



## HIH GUEST TOOLKIT

**If you're reading this, you're either living with a Host Family or about to move into shared accommodation somewhere in Ireland.**

### **Welcome and Slava Ukraini!**

This Toolkit is a practical guide to the most useful & relevant information for Ukrainian Guests. It is put together by Hosts & Ukrainians living in host accommodation, based on our lived experience. We keep it as updated as possible.

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Legal note: The information in this toolkit is as up to date as we can make it, but we are a small team of volunteers and it changes often. We will do our best (if you spot anything out of date please tell us). Our focus is emergency humanitarian help. We can't accept any responsibility for content links etc, all of which we are gathering in good faith. We thank you for your understanding and wish you well on your journey!

*This document is a work in progress and based on the experience of a group of Irish hosts who have hosted displaced people in the past 12 months. We hope you find it useful.*

## [Helping Irish Hosts - Who are we?](#)

Helping Irish Hosts (HIH) is incorporated as a CLG (717469) and arose in direct response to the humanitarian crisis arising as a consequence of the war in Ukraine. Our purpose is to empower and support individuals and communities in Ireland to host Ukrainians in their homes, safely and sustainably.

We are hosts. We have opened our own homes to Ukrainians in need and want to support others doing this too. To date we have successfully matched almost 1,300 displaced Ukrainians with more than 500 hosts across Ireland. We support hundreds more through our Social media & wider networks. We know that hosting works and matches last when people have the right infrastructure in place to support them.

Helping Irish Hosts has been working in partnership with the Irish Red Cross in emergency accommodation settings since August 2022. That's a real endorsement of our work and we are learning from each other as we go.

You'll find all the information & resources you need, on our linktree, here:

[https://linktr.ee/HIH\\_info\\_for\\_Ukrainians](https://linktr.ee/HIH_info_for_Ukrainians)

Follow us on social media  @helpingirishhosts  @helpinghostsirl

## [What is Hosting and how does it work?](#)

Families & people living in Ireland are offering to open their homes and welcome you. Being hosted means sharing an Irish home and living as part of their family. This toolkit outlines the four main stages in the hosting process, and has the supporting material you will need for living in a host's home. The stages are: 1. About Host Accommodation - 'Is This For You?', 2. Moving In, 3. Settling In, 4. Moving on to the next stage of your journey & Support for you and your host.

Hosting is never meant as a long-term solution and the aim for all of us is to help you with a soft landing into Irish society. Your host can help you on this journey and give you direction, but you must decide your long-term plans for yourself.

### **How we can support you**

In the following pages you will find what you need to know about living in host accommodation. This guide contains advice on how to get started e.g. PPSNs, apply for medical cards, schools etc. It also contains official & third-party links that you may need. It also contains advice about less formal things e.g. communication, cultural differences etc. This guidance is based on our experience as hosts and guests who are on this journey together. Remember, there is no playbook for this, we are all doing our best.

## About Host Accommodation

As of 11 December 2022, 67,448 Ukrainians had arrived in Ireland. 7,999 were living in private accommodation, with 3,820 registered hosts. A host home is not a hotel, it is a safe haven where you will always be supported and helped.

The vast majority of Hosts are acting in solidarity with the people of Ukraine and want to help in the only way they can, by offering a bed and a safe place to stay. Their intention is to give you a soft landing, sharing their home for a while so that you can figure out the next stage of your journey yourself. Arrangements with the host party usually last for 6 months. If all goes well and all parties agree, the length of stay can be extended.

Hosts can receive a maximum government subsidy of €800 per month per household in recognition of their help supporting the state due to the housing crisis in Ireland, it is not a rental payment or a payment towards utility bills/food. For more details see below [Host Payment / Subsidy](#)

Hosting is a fantastic way to begin your journey in Ireland, you can really integrate and have access to local support & community while you are with us.

### Things to think about before making the decision

#### **Is hosting for you? Discuss it with your family/group.**

Speak to all members of the group about hosting. Making sure everyone understands the process as best they can. This includes children, who absorb far more than we realise. Be realistic and clear about your requests and challenges.

#### **Talk to other guests**

Speak with others who are already being hosted. This will give you a better understanding of how it works.

#### **What happens if it doesn't work out?**

If hosting doesn't work out (we're only human, it's rare, but it happens!), we'll do our best to help find a solution or another family. Your host is not responsible for finding you a place to live, but many will be willing to help. If a new host is not found, you can return to IPAS and you will be assigned emergency accommodation.

#### **Ask yourself, are you ready to be hosted?**

It's normal to feel anxious about being hosted. Ultimately, there's trust required on both sides from both you and your host. A host's home is not a hotel, it is a safe haven where you will

always be supported and helped. At this stressful time, you can decide to live and be supported within the Irish community.

Be sure of your decision before applying. Respect our time and the time and expectations of your potential host. The host we contact will be preparing for your arrival, they may have bought furniture, rearranged their own living spaces to accommodate you etc. We know things are very uncertain for you right now but please be sure you are ready to be hosted. Someone else may also be waiting for this accommodation and need it more at this time.

## How it works



FINDING A MATCH with Helping Irish Hosts

### HOW IT WORKS



#### HOST PLEDGE + GUEST REQUEST

via online form



#### PHONE CALLS

Matchmaking Team calls everyone for verification, info, chats



#### MATCH IDENTIFIED

not for everyone!



#### WHATSAPP GROUP

Intros, images, meeting



#### MEET UP

(if you like)



#### IT'S A MATCH!

not for everyone!



#### VETTING + SPOTCHECK

if required



#### MOVE IN

Home Sharing Agreement in place, Host joins the network and we are here to support you

## The Matching Process & Requesting accommodation with Helping Irish Hosts

Once you have made the decision that being hosted is for you or your family/group, you can fill out our online accommodation request form [Here](#). Once you submit your online request our team will contact you directly with some questions about your current situation and location. This is a good time to raise any specifics about your group and talk through any worries and expectations.

When the team has a suitable host for you (please note we cannot accommodate specific location requests), one of our MatchMakers will contact you for a chat and to verify your documents. Please note you will receive a maximum of two offers before we move on to another guest. In some cases we may not have a second offer.

Once the host and guest are happy to proceed, your MatchMaker will introduce you both

(usually via WhatsApp group). If possible you may be able to arrange to meet your host in person or this can also be arranged via a WhatsApp call. You can then agree on moving forward and a timeframe to move in.

We will answer any questions and make sure you feel comfortable before the match is made!

### **Guest Verification / Vetting**

Guests are verified using passports, exit stamps, DIA identification app and yellow papers. There is no Garda Vetting for Ukrainians in Ireland.

We can arrange for a Ukrainian team member to speak to you on the phone.

### **Garda (Police) Vetting for Hosts**

If someone under 18 is in your group, everyone in your host's household over the age of 16 is legally required to be Garda Vetted (a background check by Police) by Helping Irish Hosts or whomever is matching you.

When the relevant checks have been completed, a Garda vetting disclosure will be returned to Helping Irish Hosts by our vetting partner, DSV. HIH will then follow the procedures outlined in our [Child Welfare and Safeguarding policy](#)

### **A note on unaccompanied minors**

Helping Irish Hosts never place unaccompanied children under the age of 18 in the care of a Host. They must always be accompanied by a legal guardian, usually their mother.

## **Moving In - Useful Information for Before and After**

Before you arrive with your host family, speak with your matchmaker if you have questions or concerns about your arrival (e.g. sharing utility bills and day to day costs in the home, meal times, household chores etc.) Focus on main items and don't sweat the small stuff.

Once you arrive in a safe space and your own room you will feel safe and secure.

### **Building a local support network**

People want to help you. To the extent that it might be annoying... Don't be afraid to ask for help when you need it, and also, don't be afraid to politely say no thanks!

Try to prepare for your move once you know the location by researching the support network & community around your host's home e.g. local schools, doctor, post office, bank, Intreo, supermarket, public transport links, job opportunities. Research local Ukrainian meeting groups, English classes, sports in your area etc. This is a great way to meet people and be part of a community where you can find support when you need it. Having this research already done will help you settle in and give you confidence in your decision to move. Your host will help you if they can too.

### **Home Sharing Agreement**

You are sharing someone's home, this is usually for 6 months. If all goes well and all parties agree, the length of your stay can be extended. Remember that you won't know all the little details about their house, so they'll need to be communicated up front.

We ask hosts to write down information for you about having visitors, heating, water, electricity, cooking, how to use the washing machine/dishwasher, drying clothes, what day the bins go out and whether they have any preferences (shoes off inside, etc).

We recommend that your host print out a copy of our [HIH Home Sharing Agreement](#) so that your host and you know where you stand. They may be embarrassed to raise this stuff with you (it's an Irish thing!), so please raise it with them yourself if they don't.

This Agreement is not a binding contract or necessary, but based on our experience we recommend that your host uses this agreement as a good way to set out their relationship with you. It often helps avoid any misunderstandings down the line.

There are guidance agreements available for hosting in self-contained properties too.

## Integrating into a Host Home

This is a very difficult time for you but remember your host will also need some time to adjust. In the beginning, sometimes you and your host will find day to day life both unusual and difficult as you try to adapt to new living arrangements. There will be a settling in period and things will not always go smoothly. Don't worry, this is very normal. We advise you to always speak openly with your host family. Discuss any questions you have about daily routines in the house and how you can work together. Ask your host about the routine in their home, meal times, using shared spaces, bed times, washing etc.

Remember you are a participating member of the home, not renting a room. Taking part in day to day activities is part of this - keeping your room, bathroom and the shared spaces clean and tidy, having a chat about day to day things like our famous Irish weather!

Try to follow the host's lead on shared spaces, they expect you to use their home and have a mutual respect for each other. Be considerate. Everyone is hoping for a relaxed approach to coexist within the home and that you will both interact like extended family or friends with time.

Give your host family time to be together and take time to be alone. your host family or you may need some space from time to time, maybe go on a short trip or just go for a walk to enjoy the beautiful scenery and fresh air of Ireland.

<https://www.irishtimes.com/life-and-style/people/roisin-ingle-dear-ukrainians-arriving-in-ireland-1.4827447>

## Cultural Differences

As with many countries, there will of course be cultural differences between you and your Irish hosts. We have found it can be helpful to have conversations early on with your each other about issues like:

- Recycling - do they separate waste in their home? Understand clearly how this is done
- Energy costs - Be mindful of high costs / peak times and how best to use
- Heating / Hot water - discuss and respect how they usually heat /ventilate their home and ask the best way / times to heat water. Irish families usually only put heating on for part of the day, unless there are very low temperatures (usually first thing in the morning for an hour or two and again in the evening for a few hours). An electric blanket is very useful in winter.
- Families & parenting - Remember that all families parent differently. A host's role is simply to support and signpost. In Ireland, leaving a young child (under 12) home alone could be classed as neglect. Please speak to your host family to agree what's acceptable to everyone.

- Having Visitors - once you have settled in and you and your host family have built some trust, speak to your host to understand any rules/expectations regarding visitors e.g. family, friends, your children's friends etc.

### **Communication**

Don't let things fester; if small issues are bothering either you or your host, it's really important to speak and try to work it out together. Boundaries can shift as you continue to get to know each other better, remember to continue to speak and communicate.

### **Official Proof of Address**

For an official proof of address to apply for a PPS and benefits in Ireland your host will need to give you:

1. a signed letter from your host, confirming they are hosting you and stating their address.
2. Proof of address in the host's name, for the address stated in this letter (i.e. recent utility bill in host's name).

### **COVID-19**

Most people in Ireland are vaccinated against COVID-19. If your host has concerns, they may ask to see your Covid cert before they agree to host you and we'll discuss that with them and you in advance of making an introduction. The choice to get vaccinated is up to each individual and we can only provide information.

### **Host Payment / Subsidy**

Over 73,000 displaced Ukrainians have arrived in Ireland as of the end of January 2023 and, as the war continues, there have been a further 300 weekly arrivals so far this year. The Government forecasts a 14,000 bed shortage, at best, by late Spring. The State and its various partners have exhausted almost all available accommodation. Over 9,000 Ukrainians are recorded as living (or having lived) in host accommodation. The Subsidy Payment is an acknowledgement of their contribution to the state's response.

Most hosts just want to help you at this difficult time, they are not used to sharing their home just like you.

Owners are motivated by the desire to help people fleeing Ukraine. They are acting in solidarity with Ukrainians and they are not paid for it. Hosts receive a government subsidy of €800 per month per household in recognition of their help supporting the state due to the housing crisis in Ireland, it is not a rental payment or a payment towards utility bills/food. When you move in, please offer your host a contribution towards the payment of utilities, fuel and other expenses. This is especially important during the winter months when electricity and gas bills will be very high. Don't wait to be asked because your host may not be wealthy.

If you are offered your own house (a very rare occurrence and usually in a rural area), be aware that the owner is sacrificing the rent for that house. You may be asked to pay for some or all of the utilities yourself. If you get a job and can afford it, please offer to pay something towards the rent, even at a reduced rate. You may even consider moving to a private rented accommodation so that your host can host another Ukrainian family.

## Translation

Can't understand what your host is saying? Technology can really help. HIH has Ukrainian colleagues and we will assist with any initial language issues. Long term, here are some tools to use from your phone or laptop:

- [Google Translate](#)
- [Translate Now](#) - (free trial period, then paid)
- [Say Hi](#) - translates speech
- [DeepL](#)
- Native Ukrainian speakers - check out [Ukrainian Action in Ireland](#)

## [Settling In - The Practical Stuff](#)

Once you've moved in you will need some practical things in place to make your stay as comfortable and stress free as possible. Again, focus on the big stuff. Make sure you have access to your Temporary Protection Letters and PPSN numbers. Ask your host to help with a proof of address. Apply for or move your government payment (local intreo office) and your medical card (online) to your new address. Once these are sorted, take some time and space to pause. You have been through a lot and may need some time to adjust. There is no playbook on this, so just 'be' until you feel ready to take the next steps.

Here are some things that you will need when you have arrived. Your host may offer to help you with this, but ultimately it's your own responsibility.

**Please click on any topic you need help with & go directly to the information below:**

[Really Helpful links](#), [Temporary Protection Letters, Permits & Extensions](#), [PPS Numbers](#), [Social Welfare Payments](#), [Bank Accounts](#), [Healthcare - Doctors and Dentists](#), [Counselling and trauma supports](#), [Schools & Libraries](#), [English Classes](#), [Employment](#), [Lawyers and Legal Support](#), [Translator Services](#), [Travel](#), [LGBTQI+](#), [Driving](#), [A Note on Pets](#), [Discounted Goods & Services](#), [Shops](#).

## [Moving on to the next stage of your Journey](#)

### **Hosting is not meant to be forever!**

Hosting is never meant as a long-term solution and the aim for all of us is to help you with a soft landing into Irish society. Your host can help you on this journey and give you direction, but you must decide your long-term plans for yourself.

When you reach the end of your hosted journey, we hope it's because you are returning home, or moving on to make an independent start in Ireland in your own home. This is a hugely difficult time for you but hopefully you will move on with new lifelong friends and a new support network that you never thought was possible so many miles from home.

**Hosting was never intended to be long-term; it gives you a soft landing to help you find your feet so that you can take your next steps.**

### **What can I do when the time comes to move on?**

**Set aside time to chat honestly with your host-** Hopefully you've been chatting openly since you first arrived but we know this topic can be daunting. Sit down together to hear both your ideas on future plans, discuss concerns and try to be understanding. Remember that being hosted in a home was never a long-term solution and we are all just helping each other to the next stage.

**Look at the options together** – Can you ask other Ukrainian contacts for advice? Would you like to look for another host yourself on social media? Check out platforms like Facebook and Telegram. Can you explore renting a home of your own? If yes, have you connected with local estate agents, groups and online rental websites? (Irish rental websites like <https://www.daft.ie/> , <https://www.myhome.ie/> ). Be realistic and remind yourself of the housing crisis in Ireland to manage your expectations. The housing crisis was here before you arrived, so it's not new and it's not your fault. Property prices are high and rents are at an all-time high. There are almost 11,000 homeless people in Ireland (including families). People travel long distances to work and go to college. Thousands of asylum seekers from Syria, Afghanistan and other war-torn countries live in Direct Provision, long-term shared housing where they cannot work or cook.

It's worth asking your host to contact your Local Authority's Ukrainian response team directly re onward hosting. <https://www.gov.ie/en/publication/d7cf1-how-people-can-help/> We've had some positive results with this, where local authorities can sometimes provide a follow-on property in your region.

If HIH placed you with your host and your host is happy to refer you onwards, we'll do our very best to find you a new host. **Contact the Matchmaker** that matched you with your host via WhatsApp group, or email [rematch@helpingirishhosts.com](mailto:rematch@helpingirishhosts.com)

If you still haven't found another place to live but need to leave your host's home, you can be added into the state process via IPAS and will be allocated accommodation that way. **Contact IPAS Helpdesk** for support at [UkraineTempAccom@equality.gov.ie](mailto:UkraineTempAccom@equality.gov.ie) / [ipasinbox@equality.gov.ie](mailto:ipasinbox@equality.gov.ie)

You can find the most frequently asked questions about IPAS accommodation in Ukrainian and Russian at the links: [frequently asked questions about IPAS accommodation \(pdf\)](#) in [Ukrainian \(pdf\)](#) and [Russian \(pdf\)](#).

Video: <https://www.gov.ie/en/publication/c434f-botps/#>

## Testimonials

### Lydiia (guest)

“My son had lost his voice. Thanks to this host family, he's found it again. That says it all. We are so grateful.”

### Frank, age 91 (host)

“For 15 years my house was cold and quiet. Now it's warm and full of life again.”

### Zhanna (guest)

Watch a video about Zhanna's experience living in a host family here:

<https://youtu.be/ggsdn9FxsHU>

## [Settling In - The Practical Stuff, Information & Links](#)

### **Really Helpful links**

[Citizens Information](#) offers helpful information on all stages of the arrival process..

The [Irish Refugee Council](#) runs a Ukrainian-language helpline, call +353 1 913 1528.

[Swift Integration](#) is a multilingual mobile app that helps integrate those settling in Ireland. The app provides information on a whole range of areas such as social welfare supports, healthcare, education, employment, and accommodation among others.

### **Temporary Protection Letters, Permits and Extensions**

The Department of Justice issues a Temporary Protection Letter or Permit to all displaced Ukrainians arriving into Ireland. This is the famous ‘Yellow Letter.’ You should receive this upon arrival. If you don’t you can get one by visiting one of the three city centre [Ukraine Support Centre hubs](#) . If you have any difficulties you can email [ukrainesupportmailbox@justice.ie](mailto:ukrainesupportmailbox@justice.ie) (see also [Immigration FAQ](#) here). Department of Justice - guidance for [Ukrainians Arriving in Ireland](#).

The Irish Government has now extended Temporary Protection for Ukrainians until 4 March 2024. No action is required by Ukrainians already in the state - your protection is automatically extended without any additional paperwork. See official information here:

<https://www.irishimmigration.ie/extension-of-temporary-protection-permissions/>

If travelling abroad you can re-enter Ireland with your current Temporary Protection Letters even if the printed date has expired. You can print the travel confirmation notice on the link below and present it with your current TPC (yellow paper).

<https://www.irishimmigration.ie/wp-content/uploads/2023/02/Travel-Confirmation-Notice-Immigration-Service-Delivery.pdf>

### **PPS Numbers**

Once you have your Temporary Protection Letter, you can apply at local Intreo offices around the country to request a PPS number, which will be posted to their accommodation. [Find your local centre here](#). You should bring a proof of address see above [Official Proof of Address](#)

### **Social Welfare Payments**

Once you have a PPS you can apply for any relevant [Social Welfare payments](#). You will be asked to indicate your local Post Office to receive welfare payments. If you are changing address, you must [change your Post Office via MyWelfare](#).

## Bank Accounts

[AIB](#), [An Post](#) and [Bank of Ireland](#) are all offering free accounts to Ukrainians. Go into your local branch in person with your passport and be prepared for this to be complicated (welcome to Ireland!).

Revolut is a simple alternative and you can be paid into this account by most employers too (please check with them). Step-by-step guide below:

1. Download the [Revolut mobile application](#).
2. Click “Sign up” and provide the phone number you are currently using. It can be any phone number, including your Ukrainian phone number, as long as you can receive a text on this number.
3. Select the country you are currently in as your country of residence (Ireland)
4. Provide your current address outside Ukraine (your host address) and fill out your personal information.
5. Confirm your identity by selecting and uploading your Ukrainian passport or identity card, as these are the documents that allow you to open an account.

## Healthcare - Doctors and Dentists

Ukrainians arriving in Ireland are entitled to healthcare services from the [HSE](#) including access to GPs (General Practitioners), community care and hospital or emergency care. Information about accessing health services is updated regularly on the [HSE website](#) and available in English, Ukrainian and Russian languages.

You can apply for a medical card [Here](#) on the official HSE website in English/Ukrainian/Russian - no financial information is required for this application form.

We know that finding Dentists and GPs to take on medical card patients can be a challenge all over the country; ask your host if they can ask their GP or Dentist as a first port of call. If you've tried more than 3 GPs and they can't accept you, email [clientregistration@hse.ie](mailto:clientregistration@hse.ie) with your form and simply list the names and addresses of the 3 GPs (you do not need the 3 refusals in writing), or call 0818-22-44-78 and you will be assigned a GP.

While awaiting your permanent GP, you are still entitled to free access to GP out of hours and emergency care in hospital Accident & Emergency Departments.

Dentists are very hard to find in Ireland and if you have a dental emergency we recommend you ask your host, who can ask in the Host Support Group or take yourself to the University [Dental Hospital](#) in Dublin.

There is huge pressure on our health system, so it's not quick. Please be patient, the health system here is not like in Ukraine!

## Counselling and trauma supports

Everyone experiences and deals with trauma differently and at different times. You may not be ready to speak but we can signpost the available options to help, as you adapt to your new circumstances:

### Useful signposts and supports:

- There is a network of HSE psychologists working with migrant populations and refugees who can provide advice and resources. Email [Carolanne.buckley1@hse.ie](mailto:Carolanne.buckley1@hse.ie)
- [Therapists for Ukraine](#) offer free therapy to Ukrainian people. It's only 4 sessions per person and mostly in English. It's an international service.
- [Sane Ukraine](#) offers online supports in Ukrainian daily.
- [Together / Razem](#) offers trauma counselling for Ukrainians
- [MyMind](#) offers free counselling online and in person for Ukrainians. This is now available online in Ukrainian and russian.
- [Childline](#) has a support service for Ukrainian children (in Ukrainian)
- [SpunOut](#) has information for Ukrainian young people arriving in Ireland
- [Psychotherapists from Kyiv](#) give free counselling in Ukrainian
- The World Health Organisation has a helpful guide called "[Doing What Matters in Times of Stress](#)" available in several languages

## Schools & Libraries

We've got a separate [Guide on Finding a School Place](#) that your host family can help you with.

The Government has a leaflet outlining a [Parent's Guide to Childcare in Ireland](#) available in Ukrainian and russian.

Library Resources for Ukrainians around Ireland, now includes library books in Ukrainian and russian languages for children.

## English Classes

There are loads of English classes for Ukrainians across the country:

- List of locations for free classes available at [Failte Isteach](#)
- Free courses including English on-line on the [SaorEd platform](#)
- In Dublin, classes are offered in [UCD](#) and [DCU](#)
- Many [Education and Training Boards](#) offer free English language classes
- [Ukrainian Action](#) has a telegram group with information about English classes

## Employment

Many Ukrainians have managed to find employment since arriving in Ireland. Below are some useful links to mentoring and support groups.

- The Irish Refugee Council has an employment support group, including a [Women's Employment Programme](#)
- [Going Far](#) runs a program to support Ukrainian refugees to find employment in Ireland.
- [Farmsolutions.ie](#) offers roles for those with farming experience.
- [Jobian](#) is a popular job site among Ukrainians
- [Job Aid](#) helps Ukrainians fleeing the war search for jobs in the EU
- [BlueHope](#) can be helpful for tech jobs and communities, especially for those displaced by war
- Ukrainian-focused Facebook groups such as Helping Hand for Ukrainians and Ukrainians in Ireland sometimes provide info on job opportunities
- Source desk space or co-working spaces from some of the offers on [Pryvit](#)

## LGBTQI+

Ireland is an open society and a leader in LGBT+ rights and equality. This may be different to some more conservative or traditional opinions in Ukraine but it is an integral part of modern Irish culture. In fact our Taoiseach (Prime Minister), Leo Varadkar, was one of the first openly gay world leaders when he was elected in 2017! There are a number of organisations in Ireland that have supports specifically for Ukrainian LGBTQI+ in Ireland

[LGBT Ireland](#) provides support for LGBTQI+ People Fleeing Ukraine for adults age 18 +. They operate across Ireland and have services available in Ukrainian and Russian languages. For younger people (14-23), they refer to [BelongTo](#) which has youth clubs and inclusive services in every county.

[Transgender Equality Network Ireland: TENI](#) Ireland provides support to members of the transgender community in Ireland

[Going Far](#) has launched a mentorship programme for women and non-binary people arriving from Ukraine to help them find work. The organisation is also looking for Ukrainian mentors to support new arrivals.

## Travel in Ireland

People arriving in Ireland having fled the war in Ukraine can travel to their final destination for free on Expressway and Bus Éireann services. Aircoach is also free from airports. For this free travel you need to show the driver:

- your Ukrainian ID
- or evidence of arrival in Ireland within the previous seven days, such as an airline booking email
- or confirmation from a coordinating group / charity

This free travel option only applies to your **first journey**, within the first 7 days of your arrival. There is a charge for all Public transport after this.

More travel info here: <http://www.buseireann.ie> and here: <http://www.expressway.ie>

## Driving

Ukrainians in Ireland under Temporary Protection with a full driving licence are allowed to drive in Ireland.

If you brought your car from Ukraine, there are certain vehicle importation rules you must follow. It depends on how long you stay in Ireland. You can apply for a vehicle temporary exemption when you arrive. This means you do not have to pay vehicle tax. [Contact Revenue for more information](#).

By law you must be insured to drive a Ukrainian car when using it on Irish roads. The Motor (Transport) Insurance Bureau of Ukraine (UA) has prepared a list of Ukrainian Insurance Providers that allows Ukrainian refugees to renew their insurance policies online and to get an International Insurance Green Card. You can find more information about this at [www.mibi.ie](http://www.mibi.ie)

Allianz and FBD are offering good rates to Ukrainians for car insurance.

## Lawyers and Legal Support

The following small organisations do their best to provide up-to-date relevant legal information:

- [Doras](#) - based in Limerick and covering migrant support in the west of Ireland including, Clare, Galway, Limerick and Tipperary
- [Nasc](#) - Based in Cork and covering the southwest including Cork, Kerry, Waterford
- [Immigrant Council of Ireland](#)
- [The Irish Refugee Council](#)

## Translator Services

For official documents including medical and legal documentation the following services provide either free or low cost translation services to Ukrainians in Ireland

- [Translit](#) - a Ukrainian-run agency based in Cork
- [Certified Translations](#) - based in Dublin
- Native Ukrainian speakers via [Ukrainian Action in Ireland](#)

As mentioned before these apps below are useful for translation.

- [Google Translate](#)
- [Translate Now](#) - (free trial period, then paid)
- [Say Hi](#) - translates speech
- [DeepL](#)

## A Note on Pets

From 21 November 2022, if Ukrainians wish to bring a pet to Ireland, they must comply with all the requirements for pets entering Ireland from outside the EU/EEA. There are no longer special rules for people arriving from Ukraine. If the pet is not fully compliant, it will be placed in quarantine at a charge of €15 per night and a further €25 transportation fee.

Further information in English, Ukrainian and Russian, can be found on the [Department of Agriculture website](#)

Here's some vets who've been helpful to hosts and their guests' pets in Dublin:

- Anicare Veterinary Group, 66 Malahide Rd, Clontarf, Dublin 3: +353 1 8330744
- Botanic Veterinary Hospital, 183 Botanic Rd, Glasnevin, Co. Dublin: +353 1 837 5543
- [Beechwood Vets](#), Dunville Ave, Ranelagh, Dublin 6: +353 1 491 2870

## Discounted Goods & Services

Companies across Ireland are making welcome offers to people who have fled Ukraine. See [Pryvit](#) to see what's on offer.

## Shops

The team at [Art of Coffee](#) opened [PALYANYTSYA](#) - a network of stores for displaced Ukrainians in Ireland, offering essential goods free of charge. Ukrainians should bring their passports / DIA documents to avail.

Current locations:

- Palyanytsya Arklow, Bridgewater Shopping Centre
- Palyanytsya Galway: Community Centre, Seamus Quirke Road, Galway
- Palyanytsya Cavan: Old Dublin Road, Tullamongan, Cavan
- Palyanytsya Wicklow Town, Old Library Building
- Palyanytsya Carrick-on-Shannon: Carrick Retail Park, Sligo Road.