

How to fill in an application for income support

Instructions for the income support e-service

If you are registered as a resident in Härryda municipality, you can apply for income support using this e-service.

Before you start using the e-service

It usually takes about 20 minutes to make an e-application. It is important that you have the relevant documents for your income and expenses when you make your application so that you can enter the exact amounts. If you want to take a break and continue with the application later, you can just save the application.

If you have a protected identity, you cannot use this e-service.

Full application

For us to start processing your application, all the information must be filled in. All fields/questions that have an asterisk * must be answered before you can continue with the application. If you have forgotten to fill in a field/question, you will be told what you need to fill in to continue with the application.

Co-applicant

If you are married, have a registered partner or live with somebody, this means that you are both responsible for supporting each other. Your partner then becomes a co-applicant and your incomes are added together. This means that you need to fill in your co-applicant's personal details, e-mail address, job, income and other information. Co-applicants also need to approve the application using their e-identification in order for us to start processing it. It is important that you fill in the correct e-mail address for your co-applicant for the approval of the application.



Interview for new applications

If you are applying for income support for the first time, i.e. a new application, we will contact you by phone for an interview.

It is important that you answer when we call. During the interview, you will be told about any additional documentation you may need to hand in.

Documents on income and expenses

For the application to be complete, you must enclose documentation that proves your income and expenses. You may also need to hand in other documents that back up the information you have provided. You can hand in the documents using one of the following ways:

- Digitally through the e-service.
- Hand in the documents to reception at Kommunhuset (Råda torg, Mölnlycke). If you already have a coordinator, please write their name on the envelope.
- Send the documents by e-mail to ekonomisktband@harryda.se
- Send the documents by post (if you have a coordinator, please write their name in the address) to:

Härryda kommun
Socialtjänsten/ekonomiskt bistånd (name)
435 80 Mölnlycke

Once we have received your documents, we will start to process your application.

How do you access the e-service?

You can access the e-service at harryda.se under "Omsorg och hjälp" (care and help) and "e-tjänster" (e-services) from your computer, tablet or smartphone.

Click on the tab "Till e-tjänsten" to get to the e-service login page.

To use the e-service, you need some form of e-identification, such as BankID or mobile BankID. For more information about downloading and using BankID, go to: www.bankid.com

You are now logged in to the e-service and you can fill in your details.

1. Applicant

Your personal data has been taken from the population register and is already filled in. You cannot change this information yourself; if anything is

not correct, mail the contact centre or your coordinator. Please fill in any information that is missing.

2. Application

✓ Sökande 2 Ansökan 3 Barn 4 Boende 5 Sysselsättning

Typ av ansökan*

Om du gör en nyansökan kontaktar vi dig för ett utredningssamtal. Det är viktigt att du svarar när vi ringer.

Återansökan: jag har en handläggare och har ansökt om försörjningsstöd under de tre senaste månaderna

Nyansökan: jag har inte ansökt om försörjningsstöd under de tre senaste månaderna

Applicant Application Children Accommodation Occupation

Type of application *

If you are making a new application, we will contact you for an interview. It is important that you answer when we call.

Re-application: I have a coordinator and I have applied for income support during the last three months.

New application: I have not applied for income support during the last three months.

Select “nyansökan” (new application) if you have not applied for income support during the last three months. If you already have a coordinator and have applied for income support during the last three months, select “återansökan” (re-application).

If you do not know whether to select new application or re-application, call the contact centre at: 031-724 62 00.

If you are making a new application, we will contact you by phone within a few working days for an interview. It is important that you answer when we call, otherwise you risk having your application rejected.

Under the heading “period”, select which month you are applying for. You can only make an e-service application for the current month.

Under “co-applicant”, fill in whether you have a spouse, partner or person you are living with.

3. Children

If you have a child/children under the age of 18 in your household or if you have children studying at upper secondary school, fill in the personal details of the child/children. You also need to say whether the children live with you all the time, on an alternating schedule or if you have visiting rights. If you have children over the age of 18 who are not studying at upper secondary school, or if the children do not live with you, select “no children”.

4. Accommodation

In the case of a new application or if you have moved, you must enclose a rental contract and your latest rent slip.

If you have had an increase in your rent, you must submit a rent slip that confirms the increase.

If your housing situation will change soon or if you, your spouse/partner/cohabitee or children plan to stay (more than a week) in another place during the period in the application, you should write that here.

5. Occupation

Put down your main occupation here. There are a number of options. If you are on sick leave, you must submit a medical certificate as proof of your situation.

If you have a co-applicant, fill in the other person’s occupation too.

6. Allowances/benefits

You do not need to fill in any amounts for allowances/benefits from other authorities since the coordinator will get this information from the relevant authorities.

7. Income

Income includes salary, swish transfers or other deposits/bank transfers.

It is important that you put down the exact amount of your income.

Enclose supporting documents in the form of salary specifications and account statements.

8. Assets

Under assets, fill in whether you have any money in the bank and whether you own a vehicle, real estate or any other assets.

If you have a co-applicant or children, you must also fill in whether they have any assets.

9. Expenses

It is important that you enter the exact amount of all expenses. Include invoices and/or receipts to prove the expenses in question. You need to show that you have paid the previous month's expenses, which could be by including a bank statement for the month.

Costs for any missed appointments for healthcare or costs for medication without benefits are not compensated unless the need has been proved with a document from your doctor.

If you have a co-applicant, fill in information about their income, allowances, benefits and expenses.

10. Other information

Fill in your bank account information here. If you are re-applying and have previously stated your account information, select the previously specified bank account.

If you change your bank you will need to enclose an account statement and a financial overview for your new bank account.

In order for us to process your application for income support, you need to agree to the following:

- I hereby confirm that the information in this application and all other information submitted is complete, correct and truthful.
- I am hereby informed that the Unit for Income Support has the right, under to the Social Services Act, to obtain information from Försäkringskassan (Social Insurance Agency), Skatteverket (Tax Agency), Arbetsförmedlingen (Swedish Public Employment Service), unemployment funds, CSN (Board of Student Finance), from other municipalities and information in public registers if necessary for processing the application.
- I am aware that any incorrect information may lead to a report being sent to the police and prosecution for suspected benefit fraud.
- I am aware that any changes in circumstances must be notified.

11. Attach documents

This page explains what documents you need to submit to complete your application. There are four ways to attach documents:

- Digitally through the e-service. You can take a screen shot of the document, a photo or attach a file (pdf, jpg or similar).
- Send the documents by e-mail to ekonomisktband@harryda.se
- Send the documents by post (if you have a coordinator, please write their name on the envelope) to:
Härryda kommun
Socialtjänsten/ekonomiskt bistånd (name)
435 435 80 Mölnlycke
Or hand in the documents to reception at Kommunhuset (Råda torg, Mölnlycke). If you already have a coordinator, please write their name on the envelope.
- If you have already sent in documents for the current period, select the last option and write how the documents were sent in the free text field.

12. Preview

On this page, you can see a summary of the information filled in the application:

- Read the summary and check that it is correct.
- If you want to change something, select “ändra” (change) in the relevant part.
- When the application is complete, select “signera och skicka in” (sign and send).

13. Sign and send

You approve the application here using your e-identification.

If you have a co-applicant, an e-mail will be sent to the address you have provided explaining how the co-applicant can approve the application using e-identification. The application is only sent to the social services when you and your co-applicant have approved the application using your e-identification.

Application sent in

When your application has been sent, you will receive a message from us with a case number. You can log in to “Mina sidor” (My pages) at www.harryda.se to check over the application you have sent in.

Processing the application

When we have received a new application and all the requested documents, and after you have had a new appointment with a social worker, we will process your case promptly. You can expect a decision on your application within eight working days at the latest. The decision is sent by post to your registered address. Payment, if approved, is made immediately after the decision is taken. If you have not submitted the requested documents within five working days, your application will be rejected.

Our target for a complete re-application made via e-service is to take a decision within five working days. The decision is sent by post to your registered address. If your re-application is received no later than the 20th of a month, payment, if approved, will be made on the 27th or the first weekday closest to the 27th. If the application is received after the 20th, processing and payment, if any, will be made as soon as possible.

Contact information

any questions, you are welcome to call the Contact Centre on 031-724 62 00

If you have

Please go to our website if you want more information:

www.harryda.se/omsorgochhjalp/ekonomiforsorjningsstod