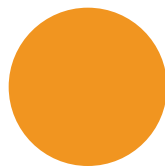


MARCH 2025

INFORMATION, TRAINING AND SUPPORT RESOURCES

IRISH REFUGEE COUNCIL

Introduction



Welcome to the Irish Refugee Council's Information Resources and Training Guide. This resource is for three key audiences:

- **People Seeking Protection**
- **Support Organisations**
- **Journalists.**

For people seeking protection, the guide provides practical information and tools to navigate the protection process and access essential services. For support organisations, it offers insights and resources to enhance their capacity to assist refugees and people seeking protection effectively. For journalists, the Guide contains valuable context and facts to promote accurate and informed reporting on issues related to international protection and refugees in Ireland.

By bringing together these resources, we aim to empower individuals, strengthen networks of support, and foster understanding and collaboration across sectors.

Many of the resources in this document are hosted on our website, **www.irishrefugeecouncil.ie**, which remains our central hub where you can access more information about our work.

Resources for people in the international protection process and refugees

Service	Audience	Date Of Publication	Summary
Online Resources			
Information Hub	People seeking protection.	Launched 2024	Provides information on the international protection process, entitlements including accessing social welfare, education, and how to get official documents such as PPSN.
Google Maps of services and support across Ireland	People seeking protection, refugees and organisations supporting them.	Launched 2024 and continually updated	The maps (Support Organisations and General Supports) provide information about organisations that support to refugees, people seeking protection and migrants in Ireland.
Irish Refugee Council YouTube	People seeking protection and refugees.	Joined 2012	The account has playlists on the asylum process and information sessions on accessing services and supports e.g. Higher and Tertiary Education spanning over a decade.
Education Webpage	People seeking protection, refugees and Beneficiaries of Temporary Protection.	2023	The pages provide information on accessing higher and tertiary education and supports available to adults in the international protection process and refugees.
Employment Guide	People seeking protection and refugees.	Last updated in 2022	Provides information on what is needed to work in Ireland including work permissions/ permits, labour rights and entitlements, taxes, opportunities and welfare supports when needed.
Housing Guide	People seeking protection and refugees.	Last updated in 2021	Provides information on transitioning from Direct Provision, applying for local council housing list, available housing and integration support, how to look for houses and organisations that may help.
Know Your Rights Guide Irish Refugee Council in partnership with Irish Council for Civil Liberties.	People seeking protection and refugees.	Launched 2022	It provides information on the right to asylum, legal and other supports for applicants, right to respect and dignity, equality and non-discrimination, fair treatment, free expression and private and family life. The information is available in English, French and Arabic.
Youth Work Mental Health Comic	Young people in Direct Provision.	Launched 2021	It's a wellbeing resource for young people in the international protection process. The comic was produced by young people in the protection process with the support of two professional artists.

Service	Audience	Date Of Publication	Summary
Helplines			
General Helpline 01 7645854	For people seeking protection and refugees.	Launched 2021	The helpline provides free and confidential information and advice to international protection applicants and refugees on the international protection process, Direct Provision and Family Reunification. It is an important part of our triage system where people can also be referred to our teams and other organisations for more support.
Ukraine Helpline 01 913 1528	Beneficiaries of Temporary Protection.	Launched 2022	The dedicated helpline provides confidential, and free information in Ukrainian and Russian on accessing temporary protection, education, accommodation, employment and healthcare. The service also refers internally and externally for more services.
Training			
Know Your Rights Irish Refugee Council in partnership with DLA Piper	People seeking protection and refugees.	Launched in 2021.	The training starts every September and is delivered in partnership with DLA Piper and is eight-weeks long. It educates refugees and people seeking protection on their rights in Ireland as they go through the process, including employment, housing and healthcare among others.
Resettlement Outreach: Post Arrival Cultural Orientation Programme. Contact Person: Hassina Email: hassina@irishrefugeecouncil.ie	Resettled families/ Programme refugees	Launched 2016	The training supports families who receive refugee status and are resettled to Ireland. It includes 16 modules, including cultural orientation, family reunification and citizenship workshops.

Resources for **community groups, organisations and service providers**

Service	Audience	Date Of Publication	Summary
Online Resources			
Early Legal Advice Guide	Solicitors and legal representatives.	Published in 2015	Provides practical guidance for practitioners on how early legal advice can be applied in the asylum procedure as well as in the application of the Dublin Regulation.
Information Note on Housing Circular 41/2012 and housing rights of refugees	Local authorities, housing and homelessness staff supporting people who have been through the international protection process.	Launched 2023	The note explains the different types of statuses granted to people who would have successfully applied for international protection, exemptions from providing specific documents, housing entitlements, access to homeless accommodation, and the role of local authorities in supporting refugees and their families.
Information Note for Local Authorities on Family Reunification	Local authorities, housing and homelessness staff supporting people who have been through the international protection process.	Launched 2022	Provides detailed information on what family reunification is and what those granted the permission are entitled to and exempted from providing when bringing their family members.
Irish Refugee Council YouTube	Organisations and individuals working with people seeking protection and refugees.	Joined 2012	The account has playlists containing information and updates on the asylum procedure, advocacy and activities dating back to 2012.
Tight Spaces Resource by young people for young people	Schools and organisations working with young people.	Launched 2022	The resource is a tool to raise awareness about Ireland's Direct Provision system and bridge the gap in knowledge on this topic for young people.
Outreach by our Information and Advocacy Service: Email: info@irishrefugeecouncil.ie Ukraine Response : Email: ukraineresponse@irishrefugeecouncil.ie Employment Email: employment@irishrefugeecouncil.ie	Local groups, organisations or centre staff.	N/A	Following an invitation from local group or centre staff, our Information and Advocacy Service, Ukraine Response and Employment officers can come to IPAS accommodation centres and deliver group information sessions to residents, followed by one-to-ones where necessary. NB: The visits depend on internal capacity.

Service	Audience	Date Of Publication	Summary
Training			
Information on the International Protection Process and Dealing with Misinformation Contact person: Frank Email: frank@irishrefugeecouncil.ie	Organisations supporting people seeking protection and refugees.	Started in 2024	Provides information about the international protection process, addresses topical questions on international protection e.g. why some people arrive without passports, access to housing etc.
Resettlement Contact person: Hassina Email: hassina@irishrefugeecouncil.ie	Staff, volunteers, interpreters and cultural support workers.	Started in 2015	This includes Family Reunification Training, Resettlement Training, Cultural Competency, Managing expectations, How to work effectively through interpreters, Interpreting training (full training and/or workshops), Cultural mediation and cultural support work training, The difference between the interpreter and the cultural support work.
Community Sponsorship Contact person: Rory and Kevin Emails: roryon@irishrefugeecouncil.ie kevin@irishrefugeecouncil.ie	Community Sponsorship Groups.	Started in 2019	The includes training includes the following modules; Foundations of Community Sponsorship, Organising and working together as a group, Child Safeguarding, Cultural competency and unconscious bias, Settlement planning, Managing expectations and Trauma.
Education Email: education@irishrefugeecouncil.ie <small>NB: The training has been paused and will resume last quarter of 2023.</small>	Education and Training Boards (ETBs) including teaching staff, guidance counsellors and universities.	Started in 2017	Training focuses on education entitlements for people seeking protection, barriers to Further and Higher Education and possible solutions, including funding opportunities.

Service	Audience	Date Of Publication	Summary
Network			
Asylum Support Network Contact person: Alan Email: alan@irishrefugeecouncil.ie	Organisations working in the international protection sector.	Launched in 2019	It is a platform for information sharing, and where possible, training for organisations and volunteers across Ireland assisting people in the international protection process.

[Resettlement Community of Practice \(CoP\)](#)

Contact person: Hassina
 Email: hassina@irishrefugeecouncil.ie

Resettlement workers working with programme refugees, intercultural support workers, integration officers, Community Sponsorship practitioners, UNHCR and IRRP representatives.

Launched in March 2020

The Resettlement CoP members regularly meet to share resources, best practice, ideas strategies for tackling challenges faced when supporting refugees and people seeking protection to integrate in their new communities. Support is also provided through training.

Resources for **journalists and the public**

Service	Audience	Date Of Publication	Summary
Online Resources			
Frequently Asked Questions (FAQ)	Journalists, the public, public representatives.	Launched in 2023 and updated regularly	Provide answers to topical questions on international protection in Ireland and statistical trends and comparisons with other countries in the EU.
AIDA Report Ireland	Journalists, researchers and members of the public.	Published annually since 2013, Last update June 2024	AIDA contains information on asylum procedures, reception conditions, detention and content of international protection in Ireland.

[Research Involving People of a Refugee Background](#)

Irish Refugee Council and University College Dublin

Journalists, researchers and communication officers.

Launched in 2022

This document highlights key considerations for practitioners before, during, and after collecting data from individuals with a refugee background.



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