

# Who can help and where to turn to when a child needs more support?

Finding the necessary assistance and the right institution for a parent of a child with special needs.



REPUBLIC OF ESTONIA  
MINISTRY OF SOCIAL AFFAIRS



## Everyday life

To ensure that your family receives the best possible help and support, contact **the child protection specialist or social worker of your local municipality (LM) who will:**

- advise and provide information about possible supportive services and benefits;
- assess the need for help and services;
- determine the services provided by the LM;
- organize the funding of LM services.

In some cases, a family's own contribution may be necessary.

**Local municipalities** offer various forms of support to residents, such as:

- adapting living spaces;
- providing a support person for the child or family;
- childcare, social transportation;
- assistance with purchasing medications and technical aids;
- family counseling, etc.



**Find more** about the services and conditions offered by your LM from the LM's website, a child protection specialist or social worker.

Remember that in addition to supportive services, your selfcare and your relationship with your loved ones is also important. You can find ideas and ways to nurture yourself and your relationships on [tarkvanem.ee](http://tarkvanem.ee).

**24/7** child helpline is available for you – call **116111** or start chat on [lasteabi.ee](http://lasteabi.ee).

For information about state benefits and services aimed at children with high needs for support and care, **you can get initial information from the website of Estonian Social Insurance Board (SIB) at [sotsiaalkindlustusamet.ee](http://sotsiaalkindlustusamet.ee).**

## Collaboration with kindergarten and school

The teacher is your partner in maintaining and ensuring your child's wellbeing in both kindergarten and school. In case of questions, concerns, and problems, talk to the teacher to collaboratively find the best solutions.

If needed, turn to the support specialist (speech therapist, developmental pedagogue, psychologist, social pedagogue) of the kindergarten or school. The support specialist's service is organized by the principal.

If the solutions tried in cooperation with the teacher and support specialists have not led to the expected results, then turn to a **Rajaleidja center, Rajaleidja** identifies the child's learning difficulties and provides further guidance to support the child in acquiring education.



**To book a consultation** call **(+372) 735 0700** or visit website [rajaleidja.ee](http://rajaleidja.ee)

Every child has the right to study in their local school, and this opportunity must be provided by the local municipality. If choosing a school becomes difficult, the **education specialist of your local municipality** can be of help.



**You can find more information** on the Ministry of Education and Research's website at [hm.ee](http://hm.ee)

- Education, research and youth affairs
- Special educational needs

## Physical and mental health

**Your family physician** advises and ensures necessary examinations and treatment for the child, also supporting the parent on various topics. The mental health of you and your family members is important.

**Support and advice are provided by:**

- [peaasi.ee](http://peaasi.ee)
- [lahendus.net](http://lahendus.net)
- [palunabi.ee](http://palunabi.ee)

If the family physician believes that the child's health concern requires the assessment or intervention of another specialist, they will refer the child to **specialized medical care**. If necessary, the parent or child can also visit a psychiatrist without a referral from the family physician.



If the costs for a child's prescription medications **exceeds 100 € per year**, additional discounts on medications apply.



Children in need of nursing care can receive various nursing services. For more detailed information, ask **your family or treating physician**.



If a child is diagnosed with a disability that requires **a medical device**, the treating physician will create a digital medical device card for the child. The device can be purchased **from a pharmacy or medical device seller at a discounted rate**.

 **Health Insurance Fund Information**  
Phone: **(+372) 669 6630**

## Determining the severity of the child's disability

To determine the degree of disability and for reimbursement of additional costs, submit an **application to SIB**. A prior visit to a specialist physician is necessary.

If previously provided services (LM, health care, and education support services) have not led to the desired result in supporting the child and family in adapting to and improving coping with disability-related activity and participation restrictions, then turn to SIB.

Parents of a child with a disability are entitled to **one additional rest day per month** and can take **child care leave days** until the child reaches the age of 18.



**More information** can be found on [sotsiaalkindlustusamet.ee](http://sotsiaalkindlustusamet.ee)

- Disability and welfare services
- Determination of disabilities

If you apply for a disability for your child, the local municipality will automatically be notified of the decision and will contact you if necessary.



If a child needs a technical aid due to their disability, **SIB** reimburses the cost of purchasing or renting the technical aid.



**Social Insurance Board Information**  
Phone: **(+372) 612 1360**

Parents of a child with a severe or profound disability can apply for the **cancellation of their student loan**. More information can be found on [sotsiaalkindlustusamet.ee](http://sotsiaalkindlustusamet.ee).