



A NEWCOMER'S GUIDE TO **CORK** CITY



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www.corkcity.ie/newcomersguide

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Disclaimer: Members of the Cork - One City, Many Communities group have made every effort to ensure the accuracy of all information contained in the Newcomer's Guide to Cork City. However, they can accept no responsibility for any loss, injury or inconvenience sustained by any reader as a result of information or advice contained in the guide.

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Lord Mayor's Message

Welcome to Cork, which is first and foremost a maritime city; the port is our gateway to the world. A city of ideas and a city of individuals, at the core of our ethos has been a respect for the individual. Our people are known for their friendliness, warmth and willingness to help others.

Throughout its history, people from all parts of the world have made Cork their home; people whose customs and cultures have helped to shape today's City. As a new Corkonian you are now part of this rich tradition.

I am sure this guide, which is full of useful information on living and working in Cork, will help you settle in to your new home.

Cllr Seán Martin
Lord Mayor, Cork City



Introduction

This guide aims to introduce newcomers to all aspects of living in Cork – from finding somewhere to live and a job to understanding the school system and what bus goes where. Printed in English, French, Russian and Romanian, it also signposts readers to where they can find more detailed information and support.

The guide has been produced by the Cork – One City, Many Communities group. This broad partnership brings together organisations such as Cork City Council, Cork City Partnership, Cork Social and Health Education Project, Irish Immigrant Voice, NASC – Irish Immigrant Support Centre, YMCA, Youth Information Centre and others, with the aim of promoting interculturalism and awareness of cultural diversity in the city

The guide could not have been produced without the help of many people. In particular we would like to thank members of the consultative group – representatives of new communities in Cork who volunteered their time to guide and shape the development of the guide. We would also like to thank researcher Ali Dogan Demir and all those who funded the guide – the Know Racism programme, Comhairle, Cork City Council and the RAPID programme.

Steering Committee
Cork One City, Many Communities

How to use the Guide

The aim of this guide is to give an overview of some of the key information you will need having come to live in Cork. All language versions of the guide are also available on www.corkcity.ie/newcomersguide, which will be updated to reflect new developments. In each chapter the guide answers some of the main questions you might have and sources of further information are listed in each section. However, there are also a number of general information sources which are very helpful and can help with a broad range of queries.

Citizens Information Centres (CICs) provide free, impartial and confidential information on all aspects of public services and entitlements. They are open to everyone regardless of nationality or status.

Citizen's Information Centres in Cork city have offices at:

City Centre

80 South Mall, tel 021 4277377.

Free legal aid advice clinic every second Wednesday, 6.30pm – 7.30pm

Blackpool

90 Great William O'Brien St, tel 021 4501787.

Blackrock

Heritage Business Park, Bessboro Road, Bessboro, tel 1890 777121 and Convent Road, tel 021 4358352.

Knocknaheeney

Harbour View Rd, tel 021 4302301.

Mayfield

Newbury House, Old Youghal Road, tel 021 4508300.

While the City Centre CIC is open Mon-Fri 10 am – 4 pm, all others have limited opening hours – it's advisable

to telephone first to check current opening hours.

The **Golden Pages** is a directory advertising contact details for a variety of businesses and services. The directory is distributed annually to all households and copies are also available in public libraries or at www.GoldenPages.ie

Two very useful websites with information on all public services are:

www.oasis.gov.ie
www.comhairle.ie

The Citizen's Information Phone Service is open from 9am – 9pm, tel 1890 777121 (calls charged at local rates).

www.thegreenbook.ie provides a list of statutory, community and voluntary sector services in Cork. Free copies of this directory are also available from the Department of Social and Family Affairs, tel 021 4917477

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Setting the Scene

Welcome to Cork – the second city and biggest county in Ireland. This chapter gives a brief introduction to Cork – its history, culture, customs and most important – its weather!

Ireland is a small island in the extreme northwest of Europe – just 486km long and 275 km wide. The island of Ireland is made up of four provinces, Ulster, Connaught, Leinster and Munster, which are divided into thirty-two counties. 26 counties form the Republic of Ireland. The remaining six counties in Ulster make up the territory of Northern Ireland, which is part of the United Kingdom of Great Britain.

The population of the Republic of Ireland is quite small. In 2002 the total population was 3.9 million, with over 1 million people living in Dublin. Cork City is the second biggest city in the Republic, with a population of 123,000 (a further 325,000 people live in Cork County).



A Short History of Ireland

What we know today as the island of Ireland was connected to Britain by land during the last Ice Age. As the ice melted and sea levels rose, this land connection gradually disappeared and by 6000 BC Ireland was separated from Britain. Since that time, Ireland has been shaped by the arrival of several distinct groups, such as the Celts, Vikings and Anglo Normans. The timeline overleaf gives a basic overview of some of the key stages in Ireland's history.

2000 on	Economic growth heralds era of net immigration.
1998	Good Friday Agreement puts Stormont Assembly in place - Northern Ireland is run by its locally elected members.
1973	Ireland joins the European Economic Community (now the EU).
1937	New Irish constitution declares Ireland an independent state known as Éire.
1921	War of Independence is followed by the Anglo-Irish Treaty, which provides for separate parliaments for the North of Ireland and the remaining 26 counties. Divisions over this partition of Ireland lead to a Civil War in 1922/3.
Late 19th C	Pressure grows within Ireland for Home Rule (an Irish Parliament) and land reform.
1845-49	Potato crops fail and cause famine. 1.4 million die of starvation and 1.4 million leave for the USA and elsewhere – this tradition of emigration continued to the recent past.
1801	Irish Parliament abolished as Ireland becomes part of the United Kingdom.
18th C	Industrial Revolution flourishes in Belfast, strengthening economic ties with Britain.
17th C	Much land was confiscated from the native Irish and given to new settlers. “Penal Laws” try to further suppress Catholicism.
16th C	Henry VIII and Elizabeth I strengthen English control over Ireland and seek to repress Catholicism.
15th C	English influence gradually reduced to small area around Dublin, known as “The Pale”
13-14th C	English settlers colonise parts of Ireland – development of legal system and parliament based along English models.
1169	Start of the Anglo-Norman invasions – by 1250 75% of Ireland was under Anglo-Norman control.
9 & 10th C	Vikings arrive from Scandinavia.
432 AD	St Patrick comes to Ireland and is popularly viewed as having introduced Christianity.
500 BC	Arrival of Celts from Central Europe – their language is linked to the Irish spoken today.
3000BC	Late Stone Age (Neolithic) farming people reach Ireland – their stone burial sites can still be seen throughout the country.
6000BC	Middle Stone Age (Mesolithic) people are Ireland's first inhabitants.

History Of Cork

The name Cork is derived from the Irish word “corcaigh” meaning “marshy place”, referring to the marshes on which much of the city developed. Its origins can be traced back to the early 7th century when, according to legend, Saint Finbarr founded a monastery – probably on the site of what is now St Fin Barre’s Cathedral. From this initial small settlement Cork developed into a town following the Viking invasions which started in the 9th century.

The Vikings gradually integrated with the native Celts, and Cork’s development continued to be shaped by external influences. The next major influence was the Anglo-Normans who captured Cork in 1177. Under them it was granted its first royal charter in 1185, giving it city status. The 800th anniversary of this charter was celebrated in Cork in 1985.

During the 12th century Cork continued to grow as a trading port. Most of the medieval walled city stood on an island formed by branches of the River Lee and was entered via the North and South Gates. The Gaelic resurgence, which began in the late 14th century, saw much of the countryside revert to the Gaelic Irish. However, Cork and other towns remained loyal to the English. Around this time Cork went into an economic decline, which continued until the late 17th century.

Cork has a strong maritime history and its deep natural harbour means it has always been a centre for trade – from the Viking longships to today’s passenger ferries and cargo ships. In the 18th century Cork regained much of its prestige as a trading centre because of its harbour, with trade in corn, butter, wool and beef particularly prominent. The city expanded as marshes were reclaimed.

The struggle for independence in the late 19th and early 20th centuries meant there were turbulent times throughout the country. In Cork this peaked in 1920, when the city’s Lord Mayor Tomás MacCurtain was murdered by British Crown forces and his successor Lord Mayor Terence MacSwiney died on hunger strike in a London prison. By the end of 1920 much of Cork, including the City Hall and what is now St Patrick St, was destroyed by fire by British forces.

As the second city of the Republic of Ireland, Cork continued to develop throughout the 20th century. The decline of traditional industries, such as shipbuilding and car manufacturing, has been followed by the development of strong pharmaceutical, engineering and IT industries.

Further information about the history of Cork City can be found in

www.corkcity.ie



Culture

Irish culture is rich in its diversity and reflects the influence of the Celts, Vikings, Norman and others, who have come to Ireland over the centuries. The Irish language developed from one of the Celtic dialects during the Bronze Age in Ireland and Britain. The Irish language is still the main spoken language in parts of Ireland (known as the “Gaeltacht”) and is visible on road signs and heard on television and radio.

Traditional sports in Ireland include hurling and Gaelic football. Both games are played throughout the country and county teams compete fiercely in All Ireland championships each year. Cork has a strong track record in both All Ireland hurling and football championships and pride in the Cork teams’ achievements unites all its people.

Irish traditional music and folk music are part of a musical tradition that stretches back over many generations. The traditional instruments are the Harp, Uilleann Pipes, Bodhrán, Flute and Fiddle. The Harp became the symbol of Ireland. Nowadays Irish traditional music culture is closely associated with pubs, where music is often performed. Traditional Irish dance is still popular, particularly amongst children and has become famous

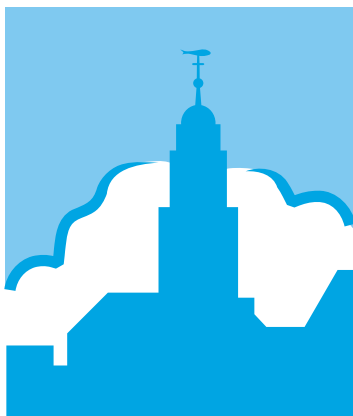
worldwide through the touring show “Riverdance”. Irish dancing sessions, known as “ceili”, provide opportunities for everyone to enjoy Irish dancing. Throughout 2005 Cork will celebrate its designation as European Capital of Culture with an extensive programme of events (www.cork2005.ie)

Everyday Customs

As a newcomer to Cork (and Ireland) you may find that some of the customs and unspoken rules of behaviour are quite different to those you are used to. This can lead to misunderstandings. Some useful points to remember are listed below.

- Irish people are generally very polite and often use phrases such as “please”, “thank you”, “if you wouldn’t mind”, “sorry”, etc.
- Irish people often don’t like to say “No” directly. In general they will be polite and friendly and soften negativity by saying things like “I am afraid not”, “Unfortunately”, “I am sorry” or just “Sorry”.
- Irish people usually shake hands when greeting one another. When speaking with someone it is usual and polite to look him/her in the eye. Averting the eyes when talking may be interpreted as being uninterested.

- When waiting for a service, e.g. in a bank, post office, shop etc, it is usual to go to the back of the queue of people who are already waiting. This queue is usually clearly visible. In some cases, such as waiting for a bus, there may not be an ordered queue. Yet even here people usually take note of who is there before them and let them board first.
- Most Irish people send cards to friends and family to celebrate occasions such as birthdays, anniversaries, Christmas Day, marriages, new babies etc.



Understanding the Cork people

You will notice that Irish people have accents. There's a huge variety of accents - depending on where the person comes from. The Cork accent can be hard to understand, until you get used to it, as people tend to speak very quickly. Ask them politely to speak more slowly, they won't mind. In Cork the people also use some local dialect which can make them more difficult to understand. Some commonly used words and phrases include:

“Boy” often added at the end of sentences eg “good on you boy” as a general form of address.

“C’mere” (or “c’mere to me”)

Literally means “come here” but it is really just an opening expression used to get someone's attention, like “listen” or even just “hey”.

“Cop on” means “common sense” – can be used as a noun or a verb, “cop yourself on” – have some common sense.

“Craic” Pronounced “crack” this means fun, enjoyment and laughter – often refers to a good night out.

“Grand” Literally means “impressive” and is also used for “thousand”. In Cork it means, “fine, good, OK”. For

instance if you ask how someone is, s/he is likely to reply, "grand".

"I will, yeah!" Literally "ok, I will" but often said in a sarcastic way and actually means, "No, I will not!"

"It is sorted" Literally means "It is done" but it can also mean, "it is in progress or it will be done".

"Lad(s)" Any male, though usually a friend. When pluralised, it can describe a group of males and females.

"Like" Usually used to compare something, but in Cork it can be placed anywhere in the sentence - mostly at the end (e.g. do you know like?). In this context "like" does not really have a meaning.

"Sorry" Literally an apology, but in most cases means "Excuse me" and also takes the place of "No" where it is too rude to say directly.

"Your man" Literally "the man belonging to you" but in Cork this is used to refer to a specific person.

Weather

The weather is a favourite discussion topic amongst Irish people. Strangers passing in the street often say "lovely day" or, more often, comment on the rain. Temperatures are fairly similar over the whole country. The coldest months are January and February with average temperatures of between 4°C and 7°C, and July and August are the warmest. Extremes of temperature, below -3°C or above 26°C, are very rare. While snow is very rare, rain can be expected all year round. The wettest months are usually December and January.

Since Ireland is situated in the northwest of Europe, the days are longer in summer and shorter in winter.

The evenings are bright up to 10 pm in summer, while in winter it can be dark by 5 pm. In order to avoid very dark days the clocks are put back one hour in Autumn (usually the last Sunday in October) and go forward one hour on the last Sunday in March.



Accommodation



You have a number of choices when looking for accommodation in Cork. Firstly, you can rent – usually from a private landlord. Types of rented accommodation include houses, apartments or flats, house shares (i.e. a room in a house rented by others) and bed-sits (a combined bedroom and sitting room with shared bathroom and limited cooking facilities). Or you may decide to buy your own home. Whichever you choose, some of the key points you need to know are outlined below.

Private Rented Accommodation

How to find the right place?

Finding accommodation in Cork in the right place and at the right price can be difficult. In particular you should try to avoid late August and September/October, when Cork's university and colleges open. At this time of the year thousands of students from across the country will also be seeking accommodation. A good place to start when looking for

accommodation is the ads in the local and evening newspapers, such as the Evening Echo available early each afternoon (look in the classified ads section – usual headings are “accommodation” or “house share”). If you are interested in the ad and want to see the place, make an appointment to see the accommodation. You should start contacting landlords as early as possible as the accommodation could be gone in couple of hours.

Accommodation ads in newspapers include many abbreviations – here are some of most common:

CH: Central Heating.
(GFCH – gas fired central heating).

FF: Fully Furnished.

NRA: No Rent Allowance.

Professional (or prof): Someone currently employed and working.

NS: Non-Smoker.

Another way to find accommodation is through letting and accommodation agencies and estate agents (check the Golden Pages under the heading "letting agents" for contact details). However, most agencies charge a fee so check out their charges and services beforehand. Other places to look are the notice boards in supermarkets and in colleges. There are also some websites on the Internet with details of available properties. Or you could place your own ad in the local newspaper.

Rent, Deposits & Contracts

Once you've found suitable accommodation, be sure you clearly understand the terms and conditions, for example the amount of rent, when it should be paid, does it include bills such as gas, electricity and bin charges, how long you can stay etc. Most landlords ask for a deposit (usually one month's rent) as well as one month's rent in advance. Always ask for a receipt. The deposit will be returned to you when you leave, provided that you have paid all bills, given sufficient notice and not damaged the property. All landlords should (but many don't) provide a rent book, which includes their name and address and records the deposit and rent paid.

Your landlord may ask that you sign a lease. A lease is a written agreement containing the conditions you both agree to. A lease is usually for a

specific time (eg 6 or 12 months) and if you leave before then you may have to pay the rent for the remainder of the lease. If you sign a lease with others, you become responsible for each other's rent. If you don't understand the terms of the lease contact Threshold (see address below) for free advice before signing.

What are your rights?

Your landlord cannot ask you to leave during the period of your lease, unless you have broken some of the terms of the agreement. Your rent cannot be increased during that time unless a condition is put into the lease. Even if you don't have a lease, your landlord must give you four weeks notice in writing if they want you to leave the property (you must do the same if you plan to leave).

If you think your deposit has been unfairly withheld, the terms of your lease have been broken or you have had problems with your landlord, contact Threshold for free housing advice and information.

Contact Details

Threshold,
Father Matthew Quay, Cork,
Tel 021 4271250,
e-mail: threshold@tinet.ie
www.threshold.ie

Buying A Home

To buy a house in Ireland, you will probably need to get a loan from an Irish bank. This loan is called a mortgage and is usually repaid over 25 years or more. As well as this loan you will also need to pay a large deposit. The size of the mortgage (loan) you qualify for will depend on the amount you earn. Information on other charges payable when buying a house and advice on mortgages is available from independent mortgage brokers, banks and building societies. However they all charge different interest rates so it's important to shop around.

House prices have increased greatly over recent years and are highest in cities. In 2004 the average cost of buying a house in Cork city is €230,000. Houses are usually advertised and sold through estate agents, although some are sold privately, e.g. through ads in newspapers.

Supports Available

Local authorities (e.g. Cork City Council) help those who cannot afford to buy or rent their own home, by providing houses and flats at a low rent. Demand for such housing is high and priority is given to families with children and older people. Applicants must meet eligibility criteria (e.g. around income levels and) and even then may spend

months or years on the waiting list before getting accommodation.

Local authorities also help people on low income to buy their own homes, through schemes such as:

Shared ownership – the house is owned jointly by the buyer and the council.

Affordable housing – houses are sold to eligible buyers at less than the market value.

Eligibility for both schemes depends on level of need and income, and residency status.

If you are living in private rented accommodation and receive a social welfare or health board payment, you may be eligible to receive an allowance to help pay your rent. The size of the allowance will depend on your income and the amount of rent payable each week. As with all social welfare payments, to be eligible you must be considered “habitually resident” (see page 18).

Further Information

Local Authority Housing Support,
Cork City Council, City Hall, Cork,
tel 021 4966222.

Rent Allowance, Southern Health
Board, Community Welfare
Headquarters, Abbey Court House,
George's Quay, Cork, tel 021 4965511

Emergency Accommodation

If you do not have anywhere to stay in the case of an emergency or a crisis, there are several organisations providing temporary shelter for homeless people. The first point of contact should be your local Community Welfare Officer in the Southern Health Board, who will advise you of your rights and entitlements.

If you need assistance outside of office hours, there are a number of voluntary organisations which provide emergency accommodation, food and other support.



Contact Details

Southern Health Board, Community Welfare Headquarters, Abbey Court House, George's Quay, Cork, tel 021 4965511. The office is open during office hours, Monday to Friday.

Emergency Accommodation

Cork Simon Community

(accommodation and day centre for men and women aged 18 and over) Andersons Quay, Cork. Tel 021 4278728 (24 hours a day, Monday – Sunday)

Society of St. Vincent de Paul

runs St Vincent's Hostel (for men only), Anglesea Terrace, Cork. Tel 021 4317899 up to 9pm, Monday to Sunday.

Edel House

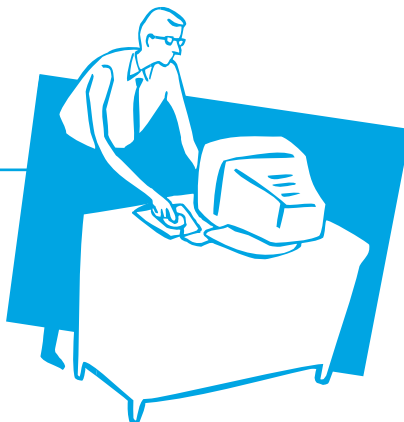
(accommodation for women and children), Grattan Street, Cork. Tel: 021 4274240, open 24 hours, Monday to Sunday

Riverview

(temporary accommodation for teenage girls 15-18), 3 North Mall, Cork. Tel 021 4304205. Open 24 hours, Monday to Sunday

Employment

The rules governing who can work freely in Ireland and who needs permission (a permit, visa or authorisation) are complicated. We have tried to give a general overview of the current situation but cannot cover all cases.



grounds, having been in the Asylum process.

Work Permits

Many people are free to work without a work permit, including:

- Citizens of a European Economic Area (EEA) country (the EU countries plus Norway, Iceland, Liechtenstein) and Switzerland.
- Persons who have been granted refugee status.
- Students (for up to 20 hours per week in term time, full time in holidays).
- Non-EEA workers legally employed in one Member State who are temporarily sent on a contract to another Member State.
- Persons who have been granted permission to remain in Ireland because:
 - They are the spouse or parent of an Irish citizen.
 - They have been given temporary leave to remain on humanitarian

If you need a work permit the key point to note is that it may only be applied for by an employer on behalf of a prospective employee. The employer must have a permit before the employee starts work. Working without a valid work permit is an offence under Irish law. If you have a work permit it is possible to change employers, but only if the new employer gets a work permit on your behalf. The existing work permit needs to be returned to the Department with a cover letter from the previous employer.

An employer will pay between €65 and €500 for a permit, depending on its length. A permit can last for up to one year. Applications for renewal of permits should be made before the end of the current permit. The standard waiting time is 8-10 weeks but it may take longer depending on the number of applications.

Working Visas and Work Authorisation

Because of skills shortages in certain sectors in Ireland, it is possible to apply for a working visa or work authorisation. Applications must be made from outside Ireland and the person applying must have an offer and contract of employment from an employer in Ireland in one of the named sectors (such as health care, information technology, construction engineering and town planning). The key difference between these and work permits is that working visas/work authorisation are granted initially for 2 years and the person may change employer (provided that they stay in the same sector).

Further Information

For the latest information and application forms contact:
Department of Enterprise,
Trade and Employment,
Davitt House, 65a Adelaide Road,
Dublin 2. www.entemp.ie

Work permits section
Tel. 01 6313333/3308
email. workpermits@entemp.ie

Working visas tel. 01 6313186
email. workingvisas@entemp.ie

Finding a Job

There are several useful sources when you are looking for a job in Cork. Firstly, jobs are advertised in newspapers. The Friday edition of the Irish Times and Irish Examiner and the Thursday edition of the Irish Independent include many job ads. Jobs advertised in these national newspapers may be based anywhere in Ireland. The Cork-based Evening Echo includes job ads every day and these are usually for positions in Cork.

Jobs are also advertised in the FÁS offices and local employment service (see page 14)

Contact Details

FÁS Employment Services Office,
Sullivan's Quay, Cork.
Tel: 021 4856200 and in the FAS
Centre, 30/31 Shandon Street,
Cork. Tel: 021 4946162.

Cork also has several recruitment agencies (a full listing is included in the Golden Pages under "Recruitment Specialists"). Many recruitment agencies are accessible online – these include: www.irishjobs.ie, www.bestjobs.ie, www.recruitireland.com, www.jobsireland.com, www.topjobs.ie and www.monster.ie

How to Apply for a Job?

Once you've found a job ad that interests you and seems to match your skills, the next step is to apply for the position. The job ad will tell you how to apply – this usually involves sending an application letter and curriculum vitae (see below) by a specific date. It's important not to miss that date, as late applications are not usually considered. The employer may want you to apply using an application form, which is generally mentioned in the ad and available from the employer.

Curriculum Vitae (CV)

A CV (curriculum vitae) gives a brief overview of your education and work experience and seeks to show the employer why you are suitable for the job. A CV will include:

- Personal details (name, age, contact details, etc)
- Education details
- Work experience and employment history.
- Interests and activities.
- Additional information such as ability with foreign languages, computing skills, etc.
- Names and addresses of people who will give you a reference (usually past employers).

The layout of a CV is important. It should be easy to read, clear and concise (1-2 pages at most). As space is limited you should adapt your CV to match the specific requirements of

each job you are applying for. CV samples can be obtained from the Internet (e.g. www.ucc.ie/careers) and from recruitment agencies.

What is a Cover Letter

When applying for a job always send a cover letter along with your application or CV. Begin the letter with "Dear Sir/Madam" if you don't know the surname. End with "Yours sincerely".

Start by indicating the job you are applying for and where you learned about the vacancy. Go on to say why you are interested in this job. Mention your relevant qualifications and related work experience. Finally, indicate your availability for interview and if necessary ask for further information.

The Interview

The employer will invite applicants who seem best suited for the job to an interview. If you are called for an interview you should prepare well. Find out if there is any aptitude (ability, skill) test included in the interview. Know the organisation and the job. Think about your strengths and weaknesses. Allow enough time to arrive 20 to 30 minutes early. Dress professionally and give a firm handshake. Listen to the questions carefully and answer clearly and concisely. If you don't understand a question ask for clarification. If you don't know the answer to a question

say so. When given the opportunity to ask questions, it is the right time to demonstrate what you know about the company. Leave on a positive note.

Support in Finding Work

There are a number of organisations which provide support, free of charge, to people looking for work (provided that they are eligible to work in Ireland). FÁS provides a range of services to help people find work, including career guidance and information on jobs and training opportunities. The first step is to register at your local FÁS Office (Contact details page 12).

The **Local Employment Service (LES)** has offices throughout Cork City, which provide help to those who have been unemployed for a number of months, or who may face particular disadvantages in finding work (e.g. single parents, people with disabilities and Refugees). The service is free, confidential and provides support with career guidance, education and training, CV and interview preparation and job placement. There are 7 LES offices in Cork City.

Support, advice and a free CV preparation service are also available from the **Centre for the Unemployed**, 13 North Main Street Cork. Tel 021 4275876, e-mail cctu@eircom.net

LES Offices in Cork

Blackpool/The Glen: Gt. William O'Brien Street, Blackpool, Cork. Tel 021 4506266.

City Centre: Government Buildings, Sullivan's Quay, Cork. Tel 021 4856437

Churchfield/Farranree: Parochial Hall, Knockfree Avenue, Gurranaברה, Cork. Tel 021 4211048.

Knocknaheeny: Hollyhill Shopping Centre, Hollyhill, Cork. Tel 021 4211050

Mahon: Portacabin, Ringmahon House, Mahon, Cork. Tel 021 4975883

Mayfield: Old Youghal Road, Mayfield, Cork. Tel 021 4507499

Togher: Greenwood Estate, Togher, Cork. Tel 021 4320428

Wages & Taxes

Once you have a job you will pay tax in the PAYE (pay as you earn) system (unless you are self-employed). In the PAYE system the amount of tax you owe is calculated by your employer and deducted from your wages every week or month. Pay Related Social Insurance (PRSI) contributions will also be deducted from your salary if you earn over a certain amount. Your PRSI contributions may entitle you to

social welfare benefits at a future date. All employees are entitled to receive a pay slip from their employers. It is a confidential written statement of the total gross wages, the details of any deductions for instance PRSI and PAYE and the net pay after deductions.

Shortly after the end of each financial year (31st December) your employer should give you a P60 form. This sets out the gross amount of pay received plus the details of deductions for PAYE and PRSI. If you leave the country before the end of the financial year you may be eligible to claim a tax refund. Your P60 is important and should be kept safe, as you may need it to claim social welfare benefits or tax refunds. It also provides you with proof of the deductions made from your pay. If you leave a job your employer should give you a P45 form, which you should then give to any new employer.

When you start work for the first time you need to contact the tax office to get your Certificate of Tax Credits (CTC). However, before contacting the tax office you should have obtained your PPS number (see below) – always quote this number when contacting the tax office. Fill out an application form 12A, which is available from any tax office or from the Revenue Commissioner's website, www.revenue.ie. After receiving your

application form, the tax office will send both you and your employer a certificate of tax credits, which sets out in detail the amount of tax credits and standard rate cut off point due. If your employer does not hold a CTC for you, s/he must deduct tax at emergency rates, which may result in excessive tax deductions (although this would be repaid to you later).

PPS Number

All employees should have a PPS (Personal Public Service) number. This is your unique reference number for all your dealings with the Public Service e.g. applying to the Revenue Commissioners (tax office) for a tax credits certificate, applying to the Department of Social and Family Affairs for a payment etc. For employment it is advisable to apply as soon as possible as without a PPS number you will be taxed at the higher rate.

PPS numbers are allocated by your local Social Welfare Office. You must apply in person, complete the application form (Reg 1) in the office and provide proof of identity. You will need to bring a passport or National ID Card or Immigration Card (in the case of a non EEA national), and proof of address in Ireland. You may also be asked for evidence of activity in your home country (ie evidence of either birth/work/unemployment/residency/tax liability/education) so it's best to bring such documents with

you. If you have a problem with these documents call 021 4270055 beforehand for advice. Further information can be found at www.welfare.ie.

Further Information

The following leaflets and forms contain more information on personal tax credits and the PAYE tax system:

IT1	Tax Credits, Rates and Reliefs
IT2	Taxation of Married Couples
IT11	Employee's Guide to PRSI
IT20A	PAYE/PRSI on Benefits from Employment (from 1/1/04)
OP1	One Parent Family Tax Credit Claim Form
Rent 1	Rent Relief Claim Form
RES2	Coming to Live in Ireland

These forms are available from LoCall 1890 306706 or from your local tax office – Office of the Revenue Commissioners, Government Offices, Sullivan's Quay, Cork tel 021 4325000. They can also be downloaded from www.revenue.ie

Your Rights at Work

There is a wide range of legislation which guarantees minimum rights and protection for both full-time and part-time workers. Examples of such rights include:

Terms and Conditions: When you start a new job you and your employer sign a Terms and Conditions form. This sets out detailed information related to your wage, working hours, breaks, holidays, maternity pay, sick pay, etc. At the end of the pay period your employer should give you a payslip showing your wages and deductions for tax, social insurance (PRSI) etc.

Pay Related Rights: Generally workers are entitled to a minimum wage – in 2004 this was €7 per hour. However, this does not apply to all employers – e.g. those under 18 and those who have not worked for two years. Certain sectors of industry, including agriculture, construction and hotel and catering, are covered by agreements, which set minimum rates of pay, which may be in excess of the National Minimum Wage.

Working Time Rights: On average an employer should not expect you to work for more than 48 hours per week (usually averaged over 4 months). You are entitled to at least 11 consecutive hours rest (breaks) per 24-hour period and at least one

24-hour rest per week. Employees who work on Sundays have a right to be compensated by extra pay or time in lieu (i.e. paid time off at a later date).

Holidays: Employees are entitled to at least 20 days holiday (or annual leave) every year plus 9 public holidays. Where employees are required to work on public holidays, they should receive either an extra off or an extra day's pay. Part-time workers are also entitled to holidays – the number of days depends on the number of hours they work.

Maternity and Parental Leave: If you are pregnant you are entitled to at least 18 weeks maternity leave from your job. You can also take an additional 8 weeks, but you will not get any Maternity Benefit for these extra weeks. Each parent is also entitled to 14 weeks unpaid parental leave for each child which can be taken in a single block or at intervals until the child is five.

Protection Against Discrimination

The Employment Equality Act prohibits discrimination against employees on a number of grounds – including age, gender, race, religion, family status, marital status, disability, sexual orientation and membership of the traveller community. This Act prevents discrimination not only in access to employment but also in conditions of employment – training, promotion, etc.

Other legislation obliges employers to give minimum notice before they dismiss an employee and sets out minimum payments for workers who are made redundant. This short guide cannot give a full picture of this legislation.

What if I have a problem with my employer?

If you think your employer has treated you unfairly regarding wages, holidays, work conditions, hours of work, redundancy, unfair dismissal etc you can contact the Independent Workers Union Centre for a free consultation – 55 North Main Street, Cork, tel 021 4277151.

Further Information

Dept of Enterprise, Trade and Employment,
Employment Rights Information Unit,
Davitt House,
65a Adelaide Road,
Dublin 2.
Tel 01 6313131
Lo-call 1890 201615
www.entemp.ie

Equality Authority
2 Clonmel St, Dublin 2.
Tel 01 417 3336
Lo-call 1890 245545

Social Welfare Payments



The Social Welfare system in Ireland provides a range of income and family supports and other services. These are targeted at people with particular needs – e.g. those who are unemployed, families, people with disabilities and carers. Social Welfare Payments fall into 2 groups – social insurance schemes and social assistance schemes:

Social insurance schemes are available to those who have paid a specific number of social insurance contributions (PRSI) while working and often have the words “benefit” or “contributory” in the title, e.g. Old Age Contributory Pension, Widow/Widowers Contributory Pension, Disability Benefit, Unemployment Benefit.

Social assistance schemes are not linked to PRSI contributions, but applicants must pass a “means test”. That is your income (or “means”) must be below a certain level. The level will vary depending on the

scheme and your family circumstances. Examples of social assistance schemes include Unemployment Assistance, Old Age and Widow/Widower’s Non-Contributory Pension, One-Parent Family Payment and Supplementary Welfare Allowance.

In May 2004 the Government introduced a new condition which restricts access to a number of social assistance payments (means tested payments) and Child Benefit to people who are deemed to be “habitually resident”. This condition applies to everyone, regardless of nationality and is in addition to the normal qualifying criteria for payments. In general if you have been in Ireland for two years or more and intend to remain and make it your permanent home then you will be considered “habitually resident”.

However this two year period is only a guideline and if you have been here for a shorter time but can demonstrate future intent (e.g. if you are seeking asylum in Ireland, have bought a home, have family and/or social ties etc) you may also be considered “habitually resident”.

In this guide we can only give an overview of some of the main payments available. For further information on all Social Welfare payments and to find out if you are eligible and how to apply contact the Dept of Social & Family Affairs, or the Southern Health Board (see contacts below). Unless otherwise stated the payments outlined below are administered by the Dept of Social & Family Affairs.

Unemployment Benefit & Assistance

If you are unemployed you may be entitled to receive an unemployment payment. There are two main unemployment payments: *Unemployment Benefit* and *Unemployment Assistance*. The key difference between the two is that Unemployment Benefit is not means tested, but is based on your PRSI payments. If you have not worked before in Ireland, or have not paid enough PRSI payments, you will not be eligible for unemployment benefit. Unemployment Assistance does not

depend on PRSI contributions, but is means tested. This means that any other income that you or your husband/wife has will be taken into consideration (e.g. cash income and savings).

In order to qualify for either payment, you must be unemployed, under 66 years of age, fit to take up and available for full-time work and genuinely seeking work. To apply you should contact your local social welfare office and bring with you your birth certificate or passport, a household bill and if you have been in work previously your P45 form or a letter from your employer confirming that you are no longer employed and the reasons for this. It is important that you should apply for an unemployment payment as soon as possible (ideally on the first day of unemployment) even if you don't have all the documents needed.

Child Benefit

Also known as children's allowance, this is a universal payment available to *all* parents or guardians, regardless of their income or PRSI contributions (provided they meet the habitual residence requirement). The amount paid depends on the number of children and benefit is paid each month until the child reaches 16 years (or 19 years if they are still in full time education and/or have a disability).

Child benefit is usually paid to the child's mother (or stepmother), provided that the child is living with them. However, benefit can be paid to the father/stepfather who is living with and supporting the child if the child is not living with the mother/stepmother, or to another person who is caring for the child.

One-Parent Family Payment

One-Parent Family Payment provides support for men or women who are bringing up a child or children without the support of a partner (e.g. single parents and people who are widowed, divorced, separated, partner is in prison etc). The payment is means tested and only available to those who are resident in the state and are the main carer of at least one child.

Family Income Supplement

Family Income Supplement is a weekly payment for low-income families including lone parent families, where at least one parent is at work. In order to qualify for this payment you must work at least 19 hours a week, have at least one child who is normally living with and supported by you and your average weekly income must be below a fixed amount (this amount will vary

depending on your family size). You should apply for this payment as soon as possible after starting work, or you could lose it.

Supplementary Welfare Allowance

The Supplementary Welfare Allowance is paid to people whose income is insufficient to meet particular needs. It may be paid on a weekly basis or once off exceptional needs payments. The payment is means tested and the amount paid varies depending on circumstances. To enquire about eligibility for this payment you should contact the Southern Health Board, Community Welfare Office (see contact details below).

Maternity Benefit

Pregnant women who are at work are entitled to at least 18 weeks maternity leave from work. After this period you are entitled to return to the same job, terms and conditions. Maternity Benefit is a payment for employed and self-employed women while on maternity leave. In order to qualify for Maternity Benefit you should have made a certain level of PRSI contributions and should apply at least 6 weeks before you plan to start maternity leave (12 weeks if you are self-employed).

Other Payments

Pre-Retirement Allowance – allows people aged 55 years and over to retire from work and receive a weekly payment.

Old Age Pension – for people aged over 66 years.

Widow's/widower's Pension – for people whose husband or wife has died.

Disability payments – there are a range of payments, benefits and pensions for people who are ill or have a disability.

Carer's Allowance – a means tested payment for carers who live with and look after people who need full time care.

Carer's Benefit – a payment made to insured persons who leave the workforce to look after people who need full time care

Rent supplement – means tested allowance to support rent costs (Southern Health Board).

Back to Work and Back to

Education/training – there are a wide range of schemes, which try to support people who are unemployed but wish to start work or enrol in education/training programmes.

Back to School Clothing and Footwear Allowance – available to eligible families to support the costs of uniforms and shoes for children at school. (Southern Health Board)

Further Information

For further information on the full range of social welfare benefits and how to apply, contact:

Dept of Social & Family Affairs,
Hanover Street, Cork.
Tel 021 4270055
www.welfare.ie

Southern Health Board,
Community Welfare Office,
Abbey Court House, Cork.
Tel 021 4965511
www.shb.ie

Law & Order



Irish Police Force

The police force in the Republic of Ireland is called the Garda Síochána (guardians of the peace), usually referred to as the Garda or plural Gardaí (pronounced as gar-dee). The force is unarmed and very friendly and serves the whole community. The Garda emergency numbers are 999 and 112. However it does not always require a crisis to contact the Gardaí – if you find yourself in difficulty you can contact the Gardaí and you will find them co-operative and helpful.

If for any reason a Garda needs to ask you for identification, you should co-operate and supply all the identification or documentation asked from you. It is advisable to be polite and stay calm at all times. The Garda should tell you the reason you are being stopped – if not you should ask. In the unlikely event that you are arrested you must be treated fairly, politely and with respect. The Gardaí are governed by a strict code of behaviour that recognises your rights, including the right to legal advice (see below).

Contact Details

The main Garda Station in Cork is Anglesea Street, Cork.
Tel 021 4522000

Immigration Section,
Tel 021 4522086

You can also call the Garda Confidential Line,
Free phone 1800 666111

Legal Advice

If you are in need of legal advice and assistance, you can contact a solicitor. The contact number and addresses of solicitors can be found in the Golden Pages. If you can't afford a solicitor, you may qualify for legal aid (usually civil cases only). Legal aid is available

to any non-national, regardless of their status, if their income is below a certain level (although it should be noted that there are often lengthy waiting lists). Free legal aid clinics are also held in the city centre CIC (see page ii).

If you are an asylum seeker going through the asylum process you can access free legal services from the Refugee Legal Service.

Contact Details

Legal Aid Board,
1A South Mall, Cork.
Tel 021 4275998, or
Legal Aid Board, North Quay
House, Popes Quay, Cork.
Tel 021 4551686.

Refugee Legal Service
Jones Engineering Building,
Euro Business Park, Little Island,
Cork.
Tel 021 451000.
Free phone 1800 202420.

Discrimination

The law says that you cannot be discriminated against directly or indirectly in the provision of a wide range of goods and services, (such as accommodation, entertainment, credit

and banking facilities, transport and education) on any of the following grounds: gender, marital status, family status, religion, age, disability, sexual orientation, race, nationality and ethnic origin. There is also a law, which bans the public use of words, written material or behaviour, which may result in hatred of particular groups.

If you are being harassed, you can contact the Gardai in Anglesea Street or call 021 4522000 for advice.

If you feel you have been discriminated against, you can complain to the Equality Tribunal but this must be done within 2 months of the incident. For initial advice on any case, you can contact the Equality Authority.

Contact Details

Equality Authority
2 Clonmel Street, Dublin 2.
Tel 01 4173333 or
Lo-call No 1890 245545,
www.equality.ie

Equality Tribunal,
3 Clonmel Street, Dublin 2
Tel 01 4174100
Lo-call 1890 344424



-  Garda Stations
-  Tourist Information
-  Parking
-  Airport
-  Ferry



- | | |
|------------------------------|----------------------------------|
| 1. Train Station | 8. English Market |
| 2. Bus Station | 9. Central Library |
| 3. City Hall | 10. Southern Health Board |
| 4. Fire Station | 11. Citizen's Information Centre |
| 5. Anglesea Garda Station | 12. Threshold |
| 6. University College Cork | 13. FÁS |
| 7. General Post Office (GPO) | 13. Revenue Commissioners |



- 14. Centre for the Unemployed
- 15. Dept of Social & Family Affairs
- 16. Legal Aid Board
- 17. NASC
- 18. Cois Tine
- 19. St Vincent de Paul
- 20. YMCA & Cork Youth Information Centre
- 21. Tigh Filí

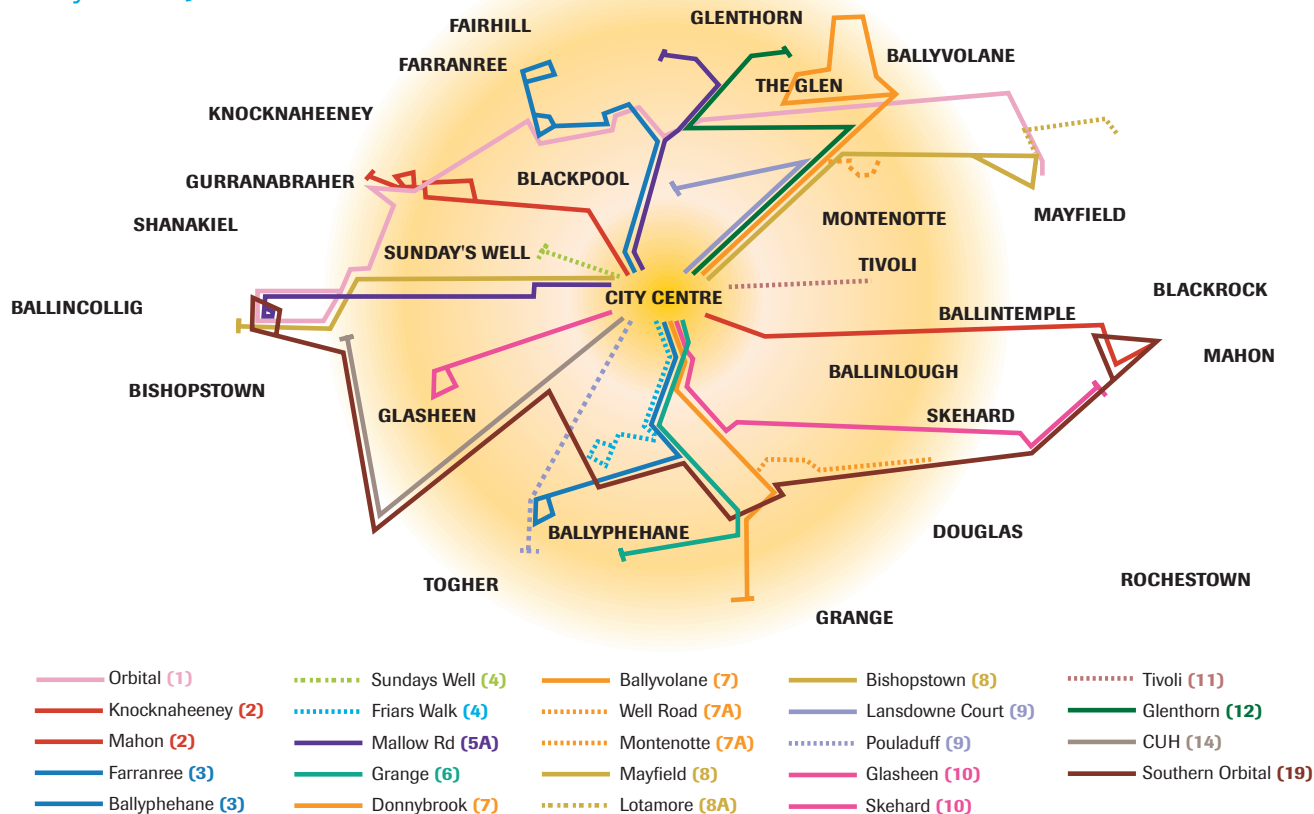
- 22. Cork College of Commerce
- 23. St John's Central College
- 24. Shandon Steeple

Hospitals:

- 25. South Infirmary
- 26. Mercy
- 27. Erinville

Cork City Bus Routes

(from City Centre)

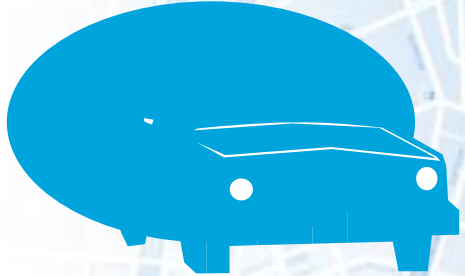


Driving in Ireland

Motorists drive on the left side of the road in Ireland. Everyone in a car must use a seatbelt – both front and back. The speed limit is usually 30 miles per hour (mph) (48 km/hour) in cities, towns, villages and other built up areas unless otherwise stated. The general speed limit is 60 mph. Main roads are patrolled by marked and unmarked police cars, which do speed checks. Drivers caught speeding must pay a fine and receive penalty points on their driving licence (12 penalty points means you lose your licence).

It is illegal to drive with a blood alcohol level of over 80 milligrams per ml in Ireland. There is no “safe” amount which you can drink – some people may be under the limit with one drink, others are not. It is also illegal to use a mobile phone while driving. Detailed information on driving rules, road signs, etc. can be found in the book “Rules of the Road”, available in libraries and bookshops.

Before you drive in Ireland, both you and your vehicle must meet specific requirements. Firstly, you must have a valid driving licence, which is always



with you when driving. Your vehicle must be adequately insured, taxed and roadworthy.

Driving Licences

If you already have a driving licence, which was issued in a EU country, or Norway, Iceland or Liechtenstein, you can drive in Ireland for as long as it is valid. You may apply to exchange it for an Irish licence within one year of arrival, but this is not obligatory. If you have a licence from any other country, you may drive in Ireland for up to 12 months. However, if you plan to stay longer than 12 months you should apply for an Irish driving licence. Drivers with licences from Australia, South Africa, Japan, Switzerland, South Korea, Jersey, Isle of Man or Gibraltar can exchange for an Irish licence within one year of arrival, with no need to sit the driving test.



How to apply

The first step is to apply for a *provisional* driving licence, which is usually valid for 2 years.

Applicants must first pass a driving theory test (a written test on rules of the road etc).

Once you have a provisional licence you can start learning to drive.

However, while on your first provisional licence, you must always drive under the supervision of someone with a full driving licence. When you are a competent driver the next step is to apply for a full driving licence. To do so you must pass an oral test and a practical driving test. Full driving licences should be renewed every 10 years.

Insurance

Motor vehicle insurance is compulsory in Ireland. You cannot drive a vehicle for which you are not insured and all vehicles should display an insurance disc on their windscreen. Costs can vary greatly between different insurance companies so it's advisable to check prices with several companies. Some companies will accept a no-claims bonus from abroad. However, you will need to provide written evidence of your insurance record and each case is assessed individually.

Motor Tax

Drivers must also pay motor tax for their vehicle. The rate of tax varies depending on the engine size – the bigger the engine, the higher the tax. Motor tax discs (like insurance discs) must be displayed on the front window of your car at all times. Further information and application forms can be obtained from the Motor Taxation/Drivers Licences Office (see contact details below).

National Car Test & NCT

To ensure they are roadworthy, all vehicles which are four years old or more must pass the National Car Test. Cars that pass the test are issued with a NCT disc that must also be displayed on the front windscreen. The disc is valid for 2 years, when the car must be retested. Vehicles that fail the test cannot be driven on a public road. NCT tests in Cork city take place in NCT Centre, Euro Business Park, Little Island, Cork.



Parking

Finding a parking place in Cork can be difficult. Most car parks charge by the hour. If parking on the road make sure that parking is allowed. Parking is **never** allowed on roads with double yellow lines, in disabled driver spaces, on footpaths and within 5 metres of a junction. Streets with single yellow lines forbid parking at certain times. These times will be shown on a sign nearby (usually 8.30am – 6.30pm, Monday – Saturday). Cars parked illegally may be towed away or clamped.

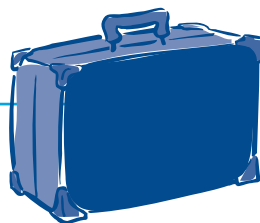
The city centre operates a disc parking system. Cars parked in a disc parking area (indicated by street parking signs) must display a valid parking disc. The parking limit in each area is also indicated on the sign – either 1 or 2 hours. Cars which overstay their disc may get a parking ticket or be clamped. Parking discs can be bought at newsagents, garages and convenience stores. Scratch off the panels to indicate the time and date you parked and display the disc in the window next to the kerb.

Further Information

Motor Taxation/Drivers Licences
Office, Farranlea Road, Cork.
Tel 021 4544566,
www.corkcoco.com
www.drivingtest.ie

National Car Testing Service
(NCTS) Ltd., Customer Service,
Citywest Business Campus,
Lakedrive 3026, Naas Road,
Dublin 24.
Tel 1890 200670,
e-mail: info@ncts.ie
www.ncts.ie

Immigration Issues



Immigrants are people who move from another country to Ireland to live or work. The term is very broad and includes Irish nationals returning home, EU nationals, other nationals moving to live or work in Ireland, people seeking asylum, programme refugees, etc. The term “non-national” is often used when referring to immigrants.

Visas

An Irish visa is a stamp needed on your passport while you are travelling from your country to Ireland. EU nationals and nationals from certain countries such as USA, Australia and a few African countries do not need visas to enter the State. A list of countries whose passport holders require visas to enter Ireland is available from the Department of Foreign Affairs (see contact details, page 34). When applying for a visa some documentation will be required such as passport, green card, a letter from your employer or college, marriage certificate etc. It's advisable to call first to find out what documents will be needed.

There are two types of visas – single-entry (which allows holders to enter the State once through the validity period of the visa) and multiple-entry visas (which allows holders to leave and enter the State several times through the validity period of the visa). There is a stamp on the visa, which defines your purpose of stay in Ireland such as study, work, tourist etc. A Transit Visa allows the holder to transit through the country's airports.

The decision on whether or not to grant a visa is made by the Department of Foreign Affairs. Reasons for refusal are not given. In general, visitors' visas are for a maximum of 3 months and are difficult to extend. Extensions to visitors' visas are not granted if a change of status is involved. If the person wants to change status from a visitor to a student or a worker, s/he has to return to the country from which s/he came and make the application to the Irish Embassy or Consulate there. You should always keep in mind that laws regarding immigration issues may change.

GNIB Registration Cards (Green Cards)

Anyone from outside the EU who intends to stay in Ireland for more than 3 months must register with the Garda Síochána and obtain a GNIB (Garda National Immigration Bureau) card – commonly known as a “green card”. In order to apply for a green card you must have permission to remain in the country, e.g. as a student, with a work permit, or being married to an Irish or EU citizen. You may be asked for a green card by a Garda in the street or in the airport when you are entering the country (apart from first time entry). Asylum applicants get a temporary residence card, known as a RAC card, from the Refugee Applications Commissioner. For further information contact the Immigration section at Anglesea St Garda Station, tel 021 4522086 between 12 noon and 1pm, or 4-5pm Monday to Friday.

A green card may have one of four types of stamp. Each has a different meaning:

Stamp 1 shows the person has a work permit (either through a specific employer or holiday work permit)

Stamp 2 indicates that the person is a student.

Stamp 3 is a restricted stamp, which shows that you are not entitled to work or study in Ireland.

Stamp 4 is a very broad one, which

for instance is given to spouses married to an Irish citizen and people granted refugee status.

Asylum Seekers & Refugees

Asylum Seekers are people who have applied for refugee status. Some people who do not succeed in being declared refugees are given what is described as “humanitarian leave to remain” or just “leave to remain”. Asylum seekers who do not succeed in getting either refugee status or humanitarian leave to remain are deemed illegal immigrants and may be deported. Free legal advice is available to all those applying for asylum via the Refugee Legal Service (see page 23).

In general asylum seekers are provided with accommodation in hostels or accommodation centres. This is referred to as “direct provision”. Meals are provided on site and each person receives a small weekly payment.

This guide can only give a brief overview of the asylum seeking process – for detailed information contact the Irish Refugee Council (see below for contact details). The main steps involved in applying for refugee status are as follows:

- You are advised to apply for asylum at the point of entry to Ireland and

from there the application will be dealt with by the Refugee Applications Commissioner.

- The application must be accompanied by the original travel documents such as passports, originals of identity documents, birth and marriage certificates if needed.
- You must attend for an interview when requested. This interview may take a couple of hours. You should bring additional information or documentation, which supports your case to the interview.
- You must also inform the Department of Justice, Equality and Law Reform each time you change your address. If you move from one area of the country to another, you have to notify the Department and your local Health Board.
- You cannot leave the State without permission and cannot enter employment while your application is under consideration.

Refugees are people who have succeeded in their application for asylum. Refugees are entitled to broadly the same rights as Irish citizens. They are entitled to take up work or self-employment and get social welfare payments. People who are given leave to remain may get that status subject to certain conditions but most have the same rights as refugees.

Support for Immigrants

There are a number of organisations in Cork, which provide support to refugees, asylum seekers and other immigrants. (See also English language classes page 45). These include:

Cois Tine, Convent Place, Proby's Quay, Cork and 21 Victoria Avenue, Cork. Tel 021 4316593, e-mail coistinecork@eircom.net
Cois Tine is a multicultural interfaith organisation which addresses the pastoral, spiritual and social needs of the immigrant community. It provides a free drop in centre for immigrants open Monday – Friday, 10.30am – 4.30pm, as well as information and referral for counselling.

Irish Immigrant Voice,
e-mail irishimmigrantsvoice@iolfree.ie
www.guybeni.com/html/iiv.html
Empowers immigrants' solidarity and provides a platform for their voices to be heard.

NASC, The Irish Immigrant Support Centre, Sharman Crawford St, Cork. Tel 021 4317411,
e-mail: nasc Cork@eircom.net
NASC provides general information clinics, legal clinics and runs a number of sub groups.

Open Monday – Friday, 10am – 6pm
(closed 1.15pm – 2.15pm)

SONAS DP Ireland Ltd (Support Organisation for the Needs of Asylum Seekers), c/o Cork City Partnership, Sunbeam Industrial Estate, Millfield, Mallow Rd, Cork. Tel 021 4302310,
e-mail: sorinasonasireland@eircom.net

St. Vincent de Paul, Tuckey St., Cork.
Tel 021 4270444

Provides free legal advice (Wed & Thurs pm). Drop-in centre on Sunday afternoons in Christian Brothers School, Sullivan's Quay, Cork.

Cork City Partnership,

Sunbeam Industrial Estate, Mallow Road, Cork. Tel 021 4302310,
e-mail: info@partnershipcork.ie
Supports immigrant representative groups.

Dublin-based organisations which provide detailed information on the official procedures, rules and regulations regarding refugees and asylum seekers, include:

- Irish Refugee Council, 35/36 Arran Quay, Dublin 7. Tel 01 8724424.
www.refugeecouncil.ie
- Amnesty International, Seán McBride House, 48 Fleet Street, Dublin 2. Tel 01 6776361.
www.amnesty.ie
- Department of Justice, Equality and Law Reform, Asylum Division, 72-76 St Stephen's Green, Dublin 2. Tel 01 6028202, www.justice.ie.
- Refugee Information Service, 27 Annamoe Terrace, Dublin 7. Tel 01 8382710. www.ris.ie

General information for all immigrants is available from:

- Immigrant Council of Ireland, 42 Upper Dorset Street, Dublin 1. Tel 01 8656525,
www.immigrantcouncil.ie

- Migrant Rights Centre, 3 Beresford Place, Dublin 1. Tel 01 8881355

Irish Citizenship

There are a number of grounds on which immigrants can apply for Irish citizenship. In 2004 those eligible to apply for citizenship included:

- People married to an Irish citizen for at least 3 years.
- People with at least one parent or grandparent born in Ireland.
- People resident in Ireland for 5 years or over.

To find out more about applying for citizenship see contacts below.

Further Information

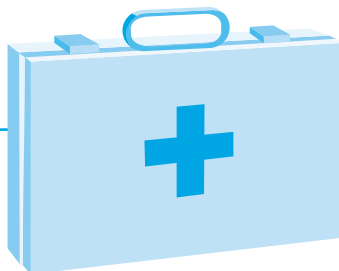
Visa contact:

Department of Foreign Affairs,
Burgh Quay, Dublin 2.
Tel 01 633 1001 (2.30-4pm)

Citizenship on grounds of marriage or ancestry contact:
Department of Foreign Affairs,
80 St. Stephen's Green, Dublin 2.
Tel 01 4780822.

Citizenship on grounds of residency contact:
Dept of Justice, Equality and Law Reform,
13-14 Burgh Quay, Dublin 2.
Tel 01 6167700 (9.30am-12.30pm)

Healthcare



Cork has a range of public and private hospitals, which provide services on an inpatient and outpatient basis. Some provide general services, while others specialise in maternity, orthopaedic, geriatric services etc. A full list of hospitals in Cork can be found in the Golden Pages. Patients should not visit a hospital without an appointment, except in an emergency (see Emergency section below). Hospital appointments are arranged by a family doctor – known as a GP (general practitioner). Healthcare is available in Ireland through both a public and private system.

Public Healthcare

Anyone who is “ordinarily resident” in Ireland can access the public health care system – regardless of nationality. To be considered “ordinarily resident” you must show that you intend to stay in Ireland for at least 1 year (e.g. by showing your work permit, green card, rental agreement etc). Regional health

boards are responsible for providing health and social services in their area – in Cork this is the Southern Health Board. The public health system distinguishes between two categories of patients – medical cardholders and others. People with a medical card are entitled to a full range of medical services, many of which are free of charge. People without medical cards are entitled to public hospital services but must pay a charge.

Medical Card Holders

If you qualify for a medical card you are entitled to the full range of medical services, free of charge. Usually your dependents (e.g. dependent husband/wife and children) will also qualify for free medical services. Services available to medical card holders and their dependents, include:

- Visits to a family doctor (GP)
- Hospital services (in public hospitals only)

- Most medicines, which are prescribed by your doctor
- Maternity and infant care
- Dental, optical and aural services (although these may be restricted)
- Medical appliances, etc

However, some of these services may have long waiting lists. When choosing a family doctor (GP) you should pick one from a list of doctors available from the Southern Health Board – the doctor you pick should be within seven miles of where you live. The doctor should sign an acceptance form (also available from the Health Board), accepting you as a patient, which you then return to the Health Board.

To qualify for a medical card you must pass a means test – that is your income should be below a certain level. The income limit varies depending on your age and family circumstances. Everyone aged 70 years and over, who is normally resident in Ireland, is entitled to a medical card – regardless of their income. You may automatically qualify for a medical card if you already receive certain benefits – such as supplementary welfare allowance, old age and widow/widowers' non contributory pensions, disability or deserted wife's allowances, one-parent family payment to name a few. To find out if you are eligible for a medical card and to get an application form you should contact

the Southern Health Board (see contact details below).

Non Medical Card Holders

Without a medical card, you will be considered as a private patient when you visit your family doctor (or GP) and must pay for their services. Charges for visiting a GP are not set and will vary between doctors so you should check prices beforehand. You will also have to pay for prescribed medicines and drugs – although if these costs are above a certain amount you may get state support. There is no charge for maternity services from family doctors (GPs) during and immediately after pregnancy.

If you do not qualify for a medical card, you can still access services in public hospitals (including consultant services), but must pay a charge. While fees tend to go up each year, the examples below of 2004 prices should give you an idea of what to expect to pay:

- Hospital treatment in a public ward costs €45 per day – but no one is charged over €450 in a year, regardless of the amount of days spent in hospital.
- A visit to the Accident & Emergency Department of a hospital costs €45, unless you are referred by your family doctor (GP).

Contact Details

Southern Health Board,
Abbeycourt House,
George's Quay, Cork.
Tel 021 4965511,
Lo-call 1850 742000.

Private Healthcare

Private healthcare is available to anyone who can pay for it. Many people take out private health insurance to cover the costs of treatment in private hospitals (or private rooms in public hospitals) and visits to private doctors and consultants. The main health insurers in Ireland are VHI and BUPA (see telephone directory for contact details). Each offers a range of insurance schemes, but may not cover you for existing medical conditions.

What to do in an Emergency

In an emergency situation dial 999 or 112 and ask for the ambulance service. These numbers can also be used for fire brigade, Garda, lifeboat, coastal and mountain rescue emergencies. Calls to these services are free but should only be used in emergency cases.

A number of hospitals provide accident and emergency (A&E) services on a 24-hour seven days a week basis. In a medical emergency, you can go directly to the A&E without an appointment. There is a charge for A&E visits (currently €45) unless you have a medical card.

A&E Departments

Cork University (Regional)

Hospital: Wilton, Cork.

Tel: 021 4546400 (Bus No. 14 goes into the hospital complex and drops people at the door of A&E).

South Infirmary Victoria

Hospital: Old Blackrock Road,
Cork. Tel 021 4964333

Mercy Hospital: Granville Place,
Cork. Tel 021 4271971

Pregnancy

Maternity and infant care services are provided free of charge regardless of whether you have a medical card. Pregnant women should book into a hospital for the birth of a child under the care of a consultant. Pregnant women who have received antenatal care elsewhere, should bring their medical notes and results of any tests previously carried out to avoid duplicating the tests unnecessarily. Women with pregnancy related emergencies can go directly to either of the following hospitals, which have 24-hour admission rooms:

- St. Finbarr's Hospital, Maternity Unit: Douglas Road, Cork.
Tel 021 4966555
- Erinville Maternity Hospital: Western Road, Cork.
Tel 021 4275211.
This hospital is being currently moved and combined with the Cork University Hospital.



Pharmacies/Chemists

While you can buy a number of medicines without a prescription at a pharmacy (usually referred to as a chemist), most are only available if you have a prescription from a doctor (GP). If you have a medical card there is generally no charge for prescribed drugs or medicines (although there are some exceptions). If you don't have a medical card, you will have to pay for prescriptions. However, the Drugs Payment Scheme limits the amount which an individual or family must pay for prescriptions in any one month to €78 (2004) – registration forms for this scheme are available from doctors' surgeries and the Southern Health Board.

While most pharmacies are open from 9am to 5.30pm, there are a number of late night pharmacies which remain open until 10pm and others which open limited hours on Sundays and bank holidays. A list of chemists, including opening hours, is available in the Golden Pages (see page ii).



Support Services

There are a wide variety of services in Cork provided by public bodies and voluntary groups to meet any specific needs you may have. Support groups exist for older people, lone parents, people with addiction problems, people with bereavements, carers and pregnant women – to name just a few. We have outlined just some of the main services below – for a full listing it's worth taking a look at the “Green Book – Directory of Statutory, Community and Voluntary Sector Services in Cork”. This very useful guide is available free of charge from the Dept of Social and Family Affairs, tel 021 4917477 or can be accessed at www.thegreenbook.ie

People with Disabilities

The Southern Health Board provides a range of services for people with disabilities, including community care services such as home helps, personal assistance, speech and language therapy, physiotherapy, day care and respite care. Financial supports are also available, such as mobility allowances (contact details page 37).

FÁS, the national training agency, provides training and employment supports for people with disabilities (contact details page 12).

There are many voluntary organisations which provide services, support and information for people with disabilities, including:

Enable Ireland, Lavanagh Centre, Ballintemple, Cork. Tel 021 4294803.

Cope Foundation, Bonnington, Montenotte, Cork. Tel 021 4507131.

Cork Association for the Deaf, 5 MacCurtain St, Cork. Tel 021 4505944

Centre for Independent Living, 20 Commons Road, Cork. Tel 021 4391570

People with Disabilities in Ireland, 41 Penrose Wharf, Penrose Quay, Cork. Tel 021 4551986.

National Council for the Blind of Ireland, 21-23 Oliver Plunkett St, Cork. Tel 021 4271020

A booklet, named “Entitlements for People with Disabilities” can be obtained from any Citizens Information Centre, (see page ii) or can be downloaded from www.comhairle.ie

Young People

There are also several centres in Cork providing help for children and young people. These include:

Cork Youth Information Centre,

11/12 Marlboro Street, Cork.
Tel 021 4270187 or 021 4273056,
e-mail: yiccork@iol.ie,
www.youthinformation.ie/ireland

The centre has also produced a free guide for young people entitled "You Are Not Alone".

Children Rights Information

Bureau, ISPC Centre, 12 Mary Street, Cork.

Tel 021 4962949/ 4262485,
e-mail: ispccork@indigo.ie – provides information for children and parents about children's rights and entitlements.

National Children Resource

Centre, 18 St. Patrick's Hill, Cork.

Tel 021 4552100,
e-mail: nrcr@cork.barnardos.ie,
www.barnardos.ie – provides a library and information centre related to children and families.

Women

A free booklet – "Cork Women's Directory of Services" is available free of charge while supplies last from Cork City Partnership, Sunbeam Industrial Estate, Millfield, Mallow Road, Cork. Tel 021 4302310. We have deliberately not repeated this listing

here, but for cases of emergency have included some of the main support groups for women experiencing domestic violence or sexual abuse:

Cork Rape Crisis Centre, 5 Camden

Place, Cork. Tel 021 4505577,

Free phone: 1800 496496,

e-mail: info@cork-rapecrisis.ie,

www.cork-rapecrisis.ie

Cork Domestic Violence Project,

34 Paul Street, Cork. Tel 021 4275678.

Cuanlee Refuge, Kryn's Street, Cork.

Tel 021 4277698 – supplies refuge for women and their children who experienced domestic violence.

Mná Feasa - Women's Domestic

Violence Project, Ionad na nDaoine, 36 Ardmore Avenue, Knocknaheeny, Cork. Tel 021 4211757

OSS (One-Stop-Shop), Domestic

Violence Resource Information Centre, 94 South Main Street, Cork.

Tel 021 4222979/4222966,

e-mail: osscork@eircom.net

Older People

Cork Older People's Advocacy Service, 4 Carriglee, Western Rd, Cork. Tel 021 4278464/4357888, e-mail: olderadvocacy@eircom.net

Education & Training



The education system in Ireland involves three main stages: Primary and Post Primary Education, (provided by schools) and Third Level Education (provided by universities or institutes of technology).

Pre-schools & Childcare

There is no state provision of pre-school services for young children. However, there is a range of childcare facilities available, including pre-schools, nurseries, crèches, playgroups and individual childminders. Many of these are privately run and fees can be high. Some community facilities provide subsidised childcare for people in the area. Demand for childcare is usually high and it may be difficult to secure a place for your child.

A list of childcare services and the

contact addresses of all the crèches, preschools etc can be obtained from the Southern Health Board (see page 37). Normally there is a long waiting list for most childcare places.

An alternative to creches and pre-schools is to find a private childminder. These are usually advertised in local papers, such as the Evening Echo. You may also be able to find the details of childminders and babysitters on the notice boards in shopping centres. The Cork City Childcare Company has produced a number of free guides to help inform parents – “A Guide to Choosing Childcare” and “How to Choose a Childminder”.

Further information

Cork City Childcare Company,
Penrose Wharf, Cork.
Tel 021 4507942
www.corkcitychildcare.ie



School System

The law requires that all children must participate in full time education between the ages of 6 and 16 (although most children start school at age 4 or 5). Most schools in Ireland are state-aided and attendance is free for all children – regardless of nationality or status. However, there are usually some costs involved (e.g. towards books, photocopying or school uniforms). Some support is available to people on low income or receiving social welfare benefits (e.g. the Back to School Clothing & Footwear Allowance and Exceptional Needs Payment may cover uniform costs – see page 21).

The school year starts in September and all schools close during July and August (secondary schools are also closed in June). Other school holidays take place at Christmas, Easter and between terms (usually end of October and February).

Primary Schools

When starting school, usually at age 4 or 5, children enrol in primary (or national) school, where they study for 8 years. You can send your child to any school of your choice, provided that a place is available there. Lists of local schools are available from the Department of Education & Science (contact details below).

Contact Details

Department of Education & Science,
Regional Office,
Heritage Industrial Estate,
Bessboro Road, Mahon, Cork.
Tel 021 4536300
email: ro_southern@education.gov.ie

Once you've chosen a school, contact the principal to see if a place is available. If not, he/she may be able to suggest an alternative school. Most primary schools are under the management of a church (the majority are Roman Catholic) but there are some multi-denominational and non-denominational schools.

Post Primary/ Second Level Schools

At age 12 or 13 children go to post primary/second level school. There are a number of different types of post primary schools – the most common is the secondary school. Other types of school include community and comprehensive schools and community colleges. As with primary schools, most second level schools are denominational. Children must stay in second level until they reach 16 years of age. While the Irish language is a compulsory subject some students may be exempt, e.g. children who attended education outside Ireland up to 11 years of age.

Second level education involves 2 cycles, each of which ends with an examination:

- Junior cycle – a three-year programme ending in a Junior Certificate exam
- Senior cycle – a two or three year programme (3 year programmes include a “transitional year” focusing on personal development, work experience and other new skills). Most students do the established Leaving Certificate programme, which involves 6 or 7 subjects. However, other options include the Leaving Certificate Vocational Programme and the Leaving Certificate Applied. Entry to third level education is usually linked to the results achieved in the Leaving Certificate, with the most popular courses taking only those with the highest scores.

Third Level Education

Third level education in Ireland is mainly provided by universities and Institutes of Technology – including University College Cork and the Cork Institute of Technology. Universities offer degree programmes at Bachelors, Masters and Doctoral level. Institutes of Technology provide programmes along a progression ladder from certificate to diploma to degree level, as well as postgraduate degrees. Each university and IT produces a prospectus every year,

which outlines all its courses and other services and is available free of charge.

Irish and other EU citizens pay no tuition fees for their first full-time, undergraduate course (provided they've been living in the EU for at least 3 of the previous 5 years and the course is at least 2 years). People with refugee status may also qualify for free fees. All other students, including non-EU citizens, post graduate students, part-time students etc must pay fees. Fees vary between colleges and courses and currently range from €6500 to €15,500 per year.

A number of grant schemes operate to support students on third level courses. The main grant is the Higher Education Grants Scheme which provides maintenance grants for eligible students attending full time courses. Additional “top-up” grants are available for disadvantaged students. The grant scheme is open to Irish and other EU/EEA citizens, people with refugee status and some other categories of people with permission to remain in the state. To qualify your income must be below a certain level and you must have lived in the area for one year before applying.

How to Apply for Third Level Education?

Applications for most full time, undergraduate courses are made once a year (closing date is usually 1 February) through the Central Applications Office (CAO). Applicants should indicate which courses and where they would like to study in order of preference. Once the Leaving Certificate results are available in August, offers of places are sent to applicants. Entry requirements are linked to Leaving Certificate results and some courses require very high results (e.g. medicine). A list of all courses and information on how to apply is available in the CAO handbook – CAO, 33 Eglinton St, Galway. Tel 091 5098000, www.cao.ie

Mature students (i.e. those aged 23 or over) may apply for third level courses regardless of their Leaving Certificate results. See the “Guide for Mature Students” available free of charge from the Dept of Education and Science. Supports, exemptions and application procedures for mature students differ between providers – many now have mature student officers who can provide advice and information.

If you already have a qualification and want to find out whether it's recognised in Ireland, contact the National Qualifications Authority of Ireland, 5th Floor, Jervis House, Jervis St, Dublin 1. Tel 01 8871500, e-mail: info@nqai.ie

Contact Details

Cork City Council,
Higher Education Grants section,
Tel 021 4924087/4924096
or 4924363,
e-mail: highereducation@corkcity.ie
www.corkcity.ie

Cork Institute of Technology,
Bishopstown, Cork.
Tel 021 4326100, www.cit.ie

University College Cork
Tel 021 4903000, www.ucc.ie

Further Education & Training

Between the level of post primary and third level education, there is also a variety of other further education and training courses. The City of Cork Vocational Education Committee (VEC) oversees three further education colleges:

- Cork College of Commerce, Morrisons Island, Cork. Tel 021 4222100.
- Coláiste Stiofáin Naofa, Tramore Road, Cork. Tel 021 4961020.
- St John's Central College, Sawmill St, Cork. Tel 021 4276410.

Each offers a range of one, two and three year full and part time courses

in a variety of subjects. Post Leaving Certificate (PLC) courses are one-year courses, which focus on vocational and technological skills and take place in schools and community education colleges. There is no fee to attend these courses and participants on some programmes (e.g. the Vocational Training Opportunities Scheme, VTOS) may receive a training allowance.

FAS is the national training agency and provides training in a range of skills for people in employment and those who are unemployed (but have the right to work). Training courses for many of its training programmes are aimed at those who are unemployed and these are usually free and may involve a training allowance (see contact details page 12).

Learning English

English language classes are provided, free of charge, by a number of groups. Access to some of these classes will depend on your status. The main providers include:

Cork Centre for the Unemployed,

13 North Main Street, Cork.

Tel 021 4275876,

e-mail: cctu@eircom.net

Classes are free and open to everyone, regardless of your status.

Welcome English, Convent Place, Cork – open to asylum seekers and refugees. For further information drop

into the Welcome English centre, open Monday – Friday, 10am – 4pm, or call Sister Celeste, tel 087 9189841

Integrate Ireland – classes are free, but only open to those with refugee status. To find out more call in to Tigh Filí, MacCurtain Street, Cork between 9am and 1pm, Monday – Friday.

There are also a number of **fee paying schools** which teach English. These include:

Cork International Language Academy (CILA), Fitzgerald House, Grand Parade, Cork. Tel 021 4905934. Open enrollment, pay per class, free internet & social activities.

Cork English College, 30-32 Patrick's Quay, Parnell Place, Cork. Tel 021 4551522, fees based on ten week courses, open enrolment for daytime classes, evening classes start September, January & March.

Cork Language Centre International, 16 St Patrick's Place, Wellington House, Wellington Quay, Tel 021 4551661. Daytime classes only – open enrolment.

The Language Centre, O'Rahilly Building, University College, Cork. Tel 021 4902043
e-mail: Info@langcent.ucc.ie
www.ucc.ie/esol Daytime and evening classes, enrolment September, January and Easter.

Everyday Living



Public Transport

Buses are the main form of public transport within Cork City. Bus Éireann runs 12 bus routes in the city, most of which travel via the city centre (see map, page 27). Bus fares are a fixed fee wherever you travel in the city (in 2004 the fare was €1.20). Reduced fares are available for children aged under 16 and those aged 66 and over can apply for free travel passes (which provides free travel on bus and rail across Ireland) from the Department of Social & Family Affairs. Bus timetables for various routes are available free of charge from the main bus station in Parnell Place.

Commuter bus services to the rest of Cork and expressway bus services to places throughout Ireland all leave from the bus station in Parnell Place. Fares depend on the distance travelled – for details on times and fares call Bus Éireann on 021 4508188, www.buseireann.ie

Train services in Cork run from Kent Station and are operated by Iarnród Éireann (Irish Railways). There are five main train routes from Cork – to Cobh (Co. Cork), Tralee, Limerick, Rosslare and Dublin. For information on times and fares call Iarnród Éireann on 021 4506766 or visit www.irishrail.ie

Direct flights to cities throughout Europe are available from Cork Airport, situated five miles outside the city centre. For information on services contact Cork Airport. Tel 021 4313131 or visit website: www.corkairport.com

Passenger ferries travel between Ringaskiddy (10 miles outside Cork city centre) to destinations in the UK and France.

Voting Rights

The right of non-nationals to vote varies with the type of election:

- Everyone aged 18 and over (including asylum seekers) can vote in local elections (elects councillors to the local authority – e.g. Cork City Council).
- Only Irish citizens can vote in Presidential elections, in Referendums (changes to the Irish constitution) and Seanad elections (the senate/upper house of Parliament).
- Irish and UK citizens can vote in general elections (elects representatives to the Dáil – the lower house of parliament).
- Irish and EU citizens who are resident in Ireland can vote in European Parliament elections

In order to vote in any election your name must be on the **electoral register**. The register is produced each year by the city or county council and includes the names and addresses of everyone aged 18 and over who is entitled to vote. The draft register is put on display in libraries, post offices and other public buildings every November and changes can be made up to 25 November. However, if you are qualified to vote but not included on the register, you can apply to be included in the Supplement to the Register. If you change your address, you should inform the register.

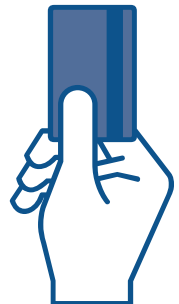
Further Information

Dept of the Environment,
Heritage and Local Government,
Franchise Department,
Custom House, Dublin 1.
Tel 01 8882000, or
lo call 1890 201607,
www.environ.ie

Cork City Council,
Franchise Department,
City Hall, Cork.
Tel 021 4926222/021 4924000

Banking

Banks and building societies in Ireland are usually open Monday to Friday, from 10am to 4pm. When opening an account you will be asked for photo identification (passport, driving licence etc) and proof of current permanent address (usually household bills such as electricity, gas or phone bill). If an original bill is not available (e.g. because bills are not usually paid in your name) then your employer can help with a letter stating your name, address, date of birth and Personal Public Service (PPS) number. You may need to check with the bank as the necessary documentation differs from bank to bank. As some bank charges are high,



it's worth checking the charges and shopping around before opening an account. Money transfers can be made from banks, credit unions or post offices.

Public Holidays

Most workplaces are closed on public/bank holidays, including government offices, post offices, banks etc. Bus and train services may be reduced on bank holidays. Increasingly city centre shops and shopping centres may open for part of the day. On Good Friday and Christmas Day everything is closed including the pubs.

Public Holidays

- New Year's Day 1 January
- St Patrick's Day (national holiday) 17 March
- Good Friday* Late March or April
- Easter Monday Late March or April
- First Monday in May
- First Monday in June
- First Monday in August
- Last Monday in October
- Christmas Day 25 December
- St Stephen's Day 26 December

** While not officially a public holiday, many businesses also close on Good Friday*

Media

Newspapers

Cork's main daily newspaper is the Evening Echo, which focuses on local

news. It includes a classified advertisements section, which is useful if you're looking for items to buy, services, accommodation, etc. There are also a number of free local papers, usually produced weekly, such as Inside Cork. National daily newspapers include the Irish Examiner, Irish Independent and Irish Times. These include national and international news, with supplements on accommodation, job vacancies, etc on particular days. These newspapers and many others can be read free of charge in most libraries. Metro Éireann is a monthly newspaper with up to date information for immigrants and ethnic communities. Metro Éireann, tel: 01 8690670, www.metroeireann.com



Television & Radio

In Ireland, the national television company responsible for public service broadcasting is called RTÉ. RTÉ broadcasts three channels - RTÉ 1 and Network 2 (largely English language) and TG 4 (Irish language). The fourth channel is TV3, run by a private TV company.



Radio is also very popular in Irish daily life and local Cork stations are a particularly good source of local news and information (eg Red FM 104.5 – 106.1 and 96 FM, 95.4 – 96.8). Cork Campus Radio 97.4 FM hosts Cork's only multicultural radio show "Diversity Speaks". Broadcast every Tuesday at 2pm the programme addresses the issues affecting the various ethnic minority communities living in Ireland and specifically in Cork. For further details contact Cork Campus Radio at radio@ucc.ie Tel 021 4902170/4902008

Faith Communities



While the main religion in Cork is Catholicism, the number of other faith communities is quickly increasing. These include:

Catholic Church, Cork & Ross Diocesan Office, Redemption Road, Cork. Tel 021 4301717, e-mail: secretary@corkandross.org

Church of Ireland, Diocesan office, 14 Cove Street, Cork. Tel 021 4272262, e-mail: office@cork.anglican.org

Cork Muslim Society, 69 Riverview Estate, Glasheen, Cork. Tel 021 4342955.

Mosque, Heinz Haupt Health Centre, Vicars Road, Togher, Cork. Tel 087 2402832

Baptist Church, MacCurtain Street, Cork. Tel 021 4894464.

Cork Hebrew Congregation, The Synagogue, 10 South Terrace, Cork. Tel 021 4870413, e-mail: rosehill@iol.ie.

Christian Orthodox Community of Cork, 1 Sydenham Terrace, Monkstown, Cork. Tel 021 4841187/086 3533113,

Jehovah Witnesses, Cork Central Congregation of Jehovah Witnesses, The Kingdom Hall, Hibernian Road, Cork. Tel 021 4873174 or 021 4770880.

Presbyterian, Trinity Presbyterian Church, Little William Street, off York Street, McCurtain Street, Cork. Tel 021 4891437, e-mail: jfaris@presbyterianireland.org

Methodist Church, Ardfallen, Douglas Road, Cork. Tel 021 4292503, **Church of Jesus Christ of Latter Day Saints**, Sarsfield Road, Wilton, Cork. Tel 021 7434790

Religious Society of Friends (Quakers), Summerhill South, Cork. Tel 021 4504830.

Grace Christian Fellowship, St Patrick's Woollen Mills, Douglas, Cork. Tel 021 4372913 www.graceireland.com

The Father's Bosom Christian Fellowship, c/o South Parish Community Centre, Grattan Street, Cork.

Celestial Church of Christ, 8 Sydney Place, Cork.

The Redeemed Christian Church of God, O'Sullivan's Quay Primary School, Cork.

Christ Restoration Life Ministry,
7 Knapp's Square, Cork
Arts Theatre, Cork. Tel 021 4533549,
086 3065201

Greater Light International Ministries, Little Island Community Centre, Co. Cork. Tel 021 4355154, 087 7774559

Country of Origin Groups

There are a variety of national groups in Cork – e.g. Congolese Irish Partnership, Cork Somalian Community, Association of Cameroonians in Ireland, Ivory Coast Group, Zimbabwean Group and Togolese in Ireland, to name just a few. Other groups include the Eastern European Association of Ireland and Kurdistan Solidarity Group (www.kurdistan-solidarityireland.com) Contact details can often change and new groups are always emerging. For up to date contact details, and information on other groups, contact:

- Cois Tine Drop-In Centre, Convent Place, Proby's Quay, Cork and 21 Victoria Avenue, Cork. Tel 021 4316593, e-mail coistinecork@eircom.net; or
- NASC, The Irish Immigrant Support Centre, Sharman Crawford St, Cork. Tel: 021 4317411, e-mail: nasccork@eircom.net; or
- Cork City Partnership, Sunbeam Industrial Estate, Mallow Road, Cork. Tel 021 4302310.

Places To See

As a newcomer to Cork, there are many historic buildings and churches you may like to visit. Some of the main sights include St Ann's Church in Shandon, where visitors can ring the bells. The Shandon steeple is one of Cork's main landmarks. The English Market on Prince's Street is famous for its fresh food products and is the place to go for foods from around the world. Cork's public museum is located in Fitzgerald's Park, while the Crawford Art Gallery on Emmet Place is Cork's main art gallery with both art and sculpture exhibitions.

The Cork Vision Centre, on North Main St, houses a scale model of the city and lots of information on the attractions and history of Cork.

For further information on places to see and visit in Cork visit the Tourist Information Centre, Grand Parade, Cork.

Tel 021 4273251 or visit www.cork-guide.ie, www.corkcity.ie or www.cork-insight.com/corkcity/interest.html

When it comes to entertainment Cork has a lot to offer, from cinemas and theatres to music and dance. 'Whazon Cork' is a free monthly listing of



events, and can be picked up in many bars and shops, or visited at www.whazon.com/cork

Libraries

Cork has a network of public libraries which are open to everyone living or working in the city. Anyone can drop in and read a book or newspaper free of charge, find out more about the city's culture and facilities, and its past, access the world wide web and

send e-mails. To borrow books you need to join the library

– applications forms are available at each library, and to join you need to show proof of address and pay a small fee. All

libraries have public access PCs with internet

links, which can be used for

€1/30 minutes, and a children's library. Libraries often host free events for children and adults, and are useful sources of information for what's going on locally.

Central Library, Grand Parade, Cork. Tel 021 4924900. Open Monday – Saturday, 10.00am – 5.30pm (Includes Music Library and Local Studies Library).

Douglas Library, Douglas Village Shopping Centre, Cork. Tel 021 4924932. Open Tuesday – Saturday 10.00am to 5.30pm, late opening Thursdays until 8.30pm.

Hollyhill Library, Hollyhill Shopping Centre, Cork. Tel 021 4924928. Open Tues, Wed, Fri and Sat 10.00am to 5.30pm, Thursday 1.00pm – 8.00pm.

Mayfield Community Library, Murmont, Mayfield, Cork. Tel 021 4924935. Open Tuesday – Saturday, 10.00am – 1.00pm and 2.00pm – 5.30 pm. Late opening Wednesday until 8.00pm

St Mary's Road Library, Cathedral Cross, Cork. Tel 021 4924933. Open Tuesday – Saturday, 10.00am – 1.00pm and 2.00pm – 6.00pm

Tory Top Road Library, Ballyphehane, Cork. Tel 021 4924934. A new library is being built and will open in Spring 2005. Until then a mobile library is available at Ballyphehane Community Centre, Tory Top Road, on Fridays from 10.00am – 1.00pm and 2.00pm – 5.00pm

There is also a mobile library service in other parts of the city. To find out more contact Cork City Library Service. Tel 021 4924900



Public Parks

Cork City is well provided with parks, playgrounds and pleasant walks.

Fitzgerald Park is a short distance from the city centre and features an ornamental pond and fountain, together with a playground area. The Lee

Fields, on the western edge of the city, are a traditional recreational area for Cork people, while the Lough in the southwest suburbs is a lake and bird sanctuary, with many swans and ducks. At the eastern end of the City, the Marina Walk leads to Blackrock passing on the way the Atlantic Pond, a pleasant area comprising grassy banks and a decorative lake. Other major parks in the city include The Glen River Park, Shalom Park at Monerea Terrace and Bishop Lucey Park on the Grand Parade.

Sports Facilities

There is a range of sports facilities available in Cork City. Some are private (e.g. many gyms and swimming pools) and access is for members only. Others are provided by third level institutes (UCC and CIT) and may not be open to the general public. Below are some of the public facilities available in Cork:

Swimming

- Leisureworld, Bishopstown, swimming pool, gym and 5 7-a-side all weather pitches.
Tel 021 4346505
- Gus Healy swimming pool, Nursery Drive, Douglas. Tel 021 4293073
- Mayfield Swimming Pool at Old Youghal Road has a number of public hours available.
Tel 021 4505284 for further information
- The Matt Talbot swimming pool in Churchfield is being redeveloped and is due to reopen by mid 2005.

Other public sports facilities include:

- Ted McCarthy Municipal Golf Course, Skehard Road, Mahon, Cork. Tel 021 4292543
- The Sam Allen Sports Centre has 6 all-weather pitches, which can be hired on an hourly basis. The centre is located in Knockfree Avenue, Churchfield.
Tel 021 4211688/689



All weather pitches are also available for hire at the Glen Resource and Sports Centre, Glen Avenue, Cork. Tel 021 4550511

Recreation centres at Knocknaheeny, Tramore Road and Mayfield, can all be hired for indoor football, basketball, table tennis, badminton, volleyball or tennis.

Contact details are:

- Terence McSwiney Community College, Harbour View Road, Knocknaheeny, Cork.
Tel 021 4397740.
- Coláiste Stiófán Naofa, Tramore Road, Cork. Tel 021 4961029.
- Mayfield Sports Complex, Old Youghal Road, Cork.
Tel 021 4505284.

Cork also has a number of **playing pitches** throughout the city, which are let to individual sporting organisations or community associations.

Further Information

Cork City Council,
Recreation, Amenity & Culture
Department,
Abbey Court House, Cork.
Tel 021 4924323, www.corkcity.ie.

