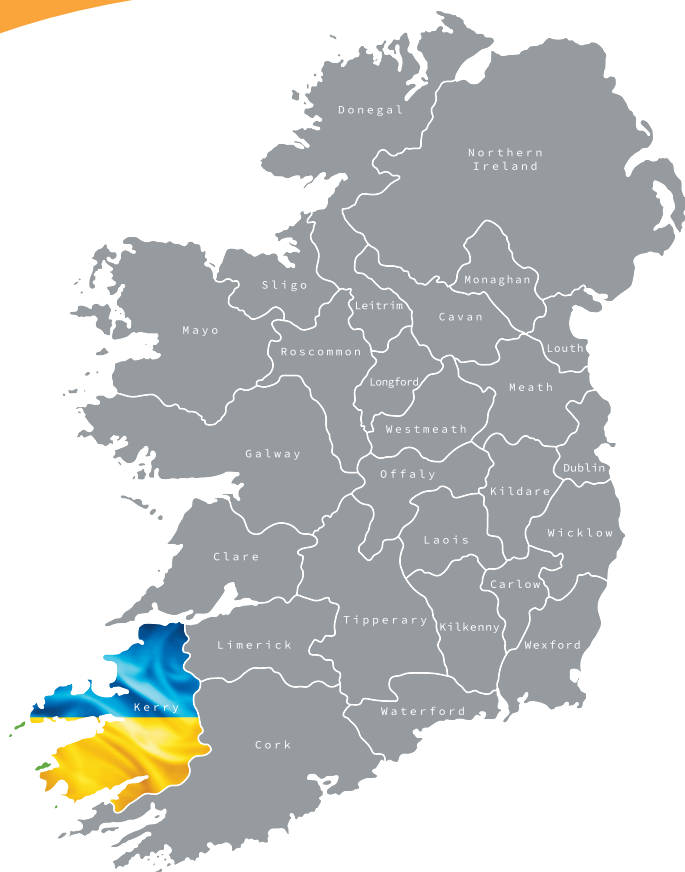


# KERRY COMMUNITY RESPONSE FORUM

WE WARMLY WELCOME YOU TO KERRY.



**Step by Step Guide for displaced Ukrainians  
residing in County Kerry**

*Please note this is not legal advice*



# Kerry Community Response Forum

## **Interagency Members:**

- Kerry County Council
- TIRC – Tralee International Resource Centre
- KASI – Killarney Immigrant Support Centre
- North East West Kerry Development
- South Kerry Development Partnership
- Listowel Family Resource Centre
- An Garda Síochána
- Cork Kerry Community Healthcare – Health Service Executive
- TUSLA & CYSPC
- Department of Employment and Social Protection
- Kerry County Childcare Committee
- Kerry Education and Training Board
- Kerry Volunteer Centre
- Kerry Public Participation Network
- Local Link
- Tralee Chamber of Commerce
- Peter McVerry Trust
- Saint Vincent de Paul
- Irish Red Cross
- Fexco
- IRD Duhallow
- Irish Hotels Federation

Prepared by

Kerry County Council and Tralee International Resource Centre

Printed by NEWKD through SICAP





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# 01 | Temporary Protection Letter

- If you arrive in Dublin Airport, please go to City West Hotel and meet with the Department of Justice who will register you and issue you with Temporary Protection letter confirming that you have Temporary residency in Ireland. This is valid for one year but may be extended after that depending on the situation in Ukraine.

## Ukrainians with Temporary Protection paper will have access to:

- » A Personal Public Service Number (PPSN)
- » Employment and self-employment
- » Suitable accommodation or assistance in obtaining housing
- » School if they are children under 18 years
- » Social welfare income supports
- » Ukrainian nationals will be able to get health care services from the HSE, including access to GPs, community care and hospital or emergency care, as well as access to services for children's health, mental health, disabilities, maternity care, older people and many more. Ukrainian nationals will be able to get the same health services as people who are already living here, including Irish citizens.

If you arrive to Cork, Limerick or Rosslare Port you will be directed to nearest support centre.

- If you **don't have** a letter confirming residency you can apply for Temporary Protection from the Ukraine centre in Limerick or Cork: Limerick: Dominick Street, Limerick, V94 X327 or in **Cork**: Hanover Quay, T12 PX62. The permission letter you will receive from the Department of Justice confirming that you have been granted Temporary Protection under the EU Directive is all the proof you need to be able to immediately access employment, income support, accommodation (if required), and other State supports in Ireland.
- If you are denied Temporary Protection, please contact the following organisations for information on options that may be available to you:

Irish Refugee Council – 37 Killarney Street, Mountjoy, Dublin 1 – Tel: (01) 764 5854  
Homepage: <http://www.irishrefugeecouncil.ie> Email: [info@irishrefugeecouncil.ie](mailto:info@irishrefugeecouncil.ie)

Nasc Migrant and Refugee Rights – 34 Paul Street, Cork, T12 W14H – Tel: 021 427 3594  
Homepage: <https://nascireland.org/> Email: [reception@nascireland.org](mailto:reception@nascireland.org)

# If you come from Ukraine and need to apply for Temporary Protection, please go to the Intreo Office in Limerick

ADDRESS: Intreo Office, Dominic St, Limerick,  
(V94 X327)

## DOCUMENTS NEEDED for TEMPORARY PROTECTION LETTER'S APPLICATION

If you would like to apply for the **Temporary Protection Letter**, please make sure to come along with **ALL your family members** and to **bring all these documents with you:**

1. Passport with which you have travelled all the way to Ireland and IDs
2. Birth certificates for children
3. In case of couples: Marriage certificates
4. Current address in Ireland
5. Phone contacts in Ireland
6. PPSN number, if you have already received it.

### OPENING HOURS:

Monday to

Wednesday: 9.15  
to 5pm

Thursday: 10.30 to  
5pm

Friday: 9.15 to  
4.30pm



An Roinn Dlí agus Cirt  
Department of Justice



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IRELAND

# If you come from Ukraine and need to apply for Temporary Protection, please go to the Intreo Office in Cork

ADDRESS: Intreo Office, Hanover St, Cork,  
(T12 PX62)

## DOCUMENTS NEEDED for TEMPORARY PROTECTION LETTER'S APPLICATION

If you would like to apply for the **Temporary Protection Letter**, please make sure to come along with **ALL** your family members and to bring all these documents with you:

1. Passport with which you have travelled all the way to Ireland and IDs
2. Birth certificates for children
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An Roinn Dlí agus Cirt  
Department of Justice



IRELAND



## 02 Accommodation

- UCTAT (Ukraine Crisis Temporary Accommodation Team) is responsible for the provision of state accommodation to people in the International Protection ('asylum') process. If you are a Beneficiary of Temporary Protection (BOTP), and require state accommodation, please contact [ukrainetempacom@equality.gov.ie](mailto:ukrainetempacom@equality.gov.ie) Please note that if you are not registered with UCTAT, the only service that you will be unable to access is state accommodation.
- Helping Irish Hosts, Peter Mc Verry Trust, the Irish Red Cross and the International Organisation for Migration look after pledged accommodation. If you wish to avail of pledged accommodation, please contact your local development agency or local support group. See section 14 – Further support and assistance in Kerry for contact details.

## 03 PPSN (Personal Public Service Number) / Social Welfare

- If you are newly arrived in Ireland from Ukraine: You should call into your nearest Intreo office **5 days** after your arrival at your place of residence to discuss your situation.
- If you have been transferred from one part of Ireland to another part: You should call into your nearest Intreo office **straight away** to discuss your situation.
- In Kerry, there are offices in Tralee, Killarney, Listowel, Caherciveen, Kenmare, Killorglin and Dingle. You will need to bring a form of Identification such as a Ukrainian Identity Card or Passport or another form of Identification and your PPS number if you have it.

If you have children and have already received your PPS number, you can go to the office alone. If you have not received your PPS, you must bring your children to the office to get their PPS number.

You will get help to apply for Supplementary Welfare Allowance (Financial assistance), which is paid weekly at the post office. If you have children, you will receive a Child Benefit which is paid on the first Tuesday of every month. You will also have your picture taken for the Public Services Card, which you will need to collect your money. You will receive a letter or an email informing you of when and where to receive your payment. If you do not get this letter within five working days of applying, you can email [tralee@welfare.ie](mailto:tralee@welfare.ie), give your DOB and PPS number and ask what day and where your payment will be.

Anyone in receipt of Social Welfare and over the age of 66 will be automatically transferred to the State Pension, also known as the Old Age Pension.

## 04 | Right to work

- You have the right to work in Ireland once you have the permission letter confirming you have been granted Temporary Protection. Once you enter into employment, it is vital to contact your local Intreo office. In Kerry, this can be done by visiting your nearest Intreo office or sending an email to any of the Intreo Offices. There are offices in Tralee, Killarney, Listowel, Cahirciveen, Kenmare, Killorglin and Dingle. They can all be contacted by putting the town name before “@welfare.ie”, e.g. [tralee@welfare.ie](mailto:tralee@welfare.ie) or [killarney@welfare.ie](mailto:killarney@welfare.ie)

## 05 | Health Services

- **Services available to Ukrainian people**

Ukrainian people can access the same health and social care services as people living here. They can apply for a [medical card](#) and health screening services are offered upon arrival, including access to [COVID-19](#) advice and [vaccinations](#).

[English-Ukrainian and English-Russian phrasebooks](#) to help communicate in a medical emergency are available on our HSE website.

Ireland has welcomed thousands of Ukrainian people since the outbreak of war, and it's expected that people will continue to arrive as the situation develops. Finding a place to stay and addressing medical concerns are the highest priorities for people arriving here. The HSE is coordinating its services with other government agencies.

**Important: In Ireland, your GP is the first contact to access any medical services including maternity, oncology, mental health, childhood vaccinations and health, etc**

- **Directing Ukrainian people to HSE information**

Ukrainian people in need of health information should go to [www.hse.ie/Ukraine](http://www.hse.ie/Ukraine), available in Ukrainian, Russian and English. Roughly 30% of Ukraine's population speak Russian as their first language.

- **Local health services leaflet**

The leaflet includes information on how our health services work, GP out-of-hours, injury units, emergency departments, COVID-19, and minding your mental health. Leaflets have been delivered to 370 locations where Ukrainian people are living.

## Medical Card

You will receive a full Medical Card for a period of nine months. There is a unique medical card form for people from Ukraine. You will get information on this from the information hub in your accommodation, or alternatively, you can download the particular form

(<https://www2.hse.ie/services/healthcare-in-ireland/ukr-medical-card-application-form.pdf>).

This card will give you free access to a GP, Hospital Care, Mental Health Services, Pregnancy

Services, Disability Services, and Services for Older People.

Once the initial nine-month period lapses, you must make a full application to renew your Medical Card. Please note that this renewal will be subject to a means test. If you have taken up employment, the financial assessment will include your income.

### Related content

- » [Healthcare services for Ukrainian nationals in Ireland](#)
- » [HPSC clinical advice](#)
- » [COVID-19 Ukrainian content – vaccine leaflets, posters, hand hygiene](#)

## 06 | Phone

- If you go to any Post Office, you can get a free Irish sim card. You will need to show a Ukrainian ID. This entitles you to 3 months: free calls to Ukraine, both mobile and landline, unlimited data and free calls to other An Post phones.

## 07 | Children's Schooling

- Children can be enrolled in primary and secondary schools. School transport will be provided for those living a distance away from the school free of charge. This is organised through the REALT (Regional Education and Language Team) at Kerry ETB – [real@kerryetb.ie](mailto:real@kerryetb.ie)). The National Parents Council (Primary) have set up a Ukrainian language helpline to support parents with any questions about education in Ireland – it is open Monday to Friday, 9:00 am – 5:00 pm. Telephone: 01 887 4473 Email: [helpline@npc.ie](mailto:helpline@npc.ie)



## 08 | Childcare

There is a guide to childcare in Ireland available in Ukrainian – <http://kerryppn.ie/wp-content/uploads/2022/04/A-Parents-Guide-To-Childcare-In-Ireland-Ukrainian.pdf>

The National Childcare Scheme (NCS) makes special arrangements for children and families to be referred by certain sponsor bodies to receive free childcare. TUSLA operates this scheme, and Ukrainian refugees fall within it. The subsidy can be used for the hours of care spent outside of school or preschool for children aged from birth to 17 years. Hours of care that the subsidy applies to are, for example,

- » childcare used before preschool or school starts in the morning
- » after-school childcare,
- » childcare used outside of preschool or school term times.

If families wish to apply for this, there is a form to complete with a referring officer at TIRC, KASI, your local Family Resource Centre or Kerry County Childcare Committee. They will complete the paperwork with you. Please note there is a significant shortage of childcare places for children under 3 years old.

### Free Preschool

The ECCE programme (Early Childhood Care & Education, often called free preschool) is a universal two-year preschool programme available to all children within the eligible age range. It provides children with their first

formal experience of early learning prior to commencing primary school.

The programme is provided for three hours per day, five days per week over 38 weeks per year and the programme year runs from September to June each year. There is one point of entry at the beginning of the programme year.

The programme is available to all children who have turned 2 years and 8 months before September as long as they don't turn 5 years and 6 months at any point during the preschool year.

This year (2022) eligible children are:

Children born between 1<sup>st</sup> January 2019 – 31<sup>st</sup> December 2019 are eligible for the September 2022 entry and can avail of 2 years ECCE provision

Children born between 1<sup>st</sup> January 2018 – 31<sup>st</sup> December 2018 are eligible for September 2022 and can avail of 1 final year of ECCE provision.

Parents usually enrol their children well in advance of the start date so many services may already be full however our aim is to find ECCE places for as many children as possible. If you have any questions, please contact Kerry County Childcare Committee on 066 7181582 or email [info@kerrycountychildcare.com](mailto:info@kerrycountychildcare.com)

**At all times, parents /legal guardians remain responsible for minors in their care, who cannot be left unaccompanied in accommodation under any circumstances.**

# 09 | Child and Family Supports



## Child Protection and Welfare

The Child and Family Agency (Tusla) is responsible in Ireland for the safety and well-being of children. An Garda Síochána (the Irish police) also have responsibilities for the safety and welfare of children under Irish law.

Everyone is responsible in Ireland for reporting if children with whom they are in contact may be suffering from abuse or neglect.

## What to do if you witness a concern about a child

In Ireland, Tusla should always be informed if you have reasonable grounds for concern that a child may have been, is being or is at risk of being abused or neglected. This also includes if you witness something in a group setting or accommodation centre. If you are worried about the welfare and safety of a child, you must contact Tusla without delay:

[www.tusla.ie](http://www.tusla.ie) / [info@tusla.ie](mailto:info@tusla.ie) or 01 7718500 is the National number or contact the local Social Work Department in the Kerry area:

**KERRY SOCIAL WORK DEPARTMENT, Unit 7/8, Block 1, Reeks Gateway, Cleeney Roundabout, Killarney, Co. Kerry, V93 CTX9. Telephone: 064-6636030**

## How do I report a concern about a child?

You should always inform Tusla if you have reasonable grounds for concern that a child may have been, is being, or is at risk of being abused or neglected.

You can report your concern in person, by telephone or in writing to the local social work duty service in the area where the child lives. Here you can find contact details for the Tusla social work teams: <https://www.tusla.ie/children-first/contact-a-social-worker3/>

Child protection or welfare concerns can include:

- Evidence, for example an injury or behaviour, that is consistent with abuse and is unlikely to have been caused in any other way
- Any concern about possible sexual abuse
- Consistent signs that a child is suffering from emotional or physical neglect
- A child saying or indicating by other means that he or she has been abused
- Admission or indication by an adult or a child of an alleged abuse they committed
- An account from a person who saw the child being abused

|  |  |
|--|--|
| <b>An Garda Síochána (Irish Police)</b><br><i>(The national police service in Ireland)</i>                 | Telephone free phone number: 999 or 112<br><a href="https://www.garda.ie/en/contact-us/station-directory/">https://www.garda.ie/en/contact-us/station-directory/</a>   |
| <b>Tusla, Child and Family Agency</b><br><b>Duty Social Work Teams/</b><br><b>Dedicated Contact Points</b> | Monday to Friday from 9am -5pm please contact 064-6636030 outside of these hours if you have a child protection concern, then contact the An Garda Síochána on 999 or 112<br><a href="https://www.tusla.ie/get-in-touch/duty-social-work-teams/">https://www.tusla.ie/get-in-touch/duty-social-work-teams/</a> |

Your personal data will be processed in compliance with all relevant Data Protection Legislation and other Legal Requirement to which Tusla is obliged to adhere. Full details of Tusla's Privacy Policy are available in the About Us Section of [www.tusla.ie](http://www.tusla.ie)

# 10 | Third Level Education + Qualifications

- **General Queries: National Student and Researcher Helpdesk**

The Government established the National Student and Researcher Helpdesk to coordinate queries. This facility is available to assist Ukrainian students and researchers who are seeking to continue their higher education studies in Ireland. Those seeking assistance can contact [NSRHelpdesk@mu.ie](mailto:NSRHelpdesk@mu.ie) or call +353 1 4747788.

- **MTU Kerry Queries:**

E-mailing [internationalkerry@mtu.ie](mailto:internationalkerry@mtu.ie), [admissionskerry@mtu.ie](mailto:admissionskerry@mtu.ie) will activate supports to assist students with finding college places in MTU Kerry or elsewhere if they can help. MTU Kerry will communicate with anyone who contacts them to determine where their study interests are and if MTU has a programme to match. [www.mtu.ie/ukraine](http://www.mtu.ie/ukraine)

- To see if your 3<sup>rd</sup> level qualification is valid in Ireland, you should check the **Naric** website.

<https://www.qqi.ie/sites/default/files/2022-03/naric-guide-ukraine.pdf> (Qualification recognition)

<https://www.qqi.ie/news/qqi-supports-for-displaced-ukraine-nationals> (Foreign qualification service)

# 11 | Banking

The necessary steps and requirements to set up a bank account can be found through this AIB link which is in Ukrainian, Russian and English- [Ukraine \(AIB.ie\)](#)

If there are any issues with setting up a bank account, a helpline has Ukrainian and Russian speakers 0818 303 203- Option 3. In terms of banking, we have also found that local credit unions are a great option in many places, as people can open accounts with them much quicker, and many have IBAN enabled current accounts.

More general support for people seeking Asylum or with refugee status- here is a general guide to the Basic Bank Account in nine languages

[Ukrainian version of the Guide to the Basic Bank Account - Irish Banking Culture Board](#)

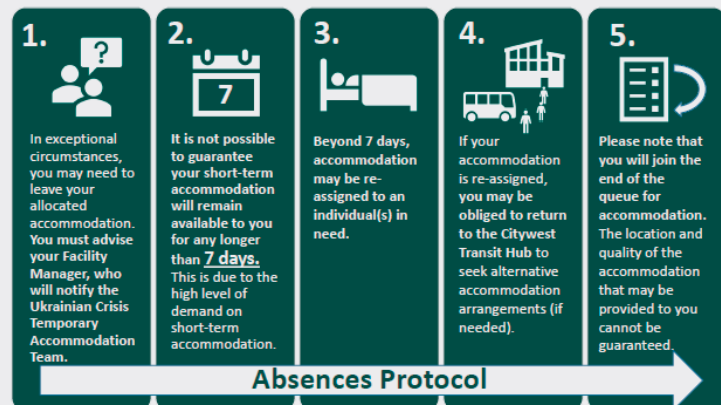


# 12 | Travel Abroad from Ireland

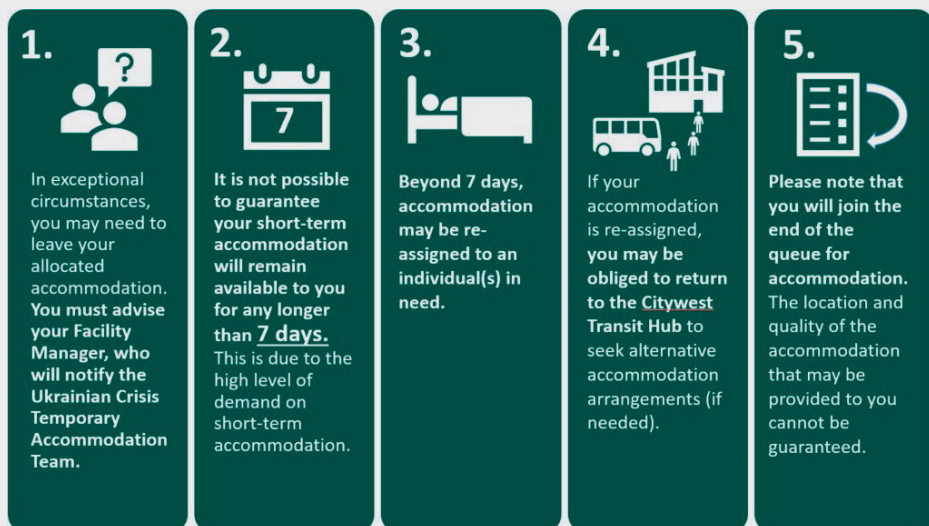
## ABSENCE PROTOCOL - BENEFICIARIES OF TEMPORARY PROTECTION FROM UKRAINE



An Roinn Leanaí, Comhionannais,  
Dhícheimnis, Láimhcheisteacha agus Oige  
Department of Children, Equality,  
Disability, Integration and Youth



## ABSENCE PROTOCOL - BENEFICIARIES OF TEMPORARY PROTECTION FROM UKRAINE



The Department of Children, Equality, Disability, Integration and Youth (DCEDIY) have allocated short-term accommodation to you as a beneficiary under the EU Temporary Protection Directive.

We recognise that due to exceptional and extenuating circumstances, individuals may need to absent themselves from accommodation from time to time.

However, given the large number of people looking for assistance with short-term accommodation, it is not possible to guarantee that vacated short-term accommodation will remain available to you for any longer than 7 days.

To manage exceptional absences, an Absences Protocol has been agreed and is available at the above QR code link for you to read.

This protocol provides guidance on how to advise your Facility Manager of your exceptional absence, which will then be communicated to UCTAT.

In accordance with the provisions of the protocol, if you have not used this accommodation for more than 7 calendar days, it may be necessary to reassign your accommodation to an individual(s) in need.

In circumstances where your accommodation has been re-assigned, if you still require accommodation from the State after your return, you may make your own way to the Citywest Transit Hub and seek alternative arrangements.

Please note that you will join the end of the queue of those seeking accommodation. The location and quality of the accommodation that may be provided to you cannot be guaranteed.

If you need further information please contact the Ukraine Temporary Accommodation Team at [ukrainetempaccom@equality.gov.ie](mailto:ukrainetempaccom@equality.gov.ie) and someone will assist you.



Please note that if you are in receipt of Social Welfare Payments, it is **essential that you inform** your local Intreo office when you are travelling.

For other questions about passports, we suggest that you approach **the Ukraine Embassy in Ireland for assistance.**

**Phone: 01-668 5189      Email: [emb\\_ie@mfa.gov.ua](mailto:emb_ie@mfa.gov.ua)      Website: [ireland.mfa.gov.ua](http://ireland.mfa.gov.ua)**

Passports can be renewed at the Ukrainian Embassy in Dublin – 016685189.

For questions about entry and exit – Border Management Unit [BMU@justice.ie](mailto:BMU@justice.ie)

FAQs – for Ukraine Nationals and Residents of Ukraine – Immigration Service Delivery ([irishimmigration.ie](http://irishimmigration.ie))

## 13 | Driving Licence

- In Ireland it is a legal requirement for all those driving on Irish roads to have car insurance.

Non-compliance will result in prosecution by an Garda Síochána, the Irish police service. Ukrainians can exchange their Ukrainian driving licence for an Irish driving licence, allowing them to drive on Irish roads legally. An application to exchange a licence can be made in any National Driver Licence Service (NDLS) centre. An appointment to attend an NDLS centre can be booked [online](#) or by phone at 0818919090.

## 14 | Further support and assistance in Kerry

### **TIRC - Tralee International Resource Centre -**

13-14 St Patricks Bungalows, Boherbee, Tralee

Tel: 066 7127918 / 087 9822983 Email: [info@tirc.ie](mailto:info@tirc.ie)

**KASI – Immigrant Support Centre** - Unit 6 Old Credit Union Building Beech Road, 91 New St, Killarney Co. Kerry (064) 662 0705 Email: [info@kasi2000.com](mailto:info@kasi2000.com)

### **NEWKD – North East West Kerry Development**

North Kerry Dave Fitzgibbon [DaveFitzgibbon@newkd.ie](mailto:DaveFitzgibbon@newkd.ie) 068-23429

West Kerry Seamus O' Hara [seamusohara@newkd.ie](mailto:seamusohara@newkd.ie) 066-7142788

Tralee Robert Carey [robertcarey@newkd.ie](mailto:robertcarey@newkd.ie) 066-7180190

### **SKDP – South Kerry Development Partnership CLG**

Community Development Officer 087-1906450 [reception@skdp.net](mailto:reception@skdp.net)

# 15 An Garda Síochána – Police and Security Service of Ireland

## An Garda Síochána - Police and Security Service of Ireland



### Information



An Garda Síochána (also commonly referred to as the Gardaí) is Ireland's National Police and Security Service. We have responsibility for carrying out all policing and security functions in Ireland and our mission is 'Keeping People Safe'. Our role includes; assisting victims of crime, crime prevention, community engagement, crime investigation and road safety. An Garda Síochána has a proud tradition in serving communities and protecting the State with over 16,000 dedicated Garda members, Civilians and Reserve members committed to the objective of ensuring that a functioning police and security service is the cornerstone of a democratic and progressive society. The core values of the organisation are: Service Delivery, Honesty, Accountability, Respect, Professionalism and Empathy.

For more information visit the Garda website on [www.garda.ie](http://www.garda.ie)



In an emergency always dial 999/112

You should use this service if a crime or incident is happening or if anyone is in immediate danger. 999/112 calls have the highest priority and your call will be handled by trained call-takers. We will take appropriate steps to deal with all incidents and ensure that emergency and life threatening calls receive priority. We will endeavour to get to you within 15 minutes in urban locations and as soon as possible, given the distance to be travelled, in more rural areas.



Non-emergency or general enquiries

For non-emergency or general enquiries, contact your nearest and/or local Garda Station. Telephone numbers for all Garda stations and key offices are available at [Garda Stations Directory](http://Garda Stations Directory) on [www.garda.ie](http://www.garda.ie)

Local Garda Diversity Officers, trained to support diverse / minority communities, are available in each Garda Division and are available to assist with your policing needs. A list is available on [www.garda.ie](http://www.garda.ie) / [Find your local Garda Diversity Officer](#)



You must have motor insurance to drive your vehicle on Irish roads.

Motor insurance is designed to protect you against liability in the event of an accident. It will cover the costs of the other driver's property and injuries if you are found at fault for an accident. If you are involved in an accident and found not to be at fault, the insurance of the responsible party will cover your costs. When you buy a motor insurance policy from an insurance company, you will get an insurance disc and a certificate of insurance. You must clearly display a current insurance disc on your vehicle at all times when driving. You must produce a current certificate of insurance when paying for motor tax. Guidance on what you must do if you are involved in a road traffic collision is available on [www.garda.ie](http://www.garda.ie).

# 16 | Other Useful and Reliable Links

- The Government has created a one-stop online portal at [www.gov.ie/ukraine](http://www.gov.ie/ukraine) which outlines the various supports available to people arriving from the conflict in Ukraine. The portal is also available in Ukrainian and Russian.
- **The Open Community** – This is an excellent website. You can also download the **SWIFT Integration App** – This multilingual mobile app provides clear and concise information and supports that aim to enhance integration outcomes. The app provides information on a range of subjects such as social welfare, healthcare education, and employment
- <https://www.gov.ie/en/campaigns/255c5-ireland-response-ukrainian/>
- [https://www.citizensinformation.ie/en/moving\\_country/asylum\\_seekers\\_and\\_refugees/the\\_asylum\\_process\\_in\\_ireland/coming\\_to\\_ireland\\_from\\_ukraine.html](https://www.citizensinformation.ie/en/moving_country/asylum_seekers_and_refugees/the_asylum_process_in_ireland/coming_to_ireland_from_ukraine.html)
- The **Irish Refugee Council** has information on the temporary protection directive and your rights. You can also call the Irish Refugee Council on (01) 913 1528 for Ukrainian language information. The helpline is open Monday to Friday from 10 am to 1 pm.
- The United Nations High Commission on Refugees (UNHCR) has information for people fleeing Ukraine. A Ukrainian and Russian language helpline and message service operate through UNHCR every Thursday from 2 pm to 5 pm. Queries can be sent in Ukrainian or Russian through WhatsApp or Telegram (calls and messages) to +353 (0)89 490 2920 or [ireduprt@unhcr.org](mailto:ireduprt@unhcr.org).
- The European Commission has a freephone helpline in Ukrainian that can give you information on EU entry and travel, your right to education and access to jobs or healthcare.  
Freephone 00 800 6789 1011 from within the EU  
Phone +32 22 99 96 96 from outside the EU (charges apply)  
The helpline also provides information in official EU languages and Russian and offers a free call back service. You can also contact the European Commission for information through an online contact form.

## Map of County Kerry

### with main towns and villages