

# INFORMATION FOR PEOPLE FROM UKRAINE

Last Updated: August 29<sup>th</sup>  
2022

## Welcome to Limerick, Ireland



This document is a brief guide to help you navigate essential services for life in Limerick. To read online go to [www.limerick.ie/council/services/community-and-leisure/information-people-ukraine/information-people-ukraine](http://www.limerick.ie/council/services/community-and-leisure/information-people-ukraine/information-people-ukraine).

You can find general information on the supports and services available while you are in Ireland at [www.gov.ie/ukraine](http://www.gov.ie/ukraine).

## Access to Public Services

The first thing you need to do is to get a **Personal Public Services (PPS) number** for you and any children with you. 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** with your Ukrainian National Identity Card, Ukrainian Passport or other photo ID.

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](http://www.anpost.com)

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 license 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.

## Child benefit

Child benefit is a payment of €140 per month which is available to the mother or legal guardian of a child. You can get Child Benefit for children aged 16 and 17 if they're in full-time education or full-time training or have a disability and cannot support themselves financially.

## Supplementary Welfare Allowance Rates

Age	Maximum Personal Rate	Increase for an Adult Dependent	Increase for a Child Dependent
25+	€206	€138	Child under 12 = €40 Child over 12 = €48
18-24	€117.50	€117.50	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 quickest way to get a medical card is to visit the nearest clinic where you will be asked to fill out the application form and send it to the HSE by post. The HSE will advise of how to access a General Practitioner (GP).

Out of Hours GP services are available at Shannondoc from 6pm to 8am Monday to Friday, and at weekends by phoning 0818 1235000 or 061 459500 for urgent out-of-hours medical services but is NOT for routine (Non-urgent) medical problems as: repeat prescriptions, test results, medical certificates or employment medicals. Shannondoc is NOT a walk-in service. You must have an appointment.

For emergencies, you can call 112 or 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](mailto:hsemwukrainesupport@hse.ie) or 087 6595261.

## Accommodation Support

If you need accommodation or have problems with your current accommodation, you can email [UkraineShortTermAccommodation@equality.gov.ie](mailto:UkraineShortTermAccommodation@equality.gov.ie) or [ipasinbox@equality.gov.ie](mailto:ipasinbox@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** at 061 310328 / 083 0802378 Email: [info@doras.org](mailto:info@doras.org).

**Rent Supplement** is a means-tested payment for certain people including Ukrainian Citizens living in private rented accommodation who cannot provide for the cost of their accommodation from their own resources.

To apply you will need to fill out application form and provide below documentation:

- Current lease agreement/rent book
- Statements (for the last 6 months) for all financial accounts including online accounts such as Revolut/An Post held for you and your spouse/partner (if applicable), both here and abroad.
- Details of any property and/or land you and your spouse/partner (if applicable) own/part own either here or abroad
- Proof of ownership from the landlord – dated in the last 12 months i.e. PRTB registration, copy of house insurance etc.
- Copy of photo ID if you do not have a PSC card.
- Proof of any additional income, including
- Maintenance (if you pay/receive any), for you and your spouse/partner (if applicable)
- Recent payslips for self and spouse / partner if applicable
- Pension details/details of any income other than Social Welfare payments

After reviewing submitted documentation, the Department of Social Protection will decide if you are eligible for Rent Supplement and calculate the amount you might receive.

To receive application pack or ask any additional questions please contact [MidWestRentUnit@welfare.ie](mailto:MidWestRentUnit@welfare.ie)

## Going to School

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

Secondary school begins in 1<sup>st</sup> year (normally aged 12) and finishes in 6<sup>th</sup> 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 enroll in that school. If you cannot find a school place for your child you can contact the **Education and Training Board** by emailing [realt@lcebtb.ie](mailto:realt@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 20<sup>th</sup> and Sept 30<sup>th</sup>. For more information, see [www.mywelfare.ie](http://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. Children born between 1st January 2018 and 31<sup>st</sup> December 2019 are eligible to attend for the year commencing September 2022.

**Limerick Childcare Committee** can assist in identifying vacant places. They may be contacted on 061 600918 or [info@limerickchildcare.ie](mailto:info@limerickchildcare.ie). To read more about ECCE scheme, go to [www.citizensinformation.ie/en/education/pre\\_school\\_education\\_and\\_childcare/early\\_child\\_hood\\_care\\_and\\_education\\_scheme.html](http://www.citizensinformation.ie/en/education/pre_school_education_and_childcare/early_child_hood_care_and_education_scheme.html)

The ECCE scheme covers only three hours per day. If your child attends for more than 3 hours, you will be charged for the extra time.

You may get financial support from the NCS towards the cost of childcare for the hours spent outside of pre-school. You can read more on [www.ncs.gov.ie](http://www.ncs.gov.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](mailto:ukraine@paulpartnership.ie).

In Ireland, Ukrainian families are also cared for by a network of public organisations, including Family Resource Centres. For more information, see [www.familyresource.ie/](http://www.familyresource.ie/). Depending on your location in Limerick, you may visit one of the following centres:

- [www.northsidefrc.ie](http://www.northsidefrc.ie)
- 
- [www.frcroom.com](http://www.frcroom.com)
- [www.southhillfrc.com](http://www.southhillfrc.com)

If you have any concerns about the well-being 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 [www.tusla.ie/get-in-touch/duty-social-work-teams/](http://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@lcteb.ie](mailto:fetresponse@lcteb.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](http://www.saored.com).

Alternatively, you can check out [www.fetchcourses.ie/courses](http://www.fetchcourses.ie/courses) for more English language courses on a free and paid basis along with a list of institutions providing educational services.

## 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](mailto: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).

You can also view a list of available further education courses on [www.fetchcourses.ie/courses](http://www.fetchcourses.ie/courses).

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)** in Limerick, email [Lorraine.McIlrath@mic.ul.ie](mailto: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 Intreo Centre 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](mailto:jobsclub@les.ie). Tel: 061 419388.

PAUL Partnership also advertises job vacancies on their website at [www.paulpartnership.ie/jobs-bulletin/](http://www.paulpartnership.ie/jobs-bulletin/)

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](mailto: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](mailto:Daria.Luzina@unijobs.ie).

Other useful websites may come in handy when searching for jobs in Ireland:

- [ie.indeed.com/](http://ie.indeed.com/)
- [www.recruitireland.com/](http://www.recruitireland.com/)
- [www.irishjobs.ie/](http://www.irishjobs.ie/)
- [www.monster.ie/](http://www.monster.ie/)
- [www.careerjet.ie/](http://www.careerjet.ie/)
- [publicjobs.ie/en/](http://publicjobs.ie/en/)

## 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 Licences

You can drive on your Ukrainian driving licence while in Ireland under temporary protection. You don't need to exchange it for an Irish driving licence or pass a driving test.

If you have already applied to exchange your Ukrainian driving licence, but haven't yet received your Irish driving licence, you will need to send an email in English to [Ukrainelicence@ndls.ie](mailto:Ukrainelicence@ndls.ie) stating the following:

- Your NDLS application number, if available;
- Your name and date of birth;
- Your request to cancel your application to exchange your Ukrainian driving licence and the return of your Ukrainian driving licence;
- Your Irish postal address for the return of your Ukrainian driving licence and a telephone number.

For more information on using a car in Ireland, including professional driving, a vehicle tax, car insurance, Ukrainian vehicle registration, etc., go to [faq-driving-a-car-in-ireland-2-august-2022-english.pdf \(rsa.ie\)](#)

## 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, any letter sent by **Department of Social Protection** Intreo and received by you at your residential address).

## 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. Doras holds 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](http://www.doras.org) Tel: 083 0802378 (available 8am to midnight)
- **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, V94 3T28. 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).

## National Support Services

**Citizens Information** provide information for people from Ukraine. See [www.citizensinformation.ie/en/moving\\_country/asylum\\_seekers\\_and\\_refugees/the\\_asylum\\_process\\_in\\_ireland/coming\\_to\\_ireland\\_from\\_ukraine.html](http://www.citizensinformation.ie/en/moving_country/asylum_seekers_and_refugees/the_asylum_process_in_ireland/coming_to_ireland_from_ukraine.html). Tel: 0818 075 780

The **Irish Refugee Council** runs a confidential, independent helpline to support people who have arrived from Ukraine. Ukrainian and Russian speakers staff the helpline. Opening times: Monday - Friday 10am to 1pm. See: [www.irishrefugeecouncil.ie/Pages/Category/ukraine-response](http://www.irishrefugeecouncil.ie/Pages/Category/ukraine-response). Tel: 01 9131528.