

# Financial advice for Travellers with a family member in prison

A guide for organisations working with families of Travellers in prison





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2024

National Traveller MABS wishes to thank Tanya Lalor for work in compiling this guide.



# Foreword

## Nancy Power, Coordinator National Traveller MABS

I am pleased to welcome the publication of this Guidebook for organisations working with families of Travellers in prison, produced by National Traveller MABS, in collaboration with other members of the Travellers Justice Initiative and the Citizens Information Services.

The imprisonment of a family member can have a major impact on a family, not only in emotional and relationship terms but also financially. It can result in changes to social welfare payments, housing and tax entitlements as which can in turn affect the family's household budget.

This guidebook was developed for organisations working with Travellers who have a family member in prison, to provide advice and support in dealing with the financial impact of imprisonment. It provides information on social welfare benefits and allowances as well as detailed housing and tax entitlements. It is important that families are made aware of these benefits.

The guidebook also includes important advice on money management and budgeting, outlining the services and schemes available to Travellers with a family member in prison, including contact details for Citizens Information Services and MABS offices nationwide.

The guide contains examples based on rates of payment and allowances in 2024. National Traveller MABS has been updating this guide annually since 2019 and is available on the National Travellers MABS website – [www.ntmabs.org](http://www.ntmabs.org)

I want to take this opportunity to thank National Traveller MABS staff and all of those involved in the Travellers Justice Initiative - Exchange House, Pavee Point, The National Traveller Women's Forum, The Irish Prison Service, the Probation Service, IASIO, St Stephen's Green Trust and the Dublin City Education and Training Board for their assistance in the development of this Guidebook.

Nancy Power

Coordinator

National Traveller MABS



# Table of Contents

List of abbreviations	5
<b>1. Introduction</b>	<b>6</b>
1.1. Layout of guide	7
1.2. Who is this guide for?	7
1.3. Limits of guide	8
<b>2. Social welfare – entitlements</b>	<b>9</b>
2.1. Context	9
2.2. What happens if someone is in prison or custody	10
2.3. Who will be affected and how?	10
2.4. Information on payments	12
<b>3. Social welfare – what to do</b>	<b>14</b>
3.1. First – Make an appointment with social welfare	14
3.2. Second – Get advice	14
3.3. What happens at the social welfare office?	15
3.4. How long will it take for a decision to be made?	15
3.5. Appealing a social welfare decision	16
<b>4. Other payments and supports</b>	<b>17</b>
4.1. Back to School Clothing and Footwear Allowance (BSCFA)	17
4.2. Exceptional Needs Payment	17
4.3. Fuel Allowance	18
4.4. Urgent Needs Payment	18
4.5. Medical card	18
4.6. Working Family Payment (used to be Family Income Supplement)	19
4.7. Tax Credits	19
4.8. Supplementary Welfare Allowance	19
<b>5. Some questions on social welfare payments</b>	<b>20</b>
<b>6. Housing and accommodation</b>	<b>22</b>
6.1. Differential rent system	22
6.2. Rent Supplement	24



6.3. Housing associations and approved housing bodies	26
6.4. Housing list	26
6.5. Concerns about mortgage arrears	27
<b>7. Managing money</b>	<b>28</b>
7.1. What does MABS do?	28
7.2. The Household Budget Scheme	28
7.3. Hints and tips for managing money	30
<b>8. Debts and loans</b>	<b>34</b>
8.1. The <i>It Makes Sense</i> loans	34
<b>9. Household bills</b>	<b>36</b>
<b>10. Lodging Money to a someone in prison</b>	<b>37</b>
10.1. Bank transfer	37
10.2. An Post BillPay Card	37
<b>Appendix 1 Further information</b>	<b>39</b>
<b>Appendix 2 List of Traveller organisations</b>	<b>40</b>
<b>Appendix 3 Maximum rent levels for rent supplement</b>	<b>45</b>
<b>Appendix 4 Eligibility for inclusion on social housing lists – income limits</b>	<b>47</b>
<b>Appendix 5 Contact information for Citizens Information and MABS</b>	<b>48</b>
<b>Appendix 6 Social welfare basic rates</b>	<b>56</b>
<b>Appendix 7 Requesting Social Welfare Forms and Statements</b>	<b>57</b>
<b>Appendix 8 Social welfare appeals</b>	<b>58</b>
Payments covered by Social Welfare Appeals Office	58
Making an appeal	60



## Tables

Table A.1 DSP websites on particular allowances (operational guidelines)	38
Table A.2 List of Traveller support organisations by county	39
Table A.3 Maximum rent levels for rent supplement	43
Table A.4 Maximum income limits to be eligible for social housing (Dublin) (April 2019)	45
Table A.5 MABS National Helpline	47
Table A.6 List of Citizens Information Centres in each county	47
Table A.7 Basic social welfare rates (weekly)	54
Table A.8 Form codes for social welfare schemes (text message service)	55
Table A.9 Scheme codes for social welfare payments (text message statement service)	56
Table A.10 Payments covered under the Social Welfare Appeals Office	57
Table A.11 Payments not covered under the Social Welfare Appeals Office	58

## List of abbreviations

BSCFA	Back to School Clothing and Footwear Allowance
DSP	Department of Social Protection
HAP	Housing Assistance Payment
IPS	Irish Prison Service
OFP	One-Parent Family Payment
RAS	Rental Accommodation Scheme
SWA	Supplementary Welfare Allowance



# 1. Introduction

It is recognised that Travellers are significantly over-represented within the prison system. Although only accounting for 0.7% of population in the Republic of Ireland, Travellers account for an estimated 10% of the entire prison population and 15% of the female prison population (based on a census of Travellers in prison undertaken by the Irish Prison Service in November and December 2018).

The imprisonment of a family member can have a major impact on the rest of the family, not only in emotional terms but also financially. It can affect social welfare payments and housing supports and can result in extra costs in travelling to prison visits and supporting the family member while they are in prison.

Imprisonment can mean that the family's income is reduced, if the prisoner had been working or receiving social welfare payments.

Eligibility for social welfare payments is likely to change – often resulting in a loss of income – because the family member in prison no longer qualifies for most social welfare payments.

However, entitlements to social welfare payments and housing supports may increase for the rest of the family if their income has been reduced. These changes can be complicated and difficult to navigate as the family may need to apply for a different type of social welfare payment or change the names on the claim forms.

Much of the information on entitlements can be accessed online. However, far fewer Travellers have internet access compared to the total population: 59% of Traveller households have no internet access, compared with 18.3% in the general population (CSO, Census 2016).

In order to provide advice and support to families on dealing with the financial impacts of imprisonment, National Traveller MABS has produced this guide for organisations working with Travellers with a family member in prison.



## 1.1 Layout of guide

The guide has 3 main sections:

- Social welfare issues and entitlements (chapters 2 to 5)
- Housing issues and entitlement (chapter 6)
- Managing budgets (chapters 7 to 10)

We outline the issues and provide advice to Traveller households on coping with what can be a difficult situation.

The appendices include sources of further information and useful contacts.

## 1.2 Who is this guide for?

This guide is for support organisations working with Travellers, or with prisoners in general.

This will include:

- Local and national Traveller support organisations
- Prisoner support organisations
- Staff in MABS offices
- Citizens Information Centres
- Family Resource Centres

### A note on terminology in this guide

We use 'you' for the people getting help or advice from support organisations – generally Travellers whose family member is in prison – where this seems the clearest way to present information.

We use the term 'family member' for all types of relationship between the person in prison and the rest of the family, such as spouse/ partner, child, parent, grandparent or sibling.

We use 'the household' to describe the family members who are not imprisoned.

'Imprisonment' covers all forms of detention, including being on remand or detained in a juvenile institution or in a prison.

The list of abbreviations at the beginning of the guide defines other terms we use.



### 1.3 Limits of guide

This guide provides an overview of some of the issues that arise for families of people in detention, with examples of issues and recommended actions. However, it cannot cover the whole subject in detail.

Please note that housing and social welfare eligibility, rates and provisions change from time to time, and should always be checked directly with the Department of Social Protection (DSP); the Department of Housing, Planning and Local Government; or local authorities. The information in this guide is up to date, as set out in Budget 2024.

Please let us know of any changes in entitlements that are not covered in this guide. Contact National Traveller MABS on 0818072230 or email us at [info@ntmabs.org](mailto:info@ntmabs.org).



## 2. Social welfare – entitlements

### Please note 2 basic points:

A person who claims social welfare may also get a payment on behalf of another family member, such as their spouse/partner or child. If the person who gets the payment is imprisoned, then the other family member will have to make a claim for a payment in their own name.

As a general rule, the person in prison will not be entitled to social welfare payments other than in exceptional circumstances, so the household's income will be reduced.

In this section, we give an overview of the entitlements and issues.

### 2.1. Context

Basically, you can apply for a social welfare payment for yourself plus increases for certain adult and child dependants, as follows:

- If you apply (and qualify) for a social welfare payment, you get an amount for yourself, which is called the 'personal rate of payment'.
- You may also get an extra amount for an adult dependant (called a 'qualified adult'), which is paid as an increase to your personal payment (an 'Increase for a Qualified Adult'). An adult dependant is usually your spouse, civil partner or cohabitant.

**Example:** the basic social welfare rate (for example, a jobseeker's payment) is €232 per week. The rate for an adult dependant is €154. So you may receive €386 per week for yourself and your spouse.

- If you have dependent children, you should also get an Increase for a Qualified Child (IQC).

The full rate of IQC is €46 per week for a child under the age of 12 and the full rate for a child over 12 is €54 per week. IQC is paid for children up to the age of 18, or up to 22 if they remain in full-time education (from January 2023).

This means that the single payment – your personal rate combined with extra amounts for qualified adult or child dependants – may cover a number of people.

When a family member goes to prison, this can cause difficulties for the following reasons:

- If the person who goes to prison is the claimant, their social welfare payment will be stopped, along with the additional payment they get for their family members.
- If the person who goes to prison is a dependant, the family member (who is the claimant and is not in prison) will receive a reduced payment, as the extra payment for the dependant will be stopped when they are in detention.

In this section, we first look at how imprisonment can affect entitlements, and then at what the household should do.



## 2.2. What happens if someone is in prison or custody

Under social welfare rules, if someone is in prison or ‘detained in legal custody’<sup>1</sup>, they are generally **disqualified from social welfare payments** while they are detained or imprisoned.

Every Sunday evening, the prison informs the Department of Social Protection (DSP) that the person is in detention. The Department of Social Protection (DSP) then stops their payments.

If the person in prison has been claiming a jobseeker’s payment, State Non-Contributory Pension, disability payments, One-Parent Family Payment<sup>2</sup> or other social welfare payments, they are not entitled to receive these payments while they are in prison. If they have been claiming on behalf of their partner or family member (for example, a qualified adult or qualified child), these additional payments will also be stopped.

**Example:** Mary’s husband John has been getting Jobseeker’s Allowance. He also gets a payment for Mary (an Increase for a Qualified Adult). John has recently been imprisoned, so his social welfare payments will be stopped. Mary will need to contact her local social welfare office so that she can apply for her own social welfare entitlements.

If you have been claiming a social welfare payment for a family member who is now in detention (for example, if you have been getting a payment for a qualified adult or qualified child), you will no longer get the increase for that person.

**Example:** Margaret is parenting alone and is on Jobseeker’s Allowance. She receives €286 per week. Her 19-year-old son Michael has been completing a course of full-time education but he has recently been imprisoned.

Margaret has been receiving an Increase for a Qualified Child of €54 per week for Michael (because he is in full-time education). She will lose this increase because Michael is in prison. She will now receive €232 per week because her payments will be €54 less.

## 2.3. Who will be affected and how?

Below are a few examples of how an income might be affected:

- If you or your children are named on a claimant’s payment (for example, as a qualified adult or qualified child dependant), and the main claimant’s payment is stopped because they are in prison, you will need to make a claim in your own name.
- If you have been claiming an additional social welfare payment for a family member (a qualified adult or child dependant) who is now in prison, you will no longer get the payment for them. This will mean your income will be reduced.

<sup>1</sup> This includes being detained for questioning by the Gardaí, being remanded in custody, detention in an institution for juvenile offenders, or detention in the Central Mental Hospital, Dundrum.

<sup>2</sup> There is an exception in the case of this payment – see exceptions example below.



- If you have children and your partner/spouse will be (or will have been) in prison for at least 6 months, you will need to apply for One-Parent Family Payment (OPFP).<sup>3</sup>
- If the family member in prison is a mother receiving Child Benefit, she can no longer claim child benefit while in prison, unless the child remains in her care in prison. (Dóchas allows new mothers to keep their children with them in prison for the first year). In other circumstances, the payment of child benefit will transfer to whoever is caring for the child.
- If you are looking after the child of a family member in prison (and you are not the parent), you may need to claim for an additional payment.
- If you are receiving Carer's Allowance for a family member who is in prison, you will lose this payment.
- Child Benefit is not paid if a child is sent to a children's detention school, imprisoned or otherwise detained.

However, in some instances, you may be eligible for new payments when a family member goes to prison. For example

If you are aged over 66 and are now living alone as a result of your family member being in prison, you may be eligible for a Living Alone Increase.

#### **Example**

Margaret is aged 70 and has been living with her son, James. However, he has been imprisoned so Margaret is now living alone. She will be entitled to the Living Alone Increase, which will add to her income by €22 per week. As she gets a fuel allowance, she will now also be entitled to the Telephone Support Allowance, which is worth €2.50 per week. However, she will have to apply for both these payments.

<sup>3</sup> If your spouse/partner has been sentenced to a period in prison of more than six months, you can apply for OPFP from the sentence date. If your spouse/partner has been on remand, you can apply after they have been in prison for at least six months.



## 2.4 Information on payments

### *Spouses and partners who are adult dependants*

Depending on the circumstances, you may be able to apply for various payments, including those outlined below.

One-Parent Family Payment (OFP)	Jobseeker's payment (Allowance or Benefit)	Supplementary Welfare Allowance (SWA)	Disability payments (Allowance or Benefit)
<p>You may be eligible for OPFP if:</p> <ol style="list-style-type: none"><li>1. You are in employment or are unemployed AND</li><li>2. You have dependent children (where the youngest child is under 7 AND</li><li>3. Your spouse/partner has gone to prison for more than 6 months.</li></ol> <p>You may need to provide a letter from the prison to confirm that your partner's custodial sentence is for over 6 months.<sup>4</sup> This letter should state the prison where your partner is detained, the start date of the detention/imprisonment, whether they are on remand or sentenced, and the expected release date.</p>	<p>You may be eligible for a jobseeker's payment if:</p> <ol style="list-style-type: none"><li>1. You are available for work AND</li><li>2. You are seeking employment</li></ol>	<p>You may be eligible for SWA if:</p> <ul style="list-style-type: none"><li>• You are not available for work AND</li><li>• your spouse/partner has gone to prison for less than 6 months<sup>5</sup></li></ul>	<p>You may be eligible for a disability payment if:</p> <ol style="list-style-type: none"><li>1. You are not available for work due to illness or disability</li></ol>

Each situation is different, and various factors may affect your social welfare payment, such as what type of payment you and your family have been getting, whether they are a parent or juvenile, or whether they are likely to remain in prison for more than 6 months.

<sup>4</sup> Normally, OFP claimants must keep to a separation rule stating they have been living apart from their spouse/partner for over 3 months, for example after separation or divorce. But this will not apply to those in prison if the sentence is greater than 6 months.

<sup>5</sup> You might need to apply for SWA while you are waiting for your application for payment to be assessed, or if you are not eligible for other payments in this table. The basic SWA rate (April 2019) for an adult is €201 per week (compared to €203 for Jobseeker's Allowance) plus and €38 for every child under 12 or €45 for every child over 12)



### Other family members

The table below outlines payments that family members (other than spouses/partners) might be eligible for, if they are caring for the children of a family member who is in prison. Your eligibility may depend on whether or not you are caring for the children under a formal agreement and what arrangements are in place. It may also depend on whether or not you already receive a social welfare payment.

Child Benefit	Guardian's Allowance	Fostering payment	Qualified Child payment
<p>Child Benefit is automatically paid to the mother of the child/children. If the family member in prison is a mother who has received Child Benefit payment, this payment will be stopped when she goes to prison. (There are exceptions – see below). If you are a family member who is caring for the children while their mother is in prison, you can arrange to have the payment changed into your name.</p> <p>To qualify for this payment, the children must be living with you.</p> <p>You apply by completing a CB1 form, which you can download from the DSP website or get at the local Social Welfare or Intreo office.</p>	<p>You may get Guardian's Allowance if:</p> <ol style="list-style-type: none"> <li>1. The child/children of a family member in prison are living with you AND</li> <li>2. It is believed that their parent has abandoned them</li> </ol> <p>Being imprisoned doesn't mean a parent has abandoned a child. It is important to seek advice from a Citizens Information Centre if you think you or someone else may qualify on these or other grounds for Guardian's Allowance. Alternatively, contact the Guardian's Payments section of the Department of Employment Affairs and Social Protection directly.</p>	<p>You may get a fostering allowance if you are formally fostering the children of a person in prison. The fostering must have been arranged through Tusla – the child and family agency.</p>	<p>You can apply for an Increase for a Qualified Child if you are:</p> <ol style="list-style-type: none"> <li>1. Receiving a One-Parent Family Payment or a Jobseeker's or Disability payment AND</li> <li>2. Caring for the child/children of someone in prison. You will need a social worker or the child's parent to confirm the arrangement.</li> </ol>

### EXCEPTIONS

While a person in custody is generally not entitled to social welfare payments, there are some exceptions and exemptions. For example, Child Benefit can continue to be paid to a prisoner where the child remains in their care in prison. (Dóchas allows new mothers to keep their children with them for the first year).

For information on exemptions, go to <https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment>



## 3. Social welfare – what to do

### 3.1 First – Make an appointment with social welfare

You must first make an appointment with your local Social Welfare or Intreo office to apply for payments.

You will need to bring the following to the appointment:

- Some form of identification (e.g. a driving licence)
- Your Public Services Card
- Bank statements (if you have a bank account)
- Pay slips (if you are in employment)
- A letter from a social worker to confirm that the children are now living with you (if they have not been living with you up to now)
- A letter from the prison, if you intend to apply for One-Parent Family Payment (OPFP) while your spouse or partner is in custody. The letter should state which prison they are detained in, the start date of the detention/ imprisonment, whether they are on remand or are sentenced, and the expected release date. See the details on OPFP in section 2.4 above.

You may have to wait a few days for this appointment, so you should arrange it as soon as possible.

### 3.2 Second – Get advice

You may need more detailed advice on:

- Entitlements
- How to prepare for a social welfare appointment
- How to complete forms

Advice is available through:

- Citizens Information Centres
- Other organisations supporting families and one-parent families, such as Family Resource Centres<sup>6</sup>, One Parent and Treoir. For contact details, see the appendices.

<sup>6</sup> There are more than 100 Family Resource Centres across Ireland. To find your nearest one, go to <http://www.familyresource.ie/family-resource-centres-regions.php>



### 3.3 What happens at the social welfare office?

- At the Intreo or Social Welfare office, you will meet an officer (the 'deciding officer') who will discuss your circumstances with you.
- Try to have a clear idea of which payment you are applying for.
- You will be asked to fill out an application form and will need to have information about your situation to hand. For example, you will need details of when and where your family member went to prison and confirmation that the children are living with you).
- If you are making a claim for OFP or a supplementary welfare payment, you will be asked for the name of the prison where your spouse/partner is now living, and the length of their sentence or how long they have been on remand.
- It would be useful to get a social worker to confirm these details in writing to make this process easier.

### 3.4 How long will it take for a decision to be made?

- The claim will take several weeks to be processed.
- If you have no money, you may have to apply for a supplementary welfare payment while you wait for your claim to be processed.
- The Community Welfare Officer makes this payment.

**Basic Supplementary Welfare Allowance (SWA)** is a weekly allowance paid to people who do not have enough income to meet their needs and those of their families.

1. If you have no income, you may be entitled to the basic SWA.
2. If your weekly income is below the SWA rate for your family size, you may get a payment to bring your income up to the appropriate SWA rate.
3. If you have claimed a social welfare benefit or pension but it has not yet been paid and you have no other income, you may qualify for basic SWA while you are waiting for your benefit or pension payment. However, the amount paid while you are waiting will be deducted from the social welfare payment you eventually receive.
4. If you have returned to work, you can claim basic SWA for up to 30 days while you are waiting for your wages.



### 3.5 Appealing a social welfare decision

If your claim is refused, you may be able to appeal the decision. In most cases, you should make your appeal to the Social Welfare Appeals Office. Appendix 9 lists the type of appeal they cover. You have 21 days (after receiving the notice of refusal) to make the appeal.

For help with submitting an appeal, contact your local Citizens Information Centre. Appendix 9 gives full details on making an appeal.

You can also find information on the appeals process online at <https://www.gov.ie/en/campaigns/031734-the-social-welfare-appeals-office/>



## 4. Other payments and supports

The following payments and supports have various eligibility requirements.

### 4.1 Back to School Clothing and Footwear Allowance (BSCFA)

Eligibility:

1. You (the parent or guardian) must be getting certain social welfare payments or taking part in training, employment or adult education schemes.
2. The children must be aged between 4 and 17 (inclusive) on or before 30 September of the year you apply, or aged between 18 and 22 (inclusive) on or before 30 September if still in second-level education. The scheme does not apply to those in third-level education.
3. You may apply for BSCFA if you are getting a social welfare payment and are caring for the child of a family member in prison (and the child is living with you).

You can apply between June and September each year. Application forms are usually available from your local Intreo office, Social Welfare office or Citizens Information Centre.

Alternatively, you can request an application form by going to <https://www.welfare.ie/en/Pages/secure/RequestPostalPublication.aspx> or by emailing [forms@welfare.ie](mailto:forms@welfare.ie). You may not need to re-apply for the payment in subsequent years, as long as your circumstances remain the same and the children are still eligible.

Note that if you have applied for a social welfare payment, or have appealed a refusal of a social welfare payment and are waiting for a decision on your application or appeal, you should apply for the BSCFA before the scheme closes in September. DSP will tell you whether you qualify for BSCFA when you get the decision on your application or appeal.

### 4.2 Exceptional Needs Payment

This payment is made at the discretion of the community welfare officer (who is based in the local Social Welfare or Intreo office). You may be able to apply for support with the costs of visiting a family member in prison.

When you attend the welfare office, it is important to be clear about what you are applying for. You must state that you are applying for an Exceptional Needs Payment and say what you want the payment to cover.

For example:

'I want to apply for an Exceptional Needs Payment for travel expenses so that I can visit my husband in prison.'

'I want to apply for an Exceptional Needs Payment for travel expenses to bring my grandchild to see his mammy in prison.'



## 4.3 Fuel Allowance

The Fuel Allowance is a means-tested payment available to households receiving certain social welfare payments.

If you are getting a non-contributory social welfare payment, you are accepted as satisfying the means test. If you are on an employment support scheme or on getting a Back to Education Allowance, you may be able to keep the Fuel Allowance but must continue to satisfy the conditions – including the means test.

New applicants for the Fuel Allowance need to fill in application form NFS 1.<sup>7</sup> You can request this application form online, or from your local post office.

If you apply for the Fuel Allowance after the start of the heating season (in October), the allowance will not be backdated.

The Fuel Allowance will be included in your weekly social welfare payment if you are already getting a payment from the DSP. It may also be included if you are getting a social security payment from a country that is covered by EU Regulations or has a bilateral social security agreement with Ireland.

You do not need to reapply for the Fuel Allowance each year as long as your circumstances remain the same and you continue to get the same social welfare payment.

## 4.4 Additional Needs Payment

An Additional Needs Payment may be paid to people in emergency situations. For example, after a fire, flood or other disaster, you may get a payment to help with the immediate cost of food and clothing.

You may have to pay back some or all of this sum at a later date when you can afford it (for example, if you start a job or get a payout from an insurance claim).

## 4.5 Medical card

There is often a large drop in income when a family member goes to prison. As a result, you may become entitled to a medical card or a GP Visit card if you do not already have one.

Call 0818 224478<sup>8</sup> for more information or go to <https://www2.hse.ie/services/medical-cards/medical-card-application-process/how-to-apply-for-a-medical-card.html>

<sup>7</sup>This is available at <https://www.gov.ie/en/service/00aa38-fuel-allowance/?referrer=https://www.welfare.ie/en/pdf/nfs1.pdf>

<sup>8</sup> Please see section 9 for advice on calling lo-call numbers.



## 4.6 Working Family Payment (used to be Family Income Supplement)

If you are working and your partner/spouse goes to prison, your income may be reduced. You may then qualify for Working Family Payment.

To qualify:

- You must be working more than 38 hours per fortnight and have 1 child or more.
- Your employment must be likely to last at least 3 months.
- You must have 1 or more children who normally live with you.
- You must earn less than a certain amount, which is set according to your family size.

You can download the application form from <https://www.gov.ie/en/service/08bb21-working-family-payment/> or collect it from your local Intreo or Social Welfare office.

## 4.7. Tax credits

If you are working and your partner goes to prison, you may be entitled to claim additional tax credits. Tax credits reduce the amount of tax you pay.

If you are married, notify the tax office to ensure you claim your family's full tax credit entitlements. If you are not married and have children, you are entitled to claim a Single Person

Child Carer Tax Credit.

For more information, contact your local tax office or go to <https://www.revenue.ie/en/jobs-and-pensions/tax-credits/index.aspx>

This website lists the different tax credits with their terms and eligibility conditions, and tells you how to apply for them.

## 4.8. Supplementary Welfare Allowance

Basic Supplementary Welfare Allowance (SWA) is a weekly allowance paid to people who do not have enough income to meet their needs and those of their families. If you are waiting for an application for social welfare benefit to be processed, see Section 3.4 above for more information on SWA.

You may also be entitled to basic SWA if your weekly income is below the SWA rate for your family size. If you are eligible, you may get a payment to bring your income up to the appropriate SWA rate.

If you have returned to work, you can claim the basic SWA for up to 30 days while you are waiting for your wages.



## 5. Some questions on social welfare payments

### ***My partner is on remand – will social welfare payments be affected in the same way as if he was in prison?***

Yes, it will be the same if a family member is on remand or in a young offender's institution, the Central Mental Hospital or prison. In all these cases, the person in detention will generally not be entitled to social welfare payments.<sup>9</sup>

### ***What happens to social welfare payments if someone is on temporary release?***

According to DEASP's website:

Where prisoners are on compassionate release, parole or temporary release, the individual circumstances will be taken into consideration. For instance, where a prisoner is released for a day to attend a funeral of a close relative, they would be considered to be still in custody. But early release on parole may mean that the person is available to work, in which case they might be able to get Jobseeker's Allowance.<sup>10</sup>

### ***My social welfare payment has been refused. What can I do?***

If you have been refused a social welfare payment, you can usually appeal the decision to the Social Welfare Appeals Office. You should get help with making the appeal. Information on appeals is included in Appendix 9. Some Citizens Information Centres can help families with social welfare appeals.

### ***Our organisation has limited printing facilities. How do we help people get the forms they need?***

The nearest Social Welfare or Intreo office may send you out some forms or you can request hard copies of forms to be sent to you by going to <https://www.welfare.ie/en/Pages/secure/RequestPostalPublication.aspx>

Many **local libraries** provide internet and printing facilities and may also have information on social welfare entitlements. Visit your local library or access information on local libraries and services on offer at <https://www.librariesireland.ie/local-libraries>

Citizens Information Services also have a range of forms. Visit your local service.

<sup>9</sup> There are a few exceptions in relation to particular payments. These exceptions can be accessed at <https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment>

<sup>10</sup> Accessed April 2019. For further information see [https://www.citizensinformation.ie/en/justice/leaving\\_prison.html](https://www.citizensinformation.ie/en/justice/leaving_prison.html)



***What happens when my relative is released from prison?***

They should be eligible to apply for a social welfare payment on release from prison. Support from IASIO (the Irish Association for Social Inclusion Opportunities) may be available in prison to help the prisoner to prepare for this. Phone 01 866 2706 or go to <http://www.iasio.ie/>

If you have been receiving One-Parent Family Payment (OFP) because your partner/spouse has been imprisoned for more than 6 months, you will need to apply for a different payment when they return home, as you will no longer be considered to be parenting alone. However, payment of OFP continues for 4 weeks following a prisoner's release.

***Where can I get more information?***

This information is available on <https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment>  
See the appendices for more information on how particular schemes and payments work.



## 6. Housing and accommodation

This section outlines how imprisonment can affect families who receive housing support from the State.

### 6.1 Differential rent system

The differential rent system applies if you live in:

- A local authority home (as a tenant of the council) *or*
- The private rented sector, with support from the Housing Assistance Payment (HAP) or Rental Accommodation Scheme (RAS)

Differential rent means that the amount of rent you must pay depends on the amount of total household income.

- If your family income decreases, your rent payment will decrease to reflect this change.
- If your family income increases, so will your rent payment.
- The income of all household members is considered and rent calculations are adjusted accordingly.
- If your family income changes, you should inform the local authority and rent will be adjusted upwards or downwards in accordance with the change.

This means that your rent is likely to be reduced if a member of the family goes to prison and your family income decreases as a result.

### ***Housing Assistance Payment***

The Housing Assistance Payment (HAP) is a form of social housing support for people who have a long-term housing need. HAP will eventually replace long-term Rent Supplement. HAP has been rolled out on a phased basis and, with effect from 1 March 2017, is now available in all local authority areas throughout the State.

Under the HAP scheme you can take up full-time employment and keep your housing support. The scheme is administered by the local authorities, who pay landlords directly. The rent being charged for the accommodation must be within the limits set down for the household type in that local authority's area. Tenants pay a weekly HAP rent contribution to the local authority, based on their income and ability to pay.

There is also the Homeless HAP scheme, operated by the Dublin Region Homeless Executive (DRHE) on behalf of the Dublin local authorities. It provides discretion to exceed the HAP rent limits for homeless households, if this is necessary in order to source suitable accommodation.

For more information on the Homeless HAP Scheme go to <https://www.homelessdublin.ie/solutions/housing-assistance-payment>.



### **Rental Accommodation Scheme**

If you are getting Rent Supplement for a long period and you are in need of long-term housing, you may be eligible for the Rental Accommodation Scheme (RAS). The scheme is run by local authorities. The local authority makes the final decision regarding who is eligible under the scheme. In general, people who are getting Rent Supplement for more than 18 months are considered for RAS.

A significant difference between RAS and Rent Supplement is that tenants who take up full-time employment can stay in the RAS scheme, with a recalculated rent. It is intended that the Housing Assistance Payment (HAP) will eventually replace RAS. However, you cannot transfer from RAS to HAP.

The tenancy agreement with your landlord may include rules on HAP and RAS. It is important to check the terms of your agreement in case changes in the household size might affect your tenancy. Also, make sure your name is on the tenancy agreement (rather than just the name of the family member who is in prison), to ensure you maintain full tenancy rights.

If your family member has been imprisoned as a result of anti-social behaviour, local authority rules may bar them from returning home for a certain time. This is discussed below.

### **Local authority accommodation**

If you live in local authority accommodation, you will be paying rent according to the differential rent system. If a family member goes to prison, then your rent payments may reduce because of the overall reduction in your household income.

Check that all household members (not in prison) are named on the tenancy agreement to ensure you keep your tenancy rights and security of tenure. If you do this, the tenancy is unlikely to be affected by the imprisonment of a household member.

As noted above, if a family member is imprisoned for anti-social behaviour, they may be barred from returning to the accommodation. In the case of Dublin City Council, when a person is imprisoned they may be removed from the tenancy, and must apply to re-join it when they are released.

The Irish Prison Service will not inform the local authority or HAP landlord when your family member goes to prison. It is up to you as tenant to tell your landlord of the change in circumstances. (This is unlike the Rent Supplement arrangement, where the Irish Prison Service informs DSP that a claimant has been sent to prison.)

### **Halting sites**

If you live on an official halting site, you typically pay flat fees for renting a bay, rather than rent calculated on the number of tenants or the household income. These fees are unlikely to change if a family member goes to prison.



## 6.2 Rent Supplement

Rent Supplement is a means-tested payment for certain people living in private rented accommodation who cannot pay their housing costs from their own resources. Although Rent Supplement is being phased out in favour of the Housing Assistance Payment (HAP), it still may apply to some people. Note: the rules on eligibility for Rent Supplement have changed with the introduction of HAP.<sup>11</sup> See section 6.2 below on HAP.

Rent Supplement works in the following ways:

- It provides a subsidy towards the rent. The amount of subsidy depends on the type of household structure (e.g. single person, couple, with children), the county area in which the household lives, and the income (means) of the household.
- You make a minimum contribution towards the rent while receiving Rent Supplement.
- Only properties within a 'rent cap' (or a maximum rent level) can be eligible for Rent Supplement. However, the DSP can make additional Rent Supplement payments above the rent limits when this is deemed necessary. This is done on a case-by-case basis both for people getting Rent Supplement already and for new applicants.

The maximum rent levels for different household types and areas are outlined in Table A.3 in Appendix 3.

When someone goes to prison, Rent Supplement can be affected in various ways, as outlined below.

Please note that Rent Supplement will be unaffected for the first 13-week period that someone is in prison (or hospital or other institution). So you will remain eligible for this payment until your family member has been in prison for 13 weeks.

### ***Couple with children where one partner is in prison***

If you have one or more child dependants living with you, and if the rent on your home is within the rent cap for your area and household structure, then your tenancy charges and Rent Supplement subsidy are unlikely to change when your spouse or partner goes to prison. This is because the rent cap or maximum rent level for a couple with children is the same as for a lone parent/single person with children.

However, because the number of people in the household changes, the amount you contribute towards your rent might change. For example, a couple claiming Rent Supplement must pay a minimum of €40 a week towards the rent, but a single person must pay a minimum of €30 a week (and this may be more, depending on your means).

This means that if your partner or spouse is in prison, you may have to contribute €30 a week towards rent – €10 a week less than the rate for a couple.

<sup>11</sup> For details of the eligibility criteria for Rent Supplement following the introduction of HAP, go to: [https://www.citizen-information.ie/en/social\\_welfare/social\\_welfare\\_payments/supplementary\\_welfare\\_schemes/rent\\_supplement.html](https://www.citizen-information.ie/en/social_welfare/social_welfare_payments/supplementary_welfare_schemes/rent_supplement.html) (accessed October 2020)



### ***Couple without children***

If your partner or spouse is imprisoned, and you have no children, the change in your household may affect the maximum rent allowed for accommodation under a rent cap.

**Example:** Kathleen is living in private rented accommodation with her partner, who has been sentenced to 12 weeks in prison. They have no children, but she and her partner both receive Rent Supplement as a couple. They are living in Dublin, and the rent for their accommodation is €900 per month, which is equal to the rent cap (for a couple with no qualified child dependants).

Kathleen is worried that as she is now living alone she will receive a lower rate of Rent Supplement, even though her rent will remain the same.

Kathleen's Rent Supplement is unlikely to be affected, as it will continue to be paid for a couple if, her partner is in prison for less than 13 weeks.

In fact, her contribution towards the rent will be €30 per week (single-person rate) rather than €40 per week (couple's rate).

However, if he is in prison for more than 13 weeks, her situation will be different, and the rent cap/maximum rent levels will change. She will need to get advice from a Citizens Information Centre about this.

### ***Parent of a person in prison***

If you are a single parent of an adult who has been living with you and is now in prison, you might be affected in 2 ways:

- First, because the size of the household is now reduced, the rent cap for the property may be lower (see rent caps in the appendices). This might affect your eligibility for Rent Supplement.
- Second, as the household has now reduced from 2 people to 1 person, your contribution towards the rent will be lower. If you are the only adult living in the accommodation, your minimum contribution will be €30 per week (this is means-tested), rather than at least €40 (for 2 people).

DSP can make additional Rent Supplement payments above rent limits when necessary. This is done on a case-by-case basis for people getting Rent Supplement and for new applicants.

Under the National Tenancy Sustainment Framework (NTSF), DSP staff may provide additional financial support above your normal Rent Supplement if:

- A landlord increases or sets a rent above the maximum rent limit for your area
- You or a member of your household need specially adapted accommodation due to a disability

If you are having difficulty with your Rent Supplement for any reason, you should contact DSP's Community Welfare Service Officer at your local Social Welfare office as soon as possible.



DSP has an arrangement with **Threshold** to support people who are at risk of homelessness in Dublin, Cork, Meath, Kildare, Wicklow and Galway City. Freephone 1800454454.

For further information on Rent Supplement, go to [https://www.citizensinformation.ie/en/social\\_welfare/social\\_welfare\\_payments/supplementary\\_welfare\\_schemes/rent\\_supplement.html](https://www.citizensinformation.ie/en/social_welfare/social_welfare_payments/supplementary_welfare_schemes/rent_supplement.html)

### 6.3 Housing associations and approved housing bodies

If you have a tenancy with a housing association (approved housing body) such as Clúid, Respond or Tuath, the rent may be calculated in one of 2 ways. These are:

- The Differential Rent Scheme – the same system as local authorities use, where the amount of rent you pay depends on how much income you get.<sup>12</sup>
- An economic rent – a fixed rate for rent, based on the running costs of the housing body (e.g. management and maintenance). Depending on your income, you may be able to claim Supplementary Welfare Allowance from DSP to help pay your rent. If your family income or circumstances have changed, you should find out from the Community Welfare Officer whether you are entitled to support.<sup>13</sup>

### 6.4 Housing list

The housing list is managed by the allocations department in local authorities. To qualify for social housing, your household must

- Meet the rules on income
- Not have suitable alternative accommodation
- Be in need of social housing

Housing need is reassessed every years by the local authority.

The imprisonment of a household member can affect your family's housing need and income.

#### ***Income limits for social housing lists***

To be included on a social housing list, the net income of your household must be below a set maximum. Limits vary from area to area, and the Department of Housing, Planning, Community and Local Government has a list outlining the income limits for different counties and different household types.<sup>14</sup> For details, please see the appendices. It is important to note that these limits can change from time to time, so you should check for updates.

<sup>12</sup> The differential rent applies to properties built under the Capital Loan and Subsidy Scheme.

<sup>13</sup> This rent system applies to properties built under the Capital Assistance Scheme.

<sup>14</sup> This is available online (October 2020) [www.envirom.ie/en/Publications/DevelopmentandHousing/Housing/FileDownload,29414,en.pdf](http://www.envirom.ie/en/Publications/DevelopmentandHousing/Housing/FileDownload,29414,en.pdf)



If your household has reduced in size because a member has been imprisoned, a new maximum income limit will apply.

### ***Housing need and priority***

Within the housing (and transfer) lists, priority is determined by 2 factors: the applicant's level of housing need and how long they have been on the list.

Each category of housing need<sup>15</sup> has its own level of priority. Priorities differ from one local authority to another, but overcrowding, homelessness and medical needs usually come at the top of the list.

If imprisonment changes the number of people in your household, this may affect your priority on the housing list.

For example, a household would be regarded as overcrowded if there was one adult male (e.g. a son aged 20) sharing a bedroom with a younger sister. If the son went to prison, the house would no longer be overcrowded so the family would have lower priority on the housing list.

In practice, however, a short sentence would be unlikely to affect your position on the list, as housing need is assessed annually.

### ***Exclusions – anti-social behaviour***

The local authority (or housing association) can apply to the District Court for an excluding order against any member of a household who is involved in anti-social behaviour. The order may exclude that person from a specific house or from an entire estate and it may forbid intimidation or other interference with a tenant or anyone else.

Local authorities can exclude an applicant from the housing list if they have engaged in anti-social behaviour for a period of time.

For example, according to Dublin City Council, if a housing applicant goes to prison because of anti-social behaviour, this may affect their household's position on the housing list.

Each local authority has its own 'scheme of letting priorities', also known as the 'allocations scheme'. These are revised from time to time. The latest one for Dublin City Council (May 2018) is available at <https://councilmeetings.dublincity.ie/documents/s17550/132%20Scheme%20of%20Lettings.pdf>

You should contact a specialist-housing adviser, such as Threshold, to discuss how imprisonment may affect your tenancy.

## **6.5 Concerns about mortgage arrears**

If you have concerns about your mortgage and your spouse/partner goes to prison, your local MABS can advise you on how to keep your mortgage payments on track or on how to come to an arrangement with the bank.

<sup>15</sup> In Dublin City Council, these are 'bands' of housing need.



## 7. Managing money

It can be difficult to manage a budget at any time but especially when a family member is in prison, as you may have less income than before and may be unable to pay off some of your debts.

If you have money worries as a result of a family member going to prison, or you are worried that you have debts or have fallen behind with any of your bills, then you can get help from your nearest MABS service.

MABS is the Money Advice and Budgeting Service. There is a list of all MABS services in Appendix 6.

### 7.1 What does MABS do?

MABS will:

- Look at all your income and check you are getting all your entitlements
- Check through all your debts and make sure you are the person who is liable for them
- Help you to work out how much you need to cover your everyday needs
- Give advice on budgeting
- Draw up a financial statement to use when dealing with creditors
- Help you decide which of your debts have the highest priority
- Help you to work out a payment plan – how much you can afford to pay each week off your debt
- Provide support while you deal with your debts
- Refer you to other appropriate services

### 7.2 The Household Budget Scheme

The Household Budget Scheme allows you to spread the cost of your household bills by paying regular amounts directly from your weekly social welfare payment towards these bills.

You can only apply for the Household Budget Scheme if your social welfare payment is made through An Post.

To qualify for the Household Budget Scheme, you must also be receiving 1 of the following social welfare payments:

- Back to Work Allowance
- Back to Work Enterprise Allowance
- Disability Allowance
- Blind Pension
- Carer's Allowance



- Carer's Benefit
- Farm Assist
- Invalidity Pension
- Jobseeker's Benefit
- Jobseeker's Allowance
- State Pension (Contributory)
- State Pension (Non-Contributory)
- One-Parent Family Payment
- Pre-Retirement Allowance
- Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension
- Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension
- Back to Education Allowance
- Supplementary Welfare Allowance (basic payment).

#### ***Which bills can be paid?***

- Rent payments to your local authority/housing body
- Electric Ireland
- Bord Gáis Energy
- Eircom
- SSE Airtricity

Up to 25% of your weekly social welfare payment can be deducted automatically to pay these bills. The deductions will cover all or part of your weekly rent and utility bills as long as the total deduction stays within 25% of your weekly flat social welfare payment.

The minimum weekly payment is €5 to any utility.

#### ***How do I open an account?***

For each bill, you want your social welfare payment to contribute towards, simply complete the [Household Budget Deduction Instruction Form<sup>16</sup>](#). Send the form by Freepost to Household Budget, An Post, 3A G.P.O. Freepost, Dublin 1, D01 F5P2.

It will take up to 21 days to process your instructions on deductions. An Post will take the deductions off your weekly social welfare benefit and pay them to the receiving organisation within 4 working days.

#### ***Can I add new payments to my Household Budget?***

Yes, as long as the total deductions do not exceed the 25% limit. To add a new bill payment to the Household Budget, complete a new deduction instruction form and return it to An Post by Freepost.

<sup>16</sup> This form is available at [https://www.anpost.com/AnPost/media/PDFs/Money/AnPost\\_Household\\_budget.pdf](https://www.anpost.com/AnPost/media/PDFs/Money/AnPost_Household_budget.pdf)



### ***Can I amend a deduction?***

Yes, you can amend a deduction by:

- Completing a new deduction form and sending it back to An Post
- Also – if it is the rent that is changing – submitting (with the new deduction form) a letter of authorisation from the local authority (or housing body) to confirm the amount of rent you must now pay.

### ***How can I cancel any or all of my deductions?***

Write to An Post asking to cancel your local authority/housing body rent deductions, and enclose a letter of authorisation from the relevant local authority/housing body.

You must give 2 weeks' notice to cancel a deduction. Use the following address: Freepost, An Post, 3A G.P.O. Freepost, Dublin 1, D01 F5P2.

For more information online google An Post Household budget.

## **7.3 Hints and tips for managing money**

This information may also be useful for staff in support organisations who wish to support families in managing budgets.

### ***STEP 1 Assess the situation***

First, check you are getting all your entitlements, including welfare entitlements, tax credits, housing assistance and medical benefits. You may need to get information and advice on this from your local Citizens Information Centre.

### ***STEP 2 Analyse income and debts***

To draw up a budget to help you manage your money better, you need to have a clear picture of your income, outgoings and debts.

You can call the MABS helpline for advice on outstanding debts. Before calling, it will help if you make a list of creditors (people you owe money to) and write down the details of your loan repayments.



### **Step 3 Make a budget**

#### **Income:**

First, add up all the income that comes into your household.

Make sure to include:

- All income after tax, but only include overtime if you receive it regularly. Check you are paying the right amount of tax and that you are claiming all your tax allowances
- Your social welfare benefits – and check you are getting all you are entitled to
- Contributions from other adults living in the household – and check they are paying a fair share

Use the grid below to fill in your income.

<b>Household weekly income</b>	
	<b>Income €</b>
Wages/salary	
Social welfare	
Rent/Mortgage Supplement	
Pension	
Child Benefit	
Maintenance (payments from ex-partners for yourself or children)	
Contributions from others to the household	
Other	
<b>Total income</b>	



## Household weekly income

It is important to include all outgoings when working out a budget.

Weekly outgoings	
Item	Amount €
<b>Accommodation costs</b>	
Rent	
Mortgage	
Mortgage protection	
House and contents insurance	
Property tax	
Bay Rental	
Caravan Loan	
Total Accommodation	
<b>Food and housekeeping</b>	
Groceries	
Milk and bread	
Nappies/baby costs	
Work/school lunches	
Total food and housekeeping	
<b>Utilities</b>	
Bottled gas	
Sticks/coal/logs	
Diesel/petrol for generator	
Launderette fees	
Electricity	
Heat/fuel	
TV licence	
Water charges	
Bin/waste charges	
Total utilities	
<b>Telephone and other utilities</b>	
Landline	
Mobile	
Cable/satellite TV	
Broadband/internet	
Total telephone and utility costs	
<b>Other important items</b>	
Pet care	
Other 1	
Other 2	
Life insurance/pension	
Total other items	



Weekly outgoings	
Item	Amount €
<b>Transport costs</b>	
Transport to work	
Transport to school	
Transport to visit family member in prison	
Road tax	
Insurance	
Petrol/diesel	
NCT/car maintenance	
Parking/tolls	
Total transport costs	
<b>Education costs</b>	
School books	
School uniforms	
School fees/contributions/trips	
Total educational costs	
<b>Other costs</b>	
Childcare	
Savings	
Clothing/footwear	
Total other costs	
<b>Medical costs</b>	
Dentist	
Doctor	
Optician	
Other	
Total medical costs	
<b>Repairs and maintenance</b>	
Repairs to property	
Other household maintenance	
Other	
Total repairs and maintenance	
<b>Other expenditure</b>	
Children's pocket money	
Appliance rentals	
Cigarettes/alcohol	
Hobbies	
Family outings	
Birthday/gifts	
<b>Total other expenditure</b>	



## 8. Debts and loans

Having a family member in prison can increase costs. For example, travelling to prison visits or providing money and clothing to people in prison can place a heavy burden on families who are already trying to manage with a low or reduced household income.

Low-income households may not have a credit rating, and may find it difficult to get loans at affordable rates (for example through banks).

Some families may rely on loans from licensed moneylenders, or even illegal moneylenders, who charge very high interest rates. Around 350,000 people borrow from licensed moneylenders. The high costs of these loans can be a heavy burden for low-income households.

### 8.1 The *It Makes Sense* loans

The *It Makes Sense* loan scheme was established to provide loans to low-income families who might otherwise go to licensed moneylenders. Around half of all credit unions in Ireland take part in the scheme. However, some of these credit unions limit the number of loans they provide, and some limit the amount they will lend.

The scheme allows people on social welfare payments to take out a loan and repay it through the Household Budget Scheme or by direct debit. This enables you to build up your credit rating, so you can then get access to more affordable credit. You do not need to have savings to apply for the loan, but you will need to join the credit union.

#### Opening a credit union account

To join a credit union, you need to either live or work in the local area of the credit union (this is known as the 'common bond').

To open a credit union account and become a member, you will need:

- Evidence of identification such as a current, valid passport or a current, valid driving licence
- Evidence of address: a utility bill, a local authority document, an official document from a government body, or a bank/building society statement, in each case dated within the last 3 months
- Evidence of your PPS number: for example, a document from the Department of Employment Affairs and Social Protection or Revenue

The *It Makes Sense* scheme is open to people over 18 who are in receipt of social welfare.

The loan can be for any purpose, including to repay an outstanding debt.

Loans can be granted quickly (e.g. within 24 hours after you have applied).

The minimum loan amount is €100 and the maximum under this scheme is €2,000. Some credit unions only offer a certain loan amount, such as €500. The rate of interest on the loan is much lower than the rate moneylenders charge.



For example, a €500 *It Makes Sense* loan, repaid over 6 months with an APR of 12.68%, will charge interest of €15.84. The same loan from a licensed moneylender at a rate of 187.2% APR will charge €150 in interest.

To find out which credit unions take part in the scheme, go to <http://itmakessenseloan.ie/participating-credit-unions/>



## 9. Household bills

If your household utility bills (such as electricity, gas and telephone) are in the name of your family member who is in prison, you may need to change the name on the account, especially if they will be in prison for a long period of time.

Mary's husband has been sent to prison for 2 years, and all the bills are in his name. As her name is not on the account, the company cannot speak to her about her bills, or about how to change the method of payment. She will need to add her name to the account, or change the name on the account.

Take care over changing the name on your utility bill. This is because the utility company might suggest closing the existing account and opening a new account under the new name. This might involve paying a deposit for the new account or agreeing to pay bills by direct debit, which may be an issue for families who are on a low income or have no bank account.

Since the General Data Protection Regulation (GDPR) became law, the requirements for changing or adding names to bills are more strict.

The following procedure is typical:

- The family member in prison will need to write a letter or fill in a consent form, agreeing to the change in name on the account.
- If you want your name to go on the account, you too will need to write a letter consenting to this change. You will also need to provide proof that you are living at the address that the bill goes to (the proof could be, for example, a letter from social welfare or a bank statement).
- You do not need to change the account itself, so you should not have to pay a new deposit.

Contact the **Commission for Regulation of Utilities** for advice on this matter if needed. Phone 1800 404 404 or go to <https://www.cru.ie/> or email [customercare@cru.ie](mailto:customercare@cru.ie)

Tip – sometimes getting through to customer services in utility companies is difficult and frustrating.

With some companies, it seems hard to get information without first inserting your account number. If you don't have your account number, and are trying to get through to Electric Ireland, press the number '0' when they ask for an account number.

If you are trying to get through to SSE Airtricity, and they ask for an account number, press the number '0'. If asked again, press '1'. Most other utility companies let you speak to someone without asking for account numbers.



## 10. Lodging Money to a someone in prison

The Irish Prison Service has two services to allow you to lodge money to a prisoner account for use in the prison tuckshop.

1. You may lodge money directly to the account using your mobile banking or banking app on your smart phone; or
2. You can use An Post BillPay to pay in person at the post office.

### 10.1 Bank transfer

You can transfer money from your bank account to someone in prison by bank transfer.

You can deposit money into a prisoner account using your banking online facility or your Banking App on your computer, laptop, tablet computer, mobile phone or other such devices or by calling into your local bank.

You will need the following 3 things:

- The Irish Prison Service BIC which is DABAIE2D
- The Irish Prison Service IBAN which is IE19DABA95159920002771
- The Reference which is the relevant Prisoner ID Number (PIMS number). This is very important and is available from the person in prison.
- You may need the name of the Bank which is: Danske Bank.

Only the Prisoner ID number should be included as the reference. Do not include any other numbers, letters, names or messages.

The account numbers above are correct at time of going to print but you should always double check with the prison.

### 10.2 An Post BillPay Card

You can also lodge cash via An Post BillPay to someone in prison for tuck shop purchases.

How does it work?

- 1) Your relative in prison needs to fill in a form nominating you as the nominated contact to receive a BillPay Card.
- 2) You will receive the BillPay Card in the post.



- 3) You can then go into your local post office, present the BillPay Card and pay your chosen amount by cash or debit card and you will receive a receipt which you should keep.
- 4) Your relative in custody will then receive the funds in their prison account which they can use for tuck shop purchases

The most you can lodge at any one time is €200.

All transactions should be completed within 2 to 5 working days.

For general queries about lodging money into a prisoner's account, you can email [PamsCash@irishprisons.ie](mailto:PamsCash@irishprisons.ie).



# Appendix 1: Further information

DSP provides detailed operational guidelines for all social welfare payments.

These are accessible at <https://www.gov.ie/en/collection/490ac8-all-services-offered-by-the-department-of-employment-affairs-and-soc/>

**Table A.1 DSP websites on particular allowances (operational guidelines)**

Carer's allowance	<a href="https://www.gov.ie/en/service/2432ba-carers-allowance/">https://www.gov.ie/en/service/2432ba-carers-allowance/</a>
Child benefit	<a href="https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment">https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment</a>
Imprisonment	<a href="https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment">https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment</a>
Living Alone Increase	The Living Alone Increase is €22 per week. For more information, go to <a href="https://www.gov.ie/en/service/e14dfa-living-alone-increase/">https://www.gov.ie/en/service/e14dfa-living-alone-increase/</a>
One-Parent Family Payment	<a href="https://www.gov.ie/en/service/d0b018-one-parent-family-payment/">https://www.gov.ie/en/service/d0b018-one-parent-family-payment/</a>
Rent Supplement	<a href="https://www.gov.ie/en/service/fb3b13-rent-supplement/">https://www.gov.ie/en/service/fb3b13-rent-supplement/</a>
Supplementary Welfare Allowance	<a href="https://www.gov.ie/en/service/ed9724-supplementary-welfare-allowance-supplements-swa/">https://www.gov.ie/en/service/ed9724-supplementary-welfare-allowance-supplements-swa/</a>
Working Family Payment	<a href="https://www.gov.ie/en/service/08bb21-working-family-payment/">https://www.gov.ie/en/service/08bb21-working-family-payment/</a>

General information on imprisonment and detainment is available at <https://www.gov.ie/en/publication/eb1410-operational-guidelines-payment-related-issues/#absences-from-the-state-hospital-stays-imprisonment> and <https://www.irishprisons.ie/>

DSP (2020) *Your Guide to our Schemes and Services: Families and Children*. Available online: <https://www.gov.ie/en/publication/40a7f-families-and-children/>



## Appendix 2: List of Traveller organisations

**Table A.2 List of Traveller support organisations by county**

Dublin	
<p><b>Tallaght Travellers Community Development Project</b>            12 Brookfield Court, Brookfield Road,            Tallaght, Dublin 24, D24YW80            Phone: (01) 461 0562  <a href="http://tallaghttravellerscdp.com/">http://tallaghttravellerscdp.com/</a>            Patricknevin@tallaghttravellerscdp.com</p>	<p><b>Northside Travellers Support Group</b>            The Resource Centre,            Clonsaugh Drive            Priorswood            Dublin 17            01-8486515            info@travact.ie</p>
<p><b>Southside Travellers</b>            Unit 5 Furze Road            St. Kiernan's Enterprise Centre            Industrial Estate            Sandyford            Dublin 18            01-2957372            info@southsidetravellers.ie            www.southsidetravellers.org</p>	<p><b>Blanchardstown Traveller Support Group</b>            Parslickstown House            Ladyswell            Mulhuddart            Blanchardstown            Dublin 15            01-8207812            btdg@eircom.net</p>
<p><b>Ballyfermot Travellers Action Project</b>            Ballyfermot Community Civic Centre            Ballyfermot Road            Dublin 10            01-6264166</p>	<p><b>St Margaret's Traveller Community Association</b>            St. Margaret's Traveller Centre            St. Margaret's Park            St. Margaret's Road            Ballymun            Dublin 11            01-8622144            saintmargarets@eircom.net</p>
<p><b>Finglas Traveller Development Group</b>            Abigail Centre            106 Kildonan Road            Finglas West            Dublin 11            01-5493761</p>	<p><b>Clondalkin Travellers Development Group</b>            Unit 1 Neilstown Enterprise Centre            Clondalkin            Dublin 22            01-4575124            ctdg@eircom.net</p>
<p><b>North Fingal Traveller Organisation</b>            The Resource Centre            St Macullin's Park            Matt Lane            Balbriggan            01-8020504</p>	<p><b>Traveller Counselling Service</b>            6 Cabra Road            Phibsboro            Dublin 7            info@travellercounselling.ie            086-3081476</p>


**Table A.2 List of Traveller support organisations by county (continued)**

<b>Wicklow</b>	
<b>Bray Travellers Development Group</b> 97 Rear Main Street Bray Co Wicklow 01-2762075 www.btcdg.ie braytravellerscdg@gmail.com	<b>Wicklow Travellers Group</b> Crinion Park Wicklow Town 0404-61878 coordinator@wicklowtravellersgroup.ie www.wicklowtravellersgroup.ie
<b>Meath</b>	
<b>Meath Travellers Workshops</b> CYWS Hall, Fairgreen, Navan, Co. Meath 046 9027801 adminntw@eircom.net http://www.travellerheritage.ie/	
<b>Wexford</b>	
<b>Wexford Local Development</b> Traveller Community Health & Education Programme Phone 0537155864	
<b>Carlow</b>	
<b>Traveller Primary Health Care Programme</b> c/o St. Catherine's St. Joseph's Road Carlow Town 059-9138700	
<b>Kilkenny</b>	
<b>Kilkenny Traveller Community Movement</b> c/o Co Kilkenny Leader Partnership Wolfe Tone House Wolfe Tone Street Kilkenny City 056-7752811 kktravellers@eircom.net	
<b>Waterford</b>	
<b>Waterford Traveller Community Development Project</b> Parish Centre Ballybeg Waterford City 051-357016 www.waterfordtravellercdp.com/ admin@waterfordtravellercdp.com	<b>Co Waterford Traveller Support Group</b> c/o VEC Shopping Centre Dungarvan Co Waterford 058-51238 countywaterfordtsg@gmail.com



**Table A.2 List of Traveller support organisations by county (continued)**

<b>Tipperary</b>	
<b>Tipperary Rural Traveller Project</b> Unit 4, Rossmore Village, Dundrum Road Tipperary, Ireland tipptraveller@eircom.net <a href="http://trtp.ie/">http://trtp.ie/</a>	
<b>Cork</b>	
<b>Cork Traveller Visibility Group (TVG)</b> 25 John Street Cork City 021-4503786 tvgcork@gmail.com <a href="http://tvgcork.ie/site/">tvgcork.ie/site/</a>	<b>West Cork Travellers Centre</b> Murphy's Garage Western Road Clonakilty Co Cork 023-8835039 wctcmil@gmail.com
<b>Cork Traveller Women's Network</b> c/o St. Catherine's School Bishopstown Avenue Model Farm Road Cork City 086-3850136 corktravellerwomen@hotmail.com	<b>East Cork Traveller Advocacy</b> North Lee Community Old Library St Marys Road Cork 021-4928373
<b>Travellers of North Cork Ltd</b> Riverside, Doneraile Co Cork 022 71035 travellersnorthcork@live.com	
<b>Kerry</b>	
<b>Kerry Travellers Health &amp; Community Development Project</b> Áras an Phobail Croílar na Mistéalach Tralee Co. Kerry 066 7120054 siobhankthcdp@eircom.net <a href="http://kerrytravellersproject.wordpress.com/">http://kerrytravellersproject.wordpress.com/</a>	
<b>Galway</b>	
<b>Galway Traveller Movement</b> No. 1 The Plaza Headford Road Galway City 091-765390 info@gtmtrav.ie <a href="http://www.gtmtrav.ie/">www.gtmtrav.ie/</a>	<b>South East Galway Rural Traveller Health Project</b> c/o GTM 61 Main Street Loughrea Co Galway 091-880916


**Table A.2 List of Traveller support organisations by county (continued)**

<b>Laois</b>	
<b>Laois Travellers Action Group</b> Unit 7, Bridge Street Portlaoise, Co. Laois R32 H927 Tel: (057) 868 2210 Email: info@ltag.ie <a href="http://www.ltag.ie/">http://www.ltag.ie/</a>	
<b>Offaly</b>	
<b>Offaly Traveller Movement</b> Harbour Street, Tullamore, Co. Offaly 0579352438 info@otm.ie	
<b>Kildare</b>	
<b>Kildare Traveller Action</b> c/o Aras Main Street Newbridge, Co Kildare 087 2523424 kildaretravellers@gmail.com	
<b>Cavan</b>	
<b>Cavan Traveller Movement</b> Bridge Street Community Centre Cavan Town (part-time Community Development Worker Monday, Tuesday, Wednesday) Mobile 087-175 3007	
<b>Louth</b>	
<b>Louth Traveller Movement</b> c/o Redeemer Resource Centre Cedarwood Park Dundalk Co Louth 083-1342749	
<b>Donegal</b>	
<b>Donegal Travellers Project</b> Port House Port Road, Letterkenny Co Donegal 074-9129281 travcom@eircom.net <a href="https://donegaltravellersproject.ie/">https://donegaltravellersproject.ie/</a>	<b>Ballyshannon office</b> Main Street Ballyshannon Co Donegal 074-9851936



**Table A.2 List of Traveller support organisations by county (continued)**

**Westmeath**

**Westmeath Traveller Project**

ACT Building  
Ball Alley Lane  
Parnell Square  
Athlone  
090-6494555

**Sligo**

**Sligo Traveller Support Group**

1A St Anne's  
Cranmore Road  
Sligo  
071-9145780  
stsg@eircom.net  
www.stsg.ie

**STSG – Tubbercurry Office**

Humbert Street  
(beside Leonard's Estate Agent)  
Tubbercurry  
0719120616

**Mayo**

**Mayo Travellers Support Group**

Castlebar office:  
19 Thomas Street,  
Castlebar,  
County Mayo  
Phone: 094 9028400

**Ballina office:**

Newman Institute,  
Cathedral Grounds,  
Ballina,  
County Mayo  
<http://www.mayotravellerssupportgroup.com>  
mtsginfo@gmail.com



## Appendix 3: Maximum rent levels for rent supplement

Table A.3 Maximum rent levels for rent supplement							
County	Single person in shared accommodation	Couple in shared accommodation	Single person	Couple with no qualified children	Couple with 1 qualified child or 1 parent with 1 qualified child	Couple with 2 qualified children or 1 parent with 2 qualified children	Couple with 3 qualified children or 1 parent with 3 qualified children
Carlow	€270	€290	€440	€510	€570	€600	€630
Cavan	€190	€220	€380	€420	€450	€470	€490
Clare	€220	€240	€360	€400	€480	€515	€550
Cork	€300	€330	€550	€650	€900	€925	€950
Donegal	€200	€230	€340	€370	€410	€470	€520
Dublin - Fingal	€400	€440	€660	€900	€1,150	€1,175	€1,200
Dublin - other local authorities	€430	€500	€660	€900	€1,250	€1,275	€1,300
Galway	€330	€360	€575	€650	€850	€875	€900
Kerry	€200	€230	€380	€410	€525	€550	€575
Kildare	€290	€350	€500	€585	€800	€835	€870
Kilkenny	€230	€270	€480	€530	€630	€660	€690
Laois	€240	€280	€420	€433	€580	€610	€630
Leitrim	€200	€220	€340	€370	€450	€475	€500
Limerick	€270	€300	€420	€450	€650	€700	€750
Longford	€180	€200	€330	€350	€400	€425	€450
Louth	€250	€290	€460	€480	€660	€690	€720
Mayo	€200	€220	€390	€410	€480	€500	€520
Meath	€240	€310	€460	€500	€730	€740	€750
Monaghan	€200	€220	€330	€390	€500	€515	€530
Offaly	€210	€230	€380	€433	€550	€575	€600
Roscommon	€240	€260	€360	€390	€500	€525	€550
Sligo	€220	€250	€460	€490	€550	€575	€600
Tipperary North/ South	€210	€230	€380	€420	€525	€560	€600
Waterford	€240	€270	€430	€450	€550	€575	€600
Westmeath	€220	€240	€450	€470	€600	€625	€650
Wexford	€280	€300	€420	€433	€530	€565	€600
Wicklow	€250	€300	€440	€475	€700	€735	€770



M4-M1 Commuter Belt Area	€310	€350	€575	€650	€975	€1,050	€1,100
Wicklow M11 Commuter Towns	€370	€410	€660	€900	€1,150	€1,200	€1,250

Note: the maximum rent rates are different for those living in accommodation provided by a housing association<sup>19</sup> (as opposed to a private landlord). For a single person household, the maximum allowable rent is €55 per week, and for all other households it is €60 per week.

<sup>17</sup> These limits apply as follows, with all other areas subject to the relevant county limits: For Meath, the area associated with the 4 towns of Ashbourne, Dunboyne, Dunshaughlin and Ratoath along with the area south of Drogheda and north of Fingal ranging from Stamullen, Julianstown and Laytown. For Louth, the area associated with Drogheda Town and its environs. For Kildare, the towns previously incorporated into the original North Kildare limits (Kilcock, Maynooth, Leixlip and Celbridge).

<sup>18</sup> These limits apply to the towns of Bray, Delgany, Greystones and Wicklow only. All other areas in Wicklow are subject to the Wicklow limits.

<sup>19</sup> For example, Clúid, Respond, etc.



## Appendix 4: Eligibility for inclusion on social housing lists – income limits

Individuals and households must be within certain net income limits in order to be included on the social housing list. These net income limits vary from area to area, and the Department of Housing, Local Government and Heritage has a list outlining the minimum and maximum levels for different county areas. This is available online (accessed April 2019) at [www.environ.ie/en/Publications/DevelopmentandHousing/Housing/FileDownload,29414,en.pdf](http://www.environ.ie/en/Publications/DevelopmentandHousing/Housing/FileDownload,29414,en.pdf)

An example of the different income limits for various types of households (as they apply in Dublin) is outlined in the table below. Please note that these can change from time to time, so you should check for updates.

**Table A.4 Maximum income limits to be eligible for social housing (Dublin) (April 2019)<sup>20</sup>**

If you are	Maximum net income limit (your income after tax)
Single	€35,000
2 adults, no children	€36,750
1 adult, 1 child	€35,875
1 adult, 2 children	€36,750
2 adults, 1 child	€37,625
2 adults, 2 children	€38,500
2 adults, 3 children	€39,375
2 adults, 4 or more children	€40,250
3 adults, 4 or more children	€42,000

<sup>20</sup> Source Fingal County Council <https://www.fingal.ie/income-eligibility-limits-housing>



## Appendix 5: Contact information for Citizens Information and MABS

**Table A.5 MABS National Helpline**

Phone: 0818 07 2000

Hours: Monday to Friday from 9 am to 8 pm

**Table A.6 List of Citizens Information Centres (CICs) in each county**

<b>Carlow</b>	<b>Carlow CIC</b> St. Catherine's Community Services Centre, St. Joseph's Road, Carlow Phone: 0818 07 5130
<b>Cavan</b>	<b>Cavan CIC</b> Ground Floor, Elm House, Elm Bank, Cavan, H12 A8H7 Phone: 0818 07 5200
<b>Clare</b>	<b>Ennis CIC</b> Bindon Lane, Bank Place, Ennis, V95 D963 Phone: 0818 07 5260
<b>Cork</b>	<b>Bantry CIC</b> Wolfe Tone Square, Bantry Phone: 0818 07 8390  <b>Blackpool CIC</b> Blackpool Community Centre, 90 Great William O'Brien Street, Blackpool, Cork, T23 TR7A Phone: 0818 07 6890  <b>Blackrock (Cork) CIC</b> Convent Road, Blackrock, Cork Phone: 0818 07 6930  <b>Carrigaline CIC</b> Lions Youth Centre, Church Road, Carrigaline Phone: 0818 07 6940  <b>Cobh CIC</b> St. Colman's Parish Centre (beside St Colman's Cathedral), Roche's Row, Cobh Phone: 0818 07 7960  <b>Cork City Centre CIC</b> 13-15 Cornmarket Street, Cork City, T12 F773 Phone: 0818 07 6950


**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

	<p><b>Fermoy CIC</b> 66 Lower Patrick Street, Fermoy Phone: 0818 07 7970</p> <p><b>Hollyhill/Knocknaheeny CIC</b> Community Building, Foyle Avenue, Knocknaheeny, Cork, T23 KHE0 Phone: 0818 07 6850</p> <p><b>Macroom CIC</b> South Square, Macroom Phone: 0818 07 8430</p> <p><b>Mallow CIC</b> 18.1 Market Square, Mallow Phone: 0818 07 8000</p> <p><b>Mayfield CIC</b> Roseville House (Lower Level), Old Youghal Road, Mayfield, Cork City, T23 YHP1 Phone: 0818 07 6880</p> <p><b>Mitchelstown CIC</b> Marian Hall, Convent Hill, Mitchelstown Phone: 0818 07 8030</p> <p><b>Youghal CIC</b> 128 North Main Street, Youghal Phone: 0818 07 8040</p>
<b>Donegal</b>	<p><b>Ballyshannon CIC</b> Public Services Outreach Centre, Library Building, Abbeyview, Ballyshannon Phone: 0818 07 5480</p> <p><b>Buncrana CIC</b> 12 Lower Main Street, Buncrana Phone: 0818 07 5490</p> <p><b>Carndonagh CIC</b> Public Services Centre, Malin Road, Carndonagh Phone: 0818 07 5500</p> <p><b>Donegal Town CIC</b> Public Services Centre, Drumlonagher, Donegal Town Phone: 0818 07 5510</p> <p><b>Dungloe CIC</b> Public Services Centre, Gweedore Road, Dungloe Phone: 0818 07 5430</p> <p><b>Letterkenny CIC</b> Public Services Centre, Neil T Blaney Road, Letterkenny Phone: 0818 07 5530</p>



**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

	<p><b>Milford CIC</b> Public Services Centre, Milford Phone: 0818 07 5450</p>
<b>Dublin</b>	<p><b>Balbriggan CIC</b> 1st Floor, Balbriggan Library, George's Square, Balbriggan Phone: 0818 07 7450</p> <p><b>Ballyfermot CIC</b> Ballyfermot Community Civic Centre, Ballyfermot Road, Ballyfermot, Dublin 10 Phone: 0818 07 5000</p> <p><b>Ballymun Civic Centre</b> Main Street, Ballymun, Dublin 9 Phone: 0818 07 7330</p> <p><b>Blanchardstown CIC</b> Westend House, Westend Business Park, Snugborough Road Extension, Blanchardstown, D15 KPW7 Phone: 0818 07 5040</p> <p><b>Carmelite CIC</b> Carmelite Community Centre, 56 Aungier Street, Dublin 2 Phone: 0818 07 7070</p> <p><b>Clondalkin CIC</b> Luke Cullen House, Oakfield Industrial Estate, Clondalkin, Dublin 22, D22 A9C6 Phone: Reception: 0818 07 5100</p> <p><b>Deaf Village</b> Deaf Village Ireland, Ratoath Road, Cabra West, Dublin 7 Phone: 0818 07 8470, Text 087-1332232</p> <p><b>Dublin 12 &amp; 6w CIC</b> 8 Sundrive Road, Dublin, D12 TP82 Phone: 0818 07 7020</p> <p><b>Dublin City Centre CIC</b> 13a Upper O'Connell Street, Dublin 1 Phone: 0818 07 7230</p> <p><b>Dublin City North East CIC</b> Unit 4 Killarney Court, Buckingham St Upper, Dublin 1 Phone: 0818 07 7260</p> <p><b>Dublin City North West CIC</b> MACRO Community Resource Centre, 1 Green Street, Dublin 7 Phone: 0818 07 7270</p> <p><b>Dun Laoghaire CIC</b> Marina House, Clarence Street, Dun Laoghaire, A96 P6P7 Phone: 0818 07 7400</p>

**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

	<p><b>Dundrum CIC</b> Unit 2, 5th Level (above Tesco/Penneys), Dundrum Town Centre, Sandyford Road, Dundrum, D16 X4K7 Phone: 0818 07 7430</p> <p><b>Finglas CIC</b> 1B Village Centre, Finglas Village (beside Permanent TSB), Finglas, Dublin 11 Phone: 0818 07 7360</p> <p><b>KARE CIC</b> 2 Sybil Hill Road, Raheny, Dublin 5 Phone: 0818 07 7280</p> <p><b>Liberties CIC</b> 90 Meath Street, Dublin 8, D08 TPH9 Phone: 0818 07 7180</p> <p><b>Lucan CIC</b> Ballyowen Castle Community Centre, Ballyowen, Lucan Phone: 0818 07 5090</p> <p><b>Malahide CIC</b> 2nd Floor, Malahide Library, Main Street, Malahide, K36 EW63 Phone: 0818 07 7480</p> <p><b>Northside CIC</b> Northside Civic Centre, Bunratty Road, Coolock, Dublin 17 Phone: 0818 07 8190</p> <p><b>Rathmines CIC</b> 7 Wynnefield Road, Rathmines, Dublin 6, D06 YE29 Phone: 0818 07 7110</p> <p><b>Skerries CIC</b> 13 New Street, Skerries, K34 T624 Phone: 0818 07 7500</p> <p><b>Stillorgan CIC</b> St. Laurence's Parish Centre, Lower Kilmacud Road, Stillorgan Phone: 0818 07 7440</p> <p><b>Swords CIC</b> Unit 26, The Plaza, Main Street, Swords, K67 WN23 Phone: 0818 07 7510</p> <p><b>Tallaght CIC</b> Hainault House, The Square, Tallaght, Dublin 24 Phone: 0818 07 8340</p>
<b>Galway</b>	<p><b>Clifden CIC</b> c/o Cashel/Connemara Credit Union, Top Floor, Sea View, Clifden, H71 AX57 Phone: 0818 07 7580</p> <p><b>Galway CIC</b> Augustine House, St Augustine Street, Galway, H91 Y7XH Phone: 0818 07 7600</p>



**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

	<p><b>Rosmuc CIC (Ionad Faisnéis do Shaoránaigh)</b> Ionad Faisnéis do Shaoránaigh, Ionad Fiontair, Rosmuc Phone: 0818 07 7730</p> <p><b>Tuam CIC</b> Centre for Education and Development Building (CED), Brú Bhride, Church View, Tuam, H54 EY24 Phone: 0818 07 7740</p>
<b>Kerry</b>	<p><b>Caherciveen CIC</b> The Library, New Market Street, Caherciveen Phone: 0818 07 7780</p> <p><b>Kenmare CIC</b> Adult Education Centre, Bell Height, Kenmare Phone: 0818 07 7810</p> <p><b>Killarney CIC</b> Unit 2, 1 St Floor, Park Court, Beech Road, Killarney Phone: 0818 07 7820</p> <p><b>Killorglin CIC</b> CYMS Hall, Mill Road, Killorglin Phone: 0818 07 7830</p> <p><b>Listowel CIC</b> 35 The Square, Listowel Phone: 0818 07 7840</p> <p><b>Tralee CIC</b> 4 Bridge Lane, Tralee Phone: 0818 07 7860</p>
<b>Kildare</b>	<p><b>Athy CIC</b> 3 Emily Row, Offaly Street, Athy Phone: 0818 07 8260</p> <p><b>Maynooth CIC</b> North Kildare CIS CLG, Derroon House, Dublin Road, Maynooth, W23 D5D3 Phone: 0818 07 8100</p> <p><b>Naas CIC</b> Basin Street, Naas Phone: 0818 07 8280</p> <p><b>Newbridge CIC</b> Parish Centre, Station Road, Newbridge Phone: 0818 07 8300</p>
<b>Kilkenny</b>	<p><b>Kilkenny CIC</b> 4 The Parade, Kilkenny, R95 V052 Phone: 0818 07 7910</p>
<b>Laois</b>	<p><b>Portlaoise CIC</b> Co Laois CIS, Kellyville Centre, Portlaoise, R32 K6PY Phone: 0818 07 5590</p>

**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

<b>Leitrim</b>	<b>Carrick-on-Shannon CIC</b> Somerview House, Dublin Road, Carrick-on-Shannon Phone: 0818 07 5670
	<b>Manorhamilton CIC</b> Main Street, Manorhamilton Phone: 0818 07 5710
<b>Limerick</b>	<b>Kilmallock CIC</b> Pastoral Centre, Sheare's Street, Kilmallock Phone: 0818 07 5770
	<b>Limerick CIC</b> Ground Floor, Riverstone House, Henry Street, Limerick, V94 3T28 Phone: 0818 07 5780
	<b>Newcastlewest CIC</b> 1st Floor, The Desmond Complex, Gortboy, Newcastlewest Phone: 076 107 5820
<b>Longford</b>	<b>Longford CIC</b> Level 1, Longford Shopping Centre, Longford Phone: 0818 07 5890
<b>Louth</b>	<b>Drogheda CIC</b> 86 West Street, Drogheda Phone: 0818 07 5940
	<b>Dundalk CIC</b> 3-6 Adelphi Plaza, Long Walk, Dundalk, A91 NN83 Phone: 0818 07 5950
<b>Mayo</b>	<b>Ballina CIC</b> Dillon Terrace, Ballina Phone: 0818 07 5990
	<b>Belmullet CIC</b> Main Street, Belmullet Phone: 0818 07 6030
	<b>Castlebar CIC</b> Cavendish House, Link Road, Castlebar Phone: 0818 07 6040
	<b>Claremorris CIC</b> CURAM Centre, Dalton Street, Claremorris Phone: 0818 07 6080
	<b>Westport CIC</b> The Courtyard, James Street, Westport Phone: 0818 07 6100
<b>Meath</b>	<b>Ashbourne CIC</b> Unit 43, High Street, Ashbourne Phone: 0818 07 6110



**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

	<p><b>Navan CIC</b> Floor 2, 1 Canon Row, Navan Phone: 0818 07 6150</p> <p><b>Trim CIC</b> 3 Haggard Street, Trim Phone: 0818 07 6180</p>
<b>Monaghan</b>	<p><b>Carrickmacross</b> Farney Resource Centre, Old Workhouse, Shercock Rd, Carrickmacross Phone: 042 9663454</p> <p><b>Monaghan CIC</b> 23 North Road, Monaghan Phone: 0818 07 6230</p>
<b>Offaly</b>	<p><b>Birr CIC</b> The Courtyard Office Centre, Emmet Street, Birr, R42 HW63 Phone: 0818 07 6260</p> <p><b>Edenderry CIC</b> St Mary's Street, Edenderry, R45 PD79 Phone: 0818 07 6280</p> <p><b>Tullamore CIC</b> Level One, The Bridge Centre, Tullamore, R35 Y6Y7 Phone: 0818 07 6290</p>
<b>Roscommon</b>	<p><b>Boyle CIC</b> 7 Elphin Street, Boyle Phone: 0818 07 6330</p> <p><b>Roscommon CIC</b> 17-18 Castle View, Castle Street, Roscommon Phone: 0818 07 6380</p>
<b>Sligo</b>	<p><b>Sligo CIC</b> Unit 3 and 4, Bridgewater House, Rockwood Parade, Sligo Phone: 0818 07 6390</p> <p><b>Tubbercurry CIC</b> Teach Laighne, One Stop Shop, Humbert Street, Tubbercurry Phone: 071 912 0433</p>
<b>Tipperary</b>	<p><b>Clonmel CIC</b> Market Place, Clonmel Phone: 0818 07 6460</p> <p><b>Nenagh CIC</b> 43 Pearse Street, Nenagh Phone: 0818 07 6470</p> <p><b>Roscrea CIC</b> Rosemary Street, Roscrea Phone: 0818 07 6480</p>

**Table A.6 List of Citizens Information Centres (CICs) in each county (continued)**

	<p><b>Thurles CIC</b> 34/35 Croke Street, Thurles Phone: 0818 07 6510</p> <p><b>Tipperary CIC</b> Community Centre, St. Michael Street, Tipperary Phone: 0818 07 6540</p>
<b>Waterford</b>	<p><b>Dungarvan CIC</b> Scanlon's Yard Car Park, Dungarvan, X35 NT68 Phone: 0818 07 6550</p> <p><b>Merchants Quay CIC</b> 41 Merchant's Quay, Waterford, X91 YA89 Phone: 0818 07 6560</p> <p><b>Waterford CIC</b> 37 Lower Yellow Road, Waterford, X91C7WT Phone: 0818 07 6580</p>
<b>Westmeath</b>	<p><b>Athlone CIC</b> Elliott House, St. Mary's Square, Athlone, N37 E9D7 Phone: 0818 07 6610</p> <p><b>Mullingar CIC</b> Mount Street, (County Buildings Complex), Mullingar, N91 RP22 Phone: 0818 07 6660</p>
<b>Wexford</b>	<p><b>Enniscorthy CIC</b> 26 Court Street, Enniscorthy, Y21 C4H6 Phone: 0818 07 6690</p> <p><b>Gorey CIC</b> Unit 3, The Plaza, Pearse Street, Gorey, Y25 FN12 Phone: 0818 07 6700</p> <p><b>Wexford CIC</b> 28 Henrietta Street, Wexford, Y35 XN96 Phone: 0818 07 6720</p>
<b>Wicklow</b>	<p><b>Arklow CIC</b> 73 Lower Main Street, Arklow Phone: 0818 07 6750</p> <p><b>Baltinglass Citizens Information Centre</b> Edward Street, (Beside Borza Takeaway), Baltinglass, W91 P5W8 Phone: 086 0481880</p> <p><b>Bray CIC</b> 2 The Boulevard, Quinsboro Road, Bray Phone: 0818 07 6780</p> <p><b>Wicklow Town CIC</b> 9/10 Lower Mall, Wicklow Town Phone: 0818 07 684</p>



## Appendix 6: Social welfare basic rates

The following table list the basic rates for the main social welfare payments.

<b>Payment</b>	<b>Rate</b>	<b>Qualified adult rate</b>
Contributory OAP (full rate)	€248.30	€222.50 (aged 66 or over)
Non-Contributory OAP	€237.00	€156.60 (aged under 66)
Contributory Widow – under 66	€208.50	-
Contributory Widow – 66 to 80	€248.30	-
Invalidity Pension	€208.50	€148.90
Maternity Benefit	€245.00	-
Supplementary Welfare, 25 +	€201.00	€134.70
Carer's Allowance – under 66	€219.00	-
Carer's Allowance – 66+	€257.00	-
All other payments	€203.00	€134.70
Living Alone increase	€19	-
Aged 80 increase	€10	-



# Appendix 7: Requesting Social Welfare Forms and Statements

## **Application form**

You can request a copy of a form to be posted out to you by contacting your local INTREO office.

You can request a hard copy of a form to be posted to you by going to <https://www.welfare.ie/en/Pages/secure/OnlineStatementRequest.aspx>

PDF versions of forms are available to download and print from the Department of Social Protection's website <https://www.gov.ie/en/organisation/department-of-social-protection/>

## **Statement**

To request a statement of payments you have received contact your local INTREO office.



## Appendix 8: Social welfare appeals

### Payments covered by Social Welfare Appeals Office

The following table lists payments covered within the role of the Social Welfare Appeals Office. The table that follows lists the payments not included within the role of the Appeals Office.

This information is up to date in January 2022.

<b>Social insurance</b>	Insurability of employment (including self-employment) Rate of employment contribution payable Entitlement to become a voluntary contributor
<b>Unemployment schemes</b>	Jobseeker's Benefit Jobseeker's Allowance
<b>Families and income support</b>	Adoptive Benefit Back to Work Carer's Allowance Carer's Benefit Carer's Support Grant Child Benefit Deserted Wife's Benefit Domiciliary Care Allowance Family Dividend Farm Assist Guardian's Payment (Contributory) Guardian's Payment (Non-Contributory) Health and Safety Benefit Maternity Benefit/Paternity Benefit One-Parent Family Payment (including Deserted Wife's Allowance and Prisoner's Wife's Allowance <sup>21</sup> ) Widowed or Surviving Civil Partner Grant Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension and (Non-Contributory) Pension Working Family Payment

<sup>21</sup> Prisoner's Wife's Allowance is a means tested payment made to women under 66 years of age whose husband is in prison and who have no dependent children. Prisoner's Wife's Allowance was closed off to new applications with effect from 2 January 1997.

**Table A.10 Payments covered under the Social Welfare Appeals Office (continued)**

<b>Sickness and incapacity</b>	<ul style="list-style-type: none"> <li>Blind Person's Pension</li> <li>Disability Allowance</li> <li>Illness Benefit</li> <li>Invalidity Pension</li> <li>Partial Capacity Benefit</li> </ul>
<b>Occupational Injuries Benefit</b>	<ul style="list-style-type: none"> <li>Constant Attendance Allowance</li> <li>Death Benefit (Pensions for widows, widowers, orphans, parents and funeral expenses)</li> <li>Disablement Benefit</li> <li>Incapacity Supplement</li> <li>Injury Benefit</li> </ul>
<b>Elderly or retired</b>	<ul style="list-style-type: none"> <li>State Pension (Contributory)</li> <li>State Pension (Non-Contributory)</li> <li>State Pension (Transition)</li> <li>Pre -Retirement Allowance</li> </ul>
<b>Other appealable issues</b>	<ul style="list-style-type: none"> <li>Backdating of payments</li> <li>Continued payment for qualified children</li> <li>Continued payment after death in the family</li> <li>Contribution by liable relative</li> <li>Delay in payment – loss of purchasing power</li> <li>Habitual residence condition</li> <li>Homemakers</li> <li>Living Alone Increase</li> <li>Recoverable benefits and assistance</li> <li>Rent Allowance (Private Rented Dwellings Act)</li> <li>Supplementary Welfare Allowance</li> <li>Entitlement to basic allowance</li> <li>Supplement, including rent and mortgage</li> <li>Treatment Benefit</li> <li>Widowed Parent Grant</li> </ul>



<b>Scheme not covered</b>	Area-based incentives Back to School Clothing and Footwear Allowance Back to Education/Second-level Allowance and Third-level Allowance Back-to-Work Schemes Bottled/Natural Gas Allowances Credits (award of) Employer Job (PRSI) Incentive Scheme Free Travel Scheme Fuel Allowance Household benefits (free electricity allowance, Fuel Allowance, natural gas, TV licence etc.) Household budgeting Occupational Injuries Benefit Medical Care Overpayments (recovery under Code of Practice) Part-time Job Incentive School Meals Programme Signing arrangements to prove unemployment Supplementary Welfare Allowance – Exceptional Needs Payments
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## Making an appeal

If a payment is within the remit of the Appeals Office, you can make a formal appeal within **21 days**:

- You can make the appeal by completing a form called the *notice of appeal*. This form is available at <https://assets.gov.ie/41349/10aea757031a46a58207f52a7cc50a6a.pdf>
- Or you can set out the grounds of your appeal in a letter to the Chief Appeals Officer<sup>22</sup>, or through any local Intreo Centre, or by email to: [swappeals@welfare.ie](mailto:swappeals@welfare.ie).
- If appealing by letter, you need to include all the following:
  - Your name, address and Personal Public Service (PPS) number
  - A copy of the letter of decision about the payment which is being appealed
  - A statement of the reasons you are dissatisfied with the decision
  - Any relevant other information that you think may support the appeal

You should always ask for support in making the appeal (e.g. through a Citizens Information Centre, Treoir, One Family or your local Traveller support organisation). You should ask about whether the appeal is likely to win.

You may find it useful to read some examples of cases taken to the Social Welfare Appeals Office. These can be found at <https://www.gov.ie/en/collection/6dce1d-case-studies-from-the-social-welfare-appeals-office/>

<sup>22</sup> Chief Appeals Officer, Social Welfare Appeals Office, D'Olier House, D'Olier Street, Dublin 2.



### ***After you make an appeal***

You should get a letter from the Social Welfare Appeals Office confirming that they have received your appeal.

- This will include an **appeal reference number**, which you should use in all communication with the office.

### ***Oral hearing***

You may have to meet with an Appeals Officer – this is called an oral hearing. This offers you an opportunity to explain you they think the decision was wrong. You will get a decision on the appeal within 4 weeks of this meeting.

You will need support and advice to prepare for this appeal meeting.

### ***Decision***

The appeals officer will decide on the appeal and tell you the decision in writing. A similar letter will be sent to DSP at the same time. If the appeal is not successful, the Appeals Officer will explain why.

If there has been an oral hearing, the Appeals Officer will make the decision within 3 to 4 weeks.

### ***If the appeal is unsuccessful***

- An Appeals Officer's decision is normally final.
- However, an appeals officer may change their decision if new evidence, new facts or any relevant change of circumstances come to light after a decision is made.
- The chief appeals officer may revise a decision of an appeals officer if it appears that a mistake was made in relation to the law or the facts.
- In either case, you should submit a written statement stating the grounds for seeking a review.
- You can also seek a judicial review in the courts of the Appeals Officer's decision, but only on a point of law.

If a payment is **not** covered by the Social Welfare Appeals Office, you can ask for a review of the decision by the Department of Social Protection, but you cannot bring it to a formal appeal.



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