

A photograph of two women standing outdoors on a paved path. The woman on the left is wearing a light purple t-shirt and glasses, and is gesturing with her hands as if speaking. The woman on the right is wearing a blue lace-knit sweater and black pants, and is listening. In the background, there is a building with a white door and some greenery. A person wearing a white cap is visible in the foreground on the right, out of focus.

Kela|Fpa 

Provision of information through digital tools in Finland: Kela's online services in sign languages

Mutual learning workshop on access to social protection for workers and self-employed: focus on transparency,

16-17 October, Brussels

Satu Mustonen, Communications Specialist, Kela - The Social Insurance Institution of Finland

Sign languages in Finland

Finnish Sign Language as a first language



5,500



Deaf people who have Finnish Sign Language as a first language

3,000



People who can speak Finnish Sign Language

10,000–14,000



Finnish Swedish Sign Language

~100



Finnish Sign Language Act

Year 2015

Recognised in the constitution

Year 1995

The Truth and Reconciliation Process: 2021->

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Language Policy for customer service

- Finnish and Swedish
- Sámi Languages and Sign Languages
- English
- Other languages





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- 1. Kela.fi in sign languages**
- 2. Interpreter service for persons with disabilities**

← ↻ 🏠 🔒 https://www.kela.fi/web/sgn-fi/viittomakieli

🌐 Viittomakieli 🔍 Kirjoita hakusana Hae 🔒 Kirjaudu ▾

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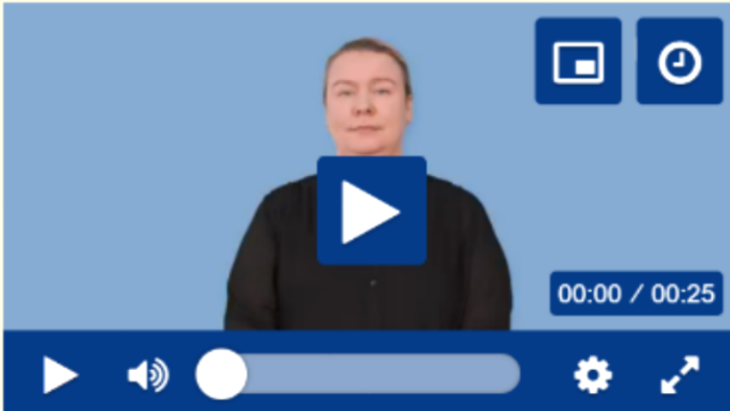
VIITTOMAKIELI

- Asuminen >
- Eläkkeet >
- Lapsiperheen tuet >
- Opiskelijat ja asevelvolliset >
- Vammaistuet >
- Sairastaminen ja kuntoutus >
- Toimeentulotuki >
- Työttömyys >
- Ulkomailta Suomeen tai Suomesta ulkomaille >

Kelan tuet viittomakielellä

Tämä on viittomakielinen kela.fi-sivusto, jossa on tärkeimmät asiat Kelan tuista.

[Kirjaudu OmaKelaan >](#) [OmaKelan ohjeet >](#)



[Asiakaspalvelu >](#)
Henkilöasiakkaiden palvelukanavat

[Hakeminen ja maksaminen >](#)
Näin haet Kelan tukia

Kela.fi in Finnish Sign Language

https://www.kela.fi/web/sgn-sv/teckensprak

Teckenspråk ▾

Ange ett sökord

Sök

Logga in ▾

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TECKENSPRÅK

- Boende >
- Pensioner >
- Barnfamiljer >
- Studerande och värnpliktiga >
- Handikappbidrag >
- Sjukdom och rehabilitering >
- Utkomststöd >
- Arbetslöshet >
- Flytta till eller från Finland >
- Företagare >

FPA:s stöd på teckenspråk

Det här är webbplatsen fpa.fi på teckenspråk. Här hittar du den viktigaste informationen om FPA:s förmåner.

[Logga in i MittFpa >](#)

[Anvisningar om MittFpa >](#)



[FPA:s kundservice >](#)
Servicekanaler för privatpersoner

[Anskan och utbetalning >](#)
Så här ansöker du om FPA:s stöd

Kela.fi in Finnish Swedish Sign Language

**1,500-
3,000
users per
month**

Most popular content:

1. Housing benefits
2. Rehabilitation
3. Pensions
4. Benefits for families with children

Sign language website update 2023

1

Videos of **all** of the benefits that Kela offers and for the first time information about the benefits that Kela has for self-employed persons

2

Update of the existing videos, with sign language

3

Same structure and almost the same content as we have in our plain language site -> "One Size Fits All" -> support the process after changes in benefit rates and eligibility criteria & saves time.

4

More up-to-date information and press releases.



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Right to interpreter service

- hearing impairment, vision and hearing impairment or speech impairment
- place of domicile in Finland
- Possibility to express themselves through interpretation and use a functioning communication method

[Interpreter service for the disabled | Our Services | Kela](#)



Interpreter service can be used in connection with

- work
- for post-comprehensive school study
- errands
- participation in society
- hobbies or recreation.



6,000 users

Clients:

1. Hearing impairment 60%,
2. Speech impairment 34%,
3. Vision and hearing impairment 6%

Channels:

1. Kela.fi
2. Phone
3. Remote service
4. Email and text message
5. OmaKela e-service
6. Oral application
7. E-application and mail



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Remote interpreting – customer service in sign language

- client and the interpreter are not in the same place physically
- interpreting is done over a remote connection
- Kela can lend a phone or tablet

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Emergency call in Finnish Sign Language

- Video through online service





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Problems and challenges online

- Online booking does not in work real time
- Opening hours
- Missing booking app
- Missing chatbot
- Missing images/symbols

Unemployment rate of deaf
people who speak sign
language is

three times higher
than of those who can hear.

A photograph of two women standing on a large, dark rock in a lush green forest. They are both smiling and high-fiving each other. The woman on the left is wearing a light blue patterned sweater and dark pants. The woman on the right is wearing a white t-shirt and light-colored pants. The background is filled with tall pine trees under a clear blue sky.

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**Thank you for your
attention.**