WELSH REFUGEE COUNCIL
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Getting started in

SWANSEA TOOLKIT

Find your way



This toolkit is for families who have come to Swansea seeking sanctuary.

It shows where to go, who can help, and how to do everyday things like travel, health visits, school forms and getting food or clothes.

Families told us they often feel overwhelmed, unsure who to ask, and afraid to speak up. This guide gathers trusted information in one place with pictures, simple steps and friendly words.

You are not expected to understand everything immediately. It is okay to ask questions and ask for help.



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SECTION 1

Your rights and services

An individual who has applied for asylum in the UK due to persecution in their home country and is awaiting a decision on whether they will be given refugee status.

What access to services do I have?

If you are seeking asylum, you can get support:

You can get a
place to live

You can use
NHS health services

Children can go to
school for free

You can get a small
amount of money
each week

In Wales, your
medicine is free if you
have a prescription

Aspen card
Quick start guide

Pay for essential items
with your weekly support.



How do you pay for things?

You **use** your **Aspen card.**

The Aspen card is a payment card provided by the UK Home Office to people receiving asylum support under Section 95 or Section 4. It works in a similar way to a Visa debit card, but what you can do with the card depends on the type of support you receive.

The Home Office puts money on the card each week so you can buy essential items like food, clothes, and toiletries.

See quick start guide below, followed by more detailed Aspen card guidance on pages 4–6.





What is it?

- Weekly payment card
- For essential items

Weekly amount

- £49.18 per person
- £9.95 (initial accommodation)

Balance check

- Online • Phone • Receipt

Rules

Keep card & PIN safe

Do not share

Help

If something goes wrong:

- Speak to Housing Manager
- Contact Migrant Help
- New card takes up to 2 weeks

Can be used for

Food, clothes, local travel, baby items, toiletries and food.

Can't be used for

Alcohol, gambling, travel outside of UK.

SECTION 1



How much money goes on the Aspen card?

The amount depends on your support type:

- Section 95 (living in asylum accommodation): £49.18 per person per week
- Section 4 (no cash support / refused asylum): £49.18 per person per week
- Section 98 (living in initial accommodation): £9.95 per person per week
- Additional weekly payments are made for pregnant people (£5.25), babies under 1 (£9.50), and children aged 1 to 3 (£5.25)
- Asylum seekers (on section 95 and section 4) get a maternity payment of £300 to assist with the costs of a new baby. You must inform the Home Office of the pregnancy and provide a MAT B1 form from the doctor/ midwife. This payment is available if the baby is due in 11 weeks or less, or if the baby is under 6 months old

Payments are usually added every Monday.

What can you use the Aspen card for?

You can use it in most shops that accept Visa, including:



Supermarkets
(Tesco, Asda, Lidl, etc.)



Clothing shops



Pharmacies



Bus tickets
or local travel



Baby items



You can also use it
for online shopping

SECTION 1

What you cannot use the Aspen card for

The Home Office blocks certain things:



Alcohol



Some financial services



Gambling



Some travel tickets (for example international travel)

If you try to buy blocked items, the payment will be declined.

Checking your Aspen card balance

You can check your balance in 3 ways:

- Phone: 0808 196 0198 (free)
- Online: Aspen card website
- Shop receipt after payment



Lost or stolen Aspen card

If your Aspen card stops working, tell your Housing Manager as soon as possible. Emergency support may be available, including help with supermarket vouchers. You can also contact Migrant Help for support while you are waiting for a new Aspen card.

The Home Office will:

- Cancel the old card
- Send a new card – this can take up to 2 weeks to arrive
- Transfer your remaining money

Problems with Aspen payments

Contact Migrant Help or your accommodation provider if:

- Money has not arrived
- Amount is wrong
- Card does not work
- You moved address
- Your family size changed

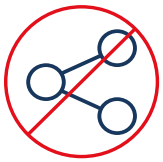
They contact the Home Office for you.

When Aspen payments stop

Payments usually stop if:

- You receive a decision and leave asylum support
- You get refugee status and move to mainstream benefits
- You leave Home Office accommodation
- You leave the UK

Important rules about Aspen cards



Do not share your card or PIN



Do not sell or exchange your card



Use only for yourself and your family



Keep receipts if there is a problem

If you get refugee status

- Aspen support stops (usually after 28 days)
- You must apply for Universal Credit
- The Aspen card will stop working

SECTION 2

Home Office and Migrant Help: who does what

What is the difference?

When you are seeking asylum in the UK, you may hear about two important organisations: the Home Office and Migrant Help.

They have different roles.

Understanding who does what can help you know who to contact and feel more confident asking for help.

	Home Office	Migrant Help
Who are they?	The UK government immigration department	A charity that supports people seeking asylum
What do they do?	Decide if you can stay in the UK	Help you while you wait for a decision
Do they decide your asylum case?	Yes	No
Can they give or refuse status?	Yes	No
Can they help with housing or money problems?	No (they don't fix problems)	Yes
Who should you contact if you don't understand a letter?	Not usually	Yes
Who do you talk to about your asylum interview or decision?	Home Office	Not Migrant Help
Who helps if your accommodation is bad or unsafe?	Home Office	Migrant Help

Contact Migrant Help if:

- Your housing is bad or unsafe
- You have no money or payments stopped
- You are confused about the asylum system
- You need help understanding letters
- You feel vulnerable or unsafe

You can also contact Wales Sanctuary Service

The Wales Sanctuary Service helps people seeking asylum and safety in Wales.

It is run by the Welsh Refugee Council, Displaced People in Action, EYST, BAWSO, Asylum Justice and TGP Cymru and paid for by the Welsh Government. The service gives practical help, emotional support, and trusted advice to people who are starting a new life in Wales.

The service can help with:



Housing

Help to find somewhere safe to live



Advice and information

Help to understand your rights and what to do next



Emotional support

Someone to talk to and regular support when things feel uncertain



Access to services

Help with schools, healthcare, and community activities



Family and practical support

Help with things like food, travel, and other basic needs

Contact the Home Office if:

- They ask you to attend an interview
- They send you a decision
- They ask for documents
- You must report to immigration

SECTION 3

Housing and accommodation support



In Wales, ClearSprings Ready Homes provides asylum accommodation. When you are placed in a property, you will be assigned a Housing Manager. This person helps with housing issues such as repairs, safety concerns and questions about your home.

If you have problems with your accommodation, such as heating issues, damp, broken items or needing cleaning products, speak to your Housing Manager.

Your family may need help getting basic things for the home.

This can include:

- Bedding
- Toiletries
- Kitchen items
- Cleaning products

Some local groups and charities can help with these.

In Swansea, Swansea Asylum Seekers Support (SASS) can help.



SECTION 4

I need help with...

A. Travel help for you
B. When you or your child are ill
C. School and education support
D. Food, clothes and toiletries

4A - TRAVEL AND GETTING AROUND

Travel help for you

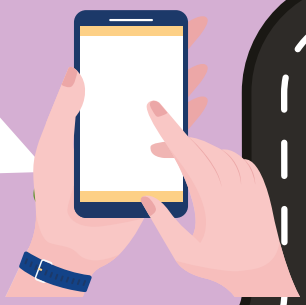
Google Maps is a simple and reliable way to find your way around the city - whether you're walking, taking the bus, cycling, or in a car.



How to use Google Maps

Step 1

Open Google Maps on your phone or computer, go to the Google Maps app or visit maps.google.com



Step 2

Search for your destination. Type the name or address of where you want to go into the search bar.



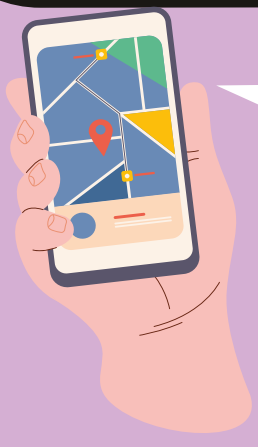
Step 3

Choose your travel mode. Select walking, public transport, cycling, or driving to see route options.



Step 4

Follow the directions - Google Maps will show you step-by-step instructions to help you get there safely and easily.



Check out this video explainer:

How do I get there?

How do buses work in Swansea?

Finding your bus

They have a sign with a bus symbol and often a small shelter.

Each stop shows:

- The bus numbers that stop there
- The direction (where the bus is going)
- A timetable with times

If you are unsure, ask the driver
"Does this bus go to … ?"

Paying for your bus

You can pay in different ways:

- Your Aspen card
- Contactless card or phone (tap when you get on and off)
- Cash (some buses need exact coins)
- Bus ticket apps on your phone

The driver will help you choose the right ticket. Tell the driver where you are going, for example:

"City centre, please."

During the journey

Most buses have screens or announcements telling you the next stop. You can also watch outside for street names or landmarks.

If you are not sure where to get off, you can ask the driver when you get on:

"Can you tell me when we reach… ?"

Getting off the bus

Press the **red stop button** on a pole or wall before your stop. The bus will stop at the next bus stop.

Useful tips

- Buses run often in the daytime and less often at night
- The main bus company in Swansea is First Cymru
- If you have a problem or want to complain, you can contact the bus company in Swansea.

Useful Links

Timetables

Send feedback

4B - WHEN YOU OR YOUR CHILD ARE ILL

When you or your child are ill

Not sure where to go if you or your child is feeling poorly.

This is a snapshot of who to contact:



Small illnesses
Visit pharmacy



Urgent but not emergency
Call 111



Ongoing or worrying illness
Visit GP



Life-threatening
Call 999

Do you need language support?

"Show this card" for pharmacy/GP (language barrier help).



I need language support, please.

I speak: _____

- ☐ I need an interpreter
- ☐ Please speak slowly
- ☐ Please write it down
- ☐ Please use simple words
- ☐ Please show me pictures

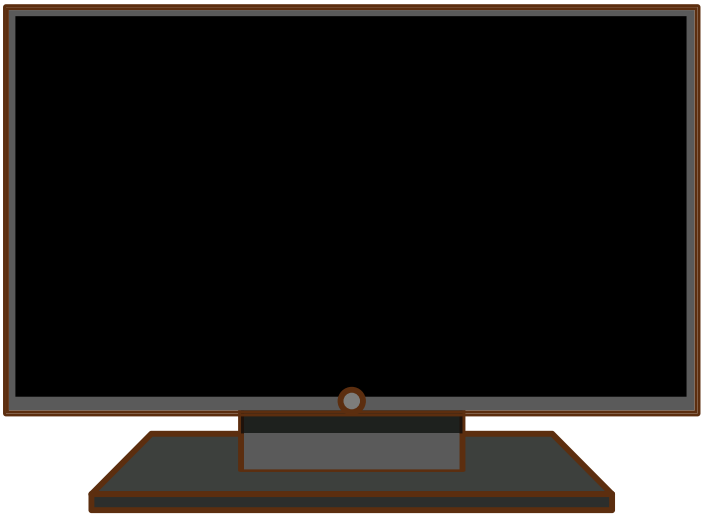
Preferred gender of interpreter (if possible):

☐ Female ☐ Male ☐ No preference

Thank you for helping me.

How to access healthcare?

How to navigate the NHS for Refugees & Asylum Seekers

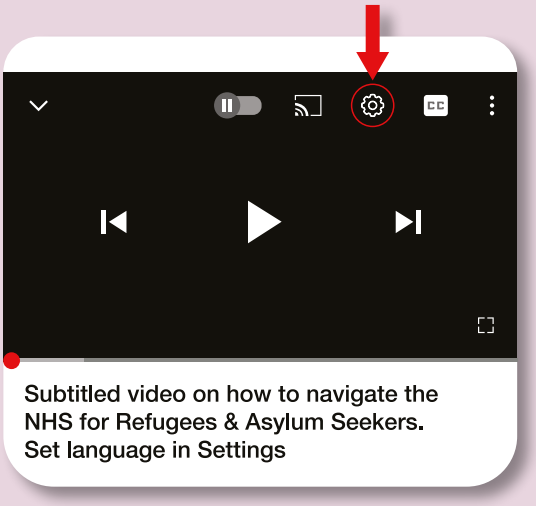


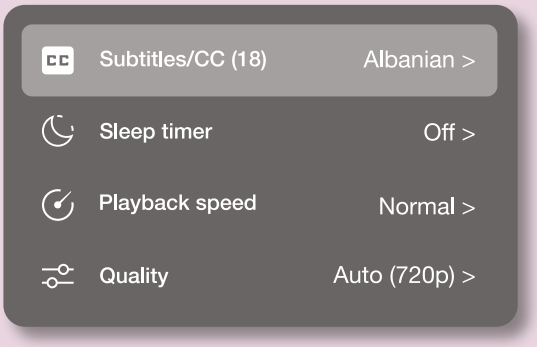
Scan QR code with your phone to view video

Available in Arabic, Amharic, Albanian, Bengali/ Bangla, Persian Dari, Persian Farsi, Kurdish Sorani, Pashto, Polish, Punjabi, Russian, Somali, Swahili, Tigrinya, Ukrainian, Urdu, Vietnamese.

To change the language, go to settings, and choose your preferred language.

Step 1	Step 2	Step 3
Click the video link, or scan QR code	Click settings	Go to CC/Subtitles and choose your preferred language





How to join?

- Refugees and asylum seekers can use a GP surgery
- A GP is your local family doctor.
- You should join a GP surgery so you can get help when you are ill.

What do you need to take when you join?

When you join a GP surgery, staff may ask for:

- Your name
- Your date of birth
- Your address
- Your phone number, if you have one
- They will also ask you to fill in a form

Some GP surgeries may ask for ID or proof of address, **but you do not need these papers to join.**

You can tell them: "I am an asylum seeker and I live in this area."

The Health Board **must arrange a free interpreter** for doctor or hospital appointments.

You need to tell them before your appointment so they can book the interpreter.

You can also ask for an interpreter to help you speak with the staff.

If you are an asylum seeker, ClearSprings Ready Homes should help you join a GP surgery.

If a GP surgery will not accept you, your Local Health Board can help register you with a surgery.

To find a GP surgery near you, visit:

How to make a GP appointment

Contact the GP surgery: Each GP surgery has different rules on the times you should call up for an appointment. Some also don't offer the ability to book appointments at reception.

You can get some medications without needing a GP appointment.

You can book:



By phone



Online



At reception

Say: "I want to make a GP appointment." Ask for interpreter (if needed).

You can say: "I need an interpreter (language)." **Interpreter is free.**

Common Ailments Scheme

Support from a pharmacy

In Wales, you can get free advice and free treatment for small illnesses from a community pharmacy.

You do not need to see a GP first. A pharmacist can speak with you in private. **This is called a confidential consultation.**

If needed, the pharmacist can give you free medicine through NHS Wales.

Who can use this scheme?

You can use this scheme if you:

- Live in Wales, including temporary housing or contingency accommodation, or
- Are registered with a GP in Wales, or
- Are staying in Wales for a short time

You do not need to show ID or proof of address if it is clear that you can use the service. But it may help to bring a Home Office letter.

How to access



Go to a pharmacy and ask if they offer the Common Ailments Scheme



The pharmacist will assess symptoms in a private consultation



Ask for help



Advice and/or treatment will be provided free if appropriate

Conditions covered include:

- Allergies and hay fever
- Athlete's foot and fungal skin infections
- Cold sores
- Constipation and diarrhoea
- Dermatitis/eczema and rashes
- Head lice
- Indigestion and heartburn
- Mouth ulcers
- Oral or vaginal thrush
- Scabies and threadworms
- Sore throat
- Verruca

If you are unsure, please just go to the pharmacy, they can advise you on what to do next.

Find more information here:

Print this out and show to the pharmacist:

Help!

Do you offer the Common Ailments Scheme?

I would like to speak to the pharmacist.

Thank you

Registering with a dentist in Wales

Register interest online (Dental Access Portal)

If you live in Wales, you can apply for an NHS dentist through the Dental Access Portal run by Digital Health and Care Wales.

Once you apply, you will be placed on a waiting list and contacted when a dental place becomes available.

Eligibility

Age 16+ (or parent applies for child)



Living in Wales ≥6 months or registered with a Welsh GP

If you cannot apply online

In Swansea, you can call the Swansea Bay Health Board:

- 01639 683223 (Swansea Bay Dental Helpline) Staff or support workers can also apply on their behalf if needed

Access to dental care

Asylum seekers in Wales can get NHS dental care by applying for an HC2 certificate (help with health costs).

You can:

- Fill HC1W form (online or paper)
- Get help from refugee organisations

It's always best to ask if there is a cost attached before treatment and speak to dentist for full transparency, to avoid unwanted costs.

Do you or your child have urgent dental pain while waiting for a dentist?

- **Call NHS 111 Wales dental helpline**
- **Or contact emergency dental service**

All Asylum Seekers can now request the HC2 certificate directly by calling Migrant Help. Migrant Help will take all the necessary details and send the certificate to them. If an Asylum Seeker needs an emergency appointment and doesn't have an HC2, or it has expired, Migrant Help will send them a code which they can show to the dentist/other service, to to avoid being charged.

Applying for a place in school

- The school year runs from September to August
- Children start full time school in the September after they have turned 4
- You will need to submit an application to get your child into a school
- You can make the application online
- You can go to a local Hub or talk to a support service to get help with the application
- You must live within the same area as the school that you are applying for
- If the school nearest to you is full, you may have to go to one that is further
- In Swansea, there are Welsh language schools, English language schools, and faith schools which may require special applications.

Nursery

- Children are entitled to a part-time place in a nursery after they have turned 3
- After they have finished nursery, they will move into full time school

Primary school

- Primary school is for children aged 4 to 11/12 years

Secondary school

- Secondary school, also known as high school, is for children aged 11 and over

Free school meals (Swansea)

Families in Swansea may be able to get free school meals if they receive certain qualifying benefits. Swansea Council says applications can be made online, and eligibility includes households on Universal Credit with annualised net earnings of £7,400 or less, as well as other benefits such as Income Support and income-based Jobseeker's Allowance.

Swansea has also rolled out **universal free school meals for all primary pupils**. Since September 2024, every primary-aged child in Swansea has been offered free school meals automatically, so families of primary pupils do not need to apply for the meal offer itself.

Even where meals are provided automatically, families on low incomes should still check whether they should apply for **free school meal eligibility** because this can help unlock other support, including the **School Essentials Grant** for uniform, equipment and school activities.

Swansea Council also says families must report any change in circumstances that could affect entitlement, such as starting work, changing benefits, moving home, or a child changing school.

You can direct families to Swansea Council's free school meals page for the latest eligibility and application details

Here is where you can find out more:

School admissions

Nursery school admissions

Primary school admissions

Secondary school and reception admissions

Help with school

Scheme / Support	What it provides	Who can get it	How to apply	Key notes
Free School Meals (FSM)	Daily school meals + gateway to other grants	In full time school (children 4+)	Local authority or school	• Ask school office for FSM form • Needed: Home Office letter / Aspen card
Pupil Development Grant – Access (PDG-A)	Up to approximately £125 per child each year is available for school uniform, PE kit, bags, equipment, and trips. Children starting Year 7 may receive up to £200. This support is only available for children in full-time school and does not apply to nursery children.	Free School Meal eligible pupils	Local authority (often via school)	• FSM must be approved • School or LA PDG form
Flying Start / 2-Year Child-care	~12.5 hrs/week free childcare (area-based)	Disadvantaged families incl. asylum seekers	Local Family Information Service	• Eligible 2-year-olds can access funded childcare regardless of immigration status • Must live in designated Flying Start postcode area (postcode-based using deprivation data)

Help with school (useful links)

Free School Meals (FSM)

Pupil Development Grant – Access (PDG-A)

Flying Start / 2-Year Childcare

Food, clothes and toiletries

Sometimes we all need a little support, and there's absolutely no shame in that. Across our communities, people are coming together to make sure no one goes without the basics. This section brings together places where you can pick up free food, toiletries, and clothing - no judgement. **Just practical help when you need it.**

No matter where you live, you can access hardship support here.



Organisation	Contact details	Website	Service	How to access
Hardship support				
Welsh Refugee Council hardship support	1 The Kingsway, Swansea SA1 5JQ		WRC has a small Hardship Fund for clients who meet our destitution criteria. We can provide supermarket vouchers of £30 every 2 weeks.	**Drop-in Monday, Tuesday, Thursday** 10:00-13:00 & 14:00 – 15:00
National Zakat Foundation	National Zakat Foundation, 123 City Road, London, EC1V 2NX		If you are Muslim and looking for support Zakat Foundation have a hard-ship fund which you may be able to apply for.	
Swansea Asylum Seeker Support	Friday drop in 4-7 at St James Church, off Walter Road SA1 4QF		Hot meals, games/ activities, FAN group, ESOL (all levels) Donations – clothes, household items, toiletries, cleaning products.	

Help with Essentials

Mums and Toddlers Foundation offer a range of essential help.

1. Provide essential items and support to mothers in need.

   Available items include:
   - Baby essentials (nappies, wipes, formula, clothing)
   - Mum's necessities (clothing, sanitary products)
   - Household food items

Simply request here:

Get essential items and support here

2. Host educational workshops led by experts.

3. Offer affordable childcare options for low-income families.

4. Create a space for community connection and wellbeing activities.

Help with baby essentials

Do you need help with items for your child? Check out these spaces.

Service	Address	Support Offered	Opening hours
City Church – Baby Bank	City Church, Dyfatty Street, Swansea, SA1 1QQ	Baby clothes & items	**Tuesday** 10:00 - 12:00
St Thomas – Baby Basics	Lewis Street, St Thomas, Swansea, SA1 8BP	Baby clothes & items; donations accepted	**Appointment** Call them
Swansea Mosque – Baby Bank	159a St Helens Road, Swansea SA1 4DG	Baby essentials for families	**Appointment** Call them
City Church Swansea	Dyfatty St, SA1 1QQ	Foodbank; Baby Bank; toddler group; free Sat meals	**Tuesday (Baby Bank)** 10:00 - 12:00 **Thursday (Rainbows)** 09:30

Help with food

You can get free meals and food supplies. Some food banks require a voucher before they can help you. To get a voucher, contact Swansea Asylum Seekers Support (SASS), EYST, or the African Community Centre, as they can make a referral for you.

Information on local food banks, food share, takeaway meals and sit-down meal provision across Swansea, including service details, timetables and location maps to help people find nearby support. Some services are open access, while others may need a referral or voucher.

Organisation / venue	Address	Support provided
Community Fridge Swansea	Caer Las, Customs House, Cambrian Place, SA1	Free surplus food
FoodCycle Swansea	Phoenix Centre, Powys Avenue, Townhill, SA1 6PH	Free community meals
Matt's Café (Matthew's House)	High Street, Swansea, SA1 1LW	Pay-as-you-feel meals; showers; laundry; IT; support
Eastside Foodbank	Mansel Road, Bonymaen SA1 7AU	Food parcels
Red Café	Linden Church, Elmgrove Road, West Cross, SA3 5LD	Food parcels

Contact
07377 924251
01792 455671 swanseababybasics@gmail.com
01792 654532 info@swanseamosque.org
01792 648927 info@elimswansea.org.uk



Food banks and other food support

How to access		
Wednesday 12:30 - 14:30		www.goleudy.org
Monday 18:30		Just turn up
Monday - Tuesday 11:30 - 13:45	**Sunday** 19:00 - 21:00	07708 115903
Friday 11:00 - 13:00		Referral vouchers needed from Swansea Hub.
Monday 12:30 - 14:30		Referral vouchers needed from Swansea Hub.

Help with food

You can get free meals and food supplies. Some food banks require a voucher before they can help you. To get a voucher, contact Swansea Asylum Seekers Support (SASS), EYST, or the African Community Centre, as they can make a referral for you.

Organisation / venue	Address	Support provided
Ty Croeso	97 High Street, Clydach, SA6 5LN	Food parcels
St Stephen's Church	Gelli Street, Port Tennant, SA1 8NF	Food parcels
City Church	Dyfatty Street, SA1 1QQ	Food parcels
Gorseinon Institute	Lime Street, SA4 4EE	Food parcels
Lifepoint Church	Ffynone Road, SA1 6BT	Food parcels
Salvation Army	28 Morfydd Street, Morriston, SA6 8BN	Food parcels
Swansea Mosque	159a St Helens Road, SA1 4DG	Food parcels

Support services for women & wellbeing in Swansea

Swansea also offers women only and broader wellbeing support.
Check out these spaces for support.

Organisation / venue	Address	Support provided
Swansea Women's Group	Contact to get address details	Women-only group, childcare, bus fare reimbursement
African Community Centre (ACC)	Contact to get address details	Counselling, therapy, wellbeing, asylum transport, signposting
Better Welcome to Swansea	Contact to get address details	Integration, volunteering, signposting, city orientation

How to access	
Tuesday 10:00 - 12:00	Referral vouchers needed from Swansea Hub.
Tuesday 14:30 - 16:00	Referral vouchers needed from Swansea Hub.
Wednesday 10:00 - 12:00	Referral vouchers needed from Swansea Hub.
Thursday 10:00 - 12:00	Referral vouchers needed from Swansea Hub.
Friday 11:00 - 13:00	Just turn up
Friday 11:00 - 13:00	Voucher/self-referral/ just turn up
Saturday 14:30 - 16:30	Just turn up

How to access	Contact
2nd Saturday monthly 11:00 - 13:00	07528 943833 jeninswan@hotmail.com
Monday - Friday 09:00 - 17:00	03302 292995 info@africancommunitycentre.org.uk
	Charlotte - 07952 785127 **Amber** - 07570 235830

Charity shops

Charity shops are second-hand shops run by charities. They sell donated items at low cost, so they can be a useful place for families to buy things they need affordably.

Charity shops often sell clothes, shoes, children's items, toys, books, kitchenware, bedding, and sometimes small household items or furniture. The items available will vary from shop to shop.

They are usually more affordable than buying new items, which can be helpful for families who are settling into a new home or managing on a low income.

Families can search online for nearby charity shops using the Charity Retail Association's "Find a charity shop" website. This can help them find local shops in Swansea, and other areas that sell low-cost clothes, homeware, furniture, books, and children's items.

Find a charity shop
Just type in your postcode



SECTION 5

Disability and additional support needs

Disabled children and young people in Wales can get extra help.

This help can include:



Extra support in school



Therapy



Transport



Special equipment



Money support

Help is given because of the child's needs. **It is not based on immigration status.**

Asylum seeker and refugee families can ask for help in the same way as other families in Wales. Schools and local councils must help children with additional learning needs. A child may get an Individual Development Plan. This is a plan that says what help the child should get.

Some families may also get:

- Disability benefits
- Grants for equipment or changes to the home



How to ask for help or an assessment

If you think your child may have a disability or additional learning needs, you can ask for help at any time.

You do not need:

- A diagnosis
- Immigration status papers

SECTION 5

At school or nursery

You can speak to:

- The class teacher
- The school office.

You can ask the school to:

- Assess your child's needs

Through the local council

You can contact the council's education team. You can ask for an assessment yourself as a parent or carer.

You can also ask a professional to help, for example:

- The school
- Your GP
- A health visitor
- A support worker

The council must look at your request.

You can also give any useful information, for example:

- Medical letters
- Reports
- Your worries about learning, behaviour, speaking, understanding, or moving

If the child is under 5

Speak to:

- A health visitor
- A GP
- The childcare provider

You can ask for:

- A development check
- A referral to specialist services

This may include:

- Speech and language therapy
- Children's doctor services (paediatrics)

You can ask for an interpreter if you need one.

A support organisation or advocate can also help you ask for support.

Schools and councils should not refuse to assess a child because of asylum status or immigration status.



Help with travel costs for healthcare appointments

You can get help with the cost of travelling to hospital for National Health Service appointments. This support is for reasonable travel costs to appointments for treatment or tests after you have been referred by a healthcare professional.

Who can get help

Travel to appointments with GPs, dentists and A&E are not included. It is only available for special treatments and tests following a referral from a health professional.

What you can claim

You can usually claim the cheapest reasonable travel costs, including:

- Public transport fares
- Taxi costs, if this has been agreed in advance by the hospital
- In some cases, the travel costs of a parent, carer or escort can also be claimed if this is medically needed

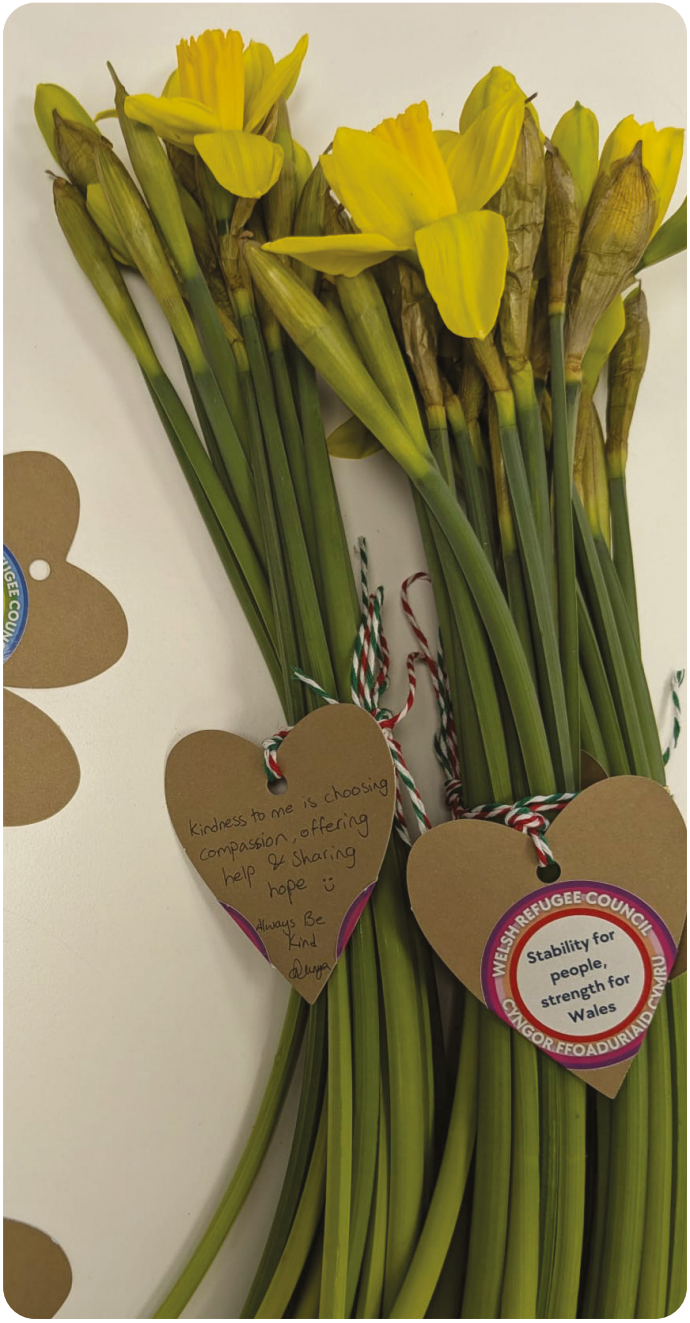
What you cannot claim

You cannot usually claim for:

- Visiting someone in hospital
- Routine appointments with a doctor, dentist or other primary care service
- Regular check-ups, vaccinations or screening appointments

How to claim

- Keep your travel receipts
- Bring your appointment letter or card
- Bring proof that you receive benefits or qualify on a low income
- Claim at the hospital cashier's office or use a claim form, usually within 3 months of the appointment



Tip

If you cannot afford the travel cost in advance, ask the hospital if they can help before your appointment.

It can be quite difficult to know who to contact if you have a child with disabilities, as a starting point contact Migrant Help.

For more information see here

Organisation	Location	Support offered	Clients supported	Contact
Migrant Help	UK wide	We can arrange for our Disability Adviser to contact you if you need help to access disability-related support in your community, including signposting to local hearing loss charities and information on health and social care.	Asylum seekers	0808 8010 503 disabilityadvisor@migranthelpuk.org migranthelpuk.org

If you are looking for building community, in Swansea you can access these spaces.

Organisation	Location	Support offe-red	Clients supported	Contact
Swansea Disability Forum	Online	Hold bi-monthly meetings, raise and act on disability issues and provide a voice for Swansea's Disability Community.	People with disabilities in Swansea	07519 707862 swanseadisabilityforum@gmail.com www.swanseadisabilityforum.org.uk
Inclusability	Online	Volunteer-led group providing accessible and affordable activ-ities for children and young people with disabilities in Swansea.	Children and young people with disabilities	07495 740867 swansea@inclusability.org www.inclusability.org


WELSH REFUGEE COUNCIL
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SECTION 6

Play and support for children

After being forced to flee their homes in search of safety, many children arrive frightened and unable to express their feelings. To support them, refugee organisations run play projects that help children and families feel safe, connected, and hopeful again.

In Swansea, Mums Meet-Up is a project where mums and their toddlers meet every Wednesday in a cosy, relaxed space. It's a wonderful opportunity for mums and their little ones to connect, share experiences, and have a bit of fun! Whether you're after a friendly chat over a cuppa, some playtime for your toddler, or just a change of scene, our group is here to make motherhood feel a little less lonely.

Mums Meet-Up

With friendly faces, toys for tiny hands, and plenty of tea (and biscuits!), it's the perfect spot to unwind while your little one explores. No pressure, no fuss – just good company and a chance to breathe.

At this meet-up, we also host health workshops where we invite health professionals to support the mums with their needs. We also hold various creative and art sessions to inspire both mums and toddlers.

Also, check out Swansea Asylum Seekers Support (SASS) SASS provides two weekly drop-ins which support families and individuals with a hot meal, English classes, essential donations, Welcome to Play scheme, friendship, a place of safety and a chance to ask questions and seek help and advice. The drop-ins take place on Friday and Saturday. What we are able to help with can change so please get in touch for the most up to date information



SECTION 7

Access to digital services

If you do not have a smartphone, laptop or enough mobile data, you may be able to get help from local organisations.

Migrant Help also runs a **Digital Inclusion project** which provides refurbished devices and data to people seeking asylum, refugees and survivors of modern slavery. Migrant Help's free asylum helpline is **0808 8010 503, available 24 hours a day, 7 days a week.**

In Swansea, SASS (Swansea Asylum Seekers Support) has previously provided phone data top-ups and loaned out tablets and laptops, and it also describes its work as including **digital access** support.

When you contact these organisations, explain:



What device you need, for example a smartphone, laptop or tablet



Why you need it, for example for Home Office appointments, legal advice, school, ESOL classes, job search, or keeping in touch with services



Whether you need extra mobile data or phone credit

Meeting new people and finding support can be hard, especially when there is a lot of information. The groups below can help you start. They can listen, give advice, and help you find the right support.

Thanks to our partners

SASS Swansea Asylum Seekers Support

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MUMS & TODDLERS FOUNDATION

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SECTION 8

Planning your next steps

These pages are designed to help you plan and organise your pathway effectively.

SECTION 8

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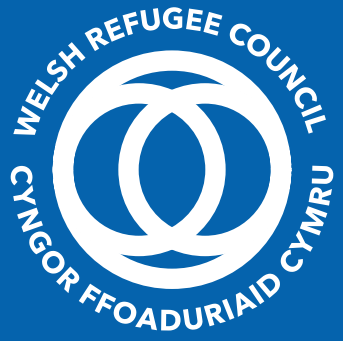
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