

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 FAQs 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

Q. Is there support for Irish hosts who are not registered with the Irish Red Cross but are housing displaced Ukrainians?

A: Yes, if support is required, please contact the Irish Red Cross or Helping Irish Hosts.

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

A: 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: ukrainetempaccomm@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: 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 by contacting the helpdesk: ukrainetempaccom@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: To be eligible for housing support from the State or the Irish Red Cross all refugees, regardless of nationality, you 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

Q: How to access Irish Red Cross pledged accommodation?

A: Once an individual or family 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. This should be done online via migrationcrisis@redcross.ie

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.

If a **shared** property is occupied by private arrangement with a property owner. Any agreement for shared property through the IRC will require garda vetting if children are being accommodated. The IRC cannot support retrospective Garda Vetting. The 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: If there are essential repair needs in the accommodation (boiler repair etc.) the IRC can offer some assistance to hosts. If a host has offered an unfurnished property, the IRC can coordinate with donors in certain instances to furnish a property fit for purpose. Hosts can avail of the 800e tax free payment from the department of social protection. The refugee or Ukrainian person will either contribute to the cost of utilities or pay these costs in full. This should be agreed with the host from the outset. 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 into 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 or Consortium offer hosts?

A: Anyone who is housed in IRC Pledged accommodation can be connected with the IRC or Consortium 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: 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 to 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.

If you have any queries please call, (1800 753343 or email the migrationcrisis@redcross.ie)