Länsi-Uudenmaan hyvinvointialue
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Client Fees for Disability Services of the Western Uusimaa Wellbeing Services County under the New Disability Services Act (675/2023)

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1 General information

This guide outlines the client fees applicable to services provided under the new Disability Services Act.

The client fees charged for social and health services are regulated by the Act on Client Charges in Healthcare and Social Welfare (734/1992) and the Decree on Client Charges in Healthcare and Social Welfare (912/1992). A fee may be charged for services provided by the wellbeing services county unless the law specifically mandates that the service be free of charge (Act on Client Charges, section 1). Any fee imposed must not exceed the actual cost of providing the service (Act on Client Charges, section 2).

Social and healthcare services can be offered free of charge, may carry a fixed-rate fee, or be charged according to the client's income. Additionally, the Act on Client Charges and the Decree on Client Charges set maximum fee limits for certain services. These maximum limits are adjusted every two years (index adjustments). Income limits under section 10 of the Act on Client Charges are also reviewed every other year in line with the National Pensions Index—the revised amounts taking effect from the start of the year following the revision.

For further details on client fees, please visit: www.luvn.fi/asiakasmaksut.

1.1 Unused Services

A €56.70 fee may be charged if a client fails to use or cancel a scheduled service. EUR 56.70

This fee may be applied if the client or their representative has booked an appointment for healthcare services or reserved a short-term care or accommodation service within social or health services, and the client fails to attend the scheduled appointment or arrive at the designated location without providing an acceptable reason or cancelling in advance (Act on Client Charges, section 3).

The fee is imposed only when its collection is reasonable, and when the possibility of such a charge—as well as clear instructions on how to cancel the appointment or reservation in advance—has been communicated in advance. All cancellation procedures and fee-related information must be presented in a clear manner that the client can understand. No fee is charged for clients under 18 years of age. (Act on Client Charges, section 3).

Even if the service in question is free of charge, the client is not exempted from the fee for a missed appointment without prior cancellation.

You need to cancel your appointment by noon on the previous business day.

The fee for a missed appointment without prior cancellation applies to over 18-year-olds in the following services:

- Statutory leave of informal caregivers of persons with disabilities
- 24-hour short-term care for persons with disabilities.

1.2 Services Provided Free of Charge

The following services are exempt from client fees:

- Social work, social counselling, social rehabilitation, family work, parenting and family counseling, and the supervision of meetings between children and parents as defined in Section 14 of the Social Welfare Act (1301/2014); this also includes the supported meetings and supervised exchanges outlined in Section 27.
- With the exception of transportation and meals, activities and work-related initiatives aimed at supporting the employment of persons with disabilities as specified in Sections 27d and 27e of the Social Welfare Act (710/1982).
- The specialized care provided under the Act on Special Care for People with Intellectual Disabilities (519/1977) and transportation as defined in Section 39 of that Act; however, a reasonable fee may be charged for the ongoing maintenance of a person with an intellectual disability.
- The following services under the Disability Service Act:
  - Coaching (Section 7)
  - Personal assistance (Section 9)
  - Specialized support for inclusion (Section 12)

- Supported decision-making (Section 14)
- Intensive multidisciplinary support (Section 16)
- Housing support (Section 18)
- In-home child housing support (Section 19)
- Assistance for barrier-free housing (Section 20)
- Short-term care (Section 22)
- Daytime activities (Section 23)
- Mobility support (Section 25)

And any other assistance or support necessary to fulfill the purpose of the Act as specified in Section 30, including services integrated into housing support and in-home child housing support.

- Support related to the morning and afternoon programs organized as part of short-term care.
- Transportation for daytime activities (Section 25) and for work activities for persons with intellectual disabilities (Section 27).
- Services provided as part of housing support and in-home child housing support (which, if arranged as standalone services, might otherwise incur fees—for example, home care or home nursing within housing support).
- Documents issued to individuals regarding their social welfare matters.

1.3 Reductions and exemptions of client fees

A fee for social welfare services and an income-based fee for health care services must be waived or reduced in so far as charging the fee would endanger the livelihood of the person or the family or the person’s statutory maintenance obligation. The reduction of or exemption from a client fee takes precedence over social assistance. (Act on Client Charges, section 11).

Clients can apply for a reduction of or exemption from client fees by filling in the dedicated application or by submitting a free-form application. The application must state what fees the client’s application concerns, starting from what date they are applying for a reduction or exemption, and on what grounds. The decision on a reduction of or exemption from client fees is always made based on case-by-case consideration. Decisions are usually made to be valid for a fixed period, typically ranging from 1 to 12 months.

In addition, the new Act on Disability Services includes a safeguard clause. The purpose of this is to offer clients stronger protection than the Act on Client Charges and to ensure that client fees never prevent people with disabilities from accessing services guaranteed by primary legislation.

Under this safeguard clause, any fee for social or health-care services must be waived, reduced, or left uncollected if:

1. The fee would prevent or significantly hinder the arrangement of necessary services for a person with a disability, or
2. The charge would be unreasonable considering the person's care needs.

For more information on fee reductions and exemptions from payment, please visit: https://www.luvn.fi/fi/meilla-asiakkaana/asiakasmaksut-ja-laskutus/sosiaali-ja-terveyspalvelujen-asiakasmaksujen-alentaminen-tai-perimatta-jattaminen

2 Mobility Support (Transport Service)

2.1 Mobility Support Service under the Social Welfare Act

For adults, a client fee of €3.20 is charged for each one-way trip.
Children aged 7–17 are charged €1.60 per one-way trip.

2.2 Mobility Support Service under the Disability Services Act

The wellbeing services county may charge a fee for the mobility support defined in Section 28 of the Disability Services Act. This fee may be up to an amount equivalent to the public transport fare—or another comparable, reasonable charge—when the support is provided as a transport service as specified in Section 29(1)(1) of the Disability Services Act. (Act on Client Charges in Healthcare and Social Welfare, section 7 f).

For a one-way trip the fees are as follows:

- Adult: €3.20
- Child (7–17 years): €1.60

For work and study trips based on a 30-day season ticket:

- Adult: €60
- Child (7–17 years): €30
- Student: €43.

3 Daytime and Work Activities

For Daytime Activities for Persons with Disabilities and Work Activities for Persons with Intellectual Disabilities:

A fee is charged for meals in accordance with chapter 4. Transport to and from day or work activities is free of charge if the client has serious mobility impairments and cannot use public transport independently without undue hardship.

For Work Activities and Employment-Support Activities for Persons with Disabilities under the Social Welfare Act:

A fee is charged for meals in accordance with chapter 4. Clients are responsible for their own transport expenses.

4 Meal and Upkeep Charges in Disability Services

Meal fees are charged based on use. These fees apply when meals are not included in other client charges.

Meal	**Fee (€)**
Breakfast	1.70
Snack	1.70
Evening snack	1.70
Lunch	4.90
Dinner	4.90

Housing-related upkeep, the unit's housing-related centralised purchases and use of shared spaces:

- If the resident's upkeep includes one or two of the items listed below or the use of common areas, the fee is EUR 34.00/month
- If the upkeep includes at least three of the listed items or the use of common areas, the fee is EUR 69.00/month

The centralised purchases and use of spaces used as the basis for client fees are the following:

- an Internet connection or a computer provided for the clients by the unit
- a daily newspaper and magazines in shared spaces
- cleaning tools, supplies and products or toilet paper
- use of the sauna if it is not included in the rent or if there is no separate sauna fee
- use of a washing machine, rotary iron, dryer or drying room in the shared spaces
- use of shared recreational equipment or spaces if their use is not included in the rent

The use of the above-mentioned spaces and supplies is included in the plan prepared with the client.

The upkeep fee is charged only if the client is present for at least five days in a month. f present for fewer than five days, no upkeep fee is applied.

5 Home Services for Families with Children

According to Section 19 of the Social Welfare Act (1301/2014), "home services" refer to assistance provided at home for accommodation, care, support, maintaining functional capacity, childcare and upbringing, managing administrative tasks, and other activities of daily living. Families with children are entitled to receive necessary home services to secure their caregiving responsibilities when safeguarding the child's wellbeing is compromised due to reduced functional capacity, childbirth, injury, or similar circumstances.

Under Section 10e of the Act on Client Charges, fees for regular and ongoing home services are charged. A fee is charged for visits by a family worker. However, the initial home assessment visit is free of charge.

Home services are provided free of charge for:

- Families with children requiring special support during the multi-actor service needs assessment, during the period of family social work as defined by the Social Welfare Act, and whose service needs and implementation plans are documented in the client plan.
- Cases where a social worker or social counselor, based on the family's special circumstances, deems it necessary.
- Clients who regularly receive basic social assistance from Kela.
- Families with disabled children requiring special support during the multi-actor assessment period, or in situations where long-term regular home services are needed and have been included in the client plan.

A regular home service fee for families with children is charged if the client receives the service at least once a week and the service is expected to last for at least two months from its commencement—or if it has in fact lasted for at least two months (Act on Client Charges, section 7 b).

If the client re-enters the service within six months of its termination, after having received temporary or regular home services for at least two months, and the criteria for regular home service are met, the service continues as regular.

Home services through disability services are available only to children with disabilities who require special support. These services are provided as part of a service package tailored to the child's individual needs.

6 Housing Support

6.1 Long-term 24-Hour Residential Care under the Social Welfare Act

Long-term 24-hour residential care includes round-the-clock care and support tailored to the individual's needs; activities that maintain and promote functional capacity; meals; clothing services; cleaning; and activities that foster social participation and interaction (Social Welfare Act 1301/2014, section 21 c).

A client fee based on the client's income is charged for this type of residential care. Specifically, the fee is 85% of the client's net monthly income (after applicable deductions) The client has 15% of their net income at their disposal each month. The minimum amount is EUR 182 per month. (Act on Client Charges, section 7 c).

The monthly allowance is intended to cover personal expenses such as co-payments for transportation, clothing, personal hygiene, phone charges, and any other expenses not included in the service.

If the client lives in a housing service unit where rent is not included in the client fee, the client fee criteria will apply with the exception that the client will pay their rent directly to the lessor. The rent paid is deducted from the income on which the fee is based.

Rent is charged for all days covered by the lease, including periods when the client is absent. For hospital care, rehabilitation, or other institutional care, the client is charged the applicable fee for that service.

6.2 Long-term 24-Hour Residential Care under the Disability Services Act

In long-term 24-hour residential care provided as housing support under the Disability Services Act, no fee is charged for care and support (Act on Client Charges, section 4). However, fees are imposed for upkeep and meals (see Chapter 4). Any rental agreements related to the service are managed directly by the client and the landlord.

6.3 Supported housing

In **supported housing**, upkeep and meal fees are charged in accordance with Chapter 4 (Meal and Upkeep Charges in Disability Services).

6.4 Long-term family care

No client fee is charged for long-term foster care provided as housing support to war veterans (per the Act on the Rehabilitation of War Veterans, 1184/1988), nor for foster care provided as housing support under the Child Welfare Act (417/2007) or under Section 18 of the Disability Services Act (675/2023).

For long-term foster care provided as housing support under the Disability Services Act, clients aged 16 and over are charged upkeep and meal fees in accordance with Chapter 4. (Act on Client Charges, section 4, subsection 2).

In addition, long-term foster care is subject to a housing fee—serving as a rent compensation—of €250 per month.

For under 16-year-olds, their child benefit and disability allowance are collected as a fee for care and upkeep for the duration of family care. The total charge may not exceed €500 per month. The client's child benefit is collected in full. The client's disability allowance is collected so that the client will have 15% of their disability allowance at their disposal, however at least EUR 182 per month.

6.5 Support for a child's living arrangement

When this support is provided in the child's own home, all assistance, support, and services are free of charge.

If the child lives outside the home, a fee may be charged—provided it is reasonable based on the family's financial situation and maintenance responsibilities.

For family care arrangements involving children under 16, any child benefit and disability allowance are collected as compensation for the child's maintenance and care for as long as family care lasts. The total charge may not exceed €500 per month. The client's child benefit is collected in full. The client's disability allowance is collected so that the client will have 15% of their disability allowance at their disposal, however at least EUR 182 per month.

6.6 Short-term family care

For short-term family care, clients aged 16 and over: €35.90 per day
Clients under 16: €12.80 per day.

Meal fees are not charged separately.

Part-day family care organized by Disability Services is provided free of charge.

7 Short-term Care

The client fee for **short-term 24-hour service housing** covers care and support, meals, support services, accommodation costs, and other upkeep expenses. Care is provided outside of the client's home and as other than institutional care.

- Clients aged 16 and over: EUR 35.90 per day.
- Clients aged under 16: €12.80 per day. The fee charged corresponds to the client fee of an informal caregivers statutory leave.

8 Coaching

8.1 Coaching for independent living

A client fee is charged for each day during the period, including the day of arrival and departure.

Coaching lasting for less than 21 days:
EUR 14.90 per day of residence. Clients will also pay for meals based on their consumption. The fee does not apply to clients who already have an apartment for which they pay rent or maintenance charges and living costs.

If residential coaching provided within a unit lasts continuously for 21 days or more:
A rent-compensating housing fee of €250.00 per month is charged. The fee does not apply to clients who already have an apartment for which they pay rent or maintenance charges and living costs. Clients will also

pay for meals and upkeep based on consumption. Upkeep fees are billed for full calendar months (see chapter 4: Meal and Upkeep Charges in Disability Services).

9 Statutory leave of informal carers

The fee charged during the statutory leave of an informal carer is EUR 12.80 per day. The fee applies to both adults and children. No additional charges are levied for meals or other services included in the service package. (Act on Client Charges in Healthcare and Social Welfare, sections 6b, 6 c).

The day can also be divided into two half-day services, each costing EUR 6.40. For example, two half-day family care sessions or two sessions of rehabilitative daytime activities for the elderly.

The client fee does not apply to services provided with a service voucher (Act on Client Charges in Healthcare and Social Welfare, section 12) or to clients for whom support for informal care is part of the “sheltered housing at home” service package under section 8 of the Act on Disability Services and Assistance (380/1987). Front-line veterans are also exempt from these client fees.

Fees for statutory leave days apply to all mandated respite periods for informal care regardless of the method of provision. For instance, when statutory leave is arranged as family care, the fees for statutory leave are applied rather than those for family care.

10 Institutional Care

10.1 Short-term institutional care

Short-term institutional care: EUR 66.90 per care day.
After the client reaches the payment ceiling, they will be charged EUR 25.10 per day as an upkeep fee for short-term institutional care . Under 18-year-olds do not have to pay upkeep fees. For under 18-year-olds, fees are only charged for a maximum of seven days of care per calendar year, after which care is free of charge. (Act on Client Charges in Healthcare and

Social Welfare, section 6a and Decree on Client Charges in Healthcare and Social Welfare, section 12).

Rehabilitation care (institutional rehabilitation care provided for individuals with disabilities or intellectual disabilities): EUR 23.00 per care day. Once the payment ceiling is reached, this service is provided free of charge. (Decree on Client Charges in Healthcare and Social Welfare, section 14)

10.2 Long-term institutional care

According to section 7b of the Act on Client Charges, the wellbeing services county may charge a fee for long-term institutional care if the service is expected to last from its commencement or has, in fact, lasted at least three months. The fee may be applied to institutional care as defined in Section 67(1) of the Health Care Act (1326/2010) or to 24-hour institutional services provided in a facility's operational unit as defined in Section 22 of the Social Welfare Act (1301/2014).

However, no fee may be charged under this basis for:

- Medical rehabilitation in an institution as defined in Section 29(2)(7) of the Health Care Act,
- Rehabilitation in an institution as defined in Section 2(3) of the Act on Special Care for Persons with Intellectual Disabilities (519/1977), or
- Institutional care as defined in Section 57 of the Child Welfare Act (417/2007).

The client fee for institutional care is charged as a monthly fee for each day of care during the period, including the day of arrival and departure. If the client will immediately move to another unit, the original unit will not charge a fee for the day on which the client moves out. (Act on Client Charges in Healthcare and Social Welfare, section 6a and Decree on Client Charges in Healthcare and Social Welfare, section 12).

In addition, long-term institutional care is subject to an income-based client fee in accordance with section 7c of the Act on Client Charges. This fee amounts to 85% of the client's net monthly income (after the deductions prescribed in section 10c in the Act on Client Charges). The client has 15% of their net income at their disposal each month. The minimum amount is EUR 122 per month. If the client has a spouse and both are receiving long-term 24-hour service accommodation, long-term family care, or long-term institutional care, the fee is determined based on the criteria mentioned above.

If, immediately prior to the start of the service, the client resided in a joint household (in a marriage or de facto partnership) and the client's monthly income exceeds that of the spouse, the fee is calculated based on the combined monthly income of both spouses. In such cases, the fee is 42.5% of the combined net monthly income (after applying the relevant deductions). However, the client must have a minimum of EUR 122 at their disposal each month. The disposable amount is adjusted every two years in line with changes in the national pension index. The index-adjusted euro amounts are rounded to the nearest whole euro and take effect from the beginning of the year following the revision. (Act on Client Charges, section 7 c).

If the fee calculated on the basis of the spouses' combined monthly income would exceed the fee calculated solely on the client's monthly income, the fee charged shall not exceed the latter amount (Act on Client Charges, section 7c).

For under 16-year-olds, their child benefit and disability allowance are collected as a fee for care and upkeep for the duration of institutional care. The client's child benefit is collected in full. The client's disability allowance is collected so that the client will have 15% of their disability allowance at their disposal, however at least EUR 122 per month.