

Helsinki neuvo 2024

**Guide to low-threshold advisory
services offered by the City of Helsinki**

Helsinki

Helsinki

Welcome to Helsinki! In this guide you will find services, that offer free advice and guidance on different topics. More information including service hours can be found on the services' websites.



Moving to Finland

Advice for when you first arrive or move to Finland. Help with residing and living in Finland.

Special services for immigrants

Guidance and advice with matters related to integration, immigration, and human trafficking. Advice and guidance is available for anyone needing it.

hel.fi/for-immigrants

Työpajankatu 14 A

Telephone 09 310 37577



Call



Visit the
service point



Request an
interpreter

Advice and support for undocumented migrants.

hel.fi/for-immigrants

Työpajankatu 14 A

Telephone 09 310 23747



Call



Visit the
service point



Request an
interpreter

International House Helsinki

Public authority and advisory services for international newcomers under one roof.

ihhelsinki.fi

Lintulahdenkuja 2

Telephone 09 310 111 11

info@ihhelsinki.fi



Call



Visit the
service point



Send an
email

Helsinki-info

Advice on general matters related to immigration.

hel.fi/helsinki-info

Itäkeskus Library, Turunlinnantie 1

Central library Oodi, Töölönlahdenkatu 4

Telephone 09 310 111 11



Call



Visit the
service points



Send a chat
message



Request an
interpreter

Helsinki neuvo



Housing

Help with finding a home in Helsinki and solving housing related issues.

Housing consultation

Assistance for Helsinki residents, that need advice and guidance on making rent payments, applying for housing or other challenges regarding housing.

hel.fi/housing-counselling



Send a chat message



Visit the service point



Request an interpreter

Rental apartment search for city-owned rental homes



Call



Visit the service point



Send an email



Send a chat message

hel.fi/en/housing/rental-housing

asunnonhaku@hel.fi

Työpajankatu 8

Telephone 09 310 13030



General advice

Information about City services, digital support and information for newcomers about immigration and City services.

Helsinki-info



Call



Visit the service points



Send a chat message



Request an interpreter

hel.fi/helsinki-info

Itäkeskus Library, Turunlinnantie 1

Central library Oodi, Töölönlahdenkatu 4

Telephone 09 310 111 11



Seniors

Advice on services and events for people over 65 years of age. Help with using the computer or smart phone.

Senior info



Call



Send a chat message



Visit the service point



Request an interpreter

hel.fi/senior-services

Siltasaarenkatu 2

Telephone 09 310 44556



Digitality

Advice and support with using the computer, smart phone or the internet.

Digital support



Call



Visit the service points



Send a chat message

digituki.hel.fi/en

In libraries, community centres, service centres, adult education centres and youth centres

Telephone 09 310 100 11



Employment

Advice on integration, unemployment benefits, finding a job and applying for a study place.

Employment services advice services



Call



Visit the service points



Send an email



Request an interpreter

tyollisyyspalvelut.hel.fi/en

Telephone 09 310 36107

tyollisyyspalvelut@hel.fi

Pasila service point

Ratapihantie 7

Itäkeskus service point

Asiakkaankatu 3

Kamppi service point

Malminkatu 34

Ohjaamo, for under 30 year olds

Fredrikinkatu 48



People with disabilities

Advice and information about services organised by the city for people with disabilities.

Counselling for the disabled



Call



Send an email



Request an interpreter

hel.fi/en/health-and-social-services/disability-services

Telephone 09 310 32889

sote.vammaisneuvonta@hel.fi



Children, youth and students

Advice and information about services for children, youth and students.

Education Division

Information about daycare centres and schools in Helsinki as well as enrolling to them.



Call



Send an email



Visit the service point



Request an interpreter

hel.fi/en/childhood-and-education/education-divisions-advisory-services

Työpajankatu 8

Telephone 09 310 44986

koulutusneuvonta@hel.fi

Ohjaamo for 15-29 year-olds

Guidance center for 15-29 year-olds. Support with job seeking, finding studying opportunities, well-being, housing and help with public services.



Call



Visit the service point



Send an email



Request an interpreter

nuorten.hel.fi/en/ohjaamo-helsinki/

Fredrikinkatu 48

Telephone 09 310 25861

ohjaamo@hel.fi

Helsinki



Health

Advice on non-urgent questions related to health care, Helsinki City's health care services and care instructions of illnesses.

Telephone health service



Call



Send a chat message

hel.fi/en/decision-making/telephone-health-service-0

Telephone 09 310 10023



Sports

Information, advice and encouragement on exercise opportunities offered by the City.

Liikuntaluuri telephone service



Call

Telephone 09 310 32623



Mental health

Confidential and free of charge discussion support in different situations of life and concerning mental health for all people over the age of 13.

Mental Health Service Unit Mieppi



Call



Visit the service point



Send a chat message



Request an interpreter

hel.fi/en/health-and-social-services/health-care/mental-health-services/mental-health-service-unit-mieppi

Mieppi Myllypuro

Jauhokuja 4
Telephone 09 310 26830

Mieppi Haaga

Hopeatie 6
Telephone 09 310 37727

Mieppi Kalasatama

Työpajankatu 14 A
Telephone 09 310 32656

Mieppi Pasila

Ratapihantie 11
Telephone 09 310 74627



Social services

Advice and guidance with different difficult life situations and with the challenges of everyday life.

Social Counselling

Advice and guidance on questions related to social services and applying for benefits.

hel.fi/social-counselling



Call



Send a chat message



Request an interpreter



Send an email

Telephone 09 310 44400

sosiaalivonta.aikuissosiaalityo@hel.fi

Social guidance for families with children

Advice and support for families in matters related to the daily challenges of parenthood and bringing up a child.

hel.fi/en/health-and-social-services/lasten-ja-perheiden-palvelut-tyo



Call



Request an interpreter

Telephone 09 310 15454

Emergency social services

Emergency social services provide urgent social services outside office hours.

hel.fi/emergency-social-services



Call



Request an interpreter

Telephone 020 696006

Crisis emergency services

Crisis emergency services provide emergency crisis support in sudden crisis situations around the clock.

hel.fi/en/health-and-social-services/health-care/urgent-and-emergency-care/crisis-emergency-services



Call



Request an interpreter

Telephone 09 310 44222

Helsinki

Follow us on social media!



Instagram:
@helsinki.neuvoo



Facebook:
@helsinki.neuvoo

Helsinki