Care at home

• What possibilities for support are available?
• What must you do?
• Who can you ask?
• What are the costs to you?
The age distribution of our population will shift dramatically in the coming years. The number and proportion of children decreases, while that of older persons grows – thanks in part to the overall higher life expectancy.

The changing circumstances consequently make an active approach to social and political awareness-raising necessary. The aspect of health stands in the foreground – particularly when we address the issue of care, we have to close the gap between inpatient treatment and mobile (post-)care in the sense of optimised coordination on the one hand and on the other hand, to achieve a better bridge between the necessity for residential care and the need for security and the sense of not being alone at home, while older persons desire and need more than secured pensions. Lived solidarity within the family and between generations is essential and a humane life in old-age is best achieved in the context of functioning family relationships. For this, families and relatives need social support. An expansion of mobile assistance services should in the future more broadly ensure that the possibility exists to grow old in familiar surroundings for as long as it is desired.

We want a society for all stages of life that is not characterised by speechlessness and separation, rather by togetherness among the generations. This booklet is intended to provide information and support for dealing with forthcoming tasks. May much strength, endurance and patience as well as networks and neighbourly support also help in enabling those in old age to live in dignity and recognition.

Sincerely yours,

Mag.a Kristina Edlinger-Ploder
Provincial Minister for Science and Research, Health and Care Management

As consultant for mobile nursing and care services, many questions come to me from family carers. These questions show how great the need for information is; those concerned know little about respite services that are available locally, financial benefits at their disposal or how they can claim what is on offer. While a large amount of information concerning care at home exists, the challenge is to find one way through the flood of information and the complex and confusing range of assistance and support on offer.

This information booklet provides an overview of assistance and measures for support that are available to older persons in need of care and their family carers in Styria. On the following pages, the 26 questions concerning the possibilities for support, as listed in the table of contents, are briefly and clearly answered. You will find information on what benefits you are entitled to, how each of these benefits can be claimed, where you can turn to with questions and what the costs are to you.

The purpose of this information booklet is to make the complex range of offers more transparent and to give you information about the range of assistance and measures for support that may be important prior to or during a period of care at home. The contents were selected and prepared with great care, but make no claim as to completeness.

I thank all those experts in the administrative offices, health and social institutions and counselling centres who, with their detailed knowledge, were always competent, willing and friendly in response to all our requests during the preparation of each theme.

Yours

Monika Klampfl-Kenny, RN, MPH
Consultant for Mobile Nursing and Care Services (Hauskrankenpflege)
(Public Health Directorate Styria)
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The discharge from hospital is imminent.

What should be clarified and organised beforehand?

Before the discharge from hospital, many questions and problems can arise for patients and family members. A well-prepared discharge (e.g. after a stroke, heart attack or fall) makes the transition from hospital into the domestic sphere easier for all concerned.

**Checklist for the discharge from hospital**

- Ask doctors or nurses about the planned date of discharge (if necessary, repeatedly!).
- Ask in the hospital about coordination posts/persons that can assist you with the discharge and with further organisation (e.g. interface manager, health centres, nursing mediation).
- If necessary, make contact with the care coordination service of the social insurance institution, which comes to the hospital. This service provides information, for instance concerning co-payments by the health insurance fund, organises medical aids and appliances, advises in legal questions concerning social insurance (e.g. exemption from prescription charges) or establishes contact with other organisations (e.g. mobile nursing and care services).
- Inform your general practitioner of the imminent discharge.
- Clarify early, whether the possibility exists of an admission to a rehabilitation facility or a department for acute geriatrics/remobilisation.
- Consider whether the care at home directly after the discharge is sufficient and enquire about the possibility of short-term institutional care (Kurzzeitpflege).
- Determine for which everyday things you need support (e.g. personal hygiene, mobility, nutrition) and contact the required support service (e.g. mobile nursing and care services, physiotherapy, Meals on Wheels).
- Organise, if required, other support services (e.g. palliative team, hospice care, emergency telephone, day care).
FINANCIAL ASPECTS

Discharge coordination, which is provided by the hospital or by the care coordination service of the social insurance provider are free of charge for those concerned.

FURTHER INFORMATION

Steiermärkische Gebietskrankenkasse
(Styrian Regional Health Insurance Fund)
(Information concerning the care coordinator),
T 0316 8035-1369, ewald.gspurning@stgkk.at,
www.stgkk.at

Mobile Pflege- und Betreuungsdienste/Hauskrankenpflege
(Mobile nursing and care services)
(Contact details),
www.sanitaetsdirektion.steiermark.at

Arbeiterkammer Steiermark
(Styrian Chamber of Labour)
(Information concerning family care leave),
T 05 7799-0, info@akstmk.net,
www.arbeiterkammer.at

☐ Clarify any open questions (e.g. nutrition/diet, physical activity) with the respective contact persons in the hospital.

☐ Organise the required appliances (e.g. height adjustable nursing bed, mattress pads, positioning aids, walking aids).

☐ Arrange for appropriate adaptations to the home (e.g. handholds, fixing of carpets).

☐ Apply for financial benefits (e.g. first application for or reclassification of long-term care allowance, exemption from prescription charges).

☐ Clarify any questions concerning further treatment, e.g. which medications should be taken for how long and how often? Will you receive the most important medication to take home with you for the weekend (e.g. insulin)? Do you need additional care products?

☐ Make certain that you obtain a brief discharge note with the first information for your general practitioner.

☐ Organise in good time for the collection from hospital (e.g. an accompanying person, private transport, ambulance service).

☐ In the case of a family carer who is employed, seek family care leave (Pflegefreistellung) from your employer.
The home is not appropriately arranged for aged or disabled persons.

How and what should I arrange differently?

Alterations in the living area and acquisitions for disabled-appropriate adaptation are usually an essential step towards improving and facilitating daily life and reducing the risk of falls and injury. Advice can be obtained primarily from facilities for persons with disability as well as centres providing construction and interior consultation for disabled and older persons.

Examples of possible adaptations

- Handholds and support grips in the bathroom and toilet
- Handrails along longer hallways and staircases
- Aids for entering the bath or replacement of the bath with a showerbath appropriate for the aged
- Sinking of the shower into the floor and attaching a shower seat
- Lowering of the wash basin to allow for personal care in a sitting position, fittings that are easy to use, attachment of an adjustable mirror that can be used while sitting
- Installation of an intercom system
- Removal of small, sliding carpets and replacement with large carpets with a non-slip mat
- Reduction of the risk of tripping: Removal of small furniture and exposed cables
- Stable furniture for sitting
- Edge protectors for sharp corners and edges
- Lights at a reachable height, toggle switches
- When using a wheelchair: Widening of door frames, removal of door sills and room steps, larger ramps at staircases
- Installation of a stair lift

FINANCIAL ASPECTS

For grants and contributory payments contact the social welfare association (Sozialhilfeverband) at your district authority or in Graz at the Social Welfare Office (Sozialamt).

Seek information also from your health insurance fund (e.g. Styrian Health Insurance Fund, Social Insurance Institution for Farmers, Social Insurance Institution for Business, Industry and Trade) or the Federal Social Welfare Office – Styrian Provincial Office concerning a possible contributory payment.

FURTHER INFORMATION

Bundessozialamt – Landesstelle Steiermark (Federal Social Welfare Office – Styrian Provincial Office) *(Advice and possible contributory payments), T 05 9988, bundessozialamt.stmk1@basb.gv.at, www.bundessozialamt.gv.at*

Anwaltschaft für Menschen mit Behinderung (Advocacy for Persons with Disability) *(Information concerning entitlements and statutory regulations), T 0316 877-2745, amb@stmk.gv.at, www.behindertenanwalt.steiermark.at*

Magistrat Graz, Referat Barrierefreies Bauen, Stadtbaudirektion Graz (Municipal Authority Graz, Barrier-free Construction Unit, City Planning and Building Directorate Graz) *(Advice concerning adjustments to the dwelling and possible contributory payments), T 0316 872-0, www.graz.at*

Bezirkshauptmannschaften in der Steiermark (District authorities in Styria) *(Information concerning social assistance and possible contributory payments), www.bezirkshauptmannschaften.steiermark.at*

Information brochure: ‘Mehr Wohnqualität – Tipps gegen Unfälle in der zweiten Lebenshälfte’ (More living quality – Tips against accidents in the second half of life). To order: T 05 77077-2800, kfv.steiermark@kfv.at

Information brochure from Hilfswerk: ‘Sturzprävention als Weg zur Autonomie im höheren Lebensalter’ (Fall prevention as a way to autonomy in old age) To order: T 01 40442-0, office@hilfswerk.at
To deal with the everyday I need technical appliances.

Where can I obtain medical aids and appliances?

Well fitted medical aids (glasses, hearing aid, orthopaedic house shoes) and appliances facilitate the management of your daily life and support an independent lifestyle. They also make arrangements for care and assistance easier for family carers. The range is broad: there are appliances for improving dexterity (e.g. devices to improve balance), for improving concentration and comprehension (e.g. educational games), for supporting care (e.g. adjustable nursing beds, mattress pads, incontinence pads, mattresses for the prevention of bed ulcers, walking aids, lifting aids for the bathroom), but also for those with sensory disabilities (e.g. telephone amplifiers, vibrating alarm clocks).

What must be considered?

- Get an overview of the products on offer.
- The Federal Ministry for Labour, Social Affairs and Consumer Protection has compiled an extensive database with technical aids/nursing appliances: www.hilfsmittelinfo.gv.at.
- Specific advice about appliances can also be obtained from your health insurance provider, the Federal Social Welfare Office, your mobile nursing and care services provider, in stores for medical aids and appliances, and numerous organisations for persons with disability.
- A purchase is not always practical or desirable; check with your mobile nursing and care services organisation, your municipal office, or your social insurance provider as to whether and where rental of appliances is offered (e.g. adjustable nursing bed, walking aids).
- Always contact your social insurance provider before implementing your plans to avoid any misunderstandings concerning coverage of costs/subsidies.
- For a sharing of the costs by your social insurance provider a medical prescription is always required.

FURTHER INFORMATION

**Bundessozialamt – Landesstelle Steiermark (Federal Social Welfare Office – Styrian Provincial Office)** *(Advice and possible contributory payments)*
T 05 9988, bundessozialamt.stmk1@basb.gv.at, www.bundessozialamt.gv.at

**Anwaltschaft für Menschen mit Behinderung (Advocacy for Persons with Disability)** *(Advice concerning support services)*
T 0316 877-2745, amb@stmk.gv.at, www.behindertenanwalt.steiermark.at

**Bundesministerium für Arbeit, Soziales und Konsumentenschutz** *(Online information concerning appliances)*
www.pflegedaheim.at

**District authorities in Styria** *(Contact details)*
www.bezirkshauptmannschaften.steiermark.at

**Bunte Rampe** *(Advice concerning appliances)*
T 0316 686515-20, bunte-rampe@mosaik-gmbh.org, www.behindert.or.at

FINANCIAL ASPECTS

The amount of contributory payment from your social insurance provider is dependant upon the social insurance provider, the type of medical aid/appliance and the illness/disability.

In the context of medical rehabilitation and for persons who are exempted from the prescription charge, the social insurance covers the full cost of medical aids and appliances.

In the case of rental of appliances, lending fees are payable. Some municipals also offer a free loan service for appliances (e.g. nursing beds).

Also refer to the Federal Social Welfare Office – Styrian Provincial Office and the social welfare association at your district authority or the Social Welfare Office in Graz concerning a possible contributory payment.
I am in need of care and require financial relief.

Where are fee exemptions/subsidy payments available?

Where there is a need for physical and/or social assistance, an exemption from or a subsidy payment for certain basic charges can be granted under certain circumstances.

### Possible claims

#### Radio and TV license fees:
- Certain groups of persons such as recipients of long-term care allowance, a pension or social welfare benefit, whose principal residence is Austria and where the net household income is low, can be exempted from the basic radio and TV license fee.
- Application forms can be obtained from every post office, at Raiffeisen banks, at your municipal office or directly at the Fee Information Service (Gebühren Info Service – GIS).

#### Telephone charges:
- The same criteria apply as for the exemption from the radio and TV license fee. As a recipient of long-term care allowance you do not need to show proof of income.
- The subsidy is only granted for specific telephone service providers and only for landline or pre-paid mobile.

#### Prescription charge and service charge for the e-card:
- The application is to be filed with your responsible health insurance provider, where you can also obtain the application form.
- The exemption applies automatically for all entitled members of the insured person's family and includes exemption from the service fee for the e-card.
- Upper limit: Prescription charges are capped at 2 percent of the net annual income (not including the 13th and 14th salary payments). The exemption is regulated through the e-card system.

#### City of Graz Mobility Card:
With the Mobility Card, women from 60 and men from 65 years, those who have permanent, severe mobility impairment and persons with multiple disabilities can receive a free GVB (Graz public transport operator) yearly travel card for the network, if they have their principal residence in Graz and have a low income. Information and application forms can be obtained from the Social Welfare Office/Office for Senior Citizens of the City of Graz or at the respective district authority.

#### Tax benefit:
Sickness and care costs can, under certain conditions, be accepted as exceptional expenses for the purpose of the annual income tax return and reduce the taxable income. Relevant information can be obtained from the Social Service Office of the Federal Social Welfare Office on, T 05 9988.
FINANCIAL ASPECTS
(Status: 2010)

Indicative rates for exemption (net income):

Radio and TV license fee exemption and subsidy for telephone charges:
- those living alone 878.07 Euro
- married couples 1,316.50 Euro
- for each additional person the indicative rate is increased by 92.02 Euro

If the maximal rate is exceeded, certain additional expenses (e.g. exceptional expenses within the meaning of the Income Tax Act, rental payments) can be deducted.

Exemption from prescription charge:
- those living alone 783.99 Euro
- married couples (or persons in life partnership) 1,175.45 Euro
- each dependent child 82.16 Euro

In the case of illness or disability through which above average expenses arise, the following amounts apply:
- those living alone 901.59 Euro
- married couples (or persons in life partnership) 1,351.77 Euro
- each dependent child 82.16 Euro

Mobility Card:
- those living alone 878.07 Euro
- married couples 1,316.50 Euro
- for each additional person the indicative rate is increased by 92.02 Euro

If the net income exceeds the maximum rates, certain additional expenses (e.g. rental payment) can be deducted. The processing charge is 30.– Euro.
FINANCIAL ASPECTS
(Status: 2010)

The long-term care allowance is:

- granted according to the level of care needed, in 7 levels (from level 1: 154.20 Euro up to level 7: 1,655.80 Euro);
- paid out twelve times per year and not taxed;
- paid out from the first of the month following your application;
- paid to the person in need of care or to their legal representative together with the pension or annuity.

The paying authority can control the proper use of the long-term care allowance and monitor by way of house visits. If the intended purpose is not fulfilled (e.g. recipient of the allowance is in a state of neglect), then the long-term care allowance can be converted in part to a payment in kind (e.g. mobile nursing and care services). In the case of refusal to accept payment in kind, the long-term care allowance is not paid out during the period of non-compliance.

What must I do in order to receive long-term care allowance (Pflegegeld)?

Long-term care allowance is a Federal or Provincial benefit, entitlement to which comes when persons are dependent on the assistance of others for carrying out activities of daily life due to a mental or physical condition. The prerequisites for receipt of long-term care allowance are:

- ongoing need of care and assistance of more than 50 hours per month, continuously for a period of at least 6 months
- usual residence in Austria (under certain circumstances, the long-term care allowance can also be paid out in other EEA countries)
- Austrian citizenship or citizenship of a member country of the EEA (exceptions in cases of hardship for persons from other countries)

What must be done?

1. You must submit an application for long-term care allowance. The application form can be obtained from your municipal office, your district authority/municipal authority, your pension insurance institution or on the internet at www.soziales.steiermark.at/cms/beitrag/10036128/5361.
2. If you are a recipient of the pension, bring your application to that office that pays out your pension. If you do not receive a pension of your own, take your application via your municipal of residence or district authority/municipal authority to the Office for Long-term Care Allowance of the Office of the Styrian Provincial Government.
3. After an examination for fulfilment of the prerequisites, a so-called ‘grading assessment’ by a physician (in your home) is carried out. Family carers or mobile nursing and care service staff can also be present for the assessment.
4. You will be formally notified of the result, that is, whether and at what level you will receive long-term care allowance.
5. If you do not agree with the decision, you can lodge a complaint with the responsible social court (see formal notification) within three months. The court proceedings are free of charge.
6. If you wish to submit an application for an increase in long-term care allowance, do the same as was done for the initial application.

FURTHER INFORMATION

Sozialtelefon – Sozialservicestelle des Landes Steiermark (Social Hotline – Social Service Office of the Province of Styria) (Information, orders for the long-term care allowance brochure),
T 0800 201010 free call, sozialservicestelle@stmk.gv.at

Amt der Steiermärkischen Landesregierung, FA 11A Pflegegeldstelle (Office of the Styrian Provincial Government, FA 11A Office for Long-term Care Allowance) (Information),
T 0316 877-4082, fa11a@stmk.gv.at, www.verwaltung.steiermark.at

Sozialserver Land Steiermark (Social server of the Province of Styria) (Information, application forms, download of the long-term care allowance brochure),
www.soziales.steiermark.at

HELP.gv.at, Bundeskanzleramt (HELP.gv.at, Austrian Federal Chancellery) (information concerning long-term care allowance, submission of applications, forms),
www.help.gv.at
I need support with nursing care.

From where can I obtain mobile nursing and care services (Hauskrankenpflege)?

Mobile nursing and care services are provided throughout the province of Styria by qualified nurses, nursing aides and home help. The range of support extends from help with rising in the morning, personal care, management of medication, encouraging mobility, medical nursing tasks that replace the need for hospitalisation (e.g. injections, tube feeding, change of dressings) through to supervision of family carers. In Styria, there are five providers co-funded from public finances: Caritas, Hilfswerk Styria, Austrian Red Cross, SMP – Sozialmedizinisher Pflegedienst and Volkshilfe Styria.

What must be done?

1. Contact an office for mobile nursing and care services directly. To find out which organisation is responsible for your geographic region, contact your municipal office, the Social Welfare Office in Graz, or visit www.verwaltung.steiermark.at under, Dienststellen>FA8B>Hauskrankenpflege.
2. The admission and assessment of the extent of care required is always carried out by a qualified nurse from the provider organisation. In the course of this assessment, it is specified as to which nursing/care needs are present and which professional groups are to be used.
3. The nurse, the family carers and you determine the goals together and plan the arrangements, the duration of care and the times of care.

Important

- The mobile nursing and care services are available to you seven days a week up to 9:00 pm.
- Per home visit, the first quarter of an hour is charged in full and subsequently the time is charged in 5-minute increments.
- If you have private health insurance, inquire about the possibility of a subsidy to the client co-payment.

FURTHER INFORMATION

Amt der Stmk. Landesregierung, Fachabteilung 88 Gesundheitswesen (Sanitätsdirektion) – (Office of the Provincial Government of Styria, Department 88 Public Health Directorate, Sanitätsdirektion)
(Information concerning mobile nursing and care services), T 0316 877-3522, monika.klampfl-kenny@stmk.gv.at, www.sanitaetsdirektion.steiermark.at

Sozialamt der Stadt Graz, Referat 6 – Sozialplanung (Social Welfare Office of the City of Graz, Unit 6 – Social Planning)
(Information concerning mobile nursing and care services in Graz), T 0316 872-6420 or -6406, norma.rieder@stadv.graz.at or andreas.harb@stadv.graz.at, www.graz.at

Branch office addresses of providers and client tariff list

can be found at www.sanitaetsdirektion.steiermark.at under, Hauskrankenpflege

Hilfswerk Steiermark – MoKiDi (Hilfswerk Styria – MoKiDi)
(Information concerning mobile child nursing and care service), T 0316 813181-4610, mokidi@hilfswerk-steiermark.at, www.hilfswerk-steiermark.at

Information brochure of the Province of Styria: ‘Mobile Pflege- und Betreuungsdienste in der Steiermark’ (Mobile nursing and care services in Styria)
To order: T 0316 877-3524, claudia.ramingier@stmk.gv.at,
Download at www.sanitaetsdirektion.steiermark.at under, Hauskrankenpflege

FINANCIAL ASPECTS

The client contribution (client co-payment) is socially tiered and is calculated on the basis of your income and the income of your spouse/life partner (e.g. pension, compensatory allowances, income from property). The amount is also dependent upon which service will be used and whether you receive long-term care allowance. All of the provider organisations listed above use the same tariff list. The provider organisation identifies for you the share of the costs to be paid.

The remaining costs (up to two-thirds) are carried by the Province of Styria and your municipal of residence. These contributory payments are made directly to the organization providing care.

If you need a medical nursing task as an alternative to hospitalisation, then your health insurance fund covers, per home visit, 6.90 Euro of the client co-payment. In order to obtain this payment, you require a medical prescription from your general practitioner and an authorization from your health insurance fund.
I need long-term support with housekeeping.

How can I obtain home help?

The services of home help for support with housekeeping are offered by the providers of mobile nursing and care services (see question 06). The prerequisite for use of the service is that you are not able to manage the housekeeping yourself, due to illness, age or impairment.

What must be done?

1. Contact an office for mobile nursing and care services directly.
2. To find out which organisations are responsible for your region, contact your municipal office, the Social Welfare Office in Graz or visit www.verwaltung.steiermark.at under, Dienststellen > FA 8B > Hauskrankenpflege.
3. The admission and assessment of the extent of care required is always carried out by a qualified nurse from the provider organisation.

Important

• Services provided by home help are, for example: clothes washing, heating of the home, shopping, preparation of small meals (e.g. breakfast), cleaning of the immediate personal living area.
• Not included in this service are major cleaning of the entire residence, family support for healthy family members or other reference persons and the like.
• Per home visit, the first quarter of an hour is charged in full, the further care time in 5-minute increments.
• Graz: For housework that is not done by home help, (e.g. major cleaning or window cleaning), the Social Welfare Office can arrange for a home cleaning service for older persons with a low income. The application for a subsidy is to be submitted to the Social Welfare Office Graz.

FINANCIAL ASPECTS

(Status: 2010)

The client contribution (client co-payment) is socially tiered and calculated on the basis of your income and the income of the life partner (e.g. pension, compensatory allowances, income from property). The amount is also dependent upon whether you receive long-term care allowance or not. The provider organization identifies for you the share of the costs to be paid.

The remaining costs (up to two-thirds) are carried by the Province of Styria and your municipal of residence.

The contributory payments are made directly to the organisation providing care. The prerequisite for the contributory payment provided by the Province is the receipt of long-term care allowance or a net monthly income below 1,000.- Euro (1,200.- Euro for a two-person household) or that you are cared for by another of the home nursing and care professional groups (qualified nurse and/or nursing aide).

Home cleaning service Graz

An amount of 7.50 Euro per hour plus travel expenses (tram ticket) is to be paid directly to the person placed by the Social Welfare Office. As subsidy, you receive:

• 3.75 Euro in the case of receipt of long-term care allowance and an income up to 1,198.95 Euro (minimum pension + long-term care allowance level 1 or 2)
• 2.50 Euro: no receipt of long-term care allowance and a maximal income up to 914.65 Euro (for married couples 1,371.36 Euro)

FURTHER INFORMATION

Amt der Stmk. Landesregierung, Fachabteilung 8B Gesundheitswesen (Sanitätsdirektion) (Office of the Styrian Provincial Government, Department 8B Public Health Directorate) (Sanitätsdirektion) (Information concerning home help), T 0316 877-3522, monika.klampfl-kenny@stmk.gv.at, www.sanitaetsdirektion.steiermark.at

Sozialamt der Stadt Graz, Referat 6 – Sozialplanung (Social Welfare Office of the City of Graz, Unit 6 – Social Planning) (Information concerning home help in Graz), T 0316 872-6420 or -6406, norma.nieder@stadt.graz.at or andreas.harb@stadt.graz.at, www.graz.at

Branch office addresses of providers and the client tariff list can be found at www.sanitaetsdirektion.steiermark.at under, Hauskrankenpflege

Sozialamt der Stadt Graz, SeniorInnenbüro (Social Welfare Office of the City of Graz, Office for Senior Citizens) (Information and submission of application for home cleaning service in Graz), T 0316 872-6390 or -6393, ulla.herfort-woemmlie@stadt.graz.at, www.graz.at

Information brochure of the Province of Styria: ‘Mobile Pflege- und Betreuungsdienste in der Steiermark’ (Mobile nursing and care services in Styria) To order: T 0316 877-3524, claudia.raminger@stmk.gv.at or download at www.sanitaetsdirektion.steiermark.at under, Hauskrankenpflege
I am no longer able to cook for myself.

How can I obtain ‘Meals on Wheels’?

If shopping or cooking becomes a problem, you can arrange to have your daily meals delivered. Each municipal must ensure that a meal delivery service is made available in the municipal. To this end, agreements are signed either with regional catering services or providers (e.g. organisations providing mobile nursing and care services) for ‘Meals on Wheels’.

What do you need to know?

• Contact your municipal of residence, to find out which providers are in your area.
• Depending upon your provider, you can order deliveries daily or for specific days, weekly packets or deep frozen food that will keep for several months.
• Depending upon the region, the delivery is made directly from the catering service or from the provider of the food delivery service or the home help service of your mobile nursing and care organisation respectively.
• Take care when choosing a provider, that diet menus or food oriented to your nutritional needs are available.

FURTHER INFORMATION

Gemeindeserver Steiermark (Municipals server Styria)
(Contact details for municipal offices),
www.gemeinde.steiermark.at

Sozialserver des Landes Steiermark (Social server of the Province of Styria)
(Contact addresses for ‘Meals on Wheels’),
www.soziales.steiermark.at

Hilfswerk Steiermark in Kooperation mit Partnerfirma ‘Do it 4 you’
(Hilfswerk Styria in cooperation with partner firm ‘Do it 4 you’)
(Provider),
T 0316 813181-4017, office@steiermark-hilfswerk.at, www.bittezutisch.com

Volkshilfe Steiermark in Kooperation mit Partnerfirma ‘Gourmet’
(Volkshilfe Styria in cooperation with partner firm ‘Gourmet’)
(Provider),
T 0316 577622-17, essenzuhause@stmk.volkshilfe.at, www.gourmet.at

FINANCIAL ASPECTS

• The costs for ‘Meals on Wheels’ are to be paid by you (the prices vary between providers).
• Depending on the provider, either an all-inclusive menu price is charged or the account includes the respective costs per ordered dish.
• The delivery fee is either included in the menu price or an additional delivery fee is charged.
• The mode of payment varies according to the provider (e.g. payment slip, payment on delivery, debit order).
I wish for some change and for care outside of the home, but would like to remain living at home.

Where can I find a day nursing/day care service?

Day care is a care service for the elderly, the sick or for those in need of care who are nursed, cared and provided for in a facility during the day. In the evenings they return to their home. This can occur on one day, several days or each day of the week. The prerequisite for day nursing/day care is that during the remaining time, care and provision at home is ensured.

Day care is useful, if for example:

- domestic care by family members or mobile services is not sufficient;
- family carers should receive respite or are employed during the day;
- admission to a nursing home is to be prevented or postponed;
- constant supervision is necessary for a few hours a day because of age-related disorientation or confusion;
- capabilities are to be maintained or promoted;
- persons living alone or who are lonely would like to spend their day in companionship.

What must be done?

1. Inquire at your social welfare association, your mobile nursing and care organisation, your preferred aged care/nursing/senior citizens home or a facility for assisted-living about day nursing/day care services.
2. Ask for a consultation, so that you can get to know the facility and the range of services offered as well as clarify any questions (e.g. concerning nursing/care services, occupational therapies, meal times, costs, opening hours, whole-day or half-day care).
3. To make use of the service, registration is required at the relevant facility.

Important

- A few facilities also offer a free trial day.
- Some facilities offer a collection and return service, which picks you up at home and at the end of the day brings you home again.

FURTHER INFORMATION

Seniorenheimführer (Guide to Homes for Senior Citizens – Seniorenheimführer)
(Contact details of homes for senior citizens, nursing homes, homes for the aged in Styria),
www.seniorenheimfuhrer.at

Sozialserver Steiermark (Social server Styria)
(Search for facilities online – enter keyword ‘Sozialhilfeverband’),
www.soziales.steiermark.at

Sozialtelefon – Sozialservicestelle des Landes Steiermark (Social Hotline – Social Service Office of the Province of Styria)
(Information concerning day nursing/day care),
T 0800 201010 free call, sozialservicestelle@stmk.gv.at
I am afraid of being in an emergency situation without help.

Where can I obtain an emergency telephone?

With the emergency telephone, persons who are exposed to increased risk due to illness and/or age can quickly summon help. With the push of a button on the radio transmitter in the (arm-)band an emergency call centre is contacted. It is then clarified over a loudspeaker as to which form of assistance should be sent (e.g. notification of ambulance service, police or family members).

General information

The emergency telephone is offered in Styria by providers of mobile nursing and care services and from private social enterprises.

To connect an emergency telephone, you need

- a landline or GSM module (obtainable from emergency telephone providers)
- power outlet next to the telephone

Some providers also offer services and ancillary equipment.

Examples of services offered:

- monitoring calls
- reminder alarm
- organisation of medical appointments and transport with the ambulance service

Examples of ancillary equipment:

- fall detector – a sensor that is worn at the waist, registers falls and triggers an alarm at the emergency call centre
- smoke detector – timely detection of smoke emission
- picture button telephone – nine of the stored telephone numbers can be stored under a corresponding photo. The call is made by pressing the photo
- large key telephone or cordless large key telephone
- senior citizens mobile – simple mobile phone with extra large keys
- medication dispenser with reminder signal
- call signal – registers calls with a light and/or loud signal tone

FURTHER INFORMATION

Providers of emergency telephones are:

Hilfswerk Steiermark (Hilfswerk Styria): T 0316 813181-0
or service number T 0274 2249-1303,
kerstin.gradischnig@hilfswerk-steiermark.at, www.steiermark-hilfswerk.at

LifeCall Hausnotruf: T 03133 6111-0 or free call Info-Hotline T 0800 800 144,
info@hausnotruf.eu, www.lifecall.at

Österreichisches Rotes Kreuz, Abteilung Rufhilfe (Austrian Red Cross, Department ‘Rufhilfe’): T 0800 222 144, rufhilfe@st.roteskreuz.at, www.rufhilfe-steiermark.at

Volkshilfe Steiermark (Volkshilfe Styria): T 0316 8960-0
or service number T 0676 8676,
office@stmk.volkshilfe.at, www.stmk.volkshilfe.at/Notruftelefon

Information can also be obtained from your mobile nursing and care services provider. The address can be found at www.sanitaetsdirektion.steiermark.at under Hauskrankenpflege.

FINANCIAL ASPECTS

(Status: 2010)

For the emergency telephone, a monthly rental fee of between 18.20 Euro and 25.– Euro must be paid. The rental fee includes introduction, ongoing maintenance and 24-hour availability. Some providers charge an additional one-off connection fee.

For services on offer and ancillary equipment, a surcharge must be paid; most equipment can also be purchased.
I often feel lonely and isolated.

How can I obtain a visiting and accompaniment service?

The visiting and accompaniment service is for persons who have little contact with others or whose family carers require respite. In addition, persons are accompanied who are unable to manage various tasks outside the home alone due to impairment. The aim is to overcome the loneliness and isolation and to promote the independence of the elderly. Visiting and accompaniment services are mostly offered by private social institutions or parishes and provided by specially trained volunteers.

### Visiting and accompaniment services offer the following:

- accompaniment in daily life (e.g. medical appointments, hairdresser, cemetery visits, office and banking formalities) as well as arrangement of recreational activities (e.g. walks, concerts, meetings with friends, café visits)
- support with the provision of daily needs (e.g. shopping, pharmacy)
- maintenance of social contacts (e.g. holding conversations, active listening, recovery of memories, writing letters, reading aloud, playing cards)
- promotion of fine motor skills and memory training (e.g. making handicrafts together, parlour games)

### What do you need to know?

- Inquire at your municipal office, your mobile nursing and care organisation or your parish, as to whether and from which organisation a visiting and accompaniment service is offered.
- Frequency, duration and times of service are agreed upon directly with the provider. Generally, one visit per week for approximately 2 hours is possible.
- The program is usually arranged directly with the support person.
- Visiting services do not include nursing care and household activities.

### FURTHER INFORMATION

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact Information</th>
<th>Website</th>
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<tbody>
<tr>
<td>Verein pro humanis (Society pro humanis) (Provider of social accompaniment for persons with a mental disorder)</td>
<td>T 0316 827707, <a href="mailto:office@prohumanis.at">office@prohumanis.at</a>, <a href="http://www.prohumanis.at">www.prohumanis.at</a></td>
<td></td>
</tr>
<tr>
<td>Bunte Blätter (non-profit organisation for voluntary accompaniment and care of senior citizens)</td>
<td>T 0316 70601720, <a href="mailto:office@bunteblaetter.com">office@bunteblaetter.com</a>, <a href="http://www.bunteblaetter.com">www.bunteblaetter.com</a></td>
<td></td>
</tr>
<tr>
<td>Hauskrankenpflege (Mobile nursing and care services) (contact details)</td>
<td><a href="http://www.sanitaetsdirektion.steiermark.at">www.sanitaetsdirektion.steiermark.at</a></td>
<td></td>
</tr>
<tr>
<td>Parishes of the diocese Graz-Seckau and protestant parishes in Styria (contact details)</td>
<td><a href="http://www.kircheninfo.com">www.kircheninfo.com</a></td>
<td></td>
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</tbody>
</table>
I have only limited mobility.

How can I make use of discounted transport and taxi services?

If, because of the severity of your impairment, you are not able to use public transport services, some municipals and the City of Graz make discounted transport services or taxi services available.

Transport services in the municipals:

- The offer of discounted transport or taxi services is regionally very varied. For details, inquire at your municipal office, your district authority or the social welfare association.
- Possible offers:
  - discounted taxi rides and/or taxis for senior citizens
  - taxi services specialised for persons with disability
  - share-taxis for persons with disability

Taxi for persons with disability – City of Graz:

- Prerequisites for use are that you do not own a car and do not have a Mobility Card, have your principal residence in Graz and do not exceed certain income limits.
- To make use of the service you require an authorisation from the Office for Senior Citizens of the Social Welfare Office. The application form can be found at: www.graz.at/cms/beitrag/10060909/374978/
- Following the authorisation by the Social Welfare Office, bookings can be made only through a central telephone number: Central telephone number: 8011
  Central fax number: 462146-190 (in case of hearing or speech impairment)

FURTHER INFORMATION

Sozialamt der Stadt Graz, SeniorInnenbüro (Social Welfare Office of the City of Graz, Office for Senior Citizens)
(Information concerning the taxi for persons with disability), T 0316 872-6391 or -6392, www.graz.at

Styrian municipal offices
(Contact addresses for the municipal offices), www.gemeinde.steiermark.at

FINANCIAL ASPECTS

(Status: 2010)

Transport services in the municipals
Inquire at your municipal office, your district authority or the social welfare association concerning possible contributory payments.

Taxi for persons with disability – City of Graz
Persons with an income of up to 878.07 Euro (not including long-term care allowance) can claim up to 6 trips per month; for incomes between 878.07 and 1,500.– Euro, up to 4 trips per month.

The taxi costs up to an amount of 10.60 Euro are covered and payment is settled directly with the taxi call-centres. Travel to and from the destination are considered as two trips. Any potential excess charge must be paid by you.
FINANCIAL ASPECTS

In general, the incurred travel costs are to be paid by you. In some cases, such as when a minimum pension is drawn, exceptions are possible. Ask for details at the respective travel agency.

For persons with restricted mobility, there is the ‘ÖBB-VORTEILScard Spezial’ at 19.90 Euro for ÖBB travel. With this card you receive up to 50 percent reduction for train, ÖBB-Post buses and buses of other transport nets. Information can be obtained on T 0810 966 200.

I would like to travel despite a health constraint.

What services are available to me?

For persons who, due to physical impairment, are not able to go on a journey alone, various providers offer assisted travel for senior citizens. The attendants are skilled in dealing with older and ill persons and have the necessary experience and professional knowledge.

Important information

- Inquire at the travel agency as to which service features are available (e.g. medical care, help with dressing, washing, eating, carrying out medical nursing tasks such as insulin injections).
- Some providers make appropriately qualified personnel available for individual care on request.
- Inquire as to whether the respective hotels and tour buses are appropriately equipped for persons with disability.
- Information concerning train travel for persons with restricted mobility can be obtained from the Austrian Railways (ÖBB). Inform yourself about seats for the disabled, facilities in trains and train stations, appliances (e.g. lifting devices) and provision of help with getting on and off the train.

FURTHER INFORMATION

Amt der Steiermärkischen Landesregierung, Sozialservicestelle des Landes Steiermark (Office of the Styrian Provincial Government, Social Service Office of the Province of Styria)
(Information concerning holidays for senior citizens),
T 0800 201010, sozialservicestelle@stmk.gv.at, www.soziales.steiermark.at

Volkshilfe Steiermark (Volkshilfe Styria)
(Provider, information concerning assisted travel),
T 0316 8960-0, office@stmk.volkshilfe.at, www.stmk.volkshilfe.at

Rotes Kreuz Landesverband Steiermark (Austrian Red Cross, Styrian Provincial Association)
(Provider, information concerning assisted travel),
T 050 1445-10201, betreutes-reisen@st.roteskreuz.at, www.st.roteskreuz.at

Pensionistenverband Landesorganisation Steiermark (Pensionists Association, Styrian Provincial Organisation)
(Provider, information concerning travel for senior citizens),
T 0316 712601, steiermark@pvoc.at, www.pvstmk.at

Steirischer Seniorenbund (Styrian Senior Citizens Association)
(Provider, Information concerning travel for senior citizens),
T 0316 822130-20, barbara.trummer@stvpa.at, www.seniorenbund.stvp.at

Österreichische Bundesbahnen – ÖBB (Austrian Railways – ÖBB)
(Bookings and information concerning barrier-free ÖBB travel),
CallCenter T 05 1717, mobilitaetsservice@pvoebb.at, www.oebb.at
I am concerned because I am downhearted and forgetful.

Where can I obtain support for mental disorders in old age?

With the increase in life expectancy, there is also a rise in age-related mental illness. Dementia, Alzheimer’s, depression, memory problems, fear, states of confusion and so forth, dramatically affect everyday activities and the well-being of those concerned and their family (carers). Altered behaviour in older persons is often not taken seriously or is poorly investigated. In this regard, a timely diagnosis can cure the disorder or at least stop the negative progression – but in any case contribute to an improved quality of life.

Where can you turn?

- **General practitioner or specialist physician:** Discusses with you symptoms/problems and instigates all further steps.
- **Gerontopsychiatric Centre in Graz** (no referral certificate necessary): This is a counselling and investigation centre for older, mentally ill persons and their families. The support is provided confidentially and if desired, anonymously. When necessary, house visits are also carried out.
- **Sociopsychiatric Assistance for Older Persons in Graz:** This facility offers older persons support in their own home through key carers, who help their clients in coping with difficult life situations or serious personal crises for as long as is necessary.
- **Psychosocial Counselling Centres** (no referral certificate necessary): These are the first points of contact in the case of mental problems, for those concerned and for their families, and are available in every district. When necessary, house visits are also carried out.

Contact addresses of the Psychosocial Counselling Centres/ Psychosocial Centres:
- Graz Ost-Hasnerplatz, T 0316 676076, psz.hasnerplatz@gfsg.at
- Graz Ost-Plüddemannngasse, T 0316 228445, psz.pluedemannngasse@gfsg.at
- Frohnleiten, Graz-Umgebung-Nord, T 03126 4225, office@bzfrohnleiten.at
- Graz-Umgebung-Süd, T 03135 47474, psd.graz-umgebung-sued@hilfswerk-steiermark.at
- Hartberg, T 03332 66266, psz.hartberg@gfsg.at
- Leibnitz, T 03452 72647, psz.leibnitz@gfsg.at
- Voitsberg, T 03142 26300, zentrum@psz-voitsberg.at
- Bruck/Kapfenberg, T 03862 22413, office@bzkapfenberg.at
- Deutschlandsberg, T 03462 6830, office@bzdeutschlandsberg.at
- LIBIT Leoben, T 03842 47012, office@libit.at
- Mürzzuschlag, T 03852 4707, office@bzmuerrzuschlag.at
- Wölz, T 03172 42580, office@bzwoelz.at
- Feldbach, T 03152 5887-0, psd.feldbach@hilfswerk-steiermark.at
- Fürstenfeld, T 03382 51850, psd.fuerstenfeld@hilfswerk-steiermark.at
- Radkersburg, T 03476 3868, psd.radkersburg@hilfswerk-steiermark.at
- Judenburg, T 03572 83980, judenburg@beratungszentrum.at
- Knittelfeld, T 03512 74450, knittelfeld@beratungszentrum.at
- Murau, T 03532 3243, mura@beratungszentrum.at
- Liezen, T 03612 26322, liezen@beratungszentrum.at

Further contact details can be found at: [www.plattformpsyche.at](http://www.plattformpsyche.at)

**FINANCIAL ASPECTS**
(Status: 2010)

The services of the Psychosocial Counselling Centres, the Gerontopsychiatric Centre and the Sociopsychiatric Assistance are without cost for those affected and for their family members. Financing is provided by the Province of Styria.

**FURTHER INFORMATION**

Geronto Psychiatrisches Zentrum (Gerontopsychiatric Centre) (Counselling centre for mental health in old age), T 0316 890035, gpz@gfsg.at, www.gfsg.at

Sozialpsychiatrische Assistenz für ältere Menschen (Sociopsychiatric Assistance for Older Persons) T 0316 676076, psz.hasnerplatz@gfsg.at, www.gfsg.at

HPE – Hilfe für Angehörige psychisch Erkrankter (Help for families of the mentally ill) Counselling and information, T 0316 816331, hpe-steiermark@hpe.at, www.hpe.at

Verein pro humanis (Society pro humanis) (Provider of social accompaniment for persons with a mental disorder), T 0316 827707, office@prohumanis.at, www.prohumanis.at

Plattform Psyche, Amt der Steiermärkischen Landesregierung, FA 8B Gesundheitswesen (Sanitätsdirektion) (Plattform Psyche, Office of the Styrian Provincial Government, FA 8B Public Health Directorate) (Information concerning care services), T 0316 877-3525, susanna.krainz@stmk.gv.at, www.plattformpsyche.at
I require special therapies due to my disorder.

How can I receive physiotherapy, occupational therapy or speech therapy?

Mental, physical and social capabilities can be lost due to an acute (e.g. femoral fracture, accident) or chronic ailment (e.g. after a stroke or in the case of multiple disorders) or as a consequence of the aging process. Physiotherapy, occupational therapy and speech therapy serve to stabilise your condition, to maintain, to promote or to slow the degeneration of your capabilities.

How can I receive an appropriate therapy?

1. You need a medical prescription (general practitioner or specialist physician).
2. Inquire before choosing a therapist, in which field he/she is specialised in order to obtain the best possible treatment for your pattern of illness.
3. The choices are:
   - self-employed therapists (non-contracted therapists)
   - institutes in which non-contracted therapists work (e.g. institutes for physical therapy)
   - facilities with health insurance fund contracts (e.g. hospital day clinics, GKK, rehabilitation facilities)
4. If you wish to apply for a (partial) reimbursement of the treatment fee, check with your therapist or your health insurance fund as to whether you require an authorisation from a supervisory physician and if so, obtain one of these (some therapists also do this for you).
5. In principal, the first sessions do not require an authorisation; from which session onwards a therapy must be authorised is dependent upon the respective health insurance fund and the therapy.

Important

- Some therapists also make home visits. These are usually only prescribed when you are not sufficiently ambulatory.
- If you choose a self-employed therapist, you will always be treated by the same person.

Internet search registers of therapists (non-contracted therapists):
Physiotherapists: www.physiotherapie.at
Occupational therapists: www.ergoaustria.at/therapeutinnensuche/
Speech therapists: www.logopaedien.at or www.logopaedieaustria.at

FURTHER INFORMATION

Bundesverband der PhysiotherapeutInnen Österreichs (Austrian Physiotherapy Association) (Information concerning physiotherapy), T 01 5879951, Styrian representation, T 0699 15879972, ute.eberl@physioaustria.at, www.physioaustria.at

Bundesverband der ErgotherapeutInnen Österreichs (Austrian Occupational Therapy Association) (Information concerning occupational therapy), T 01 8955476, Styrian section, T 0664 8851 4852, landesleitung.stmk@ergoaustria.at, www.ergoaustria.at

Bundesverband der LogopädInnen Österreichs (Austrian Speech Therapy Association) (Information concerning speech therapy), T 01 892 93 80, Styrian regional representation, T 0699 11678988, steiermark@logopaedieaustria.at, www.logopaedieaustria.at

Patient information: ‘Physiotherapie in der freien Praxis’ (Physiotherapy in private practice) (online information), www.physioaustria.at
I need around the clock care.

How can I obtain a 24-hour carer?

The 24-hour carer enables persons with intensive care needs to remain in their own home. Usually, two carers alternate – in each case living in the household – over 2-week intervals. Options for employing a 24-hour carer:

a) appointment with a service contract (formal employment status)
b) signing of a contract with a non-profit provider with which carers are employed
c) contract with self-employed carers with a trading license for care of individuals

Variant c) is the most common form of employment. Therefore, we provide information only about this option.

What must be done?

1. First information (also concerning possibilities of financial support) can be obtained by telephone from the Federal Social Welfare Office and also from the brochure ‘24-Stunden- Betreuung zu Hause’ (24-hour Care at Home – to order see below ‘Further information’).
2. Ask acquaintances, at the hospital, your general practitioner or organisations providing mobile nursing and care services about 24-hour carers. There is no official list of self-employed carers with a trading license.
3. A few non-profit providers (Caritas, Hilfswerk, Volkshilfe) offer brokerage of self-employed carers and provide support for the administrative procedures, application for financial support and the ongoing quality control. The exact conditions and costs are set out in a brokerage agreement.

Prerequisites for financial support:

- entitlement to long-term care allowance (at least level 3; level 1 or 2 in the case of a need for continuous care and for demonstrable dementia)
- the net total income of the person to receive care is below 2,500.– Euro (not including long-term care allowance). For each dependent family member, the income limit increases by 400.– Euro (or 600.– Euro in the case of disability). If the income exceeds the respective limit by less than the maximal financial support, then the difference is granted as a benefit, if it amounts to at least 50.– Euro
- legalisation of the care service (e.g. registration of residence, business registration of the carer, contract for services)
- evidence of the need (medical certificate)
- the agreed working hours of the carer amount to at least 48 hours/week
- quality assurance is given (information concerning the requirements are obtainable from the Federal Social Welfare Office)

FINANCIAL ASPECTS
(Status: 2010)

- The gross fee for the 24-hour carer amounts to approx. 60.– to 65.– Euro per day.
- Transport costs are ordinarily charged separately.
- Food and lodging must be made available as an in-kind benefit.
- If the brokerage is made by a non-profit provider, then one-off brokerage costs and/or a monthly fee for ongoing quality assurance are to be paid.
- The financial support in the case of self-employed carers amounts to 275.– Euro monthly or 550.– Euro in the case of two carers.
- In the case of legal employment, the financial support can be granted up to 6 months retrospectively.
- The incurred costs are tax deductible (‘exceptional expenses’).

FURTHER INFORMATION

Bundessozialamt (Federal Social Welfare Office) (Information, application form for financial support), T 05 9988, bundessozialamt.stmk1@basb.gv.at, www.bundessozialamt.gv.at

Bundesministerium für Wirtschaft, Familie und Jugend (Federal Ministry for Economy, Family and Youth) (Information concerning business law, model of contract for services, forms), T 01 71100-0, service@bmwfj.gv.at, www.bmwfj.gv.at

Non-profit providers (Brokerage of carers, costs),
- Caritas Styria, T 08 10242580, office@caritas-rundumbetreut.at, www.caritas-rundumbetreut.at
- Hilfswerk Styria, T 08 10820024 or T 0676 82418833, 24stunden@hilfswerk.at, www.steiermark-hilfswerk.at
- Volkshilfe GmbH, T 02622 8220 6490 or Service-Hotline 0676 8676, www.pflegen.at

Brochure: ‘24-Stunden-Betreuung zu Hause’ (24-hour Care at Home) To order free of charge: T 0800 202074, broschuerenservice@bmask.gv.at or download at https://broschuerenservice.bmask.gv.at
As a family carer, I would like to provide the best possible care.

Where can courses and care counselling be found?

If you take on the care of a family member, it is difficult at the beginning to foresee what demands lie ahead of you and where problems could arise. This can lead to stress and insecurity. The feeling of being well informed and having the situation under control enables you to better manage your task.

What do you need to know?

- Inquire at your regional organisation providing mobile nursing and care services concerning training and courses for family carers. If possible, choose courses in which you not only acquire knowledge, but can also exchange experiences with others.
- Examples of course contents:
  - after the hospital stay
  - practical assistance with care at home
  - correct lifting and positioning of the sick
  - care of persons with dementia
- Individual care counselling is offered by your regional mobile nursing and care services base/your social service unit (e.g. for questions concerning incontinence, diabetes, dementia, wound care, dealing with age-related disorders).
- Self-help groups (e.g. for persons with diabetes) offer information concerning a specific pattern of illness and appropriate therapies, but also the possibility of exchange of information/experience as well as mutual emotional support and motivation.
- In most districts there are ‘Pflegestammtische’. These regular informal meetings around the issue of care are lead by professionals for people who (will) care for family members at home. Here you can find advice, be informed about possibilities for respite, exchange with others and form networks.
- From the Care Hotline (Pflegetelefon) of the federal social affairs ministry and from the Social Hotline (Sozialtelefon) of the Social Service Office of the Province of Styria, you can obtain information about care at home (e.g. social services, legal matters etc.).

FURTHER INFORMATION

Pflegetelefon des Bundesministeriums für Arbeit, Soziales und Konsumentenschutz (Care Hotline of the Federal Ministry for Labour, Social Affairs and Consumer Protection) (Information and advice), T 0800 201622 free call, pflegetelefon@bmask.gv.at, www.pflege.daheim.at

Sozialtelefon – Sozialservicestelle des Landes Steiermark (Social Hotline – Social Service Office of the Province of Styria) (Information and advice for the whole social sector), T 0800 201010 free call, sozialservicestelle@strmk.gv.at, www.soziales.steiermark.at

Contact details of your mobile nursing and care services provider
www.sanitaetsdirektion.steiermark.at

Self-help groups in Styria
www.fgoe.org or www.selbsthilfe.at
I need help temporarily in order to bridge an exceptional family situation.

How can I obtain a family helper?

If you need help temporarily yourself or require support with the care of an elderly, sick or disabled family member, you can apply for family help. Grounds for this are: a stay at a hospital or health resort, illness or respite for family carers. Trained family helpers take over, for a certain time, the nursing and care of family members who are sick or in need of care and also the maintenance of the household (e.g. cooking, shopping, care of laundry, tidying up).

What must be done?

1. Contact the head of the family help service in your region. The exact need and the current options for personnel are clarified by telephone.
2. An information sheet and application form are sent to you. These can also be found at www.caritas-steiermark.at/hilfe-einrichtungen/fuer-familien-und-frauen/familienhilfe/.
3. Have the completed application form certified by your municipal office (not required in Graz).
4. Send the certified application form together with the income statements to: Caritas, Mobile Dienste, Leonhardstraße 116/II, 8010 Graz.

Important
- Assignments of family help in the case of the aged are limited to 14 days per year.
- Family help is allowed from Monday to Friday for a maximum of 8 hours per day. In justified cases weekend service is granted.
- In the District of Weiz and in the ISGS Bruck (Municipals: Bruck, Breitenau am Hochlantsch, Pernegg, Oberaich, Tragoß und St. Kathrein a.L.) the social welfare association in cooperation with Caritas Family Help offers the Carer Respite Service (Pflegeentlastungsdienst – PED). This service allows more extensive respite for families providing care for a family member with a long-term care level of 3 to 7. The prerequisite is cooperation with the local mobile nursing and care services. The service is available for a maximum of 24 hours per month and 3 to 8 hours per day.

FURTHER INFORMATION
Caritas der Diözese Graz Seckau – Mobile Dienste (Caritas in the diocese Graz Seckau – Mobile Services) (information), T 0316 8015-418 (Mon–Fri: 08.00–12.00), office@caritas-steiermark.at, www.caritas-steiermark.at/hilfe-einrichtungen/fuer-familien-und-frauen/familienhilfe/

Heads of Family Help in Styria (information and submission of application),
- City of Graz: Mag. (FH) Yasmin Gogl, Leonhardstraße 116/II, 8010 Graz, T 0316 8015-419 or 0676 880 15 409, ygogl@caritas-steiermark.at
- Graz-Umgebung and South and West Styria: Ernestine Delgado, Leonhardstraße 116/II, 8010 Graz, T 0316 8015-410 or 0676 880 15 410, erni.delgado@caritas-steiermark.at
- East Styria: DSA Christine Engelmann, Business Park 2, 8200 Gleisdorf, T 03112 6881 or 0676 8801 5585, c.engelmann@caritas-steiermark.at
- Upper Styria: DSA Elisabeth Pirker, Kärntner Straße 395, 8700 Leoben, T 0676 8801 5551, e.pirker@caritas-steiermark.at

FINANCIAL ASPECTS
(Status: 2010)

1. The prerequisite for claiming family help is the co-financing by your municipal of principal residence.

2. Your client co-payment is socially tiered and based on the net family income of the person for whom care is to be provided. The amount is between 1.82 und 19.19 Euro per hour. In the case of receipt of long-term care allowance at level 1 or 2 an additional 2.18 Euro, at level 3 or 4 an additional 3.63 Euro and at level 5 to 7 an additional 4.72 Euro per hour is charged. You can also have the amount calculated in advance without obligation.

3. The contributory payment from the municipal and the contribution from the Province are made directly to Caritas.

4. Also inquire at your social insurance provider about a possible subsidy to the client co-payment.
I am temporarily unable to provide care for a family member.

What must I do to obtain temporary replacement care?

If family carers are indisposed due to illness, holiday or for other reasons, the possibility exists to make use of short-term institutional care or to organise care with other professional services (e.g. mobile nursing and care services) or with private assistance. For these forms of replacement care, a financial benefit is granted under certain conditions.

**Replacement care – Prerequisites for financial benefits**

- The person in need of care has predominantly been cared for by a close family member for at least one year. As ‘close family member’ are included children, parents, grandchildren, spouses, registered partners, life partners, adoptive children, stepchildren and foster children, siblings, sisters-in-law and brothers-in-law, daughters- and sons-in-law, parents-in-law and also nieces and nephews.

- The family carer is continuously indisposed for at least 7 days (4 days, if the person being cared for has dementia or in the case of minors – evidence is required!).

- The income of the family carer meets the indicative rates.

- The person in need of care has, at the time of availment, entitlement to long-term care allowance at least of level 3 (level 1 in the case of dementia or for minors).

- The application must, in the case of recipients of Federal long-term care allowance, be submitted promptly to the responsible provincial office of the Federal Social Welfare Office, nevertheless at the latest 6 months after the advent of the indisposition. For recipients of Provincial long-term care allowance, the application is to be submitted to the municipal of residence of the person in need of care.

- In the case of the use of professional services, evidence of costs must be provided. In the case of private assistance, a signed certification from the replacement carer must be included with the application (the private replacement care can also be provided by a family member).

**What is short-term institutional care (Kurzzeitpflege)?**

For short-term institutional care, a person in need of care is admitted as a resident into a home for the aged or nursing home for a limited period of time, for example for 4 weeks.

Inquire at your social welfare association or your mobile nursing and care services provider as to where short-term institutional care is offered, or approach your preferred home for the aged/nursing home directly. All further questions can be clarified directly with the respective facility.
Financial benefits for utilisation of replacement care:

The net monthly income of the family carer must not exceed the amounts below:

- 2,000.– Euro in the case of care for a person with long-term care allowance level 1 to 5
- 2,500.– Euro in the case of care for a person with long-term care allowance level 6 and 7

The income limits increase for each dependent family member by 400.– Euro or, in the case of disability, by 600.– Euro.

Financial assistance for replacement care is granted for a maximum of 4 weeks (29 days) per year. This time can also be used periodically.

The amount of the benefit is dependent upon the duration of the replacement care and the level of long-term care allowance of the person in need of care. The maximal yearly benefit is 2,200.– Euro (long-term care allowance level 7).

The costs are borne by the Federal Government and Province of Styria respectively.

The costs for a period of short-term institutional care vary between facilities. Inquire with the provider about costs and possible reductions.
I have to reduce/give up my gainful employment in order to care for a close family member.

How can I cover myself for social insurance during this time?

If family carers reduce or give up their gainful employment, the possibility exists of the period as carer being covered for the purpose of pension insurance and unemployment insurance and for the maintenance of health insurance. The insurances listed below are non-contributory for the insured person.

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**PREREQUISITES**

- Care of a close family member with entitlement to long-term care allowance of at least level 3.
- The care is provided in a domestic environment.
- Substantial demand on the working capacity due to the care.
- The residence of the family carer is in Austria.

**IMPORTANT**

Self-insurance can also be claimed by family carers who
- a) were never previously insured or
- b) have compulsory insurance, but who reduce their working hours in order to provide care (in 2010 the basis for the contribution amounts to 1,528.87 Euro monthly).

If gainful employment is given up completely, in addition to self-insurance there is also the possibility of continued insurance for family carers. For the best solution for you, inquire at your pension insurance institution or at the Care Hotline (Pflegetelefon).

Inquire at your health insurance fund or at the Care Hotline as to whether, for your situation, co-insurance with the person in need of care or another solution is best.

The family carer receives neither unemployment benefit nor unemployment assistance (Notstands hilfe) because, due to the care, he/she is not available for job placement.

**APPLICATION**

The pension insurance provider of the family carer with which periods of insurance were last acquired; if no periods of insurance exist, the Pension Insurance Institution is the responsible body. (You can also obtain information here concerning pension insurance in the case of care of a disabled child.)

Responsible health insurance fund of the insured person.

Responsible public employment service (refer to the Unemployment Insurance Act – Arbeitslosenversicherungsgesetz § 15 Abs. 3 Z 4).

**FURTHER INFORMATION**

- Bundesministerium für Arbeit, Soziales und Konsumentenschutz (Federal Ministry for Labour, Social Affairs and Consumer Protection) (Information concerning insurances), Care Hotline: T 0800 201622 free call, pflegetelefon@bmask.gv.at, www.pflegedaheim.at
- Help.gv.at – Bundeskanzleramt (Help.gv.at – Austrian Federal Chancellery) (Online information concerning insurances), www.help.gv.at
- Pensionsversicherungsanstalt – Landesstelle Steiermark (Pension Insurance Institution – Styrian Provincial Office) (Information concerning self-insurance and continued insurance, contacts, forms), T 05 0303, pva-lsg@pva.sozvers.at, www.pensionsversicherung.at
- Steiermärkische Gebietskrankenkasse (Styrian Regional Health Insurance Fund) (Information concerning non-contributory health insurance), T 0316 8035-3000, service@stgkk.at, www.stgkk.at
- Arbeitsmarktservice Steiermark – Landesgeschäftsstelle (Public Employment Service Styria – Provincial Administrative Office) (Information concerning unemployment insurance), T 0316 7081, ams.steiermark@ams.at, www.ams.at
I have problems with the nursing and care services provider.

Where can I take my complaints and where can I obtain support in case of a conflict?

Care at home is often associated with great challenges for the family and in particular for the family carer. For respite, it is often wise to make use of the assistance of professional services. Should this lead to conflicts, it is advisable first to discuss possible problems with the manager of the respective service and to seek a common solution. If you are not able to reach a satisfactory outcome, there are various offices to which you can turn.

What do you need to know?

1. The Ombuds Office for Patients and Care of the Province of Styria seeks to resolve the dispute informally and to achieve an amicable solution.
   
   The following tasks are performed:
   • receipt and examination of petitions
   • comprehensive consultation and passing on of information (as far as the legal obligation for confidentiality allows)
   • receipt, examination and resolution of complaints and also informing the person receiving care about the outcome of the examination
   • resolution of failings and grievances as well as providing recommendations

2. Advocacy for persons with a disability is an autonomous and independent service and counselling institution of the Province of Styria. It supports persons with disabilities in resolving conflicts.

3. In case of complaints or dissatisfaction you can also contact the responsible supervisory/financing authority (municipal, district authority, or the responsible office of the Styrian Provincial Government).

4. If you do not agree with decisions, you can also use the normal legal channels.

FURTHER INFORMATION

PatientInnen- und Pflegeombudsschaft Steiermark (Ombuds Office for Patients and Care of the Province of Styria)
T 0316 877-3350, ppo@stmk.gv.at, www.patientenvertretung.steiermark.at

Anwaltschaft für Menschen mit Behinderung (Advocacy for Persons with Disability)
T 0316 877-2745, amb@stmk.gv.at, www.verwaltung.steiermark.at

Brochure of the Patient Representation of the Province of Styria: ‘Patientenrechte’ (Patients’ Rights)
To order: T 0316 877-3318, ppo@stmk.gv.at

Broschüre der Anwaltschaft für Menschen mit Behinderung (Brochure of the Advocacy for Persons with Disability)
Download at www.behindertenanwalt.steiermark.at

FINANCIAL ASPECTS

The services of the Ombuds Office for Patients and Care and the Advocacy for Persons with Disability are free of charge for those concerned, their families, legal representatives and guardians.

Costs of possible further legal representation are to be borne by the person concerned.
In the arrangement of my personal affairs, there is the risk that I am disadvantaged.

What must I do in order to appoint a guardian?

Guardians represent the interests of persons with mental illness or intellectual disability (also dementia) who are at risk of being disadvantaged in the execution of certain of their affairs.

### The way to appointment of a guardian

1. The petition for guardianship proceedings can come from e.g. family members, a public authority, or a social institution.
2. The petition must be submitted verbally or in writing to the guardianship judge of the responsible district court (guardianship court – ‘Pflegshaftsggericht’).
3. As a first step, a thorough examination by a procedural guardian as to whether the requirements for appointment of a guardian are fulfilled.
4. An expert commissioned by the court examines the person concerned and provides a medical assessment.
5. An oral hearing follows. The person concerned and the representation of the procedural guardian or also closely involved parties can be present and give opinions.
6. The judge stipulates at the completion of the proceedings, whether a guardian is to be appointed or the proceedings are to be terminated.
7. The court decision states who shall be appointed as guardian, which concrete tasks shall be taken over and whether or to what extent the person concerned can make their own decisions.
8. If there are sufficient grounds, the guardianship can be extended, restricted or nullified on application to the court.

### Guardianship directive (Sachwaltersverfügung)

The person concerned can name a suitable person for guardianship in advance. This guardianship directive can be registered in the Austrian Central Register of Legal Representation (ÖZVV –Österreichischen Zentralen Vertretungsverzeichnis). For information, consult a notary or a lawyer. The first consultation with a notary is free of charge.

### Further information

- Bundeskanzleramt – Help.gv.at (Austrian Federal Chancellery – Help.gv.at) (Online information concerning guardianship), [www.help.gv.at](http://www.help.gv.at)
- VertretungsNetz Verein für Sachwalterschaft (Society for Guardianship) (Information and addresses of the Societies guardians), [verein@vsp.at](mailto:verein@vsp.at), [www.sachwalterschaft.at](http://www.sachwalterschaft.at)
- Notariatsskammer Steiermark (Styrian Chamber of Civil Law Notaries) (Information, notary search), T 0316 825286, steiermark@notariatsskammer.at, [www.notar.at](http://www.notar.at)
- Steiermärkische Rechtsanwaltskammer (Styrian Chamber of Lawyers) (Register of lawyers), T 0316 830290-0, office@rakstmk.at, [www.oerak.or.at](http://www.oerak.or.at)
- Search for the responsible district court [www.courts.justiz.gv.at](http://www.courts.justiz.gv.at)
- Brochure: ‘Sachwalterschaft – Wissenswertes für Betroffene, Angehörige und Interessierte’ (Guardianship – Valuable information for those concerned, their families and interested parties) To order: T 088 999999, download at [www.sachwalterschaft.at](http://www.sachwalterschaft.at)
I do not want to be represented by a guardian.

Are there other possibilities for legal representation?

Before a guardian is appointed, other possibilities for support must always be exhausted. Alternatives are legal representation by a family member and durable power of attorney for legal representation.

**Legal representation by a family member (Angehörigenvertretung)**

This is a legal power of representation for the next of kin. It alleviates the legal representation of the family member being cared for, if the person concerned is no longer legally competent or discriminating in terms of legal matters or the affairs of daily life, e.g. preparing applications for social benefits, consent to simple medical treatments, disposition of funds from an account (to the extent that a monthly amount is not exceeded).

The way to legal representation by a family member:
1. The person concerned is informed and raises no objection.
2. A physician defines clearly in a medical certificate which matters the person concerned is no longer able to manage.
3. The power of representation is registered in the Austrian Central Register of Legal Representation (ÖZVV – Österreichischen Zentralen Vertretungsverzeichnis).
4. The family member providing representation receives a formal certification from the ÖZVV with which he/she can be identified as empowered to represent.

The person concerned can in advance, exclude representation by all or individual family members and register an objection against the family member representation in the ÖZVV.

**Durable power of attorney (Vorsorgevollmacht)**

In this case, you give a person in whom you have particular trust, as a precautionary measure, durable power of attorney. This comes into force in case of later loss of your capacity to act.

Options for drawing up the durable power of attorney:

- Entirely independently written and signed.
- Written on a PC and personally signed by three witnesses.
- Prepared by a notary, lawyer or by a court (mandatory in the case of serious matters of representation such as the matter of assets, major medical interventions, determining place of residence and the like).

**Important**

- The power of attorney can be revoked at any time.
- The existence of a power of attorney should also be known to other persons.
- You can also give power of attorney to several persons for different tasks.
- Discuss your wishes with the person/s concerned!
- In the case of power of attorney for banking and credit, also inform your bank.
I am incurably ill and need extensive medical and nursing care.

What support can I expect from a mobile palliative team?

The main task of a mobile palliative team is the best possible alleviation of the diverse symptoms of those who are incurably ill and the dying as well as counselling and support of those concerned and their families.

The staff of the mobile palliative team:

- assist you and your family and carers, so that you can be cared for at home as well and as long as is possible. In this way, re-admissions to hospital can often be delayed or avoided;
- provide the best possible answers to your questions concerning your illness and care;
- support your family, arrange voluntary attendance if desired and help with the transition between care in the hospital and at home;
- provide you with information about a ‘living will’ (Patientenverfügung), family hospice leave or about the accelerated procedure for granting of long-term care allowance for palliative patients.

How can I get a mobile palliative team?

1. Contact the mobile palliative team from your district and arrange a home visit. Family members, your general practitioner or mobile nursing and care services staff can also contact the mobile palliative team directly.
2. During the first discussion, the further steps in the process are agreed upon, as far as is foreseeable.
3. The mobile palliative team works in close cooperation with your general practitioner, mobile nursing and care services, the hospice team or other professional services and can also treat in emergency situations.
4. The mobile palliative team is, by agreement, reachable by telephone around the clock for you and your family.

FURTHER INFORMATION

Palliative Care Coordination Styria
T 0316 340-5583, palliativbetreuung@kages.at or www.palliativbetreuung.at

Styrian Hospice and Palliative Care Guide: ‘Erste Fragen für die letzte Zeit – Informationen für Betroffene und Angehörige’ (First Questions for the Last Phase – Information for those concerned and their families)
T 0316 340-5583, palliativbetreuung@kages.at or download at www.palliativbetreuung.at under, Service/Literatur

Brochure: ‘PatientInnen-Verfügung’ (A Living Will)
(To order and information), T 0316 877-3350 or -3318, ppo@stmk.gv.at or download at www.patientenvertretung.steiermark.at
For me or a person close to me, the last phase of life has begun.

How can I obtain support from a hospice team?

If one feels that for oneself or for a family member, the last phase of life has begun, feelings of insecurity and fear often arise. One asks oneself the question, ‘How can I cope with this?’ Specially trained hospice volunteers accompany you during the time of the illness, the pain, the parting and the grief. They are organised in regional hospice teams and provide support for patients, their families and others in their grief, at home, in homes for the aged, nursing homes, in hospitals and in the inpatient hospice and palliative facilities. They are there for you – as persons and as partners in dialogue. They read to you, listen to you, help with light chores and accompany you for walks or to medical examinations.

How do I get a hospice volunteer?

1. Contact the hospice team in your region and arrange a time for a home visit. If necessary, inquire at your general practitioner, the hospital or your mobile nursing and care services provider about contact details.
2. The mobile hospice team works closely with the mobile palliative team and the inpatient hospice and palliative facilities.
3. Arrange the times for care with the hospice volunteer. A hospice assignment can from the outset be limited to a specific period of time or, in the case of an improvement relative to the initial situation, be suspended.

Important

• The hospice volunteers are, upon consultation, also available for you at night and on weekends.
• The staff of the hospice team also provides information about a ‘living will’ and family hospice leave.

FURTHER INFORMATION

Hospice Styria Provincial Administrative Office
(Information), T 0316 3915700, dasein@hospiz-stmk.at, www.hospiz-stmk.at

Geographic overview of the regional mobile hospice teams in Styria
www.hospiz-stmk.at

Styrian Hospice and Palliative Care Guide: ‘Erste Fragen für die letzte Zeit – Informationen für Betroffene und Angehörige’ (First Questions for the Last Phase – Information for those concerned and their families)
T 0316 340-5583, palliativbetreuung@kages.at or download at www.palliativbetreuung.at under, Service/Literatur

Brochure: ‘PatientInnen-Verfügung’ (A Living Will)
(To order and information), T 0316 877-3350 or -3318, ppo@stmk.gv.at or download at www.patientenvertretung.steiermark.at

FINANCIAL ASPECTS

Use of hospice volunteers is free of charge for those concerned and for their families. For basic and further training, grief seminars or discussion groups, in some cases a contribution to expenses is levied or occasionally a participation fee is charged.

Please inquire at your local hospice team or at the Hospice Office in Graz.
I am working, but I would like to attend a dying family member through the last months.

How can I claim family hospice leave?

Family hospice leave enables those who are working to attend dying family members. The options are to:

- reduce the number of working hours,
- change ones times of work or
- take unpaid leave (Karenzierung).

The prerequisite is a life threatening condition of the family member being attended (being care dependant is not sufficient). Included as family member are: spouses, parents, grandparents, adoptive and foster parents, children, grandchildren, stepchildren, adoptive and foster children, life partners and their children, registered partners and their children, siblings, sons- and daughters-in-law, parents-in-law. A common household is not required.

Steps to family hospice leave

- Inform your employer in writing that you would like to claim family hospice leave (chosen type, start date, duration).
- Make the justification and the family relationship convincing. The employer is not entitled to prescribe the form of the justification (medical certification or verbal notification) but can require a written certification of the family relationship.
- The unpaid leave can be started 5 days after the written notification to the employer, for up to 3 months. A once-only extension of up to 6 months, or 9 months for seriously ill children, is possible (written notification no later than 10 working days before the start of the extension).
- If the attendance ends before the agreed deadline is reached, the employer must be informed immediately. Your employer can require a return to the previous working hours within 14 days. You also have this right.

Important

- During the period of unpaid leave, you are covered for health insurance and pension insurance and have full employment protection.
- Those in marginal employment and recipients of unemployment benefit or unemployment assistance are also entitled to family hospice leave.
- The unpaid leave can also be taken if the close family member being attended resides outside of Austria.
- The person in need of care can apply to the office that pays-out the long-term care allowance to have the long-term care allowance paid directly to the carer.
- If it comes to financial hardship due to the loss of income, the carer can receive a subsidy from the family hospice leave-Hardship Compensation Fund (Familienhospizkarenz- Härteausgleichsfonds).