

Department of Social Protection supports for those arriving from Ukraine under the EU Temporary Protection Directive

Update as at: 25 April 2022

Introduction

The European Union has put in place a temporary protection Directive to allow Ukrainian citizens and others fleeing Ukraine access to a wide range of supports including social welfare income supports. The Department of Social Protection is providing support and services to assist people covered by this Directive who are fleeing Ukraine and who arrive in Ireland.

Officials from the Department are meeting people affected as they arrive in the country. Our staff are at Dublin airport and are helping people to apply for income supports and PPSNs at the airport.

Anyone who does not meet our staff at the Airport can call in to the Department's dedicated Ukraine Support Centres, local Intreo Centres or Branch Offices where staff will help them to apply for a PPSN and income supports.

The Department has published information on gov.ie in both Ukrainian and Russian and interpretive services are available in all our Reception Centres and Offices.

Current Numbers

PPSNs have been issued to some 26,100 people as at close of business 24th April 2022.

- 49% of Ukrainian arrivals are adult women
- 36% are children
- 13% are adult males
- 4% of the adults are aged 66 or over

Income Supports:

- Income supports are being paid in respect of c.23,800 people
- There are c.13,600 primary claims with an average of 1.6 people on each claim.
- Child benefit is now also being paid in respect of 8,589 children .

For more information on income supports please visit gov.ie/dsp/ukraine

What happens when people arrive in the country

The majority of people (90%) arriving under the Temporary Protection Directive come through Dublin Airport and are allocated their PPSN and have their income support claim processing (if they wish to claim income support) started on foot of their engagement with the Dublin Airport Reception Centre. The remaining 10% are dealt with via the Department of Social Protection's dedicated Ukraine Support Centres, local Intreo Centres or Branch Offices who provide assistance in completing the necessary forms to apply for a PPSN and income supports.

When a person arrives through Dublin Airport: they meet with both Department of Justice and Department of Social Protection officials. If they require accommodation, they can also meet with officials from the International Protection Accommodation Services (IPAS). The person completes a form called a TPU1. The Department of Justice decides if the person is covered under the temporary protection Directive and uses the information on this form to issue a Temporary Protection letter to the person.

The Department of Social Protection gives the person who has completed the TPU1 a receipt letter confirming that they have applied for a PPSN and income support, if applicable.

The letter advises the person that

- Their PPSN will be processed in the coming days.
- After 5 business days their PPSN Award letter will be available for collection
 - If they live in Dublin, Limerick or Cork they can visit the dedicated Ukraine Support Centre
 - If they live outside Dublin, Limerick or Cork they can visit their local Intreo Office
- If they have applied for income support, they will be contacted when this payment is available for collection, and advised where to collect it
- They are advised to keep the receipt letter in a safe place, and bring it with them to the Support Centre or Intreo Office when they visit
- If they move address, they must attend their dedicated Ukraine Support Centres in Dublin, Limerick or Cork or local Intreo Office to notify them of their new address as soon as possible
- To find their local Intreo Office they should visit www.gov.ie . The dedicated Ukraine Support Centres are located in:
 - Cork - Cork City PSC and PPSN Centre, Department of Social Protection, Hanover Street, Cork, T12 PX62
 - Dublin - Guild Building, Cork Street, Dublin 8, D08 XH90
 - Limerick - Dominick Street, Limerick, V94 X327

Where a person **has not come** through Dublin Airport: and so has not completed their TPU1 form and does not have a receipt letter they should attend the dedicated Ukraine Support Centres in Dublin, Limerick or Cork or their local Intreo Office as soon as possible.

How does the person get their PPSN?

Where a person has requested accommodation IPAS assumes responsibility for that person and will arrange accommodation. When the person reaches their accommodation, they should **wait 5 business days** and then attend their local Ukraine Support Centres or Intreo Office to collect their PPSN Award Letter.

In some cases staff from the Department may visit the accommodation centre to deliver the PPSN Award Letters. If the person hasn't received their letter from Departmental staff after 5 days they should attend their local Ukraine Support Centres or Intreo Office (gov.ie/findyourintreo).

How does the person get their income support payment?

The Department have put measures in place to fast track the processing of applications for income support. The information on the TPU1 form is used to process applications as quickly as possible. Where a person has been awarded income support the Department will contact them by phone or email to let them know where and when their payment is available for collection. The person will need to bring their PPSN Award Letter and their proof of identification with them to the Post Office to collect their payment.

What happens if the person moves address?

If the person moves address, they must attend their local Intreo Office or one of the dedicated Ukraine Support Centres in Dublin, Limerick or Cork to notify them of their new address as soon as possible

To find their local Intreo Office they should visit www.gov.ie . The dedicated Ukraine Support Centres are located in:

- Cork - Cork City PSC and PPSN Centre, Department of Social Protection, Hanover Street, Cork, T12 PX62
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The Department will then update their address and change their payment to their new local Post Office.

What happens if the person starts work?

If the person starts work, they must let the Department know as soon as possible. To do this they need to go to their local Intreo Office or one of the dedicated Ukraine Support Centres in Dublin, Limerick or Cork.

To find their local Intreo Office they should visit www.gov.ie/findyourintreo. The dedicated Ukraine Support Centres are located in:

- Cork - Cork City PSC and PPSN Centre, Department of Social Protection, Hanover Street, Cork, T12 PX62
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They may still be entitled to some income supports while in work. Department staff will be able to advise the person of their continued entitlement to income supports, if any, and support them to apply for an appropriate payment.

Additional services

Employment Services are available through the network of Intreo Centres and www.jobsireland.ie to assist those arriving from Ukraine as they seek employment in the Irish labour market.

A dedicated section on www.jobsireland.ie, has been developed to provide information on employment supports and opportunities for newly arrived Ukrainians. This is available in Ukrainian and Russian.

Employers across all sectors who wish to support Ukrainians through provision of employment opportunities, are advised to register on www.jobsireland.ie to advertise vacancies. This will enable Intreo Employment Services Officers to match the skills of those seeking employment with available work opportunities. Ukrainians seeking employment can also access the service directly to upload details of their skills and experience for matching with available employment opportunities.

Employment Services Officers are engaging with people on an outreach basis in central locations, including hotels or by inviting them into Intreo Centres. Translators are on hand in all venues.

The purpose of the initial engagement is to:

1. Engage with the person in terms of the person's proficiency in English, their qualifications, employment history and employment preference.
2. Provide information on employment opportunities – via jobsireland.ie and with 'jobs walls' advertising local vacancies. Local employers who have indicated an interest in recruiting Ukrainians are being informed of events – where they cannot be facilitated to attend, Employment Services staff promote their vacancies on the day.
3. Provide information on the implications of taking up fulltime or part-time employment on their income support payments.
4. Assist them to apply for other social welfare payments where appropriate.

Other relevant stakeholders are invited to attend – especially the Education and Training Boards. Employment services are available on a voluntary walk-in basis in local Intreo Centres.

What can I do to help?

You have a key role to play in supporting people when they arrive at their new accommodation and helping them to settle into our communities. In relation to Social Protection entitlements, it would be most helpful if:

- Where people are unsure about what to do next, you explain the information outlined above e.g., that people should wait 5 business days before visiting an office for their PPSN, that if people already have their PPSN and income support payment but have moved address they need to tell us as soon as possible
- And support people through these steps if needed

Reminder of all useful links:

Gov.ie/Ukraine – a dedicated site with information on the Irish government's response to the Ukraine crisis, and all the government supports available

Gov.ie/dsp/Ukraine – a page with information on all social welfare supports for those affected, this information is available in both the Ukrainian and Russian languages

gov.ie/findyourintreo – this directory gives a list of the locations, contact details and opening hours of all our offices including the dedicated Ukraine Support Centres

Jobsireland.ie – this website helps those who are looking for employment and employers who have vacancies. It has tailored information for those affected in both the Ukrainian and Russian languages