



19 October 2026

Bulletin on change to the payroll system for personal assistance

Payroll processing, previously handled by the City of Helsinki Financial Management Services (Talpa), is being transferred to Oima. The functions of the Oima service will remain unchanged. If you use the Oima service online, the login process will remain the same and you will not need to register again. **The change primarily concerns where you should submit your personal assistant's payslips and other forms relating to the employment, and who you should contact regarding payroll matters.**

The last payday that Talpa will process will be **13 November 2026**. The first payday to be processed by Oima will be **30 November 2026**. Paydays and the basis for calculating pay will remain unchanged. Agreements between employers and employees remain in force and do not require any action to be taken. Decisions on supported working hours and matters relating to client relationships will continue to be handled by the City of Helsinki Social Services, Health Care and Rescue Services Division. Below, we will explain **what you need to do due to this change**.

Providing payroll data – new address and new dates

From November 2026 onwards, please submit the documents relating to the payment of your personal assistant's wages to Oima. If the pay is to be paid on 30 November, payroll data must be submitted to Oima by 19 November.

If you use the Oima service online, please record and confirm your pay periods in Oima as you have done up to now at minun.oima.fi.

In the future, paper hourly rotas and other documents relating to payroll must be submitted:

- by email to helsinki@oima.fi – you can submit documents containing personal data by secure email to turvaposti.oima.fi and the service will guide you through the process of sending secure email
- by mail to Mannenkatu 12 B 4, 90130 Oulu.

Working hours must be confirmed in the Oima service or recorded in the hourly rotas in Oima by the following deadlines:

- The hours for the 1st to the 15th of the month must be confirmed **by the 19th** of that month at the latest.
- The hours for the 16th to the 31st of the month must be confirmed **by the 4th** of the following month at the latest.
- If the wage payment period covers the whole month, the hours worked for the entire month must be confirmed **by the 4th** of the following month at the latest.

The submission deadlines are the same regardless of whether you use the Oima online service or submit hourly rotas. If the payroll data has not been received by Oima by these deadlines, the payment will automatically be carried over to the next payment date.

Oima's customer service

The Oima customer service will be open **from**

15 November 2026 onwards. Telephone:

+358 40 169 8100, Monday to Friday at 9.00–

12.00 Email: helsinki@oima.fi

You will no longer be able to contact Talpa's payroll after 31 December 2026. If you accidentally send forms to Talpa, they will automatically be forwarded to Oima until that date, and no separate contact is required. From 1 January 2027 onwards, Talpa's email service will no longer be operational.

Checking your contact details on Oima

If you use the Oima service online, please check that your contact details are entered correctly in Oima. Up-to-date contact details ensure that you receive all notifications and documents relating to your wage payments. The Oima service has a new feature that allows information updated electronically in Oima by the employer and the employee themselves to be automatically synchronised with the payroll system. This information includes:

- name
- address
- telephone number
- email address
- employee's bank account number.

If you have any questions:

Until 14 November 2026, please contact Talpa with any queries regarding payroll:

talpa.suoratyo@hel.fi. **From 15 November 2026 onwards**, please contact Oima with any queries regarding payroll: helsinki@oima.fi or by calling +358 40 169 8100 on Monday to Friday from 9.00 to 12.00.

For any queries regarding being an employer, please contact the personal assistance social workers by calling +358 9 310 39373, +358 9 310 22279 or +358 9 310 45939, or by email: sotepe.suoratyo@hel.fi.