

## Apply to your municipality for supplementary and preventive social assistance

If you have specific expenses for which you cannot be granted basic social assistance, the municipal social services office may, at its discretion, under specific circumstances grant you supplementary or preventive social assistance.

If, due to your circumstances, you need support, the municipality can also offer various kinds of social services. With your consent, Kela can contact the social services office in your municipality of residence on your behalf. You can also yourself contact the social services office.

For more detailed information on the benefits and services available from the municipality, see the website of your own municipality or contact the social services office.

## When to contact Kela and when social services office?

1

You must always first apply to Kela for basic social assistance. You will need a decision on basic social assistance even if your application only concerns supplementary or preventive social assistance.

2

In your application for basic social assistance, you can state that you have certain expenses which are not covered by basic social assistance and for which you need supplementary or preventive social assistance. Enter these expenses under **'Additional information'** on the application form. Also state the reasons why you need help with these expenses. You can also, at the same time, ask Kela to forward your application and the supporting documentation concerning these expenses to the municipality for processing.

3

If you have already received a decision from Kela on basic social assistance, you can apply directly to your municipality for supplementary or preventive social assistance. Kela works together with the municipal authorities as appropriate to your situation.

Read more online [www.kela.fi/social-assistance](http://www.kela.fi/social-assistance)

Kela's customer service number 020 634 2550

To book an appointment, see [www.kela.fi/appointments](http://www.kela.fi/appointments)

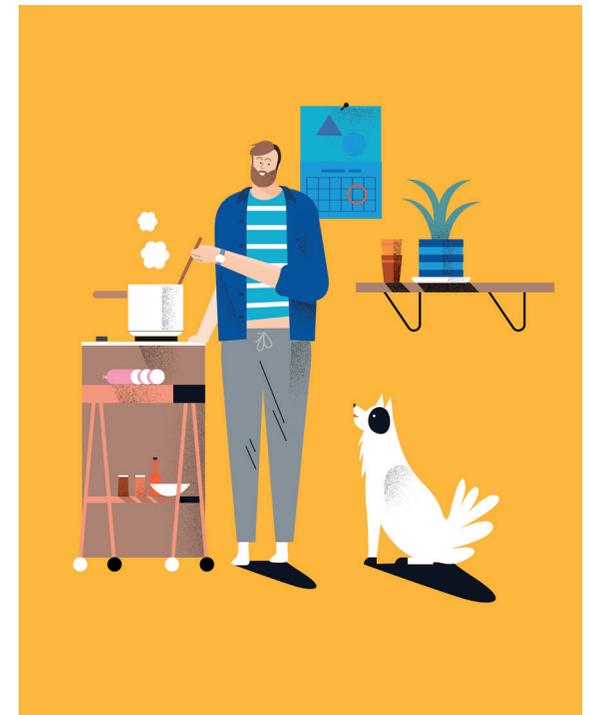
# Social assistance in brief

**Social assistance, or income support, is a last-resort form of financial assistance which covers some of the basic necessities of life. Social assistance is intended to be a source of short-term financial aid that helps recipients overcome or avoid temporary difficulties and promotes their autonomy and independence.**

## Who can get social assistance?

**If all your income and assets do not cover your essential daily expenses, such as housing, food, medical care and clothing, you can apply for basic social assistance from Kela. Other social security benefits are counted as income.**

Before applying for basic social assistance you must first consider all other sources of income that could be available to you, and find out if you are entitled to social security benefits such as unemployment or housing allowances. First apply for all other benefits to which you are entitled.



Read more online: [www.kela.fi/social-assistance](http://www.kela.fi/social-assistance)

**Kela** 

## How to apply for social assistance

1

First check your entitlement to basic social assistance with the help of a calculator at [www.kela.fi/laskurit](http://www.kela.fi/laskurit) (in Finnish) or [www.fpa.fi/berakningar](http://www.fpa.fi/berakningar) (in Swedish).  
If your incomes and your circumstances are not expected to change in the near future, you can apply for social assistance for several months at a time.

2

You can apply for social assistance via Kela's e-service at [www.kela.fi/asiointi](http://www.kela.fi/asiointi) (in Finnish) or [www.fpa.fi/etjanst](http://www.fpa.fi/etjanst) (in Swedish). If you find it difficult to use the e-service, you can get advice on how to use it at one of Kela's customer service points. You can also apply for social assistance on a paper form or even by phone. Our address is **Kela, PL 10, 00056 KELA**.

3

Remember to enclose all necessary documentation!

4

Normally, Kela will issue a decision on basic social assistance within 7 working days (Monday to Friday). This requires that Kela has access to all documents needed to review your application. For instance, if the application arrives at Kela on Monday, it must be decided on Wednesday the following week. If you submit needed documents later, the processing of the application may be delayed.

5

Kela pays the basic social assistance on the first business day of the month. If it is too late to make the payment on the regular payment date, the payment will be deposited into your bank account within 2 business days of the decision being made.  
If you are granted basic social assistance, you get a voucher that you can show at the pharmacy which is valid for the period that the decision on basic social assistance concerns. You can use the voucher to get the prescription medications you need from the pharmacy.

**Do not forget the bank statements.** Your first application must be accompanied by bank statements for the preceding two months. When you receive the decision, please check under **'What to do next'** for which period you will have to submit bank statements in the future. This section comes immediately after the calculation of the amount of social assistance.



### Supporting documents online

Send any supporting documents via the e-service at [www.kela.fi/asiointi](http://www.kela.fi/asiointi) (in Finnish) or [www.fpa.fi/etjanst](http://www.fpa.fi/etjanst) (in Swedish) when you apply for social assistance. Scan or take a photo of the documents and enclose them with the application. If you apply online, you can take a picture of the required documents with your phone. Make sure that the picture is clear and legible. If the document contains several pages, please remember to take a picture of and send all the pages.

If you send a bill afterwards, send it via the link **'Lähetä lasku'** on the front page of the e-application for basic social assistance. Also remember to attach the bill via the link **'Liitteet'** in the e-service. You can also send bills or other documents using the message function (**'Viestit'**) in the e-service. Select **'Toimeentulotuki'** (social assistance) as subject.

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When you have received a decision on basic social assistance, you can also apply for assistance for certain bills you have received after the decision. The due dates of the bills must fall within the period for which the decision is valid. The decision you have received contains further instructions on which bills you can send to Kela.

If social assistance is granted for the bills, Kela will pay the sum into your bank account. **You must yourself make sure to pay the bill.** Alternatively Kela can pay the bill on behalf of you directly, for example to the electric company. You must request it by writing **'Maksetaan laskuttajalle'** on the bill or in the message that you send with the bill in the e-service.

Kela will send you a notification of the bills that Kela has paid. Check in the notification that the bills have been paid in accordance with your request.



### Supporting documents by mail

If you do not use the e-service, you can send any supporting documents by mail to the address **Kela, PL 10, 00056 KELA**. You can also drop them in the mailbox at one of Kela's customer service points.

Kela will not return any bills or documents, so you should hand in a copy of the document and keep the original.

If you are submitting the documents by mail, enclose the Kela form titled **Accompanying form concerning expenses (TO3e)**. If you do not have a TO3e form, write your personal identity code on the document. That way Kela will be able to link each document to your application details.