IMMIGRANT ADVICE CENTRE
SERVICES
TAKURA MATSWETU
COORDINATOR
BACKGROUND

• Immigrant Advice Centre Services are now provided for under Chapter 2 of Finland’s Integration Law (30.12.2010/1386) under 6§ - 9§.

• They form a part of the framework of the municipalities’ and the employment and economic administration’s basic services that have been put in place to advance integration.
WHAT?

Act on the Promotion of Integration
Regional / local internationalization strategy
Regional / local Immigrant Integration Program
Individual integration plans

Trainings
Activities
(Self)employment
Hobbies
Self-study

WHO?

Government, regional / local authorities
Regional / local Integration Committee
Local authorities, employment office, Schools, NGOs, companies, individuals, etc.

Individual services promoting integration

BASIC INFORMATION FOR EVERYONE
EFFICIENT GUIDANCE AND COUNSELLING
THE INITIAL ASSESSMENT
INTEGRATION PLAN, MONITORING AND GUIDANCE

Open job market
Studying
Entrepreneurship
Other
TAMPERE MIGRATION INFO CENTRE (MAINIO)

- The migration info centre in Tampere is a walk in service located at Tuomiokirkonkatu 12, opposite the Tampere Cathedral.
- Service is given by 10 advisors in 17 different languages.
- Languages include Finnish, English, Swedish, Estonian, Russian, Chinese, Kurdish, Arabic, Persian, Dari, Bulgarian, Spanish, French, Thai, Lao, Somali and Shona
WHY?

• The availability of essential information in different languages is not always readily available and new comers tend to lack sufficient language skills to handle some matters.
• Limited access to information and the change in environment can cause feelings of confusion and possibly situational anxiety.
• Changes in service models in Finland to online, over the phone or only by appointment make it hard for people who don’t have access to online identification, those who don’t speak Finnish, Swedish or English well and those who need information/help urgently.
• Everyone needs training wheels before they learn how to bike and at MAINIO we are your training wheels. We help you to become independent enough to take initiative, be independent and navigate your way in Tampere & Finland.
SERVICES PROVIDED AT OUR CENTRE

• Distribution of various materials that relate to immigration, integration and public services in different languages.
• Advice about services that are available within Tampere and Finland. Information about housing, language courses and other studies. Information relating to the founding of or participating in business and other economic activities. Information about financial institutions as well as social security services.
• Guidance towards the right actors in times of ill health, family instability or even legal disputes.
• Guidance about processes regarding registration of residence, marriage, residence and visa applications, tax and social security and explanation of documentation from various institutions.
• Advice about Extra-curricular activities and hobby groups.
• Individual initial assessments for the purposes of mapping the new-comers’ educational and work history as well as their physical and psychological wellbeing towards their personal integration plans.
• Anonymous data collection for stakeholders.
The Initial Assessment at Mainio is part of an inter-departmental coordination structure that may include a language proficiency test, skills tests etc.

This service is not provided to individuals that are already clients of the labour office/TYPA.

The coordinator and the advisors are hired for the purposes of conducting these initial interviews in the service languages provided at the centre.

Interviews are usually conducted over 2-3 hours and the information therein is used further by other stakeholders such as the labour office upon receiving your consent.

After the Initial Assessment the client and the advisor use forms to map out the necessity for other services or for other recommendations.
INITIAL INTERVIEW ASSESSMENT DATA

- Personal Information (Name, D.O.B etc.)
- Language Skills and Proficiency (In Finnish and other languages)
- Educational Background
- Work Experience
- Special Skills
- Special Life and Service needs
- A small writing and comprehension exercise

**Before the first interview / initial interview time of booking:**
- We confirm the personal identification number of the client
- Whether the client’s integration period is valid (Finland migration time 3YRS)
- Whether an initial integration road map or integration plan has been done already
- Whether the individual is a client of the labour office or the Foreign Office
- We ask the client to bring any documents relating to family, education and work experience

In Tampere these checks are done in cooperation with the ELY Centre
SUPPORT FOR ACTIVE FINNISH LANGUAGE LEARNING: SELF-LEARNING PLAN AND TANDEM LEARNING

• For motivated customers who are ready to study independently we can suggest some self-learning methods and give information about available sources and materials.

• The Centre also organises Tandem learning in cooperation with the Finnish Red Cross & Mukana (Nauha ry), where participants are grouped into groups of 2-3 individuals to exchange language skills. And also a Tandem language Café at Mukana for Finnish-English & Finnish-Russian groups – (Hämeenpuisto 14 on Thursdays at 16:15)

• Tandem learning is voluntary and participants agree amongst themselves where and how often to meet.
INFORMATION SESSIONS

• We work in collaboration with institutions such as The Social Insurance Institution of Finland (Kela), The Finnish Immigration Service (Migri), Centre for Economic Development, Transport and the Environment (ELY-Keskus), The Finnish Police (Poliisi) and Ministry of Employment and the Economy (Te-palvelut), Tampere Municipal Services (Tampereen Kaupunki), The Red Cross, The University, etc to bring regular information sessions about different topics related to migration, integration and service provision.

• These information sessions have translators, are free and open to everyone.

• Information on our website and facebook page.
Our services are completely **FREE**. All we ask for is a little bit of feedback.

You do not need to book a time, but you do need to check the time table to make sure your language is available when you come.

You can also call and get advice over the phone **(040 806 2526/7)**

You can write us an email in your own language and the advisors will respond according to time table [Maahanmuuttajainfo@tampere.fi](mailto:Maahanmuuttajainfo@tampere.fi)

Find out more about our information sessions and timetables here [www.facebook.com/tremainio](http://www.facebook.com/tremainio) and [http://www.tampere.fi/maahanmuuttajainfo](http://www.tampere.fi/maahanmuuttajainfo)

The Mainio video chat service is under development and will be available over mobile and PC very soon.

We are all bound by professional secrecy and have an **obligation of confidentiality**.
CONTACT US

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