

Change of circumstances and where to get help

It is very important that you notify government offices if your personal circumstances change. Important changes you need to notify include:

- If you change your **address**.
- If you stop or start **work**, or your family's **income** changes.
- If there are changes in your **family**, for example if you have a **child**.

Government offices do not always share information between them. It is **your responsibility** to notify all the relevant government agencies if there are changes in your circumstances. We recommend that you notify government offices in **writing** and save the proof of your notification: save the email you sent or ask them to stamp or write confirmation that they received your letter.

Here is a table to help you identify what government office you need to contact. If you are not sure who to contact or how to do it, please **ask for help** to the organisations listed.

Issue

Immigration

For example, questions about:

- Irish Residence Permit (IRP)
- Travel Documents
- Irish Visas
- Family Reunification

What office I need
to notify?

Immigration Delivery Service

Who can
help me?

Dublin

Irish Refugee Council Advocacy Service

☎ 01 764 5854
@ info@irishrefugeecouncil.ie
📄 **Opening hours here:**
[irishrefugeecouncil.ie/pages/
contact.aspx](https://irishrefugeecouncil.ie/pages/contact.aspx)



Dublin

Crosscare Migrant Project

☎ 01 873 2844
@ migrantproject@crosscare.ie
! **More information here:**
migrantproject.ie/contact-us



Cork

Nasc Advocacy Service

☎ 021 427 3594 [Option 1]
📄 **Opening hours here:**
nascireland.org/advocacy-service



Limerick

Doras

☎ 061 310 328
☎ 083 080 2378
@ info@doras.org
! **More information here:**
doras.org/contact



Issue

Social Welfare

For example, questions about:

- Jobseekers Allowance
- Child Benefit
- Working Family Payment
- Fuel Allowance
- Back to School Clothing

What office I need to notify?

Local Intreo (Social Welfare Office)

Who can help me?

Citizens Information

citizensinformation.ie

☎ 0818 07 4000

(Monday to Friday, 9am to 8pm).

! **Local Citizens Information Centre**

(CIC). Find your local centre, contact details and opening hours here:

centres.citizensinformation.ie

Citizens Information 

Issue

Housing

For example, questions about:

- Application for Social Housing Supports
- Choice Based Letting (CBL)
- Housing Assistance Payment (HAP)

What office I need to notify?

Local Council (County or City Council)

Who can help me?

**General questions and help with forms:
Citizens Information**

Citizens Information 

Issue

Renting

For example, questions about

- Problems with the house you are renting
- Problems with your landlord
- The landlord increased your rent
- The landlord asked you to leave

Who can help me?

Threshold

☎ 1 800 454 454

(Monday to Friday, 9am to 9pm)

! threshold.ie/get-help

You can book time to speak to a Threshold advisor or email them on their website.



Issue

Medical Card

What office I need to notify?

Medical Card Unit – HSE

Who can help me?

Citizens Information



Issue

Any other issues or questions

Citizens Information can help answer your questions or direct you to other agencies that can help you

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