



FINANCIAL ASSISTANCE

**Worth knowing when applying
for social benefits**

What is Financial Assistance?

Financial Assistance is a form of financial support for you if you are having temporary financial problems. To receive Financial Assistance, you need first to have done everything you can to support yourself. The objective of Financial Assistance is for you to become self-supporting.

What can i get help with?

Every year, the government decides upon a national norm for financial assistance. The sum set aside is intended to cover monthly expenses for, for example, food, clothing, telephone and housing. You can also receive financial assistance for other things that you need in your everyday life, such as glasses, dental care or childcare.

Who can receive financial assistance?

All residents of the municipality who are unable to support themselves or be supported in any other way are entitled to apply for financial assistance. Before you apply, you must have done everything you can to support yourself and your family.

What is required to receive financial assistance?

- If you are married or cohabiting, first of all you should help each other financially.
- If you are unemployed, you need to be registered with the Swedish Public Employment Service and be actively seeking work. You should apply for A-kassa or Alfa-kassa support if you can get it.
- If you are ill, unable to work, or are participating in occupational therapy, a certificate of sick leave from a doctor is required.
- If you are a student, you need to apply for adult study support or a student loan with CSN (Swedish Board of Student Finance). Only in exceptional cases are students entitled to financial assistance.
- If you have money in the bank or other assets such as shares, funds, your own home, a boat or car, you are only entitled to financial assistance in exceptional cases.
- You need to apply for all other compensation that you have the opportunity to receive, for example, housing allowance, pension, parental benefit, activity support and child maintenance support.



How do I apply?

If you wish to apply for financial assistance, then call the Service Centre.
Call 08-580 285 00 and press 2 for social services.

You then get to explain to a social worker why you need help. You will find our telephone hours on the local authority website: **jarfalla.se**.

If the social worker finds that you may be entitled to financial support, you will be offered an appointment. You will also receive a letter sent to your home address with information about what you need to bring along with you, so that your application can be properly assessed.



How is an assessment conducted?

1. During your meeting with the social worker, you will be asked to talk about your finances, your family situation and what you yourself have done to manage your livelihood.
2. Then we thoroughly look at your income, expenses and assets.
3. We collect information about you from the Swedish Social Insurance Agency, CSN, the Swedish Public Employment Service, the Swedish Tax Agency, the Swedish Pensions Agency and the Swedish Migration Board.
4. We may need your consent to retrieve this information.
5. When the assessment is complete, you will receive an answer from your social worker.

Frequently asked questions

Will my personal data be registered?

We who work with financial assistance have a duty of confidentiality. You have the right to see what is written about you, and to notify us if any information is incorrect. Your personal data (for example, name and social security number) is processed in the social administration's operating system according to the Data Protection Ordinance (GDPR).

You can read more about how we handle personal data at: jarfalla.se/gdpr.

Could I be required to repay money?

Yes, if you have been approved economic benefit with a condition to repay the money. Reasons for a conditional benefit include for example:

- As an advance on a benefit or compensation, for example sickness benefit, pension or housing allowance.
- If you have provided incorrect or incomplete information.
- If you received an incorrect payment or too much money paid out to you.

What happens if I provide incorrect information?

Anyone who provides incorrect information, in writing or orally, can be reported for benefit fraud. Incorrect information also includes incomplete information, i.e., intentionally concealing some of the facts.

My application has been refused! Can I appeal the decision?

Yes, you have the right to appeal the decision. You need to do so within three weeks of receiving it. In order to appeal the decision you need to put in writing which decision you would like to appeal and also how and why you would like it changed. If you are not sure how to appeal the decision you may ask your social worker for help. You need to sign the written appeal and submit it to your social worker within the three weeks of receiving the decision.

You can read more about how to appeal a decision at: jarfalla.se.

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