A picture containing text, sign, outdoor

Description automatically generated

**WELCOME BOOKLET TEMPLATE**

Suggested introductory Text:

***Welcome to your new home!***

This booklet provides you with information about your home and community, and sets out how we would like to help you settle in and be part of the local community. This booklet will also highlight what will need to be done in your first few weeks in Ireland.

We want you to feel safe, secure and relaxed. At any time, if you are uncomfortable with what we are proposing, please say so. At any point, please say if there is something you want to do or would rather not do.

*[Insert: Address, photo of the house and google maps link.*

*Address should also be written in first language.]*

Suggested Booklet Sections:

**> Section 1**

**Introduction to your Community Sponsorship Group (CSG):** who we are and what support we can offer.

**> Section 2**

**Your new Home:** location and appliances.

**> Section 3**

**Your new Community:** Local amenities, shops, transport, and places of worship.

**> Section 4**

**Your first few weeks in Ireland:** Highlighting what will need to be done in the first few weeks after your arrival in Ireland.

**> Section 5**

**Raising Issues:** How and who to contact if you have concerns or issues.

Suggested details to include for each Section:

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| **Section 1: Introduction to your Community Sponsorship Group (CSG)** |
| **CSG Members** - Photos, names and contact information (including who the leads and safeguarding people are) and a brief description of how the CSG formed |
| **CSG Support** - What support your CSG can offer and that they will visit over the coming weeks to welcome and see what you might need. |
| **Emergency Contact information** - Gardai (Police), Fire Brigade, Ambulance |
| **SWIFT Integration App** – Free App, available in Arabic, Dari, English, Pashto, Ukrainian. It supports people to set up their life in Ireland by providing information on area such as healthcare, employment, social welfare etc. Download [here](https://theopencommunity.ie/swift-integration/) |

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| **Section 2: Your new Home** |
| **The home** - Include a picture of the home and a map or map link. |
| **Essentials in home** - bread, toothpaste, milk etc. |
| **Appliances** - Include a list of appliances such as Wi-Fi, heating, washing machine etc. Add pictures and how the appliance works. If you know what the costs will be add this here. |
| **Bins** - Include a photo of the different bins. What can be recycled? what goes into each bin? How are bins registered and how much do they cost? What are the collections days for the bins? |
| **Cash** - Include a breakdown of what will be available to the family or individual while they are waiting for their social welfare to start. Also include a breakdown of the different payments that will be available to them |
| **Basic budget** - Include a breakdown of expected costs and what monies will initially be available to them, these will be the main bills that will have to be paid in order to run the home.  The [How to Budget](https://mabs.ie/managing-money/how-to-budget/) feature on the MABS website can help you to prepare the budget. |

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| **Section 3: Your new Community** |
| **Transport** - Include all transport links: bus, Luas, taxi and details of where each go, where to get on and off etc. Include pictures of stops, cost of fares and Leap cards (how they work and how they are topped up). Explain that signs on public transport will be in both Irish and English. |
| **Local Shops** - Share details of local shop, ethnic shops, supermarkets, hairdressers, barbers (cost breakdown) and pharmacy. Include distance from the home, and transport options if applicable. Add photos of the front of each shop. Give explanation of what the price differences are depending on each supermarket. |
| **Local Amenities** - Share details of local libraries, parks, playgrounds, mother baby groups etc. Include details of how to get there and relevant contact information. |
| **Places of worship** - Include details of how to get there, and relevant contact information. |

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| **Section 4: First Few Weeks in Ireland** |
| **Support in first few weeks** - In the first couple of weeks there are a number of things that need to be done to support the family or individual to register for services such as social welfare, accommodation financial support, doctor etc. Include details of how your group will assist with each of these services and explain how you will discuss this with the family or individual so they understand what needs to be done after they arrive.  Include information on the [SWIFT integration App.](https://theopencommunity.ie/swift-integration/) |

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| **Section 5: Raising Issues or Concerns** |
| **Raising Concerns** - It is very important that the family or individual can raise any concerns or issues that they may have with the support they are receiving from the CSG, or a particular member of the group. Include the ways in which they can raise any such concerns:   * If comfortable to do so speak directly with the group member that you have a concern/issue with * Speak with the Engagement Officer or Lead Sponsor in the group (their photo and contact information should be available at the start of this booklet) * If you do not feel comfortable to speak with the group, you can contact the Regional Support Organisation that supports the CSG**.** *[Insert: RSO Contact Details]*   Include details of where further information on raising issues or concerns can be found: [Raising Issues](https://www.supports-theopencommunity.com/raisingissues) |