



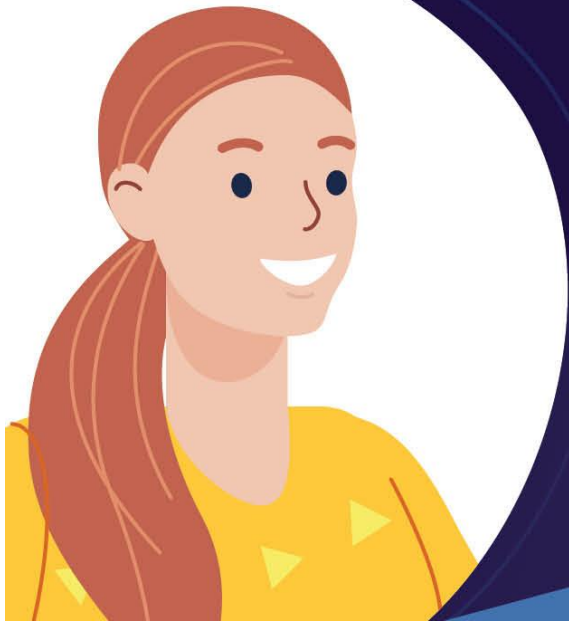
Rialtas na hÉireann
Government of Ireland



Supports Guide for Young People

Information on supports
and services in Ireland

Easy to Read



What is in this document?



1. Introduction – page 3



2. Social Welfare Supports - page 3



3. Social Housing Support - page 8



4. Education, Training and Employment – page 15



5. Health and Childcare Supports - page 26

6. Additional Information – page 32



1. Introduction

This is an Easy-to-Read version of the Supports Guide for Young People.

It tells you about the different supports that are available for young people who are homeless or are at risk of becoming homeless.



2. Social Welfare Supports

Social welfare supports are payments from the Government to people who do not have enough money and need help with some payments.

These payments can be given to you if:

- you are unemployed, or
- you need help with family costs, or
- you need help with heating costs or school uniform costs.

Some examples of social welfare supports are:

Jobseeker's Benefit

This is a payment you get if you have lost your job.

To get Jobseeker's Benefit, you must have paid tax while you were working.





Jobseeker's Allowance

This is a type of payment you get if you do not have a job and are looking for a job.

One-Parent Family Payment

This payment is for people who have children but do not have a partner to help them.

To get this payment, you must have one child under 7 years of age.

Sometimes you can get this payment if your children are older than 7 years of age.

For example, if your child has a disability or if you are a fulltime carer.

You can work and get this payment at the same time.

Working Family Payment

This payment is for people who have children and have a job but get low pay from their job.

You must have at least one child who lives with you or a child you support with money.

Your child must be under 18 years old or under 22 years old if they are in college or school.





Disability Allowance

This is a weekly payment to people who have a disability.

You can get this payment if you are 16 years of age or older.

You might also be able to get other supports as well, for example the Household Benefit Package which could help with the cost of your bills.

Rent Supplement

People who need help paying their rent for a short while can get Rent Supplement from the Department of Social Protection.



Supplementary Welfare Allowance Scheme

This is a weekly payment to people who do not have enough money to meet their needs or the needs of their family.



You can get this while you are waiting to get other social welfare payments.

Examples of what can be paid under the Supplementary Welfare Allowance Scheme are the Back-to-School Clothing and Footwear Allowance or the Additional Needs Payment.

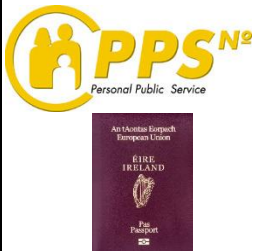


How to apply for Social Welfare Supports

You can apply for social welfare payments at your local [Intreo Centre](#) or your local [Social Welfare Branch Office](#).

You can also apply online using the website called www.mygovind.ie/.

When you apply, the things you need to bring will be different for each social welfare support.



You will always need:

- A PPS Number
- Photo ID
- Proof of address for example a bill in your name

If you do not have these things, you should talk to your local Intreo Centre or Social Welfare Branch Office.



More Information on Social Welfare

More information on social welfare is available from www.mygovind.ie or www.citizensinformation.ie/.

Other Financial Supports

Aftercare Allowance

If you are moving from foster care into your own house, you might be able to get what is called “aftercare allowance”.



This allowance is €300 a week.



You can use this to help you with food and bills.

To get this allowance, you must be in an education or training course.

For more information, visit the [Tusla website](#).

Aftercare Grant

If you are a young person leaving care, you may get the aftercare grant.



This is a payment you get once to help you pay your first month of rent.

It can also pay for the deposit and some home items like towels, bed clothes and food.

For more information, visit the [Tusla website](#).

Managing your Money

The Money Advice and Budgeting Service (MABS) gives you advice on how to manage your money.



You can find useful information on their website www.mabs.ie or you can call the MABS helpline on 0818 07 2000.

The phonenumber is open Monday – Friday 9am to 8pm.



3. Social Housing Supports

Social housing support is housing for people who do not have enough money to pay for their own place to live, like a house or apartment.

Social housing support can be provided in two ways:

1. Your local authority (city or county council) can support you with the cost of renting.

They can make a monthly payment to your landlord.

2. You may get housing from your local authority in one of their homes.

This means you would become a tenant of your local authority or an Approved Housing Body (AHB).

How to Apply for Social Housing Support

You must get and complete a social housing support form and send it to your local authority.



You can get the form from your local authority's office or you can download it from your local authority's website.

You must use the form from your local authority you are applying to.

You must make sure you give all the information they ask for on the form.



If you do not give all the information, your form will be sent back to you.

You can get an Easy-to-Read guide to filling in the form from your local authority.



What happens after I apply?

Your local authority will look at your form when you have filled it out.

They look at different things such as:

- How much money do you and the people in your house earn?
- Where do you live now?
- Is where you live now a suitable place for you to live?





Your local authority will then contact you to tell you if you can get social housing support or not.

If you can, you will be placed on the local authority's housing waiting list.

If you do not get social housing support, you might be able to get Rent Supplement.

There is more information on Rent Supplement on page 5.

How long will I be waiting for Social Housing Support?

People who are on the housing waiting list for a long time may get a house first.

While you are on the waiting list you can apply for the Housing Assistance Payment (HAP) and look for your own place to rent.

This can be a house or an apartment.

Housing Assistance Payment (HAP)

Anyone who is on the local authority housing waiting list can apply for HAP.

If you get this payment, you will no longer be on the waiting list for a local authority house.

The local authority can put you on what is called a "transfer list".





Being on the transfer list means that you can still get a local authority house.

Applying for HAP

Once you find a home that you would like to live in, you can contact your local authority.

The local authority will give you a HAP pack that includes a form.

You need to fill this form out and ask the landlord to fill out their part of the form as well.

It is important to give the filled-out form back to the local authority as soon as possible.

Living in a HAP Property

Rent

There are three things you need to know about your rent when you are on HAP:

1. The local authority will pay some of the rent to your landlord.

This is called your "HAP rent limit".



Your local authority will tell you how much this is and when it will be paid.

2. If your rent is more than your HAP rent limit you will need to pay the extra amount of rent to your landlord.

This is called a "top-up".

3. You will also pay what is called a "rent contribution" to your local authority.

How much rent contribution you pay is based on how much money you have.

If you do not pay your rent contribution, the local authority can stop paying rent to your landlord.

More information on HAP

You can get an Easy-to-Read guide on HAP from your local authority.





Tenant Rights

People who pay rent to live in a house or apartment have what are called “tenant rights”.

If you are living in a HAP home, you have tenant rights.

The main right you have is that once you have lived in your HAP home for 6 months, you can live in that home for as long as you pay your rent and follow your tenancy rules such as being a good neighbour.

If your landlord does want you to leave your home, you should contact your local authority as soon as possible.

If you have a problem with your landlord, the RTB provide a dispute resolution service.

To submit a dispute, contact www.rtb.ie/

Tenant Rules

You will need to follow rules when you live in your home for example:

- Paying your rent on time.



- Looking after your home for example keeping it clean and tidy.
- Being a good neighbour for example this means not playing loud music late at night.
- With HAP, you should stay in the same house or apartment for at least 2 years.



More information on Social Housing Supports

You can get more information on social housing supports on your local authority's website or from www.citizensinformation.ie.



Homelessness

If you are homeless or worried about losing your current home, you need to contact your local authority as soon as possible.

4. Education, Training and Employment

If you are interested in doing an education course, training for new skills, or looking for a new job, there are supports and options to help you.

Education Options

Further Education and Training (FET) Courses

You can do an FET course if you are over 16 years of age. FET courses include:

- Apprenticeships
- Traineeships
- Post Leaving Certificate (PLC) courses
- Community and adult education
- Core literacy and numeracy courses for example reading writing, maths and computers.

FET courses and programmes are provided by the Education and Training Board (ETB) network.

You can search for courses on the Further Education and Training Hub. The website address is www.fetchcourses.ie.





Post Leaving Certificate (PLC) Courses

These courses teach students skills and lessons in areas such as business, childcare, hairdressing and other skills.

You can find more information on

www.fetchcourses.ie.

Apprenticeships

Apprenticeships is a mixture of “on-the-job” learning and classroom lessons like in school.

They are a way for you to gain skills and knowledge in an area of work.

Examples of apprenticeships include construction, accountancy and many more.

You will also earn money while you are doing your apprenticeship course.

You can get more information on

www.apprenticeship.ie.





Adult Literacy

There is training known as “Learning for Living Programme” to help adults with reading, writing, maths and computer skills.

All courses are free and are available at your nearest [ETB centre](#).



Vocational Training and Opportunities Scheme (VTOS)

VTOS provide many courses to improve your education.

A VTOS can help you:

- develop skills.
- prepare for work, self-employment and further education and training.



You can get a certificate when you finish the course.

You need to be over 21, not working and getting certain social welfare payments for at least 6 months.



To apply contact your local [Education and Training Board](#) for more information.

Youthreach

Youthreach is an education, training, and work programme.

It is for people who leave school before doing the Leaving Cert and are aged between 15 and 20 years old.

You can apply by contacting your local Community Training Centre and talk to staff about your training needs and interests.

To find your nearest training centre go to

www.iacto.ie/ctcs/ctc-locations/.

Colleges, Universities and Technical Colleges

Some people after completing their Leaving Certificate or a PLC course might go to Universities, Colleges or Technical Colleges.

There are lots of courses to choose from, for example nursing or business.

You can get a degree, diploma or certificate when you finish your course.



College





You can apply for a course on the Central Application Office (CAO) website. The website address is www.cao.ie.

HEAR and DARE

The Higher Education Access Route (HEAR) and The Disability Access Route to Education (DARE) can help some people go to Colleges, Universities and Technical Colleges.

They are for people who did not get enough points in their leaving cert.

Not everyone can get this. To find out if you can and for more information go to <https://accesscollege.ie/>.

eCollege

eCollege is online training courses.

There is lots of options to choose from for example business and design.

eCollege courses are available for free to people who are getting Jobseekers Payments, Disability Allowance or One Parent Family Allowance.





If you are not getting these supports, you can still do a course but you will have to pay money for it.

For more information, go to www.ecollege.ie.

Springboard+

Most of these courses are free but you will pay a small amount of money for some of them.

They have courses on what jobs are needed most, for example computers.

You can find more information on <https://springboardcourses.ie/>.

Education Financial Supports

If you need help to pay for an education course, you can get money from the Government.

Some examples are listed below.

The Student Universal Support Ireland Grant (SUSI)

SUSI grant gives money to students who need support.





There are two types of support:

- **Maintenance grants** to help you with your living costs while you are a student.

Living costs include paying for bills, rent and food.

- **Fee grants** to pay for your course fees.



You cannot get a maintenance grant if you are on a Back to Education Allowance or a VTOS allowance but you might be able to get the fee grant.

You must make your SUSI grant application online on www.susi.ie/.

Student Assistance Fund

The Student Assistance Fund is money that can help you if you are a student in a university or some colleges and you don't have a lot of money.

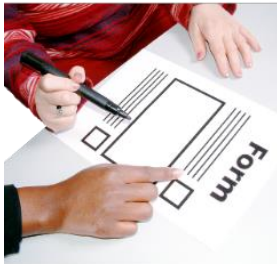
You can get the Student Assistance Fund and the SUSI Grant at the same time.

Back to Education Allowance (BETA)

You might be able to get the BETA if:

- You are over 21 years of age and not working,
- You are a lone parent or





- You have a disability.

You will need to be getting certain payments from the Department of Social Protection like Jobseeker's Benefit or Jobseeker's Allowance.

When you start a course, you must contact your local Intreo or Social Welfare Office and fill out a form called the BTE1 Form.

Other Financial Supports

The [Citizen's Information](#) has prepared a document with more information on other financial supports.

Training Options

Community Training Centres (CTC)

A CTC provides training, education and employment services for young people.

Employment services help you find a job.

To find your local CTC go to www.iacto.ie/ctcs/ctc-locations/.

Specialist Training Providers (STPs)

STPs deliver different types of training courses for disabled people.

Courses usually take one or two years. They are held all year round.





You can get more information by going to www.fetchcourses.ie.

Employment Options and Supports

Employment Services Offices

Employment Services Office helps you find jobs.

Employment Services are delivered by the National Employment Service Offices (NES).

There are 60 local Employment Service Offices in Ireland.

To find your nearest NES office, go [to www.gov.ie/](http://www.gov.ie/).

Community Employment (CE) Schemes

CE schemes put you into part-time and temporary work placement so you can get new skills and experience for a job.

To get into a CE scheme, you must be 21 years of age or over.

If you are 18 years of age or older, you might still get into a CE scheme if you are getting some social welfare payments like Jobseeker's Allowance.

To apply for the CE scheme, you must register at your [local Intreo Centre](#).





Work Placement Experience Programme (WPEP)

This is a 6 month, 30 hour per week work experience programme.

It is optional. This means you don't have to do it.

You might be able to do this programme if you are looking for a job and you are getting a social welfare payment, such as Jobseeker's Allowance.

You can apply by going to www.jobsireland.ie.

Employment Rights

If you are working, you have what are called "rights". These rights include:

- If you are aged 18 or older, you must get at least €10.16 per hour.

This is called "minimum wage".

- In general, you cannot work more than 48 hours a week.
- You have a right to take breaks while you are at work.
- You have a right to have rest time between working days or nights.





- You have the right to be treated fairly at work.
- If you work full-time, you get 4 weeks holiday days from your job each year.

Your Job will still pay you for these 4 weeks.

4. Health and Childcare Supports

General Health

Your Local Health Office is the first place to visit to access lots of services like GPs and family doctors, speech therapy, social workers and physiotherapy.

You can find your Local Health Offices by going to the HSE's website. The website address is www.hse.ie.

Medical Card

If your income is low, you might be able to get a medical card.

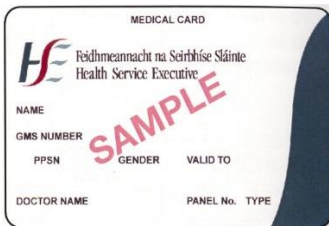
This will allow you to see your GP for free.

To apply go to the website <https://www.mymedicalcard.ie/>.

Disability Services

If you have a disability, you can get health services like speech and language therapy, occupational therapy and social work services.

If you have a child aged from 0 to 18 years of age that has complex needs, there are Children's Disability Network Teams.



You can get more information on disability services in your area on the HSE website.

The website address is www.hse.ie.

Mental Health and Wellbeing Issues

Mind your mental health

Everyone can have issues with their mental health and wellbeing like stress, depression or trouble sleeping.

If you're worried about your mental health you can talk to your GP.

They can offer help and give you information on supports that can help.

You can find more information and support at www.yourmentalhealth.ie.

You can also find information about supports and services by calling the YourMentalHealth information line on 1800 111 888.

Addiction

Addiction means not being able to control doing, taking or using something. This can become harmful to you.





There are many types of addiction, for example you can be addicted to alcohol, drugs, cigarettes or gambling.

The first person you should contact is your GP.

They will be able to help you find a healthcare professional who knows a lot about addiction.

There is also the HSE Drugs and Alcohol Helpline.

This telephone line gives you information and tells you about other services.

They can give you advice on what the first steps are.

You can contact them on 1800 459 459 or email them at helpline@hse.ie.

Sexual Health

Sexual health is an important part of wellbeing and it is important to be aware of sexually passed diseases, unwanted pregnancy, sexual violence and discrimination.

Discrimination means treating some people differently from others.

The HSE has setup a sexual wellbeing website. The website address is www.sexualwellbeing.ie/.



This website gives you information on things like:

- Sexually passed infections and free home testing kits.
- Free birth control for women and people with a womb aged 17 to 30.
- Unplanned pregnancies.
- Supports for victims of sexual violence including rape.

Family and Childcare Supports

It can be difficult sometimes when you have children.



There are supports and services that may help you and your family.

Some supports include:

The National Childcare Scheme (NCS)

The NCS has three types of payments that can help parents with childcare costs. This includes:

1. A universal payment that all parents get.



2. An income-assessed payment which is means tested. This means they will look at how much money you get from your job or social welfare payments.
3. A special 'sponsor' arrangement. This is for families who are homeless and families who are having a hard time.

Application for all NCS can be made online on www.ncs.gov.ie.

You can get more information on these payments by calling 01 906 8535 or email sponsor@ncs.gov.ie.

Early Childhood Care and Education Programme (ECCE)

The ECCE programme is a free pre-school programme for your child.

It lasts for two years and is for children who have not started primary school.

To get a place for your child, you will need to apply to a pre-school that offers this programme.

You can get a list of these services from your local City or County Childcare Committee (CCC) by visiting the website www.myccc.ie/.





Family Resource Centres

The Family Resource Centre is Ireland's biggest family support programme. Services they offer include:

- Information, advice and support services
- Childcare services and after-school clubs
- Counselling and family support services

You can find your nearest centre by visiting the website www.familyresource.ie.

Children and Young People's Services Committees (CYPSC)

CYPSC have services in every county in Ireland for children and young people aged under 24 years of age as well as families.

These services include:

- Teen parent support
- Summer camps
- Youth clubs and cooking programmes for parents, guardians, and supporters.
- Help with money including costs of travelling to school.

You can find the contact details for each local CYPSC on www.cypsc.ie.





Youth Clubs

There are lots of Youth Clubs in Ireland.

They provide a safe space where you can make friends.

Staff can help you with any questions you might have for example a question on employment.

You can find your local youth club on at <https://ubu.gov.ie/home>.

5. Additional Information

Youth Information Centres

There are lots of Youth Information Centres in Ireland.

They give you more information on employment, education, healthcare, housing and lots more.

You can find your nearest Youth Information Centre on www.youthworkireland.ie/what-we-do/youth-information.

Youth Information Centres also have a chat service for any questions you might have.

For more information on this service, go to www.youthworkireland.ie/online-chat-service/.

Other Support

You can find more information on the supports and services within this guide by scanning the QR code below.





This Easy-to-Read document was developed by the Housing Agency.

This document was proof-read for its accessibility by people with disabilities.

Easy to Read logo "© European Easy-to-Read Logo: Inclusion Europe. More information at www.easy-to-read.eu.