

Social Services in Austria

trends, challenges, perspectives

FH-Prof. Mag. Dr. Hubert Höllmüller

Main pillars of social services:

- ✓ Unemployment insurance
- ✓ Minimum collateral (~850€/month)
- ✓ Minimum pension (~950€/month)
- ✓ Care allowance
- ✓ Family allowance
- ✓ Child-and youthcare system

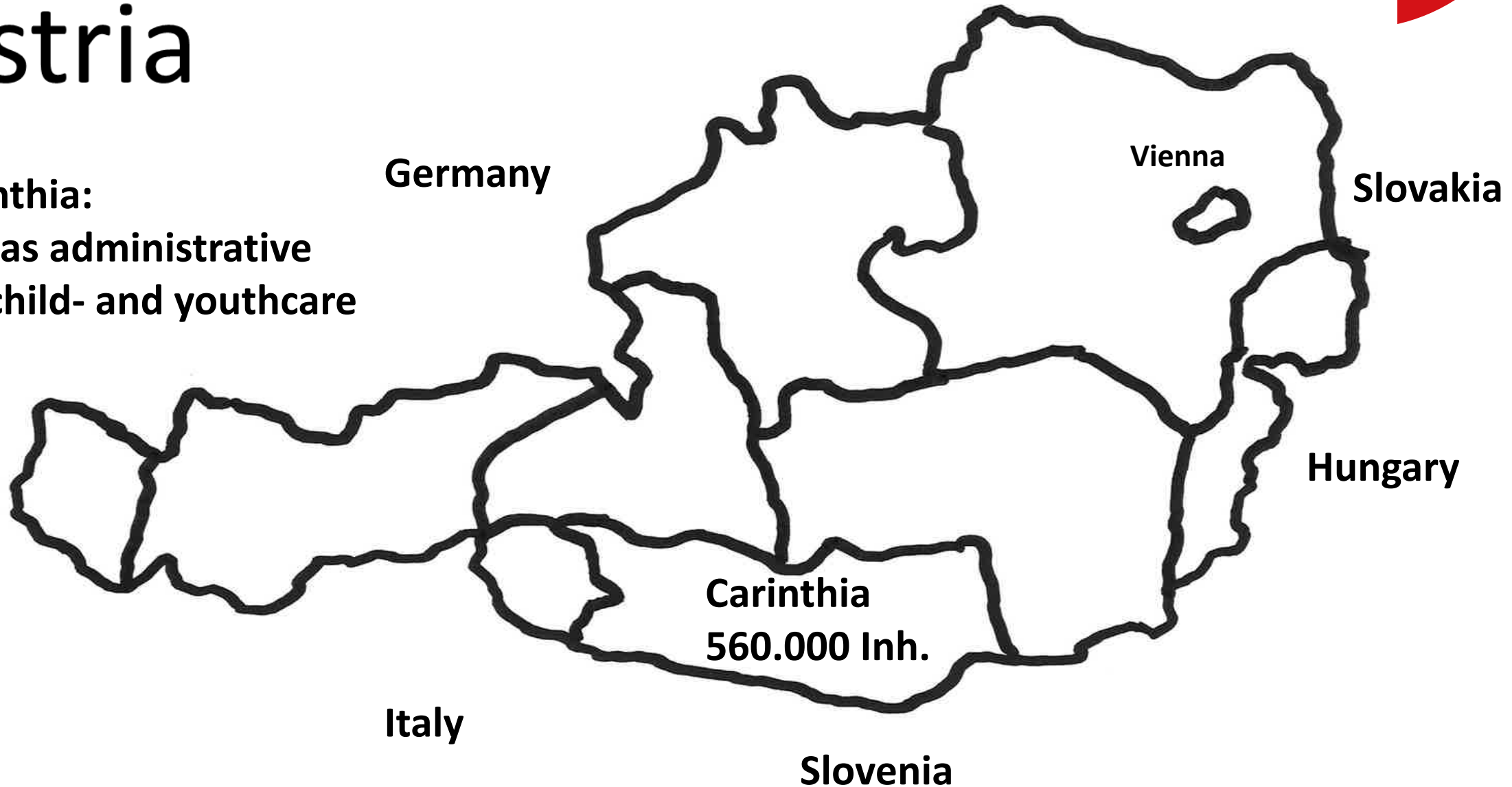
Austria

9 Provinces

One is Carinthia:

10 districts as administrative
bodies for child- and youthcare

Switzer-
land



Child- and youthcare system – trends:

- More of the same
- financial stability
- Need for system change

Child- and youthcare system – challenges:

- ~ 20% of Austrian children live at poverty risk
- ~ 20% of Austrian children experienced at least once violence at home
- ~20% of children/youngstern in residential care see themselves as wrong-placed
- „systems-surver“

Child- and youthcare system – perspectives:

How to raise Effectiveness (not efficiency)

Failure of the case management concept for three reasons:

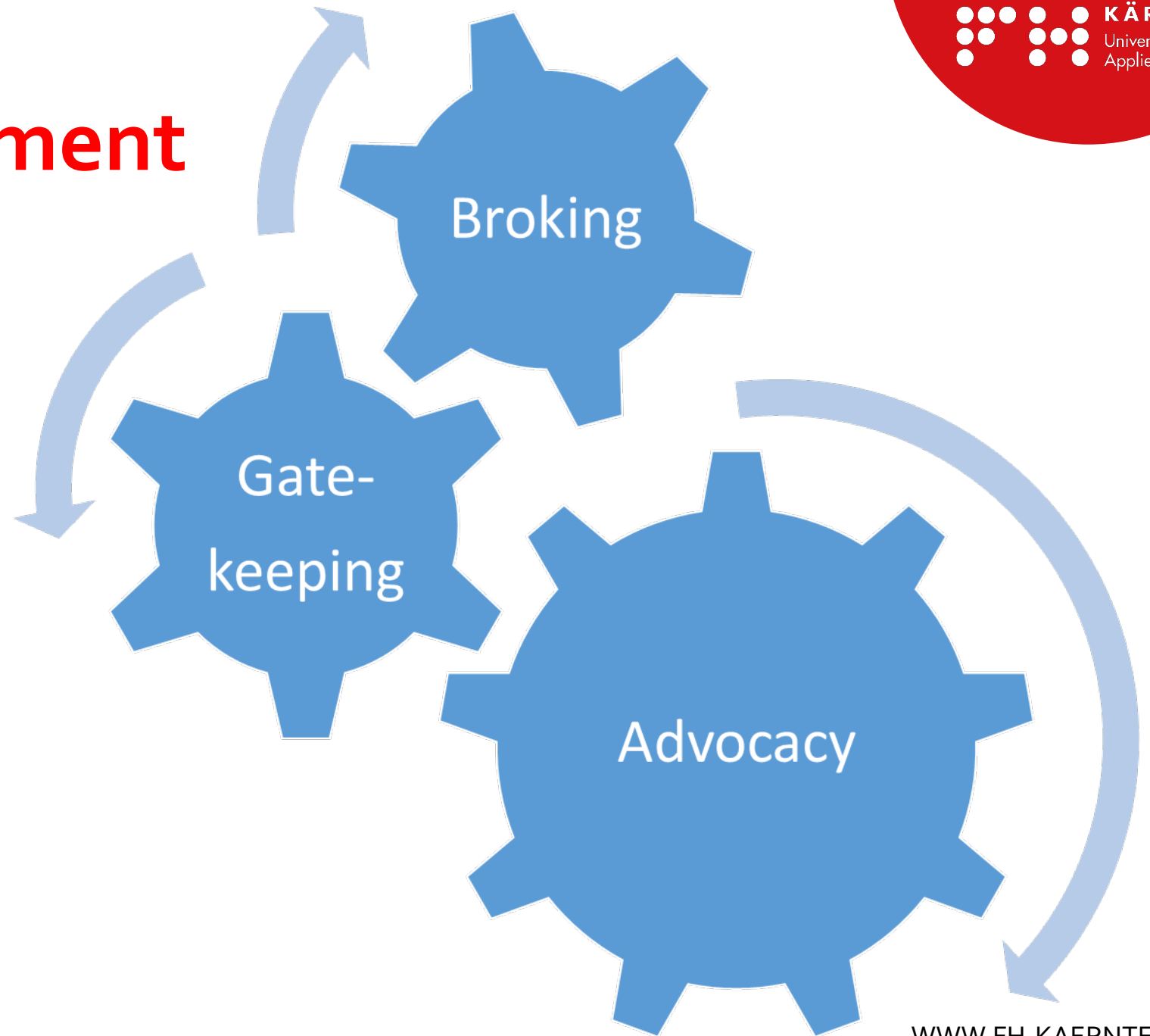
Lack of resources

Lack of knowledge

Lack of attitude

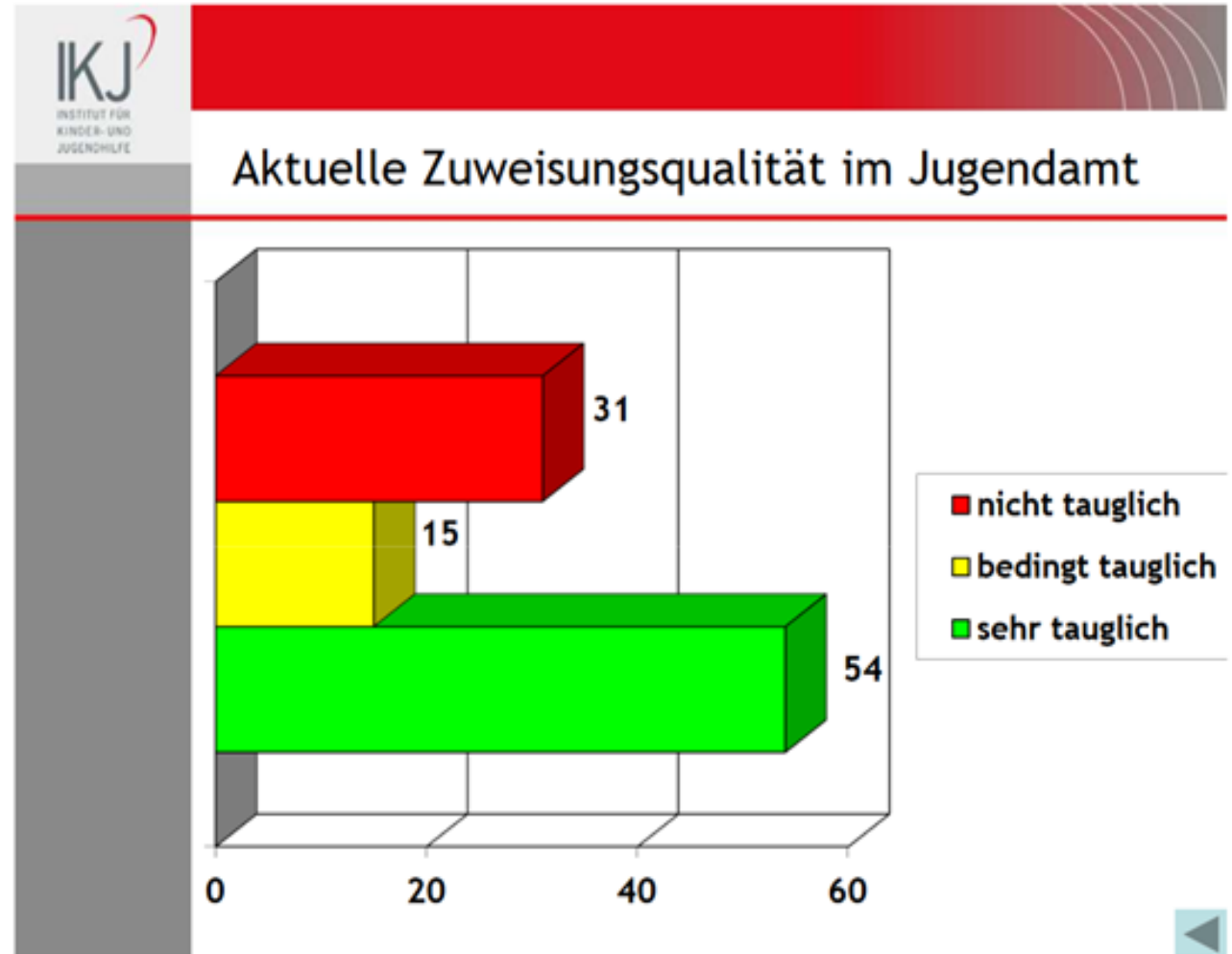
Case Management

- ✓ Broking
- ✓ Gate-keeping
- ✓ Advocacy



Case Management: Gate Keeping

Too often questions are asked if rules and procedures have been met but not whether this has helped children.” (Munro quoted by Paton 2011)

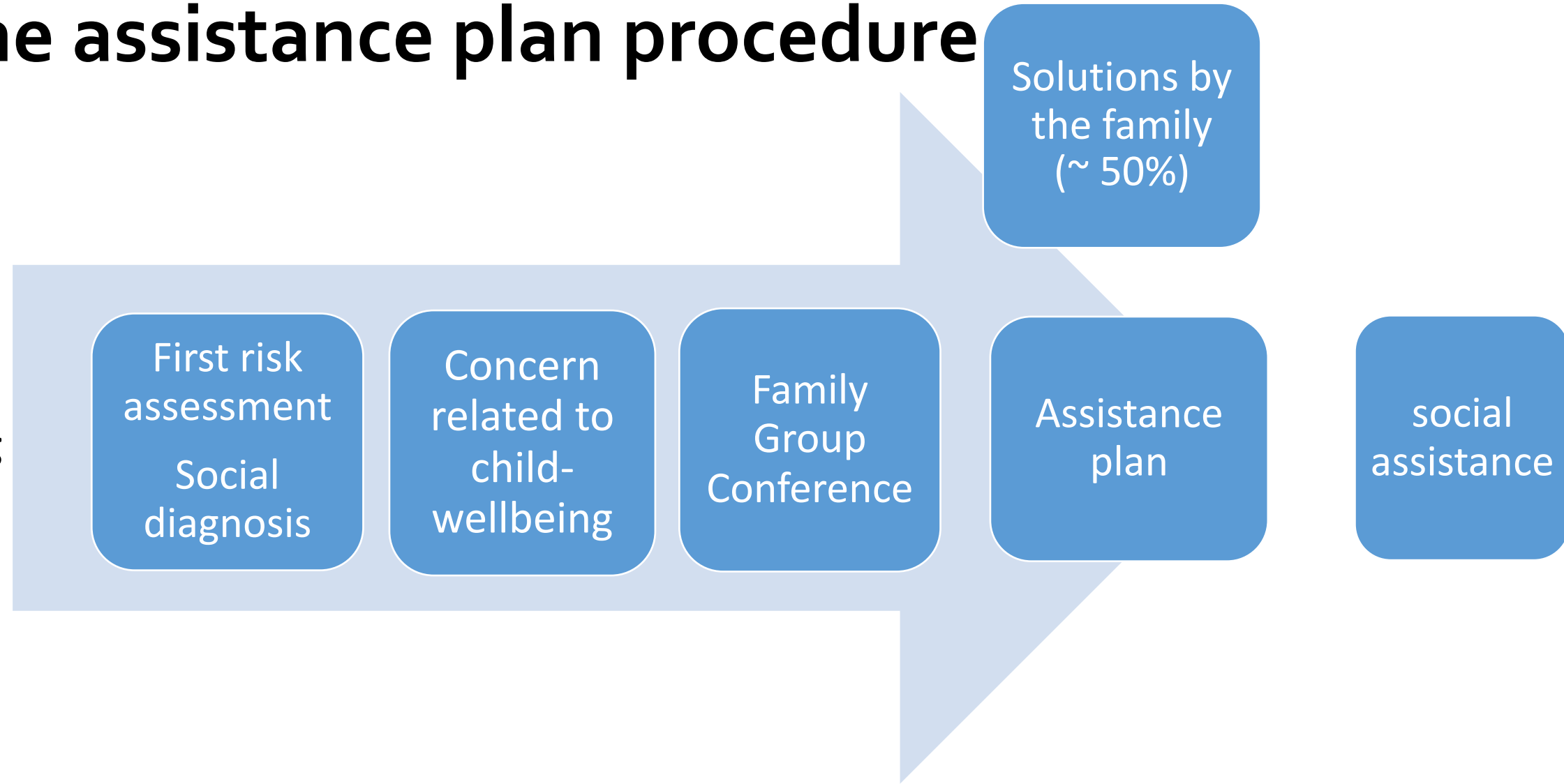


System -change: radical concepts of participation and empowerment

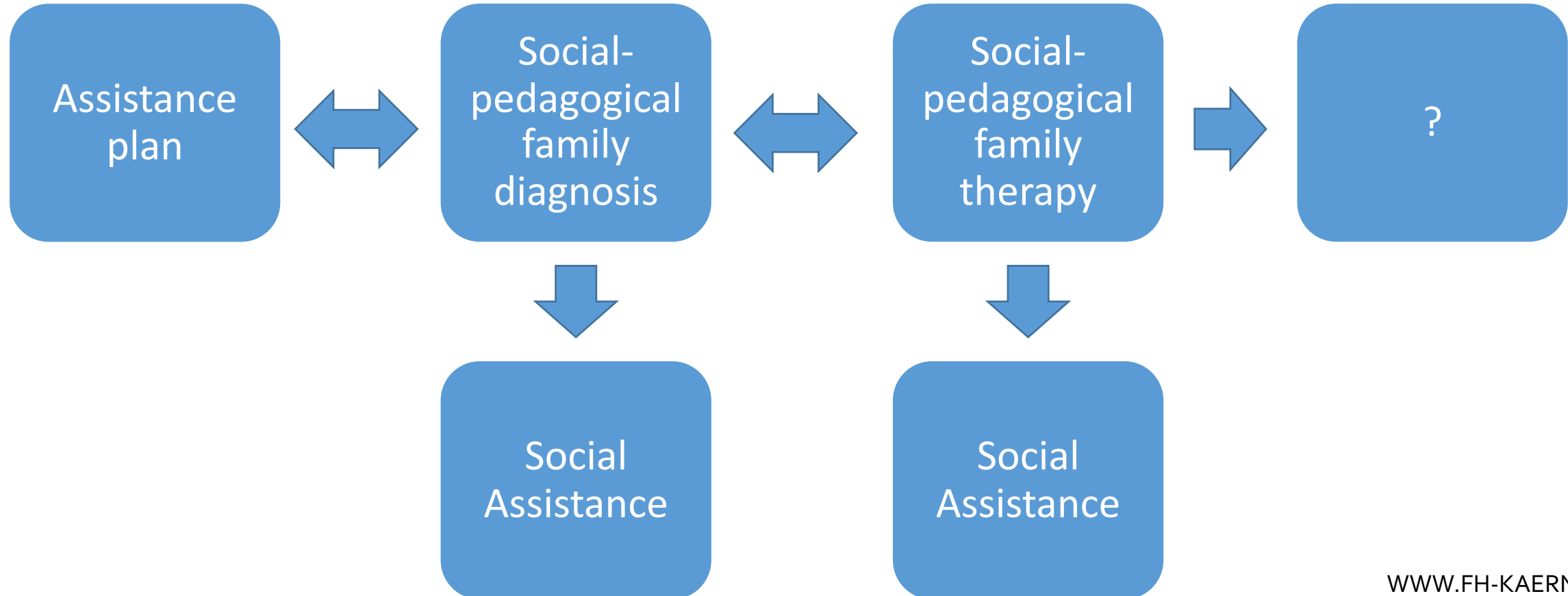
- 
- ✓ Social-pedagogical family diagnosis
 - ✓ Family group conference
 - ✓ CCU – continuity of care unit

Position of the family group conference in the assistance plan procedure

Report of child-wellbeing risk



Position of the social-pedagogical family diagnosis in the assistance procedure



Attitudes:

“The single most important factor in minimizing error (in child protection practice) is to admit that you may be wrong.”

Munro, Eileen, 2008, p. 125: Effective child protection (2nd Edition). London: Sage.

Skills and Attitudes (and Knowledge):

„However, completing the Signs of Safety framework – even when it is done collaboratively between the parents and children and all the professionals involved in the case – is only a means to an end. **Large child protection systems, with their bureaucratic tendencies can often get means and ends confused** and thus the completion of assessment frameworks can become a highly prized, over-valued key performance indicator. (...) As with all maps, the Signs of Safety map needs always to be seen as a mechanism to arrive at a destination. That destination is rigorous, sustainable, everyday child safety in the actual home and places in which the child lives.”

(Turnell, A. (2010): The Signs of Safety. A Comprehensive Briefing Paper. Online verfügbar unter <http://signsofsafety-stuff.s3.amazonaws.com/Signs%20of%20Safety%20Briefing%20Paper%20v1-03.pdf>, zuletzt geprüft am 24.08.2011:p. 7)

Thank you for your attention!