

INFORMATION - about maintenance support

Anyone who is unable to support her/himself through income or other means is entitled to financial assistance. The application for maintenance support is filed in the municipality where you are staying. Maintenance support is an individual, needs-based form of financial assistance. The board follows the national norm, which is the same throughout Sweden. The norm indicates the benefit amount per month.

The norm is divided into personal and common household costs, as follows:

Personal expenses:

- *Food* – The starting point is to enable a nutritious and varied diet.
- *Clothing and shoes* – The cost associated with everyday clothing and shoe needs.
- *Play and leisure* – Costs for reasonable activities such as reading books and newspapers, listening to music, or engaging in a leisure activity, such as sport.
- It also includes a *children and youth insurance policy*.
- *Hygiene* – Groceries such as soap and toothpaste, as well as haircuts.

Common household costs:

- *Consumables* – materials for the upkeep and care of one's residence, as well as clothing care.
- *Daily newspaper, telephone, TV licence, etc.* – an annual subscription to a daily newspaper, telephone subscriptions and calling fees, and TV licence

Examples of items that are counted as additional costs outside the norm:

Rent, home insurance, doctor's visits, medications, work trips, trade union fees or fees for membership in a recognised unemployment insurance fund, fees for before/after school programmes, and home care (if no fee reduction is granted), household electricity, reasonable housing costs, home insurance, and reasonable internet service costs.

Investigation

In order to simplify the procedure and ensure that the decision is correct, you need to file an application. A new application is made for each month. You must be able to prove the information you provide with specifications, e.g., income statements, your rental contract, declarations, bills, your action plan from the Swedish Public Employment Service, etc.

You must report all income received or expected to be paid to your family. In financial assistance investigations, cohabitation (living together with a partner) is considered equivalent to being married.

If the application document is incomplete, the case cannot be processed until supplemental information has been received - otherwise your application will be rejected. If you provide

incorrect or incomplete information, this may mean that you will receive an incorrect decision. If you are granted benefits incorrectly, you may be held liable for repayment and the Social Welfare Board may file a police report about suspected fraud.

PLEASE NOTE! – Holdings of capital such as bank deposits, funds, real estate and expensive capital goods may affect your right to maintenance support.

Responsibility

Our responsibility

All staff have a duty of confidentiality, as well as the expertise necessary to properly process your case. You have the right to be treated well by the staff with whom you interact.

You can expect to receive:

- information about maintenance support
- help with filling out your application
- assistance from an interpreter (if you need it) for appointments throughout the processing period
- a written decision within three weeks, with information about the decision
- information about how you can appeal the decision if you are not satisfied with it, and help with filing your appeal

Your responsibility

In order for us to live up to your expectations, we need your help. We need a complete application from you in order to investigate your case, otherwise we will request supplementary information. We also want you to tell us if your financial situation changes during the processing period.

Comments, complaints and compliments

Comments, complaints and compliments provide us with valuable information that helps us do our job better. Therefore, we would like you to tell us what you think about what we do and how we treat the people we assist.

Dental care expenses

Assistance for dental care may be granted for **emergency dental care** and for **necessary dental care**.

Emergency dental care, i.e., dental care that must be provided immediately, may be provided without cost estimates. Maintenance support is granted after the fact if, upon examination of your case, you are found to be entitled to maintenance support under Chapter 4, § 1 of the Social Services Act.

Necessary dental care refers to dental care provided in accordance with special rules about which your dentist has been informed. Before starting treatment, you must request a written estimate from your dentist. Once your casework receives the cost estimate, a decision is made

about whether you can be granted assistance for the dental care expense. Ask your dentist about the possibility of paying in instalments and advance payment.

As a rule, maintenance support is only granted for necessary dental care in accordance with the special rules. Deviations from these rules can be made only if there are exceptional reasons to do so. In this case, your dentist must state these reasons in the cost estimate, and must also provide treatment alternatives.

Should you be unable to attend an appointment with your dentist, you must cancel it in good time. The Social Welfare Service does not provide benefits for costs associated with missed appointments.

Should you change dentists, you will have to pay for the first visit yourself, i.e., for the new examination.