

WELCOME



INFORMATION

BALLYOGAN REST CENTRE

Welcome to Ballyogan Rest Centre! We are very happy to have you here while your longer term accommodation is being organised.

Ballyogan Rest Centre provides 3 free meals a day. There is plenty of food, so please do not hoard food in your sleeping area.

Our staff are here to help you with the paperwork needed for you to get settled in Ireland.

If you NEED clothes/shoes/toiletries, please ask one of our staff at Reception; however there is a limited supply.

PERMISSION TO STAY IN IRELAND

What is the yellow Temporary Protection letter (the yellow form)?

This is the legal document allowing you to stay in Ireland for one year from the date you arrive.

The yellow letter says I can stay in Ireland for one year but my passport says I can only be in Ireland for 90 days. Do I need to get another stamp or go to the police?

No, you do not need to do anything else. You are allowed to stay for one year. You must take the yellow Temporary Protection letter with you when you leave Ireland.

MONEY AND WORK

How do I get money?

To get money (social welfare) or to work in Ireland you need a PPSN (or Personal Public Service Number).

Once you get a PPSN, you can collect money weekly at your assigned post office. It takes about 2 weeks to organise this payment and will be backdated to your date of arrival in Ireland. This money is to pay for all your needs once you leave Ballyogan Rest Centre (e.g. petrol, food, clothes).

How do I get a PPSN?

Go to the Intreo Office in Dun Laoghaire on Friday morning, where an Interpreter will help you register. See the QR code for directions.



If you leave us to go to your longer term accommodation before Friday, do not worry; you can go to the Intreo office closest to your new location.

PHONE

How do I get a SIM card for my mobile phone?

The Irish postal service, An Post, gives one free SIM card with a month's free internet, text messages and phone calls to every Ukrainian.

If you did not receive a SIM card at Citywest Centre you can get one at a local post office. Bring your yellow letter and passport to the post office.



HEALTH

What happens if I need a doctor when in Ballyogan Rest Centre?

Staff from the Irish Health Service (HSE) are at Ballyogan from 09:00 to 17:00 Monday to Friday. If you would like to see the health staff, ask at Reception.

The health staff will do a medical assessment and refer you to a doctor or hospital or for emergency dental work if necessary.

A car will drive you to the doctor and bring you back. It will be free of charge. If you need a doctor at other times or at the weekend, ask at Reception.

In a serious emergency, call 999 or 112 to ask for an ambulance. These numbers are free to call and they work on any phone.

What if I need a doctor after I leave Ballyogan Rest Centre?

You should apply as soon as possible for a **medical card**. This card gives you free doctor care, and medicines at a very low cost. You can apply for the medical card while you are here, and when you arrive at your longer term accommodation, email the



HSE with your new address. If needed, ask local volunteers at your new location to help you get your medical card.

What happens if I have to go to hospital?

Hospitals in Ireland are free or have a reasonable cost (€100 in total). This

includes all tests that you may need (blood tests, MRIs, X-rays etc.).

You might have to wait many hours to see a doctor at the hospital (unless it is very urgent). Bring food and water with you if possible.

You **MUST** stay with your child at the hospital and wait to be seen. You cannot leave before your child is seen if you have registered your child in the hospital.

What happens if I need a dentist?

There are very few free dentists in Ireland, and they are hard to find. You will probably need to pay for a dentist yourself and it can be expensive. You can search online or ask locally for dentists in your area.

TRANSPORT

How do I get to places?

Bus and Luas (tram) are free for you until you move to your longer term accommodation. You must show your passport to the driver. When you move you will need to pay.

To get to Dun Laoghaire – get the 63 bus

To get to the shops – walk to local shops (less than 1km), or use the Luas tram to go to Dundrum Town Centre or Dublin City Centre.

Can I drive in Ireland?

Yes, you can drive on your Ukrainian driving licence in Ireland. You cannot exchange your Ukrainian licence for an Irish driving licence.

MOVING TO NEW ACCOMMODATION

Who is in charge of accommodation?

The International Protection Accommodation Services (IPAS) is the government agency in charge of emergency accommodation for refugees in Ireland. IPAS decides where you go and when. Ballyogan Rest Centre cannot change the accommodation you are allocated to.

The accommodation may be a hostel or separate 'own-door' accommodation. Ireland has an accommodation crisis, so is doing its best to find everyone somewhere to live.

Accommodation here and at your longer term location is currently free of charge.

If you refuse the accommodation offered by the government, other accommodation will not be offered to you, and you will have to leave the Ballyogan Rest Centre.



Rialtas na hÉireann
Government of Ireland

International Protection
Accommodation Services (IPAS)

When will I be moved, who tells me and how will I get there?

When suitable accommodation is found for you and your family, the staff in Ballyogan will tell you when you will move and what area in Ireland you will move to. This may be a few days or a few weeks after you have arrived here.

Ballyogan Rest Centre will organise a free bus to bring you, your family and your belongings to your longer term accommodation. **If you miss the bus, you must pay yourself** to get to your longer term accommodation.

Do not worry if you are in Ballyogan Rest Centre longer than other people; this is because IPAS (who organise the accommodation) are trying to match people

to the available accommodation as best they can.

You must remain overnight in Ballyogan Rest Centre to be allocated longer term accommodation (you cannot stay overnight with relatives/friends).

SCHOOLS

There is no school in Ballyogan Rest Centre.

When you arrive at your longer term accommodation, ask for help to contact your local school. Every Ukrainian child will get a place in an Irish school. There are government teams in each county to help with getting school places.



Riadas na hÉireann
Government of Ireland

Information for schools – Ukraine

This website has a link to the contact details for the different counties:

OTHER USEFUL INFORMATION



Citizens Information 

Coming to Ireland from Ukraine



Healthcare services for Ukrainian nationals in Ireland - HSE.ie



Ukraine information note (updated 21 October 2022)

FACEBOOK PAGES



facebook
Helping Hand For Ukrainians In Ireland



facebook
Help Ukrainians in Ireland/ Допомога українцям в Ірландії



facebook
Ukrainian Action in Ireland



facebook
Irish supporters of Ukraine

USEFUL PHONE NUMBERS

Irish Refugee Council 01 9131528.
Monday–Friday 10:00–13:00. Information in the Ukrainian language is available.

Doras: Migrant rights agency in Ireland.
Ukrainian speaking people available 083-0802378 and info@doras.org.

Prepared by Volunteers from Leopardstown Ukrainian Support in consultation with others.

This information should only be used as a guide, and is subject to change.

For full information, please see the relevant government websites.

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