Mapping Paper

Summary overview of types and characteristics of institutions and community-based services for persons with disabilities available across the EU

**Country: Austria**

**2014 and 2015**

**FRANET contractor: European Training- and Research Centre for Human Rights and Democracy**

|  |
| --- |
| DISCLAIMER: This document was commissioned under contract as background material for a comparative analysis by the European Union Agency for Fundamental Rights (FRA) for the project ‘[The right to independent living of persons with disabilities](http://fra.europa.eu/en/project/2014/rights-persons-disabilities-right-independent-living)’. The information and views contained in the document do not necessarily reflect the views or the official position of the FRA. The document is made publicly available for transparency and information purposes only and does not constitute legal advice or legal opinion. |

|  |
| --- |
| FRA asked its research network FRANET to collect information on types of institutional and community based services for persons with disabilities available in each EU Member State. The data collection focused on the main features of the service types (the type of the structure, the provider and funder of support) and the population provided for (age group, type of impairment, level of support provided). In addition, the data collection on institutional services included information on typical size, length of admissions, and length of time that institutions/services of that type have been operating. The data collection on community-based services included information on availability of the type of CBS in the country, eligibility and user control over the support provided).  More information is available in FRA’s [Summary overview of types and characteristics of institutional and community-based services for persons with disabilities available across the EU](http://fra.europa.eu/en/project/2014/rights-persons-disabilities-right-independent-living). |

# Overview of institutional services for persons with disabilities (2014)

**Introduction and preliminary remarks**

As was already stated in the “Deinstitutionalisation and community living – outcomes and costs” report on Austria 2007[[1]](#footnote-1), there is no systematic coordination system of data collection in the field of disability services in Austria. This is due to the fact that the respective competence is decentralised and falls within the area of competences of the provinces (*Bundesländer).* The Styrian Action Plan on disability – the only one adopted on provincial level – foresees a section on independent living, but does not go into detail regarding de-institutionalisation.[[2]](#footnote-2)

The issue of institutionalisation and de-institutionalisation of persons with disabilities is discussed in some documents at the national level. These will be shortly presented, to provide an overview on the current state of discussion:

The National Action Plan on Disability (*Nationaler Aktionsplan Behinderung 2012-2020)* states that according to information of 2010 around 13.000 persons still live in support and care arrangements.[[3]](#footnote-3) The reportcontains a section on independent living. The following goals were laid down in the Action Plan: through empowerment persons with all kinds of disabilities should be able to live independently; different forms of offers should be available for all persons. De-institutionalisation was identified as necessary in all provinces. Large homes should be reduced, support should be strengthened to allow independent living in own flats. The persons in question should be able to freely choose their adequate way of living. Indicators will be the number of persons living in homes and the number of places for independent living.[[4]](#footnote-4)

In its first report on the Implementation of the UN Convention on Rights of Person with Disabilities, the government states that civil society organisations point out that “that some people with disabilities live in large homes for disabled or even in old people’s and nursing homes, although this does not coincide with their personal wishes”.[[5]](#footnote-5) The organisation “Independent Living Austria” (*Selbstbestimmt Leben Österreich)* mentions in its statement on the Austrian report to the UN Committee that “the principle of planning of de-institutionalisation is no concern (*Anliegen)* of the provinces; there are no guidelines or planning. Provinces mainly serve well-established and large service providers”.[[6]](#footnote-6)

The Austrian government programme 2013-2018 foresees the inclusion of persons with disabilities in all areas of life. Regarding independent living, the reduction of large facilities should be achieved and alternative ways of assistance should be developed.[[7]](#footnote-7)

Furthermore the issue of housing of persons with disabilities was brought up in some documents and discussions in the last years:

There are psychiatric reports by the provinces, also comprising information on assisted housing and private organisations providing for assisted housing (*betreutes Wohnen)*.[[8]](#footnote-8) So for example for Styria the assisted housing available has increased during the last five years from 2008, four new institutions were opened in the region outside of the capital and the available sources were doubled in the capital and one other district.[[9]](#footnote-9)

In February 2014 there was a conference on independent living for all persons with disabilities in Salzburg.[[10]](#footnote-10) There, for instance, the de-institutionalisation process of the Styrian care home Schwanberg was discussed regarding which points have to be taken into account to de-hospitalise persons. The care home was closed and new housing was found for the persons affected. Most of the new housing arrangements should equate private living. The costs are carried by the province government.[[11]](#footnote-11) At the conference, data on Vienna was provided: 150 fully assisted flat share apartments are available; furthermore 1.350 persons live in their one flats with mobile assistance. 45% of all persons with disabilities live in their four own walls.[[12]](#footnote-12)

Looking into the provinces it can be stated, that basically, the services provided are similar (residential homes, flat share, short term care), but they differ in places available, target groups, etc. For example in Vienna there are flat share - fully assisted -housing offers for persons with disabilities, one flat is for older persons with disabilities, another for example for younger persons between 15 and 26 years.[[13]](#footnote-13)

In practice, there is a large number of private organisations providing a large amount of the housing possibilities for persons with disabilities.[[14]](#footnote-14) Due to the amount of such organisations only some of them are analysed for this report exemplarily. Public provincial institutions also provide for housing for persons with disabilities. Here again a holistic picture was not possible in the course of this ad-hoc report. This is why the names of the specific institutions analysed are provided in brackets when listing the number of persons, duration of stay, etc., as these numbers might not be valid for other providers and/or provinces.

So given the limited data from available secondary sources, this ad-hoc report is neither able to provide holistic statistical data, nor is it possible to provide a watertight description of a general system of ways of housing for persons with disabilities. However, the present report provides a set of examples from the different provinces and describes in an exemplary manner which housing arrangements are available.

Overview of institutional services for persons with disabilities (2014)

**Table 1: Typology of institutions[[15]](#footnote-15)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TYPE OF SERVICE** | **SIZE** | **AGE GROUP** | **TYPE OF IMPAIRMENT** | **LEVEL OF SUPPORT PROVIDED** | **TYPICAL PROVIDER** | **TYPICAL FUNDER** | **LENGTH OF ADMISSION** | **AGE OF INSTITUTION/ SERVICE** |
| Provincial residential home for adults (*Landespflegeheime)* | 30 to over 100 places | adult | Mixed | 24 hour support provided | Regional authority (Province) | Regional Authority (Province) |  | Up to over 50 years[[16]](#footnote-16) |
| Residential home for adults (*Wohnheime)* | 40-100[[17]](#footnote-17) | adult | Sensory disability (blind/partially sighted) | 24 hour support (*Odilieninstitute*), Daytime support (*Johan Wilhelm Klein Haus*) | Private organisation | mixed | Mixed lengths of admission (also short term care possible) | Over 50 years[[18]](#footnote-18) |
| Residential home for older persons with intellectual disabilities [[19]](#footnote-19) | 27 rooms, thereof 8 single and 19 double rooms | Older people | Intellectual disabilities | 24 hour support | Private organisation | Mixed | Mixed lengths of admission (assessed according to the needs of the individual) | 5-10 years[[20]](#footnote-20) |
| Part-time assisted housing *(Teilzeitbetreutes Wohnen)* | 2 (*Alpha Nova*)[[21]](#footnote-21), 8 (*Pro Mente*) [[22]](#footnote-22), 11 (*Jugend am Werk*)[[23]](#footnote-23) | Alpha Nova above the age of 15, Pro Mente above the age of 18 | Mixed | Variable support provided, depending on the residents needs | Private organisation | Regional Authority (Province) | mixed lengths of admission (assed according to the needs of the individual | varies |
| Residential buildings (*Wohnhäuser)* | 12 (*Alpha nova*[[24]](#footnote-24)), subdivided in 3 groups, 12 (*Mosaik*), 23 (*Caritas Vienna*) | Any | Mixed | 24 hour support provided | Private organisation | Regional Authority (Province) | mixed lengths of admission (assed according to the needs of the individual | varies |
| Training apartment (*Trainingswohnung)* | 2 (*Alpha Nova*) [[25]](#footnote-25) | Youth above 15 years and adults[[26]](#footnote-26) | Mixed | Variable support provided, depending on the residents needs (During day time, on call-duty during the nights) | Private organisation | Regional Authority (Province) | 2 to max 3 years | varies |
| Integrative flatshare (*Integrative Wohngemeinschaften)* | Varies[[27]](#footnote-27) | Adults | Mixed | Variable support provided, depending on the residents needs (Housing assistance, free time assistance, mobile socio-psychiatric assistance) | Private organisation | Regional Authority (Province) | mixed lengths of admission (assed according to the needs of the individual | varies |
| Flat Share (*Wohngemeinschaften)* | Varies up to 11 (Caritas Vienna[[28]](#footnote-28)), 9 for example in Zams/Tyrol[[29]](#footnote-29) | Adult | Intellectual Disability | Variable support provided, depending on the residents needs (Care, free time assistance ) | Private organisation | Regional Authority (Province) | No information available | varies |
| Short-term housing (*Kurzzeitwohnen)* | Varies | 15-65 (Assista) [[30]](#footnote-30) | Physical or neurological impairments | Variable support provided, depending on the residents needs | Private organisation | Subsidies by province possible | Max two months at once, max six months a year | varies |
| Boarding school (*Wohnheim/Internat)[[31]](#footnote-31),[[32]](#footnote-32)* | 12[[33]](#footnote-33) | Children (school age) up to 18 | Sensory disability (deaf/hard of hearing)[[34]](#footnote-34); mixed[[35]](#footnote-35) | Variable support provided, depending on the residents needs | Local Authority (Province) | Regional Authority (Province) | During school year | 10-50 years[[36]](#footnote-36) |

**Table 2: data sources**

**Note: As there is no coherent reporting on data and institutions most information was gathered from the homepages of the respective institutions, this was indicated in the footnotes at Table 1.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **TITLE/ REFERENCE** | **ORGANISATION COLLECTING DATA** | **YEAR OF DATA COLLECTION** | **PERIOD COVERED BY THE DATA** | **METHODOLODY FOR DATA COLLECTION** | **GEOGRAPHICAL SCOPE OF DATA COLLECTION** | **SERVICE SCOPE OF DATA COLLECTION** |
| **Please include: title of the survey, data set, study, report, administrative document etc, including full reference with URL if available** | **Name of organisation/ institution that collected the data.**  **Type of organisation e.g. government ministry, local authority, national statistical office academia, NGO** | **Year when data was collected** | **Time period covered by the data/ report** | **Desk research, questionnaire, visits to institutions, design, sampling, administrative data** | **Local authority area, region, federal state, national** | **Services for people with mental health problems, services for people with intellectual disabilities, services for older people, services for children, large) residential homes etc** |
| Austrian Nursing Care Report 2012 (*Österreichischer Pflegevorsorgebericht 2012*), available at: www.sozialministerium.at/cms /site/attachments/5/0/4/CH2094/CMS1313  493260454/pflegevorsorgebericht\_2012\_neu.pdf | Federal Ministry for Labour, Social Affairs and Consumer Protection (*Bundesministerium für Arbeit, Soziales und Konsumentenschutz*),, Government ministry | 2013 | 1 January 2012 to 31 December 2012 | Data provided by the association of social security providers | National | Services for people getting care allowance |
| Caritas on topic persons with disabilities – independent living as a goal (*Caritas zum Thema Menschen mit Behinderung – selbstbestimmtes Leben als Ziel*), available at:  <http://www.caritas.at/service-downloads/publikationen/zum-thema-hefte/> (publication is the last listed on this page) | Caritas | Not clarified | Not clarified | Data on available services by Caritas | National | Persons with disabilities. |
| Children and Youth as care taking relatives (*Kinder und Jugendliche als pflegende Angehörige*),available at: [www.sozialministerium.at/cms/site/attachments/](http://www.sozialministerium.at/cms/site/attachments/)  9/2/3/CH2223/CMS1358772836796/kinder\_und\_jugendliche\_als\_pflegende\_angehoerige\_webversion.pdf | Commissioned by the Social Ministry *(Bundesministerium für Arbeit, Soziales und Konsumentenschutz)* conducted by the University Vienna | 2012 | Not indicated when questionnaires and interviews were conducted. | Questionnaires, interviews. Participants for the study were gathered through persons known to the researchers, announcements in public institutions like public health insurance carriers (*Krankenkassen)*, announcements in newspapers and other public media. Participants were chosen on the one hand ex ante and on the other hand during procedures of sampling. (opportunity sampling (persons easiest available), targeted sampling, theoretical sampling).  Face to face interviews were conducted and recorded. Questions comprised, among others, why and whom the children took care of, wishes of those children, consequences of taking care on those children, etc. | Regions/Provinces (Lower Austria and Vienna | Situation of children as care taking relatives |
| Cost prognosis on services in long-term care in Austria 2010-2025 (*Kostenprognose der Dienstleistungen in der Langzeitpflege in Österreich von 2010 bis 2025)*, available at: [www.sozialministerium.at/cms/site/attachments/9/7/0/CH2081/CMS1356078635988/goeg\_kostenprognose2010\_2025.pdf](http://www.sozialministerium.at/cms/site/attachments/9/7/0/CH2081/CMS1356078635988/goeg_kostenprognose2010_2025.pdf) | Federal Ministry for Labour, social affairs and consumer protection *(Bundesministerium für Arbeit, Soziales und Konsumentenschutz)* | 2012 | 2010 to 2025 |  | National | Services for all persons in need of long-term care |
| Ombud for Persons with Disabilities Styria – Report 2011-2012 (*Anwaltschaft für Menschen mit Behinderung Steiermark, Tätigkeitsbericht 2011-2012*), available at: [www.verwaltung.steiermark.at/cms/dokumente/11682854\_74837770/4c06b426/AMB%20Bericht%202011-2012.pdf](http://www.verwaltung.steiermark.at/cms/dokumente/11682854_74837770/4c06b426/AMB%20Bericht%202011-2012.pdf) | Regional ombud for persons with disabilities (*Anwaltschaft für Menschen mit Behinderung Steiermark)* | 2013 | 2011 to 2012 | Data of their cases dealt with | Styria | Situation of persons with disabilities in Styria. |
| Persons with impairments – results of the micro census additional questions in the 4th quarter 2007 (*Menschen mit Beeinträchtigungen – Ergebnisse der Mikrozensus-Zusatzfragen im 4. Quartal 2007*), available at: [www.sozialministerium.at/cms/site/attachments/4/4/1/CH2092/CMS1313493163518/mikrozensus\_2007-bericht\_statistik\_austria\_04-2008.pdf](http://www.sozialministerium.at/cms/site/attachments/4/4/1/CH2092/CMS1313493163518/mikrozensus_2007-bericht_statistik_austria_04-2008.pdf) | Statistics Austria (*Statistik Austria)* | October 2007-February 2008 | October 2007 to February 2008 | Face-to – face interview. The questionnaire was aligned to the „International Classification of Functioning, Disability and Health. The number of persons with (primary physical) disabilities should be covered, and additionally the assessment of the nature and extend of the impairment and the subjective assessment of the affected persons of their impairments.  Alltogether 8.195 persons were randomly selected and two question (1) are you limited in your daily life due to health impairments? 2) do you have these impairments longer than half a year?) were asked to identify persons with long time impairments. | National | Persons with impairments (*Beeinträchtigungen)*in Austria. Only persons living in households were taken into account, not persons living in institutions. |
| Psychiatry Report Styria 2012 (*Psychiatriebericht Steiermark 2012*), available at: [www.plattformpsyche.at/Documents/psychiatriebericht2012.pdf](http://www.plattformpsyche.at/Documents/psychiatriebericht2012.pdf) | Province of Styria (*Land Steiermark)* | 2013 | 2012 | Data on psychiatric issues, care, etc. This data was collected and presented by the psychiatric coordination office Styria (*Psychiatriekoordinationsstelle des Landes Steiermark).* | Styria | Situation of persons with psychiatric situations. |
| Representation Net, annual reports (*Vertretungsnetz, Jahresberichte*), available at: [www.vertretungsnetz.at/service/angebote/berichte/](http://www.vertretungsnetz.at/service/angebote/berichte/) | Representation Net (*Vertretungsnetz)* | 2007-2013 | For each annual report the respective year | Data on services provided by the representation network | National | Persons with disabilities in care homes, persons with a procurator (*Sachwalter).* |

# Overview of community-based services for persons with disabilities (2015)

Nationwide data on numbers of services operating in the country are not available. Such data is only available either per province or per service provider. Thus, data is collected at the provincial level and by the carrier organisations for their reporting obligations. Also research has pointed out the problematic data situation regarding services for persons with disabilities in Austria.[[37]](#footnote-37)

**Table 3: community-based services for persons with disabilities**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Type of community-based service** | **Yes/ No** | **Profile of the users** | **Explanatory information** | **Extent to which support is self-directed** | **If data are available, please specify number of services operating in the country and the number of users** |
| ***Persönliches Budget***  **Direct payments / personal budgets/individual budget**  (cash payment enabling service users to employ personal assistants or freely choose using various service providers) | Personal budget: Yes, in 5 out of 9 Provinces.[[38]](#footnote-38) No personal budget in Vorarlberg and Tyrol.[[39]](#footnote-39)  Care allowance is available in all provinces (federal responsibility) | Typically used by adults (over 18 years) with physical impairments and impairments of the senses.  There is a legal entitlement to care allowance for persons with disabilities. Used by adult persons with all kinds of disabilities.[[40]](#footnote-40) | Personal budget is organised differently in the Provinces, which have it. E.g. in Styria the personal budget can be used freely to purchase services offered by different providers.[[41]](#footnote-41) In Carinthia it is only available for personal assistance.[[42]](#footnote-42) The Viennese Municipality offers a care allowance supplement fund for using personal assistance (*Pflegegeldergänzungsleistung*)[[43]](#footnote-43)  Eligibility criteria in Styria are: at least 18 years old, legally competent, severe physical or sensory disability, Austrian or EEA citizenship and main residence in Styria. The person has to live in his/her own household and must not use mobile or residential care services.[[44]](#footnote-44) In Vienna, applicants additionally need to be in employable age. Employable age is not defined as age range, but rather as either having or seeking job/professional training or receiving disability pension (*Berufsunfähigkeitspension*) or other kinds of social welfare allowance.[[45]](#footnote-45)  The funders are the Provinces and the Municipalities.  The federal level is responsible for the care allowance. Eligibility criteria for the care allowance are continuous care needs of at least 65 hours per month.[[46]](#footnote-46) | Styria: Users can freely decide on what to spend the money. A maximum of 1,600 annual hours is granted, in exceptional cases this maximal amount can be exceeded. The annual hours are multiplied with an hourly rate of € 24.20. The personal budget is paid in advance every three months.[[47]](#footnote-47) | In February 2015, 457,821 Persons received the care allowance as a direct payment..[[48]](#footnote-48) |
| ***Persönliche Assistenz***  **Personal assistance** (typically purchased through earmarked cash allocations, the purpose of which is to pay for any assistance needed) | Yes, it is implemented in the whole country at provincial level. The rules on personal assistance differ from province to province.[[49]](#footnote-49) | Different types of personal assistance are available for different target groups (students, employees, the elderly). The general target group are persons with all kinds of disability, living in their own household and receiving no other community based services (exception being mobile nursing care) | Personal assistance in the working space is within federal competence. There is a guideline by the Federal Ministry of Labour, Social Affairs and Consumer Protection.[[50]](#footnote-50) Personal assistance in all other aspects of life (education, mobility, leisure time) is in the competence of the provinces. These services are available across the country.  General eligibility criteria are: main legal residence in the province of application, Austrian/EU/EEA citizenship, a certain degree of care needs (usually demanding at least 180 monthly hours of care and an extraordinary care effort) independent from the type of disability, living in the own household (and not in an institution or assistant living), using no support services (i.e. 24 hours care) and living a self-determined life (no solicitor). The Province of Vienna provides these services already at care needs of 120 hours of care.[[51]](#footnote-51)  Providers are NGOs (such as the Caritas) and private companies. Services are funded by the Provinces; the users have to pay a contribution according to their income and care needs. | Personal assistance is self-directed regarding providing support, determination of activities for which support is needed, how the budget for services and supports is used, choice of types of equipment and adaptations to meet the needs. The staff and replacement staff is provided in some cases[[52]](#footnote-52) and recruited by the individuals using the services in other cases.[[53]](#footnote-53)  In the Provinces of Vienna, Burgenland and Lower Austria, there additionally exists an employer-model of personal assistance. Here, the service user recruits the staff and decides on their earnings self-directed. In this model, the user is also responsible for payroll accounting and replacement staff in case of sick leave.[[54]](#footnote-54) | In 2013, 136,410 persons received mobile care services (including personal assistance). (Austria, Federal Ministry for Labour, Social Affairs and Consumer Protection (2014), *Pflegevorsorgebericht 2013,* available at: www.pflegedaheim.at/cms/pflege/attachments/7/8/3/CH1690/CMS1308577521270/pflegevorsorgebericht\_2013\_kompl.pdf).  No data available on the usage of personal assistance Austrian-wide.  In 2013 in Upper Austria, 222 Persons received personal assistance. There is an increasing number of users since 2010.[[55]](#footnote-55) |
| ***Betreutes Wohnen***  **Residential** (usually small scale residential services in the community – such as group homes, protected homes, family type arrangements, etc.) | Yes, group homes and protected homes exist across the country. These services are called supervised flat-sharing community (*betreute Wohngemeinschaften*) | Adults with strong care needs (full-assisted living) and those with weaker care needs, who are able to carry out personal care and household work (partly-assisted living). Bedridden persons and persons who are unable to live alone are not the target group. Additionally, persons with sensory disabilities are explicitly excluded in some Provinces, such as Styria.[[56]](#footnote-56) | Full assisted living consists of 24h care in homes and partly assisted living consists of persons with disabilities living together and receiving short-term care services on demand. Care staff is available in the frame of a permanent on-call management. Concrete provisions, such as a maximum of inhabitants in full or partly assistant living vary with the provinces and the service providers. [[57]](#footnote-57)  Eligible persons are adults (18 years and older), who are able to carry out personal care and household tasks (partly assisted living) or not (full assisted living). The service users have to pay for their subsistence (rent and livelihood) and receive welfare-support for the care services.  Residential services are funded by the Provinces and provided by private organizations. | These services are based on the principle of voluntariness. This means that they are only provided if the user wants them.[[58]](#footnote-58) Service users cannot recruit and manage staff providing support. Type of equipment and adaptations to meet their needs is assessed by professionals together with service users. The choice of activities for which support is needed is limited to/directed by the kind and on the grade of disability. The service users determine how their care allowance (*Pflegegeld*) is used for their subsistence. The kind of care work provided is determined by the care needs of the users. Care work is self-directed in partly assistant living. | In the whole country in 2013, 72,721 persons received residential care (the elderly included), which is supported by the social welfare (self-payers excluded).[[59]](#footnote-59)  4,523 Persons with disabilities received residential care in Upper Austria (including full assisted living and partly assisted living), further 3,219 persons were earmarked for this. This is a fulfillment of demand rate of 58,4%[[60]](#footnote-60). |
| ***Mobile Dienste***  **In-home (home help, home care service)**  (home help consists of assistance with household tasks, such as shopping, cleaning, cooking, etc. Home-care services include assistance with daily routine tasks such as getting up, dressing, bathing and washing or taking medicines) | Yes, across the country. | Adults with intellectual and psychosocial and physical disabilities, who are able to live independently but need punctual support. | These services are available across the country in all regions. In-home services are carried out through visits; there is no long term support or attendance. The district authority (*Bezirksverwaltungsbehörde*) is responsible for the administration of these services and they are funded by the provinces and the municipalities. In-home services are usually provided by independent charitable associations, such as the Caritas or the Hilfswerk.[[61]](#footnote-61)  The contribution of the receivers is graded according to their income (care-allowance and personal budget included).  Service is available to all persons with disabilities, including carers and children with disabilities and it is based on assessed needs. Budgets are means-tested. Usually these services are available from Monday to Saturday from early morning (6am) to late evening (9pm). Some organizations offer these services also on Saturday[[62]](#footnote-62) others do not.[[63]](#footnote-63) Some organizations have a maximum of service hours used[[64]](#footnote-64), others do not.[[65]](#footnote-65) | The kind of service used is determined by the kind and level of care needs. This is assessed by experts (qualified nurses) in cooperation with the service users. The staff of the service providers is obligated to inform the service users about all services provided and to discuss these services with the users.[[66]](#footnote-66) | In 2013, 136,410 persons received mobile care services in Austria (in-home help).[[67]](#footnote-67)  In Upper Austria in 2013, 1,374 persons with disabilities received mobile care services and 1,462 were earmarked for these services. This is a rate of 48.4% fulfilment of demand**.[[68]](#footnote-68)** |
| ***Tageszentren, Werkstätten und Tagesstrukturen***  **Day care centres**  (service provided during set periods of the day; includes support, meals and some aspects of personal care, as well as social and cultural activities) | Yes, sheltered workshops (*Behindertenwerkstätten*) and daily structure services (*Tagesstruktur*) are available across the country. | Adults and juveniles after compulsory education with all kinds of mental disabilities and also those, who have a guardian. | Sheltered workshops: Persons with mental disabilities work in sheltered workshops and receive pocket money for their work. They usually engage in creative or technical work.  Daily structure: Day-time care for persons with more severe mental disabilities offers them daily structure.  Both types of daily services are available nationwide in cities and in rural areas.  Eligible are persons with mental disabilities (also those who have a solicitor), who have main residence in the Province of application and are either Austrian or EU/EEA citizens. Eligible persons must be unable to live alone (not even with support).  Services are provided by NGOs and funded by the Provinces. Service users have to pay a means tested contribution for these services. | The principle of voluntariness is applied in these services. The parents or the guardian of the disabled person are involved into all decisions regarding the usage of these services, they apply for. The disabled person can control the concrete measures e.g. kind of work (creative or production work).[[69]](#footnote-69) | In 2013, 6,669 persons used day care centres nationwide. (Austria, Federal Ministry for Labour, Social Affairs and Consumer Protection (2014), *Pflegevorsorgebericht 2013,* available at: www.pflegedaheim.at/cms/pflege/attachments/7/8/3/CH1690/CMS1308577521270/pflegevorsorgebericht\_2013\_kompl.pdf)  In 2013, in Upper Austria 765 persons with disabilities used protected work services. The number remains constantly almost the same (2010: 724, 2011: 713, 2012: 792).[[70]](#footnote-70)  Furthermore, in 2013 5.212 persons with disabilities used sheltered workshops in Upper Austria, at the same time 1.508 persons were earmarked, which is a 77.6% fulfilment of demand rate.[[71]](#footnote-71) |
| ***Familienentlastungsdienst***  **Family support / Respite care**  (provides supports to carers in their caring role and allows them to have a break, may be formal or informal, and may be provided in the home or out of the home) | Yes, family support and respite care is provided. In-home family relief services (*Familienentlastungsdienst*) are offered by some Provinces (Styria, Salzburg, Tyrol, Vorarlberg). Other Provinces, such as Upper Austria offer family support in in-home care services.[[72]](#footnote-72) | Persons with all kinds of disabilities living with their caring relatives (primary target group)  Caring relatives of persons with disabilities (secondary target group). | The hours of respite care are provided in a limited manner. E.g. in Styria respite care is provided up to an amount of 600 hours per year and 50 hours per month. Service dates are according to demand. Generally, these services are available all time.[[73]](#footnote-73)  Family support services are available in urban and rural areas.  Eligible are children with mental and physical disabilities up to 15 years.  Service providers are NGOs and services are funded by the Provinces. The provinces take over 90% of the costs, users pay 10%.[[74]](#footnote-74) | Particularly the family carers can decide about the services used, e.g. dates of use.[[75]](#footnote-75)  The users decide on concrete activities.[[76]](#footnote-76)  According to § 21 Federal Care Allowance Act (*Bundespflegegeldgesetz)* close relatives of persons in need of care can get financial subsidies out of the funding pot for persons with disabilities. Starting from care allowance stage 3 or the care for minor children, or persons suffering from dementia already from stage 1 this money can be used for organising replacement care, amounting to max. 2.200€ per year.[[77]](#footnote-77) | In 2013, 2,720 families all over Austria received support from the family aid in crisis situations by the Caritas.[[78]](#footnote-78) |
| ***Pflegefamilien***  **Foster care** (where children are placed in the domestic environment of a family that is not their own) | Yes, across the country | Minors | Service provides 24h domestic care and living in the household of the carers.  Service available in urban and rural regions  Children with and without disabilities, whose parents are unable to care for them  The funders and the responsible authorities are the youth welfare offices (*Jugendämter*) of the municipalities and the providers are private families. Sometimes an NGO acts as intermediary between the private family and the municipality.[[79]](#footnote-79) | The child’s welfare is the most important criteria for every decision in the frame of foster care. Foster children have a say when it comes to the selection of a foster family. Foster families are supervised by a social worker of the youth welfare office. They have a right to contacts with their biological relatives.[[80]](#footnote-80) |  |
| ***Freiwillige Hilfe***  **Informal support**  (help provided by another person close to the user - family members, relatives and friends - without any official forms of support) | The Caritas organises neighbour help in many rural and urban areas of Austria.[[81]](#footnote-81) Additionally there exist associations, which intermediate the users and providers of volunteer work all over the country. They intermediate all forms of volunteer help.[[82]](#footnote-82) | No concrete target group of users. Volunteer visiting and attendance services for the elderly are higher formalised and coordinated by the independent charitable associations.[[83]](#footnote-83) | These services offer punctual help either regularly or on demand. They are available across the country. They are provided by private persons, sometimes coordinated by associations. | The service users are self-directed regarding the use of informal support services. Together with the service provider (the volunteer supporter or family member) they decide on time, kind of service and the person of the service provider. They decide also on the kind of activities. | The Federal Ministry of Labour, Social Affairs and Consumer Protection has published two Reports on Volunteer Work, which includes beside general information about the structure of volunteer work in Austria also data on volunteer work generally (not disaggregated by kind of tasks).[[84]](#footnote-84) |
| ***Peer-Beratung***  **Peer support/counselling** (provided by non-professionals with the counsellor and the client having equal status, and sharing experience and assistance in gaining independence and self-confidence) | Yes, Independent Living Centres across the country offer peer support and peer counseling. It is implemented on a project basis..[[85]](#footnote-85) | No concrete target group known. There exist some specific peer support services, such as for persons with MS.[[86]](#footnote-86) | The service provides punctual support (duration of meetings 1-1,5 hours)[[87]](#footnote-87) in the sense of counseling.  No eligibility criteria are known.  Independent Living Centres across the country and the Austrian Association of Persons with Disabilities (*Österreichischer Zivilinvalidenverband*)[[88]](#footnote-88) offer peer counseling and coaching across the country.  It is implemented on a project basis. Projects are funded by the Federal Ministry for Labour, Social Affairs and Consumer Protection.[[89]](#footnote-89) | The users of peer support and counseling are self-directed as regards activities for which support is needed and issues for which counseling is needed.[[90]](#footnote-90) | No data available. |
| ***Selbsthilfegruppen***  **Circles of support**  (informal group of people close to the user to whom she/he can turn for support) | None known, but there exist many self-aid groups across the country including those for persons with different kinds of disabilities and their relatives.[[91]](#footnote-91) | It depends on the self-help group: persons with certain disabilities or disabilities in general; relatives of persons with disabilities or mental illnesses | Self-organisation, exist in rural and urban areas, no eligibility criteria, only target groups. | Users (participants) are self-directed, participation is voluntary. | About 1,700 thematic self-aid groups exist all over Austria.[[92]](#footnote-92)  The self-aid groups refer to specific physical, psychological or psycho-social illnesses including addictions. There is no indication on how many of these relate to disability as such. |
| ***Kriseninterventionszentren***  **Crisis intervention and emergency services**  (various activities aimed at supporting an individual or a family to overcome a  difficult situation, for example,: individual and family counselling, crisis resolution teams (usually rapid support for people living in the community who are experiencing  a mental health crisis) and emergency foster care where children at risk of neglect or abuse) | Yes, across the country. | Persons and their relatives in crisis situations independent from age or disability.[[93]](#footnote-93) | Service provides different types (email counselling, telephonic counselling, face to face counselling, therapeutic counselling, or suicide-prevention).  Services are available in urban and rural areas.  Eligible are persons and their relatives in acute crisis.  The provider are NGOs and services are funded by the Federal government, the Provincial governments, social insurance carriers, workers’ associations, independent charity organisations, trade unions and private donators.[[94]](#footnote-94)[[95]](#footnote-95) | In the first interview the needs and the potentials of the client are discussed. All further services are based on an agreement between the user and the provider.[[96]](#footnote-96) | In 2014 1,666 persons as a whole have been counselled and advised personally by the Red Cross Austria. Out of these 1404 for the first time (new clients). 8,861 therapeutic contacts have been carried out, which is a mean of 5.32 contacts per client.  Additionally 3,085 persons received telephonic counselling and 284 received e-mail counselling.[[97]](#footnote-97) (numbers valid for persons with and without disabilities).  In Upper Austria, in 2013 10,515 contacts have been carried out. They remained constant in 2010 and 2011 and increased since 2012 um 66.9%.[[98]](#footnote-98) |
| **Befriending**  (service provided by trained volunteers to help overcome isolation and enable full involvement in the community and social life) | No such specific services known. These services can be offered in the frame of informal support services or self-help groups, which exist across the country. Furthermore, independent charity organisations, such as the Caritas or the Samariterbund offer volunteer visit and attendance services for isolated persons.[[99]](#footnote-99) | All types of isolated persons, not only persons with disability but also the elderly. | Services are provided on a volunteer basis, no formal organisation. Flexible services, but mostly offered in the frame of 2 hours per week.  Generally, no involvement of public actors. Exception is Vienna: here visit and attendance services are formalised. Funded by the Fonds Soziales Wien and provided by independent charity organisations and NGOs. Users pay a contribution according to their income (maximum: €15.2 per hour).[[100]](#footnote-100) | Service users are self-directed regarding time of visits, activities, person, who visits. | No data available. |

1. Schädler, J. (2007), Deinstitutionalisation and community living – outcomes and costs: report of a European Study – country report Austria, available at: [www.kent.ac.uk/tizard/research/DECL\_network/documents/DECLOCCountryreportAustria.pdf](http://www.kent.ac.uk/tizard/research/DECL_network/documents/DECLOCCountryreportAustria.pdf) . [↑](#footnote-ref-1)
2. Austria, Styria, Action Plan on Disability Styria, Phase 1: 2012-2014 (*Aktionsplan des Landes Steiermark Phase 1: 2012-2014),* available at: [www.soziales.steiermark.at/cms/dokumente/11910254\_108535217/8a076d76/Aktionsplan.pdf](http://www.soziales.steiermark.at/cms/dokumente/11910254_108535217/8a076d76/Aktionsplan.pdf) , p. 32f. [↑](#footnote-ref-2)
3. Austria, Federal Ministry for labour, social affairs and consumer protection (*Bundesministerium für Arbeit, Soziales und Konsumentenschutz)* (2012), National Action Plan Disability 2012-2020 (*Nationaler Aktionsplan Behinderung2012-2020),* available at: [www.sozialministerium.at/cms/site/attachments/7/7/8/CH2477/CMS1332494355998/nap\_web.pdf](http://www.sozialministerium.at/cms/site/attachments/7/7/8/CH2477/CMS1332494355998/nap_web.pdf) , p.71. [↑](#footnote-ref-3)
4. Austria, Federal Ministry for labour, social affairs and consumer protection (*Bundesministerium für Arbeit, Soziales und Konsumentenschutz)* (2012), National Action Plan Disability 2012-2020 (*Nationaler Aktionsplan Behinderung2012-2020),* available at: [www.sozialministerium.at/cms/site/attachments/7/7/8/CH2477/CMS1332494355998/nap\_web.pdf](http://www.sozialministerium.at/cms/site/attachments/7/7/8/CH2477/CMS1332494355998/nap_web.pdf) , p. 85 f. [↑](#footnote-ref-4)
5. Austria, Federal Ministry for Labour, Social Affairs and Consumer Protection (*Bundesministerium für Arbeit, Soziales und Konsumentenschutz),* (2010), UN – Disability Rights Convention – First State Report of Austria, available at: [www.sozialministerium.at//cms/siteEN/attachments/7/5/4/CH2439/CMS1320231342895/un-crpd\_at-staatenbericht\_2010-10-05\_en1%5B1%5D.pdf](http://www.sozialministerium.at//cms/siteEN/attachments/7/5/4/CH2439/CMS1320231342895/un-crpd_at-staatenbericht_2010-10-05_en1%5B1%5D.pdf) , p. 26 et seq.; Austria, Independent Living Austria (*Selbstbestimmt Leben Österreich)* (2010), Statement on the first state report (*Stellungnahme zum ersten Staatenbericht)*, available at: [www.slioe.at/was/stellungnahmen/2010-06\_Staatenbericht-1.php](http://www.slioe.at/was/stellungnahmen/2010-06_Staatenbericht-1.php) . [↑](#footnote-ref-5)
6. Austria, Independent living Austria (*Selbstbestimmt Leben Österreich)* (2010), Additions to the statement on the first state report (*Ergänzung zur Stellungnahme zum ersten Staatenbericht)*, available at: [www.slioe.at/was/stellungnahmen/2010-06\_Staatenbericht-2.php](http://www.slioe.at/was/stellungnahmen/2010-06_Staatenbericht-2.php) . [↑](#footnote-ref-6)
7. Austria (2013), Government Programme 2013-2018 (*Regierungsprogramm 2013-2018),* available at: [www.bka.gv.at/DocView.axd?CobId=53264](http://www.bka.gv.at/DocView.axd?CobId=53264) , p.54. [↑](#footnote-ref-7)
8. See e.g. Austria, Styria (2013), Psychiatric Report 2012 (*Psychiatriebericht 2012),* available at: [www.plattformpsyche.at/Documents/psychiatriebericht2012.pdf](http://www.plattformpsyche.at/Documents/psychiatriebericht2012.pdf) . [↑](#footnote-ref-8)
9. Austria, Styria (2013), Psychiatric Report 2012 (*Psychiatriebericht 2012),* available at: [www.plattformpsyche.at/Documents/psychiatriebericht2012.pdf](http://www.plattformpsyche.at/Documents/psychiatriebericht2012.pdf), p. 20. [↑](#footnote-ref-9)
10. Austria, Land Salzburg (2014), Independent living for all persons with disabilities (*Selbstbestimmtes Wohnen für alle Menschen mit Behinderungen),* available at: [www.salzburg.gv.at/enquete\_wohnen](http://www.salzburg.gv.at/enquete_wohnen) . [↑](#footnote-ref-10)
11. Austria, Land Salzburg (2014), Independent living for all persons with disabilities (*Selbstbestimmtes Wohnen für alle Menschen mit Behinderungen),* available at: [www.salzburg.gv.at/enquete\_wohnen](http://www.salzburg.gv.at/enquete_wohnen) , p. 9. [↑](#footnote-ref-11)
12. Austria, Land Salzburg (2014), Independent living for all persons with disabilities (*Selbstbestimmtes Wohnen für alle Menschen mit Behinderungen),* available at: [www.salzburg.gv.at/enquete\_wohnen](http://www.salzburg.gv.at/enquete_wohnen) , p. 10 et seq. [↑](#footnote-ref-12)
13. Austria, ÖHTB, fully assisted housing (*vollbetreutes Wohnen),* available at: [www.oehtb.at/wohnen/vollbetreutes-wohnen](http://www.oehtb.at/wohnen/vollbetreutes-wohnen) . [↑](#footnote-ref-13)
14. There are no such lists for all provinces available. The links to the overviews of these services in some provinces are provided in the following: For example, see a list of 17 providers for Vienna for fully assisted housing: Austria, Vienna (*Wien),* Fond Social Vienna – fully assisted housing (*Fonds Soziales Wien – vollbetreutes Wohnen),* available at: http://behinderung.fsw.at/wohnen/vollbetreutes/index.html; for Lower Austria see, for example: Austria, Lower Austria (*Niederösterreich),* Assisted housing for persons with disabilities (*Betreutes Wohnen für Menschen mit Behinderung),* available at: [www.sozialinfo.noe.gv.at/content/de/9/Institutions.do?senseid=1562](http://www.sozialinfo.noe.gv.at/content/de/9/Institutions.do?senseid=1562) ; for Upper Austria see: Austria, Upper Austria (*Oberösterreich),* Housing, available at: [www.land-oberoesterreich.gv.at/cps/rde/xchg/ooe/hs.xsl/18374\_DEU\_HTML.htm](http://www.land-oberoesterreich.gv.at/cps/rde/xchg/ooe/hs.xsl/18374_DEU_HTML.htm) ; Austria, Vorarlberg, assisted housing for persons with disability (*Betreutes Wohnen für Menschen mit Behinderung),* available at: [www.gesundheitsinfo.or.at/stichwort.cfm?id=96](http://www.gesundheitsinfo.or.at/stichwort.cfm?id=96) ; Austria, Salzburg, institutions of disabled assistance (also including housing) (*Einrichtungen der Behindertenhilfe),* available at: [www.salzburg.gv.at/themen/gs/soziales/menschen\_mit\_beeintraechtigung/behinderung\_einrichtungen.htm#wohnen](http://www.salzburg.gv.at/themen/gs/soziales/menschen_mit_beeintraechtigung/behinderung_einrichtungen.htm#wohnen) . [↑](#footnote-ref-14)
15. Please note that this is just an exemplary list. It is not possible to assess the detailed information on the typology of institutions in a professional manner in the course of an ad-hoc report. [↑](#footnote-ref-15)
16. For example: Austria, Provincial Residental Home Melk (*Landespflegeheim Melk),* availalbe at: [www.lph-melk.at/heim/leitbild](http://www.lph-melk.at/heim/leitbild) . [↑](#footnote-ref-16)
17. For example: Austria, Odilieninstitut, available at: [www.odilien.at](http://www.odilien.at) , provides 46 places; Austria, Johann-Wilhelm-Klein Haus, available at: [www.blind.at](http://www.blind.at) , provides 91 single rooms plus 4 apartments. [↑](#footnote-ref-17)
18. Austria, Odilien Institut, available at: [www.odilien.at/odilien-institut](http://www.odilien.at/odilien-institut) . [↑](#footnote-ref-18)
19. Austria, Diakonie de Latour, House Elim (*Haus Elim),* available at [www.diakonie-delatour.at/wo/kaernten/treffen/haus-elim](http://www.diakonie-delatour.at/wo/kaernten/treffen/haus-elim). [↑](#footnote-ref-19)
20. Information received by telephone on 16 July 2014. This specific measure was first funded as a project by the province, to provide specific care for older persons with intellectual disabilities. [↑](#footnote-ref-20)
21. Austria, Alpha Nova, part time assisted housing (*teilzeitbetreutes Wohnen),* available at: [www.alphanova.at/teilzeitbetreutes\_wohnen.html](http://www.alphanova.at/teilzeitbetreutes_wohnen.html). [↑](#footnote-ref-21)
22. Austria, Pro Mente Styria (*Pro Mente Steiermark),* part time assisted housing (*teilzeitbetreutes Wohnen),* available at: [www.promentesteiermark.at/index.php?internallink=195&sprache=1&nostromo=0](http://www.promentesteiermark.at/index.php?internallink=195&sprache=1&nostromo=0) . [↑](#footnote-ref-22)
23. Austria, Youth at work (*Jugend am Werk),* available at: <http://jaw.or.at/index.php?id=150> . [↑](#footnote-ref-23)
24. Austria, Alpha Nova, residential building (*Wohnhäuser),* available at: [www.alphanova.at/wohnhaeuser.html](http://www.alphanova.at/wohnhaeuser.html) . [↑](#footnote-ref-24)
25. Austria, Alpha Nova, training apartment (*Trainingswohnung),* available at: [www.alphanova.at/trainingswohnen.html](http://www.alphanova.at/trainingswohnen.html) . [↑](#footnote-ref-25)
26. The webpage does not indicate an upper age limit, as it states “training apartments are in question if you are older than 15 years and need assistance because of a disability. In a training apartment you can learn many things, which are necessary to live independently. Such trainings apartment living can be used for two, maximum three years. After that you may receive further assistance such as part-time assisted housing or housing assistance (Source: <http://www.alphanova.at/trainingswohnen.html> ). [↑](#footnote-ref-26)
27. Austria, Alpha Nova, Integrative flat share (*Integrative Wohngemeinschaften),* available at: [www.alphanova.at/integrative\_wohngemeinschaften.html](http://www.alphanova.at/integrative_wohngemeinschaften.html) . [↑](#footnote-ref-27)
28. Austria, Caritas Vienna (*Caritas Wien)*, Housing (*Wohnen),* available at: [www.caritas-wien.at/hilfe-einrichtungen/menschen-mit-behinderung/wohnen/wien](http://www.caritas-wien.at/hilfe-einrichtungen/menschen-mit-behinderung/wohnen/wien) . [↑](#footnote-ref-28)
29. Austria, Caritas Tyrol (*Caritas Tirol)*, Flat Share Zams (*Wohngemeinschaft Zams),* available at: <http://www.caritas-tirol.at/hilfe-einrichtungen/menschen-mit-behinderung/wohnen/wohngemeinschaft-zams> . [↑](#footnote-ref-29)
30. Austria, Assista, Short term housing *(Kurzzeitwohen),* available at: [www.assista.org/source/assista.php?c=2&umid=1&uumid=9](http://www.assista.org/source/assista.php?c=2&umid=1&uumid=9) . [↑](#footnote-ref-30)
31. Austria, Advancement Centre for hearing and speaking development (*Förderzentrum für Hör- und Sprachbildung*), Boarding home and day care (*Wohnheim und Tagesbetreuung)*, available at: [www.soziales.steiermark.at/cms/dokumente/10157550\_4823345/6f37e00d/foez\_wohnheim\_360x220\_v14w.pdf](http://www.soziales.steiermark.at/cms/dokumente/10157550_4823345/6f37e00d/foez_wohnheim_360x220_v14w.pdf) . [↑](#footnote-ref-31)
32. Austria, Mariatal Special School and Boarding School *(Mariatal Sonderschule und Internat),* available at: [www.mariatal.tsn.at/internat.htm](http://www.mariatal.tsn.at/internat.htm) . [↑](#footnote-ref-32)
33. Austria, Advancement Centre for hearing and speaking development (*Förderzentrum für Hör- und Sprachbildung*), Boarding home and day care (*Wohnheim und Tagesbetreuung)*, available at: [www.soziales.steiermark.at/cms/dokumente/10157550\_4823345/6f37e00d/foez\_wohnheim\_360x220\_v14w.pdf](http://www.soziales.steiermark.at/cms/dokumente/10157550_4823345/6f37e00d/foez_wohnheim_360x220_v14w.pdf) . [↑](#footnote-ref-33)
34. Austria, Advancement Centre for hearing and speaking development (*Förderzentrum für Hör- und Sprachbildung*), Boarding home and day care (*Wohnheim und Tagesbetreuung)*, available at: [www.soziales.steiermark.at/cms/dokumente/10157550\_4823345/6f37e00d/foez\_wohnheim\_360x220\_v14w.pdf](http://www.soziales.steiermark.at/cms/dokumente/10157550_4823345/6f37e00d/foez_wohnheim_360x220_v14w.pdf) . [↑](#footnote-ref-34)
35. Austria, Mariatal Special School and Boarding School *(Mariatal Sonderschule und Internat),* available at: [www.mariatal.tsn.at/internat.htm](http://www.mariatal.tsn.at/internat.htm). [↑](#footnote-ref-35)
36. Information received by telephone interview on 12 June 2014. [↑](#footnote-ref-36)
37. Stockner H. (2011), *Persönliche Assistenz als Ausweg aus der institutionellen Segregation von Menschen mit Behinderungen. Bericht für Selbstbestimmt Leben Österreich zur Situation der persönlichen Assistenz in Österreich*, Innsbruck. [↑](#footnote-ref-37)
38. Bizeps, *Persönliches Budget,* available at: [www.bizeps.or.at/news.php?nr=13650](http://www.bizeps.or.at/news.php?nr=13650) . [↑](#footnote-ref-38)
39. Information received from the province of Vorarlberg on 25 March 2015 and the province of Tyrol on 15 April 2015, [↑](#footnote-ref-39)
40. Austria, help.gv.at, *Pflegegeld,* available at: [www.help.gv.at/Portal.Node/hlpd/public/content/36/Seite.360510.html](http://www.help.gv.at/Portal.Node/hlpd/public/content/36/Seite.360510.html) . [↑](#footnote-ref-40)
41. Austria, Styria, *Infoblatt Verrechnung Persönliches Budget,* available at: [www.verwaltung.steiermark.at/cms/beitrag/11739254/75777380/](http://www.verwaltung.steiermark.at/cms/beitrag/11739254/75777380/) . [↑](#footnote-ref-41)
42. Austria, Kärnten, *Erläuterungen zum Entwurf eines Gesetzes, mit dem das Gesetz zur Chancengleichheit für Menschen mit Behinderung (Kärntner Chancengleichheitsgesetz – K-ChG) erlassen und das Kärntner Mindestsicherungsgesetz geändert wird*, 18 June 2008, p. 11. [↑](#footnote-ref-42)
43. Austria, Fonds Soziales Wien, *Pflegegeldergänzungsleistungen für Persönliche Assistenz,* available at: behinderung.fsw.at/unterstuetzung\_im\_alltag/pge/ [↑](#footnote-ref-43)
44. Austria, Steiermark, *Anlage 1 zur LEVO-BHG,*available at: : www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10\_Anl1.pdf, p. 91seq. [↑](#footnote-ref-44)
45. [↑](#footnote-ref-45)
46. Austria, Bundesgesetz, mit dem ein Pflegegeld eingeführt wird (Bundespflegegeldgesetz — BPGG)

    StF: BGBl. Nr. 110/1993 last amended by BGBl. Nr. 12/2015, available at: [www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10008859](http://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10008859) . [↑](#footnote-ref-46)
47. Austria, Stadt Graz-Sozialamt, *Persönliches Budget Informationsblatt,* available at: www.graz.at/cms/dokumente/10024949\_445570/54aa0807/Persoenliches\_Budget\_Info.pdf. [↑](#footnote-ref-47)
48. Austria, Statistics Austria (2015),‘ Users of the federal care allowance and expenditure for federal care allowance. [↑](#footnote-ref-48)
49. Austria, WAG Assistenzgenossenschaft, *Wer bekommt PA?*, available at: [www.wag.or.at/persoenliche-assistenz-pa/wer-bekommt-pa/](http://www.wag.or.at/persoenliche-assistenz-pa/wer-bekommt-pa/) . [↑](#footnote-ref-49)
50. Austria, BMASK (2011), *Richtlinie Persönliche Assistenz am Arbeitsplatz*, available at: [www.bizeps.or.at/broschueren/pa/richtliniePAA2011.pdf](http://www.bizeps.or.at/broschueren/pa/richtliniePAA2011.pdf) . [↑](#footnote-ref-50)
51. Austria, WAG Assistenzgenossenschaft, *Wer bekommt PA?*, available at: [www.wag.or.at/persoenliche-assistenz-pa/wer-bekommt-pa/](http://www.wag.or.at/persoenliche-assistenz-pa/wer-bekommt-pa/) . [↑](#footnote-ref-51)
52. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen,* available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) ; Austria, WAG Assistenzgenossenschaft, *Persönliche Assistenz (PA)*, available at: [www.wag.or.at/persoenliche-assistenz-pa/](http://www.wag.or.at/persoenliche-assistenz-pa/) . [↑](#footnote-ref-52)
53. Information received from the NGO Reiz Vorarlberg on 11 May 2015. [↑](#footnote-ref-53)
54. Austria, WAG Assistenzgenossenschaft, *Wie bekomme ich PA?,* available at: [www.wag.or.at/persoenliche-assistenz-pa/wie-bekomme-ich-pa](http://www.wag.or.at/persoenliche-assistenz-pa/wie-bekomme-ich-pa) . [↑](#footnote-ref-54)
55. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen,* available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) ; Austria, WAG Assistenzgenossenschaft, *Persönliche Assistenz (PA)*, available at: [www.wag.or.at/persoenliche-assistenz-pa/](http://www.wag.or.at/persoenliche-assistenz-pa/) . [↑](#footnote-ref-55)
56. Austria, Steiermark, *Anlage 1 zur LEVO-BHG,*available at: : [www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10\_Anl1.pdf](http://www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10_Anl1.pdf) . [↑](#footnote-ref-56)
57. Austria, Caritas Vorarlberg, *Betreutes Wohnen,* available at: [www.caritas-vorarlberg.at/hilfe-einrichtungen/menschen-mit-behinderung/betreutes-wohnen/](http://www.caritas-vorarlberg.at/hilfe-einrichtungen/menschen-mit-behinderung/betreutes-wohnen/) . [↑](#footnote-ref-57)
58. Austria, Steiermark, *Anlage 1 zur LEVO-BHG,*available at: : [www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10\_Anl1.pdf](http://www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10_Anl1.pdf) . [↑](#footnote-ref-58)
59. Austria, Statistik Austria, *Betreuungs- und Pflegedienste,* available at: [www.statistik.at/web\_de/statistiken/soziales/sozialleistungen\_auf\_landesebene/betreuungs\_und\_pflegedienste/index.html](http://www.statistik.at/web_de/statistiken/soziales/sozialleistungen_auf_landesebene/betreuungs_und_pflegedienste/index.html) . [↑](#footnote-ref-59)
60. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen,* available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) , p. 30. [↑](#footnote-ref-60)
61. Austria, Sozialministerium, *Soziale Dienste,* available at: [www.sozialministerium.at/cms/site/liste.html?channel=CH2222&easyread=1](http://www.sozialministerium.at/cms/site/liste.html?channel=CH2222&easyread=1) . [↑](#footnote-ref-61)
62. Austria, Volkshilfe Steiermark, *Pflege- und Betreuungsdienste,* available at: [www.stmk.volkshilfe.at/images/content/AGB%20Mobile%20Pflege-%20und%20Betreuungsdienste.pdf](http://www.stmk.volkshilfe.at/images/content/AGB%20Mobile%20Pflege-%20und%20Betreuungsdienste.pdf) . [↑](#footnote-ref-62)
63. Austria, Caritas Linz, *Mobile Betreuungs und Hilfe,* available at: [www.caritas-linz.at/hilfe-einrichtungen/menschen-mit-behinderungen/wohnen/mobile-betreuung-und-hilfe/](http://www.caritas-linz.at/hilfe-einrichtungen/menschen-mit-behinderungen/wohnen/mobile-betreuung-und-hilfe/) . [↑](#footnote-ref-63)
64. Austria, Caritas Linz, *Mobile Betreuungs und Hilfe,* available at: [www.caritas-linz.at/hilfe-einrichtungen/menschen-mit-behinderungen/wohnen/mobile-betreuung-und-hilfe/](http://www.caritas-linz.at/hilfe-einrichtungen/menschen-mit-behinderungen/wohnen/mobile-betreuung-und-hilfe/) . [↑](#footnote-ref-64)
65. Austria, Volkshilfe Steiermark, *Pflege- und Betreuungsdienste,* available at: [www.stmk.volkshilfe.at/images/content/AGB%20Mobile%20Pflege-%20und%20Betreuungsdienste.pdf](http://www.stmk.volkshilfe.at/images/content/AGB%20Mobile%20Pflege-%20und%20Betreuungsdienste.pdf) . [↑](#footnote-ref-65)
66. Austria, Volkshilfe Steiermark, *Pflege- und Betreuungsdienste,* available at: [www.stmk.volkshilfe.at/images/content/AGB%20Mobile%20Pflege-%20und%20Betreuungsdienste.pdf](http://www.stmk.volkshilfe.at/images/content/AGB%20Mobile%20Pflege-%20und%20Betreuungsdienste.pdf) . [↑](#footnote-ref-66)
67. Austria, Federal Ministry for Labour, Social Affairs and Consumer Protection (2014), Pflegevorsorgebericht 2013, available at: [www.pflegedaheim.at/cms/pflege/attachments/7/8/3/CH1690/CMS1308577521270/pflegevorsorgebericht\_2013\_kompl.pdf](http://www.pflegedaheim.at/cms/pflege/attachments/7/8/3/CH1690/CMS1308577521270/pflegevorsorgebericht_2013_kompl.pdf). [↑](#footnote-ref-67)
68. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen,* available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) , p. 34. [↑](#footnote-ref-68)
69. <http://www.verwaltung.steiermark.at/cms/dokumente/11682709_74837683/4f948e1b/BHG%20%E2%80%93%20Leistungs-%20und%20Entgeltverordnung_Anlage1.pdf> . [↑](#footnote-ref-69)
70. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen*, available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) , p. 20. [↑](#footnote-ref-70)
71. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen*, available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) p. 19. [↑](#footnote-ref-71)
72. Austria, Bundesministerium für Arbeit, Soziales und Konsumentenschutz (2010), *UN Behindertenrechtskonvention – erster Staatenbericht Österreichs,* available at: [www.sozialministerium.at/cms/site/attachments/0/5/9/CH3141/CMS1415978600199/1\_\_staatenbericht\_crpd\_-\_deutsche\_fassung1.pdf](http://www.sozialministerium.at/cms/site/attachments/0/5/9/CH3141/CMS1415978600199/1__staatenbericht_crpd_-_deutsche_fassung1.pdf), p. 34. [↑](#footnote-ref-72)
73. Austria, Steiermark, *Anlage 1 zur LEVO-BHG,*available at: : [www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10\_Anl1.pdf](http://www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10_Anl1.pdf) . [↑](#footnote-ref-73)
74. Austria, Steiermark, *Anlage 1 zur LEVO-BHG,*available at: w: [www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10\_Anl1.pdf](http://www.ris.bka.gv.at/Dokumente/LrStmk/LST40018098/9210.08-10_Anl1.pdf) . [↑](#footnote-ref-74)
75. Austria, Steiermark, *Familienentlastungsdienst,* available at: [www.soziales.steiermark.at/cms/beitrag/11980833/10024850/](http://www.soziales.steiermark.at/cms/beitrag/11980833/10024850/) . [↑](#footnote-ref-75)
76. Austria, Steiermark, *Leistungsbeschreibung Familienentlastungsdienst,* available at: [www.soziales.steiermark.at/cms/dokumente/11980833\_10024850/0db22121/Leistungsbeschreibung%2004%20FED%20BHG.pdf](http://www.soziales.steiermark.at/cms/dokumente/11980833_10024850/0db22121/Leistungsbeschreibung%2004%20FED%20BHG.pdf) . [↑](#footnote-ref-76)
77. Austria, Sozialministerium (2012), *Sozialbericht 2011-2012,* available at: [www.sozialministerium.at/cms/site/attachments/3/7/2/CH2171/CMS1353079209699/sozialbericht\_2011\_gesamt.pdf](http://www.sozialministerium.at/cms/site/attachments/3/7/2/CH2171/CMS1353079209699/sozialbericht_2011_gesamt.pdf) , p. 132. [↑](#footnote-ref-77)
78. Austria, Caritas, *Wirkungsbericht 2013,* available at: [www.caritas.at/fileadmin/storage/global/pdf/Jahresbericht/Caritas\_Wirkungsbericht\_2013\_deutsch.pdf](http://www.caritas.at/fileadmin/storage/global/pdf/Jahresbericht/Caritas_Wirkungsbericht_2013_deutsch.pdf) , p. 6 [↑](#footnote-ref-78)
79. Austria, Heilpädagogische Familien GmbH, *Home Assistance,* available at: [www.hpfamilien.at/fileadmin/images/hp\_familien\_folder\_englisch\_.pdf](http://www.hpfamilien.at/fileadmin/images/hp_familien_folder_englisch_.pdf). [↑](#footnote-ref-79)
80. Austria, Wien, *Informationen von A bis Z,* available at: [www.wien.gv.at/menschen/magelf/pdf/infos-a-z.pdf](http://www.wien.gv.at/menschen/magelf/pdf/infos-a-z.pdf) . [↑](#footnote-ref-80)
81. E.g. in Vorarlberg: Caritas Vorarlberg, *Nachbarschaftshilfe,* available at [www.caritas-vorarlberg.at/hilfe-einrichtungen/asyl-migration/nachbarschaftshilfe/](http://www.caritas-vorarlberg.at/hilfe-einrichtungen/asyl-migration/nachbarschaftshilfe/) or in Salzburg: Caritas Salzburg, *Nachbarschaftshilfe Saalfelden,* available at: [www.caritas-salzburg.at/hilfe-einrichtungen/freiwilligenarbeit/nachbarschaftshilfe-saalfelden/](http://www.caritas-salzburg.at/hilfe-einrichtungen/freiwilligenarbeit/nachbarschaftshilfe-saalfelden/) or in Lower Austria: Oberösterreich, *Nachbarschaftshilfen im Landkreis Pfaffenhofen,* available at: [www.caritas-nah-am-naechsten.de/Caritas-Zentrum/Pfaffenhofen/Page004923.aspx](http://www.caritas-nah-am-naechsten.de/Caritas-Zentrum/Pfaffenhofen/Page004923.aspx) . [↑](#footnote-ref-81)
82. Austria, Nachbarschaftshilfe plus, available at: [www.nachbarschaftshilfeplus.at/](http://www.nachbarschaftshilfeplus.at/) . [↑](#footnote-ref-82)
83. Austria, Steiermark, *Ehrenamtliche Besuchs- und Begleitdienste,* available at: [www.soziales.steiermark.at/cms/beitrag/11982720/10024850/](http://www.soziales.steiermark.at/cms/beitrag/11982720/10024850/) . [↑](#footnote-ref-83)
84. Austria, Bundesministerium für Arbeit, Soziales und Konsumentenschutz (2015), *Bericht zur Lage und der Perspektiven des Freiwilligen Engagements in Österreich, 2. Freiwilligenbericht,* available at: [www.sozialministerium.at/cms/site2/attachments/0/1/0/CH2174/CMS1218022135039/2.\_freiwilligenbericht.pdf](http://www.sozialministerium.at/cms/site2/attachments/0/1/0/CH2174/CMS1218022135039/2._freiwilligenbericht.pdf) . [↑](#footnote-ref-84)
85. Unterberger, C. (2009), *Peer-Counseling – Beratung von Menschen mit Behinderung für Menschen mit Behinderung,* Diploma Thesis University Vienna, available at: [www.bizeps.or.at/shop/peer\_unter.pdf](http://www.bizeps.or.at/shop/peer_unter.pdf) , pp. 78-80 [↑](#footnote-ref-85)
86. N.N. (2013), ‘Peer-Counseling für MS Betroffene*‘ MS Aktuell 33*, available at:[www.msges.at/fileadmin/user\_upload/MS-Aktuell/MS-Aktuell\_33.pdf](http://www.msges.at/fileadmin/user_upload/MS-Aktuell/MS-Aktuell_33.pdf) . [↑](#footnote-ref-86)
87. N.N. (2013), ‘Peer-Counseling für MS Betroffene*‘ MS Aktuell 33*, available at:[www.msges.at/fileadmin/user\_upload/MS-Aktuell/MS-Aktuell\_33.pdf](http://www.msges.at/fileadmin/user_upload/MS-Aktuell/MS-Aktuell_33.pdf) . [↑](#footnote-ref-87)
88. Austria, ÖZIV, *Support,* available at: [www.support.oeziv.org/?nID=13](http://www.support.oeziv.org/?nID=13) . [↑](#footnote-ref-88)
89. Austria, Bundesministerium für Arbeit, Soziales und Konsumentenschutz (2010), *UN Behindertenrechtskonvention – erster Staatenbericht Österreichs,* available at: [www.sozialministerium.at/cms/site/attachments/0/5/9/CH3141/CMS1415978600199/1\_\_staatenbericht\_crpd\_-\_deutsche\_fassung1.pdf](http://www.sozialministerium.at/cms/site/attachments/0/5/9/CH3141/CMS1415978600199/1__staatenbericht_crpd_-_deutsche_fassung1.pdf) , p. 14. [↑](#footnote-ref-89)
90. Unterberger, C. (2009), *Peer-Counseling – Beratung von Menschen mit Behinderung für Menschen mit Behinderung,* Diploma Thesis University Vienna, available at: [www.bizeps.or.at/shop/peer\_unter.pdf](http://www.bizeps.or.at/shop/peer_unter.pdf) . [↑](#footnote-ref-90)
91. Austria, gesundheit.gv.at, *Selbsthilfegruppe,* available at: [www.gesundheit.gv.at/Portal.Node/ghp/public/content/Selbsthilfegruppen.html](http://www.gesundheit.gv.at/Portal.Node/ghp/public/content/Selbsthilfegruppen.html) . [↑](#footnote-ref-91)
92. Austria, ARGE Selbsthilfe Österreich, *Jahresbericht 2013,* available at: [www.selbsthilfe-oesterreich.at/fileadmin/upload/doc/Jahresbericht2013\_Endversion.pdf](http://www.selbsthilfe-oesterreich.at/fileadmin/upload/doc/Jahresbericht2013_Endversion.pdf) , p. 5. [↑](#footnote-ref-92)
93. Austria, Kriseninterventionszentrum, *Ziele,* available at: [www.kriseninterventionszentrum.at/ziele.htm](http://www.kriseninterventionszentrum.at/ziele.htm) . [↑](#footnote-ref-93)
94. Austria, Kriseninterventionszentrum, *Finanzierung,* available at: [www.kriseninterventionszentrum.at/finanzierung.htm](http://www.kriseninterventionszentrum.at/finanzierung.htm) . [↑](#footnote-ref-94)
95. Austria, Kriseninterventionszentrum (2014), *Tätigkeitsbericht 2013,* available at: [www.kriseninterventionszentrum.at/dokumente/pdf2\_taetigkeitsbericht\_2013\_kv.pdf](http://www.kriseninterventionszentrum.at/dokumente/pdf2_taetigkeitsbericht_2013_kv.pdf) . [↑](#footnote-ref-95)
96. Austria, Kriseninterventionszentrum, *Betreuungstätigkeit,* available at: [www.kriseninterventionszentrum.at/betreuungstaetigkeit.htm](http://www.kriseninterventionszentrum.at/betreuungstaetigkeit.htm) . [↑](#footnote-ref-96)
97. Austria, Kriseninterventionszentrum, *Betreuungstätigkeit,* available at: [www.kriseninterventionszentrum.at/betreuungstaetigkeit.htm](http://www.kriseninterventionszentrum.at/betreuungstaetigkeit.htm) . [↑](#footnote-ref-97)
98. Austria, Land Oberösterreich, *Leistungen für Menschen mit Beeinträchtigungen,* available at: [www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt\_So/04\_Leistungen\_Beeintraechtigungen\_Sozialbericht\_FIN.pdf](http://www.land-oberoesterreich.gv.at/Mediendateien/Formulare/DokumenteAbt_So/04_Leistungen_Beeintraechtigungen_Sozialbericht_FIN.pdf) , p. 12 and 13. [↑](#footnote-ref-98)
99. E.g. Austria, Rotes Kreuz Steiermark, *Besuchs- und Begleitdienst,* available at: [www.roteskreuz.at/stmk/dienststellen/graz-stadt/was-wir-tun/gesundheits-und-soziale-dienste/besuchs-und-begleitdienst/](http://www.roteskreuz.at/stmk/dienststellen/graz-stadt/was-wir-tun/gesundheits-und-soziale-dienste/besuchs-und-begleitdienst/) . [↑](#footnote-ref-99)
100. Austria, Fonds Soziales Wien, *Besuchs- Begleitdienst*, available at: [www.pflege.fsw.at/pflege-zu-hause/besuchs-begleitdienst.html](http://www.pflege.fsw.at/pflege-zu-hause/besuchs-begleitdienst.html) . [↑](#footnote-ref-100)