

Ukraine Outreach: Frequently Asked Questions (FAQs)



FAQ

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The information in this document has been adapted from the following websites:

- the [Citizen's Information Service](#)
- the [Government of Ireland](#)
- the [Irish Immigration Service](#)
- the [International Protection Office](#)
- [Cork County Council](#)
- the [Embassy of Ukraine to Ireland](#)
- [HSE Primary Care Schemes](#)
- [An Post](#)
- [AIB](#)
- [Permanent TSB](#)
- [SH24](#)
- [QQI](#)
- [Further Education & Training Course Hub](#)
- [Irish Rail](#)
- [Leap Card](#)

For travel to Ireland, citizens of Ukraine **do not need:**

To travel to Ireland, citizens of Ukraine **do not need:**

- A visa,
- Proof of a COVID-19 vaccine,
- To take a COVID-19 test before arrival.

If you do not have a valid passport, you can use another form of identification to travel to Ireland. The Irish Government has asked airlines to accept national ID cards, expired passports, or birth certificates.

Beneficiaries of Temporary Protection

The European Union has agreed a Temporary Protection measure to offer quick and effective assistance to people fleeing the war in Ukraine.

This means you will be granted temporary protection for at least one year in Ireland should you wish to avail of it. This protection allows you to work, and provides access to health services, accommodation, education for children and other social supports.

For updates, you can contact Nasc, or check the Department of Justice website: www.irishimmigration.ie.

This measure means that you do not need to go through the asylum procedure to secure a residence permission. If you change your mind, you will be allowed to apply for asylum. The basic right to apply for asylum remains unaffected by this protection measure. The 90 day permission you get on arrival gives you time to think.

If you have questions about the asylum process, please seek independent advice.

Beneficiaries of Temporary Protection and International Protection

Temporary Protection	Area	International Protection
<ul style="list-style-type: none"> • Immediate PPSNs • Quick SWA + CB • Access to full range of social assistance payments (Disability, Pension, Carers etc.) 	<h3 style="color: red;">Social Welfare</h3>	<ul style="list-style-type: none"> • May be delays in accessing PPSNs • Only eligible for Direct Provision (DP) Allowance (€38.80 adult - €29.80 child)
Can access rent supplement	<h3 style="color: red;">Accommodation</h3>	No obligation to live in DP, but no access to social housing supports
Immediate (yellow paper)	<h3 style="color: red;">Right to work</h3>	<ul style="list-style-type: none"> • Can apply for right to work after 6 months, provided you have not received a first instance decision • Valid for 12 months • Renewable
<ul style="list-style-type: none"> • Immediate, • For 12 months • Can leave Ireland (on holidays, etc.) • EU Council to make decision on next extension in 2024. Unclear what happens after 2024. 	<h3 style="color: red;">Immigration Permission</h3>	<ul style="list-style-type: none"> • Long waits - in some cases, years • Needs ministerial permission to leave Ireland • If positive, 3 years permission (refugee or SP) or 1-3 years (in cases of Leave to Remain), renewable

If you have questions about the asylum process, please seek independent advice.

Accommodation

You should tell immigration officials that you need a place to stay when you arrive in Ireland, and they will refer you to the Government's Ukraine Crisis Temporary Accommodation Team (UCTAT).

There is a shortage of accommodation, and the type of place you will be offered depends on what is available at that time. You may have to stay in a community centre, sports ground or in tented accommodation for a period.

If you stay in accommodation where food is provided, you must pay a contribution of €10 per day for adults, and €5 per day for each child. You do not have to pay for your first 2 weeks. If you refuse to pay, you could be asked to leave.

If you refuse one offer of accommodation, you will not get any more offers. For more information, read the [frequently asked questions about IPAS accommodation \(pdf\)](#).

One short-term absence from IPAS accommodation of up to 7 days (over a 6-month period), may be allowed in exceptional circumstances. Absence requests are decided on a case-by-case basis. You can read more about [absences from short-term IPAS accommodation](#).

Accommodation

If you don't need a place to stay immediately (because you are staying with family or friends), you can ask for this help at any time later on.

If you need accommodation and you are already in Ireland, you can email ukrainetempaccom@equality.gov.ie.

You may have to wait until accommodation is available. Include the following information in your email:

- The full name of anyone who needs accommodation,
- Dates of birth,
- Phone number,
- Where you are now (the full address, if you have one),
- When you need the accommodation (for example, from tonight), and
- Medical conditions, disabilities, allergies and dietary requirements.

Accommodation

Please keep in mind that there is a severe accommodation shortage. All Beneficiaries of Temporary Protection requiring assistance with accommodation are offered short-term accommodation by the State. This may include pledged accommodation, vacant homes or serviced accommodation.

The type of accommodation, geographic location and duration of stay will depend on what is available at that time. The decision of the Department, in terms of its offer of accommodation and its suitability, is final.

Please note that given the number of people that are being accommodated, unfortunately it is not possible to develop tailored solutions for individuals or families.

For more information on the Updated Accommodation Refusals Policy for BOTPs, [click here](#).

You can also choose to source your own accommodation. If you are interested in renting a house/apartment, click below:

- [daft.ie](https://www.daft.ie)
- [property.ie](https://www.property.ie)
- [rent.ie](https://www.rent.ie)
- [myhome.ie](https://www.myhome.ie)
- [rentola.ie](https://www.rentola.ie)

Hosting Ukrainians

If you are providing accommodation to refugees from Ukraine, you can apply for a monthly Accommodation Recognition Payment (ARP) of €800 per property. You must commit to providing accommodation for at least 6 months.

Accommodation Recognition Payment (ARP) Scheme

For general information on ARP, including how to apply and how to qualify, [click here](#).

For additional information on ARP, including tax and means-testing, updating your claim, and property queries, [click here](#).

For information on the Housing Standard for the Accommodation Recognition Payment Scheme, [click here](#).

To view the Civil Law (Miscellaneous Provisions) Act 2022, [click here](#).

To view the eircode finder, [click here](#).

Accommodation Recognition Payment (ARP) Scheme

How to apply:

Create a MyGovID account if you don't have one. A basic account is sufficient, but if you have a verified account this won't be a problem.

To watch the video below, on how to create a basic MyGovID account, [click here](#).

The logo for MyGovID, featuring the text "MyGov" in a white sans-serif font and "id" in a white circle to the right.

HOW TO SERIES

Creating a basic MyGovID account

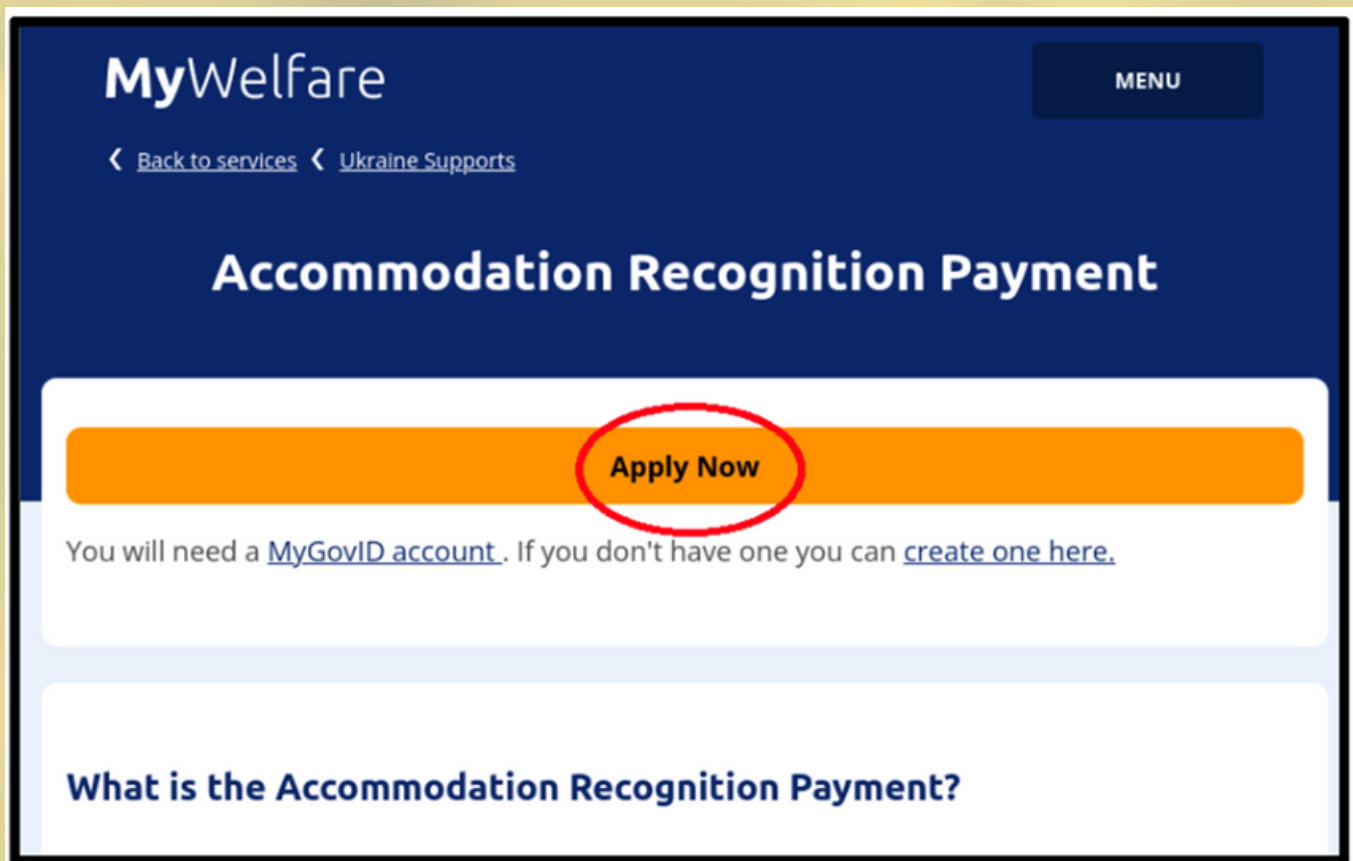
ARP - Step 1

How to apply:

Create a MyGovID account if you don't have one. A basic account is sufficient, but if you have a verified account this won't be a problem.

To watch the video below, on how to create a basic MyGovID account, [click here](#).

Once you have your MyGovID account (basic or verified), you need to go to the MyWelfare website, [here](#). You will see information about the ARP. Click 'apply'.



The screenshot shows the MyWelfare website interface. At the top left is the 'MyWelfare' logo, and at the top right is a 'MENU' button. Below the logo are navigation links: '< Back to services' and '< Ukraine Supports'. The main heading is 'Accommodation Recognition Payment'. A prominent orange button labeled 'Apply Now' is circled in red. Below the button, a text block states: 'You will need a [MyGovID account](#). If you don't have one you can [create one here](#).' At the bottom of the page, there is a section titled 'What is the Accommodation Recognition Payment?'.

ARP - Step 2

How to apply:

After following the instructions on the previous page, log in to your MyGovID account. You will need to enter your email address and password.

If you have a verified account, after you enter your password, you will receive a text message with a code.

The image displays two screenshots of the MyGovID login process. The left screenshot shows the login page with a green header stating "You have been transferred here from MyWelfare so you can login with MyGovID." Below the MyGovID logo, there are two input fields: "Email Address" containing "xxxxxxxxx@gmail.com" and "Password" with a masked password and an eye icon. A green button at the bottom says "Login with MyGovID" with the MyGovID logo. The right screenshot shows the verification page with the MyGovID logo at the top. It says "We have just texted you a code to **** * Please enter it below to securely login." Below this, it states "MyGovID and its representatives will never ask you to reveal this code. **Never share** this code with anyone as it can be used to gain access to your MyGovID account." There is a "Code" input field, a "Send code again" link, and an "I don't have access to this phone" link.

ARP - Step 3

You will reach the home screen of the ARP, which shows you which questions you need to answer. It includes your personal details, property and resident details and how you want to receive your payment.

Your progress on the form will be saved and you can return to your application later.

When you have the information you need, click 'Begin Application'.

MyWelfare As Gaelige Services Profile

[Back to services](#)

Accommodation Recognition Payment

Your Accommodation Recognition Payment should take approximately **10-15 minutes**.

What questions will I have to answer?

- 1. Personal details**
You will be asked to provide some personal details so that we can identify you.
- 2. Property & resident details**
You will need to provide details of the **accommodation in which you are hosting people** who have arrived in Ireland under the EU Temporary Protection Directive.

You will need to provide **details of each person you are hosting**, including their name, PPS number, the date they began residing in your host accommodation and, if applicable, the date you ceased hosting each resident.
- 3. Payment method**
You will be asked to provide your **bank details** so that we will be able to pay you.

Personal data: The Department of Social Protection administers Ireland's social protection system. Customers are required to provide personal data to determine eligibility for relevant payments/benefits. Personal data may be exchanged with other Government Departments/Agencies where provided for by law. Our data protection policy is available at www.gov.ie or in hard copy.

Your progress will be saved as you complete your application. You may leave the page or close your browser and return to your application where you left off.

Begin application

ARP - Step 4

In this first page, you will need to include your personal detail. Further below, the form asks if you were hosting in more than one property.

Accommodation Recognition Payment

PERSONAL DETAILS | PROPERTY & RESIDENT DETAILS | PAYMENT METHOD

Personal details

Please review the address that is associated with you, and change it if it is not where you currently live.

This address will be the one associated with your claim, so should be where you currently live.

1 Your address

CORK
IRELAND

[Change this address](#)

2 Are you or were you providing more than one property to host people?

Property includes accommodation in your own home or in separate accommodation such as a holiday home. Please only include properties in which people are being provided accommodation after arriving in Ireland under the EU Temporary Protection Directive

Yes No

How many properties are you providing to host people?

Number of properties

3 [Save and continue](#)

Firstly, the form asks for the address where you currently live (1). If you already have an address associated with you, it will be shown here. You can click on **Change this address** if you have moved addresses.

Secondly, the form asks if you are or were providing accommodation in more than one property (2).

If you are hosting in one property only click **No**. If you were hosting in two or more properties click **Yes**. Once you click Yes, another box will appear asking the number of properties (e.g. 3, 4, etc.)

After checking your address and the number of properties in which you host, click **Save and continue** (3)

ARP - Step 5

In this second page, you will be asked for the details of the property in which you are hosting and the residents (guests) staying in your property. In this page, you can add the people who you have hosted, even if they are not staying in your property anymore.

Accommodation Recognition Payment

PERSONAL DETAILS | PROPERTY & RESIDENT DETAILS | PAYMENT DETAILS

Property & resident details 1

Please provide the address of the property
Please enter the address of the property in which you are hosting people who have arrived in Ireland under the EU Temporary Protection Directive

Eircode

1

[Find address](#)

[Find your Eircode here](#)
What is Eircode?

I don't have an Eircode for this property

Cork
Ireland

Are you or were you hosting more than one person in this property?
Please only include people who are being provided accommodation after arriving in Ireland under the EU Temporary Protection Directive.

2 Yes No

Resident 1

Please provide the first name and surname of the person being hosted in this property

3 First name

Surname

Please provide their PPS Number

PPS Number

Please enter the date this person took up residence in this accommodation

Date hosting began
DD MM YYYY

4 Is this person still residing in this property?
 Yes No

[Remove resident](#)

Resident 2

Please provide the first name and surname of the person being hosted in this property

First name

Surname

Please provide their PPS Number

PPS Number

Please enter the date this person took up residence in this accommodation

Date hosting began
DD MM YYYY

Is this person still residing in this property?
 Yes No

[Remove resident](#)

[Add another resident](#)

5 [Save and continue](#)

Firstly, you are asked to give the address of the property where you are hosting people who arrived under the Temporary Protection Directive (1). You can input the Eircode and then click on Find address to check that is the correct Eircode.

Secondly you are asked about your guests. You are asked if you are hosting more than one person in this property (2). They don't need to have been hosted at the same time, you can include a start and end date for each resident.

Thirdly, you will be asked to provide the following information about each of the guests (3): First name, surname, PPSN, date that hosting began.

Next you are asked if this person is still residing in the property (4). If you click **No**, it will ask you for the date hosting of this person ended, see below.

Date hosting began
DD MM YYYY

Is this person still residing in this property?
 Yes No

Please enter the date this person stopped residing in this property

Date hosting ended
DD MM YYYY

[Add another resident](#)

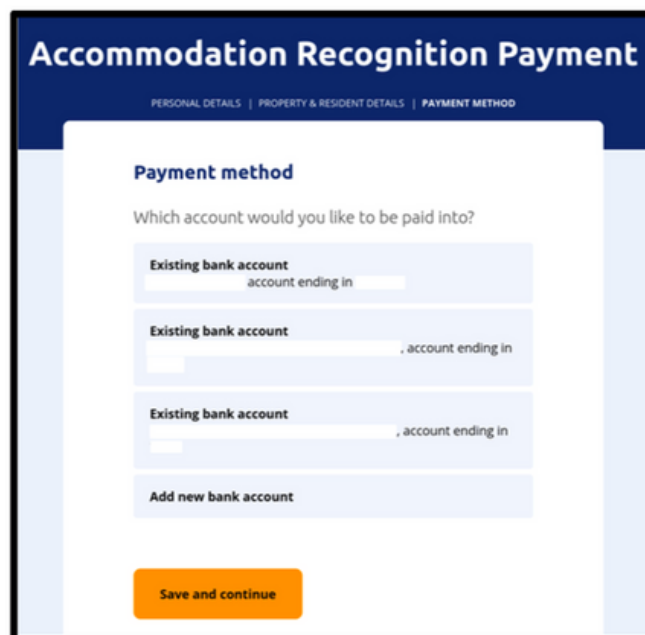
You can add and remove residents from this page.

Once you are done with this page, you need to click on **Save and continue** (5).

ARP - Step 6

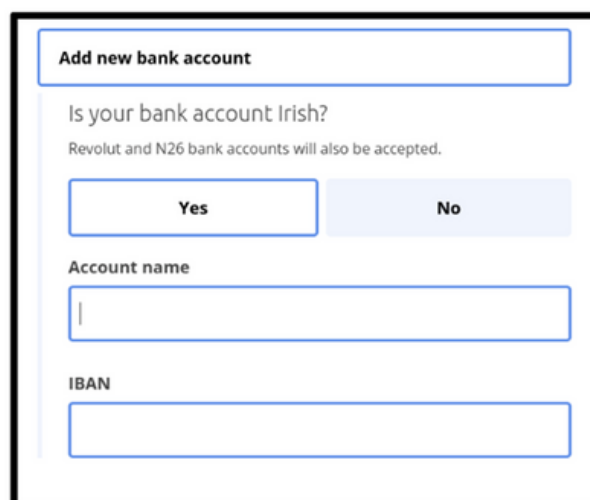
In the Payment Method page, you can choose which account you want to be paid in to. If you have used MyWelfare before, this section will give you an option to pick one of your existing bank accounts.

Alternatively, you can add a new bank account.



The screenshot shows the 'Accommodation Recognition Payment' form. At the top, there is a navigation bar with 'PERSONAL DETAILS | PROPERTY & RESIDENT DETAILS | PAYMENT METHOD'. The main heading is 'Payment method'. Below it, the question is 'Which account would you like to be paid into?'. There are three input fields for 'Existing bank account', each with a sub-label 'account ending in'. Below these is a button labeled 'Add new bank account'. At the bottom of the form is an orange button labeled 'Save and continue'.

To add a new bank account you will need: The name of the account holder and the IBAN.



The screenshot shows the 'Add new bank account' form. It starts with the heading 'Add new bank account'. Below it is the question 'Is your bank account Irish?' with a sub-note 'Revolut and N26 bank accounts will also be accepted.'. There are two buttons: 'Yes' and 'No'. Below the buttons is the 'Account name' field, followed by the 'IBAN' field.

Once you are done you can click on **Save and continue**

ARP - Step 7

Almost there! In the last page, you will find a summary of the information you gave.

Accommodation Recognition Payment

Summary

Please review your answers before submitting.

Personal details –

[Edit](#)

Address line 1
Address line 2
Address line 3
County **CORK**
Country **IRELAND**

Are you or were you providing more than one property to host people? **Yes**
Number of properties **1**

Property & resident details +

Payment method +

I declare that:

- I understand that I am only eligible for the Accommodation Recognition Payment while I am hosting a person who has arrived in Ireland under the EU Temporary Protection Directive.
- The accommodation being provided meets the required standards.
- I am entitled to provide the accommodation.
- Where I am the occupier of the accommodation, the consent of the owner(s) and other occupier(s) has been given.
- Where I am the owner of the accommodation and the property is currently occupied, the consent of the occupier(s) has been given.
- I have committed to providing this accommodation for a period of at least six months.
- I have not entered into a rental agreement with the Temporary Protection beneficiary or beneficiaries in respect of whom this application has been submitted.
- The information I have provided in this application is truthful and complete.
- I understand that if any of the information I provide is untrue or misleading or if I fail to disclose any relevant information, that I will be required to repay any payment I receive regarding this scheme and that I may be prosecuted.
- I will immediately advise the Department of Social Protection of any changes which may affect my entitlement to the Accommodation Recognition Payment.

I have read and agree to the above declaration

[Submit](#)

You can view any of the sections and can edit any of the information by clicking on the **Edit** buttons.

You can expand the information by clicking on the **+** signs.

Lastly, you will see a declaration. At the bottom of the page you will be asked to confirm that you have read and agree to the declaration.

Once you have checked and are happy with the form you click on **Submit**.

Finding Employment

You have the right to work in Ireland when you have your Temporary Protection permission letter. You can also work for yourself (self-employment) and you can access vocational training in Ireland.

Help finding work

To get Jobseeker's Allowance you must be available for and looking for full-time work. You must be able to show proof of this to the Department of Social Protection.

You can work part-time, but you should keep looking for full-time work. You can get help finding work from the Intreo employment services.

You can:

- Talk to an Employment Support Officer at your local Intreo centre or branch office.
- Go to an employment support event being organised near you for Ukrainians. You should get an invite, but you can attend without one.



Finding Employment

CORU is working to support health and social care professionals from Ukraine seeking to register and work in Ireland.



They have set up a dedicated contact email address for applicants from Ukraine. Ukrainians can contact them directly at ukraine@coru.ie to ask questions, seek help, or to apply to register with CORU.

It currently has registers open for the following professions:

- Dietitians
- Occupational Therapists
- Medical Scientists
- Radiographers and Radiation Therapists
- Social Workers
- Speech and Language Therapists
- Optometrists and Dispensing Opticians
- Physiotherapists
- Podiatrists

For further information in Ukrainian, [click here](#).

Bank accounts

All EU residents have the right to a 'basic bank account', no matter their financial situation or where they live in the EU.

A 'basic bank account' is a current account that allows you to have access to essential daily banking services if you do not currently have a bank account in Ireland.



Medical & Counselling

Health services in Ireland are delivered by Ireland's public healthcare service - the Health Service Executive (HSE).

You can get the same public healthcare services as people who live in Ireland. Everyone coming to Ireland under the Temporary Protection Directive can apply for a medical card with a simplified application process. A medical card allows you to visit a doctor for free, access other health services and get medicines at a reduced price. Children aged 16 and over must apply for a medical card separately.

You should apply for your medical card using a special medical card application form (pdf) for people from Ukraine. The medical card application form is also available in Ukrainian (pdf). You can email your completed form to PCRS.Applications@HSE.ie, or you can post it to the address on the form.

You need:

- Your name, current address and date of birth.
- Your Personal Public Service (PPS) number (see above).
- Your doctor's (GP's) address, stamp and signature. If you do not know any GPs, one will be assigned to you and your family.

Medical & Counselling

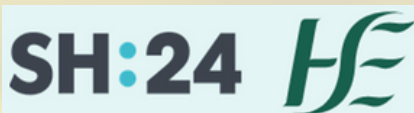
You can get information about health care services in Ireland from the [HSE website](#). You can also read about the [Irish health system in Ukrainian](#).

Vaccinations in Ireland

[Vaccinations](#) help to protect you and your children against preventable infectious diseases. Many vaccinations are free in Ireland. You can [read information about the vaccines available](#) from the HSE for you and your [children](#) in Ukrainian and English.

Counselling service

For information on counselling services, [click here](#).



[SH:24](#) - at-home STI test



[The Sexual Health Centre](#) - Free condoms and helpline



[HSE](#) - Medical card online

School Education

For pre-school / kindergarten, view the Register of Early Year Services by county, [here](#).

There are 444 schools in Cork:

Primary

21 girls schools

22 boys schools

301 mixed schools

Post Primary

54 mixed schools

19 girls schools

12 boys schools

Special education

15 schools



An Roinn Oideachais
Department of Education

Higher Education



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

A guide to using the Foreign Qualifications Database

A GUIDE TO USING THE
**FOREIGN QUALIFICATIONS
DATABASE**



FETAC Course Hub



**FURTHER EDUCATION &
TRAINING COURSE HUB**

For an overview on university and Post Leaving Certificate (PLC) applications, [click here](#).

Transport



Leap Card



Iarnród Éireann
Irish Rail

Irish Rail



Bus Éireann

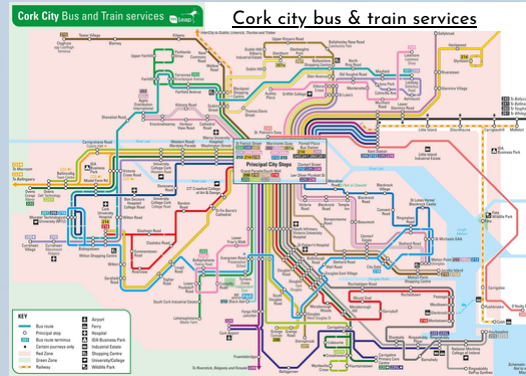
For more information, [click here](#).

To avail of this journey, please show the following at the ticket office of your departure station:

- A Ukrainian passport
- Evidence of arrival within the previous seven days to Ireland (e.g airline / ferry boarding card stub or confirmation email) OR
- Confirmation from a registered charity involved in the Ukrainian crisis response

All children under the age of 5 will be able to travel for free on all publicly-funded services. These services include Bus Éireann (including Expressway), Luas, Irish Rail and Dublin Bus. (Please note that AirlinK and Hop-On, Hop-Off sightseeing tours are not included.)

Transport



To get Free Travel you must be living in Ireland and meet one of the following conditions:

- You are aged 66 or over,
- You are getting Disability Allowance, Blind Pension, Carer's Allowance or an Invalidity Pension,
- You are blind or visually impaired and meet the medical conditions for Blind Pension,
- You have been getting Incapacity Supplement or Workmen's Compensation with Disablement Pension for at least 12 months,
- You are a specified carer for a person getting Constant Attendance Allowance or Prescribed Relative's Allowance,
- You are getting a social security invalidity payment (or similar payment) from another EU member state or from a country with which Ireland has a bilateral social security agreement for at least 12 months.

Further information on bus services is available below:

- Dublin Airport
- Citizens's Information
- Transport for Ireland

Food Shopping

Food Market Mróz, Rockville Court, Units 3-4, Leitrim St, Cork, T23 ND00

Polonez Cork, Blackpool, Unit 4, Blackpool Retail Park, Cork, T23 AN20

Polonez Cork, Kinsale Road Commercial Centre, Bóthar Chionn Tsáile, Inchisarsfield, Cork, T12 YN22

Mercury (Polish Shop), 41 Beech Park, Carrigrohane, Ballincollig, Co. Cork

English lessons

Nasc - Gateway Women's Project



Cork Education & Training Board



Cork Migrant Centre - Free English Lessons

