

HOME SERVICE FOR FAMILIES WITH CHILDREN

The home service for families with children offers concrete, easily available help in the daily life of families. The service is proactive and based on the Social Welfare Act (1301/2014, Section 19).

The home service for families with children is organised by granting families a service voucher. A family can buy the service from private service providers approved as service voucher businesses. The client selects from the list of service providers. The need for the home service for families with children is assessed during a visit to the home.

For the client, the service is means tested. The obligation to pay is based on income information and the size of the family.

When can the home service be granted?

- the need for the service is short-term,
- the need for the service does not require long investigation
- a person who principally looks after domestic and household care is unable to do so on the grounds of reduced capacity, family and life situation, stress, illness, childbirth, injury or some other similar reason (Social Welfare Act, Section 19)



For example:

- assistance with childcare
- necessary help with domestic care (cooking, laundry) and necessary help with cleaning once a week (vacuuming, dusting, kitchen and toilet cleaning) together with the family
- supporting and strengthening the family's daily routines and own functional ability
- support in difficult life situations

The need for help may be because of, for example:

- the exhaustion of a parent
- the unexpected, serious illness of a parent or child
- another sudden crisis or special situation in the family (e.g. divorce, the death of a loved one)
- the unavoidable absence of a parent (e.g. for an appointment with a doctor or therapist)

Home service/service voucher CANNOT be granted on account of:

- the sudden illness of a child (stomach bug, flu, etc.)
- a need for long-term, daily childcare
- the need of daycare for a daycare-aged child as the primary service
- just because the family has several children under school age
- the childcare needs of young schoolchildren in the mornings, afternoons and during the holidays
- in order to enable parents to work/study
- for working or studying remotely at home or for hobbies
- the need to have a personal assistant
- the need to look after a relationship
- just a need for cleaning or going shopping

CONTACT TO HOME
SERVICE FOR
FAMILIES WITH
CHILDREN

HOME VISIT

- The need for service is assessed and the possible service and service content are discussed with the parents

SELECTION OF SERVICE
PROVIDER

- The client selects a service provider, contacts the service provider him/herself and informs the family counsellor about the service provider (see contact information)
- The client him/herself arranges the times of the visits with the service provider

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WITH CHILDREN

- The need for service is regularly assessed
- The service is short-term on average over 4-6 months, 1-3 visits per week and 2-3 hours per visit

Contact information

City of Turku Welfare Division
Home Service for Families with Children

tel. 040 179 2912
telephone line open on weekdays
8.30 - 10.00 a.m.

(N.b. Text messages cannot be left at this number. A voicemail message can be left outside of the scheduled calling hours)

lapsiperheet.kotipalvelu@turku.fi

The client may cancel a pre-agreed home visit by notifying the service provider about the cancellation no later than 24 hours before the agreed visit. A visit cancelled later than this or not cancelled at all will be considered as having been conducted. The municipality is not liable for the costs of this.

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