

Publication

How to access Community Welfare Services

From [Department of Social Protection \(/en/organisation/departement-of-social-protection/\)](/en/organisation/departement-of-social-protection/)

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National Phone Line for Community Welfare Services

National Phone Line for Community Welfare Services

Phone number:

[0818 607080 \(tel:0818607080\)](tel:0818607080)

What Community Welfare Services are

The Community Welfare Service provides financial assistance to people whose means are insufficient to meet their needs, or who face a significant and unavoidable cost that they cannot meet using their normal sources of income.

The Community Welfare Service operates nationally across all areas of the country and is available to assist customers in need.

It is not always necessary to meet a Community Welfare Officer (CWO) to make a claim. Application forms can be posted or dropped into [your local Intreo Centre or Branch Office. \(/en/service/40cf48-find-your-local-intreo-office/\)](/en/service/40cf48-find-your-local-intreo-office/).

[All Community Welfare Service locations can be found on this map. \(https://www.google.com/maps/d/viewer?mid=15mzhzljFDB39fJesxA024nc-TJ3bhJp&ll=53.67828500351752%2C-7.81613081013277&z=5\)](https://www.google.com/maps/d/viewer?mid=15mzhzljFDB39fJesxA024nc-TJ3bhJp&ll=53.67828500351752%2C-7.81613081013277&z=5)

You can also contact the Community Welfare Service using the dedicated email available on each Intreo Centre and Branch Office listing.

CWOs are available in 51 Intreo Centres across the country to meet and assist customers during business hours, five days a week.

They can facilitate in-person and emergency meetings:

• [through the phone](#)
Payments available through Community Welfare Services include:

- in any [Intreo Centre/Branch Office \(/en/service/40cf48-find-your-local-intreo-office/\)](/en/service/40cf48-find-your-local-intreo-office/) or
 - if the need arises, a direct home visit appointment can be arranged
-
- [Additional Needs Payment \(/en/service/4eb45-additional-needs-payment/\)](/en/service/4eb45-additional-needs-payment/)
 - [Basic Supplementary Welfare Allowance \(/en/service/36e514-supplementary-welfare-allowance/\)](/en/service/36e514-supplementary-welfare-allowance/)
 - [Supplementary Welfare Allowance Supplements \(/en/service/ed9724-supplementary-welfare-allowance-supplements-swa/\)](/en/service/ed9724-supplementary-welfare-allowance-supplements-swa/)
 - [Rent Supplement \(/en/service/fb3b13-rent-supplement/\)](/en/service/fb3b13-rent-supplement/)

Money Advice and Budgeting Service (MABS)

You can get neutral advice from the MABS on how to:

- manage your budget
- take control of debt and mortgage arrears

For further information please visit the MABS website (<https://www.mabs.ie>) or visit [your local MABS office \(https://mabs.ie/about/find-a-mabs-office/\)](https://mabs.ie/about/find-a-mabs-office/).

Apply for payments under the Community Welfare Service

Apply online for Additional Needs Payments

Additional Needs Payments can be applied for online at [MyWelfare.ie](https://services.mywelfare.ie)

[Access service here \(https://services.mywelfare.ie/en/topics/community-welfare-services/additional-needs-payment/\)](https://services.mywelfare.ie/en/topics/community-welfare-services/additional-needs-payment/)

Apply for other payments under the Community Welfare Service

To apply for other payments under the Community Welfare Service, you can:

- collect an application form in any [Intreo Centre or Branch Office \(/en/service/40cf48-find-your-local-intreo-office/\)](/en/service/40cf48-find-your-local-intreo-office/)

- [request for an application form to be posted to you through our online form here \(https://www.eforms.gov.ie/en/forms/5\)](https://www.eforms.gov.ie/en/forms/5)
- download the SWA1 form:



Application Form: Supplementary Welfare Allowance (SWA1)

Claim Form for Supplementary Welfare Allowance/Additional Needs Payment. Edition: July 2023.

[Download \(https://assets.gov.ie/24920/f93565af8bed495a817b8d7fbb18482a.pdf\)](https://assets.gov.ie/24920/f93565af8bed495a817b8d7fbb18482a.pdf)

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The form should be returned by post or in person, to [your local Intreo Centre or Branch Office. \(/en/service/40cf48-find-your-local-intreo-office/\)](#)

To help process your claim, you should include the following:

- Personal Public Service (PPS) numbers for yourself, your spouse, civil partner or cohabitant and your children
- proof of address
- proof of residency (where relevant)
- proof of identity required **if you have no Public Services Card**, for example passport, driving licence, work permit, Irish residence permit.
- documents to show your income and financial situation, such as pay slips and bank statements

A Community Welfare Officer will contact you if any further information is needed for your application.

Apply for Rent Supplement

Information about [applying for the Rent Supplement is available here. \(https://www.gov.ie/en/service/fb3b13-rent-supplement/#apply\)](https://www.gov.ie/en/service/fb3b13-rent-supplement/#apply)

If you have a query in relation to a current Rent Supplement claim or a new application please contact:

National Rent Supplement Section

Address:

PO Box 12188, Freepost FDN7609, Dublin 2

Email:

rentsupplement@welfare.ie (<mailto:rentsupplement@welfare.ie>)

Phone number:

[0818 607080](tel:0818607080) (<tel:0818607080>)

Part of

Policies

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Services

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[Additional Needs Payment \(/en/service/4eb45-additional-needs-payment/\)](/en/service/4eb45-additional-needs-payment/)

[Basic Supplementary Welfare Allowance \(/en/service/36e514-supplementary-welfare-allowance/\)](/en/service/36e514-supplementary-welfare-allowance/)

[Supplementary Welfare Allowance \(SWA\) Supplements \(/en/service/ed9724-supplementary-welfare-allowance-supplements-swa/\)](/en/service/ed9724-supplementary-welfare-allowance-supplements-swa/)

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