

# Cooperation

## with reception centres

---



This information package is for organisations, clubs, educational institutions and volunteers.

It contains general information about the operations of reception centres and how you can help the adults, families and children who are reception centre customers, and cooperate with the centres.



Maahanmuuttovirasto  
Migrationsverket  
Finnish Immigration Service

# Content

---

## **How do reception centres work?**

Finnish Immigration Service directs, plans and monitors reception centres

## **Reception services**

Accommodation at reception centres

A customer's reception centre may change during the customer relationship

Social service

Healthcare services

Reception allowance and spending allowance

Basic necessities

Interpretation

Advice on assisted voluntary return

Early childhood education and care, school attendance and studying

Working and entrepreneurship

## **Cooperation with reception centres**

Work of non-governmental organisations, clubs and educational institutions

Volunteer activities at reception centres

Donating goods to reception centres



Bold script indicates that you will also find information in languages other than Finnish, Swedish and English behind the link.

# How do reception centres work?

The customers of reception centres include people applying for and receiving international protection who are registered as customers of the reception centres.

The purpose of reception services is to safeguard the adequate financial resources and wellbeing of asylum seekers and recipients of temporary protection. The services which customers have a right to use are laid down in the law.

Persons within the scope of reception services primarily receive assistance and services from and through the reception centre.

When a customer moves from a reception centre to a municipality, they receive help and services from the municipality and the wellbeing services county. In this case, the person's customer relationship and entitlement to reception services end.



For more detailed information, see the website of the Finnish Immigration Service, Migri.fi.



**Information about reception centres (pdf, Migri.fi)**

Daily life in a reception centre (Migri.fi)

---

## Finnish Immigration Service directs, plans and monitors reception centres

The Finnish Immigration Service directs, plans and monitors the operations of reception centres. The Finnish Immigration Service also serves as the client for outsourced reception centre operations, manages contracts and monitors the adequacy of reception centres and the accommodation they provide.

The Finnish Immigration Service has three reception centres of its own. Other reception centres are procured from service providers.



Reception centres (Migri.fi)

Partners and stakeholders (Migri.fi)

Asylum in Finland (Migri.fi)

- **Applying for asylum in Finland (Migri.fi)**
- **Children without parents or guardians (migri.fi)**

**Ukraine (Migri.fi)**

Statistics (tilastot.migri.fi)

Legislation (Finlex.fi)

# Reception services

Reception centres organise reception services for customers. The services which customers have a right to use are laid down in the law.

## Reception services include:

- accommodation,
- social services,
- healthcare services,
- reception allowance,
- work and study activities,
- interpretation,
- assistance for voluntary return.

## The reception centre informs customers of issues such as:

- their rights and obligations as a reception centre customer,
- the rules of the reception centre, and
- Finnish society.

The reception centre also gives customers other types of guidance and advice relating to different everyday matters.



The operations of the reception centres for unaccompanied minors emphasise care and upbringing. They often provide the customers with full board and home-like accommodation.

# Accommodation at reception centres

Adult customers and families are provided with accommodation in reception centres for adults and families. This accommodation is shared with other customers at the reception centre.

- In a residence-based reception centre, customers' accommodation is arranged in dwellings rented by the reception centre.
- In an institutional reception centre, customers' accommodation is arranged in the same building as other reception centre customers.

Unaccompanied minors are given accommodation in reception centres for unaccompanied minors, i.e. group homes or supported housing units. These reception centres are smaller than the reception centres for adults and families, and have a higher staff-to-customer ratio.

An agreement between the reception centre and the Finnish Immigration Service and the guidelines issued by the Finnish Immigration Service determine what kind of accommodation the reception centres must offer their customers. While the reception centres are not identical, all customers must be provided with facilities that meet the requirements.



# A customer's reception centre may change during the customer relationship

Being a customer of a reception centre is temporary. If necessary, a reception centre and the Finnish Immigration Service may transfer customers to another reception centre. Customers may also be transferred to another centre at their own request. A customer's possibility of staying at or moving to a certain reception centre depends on how much space the centres have. This means that customers cannot pick and choose the centres where they get to stay.



The customer's situation is separately examined for each transfer, and an employee at the reception centre will discuss the relocation with the customer.

## Private accommodation

If they want, customers can also find themselves a place to live outside the reception centre. This is called private accommodation. Customers can stay with, for example, their relative, partner or acquaintances or with a private person. It is also possible to arrange accommodation through a tenancy or sublease.

Unaccompanied minors may also stay outside the reception centre in private accommodation if the conditions are appropriate for a child.

The place of accommodation must be suitable as a living space and have an official address. The customer must provide the reception centre with a written notification of the address of the accommodation they have arranged and any later changes to it.



Customers will not receive financial support for finding or staying in private accommodation.



[Accommodation \(Migri.fi\)](#)

[Living in a reception centre \(Migri.fi\)](#)

[Staying in private accommodation \(Migri.fi\)](#)

[Accommodation \(Migri.fi\)](#)

## Social services

Reception centres employ social service professionals who assess the customers' needs and provide and make arrangements for social services..



**A social worker or counsellor at the reception centre can provide guidance, advice and support related to issues such as:**

- parenthood and bringing up children and young people,
- school attendance and studies,
- personal coping and promotion of wellbeing,
- life management and independent coping,
- mental health problems or problems with substance abuse,
- special needs that arise from ageing,
- special needs that arise from disability.



Social services (Migri.fi)

## Healthcare services

Reception centres employ healthcare service professionals who assess the customers' needs and provide and make arrangements for health services.

A nurse at the reception centre is responsible for making arrangements for healthcare services in cooperation with private and public healthcare service providers outside the centre.



Healthcare (Migri.fi)

Turvapaikanhakijoiden terveydenhuoltopalvelut  
- Healthcare services for asylum seekers (thl.fi)



# Reception allowance and spending allowance

The reception allowance is intended to cover the customer's essential basic needs. Customers can receive a reception allowance if they do not have enough income and funds for necessary daily expenses, such as food and clothing. Customers can apply for a reception allowance at the reception centre.

Reception allowance will not be granted to customers automatically, instead they must apply for it. Any income available to the customer influences the amount of reception allowance they may receive. Any income and funds the customer receives from abroad and can use in Finland also affect the amount of their reception allowance. If a customer applies for a reception allowance, they must inform the reception centre about their income and funds.

◆ The reception allowance consists of a basic part and a supplementary part.

The basic part of the reception allowance is intended for such purposes as clothes, minor healthcare costs, local transport tickets and telephone bills. The basic part of the reception allowance is also intended for food costs when the reception centre does not offer meals.

In addition to the basic part of the reception allowance, customers can apply for a supplementary reception allowance for special needs, such as studying outside the centre or child care supplies.

Children living in reception centres for unaccompanied minors receive a spending allowance instead of a reception allowance. The spending allowance is intended to cover the children's personal expenses. The spending allowance is not used to safeguard adequate financial resources for the child, which the reception centre takes care of otherwise.

- [Reception allowance \(Migri.fi\)](#)  
**Reception allowance – Temporary protection (Migri.fi)**  
**Financial support (Migri.fi)**  
**Kela benefits for those who have fled the war in Ukraine (Kela.fi)**

## Basic necessities

The reception centre also offers certain basic necessities to customers staying in the centre. Basic necessities include bed linen, towels, dishes, kitchen utensils, cleaning supplies and detergents.



# Interpretation

The reception centre staff can arrange an interpreter to help customers when matters that are important to them are discussed.

Interpretation is often arranged for appointments with such persons as the reception centre's social worker, social counsellor or public health nurse and for doctor's appointments. Interpretation may not always be provided in the customer's mother tongue if they also understand some other language well enough.

An effort is made to handle everyday situations at the reception centre without an interpreter.



[Interpreting \(Migri.fi\)](#)

[Do you need an interpreter? \(Infofinland.fi\)](#)

# Advice on assisted voluntary return

The reception centre regularly informs customers of voluntary return and provides advice on the matter. Assisted voluntary return means that you get help and support for returning home. The support includes trips to the customer's home country and any assistance paid after return.

If the customer wishes to return to their home country, an employee at the reception centre will fill in the forms necessary to apply for the assistance together with the customer. The reception centre will process the application and make a decision on it.



If the customer's reception services end and the customer is staying in Finland without the right of residence, the Finnish Immigration Service will process their application and make a decision on it. The customer must personally contact the Finnish Immigration Service if they are interested in applying for the assisted voluntary return programme.



[Voluntary return \(Migri.fi\)](#)

[Voluntary return \(voluntaryreturn.fi\)](#)

# Early childhood education and care, school attendance and studying

If necessary, parents will receive guidance and advice from the reception centre on how to apply for a place in early childhood education and care for their child based on their work, studies or the child's support needs.

As a rule, children of compulsory education age participate in either preparatory studies for basic education or basic education organised by the municipality. The aim is for the child to start their schooling as soon as possible after they have been registered as a customer of a reception centre.

A customer receiving temporary protection is entitled to receive help with finding employment from employment services. Employment services can guide customers in looking for work and provide them with services that promote employment, such as language courses. Asylum seekers do not have the right to use the employment services provided by the municipalities.

The customers of reception centres may apply for a study place and accept it if the educational institution's regulations and instructions allow this.

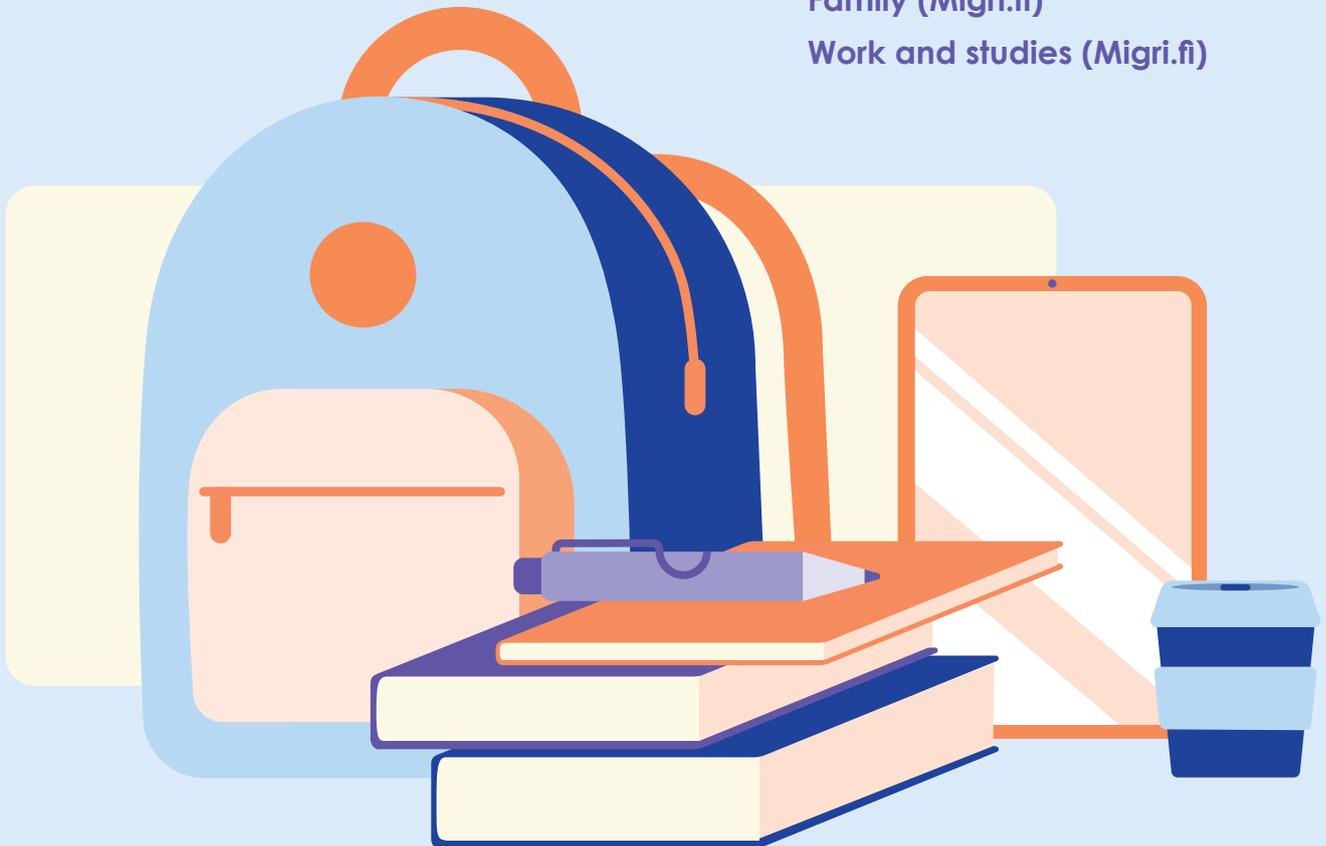


Asylum seekers' right to study (Migri.fi)

Work and study activities (Migri.fi)

**Family (Migri.fi)**

**Work and studies (Migri.fi)**





## Working and entrepreneurship

Asylum seekers may engage in gainful employment three or six months after submitting an asylum application. Asylum seekers may not work as entrepreneurs or light entrepreneurs. Applicants for temporary protection may engage in employment and work as entrepreneurs as soon as they have registered their applications.



Asylum seeker's right to work (Migri.fi)

Information about right to work (Migri.fi)

**Asylum seeker: You may only work if you have a valid right to work (pdf, Migri.fi)**

**Work and studies (Migri.fi)**

For employers (Migri.fi)

Referring a victim to support services (Ihmiskauppa.fi)

# Cooperation with reception centres

The work of organisations, clubs, educational institutions and volunteers is important, as they supplement the services of reception centres and support their customers' inclusion and personal initiative.

There are many things that the customers of reception centres can do to promote their functional capacity and initiative. For example, studying, working and having hobbies help them learn new things and support their wellbeing.

The customers of reception centres can freely spend time outside the centre. Customers may also make arrangements to live in private accommodation outside the reception centre.

Knowing the surroundings, being active and doing meaningful things that support self-development will improve the customers'

life management and wellbeing. The work of non-governmental organisations, clubs, educational institutions and volunteers can be used to produce activities that promote these aspects.

Contact your nearest reception centre and ask about their needs and opportunities for cooperation.



Reception centres (Migri.fi)

# Work of non-governmental organisations, clubs and educational institutions

Non-governmental organisations, clubs and educational institutions should directly contact reception centres and ask whether they and their customers are interested in participating in activities and opportunities for cooperation. For example, organisations, clubs and educational institutions may ask the centres about the possibility of handing out brochures to customers and offering opportunities for participating in their activities.





## Volunteer activities at reception centres

Volunteers can participate in reception centre activities in appropriate ways. Volunteers are not responsible for statutory duties or the statutory services for customers.

- ◆ Volunteers agree with reception centres on the kind of cooperation they will engage in and the tasks that the volunteer can perform at the reception centre.

Volunteer activities are not possible in all situations at reception centres. In some situations, permission must also be obtained from the customer involved in the activity.

To the extent possible, reception centre employees may provide information on the activities offered by volunteers and, where

necessary and possible, offer facilities for various events, such as language cafés, handicraft clubs or cultural events.

Activities offered by volunteers may also take place outside the reception centre. The support provided by volunteers may play an important role in various everyday situations, such as getting to know the local area.

When volunteering at a reception centre, volunteers must comply with the instructions provided by centre employees. The reception centre or the Finnish Immigration Service is not liable for any damages caused by volunteers at the centre. The insurance policy taken out by the Finnish Immigration Service also does not cover reception centre customers' activities that take place outside the reception centre.

# Donating goods to reception centres

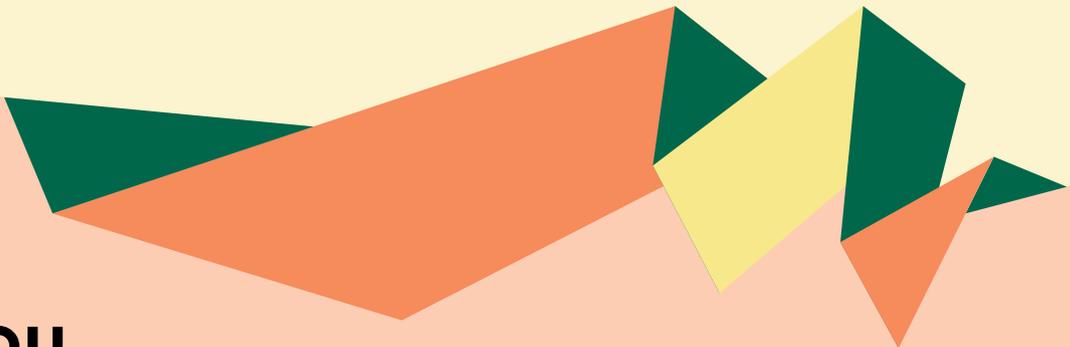
Those interested in donating goods should contact the reception centre directly and ask what kind of goods the centre and customers need and whether the centre can accept donated goods.

In general, any donated goods must be intact and clean. Goods are typically donated to a customer, but items such as toys, books and recreational equipment can be available to everyone. You cannot exclusively target your donations to specific customer groups. Instead, the reception centre decides fairly who will receive the donations.





**Maahanmuuttovirasto  
Migrationsverket  
Finnish Immigration Service**



**Thank you  
for helping!**