

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

Update as at: 11 May 2022

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

### In our previous edition we featured:

- What happens when people arrive in the country
- How does the person get their PPSN?
- How does the person get their income support payment?
- What happens if the person moves address?
- What happens if the person starts work?
- Additional services

### In this edition the focus is on:

- Update on income support payments
- What are people entitled to
- Income support for people of working age
- Income support for people aged 66 and over
- Free Travel
- How do people receive their payment?
- Getting paid to a Bank Account
- What happens if a person's circumstances change?
- 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?

## 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 29,679 people as at close of business 8<sup>th</sup> May 2022.

- 50% of Ukrainian arrivals are adult women
- 36% 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. 26,000 people
- There are c.14,800 primary claims with an average of 1.8 people on each claim.
- Child benefit is now also being paid in respect of 9,690 children.

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

## Update on income support payments

### What are people entitled to:

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.

All applications for income support were initially processed under the Supplementary Welfare Allowance scheme with the intention of transferring people to the appropriate social welfare payment as quickly as possible.

### Income support for people of working age

The majority of new applications for income support from people of working age are being processed as Jobseeker's claims. This facilitates access to existing part-time work supports where appropriate.

Engagement with people on a 1 to1 basis is taking place at our Employment Support Events and when people call to our Intreo Centres or Support Centres, to identify the most appropriate income support for that person. This includes applications for One Parent Family Payment, Disability, Illness and Carers schemes where appropriate, and to assist people in applying for and obtaining this payment.

Consequently, a person may transition from Supplementary Welfare Allowance or a Jobseeker's payment after a short period of time.

### Income support for people aged 66 and over

People aged 66 and over continue to be paid Supplementary Welfare Allowance. People who continue to have an entitlement to Supplementary Welfare Allowance will be automatically transferred to State Pension Non-Contributory in the coming weeks. Therefore, there is no need for people to complete application forms or to apply for State Pension Non-Contributory themselves at this time.

### Free Travel

People in receipt of State Pension Non-Contributory will be eligible for Free Travel. People who are of working age and in receipt of a payment where Free Travel is also applicable will have an entitlement to Free Travel.

### How do people receive their payment?

Where a person has been awarded income support the Department will contact them by letter to let them know where and when their payment is available for collection. A persons first payment will be at the Post Office. 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.

## Getting paid to a Bank Account

After the claim is awarded a person can continue to get paid at their local Post Office, or they can apply to get their payment made directly into their financial institution. Payments can only be made to an Irish financial institution, a Revolut, or N26 account, in their own name. To apply to get their payment made directly into their financial institution they should visit their local Ukraine Support Centre/Intreo Centre/Branch Office.

## What happens if a person's circumstances change?

**If the person is in receipt of Income Support, they must notify their Ukraine Support Centre/Intreo Centre/Branch Office immediately if there are any changes in their circumstances including:**

- If they are already in employment of any kind, including remote working, in Ireland or elsewhere
- If they find work (paid or unpaid), regardless of its duration
- If they are in receipt of any other income
- If their address changes or they are moved to a different accommodation
- If their spouse/civil partner/cohabitant or child no longer resides with them
- If their spouse/civil partner/cohabitant starts working, receives an increase in earnings, stops working, or applies for a Social Welfare payment in their own right
- If they commence a course of education or are already a full-time student

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

## 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](http://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 is organising 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. Everyone should ensure they attend when they are invited to these events.

These services are also available on a walk-in basis when Intreo staff are in accommodation centres, or at any time in Intreo Offices.

## If a person starts work, how will this affect their income support payment?

At this stage, many of the people that are covered by the EU Temporary Protection Directive are being paid Jobseeker's Allowance. People who are awarded Jobseeker's Allowance

receive a letter to tell them that their claim has now been processed, it also gives information on the changes in their circumstance that might affect their entitlement to that payment. These circumstances are set out above in the section on: *What happens if a person's circumstances change?*

If any of these changes occur the person must contact their local Intreo Office, this includes if the person starts work.

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.

***For example, there is no automatic cut-off of Jobseeker's payments when a person in receipt of Jobseeker's Allowance works twenty hours per week.***

However, the persons entitlement, if any, depends 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/>

### 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
- 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