

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

Update as at: 27 October 2022

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

### In this edition the focus is on:

- Important update on the process for applying for income support
- What happens if a person's circumstances change?
- How Intreo Centres help people find work
- If a person starts work, how will this affect their income support payment?

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.

Information for people arriving from Ukraine is available at Gov.ie [www.gov.ie/ArrivingFromUkraine](http://www.gov.ie/ArrivingFromUkraine)

### Current Numbers

PPSNs have been issued to some 60,428 people as at close of business 25<sup>th</sup> October 2022.

- 48% of Ukrainian arrivals are adult women
- 31% are children
- 21% are adult males
- 5% of the adults are aged 66 or over

### Income Supports:

- Income supports are being paid in respect of c. 44,160 people, including children
- There are c.27,600 primary claims with an average of 1.6 people on each claim.
- Child benefit is now also being paid in respect of 15,517 children

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

## Important update on the process for applying for income support

Temporary Protection beneficiaries who arrive in Ireland meet with Departmental staff to commence the process of applying for PPSN's and income supports. Temporary Protection beneficiaries are given all the application forms appropriate to their circumstance with translated support information, at the City West Reception Centre. They should present at their local Intreo Centre or Branch offices with their fully **completed** application forms after 5 working days, when they will be given their PPSN. **Income supports applications will only be processed when the appropriate forms are completed in full, signed and dated by the person.** It is important that the person **completes** the forms before they go to their local Intreo Centre/Branch Office. Intreo Centre and Branch Office staff will continue to support those arriving from Ukraine and completing the form in advance of calling to the offices will facilitate this support.

The Department may communicate with people by email about their applications, so it is important that people check their emails regularly.

### What can I do to help?

You have a key role to play in supporting people when they are applying for income supports. In relation to Social Protection entitlements, it would be most helpful if you could:

- Advise people that their claim for income support cannot be processed until they present their completed application form at their local Intreo Centre/Branch Office and stress the importance of completing the appropriate form
- Remind them to refer to the translated support information that they have been provided with when completing their forms
- Encourage them to complete the forms in full before they go to their local Intreo Centre/Branch Office
- Support people through these steps if needed

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

When a person is awarded an income support, they are issued with a communication advising them of the payment details and the eligibility criteria for that scheme. They are also advised about the changes in their circumstances that might affect their entitlement to that payment.

If the person is in receipt of Income Support, they must notify their 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
- If they leave the State for any period

To find their local Intreo Office they should visit [www.gov.ie/INTREOoffices](http://www.gov.ie/INTREOoffices)

## How Intreo Centres help people find work

Intreo Centres are here to help people, including people covered by the EU Temporary Protection Directive, find work while in Ireland. Jobs are advertised on our website [jobsireland.ie](https://www.jobsireland.ie) and employers with jobs use this website to advertise vacancies across all areas and types of work. JobsIreland.ie also provides updates on recruitment events in the “What's Going On?” section – in English and now in Ukrainian and Russian.

Employment services are delivered by Intreo and they engage with all jobseekers to help them find work. Employment services will make initial contact with people covered by the EU Temporary Protection Directive to obtain information on their English language skills and educational qualification. Employment services are also available on a walk-in basis in Intreo Centres.

For more information on employment and income supports please visit <https://www.gov.ie/intreo/>

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

When a person is awarded an income support, they are issued with a communication advising them of the payment details and the eligibility criteria for that scheme. They are also advised about the changes in their circumstances 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 Centre, this includes if the person starts work.

Local Intreo Centres 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.

Many people are in receipt of either Jobseekers Allowance or One Parent Family Payment. The quickest way of checking how **or if** income from work, including part time work, could affect these payments 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/>

### 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?
- Getting paid to a Bank Account
- 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?
- How to apply for Back to School Clothing and Footwear Allowance
- What should a person do if they lose their job?
- If I become a full-time student, what do I need to do?
- When a person starts work what happens to their Child Benefit claim?
- What is the Accommodation Recognition Payment?
- New process for income support applications
- What happens if a person that has Temporary Protection decides that they wish to leave the state?
- When a person is moving to new accommodation what do they need to do?