

Work Help Finland Mobile Application


Finland

	<p>Summary</p> <p>The Work Help Finland Mobile Application provides information about rights and responsibilities for employees in Finland. It is intended for foreign workers coming to Finland and who are already residing in Finland. The application also helps workers to find the key agencies that can assist if workers suspect that they have been mistreated.</p>
<p>Title of the practice in original language</p>	<p><i>Work Help Finland – mobilisovellus</i></p>
<p>Name(s) of authorities/bodies/organisations involved</p>	<ul style="list-style-type: none"> ▶ Ministry of the Interior; ▶ Ministry of Economic Affairs and Employment.
<p>Sectors</p>	<p>All</p>
<p>Target groups</p>	<ul style="list-style-type: none"> ▶ Foreign workers entering and already present in Finland (directly targeted)
<p>Purpose of measure</p>	<p>Changing attitudes: awareness raising</p>

	<p>Aims and objectives</p> <p>The aim of the Work Help Finland Mobile Application is to provide access to information for foreign workers entering or already in Finland on their rights and responsibilities and to ensure that they can access assistance if they suspect they are being mistreated or exploited.</p>
<p>Background context</p>	<ul style="list-style-type: none"> ▶ The Work Help Finland Mobile Application is one of the measures introduced to help prevent and tackle undeclared work and labour exploitation including refugees/displaced persons from Ukraine; ▶ In 2021-22 the project ‘Creating Policy Models for the Police’ to support the planned management of multi-authority actions was implemented by the Police University College (Polamk) to combat the abuse of migrant labour and human trafficking through multi professional cooperation.¹ The project also produced a

	<p>mobile application for foreign employees entering the country and those who are already present in the country;ⁱⁱ</p> <ul style="list-style-type: none"> ▶ The so-called Work Help Finland Mobile Application includes information about employee rights and obligations as well as contact details for various public authorities and assisting bodies.
<p>Key objectives of the measure</p>	<p>General Objective:</p> <ul style="list-style-type: none"> ▶ To assist foreign employees entering Finland and foreign workers already living in Finland with advice on working conditions and who to contact if they encounter exploitation. <p>Specific Objectives:</p> <ul style="list-style-type: none"> ▶ To prevent labour exploitation and human trafficking; ▶ To help foreign persons to know and understand their own rights and obligations as employees in Finland.
<p>Main activities</p>	<ul style="list-style-type: none"> ▶ The mobile application can be downloaded to a person's mobile phone from two app stores: Apple App Store and Google Play Store; ▶ The content of the application is in line with the <i>Working in Finland</i> information package available on the website of the Ministry of Economic Affairs and Employment; ▶ The application provides information on workers' rights and responsibilities as well as appropriate working conditions in Finland; ▶ The application also provides advice on how employees should act if they are subject to exploitation, providing links to public authorities and assisting bodies for help and advice; ▶ The content of the application has been translated in 26 languages including, for example, Finnish, English, Albanian, Arabic, Bengali, Ukrainian, Vietnamese, Urdu etc.ⁱⁱⁱ
<p>Funding/organisational resources</p>	<p>The Government Programme earmarked EUR 20 million for implementing the Strategy and Programme for the Grey Economy and Economic Crime Prevention, with project funding for the implementation and maintenance of the mobile application. The</p>

cost of the application was EUR 55 000 and operating costs for two years are approximately EUR 36 000.^{iv}

	<p>Outcomes</p> <p>While no assessment data is yet available on the Work Help Finland Mobile Application, a separate communication project is due to be launched in 2023 to promote the application. A key success factor so far in its implementation has been the government's commitment to prevent and tackle undeclared work and exploitation of foreign workers.</p>
<p>Achievement of objectives</p>	<ul style="list-style-type: none"> ▶ The Work Help Finland Mobile Application was published on 10 June 2022. No information about download volumes is currently available; ▶ A separate communication project will be launched in early 2023 to make the application visible in different ways. In this context, the plan is also to perform queries about download volumes with different language versions.
<p>Lessons learnt and success factors</p>	<p>While no assessment data is yet available on the app, one of the key features of its successful implementation so far is the government's commitment to ensuring measures are put in place to prevent the exploitation of foreign workers entering Finland, informing them of their rights and providing access to information to address their concerns.</p>
<p>Transferability</p>	<p>This practice is transferrable to other Member States provided the technology and funding is in place to support its implementation.</p>

<p>Further information</p>	
<p>Contact</p>	<p>Päivi Kantanen, Ministerial adviser, Ministry of Economic Affairs and Employment, Finland</p> <p>Email: paivi.kantanen@gov.fi</p> <p>Juha Tuovinen, Chief Superintendent, Ministry of the Interior, Finland</p> <p>Email: juha.tuovinen@intermin.fi</p>
<p>Useful sources and resources</p>	<p>Work Help Finland mobile application website</p> <p>https://intermin.fi/en/work-help-finland</p> <p>Occupational Safety and Health Administration website</p>

	<p>https://www.tyosuojelu.fi/web/en</p> <p>Finnish Ministry of the Interior website</p> <p>https://intermin.fi/en/frontpage</p>
Metadata and key words for online search	Finland; mobile application; workers' rights; working conditions; labour exploitation; migrant labour; displaced people; foreign workers

ⁱ See [Creating policy models for the police to support the planned management of multi-authority action - Police University College \(polamk.fi\)](#)

ⁱⁱ See [New co-operation model for combating and monitoring the exploitation of foreign labour - Poliisiammattikorkeakoulu \(polamk.fi\)](#)

ⁱⁱⁱ The application is available in the following languages: Finnish, English, Albanian, Arabic, Bengali, Bosnian, Dari, Spanish, Farsi, Hindi, Kurdish, Mandarin Chinese, Nepali, Portuguese, French, Romanian, Somali, Thai, Turkish, Ukrainian, Uzbek, Urdu, Russian, Vietnamese, Estonian, Swedish (<https://apps.apple.com/app/work-help-finland/id1626783832>)

^{iv} Correct at the time of writing – December 2022.