

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

Update as at: 26th May 2022

Welcome to our third newsletter, we hope you find it of assistance.

### In our previous editions we featured:

- How does the person get their PPSN?
- How does the person get their income support payment?
- What Income Support payments are people entitled to
- What happens if the person moves address?
- What happens if the person starts work?
- How do people receive their payment?
- Getting paid to a Bank Account
- What happens if a person wants to start work/ How can Intreo Offices help persons find work?
- If a person starts work, how will this affect their income support payment?

### In this edition the focus is on:

- Update on what happens when people arrive in the country
- How can people request to change their Post Office when they have moved address?
- Can a person that is in receipt of an income support payment from the Department take holidays or leave the country?
- What should a person do if they or their spouse/partner start work and they are receiving an income support payment?
- How can Intreo Offices help people find work?
- Employment Support information letters issuing to customers this week

### 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.

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 33,152 people as at close of business 22nd May 2022.

- 50% of Ukrainian arrivals are adult women
- 35% are children

- 15% are adult males
- 4% of the adults are aged 66 or over

#### Income Supports:

- Income supports are being paid in respect of c. 29,700 people
- There are c.16,800 primary claims with an average of 1.8 people on each claim.
- Child benefit is now also being paid in respect of 10,694 children.

For more information on income supports please visit [gov.ie/dsp/Ukraine](http://gov.ie/dsp/Ukraine)

#### Update on what happens when people arrive in the country

The majority of people ( 90%) arriving under the Temporary Protection Directive come through Dublin Airport. Since Monday 23<sup>rd</sup> May 2022 people who arrive through Dublin Airport 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 staff based in the new City West Reception Centre. People who arrive through other points of entry may also be transferred to City West Reception Centre to have their application for Temporary Protection completed and their PPSN application and income support claim started.

People who have not come through the City West Reception Centre 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.

At the City West Reception Centre people 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](http://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 the City West Reception Centre 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 can people request to change their Post Office when they have moved address?

A new online service has been made available on [www.MyWelfare.ie](http://www.MyWelfare.ie) for customers who have come to Ireland under the EU Temporary Directive. It is available under the Ukraine Emergency Supports icon on [www.MyWelfare.ie](http://www.MyWelfare.ie)



Through this service a person that is in receipt of income support from the Department can request that their Post Office is changed. The change will not be automatic, the person will be notified when the Post Office has been changed.

It is important that the person uses this service to advise the Department of the need to change the Post Office as early as possible. This will help the Department move the payment to the new Post Office without delay.

### Can a person that is in receipt of an income support payment from the Department take holidays or leave the country?

Yes, they can, however a person should inform the Department of their proposed absence in advance of travel.

Assistance payments such as Supplementary Welfare Allowance or Jobseekers Allowance are not payable in respect of periods where a person is absent, whether temporarily or permanently, from the State (S. 249 (6) SWCA 2005). However, payments may be administratively made for up to two weeks in any calendar year in respect of periods of absence from the State. On that basis, temporary periods of absence of up to two weeks in a calendar year can be facilitated.

Where a person will be temporarily absent from the state, for up to two weeks in a calendar year, their payment can be temporarily suspended and paid when they return.

Where a person is going to be absent from the state for a period of more than two weeks they should close their claim and they can reapply for income support on their return.

## What should a person do if they or their spouse/partner starts work and they are receiving an income support payment?

If a person is in receipt of an Income Support payment and they or their spouse/partner commences employment they should contact their local Intreo Office as soon as possible to advise the Department of their change in circumstances.

Local Intreo Offices will be able to advise people how such a change in their circumstances may impact their income support. This will depend on a number of factors and individual circumstances. There is no automatic cut-off of Jobseeker payments when a person works twenty hours or any number of hours per week. The impact of working part-time on Income Support will depend on the person's individual circumstances, on the pattern of the work, the income from the work and the number of hours worked.

The quickest way of checking how **or if** income from work, including part time work, could affect a payment from the Department of Social Protection is to check online – there is an on-line calculator that can be used for this purpose. This can be accessed at:

<https://services.mywelfare.ie/en/topics/out-of-work-payments/benefit-of-work-estimator/>

## How can Intreo Offices help people find work?

Intreo Offices are here to help people covered by the EU Temporary Protection Directive, find work while in Ireland. Many jobs are advertised on jobsireland.ie and employers with jobs use this website to advertise vacancies across all areas and types of work. It also provides updates on recruitment events in the “What's Going On?” section – in English and now in Ukrainian and Russian.

Intreo are continuing to organise employment information events in accommodation centres and in Intreo Offices. These sessions will help people that are covered by the EU Temporary Protection Directive find work. They will provide information on jobs and help identify the most appropriate income support for that person; be it Jobseekers Allowance, One Parent Family payment or Jobseekers Transition payment. The feedback to date is that people are finding these events very useful, therefore it is important that people attend when invited.

If a person has not yet received an invitation they do not need to take any action including attending their Intreo Centre. Each person will be invited in due course.

## Information letters issuing to customers this week

This week we will be writing to people that have arrived in Ireland from Ukraine over the past number of months and are in receipt of a Jobseekers payment. The letter gives important information regarding finding work in Ireland and what they should do when they start or are working. A copy of the letter is at Appendix 1.

## 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 in our newsletter
- 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

<https://services.mywelfare.ie/en/topics/out-of-work-payments/benefit-of-work-estimator/> - a quick way of checking how or if income from work, including part time work, could affect a payment from the Department of Social Protection

## Appendix 1

### WORKING IN IRELAND – INTREO SUPPORTS

**This letter provides important information about finding work in Ireland and what you should do when you start/are working.**

All persons in receipt of Jobseekers Allowance in Ireland have to be available for and looking for fulltime work. You may work part-time but you should continue to look for fulltime work and be prepared to accept offers of suitable fulltime employment.

Intreo employment services are here to help you find work. These services can be accessed by:

- Attending an Intreo Office and asking to talk to an Employment Support Officer.
- Attending an employment support event being organised for Ukrainians. If you have not already attended one of these events, you will receive an invitation to attend one of these events being organised near you. You can also attend one of these events without getting an invite.
- Using our online jobs website [www.jobsireland.ie](http://www.jobsireland.ie) – this has information in Ukrainian and Russian and you can use this website to find out about vacancies and apply for jobs online.

**There is no automatic cut-off of Jobseeker payments when a person works twenty hours or any number of hours per week. The impact of working part-time on your Jobseeker payment will depend on your individual circumstances, the number of days you work and your earnings.**

The quickest way of checking how working part time could affect your income support payment is to check using the on-line calculator. This can be accessed at:

<https://services.mywelfare.ie/en/topics/out-of-work-payments/benefit-of-work-estimator>

When you start working part time or full time you must contact your local Intreo Office to inform them of this change in your circumstances.

The best way to make sure that you are on the correct payment rate as well as getting information on job opportunities is to attend an employment outreach event.

#### **REMEMBER INTREO EMPLOYMENT SUPPORTS & SERVICES ARE HERE TO HELP YOU TO FIND A JOB**

##### **Useful links:**

[www.Gov.ie/Ukraine](http://www.Gov.ie/Ukraine)

[www.Gov.ie/dsp/Ukraine](http://www.Gov.ie/dsp/Ukraine)

[www.Jobsireland.ie](http://www.Jobsireland.ie)

Ви можете прочитати цей лист українською та російською мовами на сайті [www.gov.ie/dsp/UkraineLetter](http://www.gov.ie/dsp/UkraineLetter)

Вы можете прочитать это письмо на украинском и русском языках на сайте [www.gov.ie/dsp/UkraineLetter](http://www.gov.ie/dsp/UkraineLetter)

Yours sincerely,

Department of Social Protection