

INFORMATION FOR PEOPLE FROM UKRAINE

Area: LIMERICK CITY

This document is a brief guide to help you navigate essential services for life in Limerick. You can find general information on the supports and services available while you are in Ireland. at www.gov.ie/ukraine.

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Access to Public Services

The first thing you need to do is to get a **Personal Public Services (PPS) number**. It is a government issued number and you need it to access public services in Ireland.

You can get your PPS number by going to the nearest **Intreo Centre**.

In Limerick, the nearest Intreo Centre is at Dominic Street, Limerick, V94 X327. This is also known as the Department of Social Protection Ukrainian Hub (Ukrainian speakers available).

Their opening hours are 9.15am to 5pm (Monday to Wednesday) 10.30am to 5pm (Thursday) and 9.15am to 4.30pm (Friday).

When you apply for your PPS number you can apply for social welfare and child benefit on the same form. Payments will be paid into your nearest Post Office (An Post). You have to say which Post Office they should be paid into when you are filling out the application form, and they can only be collected from there.

An Post is the state-owned provider of postal services in Ireland. They provide a postal service and banking services and are located in most towns and urban areas. See www.anpost.com.

Child benefit is a payment of €140 per month, which is available to the mother or legal guardian of a child.

Once you have your PPS number you can then apply for your **Public Services card**. This process may take several weeks so you should apply as soon as possible.

This is a card with your PPS number and your picture on it. You need this card to apply for a driving licence and other public services. You can apply for it at the Intreo Office in Dominic St. Please contact them directly to find out the days you can apply.



Supplementary Welfare Allowance Rates

Age	Maximum personal rate	Increase for an adult dependant	Increase for a child dependant
Aged 25 and over	€206	€138	€40 for a child aged under 12
Aged 18-24 and living independently*	€206	€138	€48 for a child aged 12 or over
Aged 18-24 and not living independently	€117.70	€117.70	People aged 18-24 with children qualify for the maximum personal rate of €206

Health Services

When you obtain your PPS number you can apply for a medical card. If you have a medical card you can get free access to certain medical services. These are provided by the Health Service Executive (HSE) and include family doctors (called GPs or general practitioners); Public Health Nurses in local health centres; services such as physiotherapy, speech therapy, dietician; mental health services; disability services; pregnancy services; hospital and emergency services; and some dental services.

The HSE will provide you with a GP. When you have been assigned one you can go to their clinic during normal working hours.

Out of Hours GP services are available from 5pm to 8am Monday to Thursday, and at weekends by phoning 0818 1235000.

You can also call the Shannondoc service on 087 7551570. They are available 5pm to 9am (Monday to Wednesday), 5pm to midnight (Thursday) and all day/night (Friday, Saturday, Sunday). For more information see <https://www.shannondoc.ie/#centres>.

For emergencies, you can call 112 and 999 free of charge at any time.

The main hospital in Limerick is the University Hospital Limerick, St Nessian's Road, Dooradoyle, Limerick, V94 F858.

For maternity care, go to the Maternity Hospital, Ennis Road Limerick, V94 C566.

For any other health related queries you can contact Majella Tobin on hsemwukrainesupport@hse.ie or 0876595261.

Accommodation Support

If you need accommodation or have problems with your current accommodation you can email ukrainetempaccom@equality.gov.ie.

If you are living with a host family and need assistance, or if you want information about getting your own accommodation, contact Doras.

Going to School

In the Irish education system, children aged 5 to 11 normally go to primary school. This runs from Junior Infants to 6th Class.

Secondary school begins in 1st year (normally aged 12) and finishes in 6th Year (approximate age 17-18 years). Some schools are mixed boys and girls, while others are all boys or all girls.

You can approach any local primary or post-primary school and seek information about a place for your child or children. If the school has a place for your child, they will provide you with more information on how to enrol in that school. If you cannot find a school place for your child you can contact the Education and Training Board by emailing realit@lcebtb.ie, or Tusla (Child and Family Agency) by calling 087 9853181. You can also contact Doras for assistance.

Children are expected to wear uniforms when attending most schools. You should first ask the school about uniforms. If you need to buy them go to Fennessys, 31 William Street, Limerick for primary school uniforms. For secondary school uniforms, go to Noels, Bedford Row, Limerick (boys) or Gemma's, 113 Henry Street, Limerick, V94 NT6F (girls).

You can apply for an allowance for clothing and footwear for children who are going to school in September. This is called a Back to School Clothing and Footwear Allowance (BTSCFA). You must apply between June 20th and Sept 30th. For more information, see www.mywelfare.ie or contact Doras.

Pre School (Early Years Education)

Children can attend free pre-school (known as ECCE programme) for up to 2 years before starting primary school. The ECCE programme offers 3 hours per day, 5 days per week. To qualify, you will require a PPS number for your child. Only children born on or after 1st January 2017 and before 1st January 2019 may enrol in the programme for the remainder of the current year (up to end of June). Children born between 1st January 2018 and 31st

December 2019 are eligible to attend for the year commencing September 2022. There are vacancies in some pre-schools in Limerick for the remainder of this year.

Limerick Childcare Committee can assist in identifying vacant places. They may be contacted on 061 600918 or info@limerickchildcare.ie.

Parent and Family Supports

If you wish to get information about child and family supports contact PAUL Partnership at 061 419388 or ukraine@paulpartnership.ie.

If you have any concerns about the wellbeing or safety of a child, you should contact Tusla, the Child and Family Agency. Tel: Monday to Friday, 9am to 5pm: 061 588688. See also <https://www.tusla.ie/get-in-touch/duty-social-work-teams/>.

If you have any concerns in relation to children outside normal working hours you can contact the police service (An Garda Síochána) Tel: 112 or 999

English Classes

If you would like to attend free English classes, you should contact the local Education and Training Board (ETB) by phone on 1800 707077, by email on fetresponse@lcebtb.ie or calling into their ETB Information Hub in the Further Education and Training College, O'Connell Avenue, Limerick V94 W651 between 10am and 12 noon, and 2pm to 4pm (Monday to Friday).

You will also find a range of free courses, including English, on line on the **SaorEd** platform at www.saored.com.

Further / Third Level Education

Further Education and Training (FET) courses and programmes are provided by the local Education and Training Board (ETB). Courses are designed to support learners who are interested in upskilling to enter the workforce or progress in their existing career, progressing into further or higher education, undertaking an apprenticeship or traineeship, or developing their skills in reading and writing. To find out about these, phone 1800 707077, email fetresponse@lcebtb.ie or call into the ETB Information Hub in the Further Education and Training College, O'Connell Avenue, Limerick V94 W651 between 10am and 12 noon, and 2pm to 4pm (Monday to Friday).

Students who have fled from Ukraine can continue their study at Irish universities. For more information contact Lorraine McIlrath at the Mary Immaculate College (MIC) College of Sanctuary in Limerick, email Lorraine.McIlrath@mic.ul.ie or Doras.

Employment

If you take up employment of any form (casual, part-time or full-time) you must inform the Department of Social Protection. You can do this by going to the Hub in Dominic St. Or you can contact the department by telephone at 0818 625625.

If you are employed on a part time basis or on a limited income you may qualify for payments under an income support scheme (Working Family Payment, or Jobseeker's Allowance additional social welfare supports may be available to you if you have a child under 14 years of age and parenting alone or where the second parent is in Ukraine).

If you are looking for work, the Jobs Club run by PAUL Partnership will help you to prepare your CV or get ready for a job interview. They are at Unit 4, Tait Business Centre, 2 Dominic Street, Limerick. V94Y8R2. Email: jobsclub@les.ie. Tel: 061 419388.

If you wish to avail of the support of an Employment Support Case Worker to help you in your job search you can request a meeting with a case worker at the Intreo centre in Dominic Street. Email activationlimerick@welfare.ie.

If you are interested in working in the public sector (government and government-controlled enterprises), Unijobs can help. Contact: Daria.Luzina@unijobs.ie.

Police

An Garda Síochána (also commonly referred to as the Gardaí) is Ireland's National Police and Security Service. They have responsibility for carrying out all policing and security functions in Ireland, and their role includes; assisting victims of crime, crime prevention, community engagement, crime investigation and road safety.

In an emergency always dial 999/112.

For non-emergency or general enquiries you can call:

- Henry Street, Limerick City: (061) 212400 Eircode V94 VY64
- Roxboro Road, Limerick City: (061) 214340 Eircode V94 R2D5

Driving Licenses

You can exchange your Ukrainian driving licence for an Irish driving licence. To apply to do this, you need to go to the National Driver Licence Service (NDLS) centre at the Parkway Shopping Centre, Dublin Rd, Limerick, V94 FX92. First you should make an appointment online at www.ndls.ie/booking-service.html.

Bank Accounts

If you need to open a bank account you should go to a branch of An Post, Allied Irish Bank, or Bank of Ireland. To do so you will need proof of identity (passport or national ID card), and proof of address (for example, a letter from the hotel you are in).

Translation Services

For translation services, go to:

- Translit, 18 Upper Mallow Street, Limerick, V94 N12Y.
- Word Perfect, WordPerfect Translation Services Ltd, 32 Cecil Street, Limerick, V94 DD5E

Local Supports

- **Doras** is an independent organisation providing information and support to families and individuals who have fled Ukraine on any topic. Runs information and orientation sessions for Ukrainians and also for people providing accommodation. Location: 51 O'Connell St, Limerick, V94 W275. Drop-in 10am to 1pm or 2pm to 4pm Monday to Friday.

Website: www.doras.org Tel: 083-0802378 (available 8am to midnight)

- **Ukrainian Charity Hub** at 3 O'Curry St, Limerick, V94 R966.
- **Limerick Citizens Information** Service provides information, advice and support for people coming to Ireland from Ukraine. Location: Riverstone House (Ground Floor), 23-27 Henry St, Limerick. Monday to Friday 9.30am-4.30pm. Tel: 0818 075 780

Local Shops

- Moldova Stores, Abbey River Court, Unit 4 Island Rd, Limerick
 - Polskie Sklepy Wisła, Unit 3-4, Groody Shopping Centre, Rhebogue Meadows, Limerick V94 T027
 - Wisla Polish Goods Ltd, Upper Denmark St, Limerick
 - Polonez (East European grocery stores) (1) Unit 2A Park Lodge, Rhebogue Road, Limerick V94 XY9E (2) Unit 2B Childers Road, Roxboro, Limerick V94 VP46
 - There are a range of clothes stores in Limerick city centre, including Penneys and Dunnes Stores. General stores such as Tesco, Lidl and Aldi also do some clothes, including clothes that are suitable to use as primary school uniforms (won't have school crest).
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National Support Services

- **Citizens Information** provides information for people coming to Ireland from Ukraine. See www.citizensinformation.ie/en/ (Look for 'Coming to Ireland from Ukraine') Tel: 0818 075 780
- The **Irish Refugee Council** runs a confidential, independent helpline to support people who have fled Ukraine. Ukrainian and Russian speakers staff the helpline. Opening times: Monday to Friday 10:00am to 1.00pm. Website: www.irishrefugeecouncil.ie/Pages/Category/ukraine-response. Tel: 01 9131528.