

Client fees for Disability Services as of 1 July 2021

City Board's decision 14 June 2021

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1. Transport service

1.1 For people with severe disabilities, the client charge for transport service under the Disability Services Act is the currently valid price of a single fare for public transport in the municipality.

A trip within Espoo or to Kauniainen, Helsinki, Vantaa, Kirkkonummi, Nurmijärvi or Vihti:

- Adult: EUR 2.80
- Child (7 to 17): EUR 1.40

1.2 For people with severe disabilities, the client charge for trips to work and studies under the Disability Services Act is the currently valid price of a 30-day ticket for public transport in the municipality. Leisure trips are included in the ticket price. The client charge for children and students is determined on the same grounds as other equivalent discount fees in public transport.

Trips within Espoo or to Kauniainen, Helsinki, Vantaa, Kirkkonummi, Nurmijärvi or Vihti, 30-day season ticket:

- Adult: EUR 62.70
- Child (7 to 17): EUR 31.40
- Student: EUR 34.50

If **trips to work** are granted elsewhere than to Helsinki, Espoo, Kauniainen, Kirkkonummi, Nurmijärvi, Vantaa or Vihti, the client charge is in accordance with the Matkahuolto price list. The price of the trip is determined on the basis of the kilometre-based pricing of Matkahuolto's annual ticket with 22 single trips (see the table for trips to work).

Trips to work outside the regional area (longer trips according to the price list)					
Upper kilometre limit	Price of 22 trips, EUR	Price of a single trip, EUR	Upper kilometre limit	Price of 22 trips, EUR	Price of a single trip, EUR
6	56.90	2.60	45	166.30	7.60
9	62.10	2.80	50	179.40	8.20
12	69.80	3.20	60	210.10	9.60
16	77.50	3.50	70	239.20	10.90
20	90.60	4.10	80	266.70	12.10
25	105.00	4.80	90	292.30	13.30
30	122.00	5.50	100	315.90	14.40
35	137.90	6.30			
40	152.30	6.90			

If **trips to studies** are granted elsewhere than to Helsinki, Espoo, Kauniainen, Kirkkonummi, Nurmijärvi, Vantaa or Vihti, the client charge is the currently valid student price of a 30-day season ticket (EUR 34.50 as of 14 January 2021).

Study-related trips are **free of charge for students attending extended compulsory education**. The student must inform Disability Services if they are attending extended compulsory education.

1.3 For people with severe disabilities, the client charge for transport service trips under the Disability Services Act in another municipality is

- the client charge valid in the municipality under the Disability Services Act (studying or permanent residence)
- charged in accordance with the Matkahuolto price list in the case of holidaying. The price of the trip is determined on the basis of the kilometre-based pricing of Matkahuolto’s annual ticket with 22 single trips (see the table for holiday trips).

Holiday trip outside the regional area		
Upper kilometre limit	Price of a single trip EUR/adult	Price of a single trip EUR/child
6	2.60	1.50
9	2.80	1.70
12	3.20	1.90
16	3.50	2.10
20	4.10	2.40

1.4 The client charge for transport service to day activities under the Disability Services Act is the currently valid price of a single fare for public transport in the municipality.

- Adult: EUR 2.80.

2. Housing services

2.1 Accommodation fee compensating for rent

An accommodation fee of EUR 237 is charged to those aged 16 and older. In addition, fees for upkeep/use of shared facilities and meals are charged in accordance with usage.

2.2 Long-term housing service under the Social Welfare Act, monthly fee

A client fee decision is made for the client based on the fee criteria of long-term 24-

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hour service housing.

A client fee is charged for long-term 24-hour service housing based on the client's income. The client fee is 85% of the client's net monthly income after deductions in accordance with the fee criteria. The client is left with available funds amounting to 15% of their net income per month.

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However, the minimum amount to be left is EUR 164 per month (Section 7c of the Act on Client Charges in Healthcare and Social Welfare).

If the client lived in a shared household in a marriage or a relationship resembling marriage immediately before the start of the service and their monthly income is higher than their partner's monthly income, the client fee is determined by the spouses' combined net monthly income. In such cases, the fee is 42.5% of their combined net monthly income after deductions in accordance with the fee criteria. However, the minimum funds that must be available for the client to use is EUR 164 per month.

The fee may not exceed the expenses incurred from providing the service (Section 2 of the Act on Client Charges in Healthcare and Social Welfare). Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of income-based fees.

Fees depending on the client's capacity to pay are determined on a temporary basis (Section 10j of the Act on Client Charges in Healthcare and Social Welfare). Client fees depending on the client's capacity to pay are reviewed annually.

Deductions from client fees and income for long-term 24-hour service housing are described in more detail in a separate guideline (see Client fees for long-term 24-hour service housing).

2.3 Upkeep, living-related centralised procurement of the unit and use of shared facilities in a housing unit

EUR 15.40 per month, where the resident's upkeep includes 1–2 of the items listed below involving centralised procurement or the use of shared facilities.

EUR 47.40 per month, where the upkeep of the resident includes at least 3 of the items listed below involving centralised procurement or the use of shared facilities.

The centralised procurement and use of facilities used as the basis for the client fee are as follows:

- internet connection or computer provided by the housing unit to the residents
- daily newspaper and magazines in shared facilities
- cleaning supplies, cleaning equipment and cleaning products or toilet paper
- use of the sauna unless included in the rent or charged as a separate sauna fee
- use of a washing machine, mangle, dryer or drying room located in shared facilities
- use of shared hobby equipment or facilities where such use is not included in the rent.

The use of the above-mentioned shared facilities, supplies and equipment is agreed upon in the plan made with the client.

The upkeep fee is invoiced if the client is present for at least five days during the month. If the client is present for less than five days, the upkeep fee is not charged.

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3. Institutional care

The client fee for institutional care is charged for all days of the period, including the arrival and departure day. Pursuant to section 12(2) of the Decree on Client Charges in Healthcare and Social Welfare, the daily fee for short-term institutional care may only be charged once per calendar day.

If the client transfers directly to another unit, the sending unit may not charge a fee for the day on which the client transfers out.

3.1 Long-term institutional care, monthly fee

Sections 7c, 10, 10b and 10c of the Act on Client Charges in Healthcare and Social Welfare (734/1992) and section 15 of the Decree (912/1992) contain provisions on client fees for long-term institutional care. The fee is subject to a client fee decision.

In long-term institutional care, the client fee is determined based on the client's ability to pay. For clients living alone, the client fee is 85% of a client's net income. The client is left with available funds amounting to 15% of their net income per month. However, the minimum amount to be left is EUR 110 per month (as of 1 January 2020).

If the client has lived in a shared household in a marriage or relationship resembling marriage before entering institutional care and their monthly income is higher than the spouse's monthly income, the client fee is determined by the family's joint net monthly income and is 42.5% of the combined net monthly income. However, the minimum amount that must be available for a client to use is EUR 110 per month (as of 1 January 2020).

The decision on the fees for long-term institutional care is laid down in a separate guideline. Fees depending on the client's ability to pay are determined on a temporary basis. Client fees are reviewed and revised annually.

In accordance with Section 2 of the Act on Client Charges in Healthcare and Social Welfare, the maximum fee that can be charged for the service is equal to the expenses incurred from providing the service. Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of income-based fees.

If the client is **under 16 years old**, the child benefit and disability allowance are charged as compensation for care and upkeep for the duration of institutional care. The child benefit is charged in full. The disability benefit is charged such that the client is left with 15% of the disability benefit. However, the minimum amount to be left is EUR 110 per month.

3.2 Short-term institutional care

The fee is EUR 38.80 per day. The fees count towards the annual payment ceiling.

After reaching the ceiling, the fee is EUR 17.90 per day.

If the client is **under 18 years old**, the fee is only charged for a maximum of seven (7) days of care per calendar year.

4. Long-term family care

Long-term family care under the Act on Special Care for Persons with Intellectual Disabilities (519/1977) is charged as an upkeep fee to clients over 16:

- EUR 15.40 per month if the client uses 1–2 items involving shared services acquired by the housing unit or the use of shared facilities, or
- EUR 47.40 per month if the client uses at least three items involving shared services or facilities.

In addition, meals are charged according to the following price list:

Meal	Fee/EUR
Breakfast	1.05
Snack	1.05
Evening snack	1.05
Lunch	4.30
Dinner	4.30

In accordance with Section 2 of the Act on Client Charges in Healthcare and Social Welfare, the maximum fee that can be charged for the service is equal to the expenses incurred from providing the service. Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of fees.

If the client is **under 16**, the child benefit and disability benefit are charged as compensation for care and upkeep for the duration of family care. The child benefit is charged in full. The disability benefit is charged such that the client is left with 15% of the disability benefit. However, the minimum amount to be left is EUR 110 per month (in 2021).

5. Round-the-clock short-term care

The client fee covers meals and other upkeep. The client fee is charged for all days of the period, including the arrival and departure day. The care is provided outside the client's home and in the form of outpatient care.

Clients **aged 16 and older** are charged EUR 26.00 per day.

Clients **under the age of 16** are charged the amount of the informal carers' statutory leave fee (EUR 11.40 per day in 2020).

6. Informal carers' statutory leave

The fee is EUR 11.40 per day in accordance with section 6b of the Act on Client Charges in Healthcare and Social Welfare.

This fee is not charged to clients whose support for informal care is part of the service housing at home entity in accordance with section 8 of the Disability Services Act (1987/380).

7. Coaching for independent living and supported living in a practice apartment, provided in a housing unit

The client fee is charged for all days of the period, including the arrival and departure day.

The fee for coaching for independent living or supported living in a practice apartment for a period **lasting less than a month** is EUR 14.90 per day. In addition to the client fee, meals are charged according to usage. For example, the price of coaching for independent living with warm meals (lunch and dinner) is EUR 23.50 per day in total.

If the coaching or practice for independent living is provided in a unit and lasts **continuously for one month or more**, a housing fee compensating for rent in the amount of EUR 237.00 per month is charged.

This fee is not charged to clients who have a home for which they already pay rent or maintenance charge and housing costs. In addition, fees for upkeep/use of common facilities and meals are charged according to usage.

8. Meal fees

The meal fee is charged according to usage. The meal fee applies when the meals are not included in other fees paid by the client. Meal fees are charged for services organised under the Act on special care for people with mental disabilities (519/1977), the Act on Disability Services and Assistance (380/1987) and the Social Welfare Act.

Meal	Fee/EUR
Breakfast	1.05
Snack	1.05
Evening snack	1.05
Lunch	4.30
Dinner	4.30

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9. Extension to payment time

For inquiries on extending the payment time for invoices or in other matters related to invoicing client fees, please contact **Espoo Economic Management's** customer service.

E-mail: talouspalvelut@espoo.fi

Tel. +358 9 8162 9500, weekdays 9:00–15:00

10. Reduction of or exemption from client fees

On the basis of Section 11 of the Act on Client Charges in Healthcare and Social Welfare, the fee imposed for social welfare services and the fee imposed for health care services according to the client's capacity to pay must be waived or reduced to the extent that charging the fee would undermine the preconditions for the client's or family's livelihood or the client's statutory maintenance obligations. Applying for a reduction in the client fee or exemption from the fee takes precedence over income support.

Reduction of or exemption from client fees is applied for using the appropriate application form or a free-form application. The application must state the fee for which a reduction or exemption is applied for, the start date and grounds.

The decision on the reduction or exemption is made on the basis of case-specific consideration.

Inquiries on client fee reduction or exemption:

E-mail: asiakasmaksut@espoo.fi

Tel. +358 9 8165 7261, weekdays 9:00–13:00

www.espoo.fi/asiakasmaksut

Application

You can apply for a client fee reduction by filling in the [application for the reduction of client fees](#) form and returning it and the required documents to the Client Fees and Reimbursements unit.

You can also apply for a reduction through a free-form written application. The application must state the fees your application concerns, starting from what date you are applying for a reduction or exemption, and on what grounds. The application must include your income and expenses and the related documents. There is a list of the required documents in the application form.

Please note that the processing of your application will take longer if any of the required documents are missing from the application.

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As a rule, the decision on a reduction or exemption is made from the beginning of the month when the application was submitted. The client is obliged to inform any changes in their overall financial situation. A decision based on incorrect information can be rectified retroactively for a period of one year.

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asiakasmaksut@espoo.fi

tel. +358 9 8165 7261, Mon–Fri 9:00–13:00

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