

Enquiry and deployment coordination

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

Familienhilfe Oberland
Einsatzkoordinatorin between
Feldkirch and Bludenz
Phone 05522-200 1049

Familienhilfe Unterland
Einsatzkoordinatorin
from Rankweil to Dornbirn including Hard
Phone 05522-200 1043

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
Phone 05522-200 1042
angelika.ott@caritas.at

Caritas

Familienhilfe

Information leaflet

Mobile Familienentlastung

We offer help / support by qualified personnel – also trained on clients with special needs – at your home.

Half-day and day support or on appointment Monday to Friday
Costs per hour: € 28,13 **Retention** if a Leistungsbon is handed in **€ 2,81**



Proposing Leistungsbons

To receive Leistungsbons for support you have to make a motion:

www.vorarlberg.at

Please do not hesitate to contact us if you have any questions.

Handling of Leistungsbons

You have received Leistungsbons for mobile Familientlastung from the state of Vorarlberg. One Leistungsbon equals one hour of support (90% of the evolving costs). Please hand out your Leistungsbons to our staff after their occupation (e.g. four hours of support would equal four Leistungsbons). In case you do not hand over your Leistungsbons, the occupation will be charged (€ 42,24 or € 30,66).

Occupation of our personnel at your home

- support, attendance, and assistance at your home
- relief of persons who are in charge of a family member
- taking care of siblings within the family
- organisation of daily work (easy housework, to keep up the daily routine)
- home care of clients with special needs – geared to legal possibilities (§83 GuKG)

Accounting of retention

In the month succeeding the occupation, you will be sent an invoice (10% of the costs).

Approach and departure

Rides to and from your home (up to 15 minutes) are included in the costs. Longer rides are included into the time of support service.

Who is going to help you?

The Einsatzkoordination decides who of the qualified personnel is going to work at your house. If one of our personnel is on sick leave, we are not always able to find an alternative asap. Thank you for your understanding.

Agreed on schedule / time frame

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

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

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

Support service

Client(s) entrusted to Familienhilfe 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 obliged to confidentiality.

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. Only necessary phone calls (documentation of help, getting information etc.) and emails will be taken.

