

# FAQ'S FOR THE IRISH RED CROSS

## Supports available for Ukrainians in Ireland

### What are Ukrainians in Ireland eligible for?

- PPSN
- Social Welfare Entitlements
- Medical Card Support
- Papers to remain
- Right to work
- Access to schools
- Any Ukrainian national that presents to a local post office will be provided with an Irish sim card with 3 months credit, 3 months unlimited data and free calls to Ukrainian mobiles and landlines

### Q: Where can I find more information regarding supports available for Ukrainians in Ireland?

A: Please see below FAQ's from Irish government, HSE and citizens information that are updated regularly.

[Irish Government's Frequently Asked Questions for Displaced Ukraine Nationals](#) (Support in Ireland)

[Irish Government's Frequently Asked Questions for Ukrainian Citizens and their Family members wishing to travel to Ireland](#) (Details on requirements to travel to Ireland, registration processes and accessing support in Ireland)

[Supports for Ukrainians in Ireland](#) (Citizens Information)

[Healthcare services for Ukrainian Nationals in Ireland](#) (HSE)

## HOUSING QUERIES – support for Irish hosts who are not registered with the Irish Red Cross but are housing displaced Ukrainians.

### Q: How to find more permanent accommodation for Ukrainians in Ireland?

A: In order to be eligible for housing support from the State or the Irish Red Cross all refugees need to be registered with International Protection Accommodation Services (IPAS). Individuals can register with IPAS either at the airport on arrival or retrospectively by contacting the helpdesk: [ipasinbox@equality.gov.ie](mailto:ipasinbox@equality.gov.ie)

### Q: What details are needed for IPAS?

A: attached accommodation request form.

### Q: I am a Ukrainian Citizen but did not arrive in Ireland under the protection program for Ukrainian refugees, how can I access accommodation?

A: In order to be eligible for housing support from the State or the Irish Red Cross all refugees need to be registered with International Protection Accommodation Services (IPAS). Individuals can register with IPAS either at the airport on arrival or retrospectively by contacting the helpdesk: [ipasinbox@equality.gov.ie](mailto:ipasinbox@equality.gov.ie)

**Q: I am not a Ukrainian Citizen but I am a refugee and need accommodation. How can I access accommodation support?**

A: In order to be eligible for housing support from the State or the Irish Red Cross all refugees, regardless of nationality, need to be registered with International Protection Accommodation Services (IPAS). Individuals can register with IPAS either at the airport on arrival or retrospectively by contacting the helpdesk: [ipasinbox@equality.gov.ie](mailto:ipasinbox@equality.gov.ie)

**Q: How to access Irish Red Cross pledged accommodation?**

A: Once an individual or group has been registered with IPAS for accommodation support they can be assessed to be matched with IRC Pledged accommodation.

If you have registered with IPAS and your current temporary accommodation is unsuitable please share the IPAS form with IRC and we can see if we can assign you accommodation.

**Q: Can hosts retrospectively register with IRC Register of pledges?**

A: Currently we are working through pledges from the national register of pledges and with families appointed by IPAS.

Yes. If a **vacant** property has been occupied by a Ukrainian family and the host/landlord would like to enter into an agreement with the IRC then it is possible to facilitate.

No. If a **shared** property is occupied by private arrangement with a property owner, there is no requirement to enter into an agreement with Irish Red Cross. An Agreement for shared property through IRC will require garda vetting which IRC cannot support retrospectively. IRC is happy to provide a Sample License Agreement to hosts who have made private arrangements and wish to formalize their arrangements.

**Q: What supports do hosts on the Register of pledges receive? Will IRC be paying utilities etc.?**

A: We are waiting for further government guidance on supports available to hosts. If there are essential repair needs in the accommodation (boiler repair etc.) the IRC can offer some assistance to host families. If a pledger has offered an unfurnished property the IRC can coordinate with donors in certain instances to furnish a property fit for purpose. This support and assistance is on a case by case basis.

For further information on supports available to hosts please refer to the relevant governmental websites.

**Q: Will food be provided to families?**

A: No. All Ukrainians arriving in to Ireland through Dublin Airport or ports are provided with immediate PPSN, social welfare support and cash payments. It is not necessary for food to be provided to families who are registered.

**Q: What supports can IRC offer hosts?**

A: Anyone who is housed in IRC Pledged accommodation can be connected with the IRC Caseworker team to support essential needs. The Caseworkers will also be the point of contact for the property owners. Please note, given the volume of families and individuals being placed in accommodation the caseworker team are prioritizing families and individuals with high emergent needs.

**Q: What reimbursements are available for host families?**

A: We are currently awaiting for further governmental guidance on what financial support is available for host families. For further information on supports available to hosts please refer to the relevant governmental websites.

**Q: Are there any rental allowances available for host families?**

A: As per our current information, those covered under the Temporary Protection Directive have the right to apply for rent supplement via the Department of Social Protection. This is managed via the community welfare mechanism. Please check regularly for details on rent supplement at <https://www.gov.ie/en/service/fb3b13-rent-supplement/>

## Questions regarding children in Ireland

**Q: If an Irish host family is concerned about the welfare of a child that has entered the State who do you contact?**

A: Any concerns regarding the welfare of children please contact Tusla, the Child and Family Agency. <https://www.tusla.ie/>

**Q: If you would like to foster a child in Ireland:**

A: Tusla coordinates fostering in Ireland.

## Questions regarding Health

**Q: I need health assistance, what can I do?**

A: Please find all information related to health services in Ireland here: [Healthcare services for Ukrainian Nationals in Ireland](#) (HSE)

## Questions regarding Pets and Driving

**Q: Can I bring my pet in Ireland?**

A: Yes, you can. For more details regarding the current regulations in place for bringing your pet in Ireland, please check here: [bringing pets from Ukraine](#) (Citizen Information)

**Q: Can I drive in Ireland?**

A: Please find all information related to driving in Ireland here: [Driving in Ireland](#) (Citizen Information)

## Questions regarding Goods, Services and pledges other than accommodation.

Anyone who wishes to offer support to refugees supported by IRC, be it through a donation of goods, services or offers of jobs opportunities, please go to our website: <https://registerofpledges.redcross.ie/#/> where you can formally offer the above by scrolling to the bottom of the page and selecting 'Pledge goods' or 'Pledge Services'.

If you missed calls from us or from someone calling on our behalf in relation to your pledge, please note that they will try to contact you again in the due course. Please also note that considering

**the high number of pledges, there might be a delay in reaching out to you. We wish to thank you, as we are grateful for all your understanding and support throughout this crisis.**