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IPAS Newsletter

International Protection Accommodation Service

February 2023



Dear Resident,

Welcome to the February edition of the IPAS Newsletter.

This edition of the newsletter includes an article on January's Gaisce Awards for young residents in Athlone Accommodation Centre and a piece for Centre Managers regarding Children First Training. Included are also the latest update from HSE (Partner Pack) and news and updates from Mosney Village.

Translations of this newsletter in Albanian, Arabic, French, Georgian, Somali and Urdu are available below.

Kind regards,

The IPAS Team



Frequently Asked Questions

Find answers to any questions you may have about COVID-19. Click on 'read more' for more information.



What COVID-19 vaccines being offered in Ireland?

There are three vaccines currently being offered in Ireland. The Janssen (J&J) vaccine is expected soon. They are:

Pfizer/BioNTech vaccine

Information leaflet about the COVID-19 vaccine (Pfizer/BioNTech, Comirnaty) in <u>Albanian</u>, <u>Arabic</u>, <u>French</u>, <u>Georgian</u>, <u>Kurdish Sorani</u>, <u>Russian</u>, <u>Somali</u>, <u>Urdu</u>, <u>Yoruba</u>

Moderna vaccine

Information leaflet about the COVID-19 vaccine (Moderna) in Albanian, Arabic, French, Georgian, Kurdish Sorani, Russian, Somali, Urdu, Yoruba

AstraZeneca vaccine

Currently the AstraZeneca vaccine is only being offered to those between 60-70 years.

Information and aftercare about the COVID-19 vaccine (Astrazeneca) in Albanian, Arabic, French, Georgian, Kurdish Sorani, Russian, Somali, Urdu, Yoruba

All the vaccines in use in Ireland have gone through very close testing and review by the European Medicines Agency to make sure they are safe and they work.

You can find translated Information and aftercare booklets for the vaccines being used in Ireland here

Is there anyone who shouldn't get COVID-19 vaccines?

There are very few people who are advised not to get the vaccine. These are people who have had a severe allergic reaction to this vaccine or parts of this vaccine in the past. The healthcare worker will make sure the vaccine is suitable for you before giving it

Do Covid-19 vaccines work?

All of the COVID-19 vaccines that are used in Ireland are extremely effective at preventing death and hospitalisation. The Pfizer and Moderna vaccine lower the risk of COVID-19 by around 95% after two doses. The Oxford/Astra Zeneca vaccine lowers the risk by around 82% after two doses. All of the vaccines have reduced the risk of severe COVID-19/hospitalisation by **100**%

Are COVID-19 vaccines safe?

All of the Covid-19 vaccines used in Ireland are safe. All vaccines used in the Republic of Ireland must be approved by the European Medicines Agency (EMA). The EMA only approves vaccines once they are satisfied that they are safe and effective. COVID-19 vaccines that are used in Ireland and approved by the EMA must still go through the same safety and effectiveness assessments that all other vaccines and medicines go through before they are approved.

When can I get a COVID-19 Vaccine?

A COVID-19 vaccine is being offered first to people aged 70 years and older, healthcare workers, and people under 65 with serious medical conditions. Then, people will be offered the vaccine based on their

age – from 70 years old downwards.

People who live and work in crowded settings will also be offered the vaccine. The HSE, your Centre Manager or your GP will let you know when it's your turn to get the vaccine.

Do I have to get a COVID-19 Vaccine?

It is your choice whether to get it or not. You will be asked by the person who gives you the vaccine if you consent to get the vaccine. Ask the person vaccinating you any questions you might have.

Could I still get COVID-19 even though I have had the vaccine?

All the COVID-19 vaccines being used in Ireland are very effective. There's a small chance you might still get COVID-19 even if you have been vaccinated. But even if you do become infected, the vaccine will protect you from the serious illness the virus can sometimes cause.

Do I need the vaccine if I've had COVID-19 already?

Yes you should still get the COVID-19 vaccine to protect you against infection.

Can the vaccine give you COVID-19?

The vaccines being used in Ireland do not contain any of the live virus that causes COVID-19. This means that a COVID-19 vaccine cannot make you sick with COVID-19. It typically takes a few weeks for the body to build immunity after vaccination. That means it's possible a person could be infected with the virus that causes COVID-19 just before or just after vaccination and still get sick. This is because the vaccine has not had enough time to provide protection.

After I get the COVID-19 vaccine, can I stop wearing my mask?

Unfortunately no! There is still a small chance you might get COVID-19 after you have had the vaccine. There is also a chance that you might spread COVID-19, even if you don't get sick yourself. That is why it is so important to continue to wash your hands, keep your distance and wear a face covering.

Are the COVID-19 vaccines safe in pregnancy and for breastfeeding mothers?

If you are pregnant you can get COVID-19 vaccines. All the information we have at the moment tells us that if you get COVID-19 vaccine during your pregnancy there will be no effect on your baby. Your GP, midwife or obstetrician can give you more information. Make sure the person giving you the vaccine knows you are pregnant. This is because the vaccines should be given between 14-33 weeks of pregnancy. The vaccines are also safe if you are breastfeeding

Getting the vaccine will stop you becoming very unwell from COVID-19.

Do the COVID-19 vaccines affect fertility?

There is no evidence that any of the COVID-19 vaccines in use in Ireland will affect your fertility.

Are there any side effects from COVID-19 vaccines?

Like all medicines, vaccines can have side effects. The side effects are mostly mild or moderate and include things like having a sore arm or itching in the part where the injection was given, feeling tired, feeling sick, swollen lymph glands in the arm where the vaccine was given, body chills or feeling like you have a fever. Some people don't get any side effects at all. More rarely, people experience sleeplessness, or temporary weakness in their face muscles. The side effects from a COVID-19 vaccine are similar to the side effects that you can get from other vaccines. We know that serious side effects from vaccines, like an allergic reaction, are extremely rare. You can find out more details on side effects in the translated vaccine booklets here

Where can I go to get reliable information about the COVID-19 vaccine that I can trust?

There is lots of information on-line and in the media about COVID-19 vaccines. It is important that the information you get is reliable information from experts in healthcare. The <u>HSE website</u> has lots of information about COVID-19 and the COVID-19 vaccines.

This information has been prepared by vaccine experts who work in Ireland, and is based on the most up-to-date research. You can also call HSELive on 1850 24 1850.

You can also find translated information, including videos on the COVID-19 Vaccine and vaccine booklets, in more languages here: https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/covid-19-vaccine-translated-materials/

We will continue to keep you updated in the coming weeks ahead, and provide you with further information about the COVID-19 vaccine.

Whilst there is hope on the horizon with the rollout of the COVID-19 vaccine, we need you to keep up your efforts to protect yourself and your family by following public health advice and ensuring social distancing, hand hygiene and mask wearing is followed.

Gaisce Awards - January 2023

Please click on 'Read More' for further information.



Please see article below from Gerry Callaghan, Chair - New Horizon Refugee and Asylum Seeker Support

On Thursday 26th January 2023 we were very pleased to present the Gaisce President's bronze award to five young residents of the Athlone Accommodation Centre. The presentation was made by Deputy Mayor Frankie Keena at a ceremony in the Council Chamber in the Athlone Civic Centre.

Gaisce is the most prestigious youth award in Ireland. It is a challenge from Uachtarán na hÉireann to dream big and realise their potential. The Gaisce Bronze award is for a 26 week process involving commitment in community involvement, physical exercise, acquisition of new skills and an outdoor adventure.

The big achievers were:

Dion Chitanda, Xhesica Gica, Samkelo Radebe, Luciano Hilario and Daniel Kamphambale.

On behalf of New Horizon I'd like to congratulate these young people on a truly remarkable achievement.

I'd also like to say a big thanks to the people who helped so much in the background:

• To Parents who encouraged and supported the young people all along the way

- To Management and Staff of Athlone accommodation centre for their truly astonishing support and patience
- To Kieran Burke and his team at Gateway Youth Project. They never said no to an idea, no matter how outlandish!
- To everyone at Galway Community Circus who taught us to tightrope walk and juggle and stilt walk and tumble and 1000 other very useful skills.
- To the people at Birr Outdoor Education centre who showed us how to jump off piers!
- To New Horizon volunteers, particularly the incomparable Fortunate and David.
- To our generous funders, the Community Integration Fund, Bank of Ireland Begin Together Fund, Westmeath Co Co and the Speedomick foundation

And above all to the young people themselves who taught us just what courage and persistence means. It was truly an honour and a privilege to work with you all!

Check out the report in the Westmeath Independent of February 4th.

NEWS

Gaisce awards for five young asylum seeker centre residents

FIVE young people who are residents of the Athlone Accommodation Centre in Lissywollen were presented with Gaisce Awards at a ceremony in the council chamber of Athlone Civic Centre on Thursday last.

Dion Chitanda, Xhesica Gica, Samkelo Radebe, Luciano Hilario Jr and Daniel Kamphambale took part in an array of activities and projects over the year 2022 which led to them fulfilling the demanding criteria to receive the Gaisce Bronze Award.

Gaisce is the most prestigious youth award in Ireland and is a challenge to young people from the President of Ireland to dream big and realise their potential.

ise their potential.

It is a long process which requires at least 26 weeks commitment in the areas of community involvement, physical exercise and acquisition of new skills as well as the undertaking of an outdoor adventure.

All five recipients are residents of Athlone Accommodation Centre in Lissywollen and their fruitful pursuits over the past year were made possible through cooperation between Wavelength (Gaisce support for young refugee and asylum seekers), New Horizons (Asylum Seekers & Refugee Support), Gateway Youth Project and the management in Lissywollen.

From training with Galway Community Circus and staging a public performance, navigating the majestic Shannon in Banagher, to crawling through the woods and Silver River in Offaly, organising youth events, weekly sports involvements, regular community service and much, much more they have shown great commitment to their own future and that of their community.

As well as being leading lights in the Gateway Youth Project and New Horizons community these young people are valued members of local soccer, rugby, karate and Gaelic football clubs as well as their schools in Our Lady's Bower and Marist College.

lege.
Presenting the Gaisce medals and certificates Councillor Frankle Keena commended the young people on their Gaisce journey and their example to others to fully take part in all aspects and to challenge yourself to realise your full potential.

Wearing the mayoral chains of office Cllr Keena remarked that we might just be meeting a future mayor of Athlone or President of Ireland; such was the calibre of the young people present.



Back rows. Maria Fox from LWETB, Kieran Burke, Education Officer with Gateway Youth Project, Azwidohwi David Nesengar volunteer with Horizon, Councillor Frankie Keena, Deputy Mayor of Athlone Moate Municipal District, Gerry Callaghan, chairman of Horizon and Fortunate Nonhlanhla Nesengani, volunteer with Horizon. Front rows Galsco recipients Dion Chitanda, Xhesica Gica, Samkelo Radebe, Luciano Hillario and Daniel Kamphambale in

Athlone Civic Centre last Thursday evening, PHOTOS PAUL MOLLOY.



Daniel Kamphambale and Stephanie Mwape with Gaisce winner Daniel Kamphambale from at the President's Awards prize-giving ceremony in Athlone Civic Centre last Thursday evening.



Iida Gica with Gaisce award recipient Xhesica Gica at the ceremony in Athlone Civic Centre last Thursday evening.



Azwidohwi David Nesengani with Gaisce recipient Dion



Nzalia Hilario with Gaisce award recipient Luciano Hilario at the event in Athlone Civic Centre last Thursday evening.



Precious Radebe with Gaisce award recipient Samkelo

Staff Briefing - Children First

Please click on 'Read More' for further information.



With the easing of Covid-19 restrictions, IPAS has begun resuming visits to centres countrywide.

Helena Stapleton in IPAS is a Tusla trained trainer in Children First Foundation Training (a follow on from the Children First Elearning training).

Due to IPAS re-configuring of our Policies and Procedures document the delivering of Foundation Training has temporarily ceased. In the meantime, Helena is calling to our family centres to give a briefing on what you should have in place for Child Protection in your centres and answer any questions you may have.

These briefings will give us all the opportunity to meet each other face to face, increase the knowledge base for our centre managers and staff.

We look forward to meeting with you shortly!

Mosney Village News

Please click on 'Read More' for the latest news/updates from Mosney Village.



Brownies and Guides LEGO Project



On the 2nd of January, Mosney Village Brownies and Guides took part in a project where they became engineers for the day and built LEGO cities that were self-powered.



Mosney Village Parent & Toddler Group



The Mosney Village Parent & Toddler Group continues to thrive with a good attendance from Mosney Village Mums and Dads - who bring their children along each Monday from 11.00-12.30 to the Playroom.

Parents enjoy free refreshments, while their toddlers play in the age-appropriate soft-play area and also with the large selection of toys.

New Products at Mosney Village Food Hall





Mosney Village Food Hall continues to expand its range of goods available to Residents. Request forms are available beside the tills. The Food Hall stocks a considerable selection of internationally sourced products that Residents recognise and enjoy from their home countries.

Mosney Village Residents Meeting



The first Residents Meeting of 2023 took place on the 12th of January. It was attended by Mosney Village Management, staff and Residents.

HSE Partner Pack - February 2023

Please click on 'Read More' for further information.



Please see below information which has been provided to IPAS directly from HSE for your attention.

HSE Partner Pack 24th February 2023



Dear Colleague,

Thank you for your continuing support in helping to share information about important health service updates and COVID-19. Our highlight communications updates for you this week are:

COVID-19 vaccination for children aged 6 months to 4 years

COVID-19 vaccination is available to children aged 6 months and older to give them protection against serious COVID-19 illness.

The National Immunisation Advisory Committee (NIAC) has recommended COVID-19 vaccination for children aged 6 months to 4 years with <u>underlying conditions</u> that place them at higher risk of severe COVID-19.

NIAC has also recommended that COVID-19 vaccination should be offered to all others in this age group to protect them from severe disease, provide extra protection from the rare risks of serious illness from COVID-19 (e.g. multisystem inflammatory syndrome in children), as well as providing the modest benefit in reducing household transmission to those immunocompromised or too young for vaccination.

NIAC has also stressed the safety profile of the vaccine and the comparable immunogenicity to that in older children and adolescents.

The HSE has provided information on our website here to help parents make an informed decision.

You can find out how to book your child's COVID-19 vaccine appointment here.

Clinic details will be updated on <u>www.hse.ie</u> on a rolling basis so parents are advised to check the website for updates on clinic availability in the coming weeks.

Get your COVID-19 booster vaccine

It's important that all eligible people avail of the COVID-19 booster to protect themselves and those around them from serious COVID-19 illness.

All people in the 18-49 years age group are eligible for their second COVID-19 booster, provided it is six months since their last vaccine or since they had a COVID-19 infection.

The HSE strongly urges people who have not yet received a COVID-19 booster vaccine to check their vaccine status and to do so as soon as possible. You can do this by contacting HSELive on 1800 700 700. Booster COVID-19 vaccines are available at Community Vaccination Centres, participating GPs and pharmacies and information on getting your booster dose of the COVID-19 vaccine is available <u>here</u>.

Advice for people at higher risk from COVID-19

You should contact a doctor urgently if you are at higher risk and you have COVID-19 symptoms or you have a positive COVID-19 PCR or antigen test.

Some people who are at higher risk from COVID-19 may be recommended for treatments. If your doctor decides that treatment is right for you, you'll start treatment as soon as possible. Treatment for COVID-19 is free of charge through the HSE if it is recommended for you.

If COVID-19 treatment is not recommended for you, your doctor will provide you with the care that is right for your condition and symptoms.

You can find more information here and also information on how to stay safe here.

Protect yourself and your family from common winter illnesses

There has been a significant rise in common winter illnesses like RSV, flu and COVID-19 this winter. You can help prevent common winter illnesses by:

- Staying home if you are unwell (child or adult)
- · Practicing good hand hygiene
- · Covering coughs and sneezes
- · Getting your recommended vaccines

Our <u>guide to keeping well this winter</u> contains advice for patients with chronic conditions. It also has information on how to manage common illnesses at home and advice about COVID-19.

RSV and flu in children

The flu and respiratory syncytial virus (RSV) are still circulating. Remember to keep children at home if they're unwell, wash hands, cover coughs or sneezes and stay up to date with recommended vaccines. Please visit hse.ie/winter for advice on preventing and treating common illnesses in children, and when to get medical help.

COVID-19 vaccine resources

The HSE produces and regularly updates resources for the COVID-19 vaccine. You can visit the <u>COVID-19 vaccine materials page</u> for the latest leaflets and booklets including information on boosters and vaccines for children.

COVID-19 Testing

Details are available here.

COVID-19 information in other languages

Visit <u>hse.ie/translations</u> for a range of COVID-19 vaccine information videos and resources that have been produced in other languages, including information on COVID-19 vaccination in pregnancy.

Information videos on COVID-19 vaccination for parents of children aged 5-11 are available here.

Health service updates and information:

HSE announces free Nicotine Replacement Therapies (NRT) for anyone who wants to quit smoking: Expert support available from QUIT.ie

On this year's National No Smoking Day (Wednesday, 22nd February 2023), the HSE announced that nicotine replacement therapies (NRT) are free from local stop smoking clinics as part of a package of supports on offer to people who quit smoking through the HSE QUIT service.

NRT are licensed medicines that safely give you lower levels of nicotine to help you get through cravings and withdrawal symptoms that can double your chances of quitting for good.

In 2022, almost one in five people in Ireland smoke* (Healthy Ireland, 2022). The prevalence of smoking in Ireland remains at 18% and has not declined since 2019.

Visit <u>QUIT.ie</u> to take back control over smoking. Sign up to a personalised quit plan and find contact details for your local stop smoking clinics.

HSE Data Breach Notification Programme

In November 2022 the HSE started to contact people whose information was illegally accessed and copied during the cyber-attack in May 2021 on HSE systems. The HSE is continuing to write to those who need to be notified under GDPR. Due to the numbers involved we began to notify approximately 113,000 people all over the country in this phased way from November. These letters will continue to issue over the coming weeks and we anticipate we will have contacted everyone by April 2023. Please find a link to all of the information about the Data Breach Notification Programme here.

HSE Injury Units - Treat Minor Injuries Locally

Injury units treat injuries that are not life-threatening. For example, broken bones, dislocations and burns. The waiting times at injury units are usually significantly less than at Emergency Departments (EDs) where staff need to prioritise treating acutely ill patients.

See here for more information.

The Laura Brennan HPV vaccine catch-up programme

An advertising campaign to promote The Laura Brennan HPV vaccine catch-up programme is currently live. Clinics are being set up around the country to allow young people who didn't get the HPV vaccine when it was offered to them in school, to get it now for free as part of the catch-up programme.

Appointments are available to anyone who hasn't got the HPV vaccine and is:

- · female age 16 to 24 years
- male age 16 or older who started 1st year of secondary school, homeschool or a special school between 2019 and 2021

You can find more information at hpv.ie

An updated campaign partner pack with new campaign assets is attached at the bottom of this message.

Trauma Study: Informing policy & practice for trauma care by analysing the patient journey from incident to recovery

This study will combine the National Ambulance Service (NAS) electronic Patient Care Record (ePCR), and the Major Trauma Audit (MTA). This data will help healthcare professionals identify which hospital to bring trauma patients to. More information about the study is available on the <u>website here</u>. If you were a trauma patient during 2020-2022 and wish know more about the study, how data will be processed or to withdraw your data from the study, please contact us at: <u>TRAUMAStudy@rcsi.com</u>

- Health service information for Ukrainian nationals
 - Updated mental health supports information is here
 - Disability services information is here
 - Healthcare services information is here
 - · COVID-19 information is here
 - COVID-19 vaccination <u>video</u>, Dr Oksana Kozdoba, a Pediatrician from Ukraine, shares information
 about the vaccination programme in Ireland. She covers the vaccines offered in Ireland to protect
 babies, school children and adults.

Public Health Information

For updated information and advice on Coronavirus, please go to:

https://www2.hse.ie/conditions/covid19/ and https://www.hpsc.ie/a-

<u>z/respiratory/coronavirus/novelcoronavirus/</u>. Clinical and professional guidance relating to COVID-19 is available on <u>www.hpsc.ie</u> where you'll find up to date guidance for healthcare settings and non-clinical settings.

Please check here for partner resources for COVID-19.

You can find translated resources here.

You can find the <u>COVID-19 A-Z information here</u> from the HSE's Health Protection Surveillance Centre (HPSC).

You can view the latest information on how Ireland is responding to cases of COVID-19 <u>here</u>. Ireland's COVID-19 Data Hub is <u>available here</u>.

Crime Victims Helpline

Please click 'Read More' to read an article from Crime Victims Helpline.



Crime Victims Helpline (CVH) services can be accessed through our free to call helpline-116 006, over text-085 133 7711, email-info@crimevictimshelpline.ie and webchat- https://crimevictimshelpline.ie/.

CVH helps victims of crime in three main ways:

- We listen. We provide time and space for victims to talk about their experiences. We are confidential, non-judgmental, compassionate and nondirective--we don't tell people what to do.
- We provide support. We support people directly and we also tell them about local services and specialized victim
 support services such as those for domestic violence, sexual assault, child victims and homicide. We also explain to
 victims how to access counselling services.
- We provide information. We answer questions and help explain the criminal justice system such as the steps involved
 in a Garda investigation, how a decision is made whether to prosecute or not and what happens when a case goes to
 court. We provide information about compensation such as through the Criminal Injuries Compensation Tribunal. We
 also inform victims about their rights.

Translation services are available for any victim who would like to communicate with us in a language other than English.

New IPAS Website

The updated IPAS website is now live, please click for more information.



The new updated IPAS website is now live! The website explains what IPAS is responsible for and also includes many useful links such as House Rules and Procedures, Education, Guides to Living Independently, and Transfer Requests among others.

IPAS would love for this new website to be a useful tool for residents as well as the general public. We would love to hear from residents as to what information they would like to see on an IPAS website that isn't there already. You can contact IPAS in relation to this at ipasinbox@equality.gov.ie

The website can be accessed by all via the following links:

https://www.gov.ie/en/campaigns/d9f43-international-protection-accommodation-services-ipas/

www.gov.ie/ipas

www.gov.ie/IPAS

IPAS Consultation Clinics

Regular IPAS visits to centres



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Due to the gradual easing of Covid-19 restrictions, IPAS has begun resuming visits to centres countrywide.

IPAS have been organising consultation clinics in various centres. The purpose of these clinics is to meet with residents and discuss with them on a one-to-one basis any issues of concern about services provided to them in their centre. Conversations can be treated in confidence if the resident wishes.

The IPAS Customer Service team plan to visit each centre at least twice per year to meet with residents and see how they are finding life in the centre, have conversations and take on board any issues or concerns they may have.

These clinics will give us all the opportunity to meet each other face to face, increase understanding and hopefully assist in the positive resolution of any outstanding issues within the centres. Your centre manager will notify you of the date for your consultation clinic.

We look forward to meeting with you shortly!

SaorEd Online Education

Please click on 'Read More' for further information.



About SaorEd

SaorEd is a free online education platform for International Protection applicants, Refugees, and other under served communities in Ireland. It provides access to a range of entry level and advanced courses, including English language, Information Technology (IT), and career preparation courses. The courses are mostly in English but navigation interfaces are provided in Arabic, Ukrainian, German, Spanish, Turkish, and Russian.

SaorEd is a collaborative initiative from Doras, New Horizon and Dignity Partnership. It is hosted on the online learning platform, Kiron, which is a German NGO. The platform is optimised for use on mobile phones and in areas with low bandwidth. There are no prerequisites for joining courses and they can be accessed any day at any time.

The English language courses have been selected from the Kiron course catalogue and curated to reflect the Cambridge English system. Courses are categorised from A1 to C1, so if a learner is already enrolled in English classes elsewhere, they can begin at the most appropriate level. Skillbooster courses can also be taken to learn new skills or improve on current ones for a job. Courses are not currently accredited by an official body, however, verified learners can download a certificate of completion when they have finished a course which can be used on their C.V.

Registration

Learners need an email address to sign up for SaorEd. Once they have registered, they have the option to verify their learner status by uploading a picture of a document to prove they are a refugee or international protection applicant in Ireland. The following documents are accepted as proof of this:

- · Temporary Residence Card or Certificate
- International Protection Application Form

In addition, learners need to upload a document with their date of birth as they must be over 18 years old to use the platform. This document does not need to be from Ireland.

For more information about SaorEd please visit www.saored.com

Or email us at info@saored.com

To register for SaorEd, go to our website and click 'Go to Courses'.





Dignity Partnership

Dignity Partnership Flyer attached



Jesuit Refugee Service (JRS) Helpline

The Jesuit Refugee Service (JRS) Ireland offers a confidential helpline for residents and can provide independent advice and support. You can contact JRS on Freephone 1800 929 008.



The Jesuit Refugee Service (JRS) Ireland offers a confidential helpline for residents and can provide independent advice and support. JRS provide access to translators when required.

Freephone: 1800 929 008

Hours of Service

Monday: 10am-1pm and 2pm-4pm Tuesday: 10am-1pm and 2pm-4pm Wednesday: Voicemail Service Thursday: 10am-1pm and 2pm-4pm Friday: 10am-1pm and 2pm-4pm

The helpline is open four days a week. It has been designed to complement and support existing services offered by statutory agencies, non-governmental organisations and civil society.

The helpline will:

- Provide information and advice about the Irish Protection Process
- Support access to local supports and statutory services
- · Follow up on queries and concerns about living conditions
- Seek solutions to issues and challenges faced by residents

Newsletter Translations

To view this Newsletter in Albanian, Arabic, French, Georgian, Somali or Urdu please click read more.



To view this Newsletter in Albanian please click here

To view this Newsletter in Arabic please click here

To view this Newsletter in French please click here

To view this Newsletter in Georgian please click here

To view this Newsletter in Somali please click here

To view this Newsletter in Urdu please click here

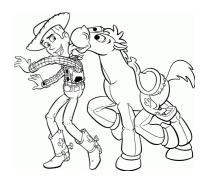
Kids Zone - Colouring

You can print this page and colour the image with your friends. We hope you enjoy!



Kids Zone - Colouring

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Contact Us

We'd love to hear from you. Have you got a story for our next issue? If you do, please get in touch with us at: ipasnewsletter@equality.gov.ie

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