

# CROSSCARE REFUGEE SERVICE

Crosscare Refugee Service is a support service for refugees, asylum seekers and non – EU immigrants.

We offer information and advocacy on areas such as:

- health
- housing
- homelessness
- social protection
- immigration

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[www.crosscare.ie](http://www.crosscare.ie)

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## Refugee Service

## CERTIFICATE OF REGISTRATION (ALSO KNOWN AS 'STAMP 4')

After your family members arrive in Ireland, they must register with INIS (Irish Naturalisation and Immigration Service). A Certificate of Registration ('Stamp 4') is proof of this registration. If your family members are aged 16 years old or over, they must always carry a valid Certificate of Registration ('Stamp 4'). If your family members will be living in Dublin City or County Dublin, you must make an appointment for them to register with INIS at:

**[www.inis.gov.ie](http://www.inis.gov.ie)**

The appointment will take place at:

INIS  
13/14 Burgh Quay  
Dublin 2

If your family members will be living outside Dublin City or County Dublin, contact your local Garda Station and they will tell you where your family members can register for their Certificate of Registration ('Stamp 4') in your area. You may need to make an appointment for registration.

Your family members must bring the following documents to their appointment:

1. their passport or travel document; and
2. the letter granting you family reunification, with your family members' names on it.

**Please note that you must go with your family members when they are registering. Otherwise they will not be able to register.**

Your family members will then be given a Certificate of Registration ('Stamp 4'). When this Certificate of Registration expires, you will have to accompany them again to the relevant office with the required documents.

## ENGLISH CLASSES

Many English classes are held in local Community Colleges, please contact them directly.

Fáilte Isteach is a community project which offers free conversational English classes. Classes take place in many counties.

You can find further information, including details of your nearest Fáilte Isteach group at:

**[www.thirdageireland.ie](http://www.thirdageireland.ie)**

## SCHOOLS

Visit your local school to see if there are any places available for your family members who are of school-going age.



If there are no places available in your local school, your family members may be put on a waiting list. Ask the school for a letter to state this. Contact other schools in your area, to see if they have any places available.

You can find further information, including a parent and carers guide to school applications at:

**[www.tusla.ie](http://www.tusla.ie)**

## LITERACY

If your adult family members are unable to read or write, or have difficulties with reading or writing, literacy classes are available all across the country. NALA (National Adult and Learning Agency) can refer you to a class near where you live.

You can find further information, including details of your nearest literacy service at:

**[www.nala.ie](http://www.nala.ie)**

## ASNCU

### (ASYLUM SEEKERS & NEW COMMUNITIES UNIT)

If your family members become homeless, and will be based in Dublin City or County Dublin, they will need to present to the ASNCU to apply for a social welfare payment.

**ASNCU,**  
**77 Upper Gardiner Street, Dublin 1**  
**Opening Hours:**  
**Mon – Fri 10-11:30am and 2-3pm**

## MEDICAL CARDS

A medical card covers the cost of visiting a doctor, a hospital or getting prescription medication.

### Medical cards and children under 16

Parents or guardians must apply for medical cards on behalf of children under 16. Family members under 16 years old will be assessed based on their parent's income. If their parent or guardian is getting a social welfare payment, they must also be receiving a payment for these children before they will be granted a medical card.

### Medical cards and people aged 16 years or over

People aged 16 years or older must fill out their own application form. For family members over 16 years old to be granted a medical card, they must have a:

- a wage
- social welfare payment or
- a parent or guardian who is receiving a payment for them

You can find further information, including information on how to make an application for a medical card at:

**[www.medicalcard.ie](http://www.medicalcard.ie)**

## PPSN

Your family members will need a PPSN (Personal Public Services Number) to start work, access public services or apply for a social welfare payment.

You can find further information, including how your family members can make an appointment to apply for a PPSN in your area at:

**[www.mywelfare.ie](http://www.mywelfare.ie)**

Your family members must have a Certificate of Registration ('Stamp 4') before they can be granted a PPSN.

## SOCIAL PROTECTION

If your family members are your spouse, children or both and will be living with you, they will have to be added to your social welfare payment. You will then receive an extra payment for them. In some situations, you may have to change to a different type of payment.

A parent or guardian can also apply for child benefit if they have family members who are under 18 years old.

Family members who are 18 years or older, and not in full-time education, can apply for a social welfare payment at their local Intreo Centre or Social Welfare Branch Office.

Some social welfare payments take a long time to process. While your family members are awaiting a decision, they can apply for a temporary payment called Supplementary Welfare Allowance from their local Community Welfare Service.

**You can find more information, on all Social Protection payments and information on how and where to apply at:**

**[www.welfare.ie](http://www.welfare.ie)**



## SAFETYNET IRELAND

While you are waiting for your medical card, your family members can visit a free healthcare clinic held on Wednesdays at:

Crosscare,  
1 Cathedral Street,  
Dublin 1  
Phone: 01 8726775

Access is by appointment only.

## EMPLOYMENT SERVICES

Job vacancies are advertised:

- on the internet
- through recruitment agencies
- at your local Intreo Centre

To apply for a job, your family member will need to submit a CV (Curriculum Vitae) or complete a job application form. Most large towns and cities have employment support services or a Jobs Club that will help people to write CVs and support them in their job search.

You can find further information at your local Citizens Information Centre ([www.citizensinformation.ie](http://www.citizensinformation.ie)) or Intreo Centre ([www.welfare.ie](http://www.welfare.ie)).

## EDUCATION AND TRAINING

If your adult family members wish to know what education and training opportunities are open to them, they can contact their local AEGAI (Adult Education Guidance Association of Ireland) office.

You can find more information, including the location of your nearest AEGAI office at:

[www.aegai.ie](http://www.aegai.ie)

## HOUSING

If your family members are living with you, you will need to let your landlord, council or voluntary housing provider know. Under the terms of your tenancy, you may not be allowed to have any more people staying in your home.

If you are getting Rent Supplement or HAP (Housing Assistance Payment), tell the office that makes these payments that your family members are now staying with you, as your payment may need to be re-assessed.

If you have already applied for social housing support to a council, you will have to add your family members to your application.

## FINDING ACCOMMODATION

You can look for rented accommodation for your family members at:

[www.daft.ie](http://www.daft.ie)

If your family members need assistance with rent payments they can talk to their:

- Intreo Centre or Social Welfare Local Office about rent supplement; or
- local council about HAP (Housing Assistance Payment).

## HOMELESSNESS

If your family members become homeless, they will need to present to your local council for an assessment. If your family members are assessed as homeless, emergency accommodation may be arranged. Unfortunately, there is very limited emergency accommodation and there is no guarantee of placement.

You can download a guide on what to do if your family members are homeless or at risk of becoming homeless at:

[www.crosscare.ie](http://www.crosscare.ie)