

Wicklow Community Response Forum – Supporting the People of Ukraine

Wicklow County Council is here to help the Ukrainian community. Your difficult journey to Ireland after hardship and loss is incredible, and we support you. This document provides some information about the support and services available to you.

Форум відповідей спільноти Віклоу - Підтримка народу України

Рада округу Віклоу тут, щоб допомогти українській громаді. Ваша важка подорож до Ірландії після труднощів і втрат неймовірна. Ми підтримуємо вас і намагатимемося всіляко допомогти. У цьому документі викладено інформацію про підтримку та послуги, які вам доступні.

Introduction

This document sets out the supports provided within the community for displaced persons from Ukraine seeking refuge in County Wicklow. As it is an evolving situation this may be updated over time.

The information can be used for all displaced persons placed throughout Co. Wicklow; those who have come to live with family or friends and those placed in Wicklow accommodation by the IPAS service.

This document looks at the following support categories:

1. Accommodation
2. Social Welfare & Employment Supports
3. Childcare and Education
4. Healthcare
5. Community & Other Supports

[Click here to access further information from the Irish Government on supports and services available in Ireland. \(Available in Ukrainian, Russian and English\)](#)

1. Accommodation

Agencies	Role(s)	Contact
International Protection Accommodation Services (IPAS)	Primary accommodation provider – responsible for the placement of all displaced persons who do not have accommodation.	Web: https://www.gov.ie/en/campaigns/d9f43-international-protection-accommodation-services-ipas/ Email: ipasinbox@equality.gov.ie
Irish Red Cross	To accept pledges of accommodation for the placement of Ukrainian families. To review and process pledges with Garda Vetting where required.	Web: www.redcross.ie Email: communitysupport.wicklow@irishredcross.com Register of Pledges: https://registerofpledges.redcross.ie/#/
Wicklow County Council	An Internal Response Team has been set up by the Council to respond to the crisis locally; <ul style="list-style-type: none"> • to assist with identifying suitable properties for use/conversion in the placement of displaced persons and, • to arrange temporary accommodation set up, if required. A Community Response Forum has also been set up for the provision of assistance and support to Ukrainian nationals. This forum brings together state, private, community and voluntary organisations acting at a local level in response to this emergency.	Web: https://www.wicklow.ie/Living/Your-Council/Community-Response-Ukrainian-Crisis Email: communityforum@wicklowcoco.ie

[Click here to view additional information on accommodation.](#)

2. Social Welfare & Employment Supports

Agencies	Role(s)	Contact
<p>Department of Social Protection (DSP)</p>	<p>To engage with individuals and provide information on and access to income supports and services.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Issuing of PPSN • Processing and issuing income supports • Processing applications for Emergency needs payments. <p>Further information is available in Ukrainian and Russian here: https://www.gov.ie/en/publication/abf3e-social-welfare-supports-for-ukrainian-citizens-arriving-in-ireland-under-the-temporary-protection-directive/</p> <p>Provision of employment supports including one to one meetings with Intreo Case Officers.</p> <ul style="list-style-type: none"> • Job Vacancy Information on Jobs Ireland • Training Support Grants • Referrals to Further Education and Training options 	<p>Web: https://www.gov.ie/en/organisation/department-of-social-protection/?referrer=http://www.gov.ie/welfare/</p> <p>Local Intreo Centres</p> <p>Arklow Castle Park, Arklow, Co Wicklow, Y14 CK25 Email: arklow@welfare.ie Phone: 0818 405 060</p> <p>Bray Civic Offices, Main Street, Bray, Co Wicklow, A98 X6N3 Email: brayqueries@welfare.ie Phone: 0818 405 060</p> <p>Wicklow The Enterprise Centre, The Murrough, Wicklow , A67 AX51 Email: bo.wicklow@welfare.ie Phone: (0404) 20440</p> <p>Baltinglass Edward Street, Baltinglass, Co Wicklow, W91 CF9T Email: Baltinglass@welfare.ie Phone: 0818 405 060</p>

[Click here to view additional information on social welfare supports.](#)

[Click here to view additional information on employment supports.](#)

3. Childcare & Education

Agencies	Role(s)	Contact
Barnardos	Short guide on how to talk to children about war.	Web: https://www.barnardos.ie/media/14835/talking-to-children-about-war.pdf
Bray Area Partnership	<p>Community response network providing information on services in Bray and North Wicklow that are available to the Ukrainian community.</p> <ul style="list-style-type: none"> • Liaising with schools to place Ukrainian children in education. • Delivering ‘Fáilte Isteach’ conversational English classes in a number of locations across Bray, Greystones and Enniskerry. <p>Social Inclusion Programmes Co-ordinator Jennifer D’Arcy Email: jenniferdarcy@brayareapartnership.ie</p> <p>Community Development & Youth Officer Jennifer Jones Email: jenniferjones@brayareapartnership.ie</p> <p>Education Development Officer Lorna Lafferty Email: lornalafferty@brayareapartnership.ie</p>	<p>Web: https://www.brayareapartnership.ie/content/supports-and-information-ukrainian-refugees</p> <p>Phone: 01 286 8266</p>
Kildare and Wicklow Education and Training Board (KWETB)	<p>To provide and coordinate education, training and youth services in Wicklow.</p> <ul style="list-style-type: none"> • Access to English language classes, mapping of qualifications, career guidance and education/training/employment options. • English language classes (from beginners to advanced) are available at Further Education Training Centres located in Arklow, Bray, Greystones, Baltinglass, Blessington, Carnew and Wicklow Town. 	<p>Web: https://kildarewicklow.etb.ie/</p> <p>Contact Information: https://kildarewicklow.etb.ie/contact-us/</p>

Regional Education and Language Teams (REALT)	To support the needs of Ukrainian children arriving in Ireland with English language classes, provision for laptops and tablets, and school places.	<p>Web: https://kildarewicklow.etb.ie/etbs-to-lead-regional-education-response-to-those-fleeing-ukraine/</p> <p>Email: realt@kwetb.ie Phone: 087 7767895</p>
Tusla - Child and Family Agency	<p>Tusla is the Child and Family Agency responsible for keeping children safe and protected from harm.</p> <p>Tusla social workers engage with families when the welfare, protection or safety of a child is in doubt.</p> <p>Meitheal is the Tusla-led Early Intervention Practice Model that ensures the needs and strengths of children and their families are effectively identified, understood and responded to in a timely way.</p>	<p>To speak to a Tusla social worker, contact the Wicklow Social Work Duty Service. Phone: 0404-63400</p> <p>For Meitheal enquiries contact Natalie Cox, Senior CFSN Co-ordinator. Email: natalie.cox@tusla.ie</p>
Wicklow Children and Young People's Services Committee (CYPSC)	<p>To support children, young people and their families across Co. Wicklow in the areas of child welfare and protection, local government, health, education training and employment, childcare, youth work and justice.</p> <p>Local Contact for Wicklow: Fionnuala Curry Email: Fionnuala.curry@tusla.ie Phone: 087 604 3511</p>	<p>Web: https://www.cypsc.ie/</p> <p>Local Contact for Wicklow Fionnuala Curry Email: Fionnuala.curry@tusla.ie Phone: 087 604 3511</p>
Wicklow County Childcare Committee	To offer a support and advisory service to parents, early learning and care, and school age childcare providers with childcare matters.	<p>Web: http://www.wccc.ie/</p> <p>Email: info@wccc.ie Phone: 0404 64455</p>
Wicklow Library Service	<ul style="list-style-type: none"> • Free access to study facilities, computers and the internet as well as a range of literacy, educational supports. • Digital newspaper service including local, national and worldwide newspapers. • Regular events, clubs and groups including Children's Story Time, Art & Craft sessions, Toddler Time/Tummy Time, Book Clubs, English language conversation groups, Musical instrument hire, 	<p>Web: https://www.wicklow.ie/Living/Services/Libraries</p> <p>Email: libraryoutreach@wicklowcoco.ie Phone: 01 286 6566</p>

[Click here to view additional information on childcare and education.](#)

4. Health Care

Agencies	Role(s)	Contact
HSE	<p>To provide general information about health services for Ukrainian nationals in Ireland.</p> <ul style="list-style-type: none"> • For information on healthcare services (available in Ukrainian and Russian), go to: https://www2.hse.ie/services/healthcare-in-ireland/ukrainian-refugees.html • For information on Covid 19 vaccinations, go to: https://www.hse.ie/eng/services/covid-19-resources-and-translations/translated-covid19-information/ • For immunisation information, go to: https://www.hse.ie/eng/health/immunisation/hcpinfo/ukraine/ • For additional Public Health information, go to: https://www.hpsc.ie/a-z/specificpopulations/migrants/ukrainianrefugees/ • Provision of Ukrainian speakers for translation services as needed. Pre-booking required (not for medical emergencies). 	<p>Phone: 1800 700 700 or 00 353 1 240 8787 (from outside Ireland)</p> <p>In a life threatening emergency, call 999 or 112 to ask for an ambulance. These numbers are free to call and work on any phone.</p>
EDoc	<p>EDoc is available for emergency appointments and all Ukrainian nationals can access a routine GP appointment during working hours. An interpreter service and transport is available to support attendance at appointments. Help with completing medical card application forms is also available.</p>	<p>Web: https://edoc.ie/about-us/</p> <p>Opening Hours: 9am-5pm, five days a week. Out of hours service is available for emergencies.</p>
Free Counselling Services	<p>MyMind.org is offering 12 free counselling sessions for both face to face and online appointments for asylum seekers and refugees.</p> <p>Contact hq@mymind.org for more information or call 0818 500 800.</p>	<p>Web: https://mymind.org/</p>

[Click here to view additional information on healthcare.](#)

5. Community & Other Supports

Agencies	Role(s)	Contact
An Garda Síochána	In an emergency always phone 999 or 112.	County Wicklow Station Directory: https://www.garda.ie/en/contact-us/station-directory/
An Post	Providing services including free Western Union services, physical postal address, free SIM card with three month's usage, current account set up and free postage to Ukraine.	Web: https://www.anpost.com/Community/Support-for-Ukraine
Association of Ukrainians in Ireland (AURI)	To provide support for the educational, cultural, humanitarian, employment, medical and legal needs of the Ukrainian community.	Web: https://www.ukrainians.ie/about-us/
Citizens Information Service	<p>Your local Citizens Information Centre is a free, independent and confidential service providing information on social security payments, housing, employment rights, education and training and health.</p> <p>Your information service for citizens will:</p> <ul style="list-style-type: none"> • Provide you with information about your rights • Help you get what you are entitled to • Provide you with information on payments and benefits • Help you fill out forms • Assist you with making an appeal or filing a complaint 	<p>Web: https://www.citizensinformation.ie/en/moving_country/asylum_seekers_and_refugees/the_asylum_process_in_ireland/coming_to_ireland_from_ukraine.html</p> <p>Arklow Office 73 Lower Main Street, Arklow, Y14 TR88 Phone: 0818 07 6750</p> <p>Bray Office 2 The Boulevard, Quinsboro Road, Bray, A98 F6A2 Phone: 0818 07 6780</p>
County Wicklow Partnership	<p>To support the Ukrainian community in areas of:</p> <ul style="list-style-type: none"> • Fáilte Isteach Conversational English classes in Arklow, Baltinglass and Wicklow. • One-to-one support and advice to individuals and referral to appropriate services. • Delivery of health and wellbeing sessions for adults and youth activities as the need arises (e.g. yoga, art and craft, healthy eating, kickboxing, 	<p>Web: https://www.wicklowpartnership.ie/</p> <p>Email: info@wicklowpartnership.ie Phone: 0402 20955</p> <p>Ukrainian Support Workers Arklow Area: Olga Sakiv</p>

	<p>etc.).</p> <ul style="list-style-type: none"> • Assistance with CV, cover letter writing and interview skills for job searching. • Provision of limited emergency resources via the Social Inclusion and Community Activation Programme on a case by case basis. 	<p>Phone: 087 757 8520 osakiv@wicklowpartnership.ie</p> <p>Wicklow Area: Tanya Antonova Phone: 087 115 5841 tantonova@wicklowpartnership.ie</p> <p>Rural and West Wicklow: Tetiana Leshchenko Phone: 087 983 7345 tleshchenko@wicklowpartnership.ie</p>
Enniskerry Welcomes	To set up English conversation classes to new families arriving in the area.	Email: enniskerrywelcomes@gmail.com
Palyanytsya Ukrainian Hub	Drop-in hubs to provide information and support (clothing, toys, toiletries and other essentials) to the Ukrainian community.	<p>Arklow Hub Level 2, Bridgewater Shopping Centre, Arklow</p> <p>Wicklow Hub Old Library, Wicklow Town, Wicklow</p>
Wicklow County Council Municipal Districts	To provide support as needed. Locations: Arklow, Baltinglass, Bray, Greystones, Wicklow	Web: https://www.wicklow.ie/Living/Your-Council/Municipal-Districts
Wicklow Volunteer Centre	<p>To link the Ukrainian community to groups and activities such as Tidy Towns, Active Retirement, Chess Clubs, Athletics Clubs, Sports Clubs and more.</p> <p>To support voluntary and community organisations throughout the county and enable those wishing to volunteer to find a suitable voluntary role in areas such as translation, information hub assistant, befriender, English language tutor, guide, mindfulness therapist.</p> <p>Register to volunteer here: https://www.i-vol.ie/</p>	<p>Web: https://volunteerwicklow.ie/</p> <p>Email: info@volunteerwicklow.ie</p> <p>Local Volunteer Centres https://volunteerwicklow.ie/about-us/where-to-find-us/</p>

[Click here to view additional information on how the community can help.](#)