

Information to
those of you
seeking financial
suport



Ronneby
KOMMUN

Who does what?

When you apply for financial assistance, you have two different caseworkers at the Supply Unit. Your **planning officer** works with you to help you manage without money from the municipality. Your **financial officer** makes a decision on your application for financial assistance.

If you have a bank ID, you can log in to Min sida via ronneby.se and find the names and telephone numbers of your caseworkers and send messages to them.

If you have questions, you can always contact one of your caseworkers. If your question is about money, talk to your financial officer. If your question is about work and your planning to get a job, talk to your planning officer.

What is financial assistance?

Financial assistance is a temporary help to which you may be entitled if you do not have your own money to support yourself, and at the same time you are looking for a job or another solution to support yourself. The rules on financial assistance are set out in the Social Services Act.

What do I need to do to be entitled to financial assistance?

In order to be entitled to money from the municipality, you need to follow the work plan that you have drawn up together with your planning officer. This usually means looking for work and taking part in various activities so that you can support yourself as quickly as possible. You need to attend the meetings that your caseworker schedules with you.

You need to apply for all other benefits and allowances you can get, such as housing allowance, activity support and maintenance support.

You need to use or sell your assets and live on that money first. An asset is money or something that is worth money. It can be pension savings, shares, real estate, a condominium, summer cottage, car, moped or art.

What can I get money for?

You can apply for money for whatever you want and are entitled to a decision, but this does not mean that assistance is granted for everything.

What you need to buy food, clothes/shoes, leisure/play, child insurance, hygiene products, consumables, newspapers and telephony is included in what is known as the National Norm. The National Norm is the same throughout Sweden and is set by the Government each year.

In addition to the National Norm, you may also be entitled to money for other essential items, such as rent, electricity and medical care.

It is important that you do not acquire any more expenses while you are with us. For example, if you plan to move to a more expensive home, you need to talk to your financial adviser first.

If you need dental care, glasses or anything else special, it is a good idea to talk to your financial officer before you pay or order anything.

What income counts?

Most of the money you receive from elsewhere affects how much money you can get in assistance, for example:

- Housing benefit, child benefit, child maintenance allowance.
- Swish deposits
- Salary
- Activity support/unemployment benefit
- Loans
- Study grants (CSN)
- Tax refunds

How do I apply for financial assistance?

If you want to apply for financial assistance, you need to submit an application (digitally or on a form) every month. You apply for the upcoming month, for example: an application submitted in the middle/end of January is for financial assistance for February. You can submit your application for the next month as soon as you know your income and expenses.

If you are single, you apply yourself. If you are married or cohabiting, you apply together.

It is important that you fill in the correct information on your application. You must fill in all your income. You should only apply for expenses that you have actually incurred and enter the amount shown on your invoice or receipt.

What do I need to submit with my application?

You always need to submit:

- Receipt and prescription details if you have bought medicine.
- Invoice or receipt if you have needed dental care
- High cost card for medical care
- Salary statement if you have a job

Every month, a few applications are selected for random checks. If you are selected for a random check, you will need to submit paperwork from your bank and receipts/invoices for all the expenses you have claimed.

We will tell you if you need to submit papers to us. You do not have to submit all your bills or papers from the bank every month.

What should I do if something changes?

If something in your situation changes, you must tell your caseworker. This could be:

- A change in your family (marriage, cohabitation, children leaving home).
- A child who is in upper secondary school leaves school
- A child in upper secondary school works during school hours.
- Someone in the family goes abroad
- Someone in the family starts studying or working
- Someone in the family starts their own business
- Your income/expenses change since you submitted your application.
- You receive assets (inheritance, gift, gambling winnings, car)
- A change in your accommodation (moving house, getting a lodger).

What happens if something goes wrong?

If you discover that you have entered the wrong things in your application, or that you have received too little or too much money, it is important that you talk to your financial officer as soon as possible. If you have received too much money, you are obliged to pay it back.

Sometimes we can detect errors after the fact. We will then investigate whether you have to pay back any money. If you have deliberately provided us with false information, or have failed to provide us with information (such as salary) and we suspect benefit fraud, we must report it to the police.

What can I do if I think a decision is wrong?

You can appeal your decision. The bottom of each decision you receive tells you how to appeal. Your caseworker can help you with your appeal.

Confidentiality and consent

All Social Services staff are bound by confidentiality and may not disclose information about you to unauthorized persons unless you consent. It is your choice whether your caseworker can talk to other people or authorities. If you do not give your consent for us to talk to other authorities, this may mean that you need to submit more information to us or that your application cannot be investigated. If your application cannot be investigated, you risk getting a rejection.

Documentation

When you apply for financial assistance, we document the investigation and the decision. You can ask for your file at any time.