



Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde

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Information on contractual informal care for informal carers 2026

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This guide provides information on contractual informal care in the Western Uusimaa Wellbeing Services County. Contractual informal care begins after the care recipient has received a decision on receiving support for informal care and an informal care contract is made with the carer.

Support for informal care is based on the Act on Support for Informal Care (937/2005). The purpose of the legislation is to ensure that informal care can be carried out in the best interests of the care recipient. This is accomplished by ensuring continuity of care and adequate social and health care services as well as by supporting the work of the informal carer.

The services are organised in compliance with the current criteria for granting informal care support in the Western Uusimaa Wellbeing Services County as well as with the existing legislation on the organisation of social and health care services—for example:

- Act on Support for Informal Care (937/2005)
- Social Welfare Act (1301/2014)
- Act on Supporting the Functional Capacity of the Older Population and on Social and Health Services for Older Persons (980/2012)
- Employment Contracts Act (55/2001)
- Public Sector Pensions Act (81/2016)
- Employees Pensions Act (395/2006)
- Workers' Compensation Act (459/2015)
- Act on Service Vouchers for Social Welfare and Health Care (569/2009)
- Health Insurance Act (1224/2004)
- Act on Job Alternation Leave (1305/2002)

Contents

| | | |
|---------------|--|----------|
| 1 | Being an informal carer in the Western Uusimaa Wellbeing Services | |
| County | | 1 |
| 1.1 | Care allowances and payments | 2 |
| 1.2 | Obligation to notify | 3 |
| 1.3 | Client fees | 4 |
| 1.4 | End of care | 4 |
| 2 | Informal carers' days of leave 2026 | 4 |
| 2.1 | Accumulating and taking days of leave | 5 |
| 3 | Care options during a carer's leave 2026 | 6 |

1 Being an informal carer in the Western Uusimaa Wellbeing Services County

An informal care contract is formalized between the caregiver and the Wellbeing Services County through the Oima system.

- Instructions for using Oima can be found on our website at **www.luvn.fi/oima**
- To begin using the Oima service, you'll need to create an account.
- The registration process requires a valid email address and bank credentials or a mobile certificate.
- You're eligible to register once the Wellbeing Services County has added you as an informal caregiver in the Oima system.
 1. Visit the Oima login page: **minun.oima.fi**
 2. Click "Luo ilmainen tili" ("Create a free account") to start the registration process.

The informal carer is not under an employment contract, as referred to in the Employment Contracts Act (55/2001), with the Western Uusimaa Wellbeing Services County, the care recipient or the guardian of the care recipient.

An informal care contract is generally valid until further notice. Making a fixed-term contract requires a specific reason. By signing the contract, the carer commits to carry out informal care in accordance with the care and service plan and, furthermore, to act in the best interests of the care recipient in cooperation with the employee responsible for informal care in the Wellbeing Services County as well as with other parties involved in the care recipient's treatment. The Western Uusimaa Wellbeing Services County commits to pay the care allowance specified in the contract and to fulfil the other statutory duties as the organiser of informal care.

The contract can be reviewed, if necessary. Support for informal care is assessed during yearly home visits or as needed (for example, if the situation changes or if changes are anticipated). The purpose of the visits is to promote the organisation of informal care in accordance with

the best interests of the care recipient, to ensure the continuity of care and adequate social and health care services as well as to support the work of the informal carer. The visit also includes an assessment of the eligibility for informal care support as well as a further assessment of the applicable care intensity category. The care and service plan will be updated as needed. If the situation has changed substantially, a new decision and a new contract on informal care support will be made.

1.1 Care allowances and payments

The care allowances paid to informal carers are divided into three categories based on the commitment and intensity of the care.

Informal care allowances in 2026:

1. Daily need for care €530,00 per month
2. Round-the-clock need for care €868,77 per month
3. Highly demanding phases €1682,31 per month.

Provisions on the amount of and minimum level of care allowance paid to informal carers are laid down in the Act on Support for Informal Care (937/2005). The care allowance can be lower if the carer wishes so for a specific reason. The payments of care allowance will commence only after the informal carer has signed the informal care contract.

Care allowance will be paid to the carer monthly. Care allowance is taxable income. The Western Uusimaa Wellbeing Services County withholds prepayment tax and pays the pension insurance contribution.

Informal carers must have a valid tax card specific to informal care. The tax card details are automatically retrieved to Oima from the Finnish Tax Administration.

For more information compensation:

- luvn.fi/oima
- minun.oima.fi (contracts, payment statements, tax cards)
- Disability Services customer service (when the care recipient is under 65), tel. 029 1512 425
- Secretary for Informal Care within Elderly Services (when the care recipient is over 65) tel. 029 151 5856
Mon, Tue, Wed 09:00–10:30 (Finnish service)
Wed 09:00–10:30 (Swedish service)

1.2 Obligation to notify

The informal carer is obliged to notify the Wellbeing Services County of any changes in the care or other circumstances.

If informal care is interrupted, the carer must notify the interruption to the Wellbeing Services County without delay. Informal care may be interrupted for various reasons. Payment of the care allowance is suspended

- After 30 days if care is interrupted due to the care recipient's state of health (Act on Support for Informal Care 937/2005, section 9)
- After 5 days if the interruption is caused by the informal carer or for a reason other than the care recipient's state of health. If the informal carer falls ill, the Wellbeing Services County is obliged to arrange care for the care recipient.
- After 30 days if the informal carer and/or the care recipient are staying abroad. If the situation is not clear, the Wellbeing Services County may temporarily suspend the payment of the carer's allowance or terminate the informal care contract.

Possible interruptions will be deducted from later payments, and the Wellbeing Services County will recover any overpaid allowances.

The Western Uusimaa Wellbeing Services County provides insurance in accordance with section 3 of the Workers' Compensation Act (459/2015) for carers who have signed an informal care contract. If an informal

carer suffers an accident while providing care, it must be immediately reported to an employee of support for informal care.

1.3 Client fees

You can find a list of client fees in the Western Uusimaa Wellbeing Services County on the webpage [Client fees for social welfare and health care services](#). You may apply for reduction of or exemption from client fees on the basis of your financial situation. Read more at: [Reduction of or exemption from client fees in health and social services](#).

1.4 End of care

The notice period for terminating an informal care contract is two (2) months for the Wellbeing Services County and one (1) month for the informal carer. However, the contract can be terminated immediately if the continuation of the contract would endanger the health or safety of the informal carer or the care recipient. Regardless of the notice period, the contract will expire at the end of the month during which informal care is deemed to be no longer necessary. (937/2005.) In the event of the death of the carer, the contract is terminated, and care allowance payments are stopped immediately. Termination of the contract should be reported in writing or by phone to the employee responsible for informal care support.

2 Informal carers' days of leave 2026

The arrangements for an informal carer's leave are agreed on with an employee from informal care support.

During an informal carer's leave, the client fee is EUR 13,70 per day (as of 2026). The day can also be divided into two half-day services, each costing EUR 6.85 (half-day family care or session of rehabilitative daytime activities for the elderly).

The fee applies to services organised in accordance with Section 4 of the Act on Support for Informal Care (937/2005) during an informal carer's leave and to services organised in accordance with Section 27b of the

Social Welfare Act (1301/2014) during the leave of a person caring for a family member or close relative on a daily basis.

The client is fee is not charged for the service organised with a service voucher (Section 12 of the Act on Client Charges in Healthcare and Social Welfare), nor for clients whose support for informal care is part of the 'service housing at home' service package in accordance with Section 8 of the Act on Disability Services and Assistance (1987/380). War veterans are not charged client fees for informal care leaves.

The fees for informal care leave are applied to the statutory periods of informal care leave, regardless of the method of implementation. For example, when informal care leave is provided as family care, the fees for informal care leave, not family care leave, are applied.

2.1 Accumulating and taking days of leave

An informal carer who has signed an informal care contract is entitled to three days of leave per calendar month if the carer is bound to provide care uninterrupted or with a few interruptions around the clock or continuously on a daily basis.

It is recommended that informal carers take regular monthly leave, but leave can also be saved and taken within six months of becoming entitled to it. To illustrate, leave days accrued in July can be used between July and December, while leave days accrued in August can be used between August and January. Services provided via a service voucher constitute an exception. The number of these and time of validity must be agreed upon separately. The days of leave must be taken while the informal care contract is valid.

| Month | Obtained leave days | Must be used no later than |
|-----------|---------------------|----------------------------|
| January | 3 | June |
| February | 3 | July |
| March | 3 | August |
| April | 3 | September |
| May | 3 | October |
| June | 3 | November |
| July | 3 | December |
| August | 3 | January |
| September | 3 | February |
| October | 3 | March |
| November | 3 | April |
| December | 3 | May |

3 Care options during a carer's leave 2026

Family care

- Part-time or round-the-clock care and shared activities in the home of a trained family care provider (in a family home) or in the home of the person being cared for.
- Suitable if the person being cared for does not require night-time assistance, have challenging behavioural traits or require medical intervention during the period of family care.

Substitute informal care

- A close relative or acquaintance of the informal care family enters into an agreement with the wellbeing services county to substitute for the permanent informal carer.

Care at home during an informal carer's leave with a service voucher

- Care and treatment in the home of the person being cared for by a private service provider, value €180,47 per day of the informal carer's leave.

- Ask for a voucher in advance. Choose a service provider from the approved Service Voucher Providers (www.parastapalvelua.fi).

Rehabilitative daytime activities for seniors

- Group-based activities that promote functional capacity for the person being cared for, about 4–6 hours at a time, usually once a week.

Short-term round-the-clock service housing

A planned care period at a care home/housing unit, suitable for persons with a great need for assistance.