and inclusive manner.

Scan the QR with your phone to find the nearest English conversation class in your region.



Website	www.thirdageireland.ie/failteisteach
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### English classes ETBI

Education and Training Boards Ireland (ETBI) is the national representative body established to collectively represent the sixteen Education and Training Boards (ETBs) and promote their interests. ETBI offers school and further education opportunities, as well as free English classes.

Website	www.etbi.ie/
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## Useful Resources for Studying

### Libraries Resources for Ukrainian Refugees in Ireland

Refugees in Ireland Libraries around Ireland extend a warm welcome to all Ukrainian refugees arriving in Ireland and their community. The libraries are trusted and inclusive spaces, safe, warm, welcoming, and FREE to use by all. Please drop into your local library and ask about joining. Or have a look around and sit and relax for a while What can you get in Libraries:

Free access to computers and the Internet in the library

- 1) All libraries offer free access to computers and to the Internet.
- 2) Study Space / Designated Seating Area
- 3) Most libraries have study spaces or just somewhere you can come in and relax while browsing a book or newspaper.
- 4) Use of Library tablets You can access free broadband, WiFi, and the Internet service in the libraries on one of the tablets.
- 5) Photocopying and printing can be done in all the libraries (there is a charge for this). Sometimes libraries organize English classes and different creative classes for children.
- 6) Through Libraries you can access a wide variety of online resources such as ebooks, dictionaries, online courses.

### Validation of Qualifications

If you want to work or study in Ireland and your academic qualification is from another country, you may need to get your qualification recognized in Ireland.

How do I get my academic qualification recognized in Ireland?

You can compare your foreign qualification to an Irish qualification of a similar type and level on the NARIC website.

Download a comparability statement NARIC has published a guide on how to get your foreign qualification recognized. You can also find guides in different languages on the website.

Qualification recognition	<a href="https://www.qqi.ie/sites/default/files/2022-03/naric-guide-ukraine.pdf">https://www.qqi.ie/sites/default/files/2022-03/naric-guide-ukraine.pdf</a>
Foreign qualification service	<a href="https://www.qqi.ie/news/qqi-supportsfor-displaced-ukrainenationals">https://www.qqi.ie/news/qqi-supportsfor-displaced-ukrainenationals</a>

### Driving License

By law you must be insured to drive your Ukrainian car when using it on Irish roads. The Motor (Transport) Insurance Bureau of Ukraine (UA) has prepared a list of Ukrainian Insurance Providers that allows Ukrainian refugees to renew their insurance policies online and to get an International Insurance Green Card.

More information	<a href="http://www.mibi.ie">www.mibi.ie</a>
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Non-compliance will result in prosecution by a Garda Síochána, the Irish police service. Ukrainians can exchange their Ukrainian driving licence for an Irish driving licence, allowing them to drive on Irish roads legally. An application to exchange a licence can be made in any National Driver Licence Service (NDLS) centre. An appointment to attend an NDLS centre can be booked online or by phone.

#### Contact

Phone	0818919090
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All you need to book driving license is your Public Services Card and your verified MyGovID for safe, secure access to your online application.

If you haven't got a verified MyGovID account but have a Public Services Card? You're almost there.

You can set up your verified MyGovID account using your public services card at [www.mygovid.ie](http://www.mygovid.ie).



## Banking

### Opening a bank account

You can open a basic bank account if you do not have the ID and proof of address that you need to open a current account. The Irish Banking Culture Board has a Guide to Basic Bank Accounts in Ukrainian.

Many banks have made it easier to open a bank account if you have arrived in Ireland from Ukraine.

An Post has current accounts.

You need:

1. A photo ID (you can use expired ID),
2. your temporary permission letter
3. your PPS number.
4. You need proof of address:  
A signed letter from the person you are staying with along with a household bill in their name.

A letter on headed paper if you are staying in temporary accommodation provided by the Irish state.

If there are any issues with setting up a bank account, a helpline has Ukrainian and Russian speakers below.

#### Contact

Phone	0818 303 203
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**Revolut** is an online bank, now recognised as an official bank in Ireland.

#### Contact

Website	<a href="http://www.revolut.com/en-IE/">www.revolut.com/en-IE/</a>
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## Justice/Legal Supports

### Free Legal Advice Centre (FLAC)

FLAC is an Independent Law Centre offering free and confidential legal information and advice to the public. FLAC operate a telephone information and referral line, legal advice centres and online legal information.

#### Contact

Phone	01 8745690 or 189 350250
Website	Website

### Nasc

#### Location: Cork

Nasc works to link migrants and ethnic minorities to their rights through protecting human rights, promoting integration and campaigning for change as well as providing a free legal service.

#### Contact

Phone	021 427 3594
Email	<a href="mailto:info@nascireland.org">info@nascireland.org</a>
Website	<a href="http://www.nascireland.org">www.nascireland.org</a>

### Legal Aid Board

The Legal Aid Board are the body charged with providing legal aid in Ireland. Legal aid can help you if you cannot afford to pay a solicitor privately, by providing legal advice and representation in court. The legal aid board can also support the family mediation of separating couples.

You can apply for legal aid online or download an application form on their website.

#### Contact

Phone	0669471000 or 1890615200
Email	<a href="mailto:info@legalaidboard.ie">info@legalaidboard.ie</a>

## Mercy Law Resource Centre

Mercy Law Resource Centre provide free legal advice and representation to people who are homeless or at risk of homelessness.

### Contact

Phone	01 453 7459
Email	info@mercyllaw.ie
Website	www.MercyLawResourceCentre.ie

## Immigrant Council of Ireland

The Immigrant Council of Ireland is an Independent Law Centre that provides assistance and legal representation to individuals regarding their immigration status. This is a free, but limited, service for particularly complex situations or cases that give rise to specific policy concerns.

The Immigrant Council of Ireland also operates an Information and Support Service which provides confidential information about issues within the Irish immigration system.

### Contact

Phone (Immigration rights, visas & family reunification)	01 674 0200
Phone (Anti-racism)	info@mercyllaw.ie
Website	www.immigrantcouncilofireland.ie

## Doras Luimni

### Location: Limerick

Doras Luimni provides direct support services to asylum seekers and refugees which include a legal service and an advice and information centre, as well as campaigning on policy and working on integration planning.

### Contact

Phone	061 310328 or 083 0802378
Email	info@doras.org
Website	www.doras.ie

## Support for Women

### Akidwa

AkiDwA is a national network of migrant women living in Ireland. AkiDwA works to promote equality and justice for migrant women living in Ireland by ensuring equal opportunities and access to resources.

Their activities are focused on helping migrants to participate fully in all aspects of social, cultural, economic, civic and political life in Ireland.

### Contact

Phone	01 8349851
Email	info@akidwa.ie
Website	www.akidwa.ie

### Women's Aid

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse since 1974.

Phone	1800 341 900
Email	info@womensaid.ie

## The National Women's Council of Ireland

The National Women's Council of Ireland's

(NWCI) mission is to lead and to be a catalyst in the achievement of equality for women. They act to ensure that the voices of women, in all their diversity, are heard. The NWCI promote women's economic independence, build the women's movement in Ireland, support women in leadership, values care and care work and promote women's right to health.

### Contact

Phone	01 6790 100
Email	Access through their website
Website	www.nwci.ie





## Ruhama

Ruhama is an Irish NGO and registered charity that offers nationwide support to women affected by prostitution, sex trafficking and other forms of commercial sexual exploitation. Ruhama provides a number of confidential supports such as; counselling, legal and immigration support, education and training programs, housing and social welfare support, work placement, addiction support and health and wellbeing supports.

### Contact

Phone	(+353) 01 836 0292
Text	Text REACH to 50100 (free)
Email	admin@ruhama.ie
Website	www.ruhama.ie

## Muslim Sisters of Eire

MSOE is an independent voluntary organisation, made up of mainly Muslim women living in Ireland. They provide support to Muslim women by working to promote a better understanding of Islam, empowering women and promoting social integration. They support young women by providing halaqas, camps and other activities. They also provide support for individuals experiencing homelessness.

### Contact

Phone	086 785 4866
Email	Inquiry form available on website.
Website	www.MSOE.ie

## Women's Aid

Women's Aid 24hr National Freephone Helpline offers confidential information, support and understanding to women in the Republic of Ireland, who are being abused by current or former boyfriends, partners or husbands. The Helpline provides support to callers where English is not their first language, through our Language Line facility (available 24 hours a day, 7 days a week).

### Contact

Interpretation Helpline Service	1800 341 9
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## Religious Supports

### Dublin City Interfaith Forum (DCIF)

The Dublin City Interfaith Forum (DCIF) is a network of people from a wide variety of faith communities in the Dublin City. It seeks to raise awareness of the diversity of faith and culture through deep interfaith dialogue and co-operation.

### Contact

Phone	01 89420784
Email	Enquiry form on website
Website	www.dcif.ie

### Irish Muslim Peace and Integration Council (IMPIC)

The Dublin City Interfaith Forum (DCIF) is a network of people from a wide variety of faith communities in the Dublin City. It seeks to raise awareness of the diversity of faith and culture through deep interfaith dialogue and co-operation.

### Contact

Phone	+353 1 5156206
Email	info@impic.ie
Website	www.impic.ie



## Other Supports

### Social Inclusion and Community Activation Programme (SICAP)

SICAP focuses on reducing poverty and promoting social inclusion and equality through local and regional engagement and collaboration. All SICAP supports are free and confidential. They provide information and support through; a helpline, drop-in clinics, advocacy, referrals to external organisations, learning supports and referrals to courses for adult education.

#### Contact

Phone	018727842 or 0873967609
Email	francesco@newcommunities.ie
Website	www.newcommunities.ie

### Irish Refugee Council

The Irish Refugee Council provides services and supports for people seeking protection and people recognised as refugees in Ireland. They provide free and confidential drop-in centres and law centres, as well as providing advice and support around housing, employment, education, youth work and resettlement.

#### Contact

Drop-in Centre Phone	01 764 5854
Drop in Centre Email	infoferralservice@irishrefugeecouncil.ie
Arabic & French Text Number	0858128514
Email	info@irishrefugeecouncil.ie
Website	www.irishrefugeecouncil.ie

### Jesuit Refugee Service (JRS)

The Jesuit Refugee Service are an NGO which conducts advocacy work, as well as providing a number of direct support services to refugees including language support, a school's integration programme and psychosocial supports. JRS also visit immigration detainees, organise training for detention visitors and advocate for more just detention policies.

#### Contact

Limerick Contact No	+353 61 480922
Dublin Contact No	+ 353 1 814 8644
Website	info@jrs.ie

### Garda Racial, Intercultural and Diversity Office

The Garda National Diversity & Integration Unit forms part of the Garda Community Relations Bureau. The unit is responsible for monitoring hate crime and hate related incidents. They also liaise between members of the public and the relevant Garda or other service provider.

#### Contact

Phone	01 666 3150
Email	diversity@garda.ie
Website	www.garda.ie

## HSE Social Inclusion Unit

The National Social Inclusion Office supports equal access to health services for people from vulnerable groups. They provide a number of supports including translation aids, intercultural health and around domestic, sexual and gender-based violence.

### Contact

Phone	01 620 1703
Email	Socialinclusion@hse.ie
Website	www.HSE.ie

## Irish Human Rights and Equality Commission (IHREC)

IHREC is Ireland's national human rights and equality institution. Their purpose is to protect and promote human rights and equality in Ireland. They can provide information and legal assistance to help individuals defend their rights.

### Contact

Phone	1 890 245545 or +353 1 8589601
Email	info@ihrec.ie
Website	www.ihrec.ie

## Irish Naturalization and Immigration Service (INIS)

The Irish Naturalisation and Immigration Service (INIS) was established in 2005 to provide a one-stop-shop for asylum, immigration, citizenship and visa services.

### Contact

Website	www.inis.gov.ie
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## Discovery Choir

Discovery Gospel Choir is Ireland's leading multi-cultural choir, singing songs of hope from all over the world. Their membership currently spans 14 different nationalities, and they sing in 30 different languages.

### Contact

Website	www.discoverygospelchoir.ie
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## Mothers Tongue Initiative

Mother Tongues is a not-for-profit organisation aimed at promoting multilingualism in Ireland. They work with schools, families, community groups and artists through a range of activities that allow children to experience their mother tongue outside of the home environment. They offer practical courses for parents on bilingual language developments and organise events and classes for children.

### Contact

Email	info@mothertongues.ie
Website	www.mothertongues.ie

## Migrant Rights Centre Ireland (MRCI)

MRCI is a national organisation working to promote justice, empowerment and equality for migrants and their families. MRCI operates an information and advice service and works in particular on issues of rights for undocumented migrants; identification and protection of victims of trafficking for forced labour; employment rights and protections for vulnerable workers in hidden or precarious sectors, including migrants in diplomatic households, au pairs, carers, domestic workers, and restaurant workers; ethnic profiling and access to education.

### Contact

Phone	+353 83 075 5387
Email	info@mrci.ie
Website	www.MRCI.ie

## International Organisation for Migration (IOM)

The IOM is the leading inter-governmental organisation in the field of migration, providing services and advice to governments and migrants with the aim of promoting humane and orderly migration for the benefit of all. In Ireland, IOM assists with voluntary return, family reunification, counter-trafficking and resettlement.

### Contact

Freephone	1800 406 406
Phone	+ 01 676 0656
Website	iomdublin@iom.int



## Spirasi

Spirasi provides support to survivors of torture who are asylum seekers, refugees, or other disadvantaged migrant groups. They also offer rehabilitation programs, support with navigating Ireland's legal system and educational classes aimed at helping clients' integration into Irish society. In order to access some of Spirasi's supports you will require a referral.

### Contact

Phone	01 8389664
Email	info@spirasi.ie

## Family Carers Ireland

Family Carers Ireland want carers to know they have the support they need to care safely, to make it less of a battle and to know they are not alone. We are the national charity supporting the 500,000+ family and young carers across the country who care for loved ones such as children or adults with additional needs, physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses, mental health challenges or addiction.

Phone	1800 24 07 24
Email	Careline@familycarers.ie
Other relevant details	<a href="https://www.familycarers.ie/">https://www.familycarers.ie/</a>

## Irish Network Against Racism (INAR)

INAR is a national network of anti-racism civil society organisations which aims to work collectively to highlight and address the issue of racism in Ireland. INAR launched a flagship project in July 2013 called iReport. ie. It allows the people, communities, and organisations of Ireland to confidentially report racism nationwide. There are over 40 iReport centres nationwide. As well as this project INAR also runs a number of actions and campaigns which can be seen on their website.

### Contact

Phone	01 8897110
Email	Info@inar.ie
Website	<a href="http://www.inar.ie">www.inar.ie</a>









**Crois Dhearg** na hÉireann  
**Irish Red Cross**