



Frequently Asked Questions for Displaced Ukraine Nationals

08/03/2022 V1

Q.1 I am a displaced Ukrainian national seeking refuge in Ireland. What should I do or how do I go about it?

A.1 For general information, please see <https://www.irishimmigration.ie/faqs-for-ukraine-nationals-and-residents-of-ukraine/>

As a Ukrainian arriving in Ireland you have 90 days before you need to regularise your status. Ireland is an EU country and is working with the EU to activate the EU Temporary Protection Directive, an emergency provision designed to respond quickly and humanely to the mass displacement of Ukrainian people.

Once this is finalised, the details will be made available on irishimmigration.ie. In the meantime, if you require it, displaced Nationals arriving from Ukraine can be given accommodation by IPAS. You are also free to source your own private accommodation.

Q2. I am a displaced Ukrainian national and I have nowhere to stay in Ireland. Where can I find help?

A.2 If arriving in the airport, please make yourself known to Immigration who will then bring you to the Border Management Unit. The Border Management Unit will liaise on your behalf with IPAS, who in turn will arrange accommodation and transport for you.

If you have already arrived in Ireland, please contact the IPAS Helpdesk at ipasinbox@equality.gov.ie and someone will assist you.

Q.3 I am a resident in Ireland and want to offer accommodation to displaced Ukraine nationals. What do I do?

A.3 Please find all information on accommodation pledges at the Irish Red Cross register of pledges: <https://registerofpledges.redcross.ie> or call 01642 4600.

Q.4. I am a Ukraine/Irish citizen currently living in Ireland. What documents do I need to bring children from Ukraine into Ireland whose parents must remain in Ukraine? Who do I contact?

A.4 Please contact the Department of Foreign Affairs at 01 4082000 and ask for their Ukraine Unit.



Q.5 I am an employer of newly arrived displaced Ukrainian nationals/refugees. Can I support them in hotel accommodation myself or do they need to use IPAS accommodation?

A.5 Any employer is free to accommodate their employees privately once the accommodation is of an approved standard. The employee will, however need to obtain a PPS number. Please see answer to question 14 below regarding PPS numbers.

Q.6 How do I register newly arrived Ukrainian children into schools?

A.6 The Tusla Education Support Service can assist you to find a school for your child/children. See contact email per region below.

<https://www.tusla.ie/tess/get-in-touch/#EWO>

Q.7 How can I access urgent medication and/or medical assistance?

A.7 Where there is NGO support available on site, contact them with any medical requirements. In the absence of an NGO, please ask the Centre management team for assistance.

If you require immediate access to medical care or medication, or any questions on your entitlements, services or how to access HSE health or social services in your area you can phone HSE Live (HSE) on www.hse.ie or via phone on 00 353 1 240 8787.

Q.8 I am a displaced Ukrainian temporarily residing with a member of the general public but will soon require accommodation?

A.8 Anyone being temporarily accommodated with friends or family may request access to IPAS accommodation.

Q.9 How can I access my finances and Banks in Ukraine?

A.9 IPAS deals with accommodation-related queries and as such cannot advise in relation to Ukrainian bank accounts. Please enquire with the Irish Central Bank at enquiries@centralbank.ie

Q.10 How do I open a bank account in Ireland?

A.10 You can open a bank account with one of the main Irish banks or with An Post (post office) if you are resident in the EU/Ireland and over 18 years old. You will be required to provide at least one document as proof of identity and another document as proof as address. Proof of identity can be either your passport or your Ukrainian Identity Card. A proof of residence document letter will be provided by the Centre Manager of your IPAS Accommodation Centre on request. For those not residing in IPAS accommodation, please enquire with your bank of choice what would be acceptable as proof of residence.



Q.11 I am a member of the Public. What can I do to assist Ukrainian refugees?

A.11 Please find all information on assisting Ukrainians at the Irish Red Cross register of pledges: <https://registerofpledges.redcross.ie> or call 01642 4600.

Q.12 I am a member of the public that speaks Ukrainian. Can I assist as a translator?

A.12 Please leave your name and contact details with IPAS at the ipasinbox@equality.gov.ie and we will contact you if we require your assistance.

Q.13 Do I have to quarantine in any IPAS accommodation Centres?

A.13 There is no longer any quarantine requirement for new arrivals to any IPAS accommodation.

Q.14 Can I work in Ireland when I arrive and what financial supports will be available to me while I look for work?

A.14 Under the Temporary Protection Directive, displaced Ukrainians have the right to work and to receive social welfare payments in Ireland. You need a PPS number to do so, which can be organised for you once you arrive in Ireland. Details on social welfare from DSP here: <https://www.gov.ie/en/publication/abf3e-social-welfare-supports-for-ukrainian-citizens-arriving-in-ireland-under-the-temporary-protection-directive/>

Q.15 What assistance & supports can I receive when sourcing my own accommodation?

A.15 Under the Temporary Protection Directive, displaced Ukrainians have the right to receive a social welfare support payment. You need a PPS number to do so, which can be organised for you once you arrive in Ireland. Details on social welfare from DSP here: <https://www.gov.ie/en/publication/abf3e-social-welfare-supports-for-ukrainian-citizens-arriving-in-ireland-under-the-temporary-protection-directive/>

Q.16 Can I bring my family pet into Ireland from Ukraine?

A.16 When travelling to an EU country or Northern Ireland, your pet needs:

- a [microchip](#)
- a valid [rabies vaccination](#)
- an [animal health certificate](#), or a valid pet passport that's accepted in the country you're travelling to
- [tapeworm treatment](#) for dogs if you're travelling directly to Finland, Ireland, Northern Ireland, Norway or Malta

(These requirements also apply to assistance dogs).

Some useful Contacts

- Irish Red Cross: <https://registerofpledges.redcross.ie> or call 01642 4600.
- International Protection Office Phone: +353 1 602 8000 Email: info@ipo.gov.ie



- Citizens Information: 0818 074 000 9am - 8pm
- Health Service Executive HSE: www.hse.ie or via phone on 00 353 1 240 8787
- Department of Social Protection: www.gov.ie/DSP/Ukraine
- Embassy of Ukraine: 16 Elgin Road, Ballsbridge, Dublin 4. D04 NY31
Phone 00353 (0) 1 668 5189.