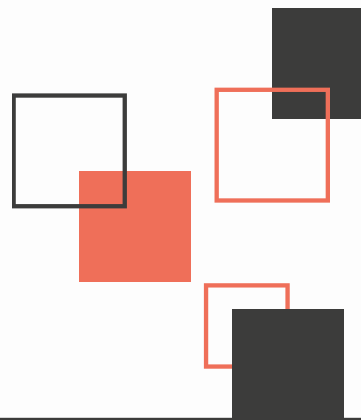




A GUIDE FOR NEWCOMERS IN FINLAND





*We at **Startup Refugees** are dedicated to providing free employment, skills development, and entrepreneurship services to immigrants residing in Finland.*

Through years of serving the immigrant community, we have recognized their distinct challenges and diverse requirements. While Startup Refugees may not be able to directly address every individual need, we have created this comprehensive guide which contains valuable information, and a contact list to help meet those versatile needs.

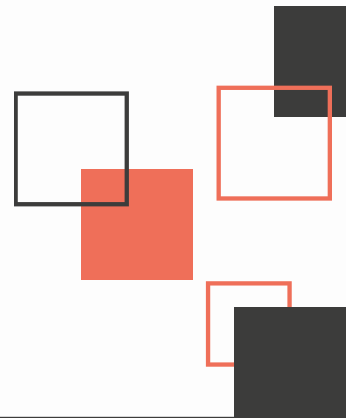


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- **About Finland (history, culture, rules and regulations, elections, important authorities, Finnish climate, traffic and transportations)**

<https://www.infofinland.fi/information-about-finland/finland-in-brief>

- **Abuse / discrimination and problems at workplace**

Occupational Safety and Health Administration: <https://www.tyosuojelu.fi/web/en>

Occupational Safety and Health Administration Nationwide Telephone Service: 0295 016 620

<https://www.infofinland.fi/en/work-and-enterprise/problems-in-working-life>

<https://tyoelamanpelisaannot.fi/en/sak-employee-rights-hotline/>

<https://tyoelamanpelisaannot.fi/en/ask-for-help/>

Remember: Your labor union can provide help with these matters.

- **Asylum seekers' right to work**

<https://migri.fi/en/certificate-of-the-right-to-work> (you/your employer can for free send an email to tto@migri.fi and ask about your right to work if you are an asylum seeker.)

The Finnish Refugee Advice Centre provides legal aid and advice for asylum seekers:

<https://www.pakolaisneuvonta.fi/en/>

About asylum seeking process in general:

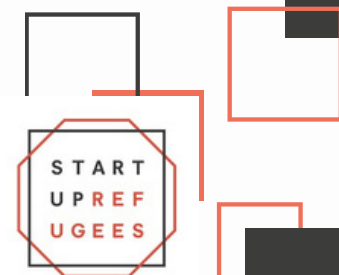
<https://www.infofinland.fi/moving-to-finland/non-eu-citizens/asylum-in-finland>

- **Buying and selling cars**

<https://www.autotie.fi/>

<https://www.nettiauto.com/>

<https://autot.tori.fi/>



- **Checking and understanding the type of right permits (The legal provisions of the right to work)**

https://migri.fi/documents/5202425/150968911/Ty%C3%B6ntekooikeuden_lainkohdat_fi.pdf

- **Consumer protection (having issues with service providers, sellers, shops, etc.)**

Consumer advisory service: <https://www.kkv.fi/en/consumer-affairs/consumer-advisory-services/>

Consumer protection guide: <https://www.suomi.fi/citizen/personal-finances/consumer-protection/guide/consumer-matters/resolving-consumer-problems>

Consumer affair ombudsman: <https://www.kkv.fi/en/consumer-affairs/consumer-ombudsman/>

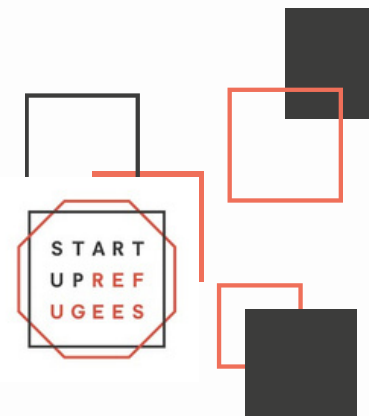
- **Domestic violence**

For women only: <https://monikanaiset.fi/en/crisis-center-monika/>

For women only: <https://naistenlinja.fi/puhelinpalvelu/>

Nationwide Women's Line phone service in English: 0800 02400 (on Fridays 4pm to 8pm)

For men only: <https://www.miessakit.fi/en/frontpage/lyomaton-linja-in-english/>



- **Driving license**

Traffic in Finland: <https://www.infofinland.fi/information-about-finland/traffic-in-finland>

Foreign driving license: <https://ajokortti-info.fi/en/basic-information-about-driving-licence/validity-foreign-driving-licences-finland>

Booking appointments for first driving license, exchanging driving license, and a lot more: <https://www.a-katsastus.fi/en/booking-and-customer-service/book-an-appointment-for-ajovarma/>

- **Education and application**

The Finnish education system: <https://www.infofinland.fi/en/education/the-finnish-education-system/> / <https://www.infofinland.fi/education>

Early childhood education: <https://www.infofinland.fi/en/education/early-childhood-education>

Comprehensive education: <https://www.infofinland.fi/education/comprehensive-education>

Pre-school education: <https://www.infofinland.fi/en/education/preschool-education>

Upper secondary education: <https://www.infofinland.fi/en/education/general-upper-secondary-school> <https://www.oph.fi/en/simhe-services-higher-education-institutions>

Vocational education: <https://www.infofinland.fi/en/education/vocational-education-and-training> and <https://www.metropolia.fi/en/rdi/rdi-projects/simhe>

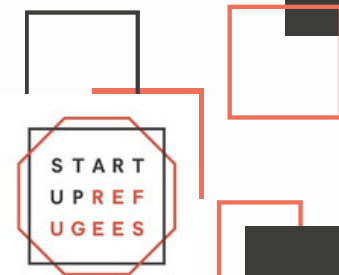
Universities: <https://www.infofinland.fi/en/education/universities>

Applying for education: <https://www.infofinland.fi/en/education/applying-for-education-and-training>

Foreign students in Finland: <https://www.infofinland.fi/en/education/foreign-students-in-finland>

Find your study path and apply: <https://opintopolku.fi/konfo/en/>

Check existing information on your studies in Finland in Opintopolku e-service: <https://opintopolku.fi/konfo/en/sivu/my-studyinfo>



- **Family related matters**

Family: <https://www.infofinland.fi/family>

Marriage: <https://www.infofinland.fi/en/family/marriage-in-finland>

Divorce: <https://www.infofinland.fi/en/family/divorce>

Financial support for families: <https://www.infofinland.fi/en/family/financial-support-for-families>

Problems in the family: <https://www.infofinland.fi/en/family/problems-in-the-family>

Children: <https://www.infofinland.fi/en/family/children>

Elderly: <https://www.infofinland.fi/en/family/elderly>

Family member's death: <https://www.infofinland.fi/en/family/when-a-close-family-member-dies-in-finland>

Familia Ry supports the wellbeing of intercultural families in Finland:
<https://www.familiary.fi/en.html>

- **Filling different forms/applications (support in filling different forms and applications)**

In metropolitan area: <https://www.hel.fi/en/decision-making/contact-us/helsinki-info> (Call 09 31011 111)

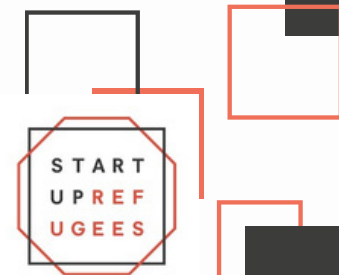
In metropolitan area (only for women): <https://www.nicehearts.com/yhteystiedot/> (scroll down to Vahvelainen) In metropolia area, Monik Ry: <https://monik.fi/ota-yhteytta/> or call 09 4245 7135

In metropolitan area, Al Amal: <https://www.hdl.fi/en/undocumented-people/>

In Helsinki and Tampere: <https://vapaaliikkuvuus.net/info/>

Oulu Region: <https://www.ouka.fi/oulu/nuoret/bystrominohjaamo> and <https://www.ouka.fi/oulu/tyoja-elinkeinot/oske>

Rovaniemi area: <https://moninet.rovala.fi/suomeksi/#&panel1-1>



- **Finnish language courses**

Finnish courses: <https://finnishcourses.fi/>

Self-study tools: <https://www.infofinland.fi/finnish-and-swedish/finnish-online>

Podcast: <https://www.opisuomeapodcast.com/>

Online dictionary for Finnish sign language: <https://suvi.viittomat.net/>

Finnish courses in metropolitan area: <https://ilmonet.fi/search?>

[tla=2&status=-10000&page=1&limits=16&list_ty](https://ilmonet.fi/search?) [pe=30&sort=2500](https://ilmonet.fi/search?)

Practicing Finnish for free in different libraries around metropolitan area: [https://www.helmet.fi/fi-FI/Tapahtumat_ja_vinkit/Uutispalat/Suomen_kielen_kielikahvilat_ja_keskustel\(48366\)](https://www.helmet.fi/fi-FI/Tapahtumat_ja_vinkit/Uutispalat/Suomen_kielen_kielikahvilat_ja_keskustel(48366)) and

https://www.helmet.fi/fi-FI/Tapahtumat_ja_vinkit/Tapahtumat

Practicing Finnish for free around Finland: <https://kotoutumisentukena.fi/etusivu>

Practicing basics of Finnish language for free with Yle videos:

<https://yle.fi/aihe/oppiminen/suomen-kielen-alkeet>

<https://yle.fi/aihe/oppiminen/suomen-kielen-alkeet>

Oulu region: Adult primary schools

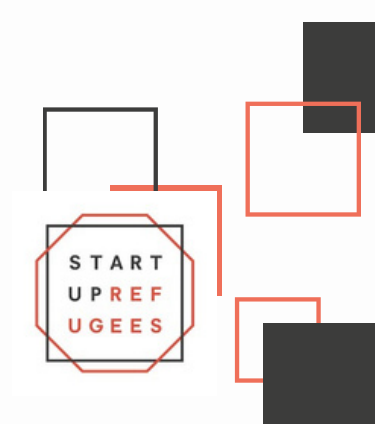
<https://vuolleoulu.fi/opisto/maahanmuuttajakoulutus/aikuisten-perusopetus/>

<https://www.ouka.fi/oulu/oulun-aikuislukio>

Oulu region: <https://www.ouka.fi/oulu/villavictor-english/finnish-language-courses>

Rovaniemi area: <https://rovala.fi/rovala-opisto/koulutus-maahanmuuttajille/>

<https://tapahtumat.rovaniemi.fi/fi-FI/page/600ad1405a502f4af9927cf6>



- **Health matters**

Emergency: <https://www.infofinland.fi/health/emergencies> (Call 112)

Health care and mental health care services, counseling and guidance for paperless in Helsinki, Turku, Lahti and Joensuu, Global Clinic: <https://www.globalclinic.fi/>

Children's health: <https://www.infofinland.fi/en/health/childrens-health/> / <https://www.kela.fi/sickness-if-a-child-gets-ill/> / <https://www.kela.fi/medical-expenses>

Dental care: <https://www.infofinland.fi/en/health/dental-care>

Espoo: <https://www.luvn.fi/en/services/health-services/oral-health-care>

Helsinki: <https://www.hel.fi/en/health-and-social-services/health-care/dental-care>

Oulu Region: <https://pohde.fi/palvelut/maahanmuuttajien-palveluohjaus/?area=oulu#area-search-title>

Lapland area <https://lapha.fi/>

Sexual health and contraception: <https://www.infofinland.fi/en/health/sexual-health-and-contraception>

Mental health: <https://mieli.fi/en/> / <https://www.infofinland.fi/en/health/mental-health>

Pregnancy: <https://www.infofinland.fi/en/health/pregnancy-and-childbirth>

(Paperless pregnant women in Uusimaa area can use family center services in Itäkatu, Kallio, Kamppi and Vuosaari family centres on weekdays 8.00–16.00)

Abortion: <https://www.infofinland.fi/en/health/abortion>

Support during illnesses: <https://www.infofinland.fi/en/health/support-during-illness>

Medication: <https://www.infofinland.fi/en/health/medication>

Disability: <https://www.infofinland.fi/en/health/disabled-persons/>

Hilma support center: <https://tukikeskushilma.fi/hilma-the-support-centre-for-immigrant-persons-with-disabilities-and-long-term-illnesses/>

Disability organizations in Finland: <https://vammaisfoorumi.fi/en/members/>

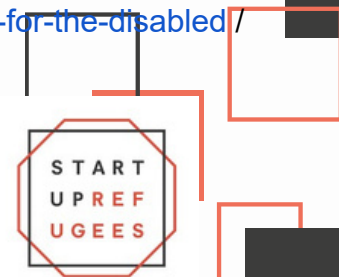
Helsinki city disability services: <https://www.hel.fi/fi/sosiaali-ja-terveyspalvelut/vammaispalvelut/neuvonta-ja-ohjaus/vammaisneuvonta>

Visually impaired: Finnish federation of visually impaired <https://www.nkl.fi/en/> / Library for visually impaired: <https://www.celia.fi/eng/>

Hard of hearing: Hearing devices <https://www.kuuloliitto.fi/kuulo/kuulokojeet-ja-apuvalineet/>

Interpreters for hearing disabled people: <https://www.kela.fi/interpreter-service-for-the-disabled/>

Online dictionary for Finnish sign language: <https://suvi.viittomat.net/>



Federation of hard of hearing: <https://www.kuuloliitto.fi/kuuloliitto/>

Association of deaf: <https://kuurojenliitto.fi/>

Education for deaf immigrants: <https://kuurojenkansanopisto.fi/maahanmuuttajakoulutus-kuuroille/>

Physically disabled people: <https://www.invalidiliitto.fi/en/finnish-association-people-physical-disabilities>

Mental disabilities:

<https://www.infofinland.fi/en/health/disabled-persons/>

[https://www.kehitysvammaliitto.fi/in-english/ /](https://www.kehitysvammaliitto.fi/in-english/)

<https://www.tukiliitto.fi/etusivu/english/>

Health and social care for people applying and receiving international protection:

<https://stm.fi/en/social-security-and-services-of-asylum-seekers-in-finland>

• Housing

Home Accommodation Support Association: <https://kotimajoitusverkosto.fi/en/>

Rental houses: <https://www.infofinland.fi/housing/rental-home>

Searching for rental place: [https://www.vuokraovi.com/?locale=en /](https://www.vuokraovi.com/?locale=en/)

<https://asunnot.oikotie.fi/vuokra-asunnot>

Buying a house: <https://www.infofinland.fi/en/housing/buying-a-home>

Student housing: <https://www.infofinland.fi/en/housing/student-housing>

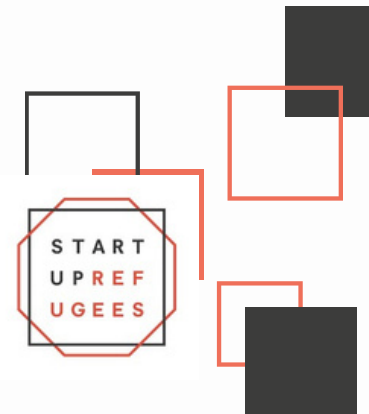
Housing allowance from Kela: <https://www.infofinland.fi/en/housing/housing-allowance>

Homelessness:

- Helsinki telephone service for counselling of the unhoused (Housing Support): +358 9 310 22530

- Oulu: <https://pohde.fi/palvelut/asunnottomien-palveluohjaus/>

- Al Amal day center for paperless: <https://www.hdl.fi/en/al-amal/>



- **Human trafficking and forced labor**

<https://www.infofinland.fi/work-and-enterprise/problems-in-working-life/human-trafficking-and-forced-labour>

Improving the position of victims of crimes via support and free legal service, Victim Support Finland (RIKU): <https://www.riku.fi/en/>

Help for victims: <https://www.ihmiskauppa.fi/en/>

https://www.riku.fi/content/uploads/su_file/1854__riku_EN_05.pdf

Counselling for sex workers: <https://protukipiste.fi/en/>

- **Independent job search**

Links for open job positions in Finland:

<https://jobs.academicwork.fi/>

<https://tyopaikat.oikotie.fi/tyopaikat>

<https://duunitori.fi/tyopaikat/>

<https://paikat.te-palvelut.fi/>

<https://www.monster.fi/tyopaikat/haku/>

<https://www.eezy.fi/fi/tyopaikat>

<https://www.workpower.fi/main.php>

<https://www.personalhuset.fi/tyoenhakijalle/avoimet-tyopaikat>

<https://barona.fi/>

<https://henkilostopalvelut.sol.fi/>

<https://www.fazergroup.com/fi/ura-fazerilla/avoimet-tyopaikat/>

<https://rekrydiili.fi/avoimet-tyopaikat>

<https://www.adecco.fi/fi-fi/avoimet-tyopaikat/>

<https://hryhtiot.fi/avoimet-tyopaikat/>

<https://www.staffpoint.fi/tyonhaku-ja-ura/tyopaikat>

<https://www.fi.issworld.com/fi-fi/ura/urapolkusi-iss-lla/avoimet-tyopaikat>

<https://www.bolt.works/>

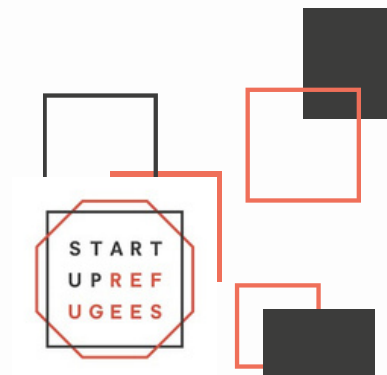
<https://selekta.fi/>

<https://varvaamo.fi/>

<https://fi.indeed.com/?r=us>

<https://jobsinfoinland.fi/>

<https://newjob.fi/>



- **Information for the Ukrainians and in the Ukrainian language / Інформація для українців**

Зібрана вся необхідна інформація українцям у Фінляндії: <https://finua.org/>

Робота та навчання у Фінляндії - семінари на тему працевлаштування, освіти, податків: <https://ukrainians.fi/uk/jobs/>

Психоемоційна підтримка: <https://ukrainians.fi/uk/haryacha-liniya/>, <https://finua.org/therapy>

- **Interpreters (looking for interpreters and translators)**

General information: <https://www.infofinland.fi/settling-in-finland/do-you-need-an-interpreter>

Searching for interpreters or translators: <https://www.sktl.fi/in-english/search/extensive-search/> and <https://www.semantix.com/solutions/interpreting>

- **Labor unions**

General information: <https://www.infofinland.fi/en/work-and-enterprise/employees-rights-and-obligations/trade-unions>

Akava—Confederation of Unions for Professional and Managerial Staff in Finland:

<https://akava.fi/en/frontpage/> / List of all unions under Akava (you need only one):

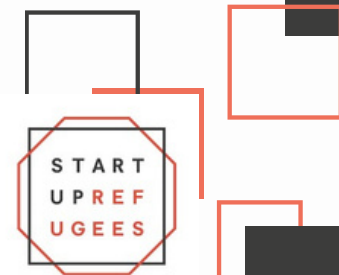
<https://akava.fi/en/affiliates/>

The Central Organisation of Finnish Trade Unions (SAK): <https://www.sak.fi/en/> / List of all unions under SAK (you need only one): <https://www.sak.fi/en/trade-unions/sak-affiliated-unions>

The Finnish Confederation of Professionals (STTK): <https://www.sttk.fi/en/> / List of all unions under STTK (you need only one): <https://www.sttk.fi/en/ammattiliitot/>

Short info on the benefits of being a member of a trade union and how it works:

<https://tyoelamaan.fi/en/working-life/member-in-a-union/>



- **Legal help**

<https://www.pakolaisneuvonta.fi/en/>

<https://oikeus.fi/oikeusapu/en/index.html>

<https://www.tyosuojelu.fi/web/en/services-and-contact-information/contact>

- **Legal help in business context (agreements, business transfer, etc.)**

For Suomen Yrittäjät members

<https://www.yrittajat.fi/en/services-and-benefits/read-about-our-guidance-services/legal-counselling-for-members/>

Docue sells cheaply customisable legal contracts made by lawyers (in Finnish)

<https://docue.com/fi-fi>

List of partner lawyer offices of Business Helsinki (their first meeting is in special price when booked through Business Helsinki):

<https://www.hel.fi/en/business-and-work/partner-network>

- **Leisure**

General information: <https://www.infofinland.fi/leisure>

Libraries: <https://www.infofinland.fi/en/leisure/libraries>

Outdoor activities: <https://www.infofinland.fi/en/leisure/outdoor-activities>

Voluntary work: <https://www.infofinland.fi/en/leisure/voluntary-work>

Associations: <https://www.infofinland.fi/leisure/associations>

Hobbies for young people:

<https://www.infofinland.fi/en/leisure/hobbies-for-children-and-young-people>

Free events in Helsinki for kids and families, updated weekly: <https://www.pientenhelsinki.fi/>

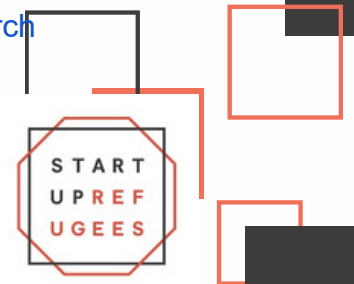
Activities and support for migrant women: <https://www.monaliiku.fi/>

Enjoying cultural events for free in Helsinki:

<https://www.myhelsinki.fi/en/see-and-do/events> <https://tapahtumat.hel.fi/fi/search>

<https://www.stadissa.fi/>

<https://www.facebook.com/groups/4790537647661526>



- **Migri contact details (specific service numbers)**

Customer guidance services: <https://migri.fi/en/customer-guidance-services#servicenumbers>

Registration of the right of residence of EU citizens and the residence cards of their family members: 0295 790 600

Brexit-related permit matters: 0295790600

Residence permits on the basis of studies or work: 0295 790 602

Residence permits for family members: 0295790603

Renewal of residence permit card: 0295790604

Withdrawal of entry ban or residence permit: 0295790600

Citizenship matters and permanent residence permits: 0295790604

Asylum seekers' permits and right to work: 0295790600

Alien's passports or refugee travel documents: 0295790600

Ukraine-related questions: 0295 790 605

- **Residence permit matters (the best place to ask is Migri)**

<https://migri.fi/en/residence-permit>

<https://www.infofinland.fi/moving-to-finland/non-eu-citizens/work-in-finland>

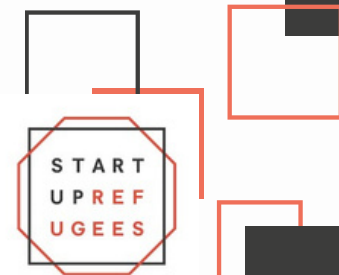
Residence permit for a family member and a spouse:

<https://www.infofinland.fi/moving-to-finland/non-eu-citizens/family-member-in-finland> and

<https://www.infofinland.fi/moving-to-finland/non-eu-citizens/residence-permit-for-a-spouse>

For entrepreneurs:

<https://www.infofinland.fi/moving-to-finland/non-eu-citizens/entrepreneur-in-finland>



- **Occupational healthcare**

General information: <https://www.infofinland.fi/work-and-enterprise/employees-rights-and-obligations/occupational-health-care>

<https://www.tyosuojelu.fi/web/en/occupational-health/occupational-health-care>

- **Recognition of qualifications**

<https://www.oph.fi/sites/default/files/documents/esite-tutkintojen-tunnustamisesta-englanniksi.pdf>

<https://www.oph.fi/en/services/recognition-and-international-comparability-qualifications/recognition-foreign>

<https://www.oph.fi/en/services/applying-finnish-national-agency-education-decision-recognition-qualification>

https://opintopolku.fi/hakemus/8625a53b-575b-43a5-a444-0f10bd5c722_9?lang=en

<https://www.oph.fi/en/services/information-recipients-finnish-national-agency-educations-decision-recognition-degree-or>

<https://www.oph.fi/en/services/applying-finnish-national-agency-education-decision-recognition-qualification#anchor-how-do-i-apply-for-a-final-decision>

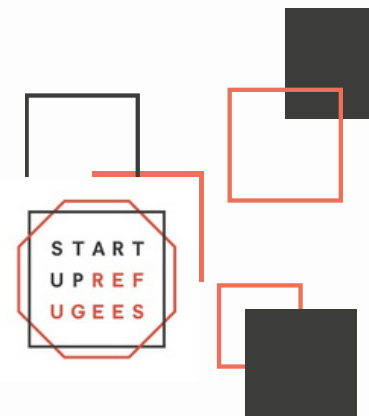
- **Occupational certificates (alcohol passport, hygiene passport, safety card, etc.)**

Hygiene pass: <https://startuprefugees.com/contact/> / (arkan@startuprefugees.com +358442422868) and <https://hygienepassport.fi/en> +358 44 242 2868)

Occupational safety card: <https://tyoturvallisuuskortti.fi/en/occupational-safety-card/card-courses/> (arkan@startuprefugees.com +358 44 242 2868)

Alcohol passport: <https://alcoholpassport.fi/>

Fire safety card: <https://www.spek.fi/en/training/safety-qualifications>, and <https://www.alertum.fi/koulutukset/paloturvallisuuskoulutukset/>



Electrical safety card: <https://koulutusmaailma.fi/fi/courses/26/145/electrical-safety-card/electrical-work-safety-training>

Truck driving license: <https://ajokortti-info.fi/en/getting-driving-licence/getting-driving-licence-look>

Lift Truck certificate: <https://koulutusmaailma.fi/fi/courses/41/83/trukkikortti/trukkikortti-verkko-koulutus>

Road safety card: <https://vayla.fi/en/service-providers/service-providers/road-safety-training>

- **Tax card**

https://www.vero.fi/en/individuals/tax-cards-and-tax-returns/tax_card/

- **Undocumented immigrants (paperless)**

For taking a shower, doing the laundry, preparing food, resting and applying for first residence permit):

<https://www.hdl.fi/en/al-amal/>

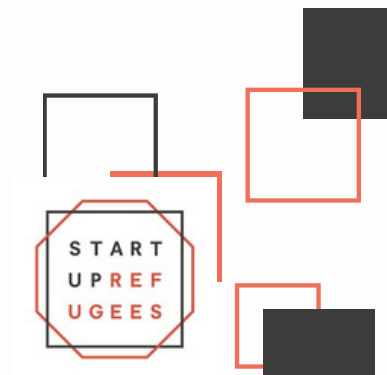
<https://www.redcross.fi/get-help-and-support/help-for-undocumented-immigrants/>

<https://www.hdl.fi/en/blog/emergency-accommodation-for-the-traveller-population-and-undocumented-people/>

National helpline: +358 40 621 0706 (also on WhatsApp)

paperittomat@redcross.fi

<https://www.oulunseurakunnat.fi/apua-ja-tukea/maahanmuuttajat>



- **Unemployment benefits and funds**

For employees:

(Benefits):

<https://www.infofinland.fi/en/work-and-enterprise/if-you-become-unemployed/unemployment-benefit>

<https://tyomarkkinatori.fi/en/personal-customers/unemployment-security>

<https://www.kela.fi/unemployment>

(Funds):

<https://www.tyj.fi/en/join-a-fund/becoming-a-member/join-an-unemployment-fund-when-you-move-to-finland/>

List of all Finnish unemployment funds:

<https://www.tyj.fi/en/join-a-fund/funds-contact-information/?profession=>

For entrepreneurs (also for sickness allowance, parental benefits, housing and basic allowance): <https://www.suomi.fi/company/starting-a-business/entrepreneurs-everyday-life-and-livelihood/guide/securing-entrepreneurs-livelihood>

