

Contact

If you want to make an appointment, please contact the responsible Einsatzkoordination:



Birgit Friedauer
Einsatzkoordinatorin between
Feldkirch and Bludenz

Phone 05522-200 1049
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Alexandra Strolz
Einsatzkoordinatorin from Rankweil to
Dornbirn including Hard

Phone 05522-200 1043
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In case we are not available on the phone, please leave a message on voice mailbox. We are going to contact you as soon as possible.

For suggestions, feedback or complaints please contact one of our coordinators or our head manager:



Angelika Ott, M.A.
Head of department

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Caritas

Familienhilfe

Information leaflet

Familienhilfe im Rahmen der Kinder- und Jugendhilfe

On demand of the Kinder- und Jugendhilfe, families are provided help by qualified personnel at home.



Occupation of our personnel at your home

After defining goals to be reached together, scheduled in an agreed on (and signed) Hilfeplan, the help given is related to those goals.

If possible, all family members are embedded in the occupation. We try to use the skills of all family members and integrate them into a well-structured daily routine. This means that we support you in your daily activities but do not take those off you.

Agreed on schedule / time frame

The time frame (duration and degree of help, stated in the Hilfeplan) is planned beforehand and is a binding agreement.

Any change of the time frame has to be communicated and reasoned to the Einsatzkoordination least one weekday beforehand.

If appointments which have not been cancelled cannot take place (e.g. nobody is at home / opens the door), the Kinder- und Jugendhilfe will be informed. Furthermore, these appointments will be charged and subtracted from the time frame.

Support service

Client(s) entrusted to family support are being taken care of within the tasks degreed on in the support plan. After this agreed on support service, parent(s) or legal guardian(s) or agreed on persons have to take care of the client(s).

If a parent / legal guardian does not want (a) specific other person(s) to take charge of the client(s), this must be communicated and made clear beforehand.

Obligation of confidentiality

Our personnel are legally obligated to confirm about their work to the Kinder- und Jugendhilfe as well as to the ambulant organisation. This is discussed in the Hilfeplan as well. Otherwise, the personnel are obliged to confidentiality if not released from it by the family itself in order to enforce communication between the institutions.

Meals in the family

The personnel are entitled to have meals with the families.

Hygiene

Our personnel are deployed in families with sick family members as well. They have to take hygienic measures to keep the risk of contagion as small as possible. Still, an element of risk cannot be excluded.

Rides for the families

Rides for the families can be offered due to special circumstances. The ride is going to be charged (official kilometre allowance). Taking children on the ride is only allowed when offering compulsory children's seats. Our personnel are not allowed to use clients' cars because of insurance claims.

Telephone calls

Please note that our personnel have to be available on their business mobile phone while supporting you and your family. They have to be reachable for the Einsatzkoordination at any time. Only necessary phone calls (documentation of help, getting information etc.) and emails will be taken.

Expenses

The families do not have to cope with any costs.

The bills will be forwarded to the Kinder- und Jugendhilfe.