

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

Update as at: 20th July 2022

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

In this edition the focus is on:

- What should a person do if their address changes, and they are getting a payment from the Department of Social Protection?
- Getting paid to a Bank Account
- How can a person change their Post Office when they move address?
- How to apply for Back to School Clothing and Footwear Allowance
- How does going on holidays or leaving the country affect your income support payment from the Department of Social Protection?

For information on topics covered in previous editions please see page 4

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 44,700 people as at close of business 17th July 2022.

- 49% of Ukrainian arrivals are adult women
- 33% are children
- 18% are adult males
- 4% of the adults are aged 66 or over

Income Supports:

- Income supports are being paid in respect of c. 38,176 people
- There are c.21,900 primary claims with an average of 1.7 people on each claim.
- Child benefit is now also being paid in respect of 13,462 children

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

What should a person do if their address changes, and they are getting a payment from the Department of Social Protection?

If a person is getting a payment from the Department of Social Protection and they move address, they must tell us. The person should go to their local Intreo Office or Branch Office or one of the dedicated Ukraine Support Centres in Dublin, Limerick or Cork and let us know their new address.

To find their local Intreo Office or Branch 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

We will then update their address and send their payment to their new local Post Office.

Alternatively, the person can apply to get paid into their bank account.

Getting paid to a Bank Account

A change of address usually means a change in Post Office location for payment purposes. We will process these changes as quickly as possible however, depending on when a move takes place we may not always be able to change the Post Office within the payment week.

If a person has an account in an Irish financial institution, a Revolut, or N26 account, in their own name they can apply to get their payment made directly into their account. To do so they can visit their local Ukraine Support Centre/Intreo Centre/Branch Office.

How can a person to change their Post Office when they move address?

A person can call to their local Ukraine Support Centre, Intreo Centre or Branch Office. There is also an online service available on 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



A person that is receiving income support from us can use this service to ask that their Post Office is changed. The change will not be automatic, we will let the person know when the Post Office has been changed.

It is important that the person uses this service to advise the us that they need to change the Post Office as early as possible. This will help the us move the payment to the new Post Office as quickly as possible.

Back to School Clothing and Footwear Allowance

The Back to School Clothing and Footwear Allowance is a means-tested once-off payment aimed at helping families with the extra costs of clothing and footwear when children start school each autumn.

The eligibility criteria for Back to School Clothing & Footwear Allowance are available online here: [gov.ie](http://www.gov.ie) - [Back to School Clothing and Footwear Allowance \(www.gov.ie\)](http://www.gov.ie).

The allowance was automatically awarded to the majority of families who met the eligibility conditions for the scheme in June. **Payments issued from 11th July and included payments to families who have arrived from Ukraine and were identified as eligible.**

If a family has not been included in the auto award the quickest and easiest way to make a claim is online via www.mywelfare.ie.

- To apply online, customers must have a Public Services Card and a verified MyGovID account.
- Customers who do not have a verified MyGovID account, should contact the section by phone on 071 9193318 or 0818 11 11 13 and we will verify their account.
- Customers who do not have a Public Services Card or who cannot apply online have the option to submit a paper application form.

Application forms are available by contacting the Back to School Clothing and Footwear Allowance section by phone on 071 9193318 or 0818 11 11 13, or by email at bscfa@welfare.ie.

- The closing date to apply for this year's Back to School Clothing and Footwear Allowance is 30th September 2022.

How does going on holidays or leaving the country affect your income support payment from the Department of Social Protection?

Department of Social Protection 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. A person should inform the Department of their proposed absence in advance of travel.

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.

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

[www.irishimmigration.ie/faqs-for-ukraine-nationals-and-residents-of-ukraine](#) FAQs – for Ukraine Nationals and Residents of Ukraine provided by the Department of Justice.

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 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?
- How can people request to change their Post Office when they have moved address?
- What obligations does a Jobseekers Allowance recipient have?
- How is employment classified?
- Supports available to have a person’s qualifications recognised
- How working remotely in Ukraine is treated for Tax purposes in Ireland
- How International Protection differs from Temporary Protection under the EU Directive
- How can students with Temporary Protection access higher education in Ireland?
- What supports are available to minors arriving in Ireland under the EU Temporary Protection Directive?
- Why are people with Temporary Protection and receiving a Jobseekers payment being asked to attend their local Intreo or Branch Office?