



**Wiener Sozialdienste**

**Information in English**

G E M E I N S A M F Ü R M E N S C H E N

## **Wiener Sozialdienste**

### **Leading provider of social services in Vienna**

Wiener Sozialdienste (Vienna Social Services) has been providing manifold social services for people in Vienna for more than 70 years, thus contributing to the high quality of life in our city. The diverse range of services includes care, support, consulting and therapy facilities for elderly, ill, handicapped, socially challenged and socially vulnerable people and their families.

The association and its two subsidiaries with more than 1,700 employees work in collaboration with the city of Vienna to provide the following social services:

### **Wiener Sozialdienste**

Social services for residents of the city:

- Childcare at home
- Contact visiting service
- team handwerk**K** (skilled crafts and trades)

### **Services for the elderly and general care (Alten- und Pflegedienste)**

Qualified care and support for people who are dependent on assistance and care

- Mobile services  
Home help  
Home nursing care Contact visiting service
- Assisted residential communities for senior citizens
- Assisted living - Kabelwerk
- Anton Benya geriatric day centre

### **Furtherance & Support (Förderung & Begleitung)**

Individual support and treatment, integration and furtherance of handicapped children, youths and adults and/or those with special needs:

- Basic special needs classes
- Arts and Crafts – structured daily routine
- Institute for couple and family therapy
- Child therapy
- Mobile occupational therapy
- Mobile early development promotion
- Living – partially and fully assisted
- Centres for promoting development

## **Wiener Sozialdienste**

The services offered by the Wiener Sozialdienste include childcare at home as support for parents and single parents and contact home visits as an information hub for senior citizens. International and national projects are part of the contact visiting service and serve to promote the development and implementation of innovative projects taking health and social aspects into consideration. The team handwerk service provides measures for professional integration.

### **Childcare at home**

Childcare at home supports parents and single parents with caring for acutely ill children if they cannot undertake this themselves for professional or training-related reasons. Pedagogically trained mobile child carers with many years of experience provide individual care quickly and flexibly and where necessary accompany the child to appointments with the doctor.

The childcare at home service Plus relieves the pressure on parents with chronically terminally ill children by taking care of healthy siblings.

### **Contact visiting service**

All senior citizens living in Vienna receive information about municipal and regional offers in the health and social sectors free of charge within the scope of a home visit. This contact visiting service helps find the right contacts for various issues and concerns.

### **team handwerk**

As a socio-economic project, we offer transitional employees a fixed-term employment agreement for seven months and supportive measures for occupational integration.

The goal here is reintegration into the regular labour market. Our offer includes woodworking, painting and decorating as well as advice on how to adapt to barrier-free living in cooperation with the mobile occupational therapy service.

## **Services for the elderly and general care (Alten- und Pflegedienste)**

Even everyday things can become a burden with advancing age or due to illness. Our mobile services make it possible for many people to lead an independent life at home. In addition, we support our clients in assisted residential communities for senior citizens, in our Anton Benya geriatric day centre and in the assisted living – Kabelwerk project.

### **Mobile Services**

#### Home help

Home helpers provide support with managing daily tasks (handling the laundry and clothing, preparing small meals, assisting in the household, etc.) and contribute to the feeling of security and well-being in the familiar home environment, e.g. by helping with personal hygiene.

#### Home nursing care

Professionally qualified health and nursing staff as well as care assistants provide home care and support for people who are ill and in need of help. An individual support and care plan is set up in consultation with the client.

## **Visiting service**

Employees in the visiting service help with administrative procedures, doctor's visits and walks, do the shopping and are partners for chats and leisure time activities.

## **Assisted residential communities for senior citizens**

Assisted residential communities for senior citizens is an offer for elderly persons who no longer wish, or are no longer able, to live alone for health or socially-related reasons, but who nevertheless do not require the extensive care services of a nursing home.

## **Assisted living - Kabelwerk**

The assisted living Kabelwerk project offers 24-hour support and care in one of five residential communities for persons who no longer wish to, or are no longer able to, remain at home alone. The focus here is on self-determination and autonomy as well as support with coping with everyday life.

## **Anton Benya geriatric day centre**

The day centre offers support for older people who live at home and need help during the day. Diverse activities and therapeutic services facilitate making social contact and rediscovering abilities that were thought to be lost.

## **Furtherance & Support (Förderung & Begleitung)**

We offer a range of individual social services for people of all age groups in dialogue with those concerned.

## **Mobile early development promotion**

Mobile early development promotion is a service aimed at children whose development is either at risk (e.g. premature babies) or retarded and/ or handicapped children and their families until such time as the children enter nursery school. The service includes pedagogic development promotion for a child on the basis of an individually prepared furtherance concept, as well as consulting and support for the family in handling the child's retarded development / handicap in its familiar home environment.

## **Basic special needs classes**

Basic special needs classes are a form of schooling within the regular school system for children and youths who have multiple handicaps and are dependent on care. To facilitate individual learning, four to five pupils are taught according to a holistic, need-based concept. Other services include after-school and holiday-support groups.

## **Arts and crafts – structured daily routine**

The arts and crafts service offers adults suffering from a mental illness and/or a handicap the opportunity to structure their day expediently and to make social contacts through creative and artistic activities. The unique objects produced with such creativity and skill are sold in our own shop located at Herbststraße 21, 1160 Vienna.

## **Institute for couple and family therapy**

Systemic couple and family therapy is a service offered for families, single parents, couples and singles. Our psychotherapists contribute to opening up new paths for togetherness, finding alternatives, overcoming crises and revitalizing relationships.

## **Child therapy**

Child therapy is a service that offers holistic and integrative care of children in need of therapy at the Education Campus Seestadt. It includes psychotherapy, occupational therapy and speech therapy.

## **Mobile occupational therapy**

Mobile occupational therapy primarily offers therapy at home, advice for adapting the living space and consulting with regard to aid. People, who are ill, handicapped or in need of care receive a therapeutic option for making their daily life easier and thus gain the opportunity to remain in their own home for a longer period of time by making simple adaptations.

## **Living – partially and fully assisted**

In mobile support we assist adults suffering from a mental illness and/or handicap in the form of home visits, consultations in the office and support with finding different alternatives in the social environment.

The socio-psychiatric residential community is partially assisted and offers young adults various support services provided by a multi-professional team. 13 adults are given support in the fully assisted residential community, which comprises a core building and connecting training flats.

## **Centres for promoting development**

The centres for promoting development are outpatient clinics for children between 0-10 years of age suffering from development disorders and neurological and psychological illnesses. Comprehensive diagnosis and professional treatment is followed up here by an offer of integrative one-on-one or group therapy meetings in which the content is coordinated individually to fit the needs of the participants.

Another service is the preventative programme of the Wiener Netzwerk Development Support provided for children from Vienna showing signs of a heightened risk of development disorders.

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