

Exceptional Needs and Urgent Needs Payments

Exceptional Needs and Urgent Needs Payments are paid under the Supplementary Welfare Allowance Scheme.

What is an Exceptional Needs Payment?

An Exceptional Needs Payment is a single payment to help meet essential, once-off, exceptional costs, which a person could not reasonably be expected to meet out of their weekly income.

- For example, the payment can be for bedding or kitchen equipment for somebody who is setting up a home for the first time, funeral costs or for clothing in exceptional circumstances. The payment is subject to a means test. A means test looks at your income to see if it is below a certain level.

What is an Urgent Needs Payment?

An Urgent Needs Payment may be paid to people in emergency situations. For example, in the case of a fire, flood or other disaster, you may get a payment to help with the immediate cost of food and clothing.

Depending on your circumstances, for example, if you are working or when an insurance claim has been settled, you may have to pay some or all of this back at a later date.

What is the rate of payment?

- The amount of payment depends on a means test and the type of assistance you need.

How do I apply?

You can apply for an Exceptional Needs or an Urgent Needs Payment from the Department of Social Protection. This can be done at your local [Social Welfare office or Intreo Centre](#) as soon as the need arises.

You will need to fill in the claim form and supply the following:

- PPS numbers for yourself, your spouse/partner and your children
- Evidence of any household income or social welfare assistance you are getting

The information above is an overview of the Exceptional & Urgent Needs Payments

We won't give up until cancer does



For detailed information, applicants are advised to:

- Visit [Citizens Information](#) online
- Call Citizens Information on 0761 07 4000 – Monday to Friday from 9am to 8pm
- Visit your local [Citizens Information](#) office
- Call our Cancer Support Line on Freephone 1800 200 700 – Monday to Friday from 9am to 5pm