THE OPEN COMMUNITY
LOCAL WELCOME GLOBAL IMPACT

Rialtas na hÉireann
Government of Ireland

# Integration & Post Arrival Supports - Humanitarian Admissions Programme
# QUICK LINKS

## PUBLIC SERVICES

Citizens Information

The Citizens Information Phone Service (CIS) provides comprehensive information on rights & entitlements on a broad range of subjects: social welfare, employment rights, education etc.

CIS provide the face-to-face service to the public providing free, impartial and confidential information, advice and advocacy. Find a CIS centre here

- Call **0818 07 4000** Monday to Friday, 9am – 8pm
- Visit the Citizens Information website for extensive information on rights & entitlements

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Intreo

To find or contact your local DEASP (social welfare) office, see this list at https://www.gov.ie/en/directory/category/e1f4b5-intreo-offices/

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## LEGAL SUPPORT

flac
promoting access to justice

FLAC runs a telephone information & referral line offering basic legal information to the public.

- Call **01 9061010** Monday to Friday, 9.30-1pm and Monday evenings, 7-9pm
- Further info at: https://www.flac.ie/

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## ACCOMMODATION

Threshold provides nationwide advice & support to individuals and families who are renting.

- National free phone helpline **1800 454 454** Monday to Friday 9am - 9pm
- Email an Advisor: Email an advisor - Threshold

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The Residential Tenancies Board regulates the rental sector, provide information and research to inform policy, maintain a national register of tenancies, resolve disputes between tenants and landlords, initiate an investigation into conduct by a landlord, and provide information to the public to ensure tenancies run smoothly and no issues arise.

- Webchat service available on their website: https://www.rtb.ie/

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## LANGUAGE SUPPORT

Global Languages provides Interpretation and Translation services in the Irish workplace. Interpreters are all full certified by the Garda, Department of Justice, the HSE and the Irish Court Services.

http://globallanguages.ie/

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Which means “Welcome In!” in Irish. Fáilte Isteach have free conversation classes in locations across Ireland. See locations across Ireland at this

- See locations on their website: Where is my nearest English language class? | Fáilte Isteach | Failte Isteach | Third Age

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## EDUCATION

Education and Training Boards provide education in primary, post-primary, further education & training and youth services. The Regional Education and Language Teams (REALT) can support with finding school places.

https://www.etbi.ie/

https://www.etbi.ie/realt/

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Free access to a wide range of courses for international protection applicants, refugees and other communities in Ireland, including English language classes, info technology, healthcare and career preparation. Available in English, Arabic, German & Spanish

- Visit their website: Home - SaorEd

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## FAMILY SUPPORT

Parentline offers parents support, information and guidance on all aspects of being a parent.

- More information available at https://www.parentline.ie/
- Call (01) 873 3500 Mon – Thurs 10am – 9pm and Fridays 10am – 7pm

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Parenting24seven from Tusla offers helpful resources on what works best for children and families at different ages and stages. Tulsa have also developed a number of modules for strengthening your connection with your child entitled Relationships are Key. More information available at Relationships are Key.

You can access a range of online parenting courses through Libraries Ireland. More information available at Libraries Ireland.

family resource centre national forum

Family Resource Centres offer a range of supports to families and individuals in the local community, which may include information and guidance, practical assistance, training and education courses, facilitating local groups and developing capacity and leadership within communities

- Find your local centre:

https://www.familyresource.ie/family-resource-centres-ireland.php

## HEALTH

Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Healthcare videos are now available in 27 languages at www.hse.ie/myhealthmylanguage. These videos cover essential topics, including how to access health services and GPs, maternal health, as well as screening programs; BreastCheck, CervicalCheck, BowelScreen and Diabetic RetinaScreen.

## SAFETY

- Emergency contact: 999/112
- Garda confidential: 1800 666 111
- Find a station directory: https://www.garda.ie/en/contact-us/station-directory/

## COMMUNITY

I-Vol is Ireland's national volunteering database. You can also volunteer online or for short-term roles such as for events, or for long-term.

Volunteering roles are extremely varied and include everything marketing and content writing, to first aid responders to tutoring, gardening, administration and beach clean-ups.

- Go to https://www.i-vol.ie/ and browse volunteering roles in your area.

The Transport for Ireland website provides information and real-time schedules for public transport, such as trains and buses, as well as fares.

https://www.transportforireland.ie/

## EMPLOYMENT

EPIC helps unemployed and job-ready asylum seekers, refugees and migrants living in Ireland to increase their chances of finding a job through online training, individual support and partnering with businesses.

The EPIC programme is a FREE 6- week online training and education programme taught in English that helps you develop your skills, look for work and integrate into Irish society.

- EPIC Programme – bitci

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The Open Doors Initiative (ODI) provides opportunities to some of the marginalised members of our society. ODI create pathways to work through training, education, employment and entrepreneurship.

- Complete the online form here: https://www.opendoorsinitiative.ie/

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**Regional "Partnership Organisation"**

The Partnership's Employment Team offers a variety of services to low income workers and unemployed people living in the area.

Through their work, they aim to improve the opportunities for people to bring about positive change, build confidence and equip individuals to become better prepared to enter the Labour Market or upskill and change career.

Dublin South City: https://dublinsouthcitypartnership.ie/employment-support/

South Co Dublin: https://sdcpartnership.ie/find-a-job-or-start-your-business/

Co Kildare: https://www.countykildarelp.ie/category/support-for-the-unemployed/

Co Louth: https://www.louthlocaldevelopment.ie/local-area-employment-service

Co Cork: https://corkcitypartnership.ie/2020/03/employment-advice-and-guidance-cork-city-partnership/