

Community Sponsorship Group Resource | Navigating Administration

There are several administrative supports and processes that a resettled family or individual will need to navigate upon arrival in Ireland. Sometimes it can be difficult to keep track. While there is overlap in terms of what is required, each element has its own application and registration process. Furthermore, they will need to be done in a certain order, as certain applications have specific requirements that will need to be fulfilled first.

This document will first address how to apply for and access the main administrative supports available to resettled refugees in Ireland. It will then list the sequence in which they should be applied for.

Note that the information in this document is subject to change – please check with your Regional Support Organisation, relevant service providers, your Community Welfare Officer and Citizens Information for the most up to date information in your area.

Please note that information on HAP (Housing Assistance Payment) is included in a separate document, also available on our website at nascireland.org

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Personal Public Services (PPS) Number

Why it's important

A PPS number is essential to accessing a wide range of state services and supports.

Where to apply

Nearest PPSN allocation centre (e.g. Intreo office) – contact your nearest Intreo Centre to find out where this is.

How to apply

Families with children

It is easiest for families to submit all PPS number application forms together. Print off the relevant forms, fill them out by hand and submit them to your nearest PPS number allocation centre. At the time of writing, you can do this by post.

- The application form for adults is called the REG1 form.
- The application form for children (aged under 18) is called the REG1M form. This must be completed by the parent, foster parent or guardian of the child.

Both forms are available for download at

<https://www.gov.ie/en/service/12e6de-get-a-personal-public-service-pps-number/#applying-for-a-ppsn-for-a-child>

Once you have submitted your application and everything is in order, the family should receive a letter/s from the Department of Social Protection containing their PPS numbers.

Adults without children

Adults without children may alternatively submit their PPS number application online, at mywelfare.ie

They will first need to create a [Basic MyGovID account](#). To do this, they will need to provide a name and email address.

What to include

Evidence of address

e.g. Written confirmation from property owner, signed lease

Evidence of identity

e.g. refugee travel document

Reason for applying

Applicants for PPSNs need to explain why they need PPS numbers in the form. For completeness, you may wish to submit a cover letter explaining the requirement for a PPS number.

Completed application form(s)

For children's application forms (under 18):

Evidence of relationship

A parent, guardian or foster parent of the child completes the form on the child's behalf. Some evidence of the relationship between adult completing application form and the child is needed

Evidence of both adult and child's identity

Irish Residence Permit (IRP)

Why it's important

All people over 16 need to apply for an Irish Residence Permit (IRP). The IRP indicates that the holder's immigration permission in Ireland has been registered. The Irish Residence Permit card details things like the nature of the holder's immigration permission.

Holders may be requested to show their Irish Residence Permit by immigration officials and members of An Garda Síochána.

Where to apply

If the family are living outside of Dublin, they will need to apply to their nearest Garda Immigration Bureau. This will be a Garda station, but not all Garda stations provide this service. You can contact your nearest Garda station to find out where this is.

Application needs to be in person, usually by appointment. Check in advance with the Garda Immigration Bureau to see how to make an appointment. Currently, some offices are organising appointments via email.

If the family are living in Dublin, they must book an appointment with the Immigration Office in Burgh Quay. This must be done online <https://burghquayregistrationoffice.inis.gov.ie/>

What to include

Letter from Department of Justice

This will be provided to the resettled family or individual upon receiving initial immigration permission

Documents requested within the letter

e.g. passport; family book; other forms of identity

Anything else?

- Refugees are exempt from paying any application fee for Irish Residence Permits
- (Outside Dublin) At the time of writing, most offices are posting permits to home addresses instead of requiring a follow-up visit to collect in person. However, it is possible that permits will need to be collected in person. Check with your RSO and Garda Immigration Bureau to confirm arrangements around this.

- The wait time for an appointment may vary. Check with your RSO and/or Garda Immigration Bureau for an up-to-date idea of wait times. Depending on the wait time, it may be a good idea to book an appointment ahead of the family's arrival – once you know when the family are arriving.
- The resettled family members'/individual's fingerprints and photos will be taken at registration.

Medical Card and GP Registration

Why it's important

Holders of medical cards do not have to pay for visits to their doctor, or for the medicines they provide. Medical cards cover out-patient and in-patient services; eye and ear tests; and dental checks. They can also provide access to other State supports.

How to apply

By post

You can apply by post by filling out and signing the MC1 form and submitting the requested evidence. The MC1 form can be downloaded [here](#). For applicants over the age of 70, [the MC1\(A\)](#) form may be used.

Post the completed form and documents to the address provided at the bottom of the form.

Online

Applications can also be made online at mymedicalcard.ie. For online applications, scan and upload documentation.

You can use the reference number you receive to track the status of your application.

What to include

PPS Number

Evidence of income and expenses

Including any social welfare payments – e.g. recent payment slip from An Post relating to the payment in question or most recent bank statement

Evidence of accommodation

Rent book. HAP agreement, tenancy agreement or letter from landlord

Information about doctor of choice

The chosen GP will need to sign and stamp Part 8 of the application form

Evidence of any social welfare payment

Information on dependents aged 16-25 and spouse, if applicable

How long does it take to process a medical card application?

It usually takes 15 days to process a complete medical card application.

Registering with a GP

Note that not all GPs will immediately accept medical card holders. Take note of the details: time, GP's name, the stated reason for refusal. If 3 or more GPs refuse to take on the family/individuals because they have a medical card, they can contact the Client Registration Unit of the HSE, who will assign a GP.

This can also be included in their application for a medical card. If they include this information in their application for a medical card, the HSE will then allocate them a GP.

GPs usually must be within a 7-mile radius of the applicant's home.

Arrange an interpreter, ideally a professional interpreter who has been briefed on the need for discretion with medical appointments, if needed. Some medical centres will be able to provide language interpreters if given sufficient notice. Ask at your local medical centre.

Social Protection / Income Supports

What supports are available?

Resettled individuals and families are generally entitled to the following supports:

- (1) Job seekers allowance
- (2) Supplementary welfare allowance

In addition, families with children can generally access the following:

- (3) Child benefit
- (4) Back to school footwear and clothing allowance

(1) Job seekers allowance

How to apply

Online

It is recommended that applications are made online at mywelfare.ie. To do this, customers will need to have set up a [Basic MyGovID account](#).

Contact your nearest Intreo branch office if applying online to access additional support with your application from a Community Welfare Officer.

In person

Applicants can alternatively submit a form in person to the nearest Intreo centre. The relevant application form is the UP1 form and is available at all Intreo offices. You may also contact your Intreo centre or Community Welfare Officer for a copy of the form.

Customers can bring a completed UP1 forms and supporting documentation to the nearest Intreo/social welfare branch office. When they go to the counter, they will be assisted with application details and further information on what they need to provide to support their application.

In light of the ongoing Covid-19 pandemic, Intreo offices are currently operating at reduced hours. These can be found [here](#) but it is important to note that local branch office opening hours may vary, so check in with your nearest branch.

At the time of writing, application processing times are around 3-4 weeks.

What to include

- Completed UP1 form
- Evidence of identity
- Evidence of address
- PPS number
- Details of availability to work and any household income
- Details of dependent children

(2) Supplementary welfare allowance

What is it?

Supplementary welfare allowance is a support for people who do not have enough money to meet their needs. Supplementary welfare allowance can be paid to the family or individual while their claim for jobseekers' allowance is being processed.

The amount of supplementary welfare allowance paid before jobseekers allowance is processed will be deducted from the arrears payment of jobseekers allowance.

How to apply

Applicants will need to have a primary social welfare claim – e.g. a claim for jobseekers allowance – pending before they can apply for Supplementary Welfare Allowance.

In person

The Supplementary Welfare Allowance form is available at your local Intreo centre. Contact your nearest branch and/or Community Welfare Officer.

Bring completed Supplementary Welfare Allowance form and required documentation to your nearest Intreo/social welfare branch office; apply alongside job seekers allowance

In light of the ongoing Covid-19 pandemic, Intreo offices are currently operating at reduced hours. These can be found [here](#) but it is important to note that local branch office opening hours may vary, so check in with your nearest branch.

If attending the office in person, customers can get a form and will be told what documentation they need to submit alongside the completed form.

By post

It is currently recommended that customers apply *by post* to their nearest Intreo office for Supplementary Welfare Allowance. If applicants are doing this, they can phone their nearest Intreo office who can then allocate a Community Welfare Officer to them. The Community Welfare Officer can assist with the application, and will tell the customer what they need to submit with it.

What to include

- Completed Supplementary Welfare Allowance claim form
- PPS numbers for all household members
- Proof of residence entitlement
- Proof of identity
- Evidence of household income
- Birth certificates for any children in application (if possible; check with your Community Welfare Officer if this is not available to the family)
- Documents demonstrating income and financial situation e.g. bank statements etc

(3) Child benefit

How to apply

- Bring completed CB1 form and required supporting documents to your nearest social welfare branch office/Intreo
- Applies to guardians/parents of children under 16 or children under 18 in full-time education

What to include

- Completed 'CB1 form' available at local social welfare office/post office/online; for 16 and 17 year olds who are still in full time education, the relevant form is the 'CB2 form'
- Irish Residence Permit
- Letter from school or college of each school going age child/ren confirming when they started attending / when they will start attending school
- Letter from doctor/Gardaí/playschool/crèche confirming residency of each child not of school going age
- Completed and signed HRC1 (Revenue Habitual Residence Condition) form
- (If there are children aged 16 or 17) Completed CB2 form

Submit form within 12 months of arrival

Child benefit payments can be accessed at the Post Office without the need for a bank account. This means that mothers can access the Child Benefit payment independently, without the need for going through the family/joint bank account. It is important that the group inform the mother that she can access Child Benefit Payments independently.

(4) Back to school clothing and footwear allowance

How to apply

Send completed form and supporting documentation to the Department of Employment Affairs and Social Protection

Form is usually available online from June/July – September.

Suggested Application Order

The order that the family will need to apply for different allowances is determined by the documents you will need to provide for each application. Below is a suggested/likely series of steps. You do not have to wait for the PPS number to be issued before applying for the IRP Card. Make sure you book an appointment to apply for an IRP card as soon as possible, and even before the family arrives, as there are currently long waiting lists for these to be processed.

1. PPS Number

2. Irish Residence Permit (IRP)

3. Department of Social Protection and healthcare supports

May require both PPS number and IRP

- a. Job Seekers' Allowance
- b. Supplementary Welfare Allowance
- c. Child benefit
- d. Other welfare payments
- e. Medical card

4. Housing supports

Please see our Guide to HAP and housing supports for more information.

Requires PPS number, IRP and evidence of receipt of welfare income.

- a. Application to be placed on local authority housing list (requires evidence of welfare income e.g. Supplementary Welfare Allowance; PPSN; IRP)

- apply as soon as possible, e.g. when first Supplementary Welfare Allowance payment is made

- b. Application for HAP (requires approval to be on local authority housing list among others)