

## Notice to personal assistance employers

# Your personal assistants' conditions of employment have changed as the collective agreement for personal assistants has become universally applicable

The collective agreement for personal assistants between the Union of the Employers of Personal Assistants in Finland (Heta) and the Trade Union for the Public and Welfare Sectors (JHL) became universally applicable on 10 November 2025. From now on, non-unionised employers (employers who are not members of Heta) must also comply with the provisions of this universally applicable collective agreement. In addition to the collective agreement, the working conditions of personal assistants will continue to be governed by decisions issued by the Social Services, Health Care and Rescue Services Division.

Examples of the changes brought about by the collective agreement include provisions on pay, various working time bonuses, holiday bonuses and the planning of working hours. Prior to its universal applicability, the collective agreement only pertained to employers who were members of the Heta union.

The collective agreement sets a minimum salary level for an assistant, below which the terms of a potential agreement are null and void. Due to the universal applicability of the agreement entering into force at the beginning of the agreement period of the collective agreement, employees of non-unionised employers have a retroactive right to receive their salary in accordance with the collective agreement **as of 1 May 2025**. Any accrued work experience increments, midweek holiday pay, holiday bonuses and working time bonuses will be paid to the employees retroactively.

The full text of the collective agreement is available online:  
[heta-liitto.fi/tyoehtosopimus/](http://heta-liitto.fi/tyoehtosopimus/)

If you wish, you can request a printed copy of the collective agreement from a personal assistance social instructor or the office secretary of your local disability social work office.

# Helsinki

## **Who is paid retroactive pay supplements and other remunerations?**

Retroactive pay supplements and remunerations will be paid to all employees whose employment relationship was in force on the official date of entry into force of the universal applicability of the collective agreement on 10 November 2025.

**Retroactive salary claims will be paid on 31 December 2025.** The retroactively paid salary components are paid to assistants automatically. This does not require any action by the employer or the employee. If your employee's employment contract expired before 10 November 2025, no retroactive remunerations will be paid.

## **Employer's obligations**

Under the Employment Contracts Act, the employer must give the employee written notice of any changes in the main terms and conditions of their employment, such as the collective agreement applicable to the employment relationship, as soon as possible. **Along with this letter, we are also sending you a notice to give to your employees to explain the main changes to the terms and conditions of their employment.** If you need additional copies of the notice, you can ask a personal assistance social instructor. If you and your employee have agreed upon better working conditions than those set out in the collective agreement, these conditions will remain unchanged.

You can apply for the right to a higher pay group under the collective agreement for your assistants if said assistants' duties include tasks involved at higher salary levels. If necessary, you must apply for a higher pay group than the current one for assistants, which is pay group A, either by using the pay group notification form on the Heta website or by other means in writing. For more information on the pay group criteria, please see Appendix 1 of the collective agreement. Submit the pay group application to your local unit of Social Work for People with Disabilities.

The collective agreement entitles assistants to experience increments based on 1, 3, 5, 8, 11 and 14 years of work experience. You must apply for an experience increment to your assistant's salary if they have previously worked as a personal assistant or have other work experience comparable to that of an assistant. In the Oima service, work experience months are automatically accumulated for personal assistant employment relationships for which a salary has been paid in Helsinki through Oima. In this case, your assistant will start receiving an experience increment when the criteria are met, without having to apply for it separately.

This letter and the notice for employees can also be found on the personal assistance website of the City of Helsinki's services for people with disabilities: *hel.fi > Health and social services > Disability services > Personal assistance and special support for participation > Personal assistance using the employer model.*

The guide for employers of personal assistants provided on the website will be updated as soon as possible to reflect the new situation.

For more information, please contact the City's personal assistance social instructors  
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