

IRC Community Sponsorship

Post Arrival: Ongoing Support Training Resources



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Health and Wellbeing:

NHS Services in Wales:

- [NHS Wales Website](#): Information on GP registration, dental care, maternity services, and more.
- [NHS Wales App](#): Book appointments, order repeat prescriptions, and view parts of medical records. (Requires NHS Login or photo ID).

Prescriptions:

- Free Prescriptions in Wales: Refugees registered with a GP in Wales are entitled to [free prescriptions](#).
- Cross-Border Situations: Refugees living in Wales but registered with a GP in England can get a free [Entitlement Card](#) to access prescriptions in Wales.
 - For a new or replacement card, email: nwssp-primarycareservices@wales.nhs.uk

Other NHS Costs:

Other NHS costs - such as dental treatment, glasses, or travel to hospital - are not automatically free. People on a low income, including refugees, can apply for help through the [Low Income Scheme Wales](#) by completing an [HC1W form](#) or using the [online checker](#).

Mental Health:

- [Samaritans Cymru](#): 24/7 emotional support for anyone in distress. Call 116 123
- [SHOUT](#): Free, confidential text support for mental health crises. Text 'SHOUT' to 85258
- [Hub of Hope](#): Online directory of mental health services. Insert postcode to find support nearby.
- If someone is at risk of harming themselves or others, they can go to the Accident & Emergency (A&E) department of any hospital and ask for help. Support is available 24/7.

Maternity Entitlements:

- [Healthy Start Voucher](#): Families can apply online, through their midwife, health visitor, or local maternity services
- [Sure Start Maternity Grant](#): One-off payment of £500 for the first child

Financial Support

Benefits:

Everyone's circumstances are different — **there is lots of advice and support available.**

You can refer families to, or guide them towards, these trusted sources:

- [GOV.UK Benefits](#): Official UK government website with the latest rules, eligibility, and application links.
- [Citizens Advice Cymru](#): Free, confidential advice on all types of benefits, including Universal Credit.
- [Turn2UsCalculator](#): Online benefits calculator and grant search to check what financial help families might be entitled to.
- Jobcentre Plus: Explains which benefits families may qualify for and support with applications.

Charitable Grants

Charities can provide grants that do not need to be repaid - a great way to get extra support:

- [Turn2Us](#): Search by postcode for local charities offering grants.
- [National Zakat Foundation](#): Support for hardship, housing, and work or education.
- [Family Fund](#): Grants to families raising disabled or seriously ill children / young adults on low income.
- [Citizens Advice Cymru](#): Help with food, energy, and other support.

Basic Needs:

- [Discretionary Assistance Fund \(DAF\)](#): Grants for people in crisis or needing essential items (e.g., emergencies, setting up a home). No repayment required. Apply online or by phone.
- Free Items: Platforms like [Trash Nothing](#), [Freecycle](#), and [Freegle](#) offer free household items.

Food:

- [Trussel Trust](#): 3-day emergency parcels (referral usually via Citizens Advice)
- Community programmes: Free hot meals from initiatives such as [FoodCycle](#) and [NextMeal](#).

Transport:

- Families on Universal Credit may get up to 50% off train or some bus fares with a [Jobcentre Plus Travel Discount Card](#). (Discounts may vary by provider)

Saving Schemes:

- [Help to Save](#): 50% government bonus for families on Universal Credit or Tax Credits
- [Tax-Free Individual Savings Account \(ISA\)](#)

- Interest-free, Sharia-compliant banks: [Al Rayan Bank](#) and [Gatehouse Bank](#). (Online services available in Wales)

Employment and Safety:

Proving the Right to Work:

Before starting work, refugees must prove their right to work in the UK. This can be done by visiting the GOV.UK “[Prove your right to work to an employer](#)” webpage, selecting “prove your right to work,” and generating an online Share Code to share with their employer.

Safety from Exploitation:

[Modern Slavery Helpline](#): For advice on exploitation, visit the website or call 08000 121 700

For guidance or to report a scam:

- [Action Fraud](#): (UK-wide reporting)
- [Age Cymru](#): Wales-specific support for older adults
- [Citizens Advice Cymru](#)

Education:

Supporting Children at School

- [The Bell Foundation](#): Resources for teachers supporting children learning English and promoting inclusion.
- [IRC Healing Classrooms](#): Training on trauma-informed practice to support refugee and asylum-seeking children’s wellbeing.

Adult Learning & Vocational Courses

- ESOL Classes: Formal and informal classes help with English, confidence, and communication skills
- [Functional Skills](#) courses: Free English, Maths, and IT courses
- [Open University in Wales – Everyday Skills](#): Free online everyday English and Maths courses, offered in partnership with Welsh colleges.
- [Careers Wales Course Search](#): Free local Functional Skills courses, including options from local colleges and community providers.

Higher / Academic Education

- Overseas Qualifications: [ENIC Statements of Comparability](#) may be funded by Jobcentre Plus.
- Tuition Fees: Refugees in Wales usually qualify for home-fee status.
- Sanctuary Scholarships – Many Welsh universities offer scholarships for refugees. See the [STAR Network](#).