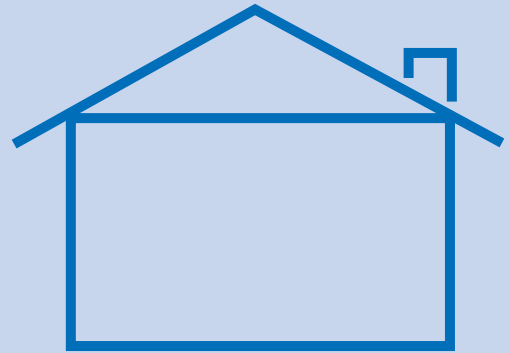


**ARE YOU HOMELESS OR  
AT RISK OF HOMELESSNESS  
IN DUBLIN?**



## **Accommodation**

Local Authority Assessment  
and Placement Service  
1800 707 707

## **Supplementary Welfare Allowance**

Homeless Persons' Unit  
(HPU)  
1800 724 724

**THIS BOOKLET HAS BEEN  
PRODUCED TO HELP YOU IF YOU  
ARE HOMELESS OR AT RISK OF  
HOMELESSNESS IN DUBLIN.**

**AND**

**TO HELP YOU UNDERSTAND THE  
CHANGES IN HOW SERVICES ARE  
WORKING FROM JANUARY 2011.**

**THESE SERVICES ARE IN  
PLACE TO HELP YOU, IF YOU  
BECOME HOMELESS, OR IF  
YOU ARE AT RISK OF  
HOMELESSNESS.**

If you are, or about to become, homeless, you should make yourself aware of your options and rights as soon as possible.

The services that you meet when you first become homeless are changing in January 2011 and it is important to understand who you need to contact and what services are available for you.

The information in this booklet is divided into three sections:

Section 1 - What changes in services are taking place from January 2011

Section 2 - If you are aged over 18 years or if you are a family

Section 3 - If you are aged under 18 years

## **Section 1 - What changes in services are taking place from January 2011?**

If you are homeless, rough sleeping or at risk of homelessness, you need to contact the Local Authority

Assessment and Placement Service by calling into the office directly in 160 Capel Street, Dublin 1 or by telephoning the 24 Hour Homeless Helpline on 1800 707 707.

The service will organise temporary accommodation for you, if you have nowhere else to stay and will assign you a Housing Officer, who will work with you to put in place more long-term accommodation options.

The function of The Homeless Persons' Unit has changed. However, It will still continue to provide payments under the Supplementary Welfare Allowance Scheme and offer advice on your

social welfare entitlements by calling to the office directly on 41 Castle Street, Dublin 2 (women and families) or 212-213 Oisín House, Pearse Street, Dublin 2 (men) or by calling 1800 724 724. It will not place you in temporary accommodation.

## **Section 2 - If you are aged over 18 years or if you are a family**

If you are aged over 18 years, or if you are a family, you need to contact the Assessment and Placement Service for temporary accommodation and the Homeless Persons' Unit (HPU) for payments under the Supplementary Welfare Allowance Scheme.

### **How do I contact the Assessment and Placement Service and where is it located?**

The service is located in 160 Capel

Street, Dublin 1. A new 24 Hour Homeless Helpline 1800 707 707 is in place and will be used to contact this service.

### **What time can I go there?**

Women and families can attend the service from 10am to 12 noon (Monday to Friday)

Men can attend the service from 2pm to 4pm (Monday to Friday)

### **What service does the Assessment and Placement Service provide?**

This is a specialised service available that provides information and advice and an initial contact assessment to place you into temporary accommodation. The service will organise temporary accommodation for you, if you have nowhere else to stay and will assign you a Housing

Officer, who will work with you to put in place more long-term accommodation options.

## **Who provides the Assessment and Placement Service?**

This Assessment and Placement Service is provided by Dublin City Council. In a short period of time, if you have a local connection to one of the other local authority areas in Dublin, you will be able to present directly to the local authority office in South Dublin County Council and Fingal County Council for the same service.

If you have a local connection in the Dún Laoghaire - Rathdown area, you can call directly into the Dún Laoghaire - Rathdown County Council Housing Department, County Hall, Marine Road, Dún Laoghaire, Co. Dublin or you can telephone 01 205 4700.

A 'local connection' means if you are from the area or your last permanent address was in the area.

### **What do I need to bring with me?**

You will need to bring a form of identification including a birth certificate, passport etc.

### **What does the initial assessment involve?**

- Establishing identity
- Establishing housing history - confirming where you last lived and when, particularly your last permanent address
- Ensuring that you are registered with a local authority

## Am I entitled to temporary accommodation?

To help decide whether the local authority has a duty to find temporary accommodation or long-term housing for you, the Housing Officer will look at whether you:

- Are homeless or are likely to be homeless
- Have a priority need for temporary accommodation/ access to housing
- Have a local connection with the Dublin area- if you are registered as homeless with any of the four Dublin local authority areas

While the local authority is considering your situation, temporary

accommodation will be provided if you have nowhere else to stay.

### **Who does the local authority understand to be homeless and who is eligible for accommodation?**

- If you have nowhere to stay on the day you present to the Local Authority Assessment and Placement Service
- If you have been staying in a place but have no right to remain there
- If you have somewhere to stay but are at risk of harm if you remain there
- If you cannot pay for any accommodation for yourself.

The local authority cannot provide

permanent accommodation immediately, but if a person is considered homeless, they have a duty to arrange temporary accommodation until, a more long-term accommodation solution can be put in place.

You will be expected to register on the local authority's Housing List and will be given homeless priority to wait for an offer of more long-term accommodation.

If the local authority have accepted a duty to assist you with housing, but you are not registered on their specific local authority housing list and have a local connection with another local authority in Dublin, that local authority will have a duty to provide you with accommodation in its area. If this happens, the Housing Officer in the Assessment and Placement Service will explain how the referral procedure

works.

## **I am not from Ireland, can I still access this service?**

Yes, it is possible to access this service. The service will provide an emergency response to your needs but will need to assess whether you have entitlements to long-term accommodation options.

## **How do I contact the Homeless Persons Unit (HPU) and where is it located?**

For women/families go to the HPU office at 41 Castle Street, Dublin 2.  
For men go to the HPU office in Oisín House, 212-213 Pearse Street, Dublin 2.

The existing HPU Freephone number 1800 724 724 will still be used to contact both HPU offices in Castle Street and Pearse Street from 10am to 5pm.

## **What time can I go there?**

Women and families can attend the service from 10am to 12 Noon (Monday to Friday)

Men can attend the service from 10am to 12 noon (Monday to Friday)

## **What service will the HPU provide?**

It will provide for payments under the Supplementary Welfare Allowance Scheme. There are three main categories of payment:

1. Basic payment 'Weekly or Living Money'

This is intended to be a short-term payment. It is often payable pending the award of another long-term allowance or when no other scheme is

available to the claimant.

## 2. Supplements 'add-on' to basic payment

Following award of Basic SWA or DSP claim, supplements may be payable to cover certain recurring expenses, such as rent, travel or diet. This depends on the individual circumstances in each case and is subject to verification.

## 3. Exceptional Needs Payments (ENPs)

These are once off payments towards unforeseen expenses that cannot reasonably be met from within weekly income such as: Clothing, Travel Expenses (to clinic) and Rent Deposits.

The HPU will also assist you in making a claim for mainstream Social Welfare Payments including Job Seekers

Allowance, Disability Allowance, Child Benefit, etc.

If you don't have a medical card, talk to the HPU and apply for one, don't wait until you become sick. Applications for medical cards can be 'fast tracked'.

Community Welfare Officers in the HPU can also provide information and advice on a wide range of issues, which impact on the day to day lives of people experiencing homelessness.

### **What do I need to bring with me?**

Need to obtain proof of means - details of any source of income or employment history.

### **I am not from Ireland, can I still access this service?**

If you are a non-Irish national, which

includes Asylum Seekers, Refugees and persons from EU Accession countries, you have the option of going to the following office:

HPU Office, 77 Gardiner Street, Dublin 1.  
10am - 11.30am and 2pm to 3.30pm  
(Monday to Friday) or telephone 01  
8585100. This service will check if you are  
eligible to claim for mainstream Social  
Welfare Payments.

### **Section 3 - If you are aged under 18 years**

There is no change to the services available for you in 2011, the procedure remains the same as 2010.

The Health Service Executive (HSE) has responsibility to respond to your needs if you are homeless and aged under 18 years. A social worker with the HSE will help you. If you become homeless or

are at risk of homelessness, go to your local area health office.

If after 5pm (i.e. the local area health office is closed), go to the local Garda Station and the Gardaí will contact the on-duty social worker for the HSE Area so that emergency accommodation can be arranged.

### **Where do I go and what time?**

#### **Dublin North Child Protection Services**

Health Centre, Cromcastle Road,  
Coolock, Dublin 5.

Tel: 01 816 4200 / 44

Social Work Office, 22 Mountjoy  
Square, Dublin 1.

Tel: 01 855 6871

Social Work Office, Ballymun Health  
Centre, Dublin 11.

Tel: 01 842 0011

9.30am to 5pm

## Dublin North West Child Protection Services

Health Centre, Wellmount Park, Finglas, Dublin 11.

Tel: 01 856 7704

Rathdown Road, Dublin 7.

Tel: 01 882 5000

9.30am to 5pm

## Dublin South East Child Protection Services

Vergemount Hall, Clonskeagh, Dublin 6.

Tel: 01 268 0320

9am to 1pm and 2.15-5pm

## Dublin South City Child Protection Services

Duty Social Work Carnegie Centre,  
21- 25 Lord Edward Street, Dublin 2.

Tel: 01 648 6555

Public Health Nursing,

21-25 Lord Edward Street, Dublin 2.

Tel: 01 648 6500

Family Support Service, Donore Avenue

Tel: 01 416 4441

9am to 1pm and 2.15-5pm

### Dublin South West Child Protection Services

Millbrook Lawn, Tallaght, Dublin 24.

Tel: 01 452 0666

9am - 1pm 2.15pm - 5pm

### Dublin West Child Protection Services

Social Work Department, Cherry

Orchard Hospital, Ballyfermot, Dublin10.

Tel: 01 620 6387

9am - 1pm 2.15pm - 5pm

### Dún Laoghaire Child Protection Services

Tivoli Road, Dún Laoghaire, Co. Dublin.

Tel: (01) 284 3579

102 Patrick Street, Dún Laoghaire,  
Co. Dublin.

Tel: (01) 236 5120

9.00am - 1.00pm 2.15pm - 5.00pm