

Applying for Support

Information for Disabled Residents



Gothenburg residents are entitled to live an independent life and to participate in community activities according to their own personal circumstances.

If you are disabled, you might be entitled to receive support via Social Welfare Services (Socialtjänsten). This brochure provides information about the procedure for applying for and assessing your need for support in your everyday life.

Relevant laws – SoL & LSS

There are two different Swedish laws that may entitle you to receive support depending on your needs – the Social Services Act (SoL) and the Act concerning Support and Service for Persons with Certain Functional Impairments (LSS). Any support measures you may apply for are subject to needs-testing. The enacted measures will reflect your personal circumstances and the support you need to be able to live as independent a life as possible and to participate in community life.

Learn more about these laws and what they entail at:

www.riksdagen.se. Click on the Dokument & lagar tab and enter “Socialtjänstlag (2001:453) Lag (1993:387) om stöd och service till vissa funktionshindrade” in the search field.

You can learn more about which support measures you can apply for on the goteborg.se/funktionsnedsattning web page.

Who is entitled to support?

Who may receive support under the Social Services Act?

The *Social Services Act* (SoL) gives everyone the right to apply for support measures. Among other requirements, to qualify for support measures you must have a disability that causes you difficulty in your everyday life and be unable to overcome this difficulty on your own or by some other means.

The *Social Services Act* does not limit which measures you may apply for; you can describe in your own words the support you need.

Who may receive support under the Act concerning Support and Service for Persons with Certain Functional Impairments?

The *Act concerning Support and Service for Persons with Certain Functional Impairments* (LSS) gives everyone the right to request support measures. To qualify for assistance, you must have a certain type of disability that falls into at least one of the three categories defined in the *Act*. These categories are referred to as groups.

You qualify for inclusion in a group if you:

1. Have been diagnosed with an intellectual disability, autism, or an autism-like condition.
2. Have acquired a significant and permanent intellectual disability following a brain injury caused by external violence or physical illness and suffered during adulthood (i.e., after the age of 16 years).
3. Have a permanent physical or mental disability not related to normal ageing due to which you require extensive support or service in order to be able to manage your everyday life.

To determine whether you qualify as belonging to one of the above groups, Social Welfare Services may sometimes require access to medical reports describing your diagnosis and needs.

From application to decision



Applying for support via Social Welfare Services

You can apply for support via phone, e-mail, letter, the e-service available at goteborg.se/funktionsnedsattning, or by visiting a Social Welfare Services office. Your application should describe the help you are seeking. A legal guardian, relative, custodian (god man), or trustee (förvaltare) can also file an application on your behalf. To find the e-mail, postal and street addresses of your local disability services unit (funktionsstödsenhet), visit the goteborg.se website and search for "Hitta funktionsstödsenhet".



Meeting with a social worker

Once Social Welfare Services has received your application or request, a social worker will contact you via phone, e-mail or letter to arrange a meeting. During this meeting, you and your social worker will discuss your needs, after which the social worker will begin their assessment.



Assessment

Once you have applied for support, Social Welfare Services will begin assessing your needs. This assessment will be based on the information that your social worker has received from you. In some instances, more information from other sources will also be needed. In certain cases and with your consent, your social worker may request medical reports or similar background information from other government agencies with which you have had contact, such as the Social Insurance Agency (Försäkringskassan) or the Swedish Public Employment Service (Arbetsförmedlingen).



Basis for the decision

You always have the right to access the information on which the decision made concerning your application/request is based.

Decision

The information to which your social worker has access during the assessment phase forms the basis for their evaluation and decision.

Your social worker may render one of two possible decisions:

1. **Approved**
2. **Declined**

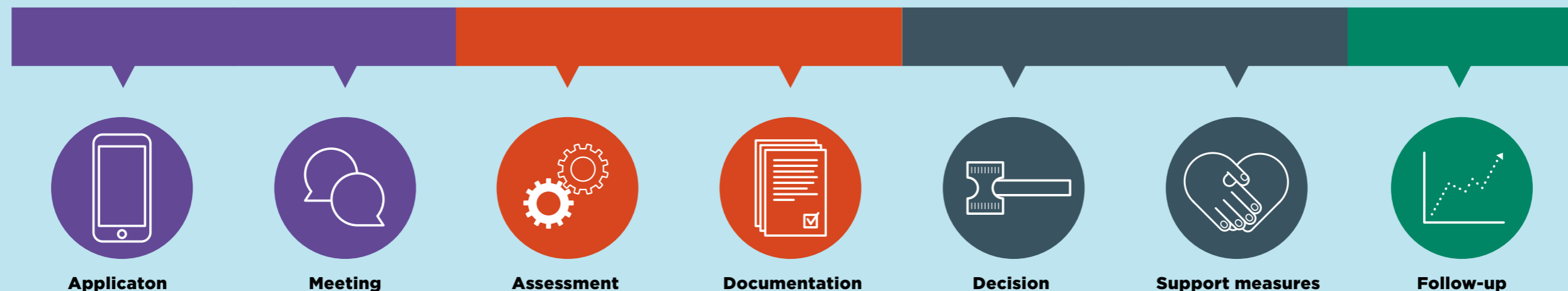
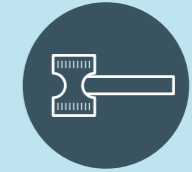
Approved means that you will be granted the support measures for which you have applied. Following this decision, Social Welfare Services will forward a work order to those who will provide the support measures in practice.

Declined means that you will not be granted the support measures for which you have applied. In this case, you have the right to appeal the decision. Information on how to lodge an appeal will be provided together with the decision.

Social Welfare Services can also **approve your application in part**. This means that you will receive some, but not all, of the support measures you applied for. You have the right to appeal the decision if you are dissatisfied with this outcome. Information on how to lodge an appeal will be provided together with the decision.

Unless you wish to be notified by other means, Social Welfare Services will send you your assessment and decision via letter. The decision will include information about its period of validity.

You are always entitled to meet with the person who rendered the decision concerning your case.



When will I receive my decision?

Both SoL and LSS require Social Welfare Services to conduct assessments promptly, although the time frame for reaching a decision may differ depending on the nature of the case.

The process could well take a shorter time if Social Welfare Services receives all the needed information quickly. However, if there are delays in gathering the documentation needed to make a decision, the process may take longer.



Support measures

If your application for support is approved, your social worker will forward a work order to those who will provide the support measure in practice. Those responsible for providing the support measure will then contact you by whatever means you have agreed upon with your social worker. Just how long it will take until you begin receiving the requested support can vary depending on the circumstances involved



Follow-up

Social Welfare Services has a responsibility to conduct follow-ups concerning your support measures. Follow-ups involve your social worker contacting you at least once a year to check whether your support measures are working well and whether they are still relevant or if your needs have changed.

Appealing a decision

If your application for support measures is declined, you can appeal the decision. Information on how to lodge an appeal will be provided together with the decision. You can contact your social worker if you need help lodging your appeal.

Contact Social Welfare Services

Phone

To contact the municipal disability services department Förvaltningen för funktionsstöd, please call the Gothenburg City Contact Centre. Their staff will connect you with your nearest disability services unit (funktionsstödsenhet). Gothenburg City Contact Centre, phone: +46 (0)31-365 00 00

Apply digitally via our e-service

You can apply for support via the City of Gothenburg's e-services. A link to the application form is available online at goteborg.se/funktionsnedsattning and on the goteborg.se website under the E-tjänster och blanketter tab. Click the heading "Om e-tjänster".

Visit your disability services unit (funktionsstödsenhet)

You will find the address of your nearest disability services unit online at goteborg.se/funktionsnedsattning.

Advisory service for children & adults

Phone: +46 (0)31-367 98 08

Our advisors can provide you with information and guidance concerning the support services for disabled people offered in the community

Socialjouren (emergency social services unit)

Phone: +46 (0)31-365 87 00

Your first point of contact should be the disability services unit (funktionsstödsenhet) in your city district. The unit's telephone lines are open weekdays, 8 a.m. to 4 p.m. If you need assistance during evenings, nights, or weekends/public holidays, please contact the emergency social services unit, Socialjouren.

Support for family members

A family advisor (anhörigkonsulent) acts as a support service for the family members of a disabled person. Contact details for your nearest family advisor are available on the goteborg.se website.

Feedback

You can provide feedback concerning the City of Gothenburg's municipal divisions and services on the goteborg.se website.

