

	Organisation	Arrangements and structure	Financing	Service providers	Definition of tasks/obligations	Quality standards
<b>General social services</b>						
<b>Individual assistance</b>	Regional social welfare institutions (social welfare associations and chartered towns) are responsible. They may provide the services themselves or contract suitable welfare providers to perform these services. Upper Austria offers a comprehensive network of mobile care and assistance as well as domiciliary care on its entire territory.	In general, the service providers are non-profit organisations acting on the basis of the subsidy guidelines of the Land of Upper Austria. The services are provided by qualified staff in conformity with the legal provisions of the Federal Republic and the Land.	Mobil care and assistance: 50% each by the Land and regional institutions; domiciliary care of patients: 100% from structural funds (minus client contributions)	Provided by social assistance institutions themselves or welfare organisations	Written agreements	Directives
<b>Assistance in residential facilities (residential and nursing homes for the elderly)</b>	Competence of regional institutions for prevention and performance - they may use suitable organisations.	In-patient facilities with a maximum of 120 beds as well as short-term care for people in need of nursing and long-term care conforming to the legal requirements (e.g. concerning personnel, capacity of the facility, etc.).	Loans and subsidies granted by the Land, own funds, etc. for establishment; financing of operations by regional institutions (minus client contributions)	Regional institutions of social assistance, municipalities, private non-profit organisations	Upper Austrian Act on Social Assistance, Upper Austrian Ordinance on Residential and Nursing Homes for the Elderly and various regulations of the Federal Republic	Upper Austrian Act on Social Assistance, Upper Austrian Ordinance on Residential and Nursing Homes for the Elderly and various regulations of the Federal Republic
<b>Debtor counselling</b>	Decentralised debtor counselling centres	Debtor counselling provided by qualified staff	100% by the Land	Independent welfare institutions	Agreement between the Land and service providers	Agreement between the Land and service providers
<b>Women's refuges</b>	Special form of living in protected facilities (women's refuges)	Qualified personnel offers assistance and counselling services	Client contributions; deficit is financed by the Land and regional institutions	Independent welfare institutions	Agreement between the Land and service providers	Agreement between the Land and service providers
<b>Assisted living</b>	The apartments are predominantly built by non-profit housing developers and distributed by the respective communities.	A contact person, who is present 2 hours per month and flat, supports the tenants in organisational terms and promotes the domestic community. Mobile services can be procured outside.	100% housing loans - rent and overheads have to be borne by the tenants (housing allowance, if applicable)	The contact person is usually employed by an independent welfare institution.	Tenancy agreement and assistance agreement	Directives
<b>Basic services</b>	Agreements with shelter operators and the statutory health insurance	Accommodation in shelters, cash benefits for private accommodation	Federal Republic 60%, Land 40%	Accommodation providers, NGOs	Agreement pursuant to Art. 15 a B-VG, Directive 2003/9/EC	Directive 2003/9/EC

<b>Integration of migrants</b>	Comprises measures to reduce xenophobia and discrimination; networking, PR work and support of institutions actively promoting integration.	Local authorities, non-profit organisations, (inter)national institutions and organisations and private persons provide integrative services, e.g. languages, education, women, children/young people, labour market, culture, health, housing, media and crime prevention.	Resources of independent welfare institutions (beneficiary is expected to bear a specific percentage of the cost)	Local authorities, non-profit organisations, national and international institutions and organisations and private persons	Written agreements / subsidy directives of the Land	
<b>Psycho-social counselling facilities and counselling centres</b>	Ensured by the social assistance institutions themselves or other institutions	Regional supply with counselling facilities based on a "come-structure"	55% Land, 45% regional institutions	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Drug and alcohol counselling</b>	Ensured by the social assistance institutions themselves or other institutions	Regional supply with counselling facilities based on a "come-structure"	55% Land, 45% regional institutions	Independent welfare associations, Land of Upper Austria	Transition agreements (to be replaced by performance-based contract)	
<b>Crisis support (psycho-social emergency service, crisis intervention centres, crisis rooms)+A2</b>	Ensured by the social assistance institutions themselves or other institutions	Availability in agglomerations, nation-wide extension has been planned	55% Land, 45% regional institutions	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Housing</b>	Ensured by the social assistance institutions themselves or other institutions	Supply with regional, mobile and inpatient housing and care	55% Land, 45% regional institutions (minus client contributions)	Independent welfare association, Land of Upper Austria	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Leisure and communication, club facilities</b>	Ensured by the social assistance institutions themselves or other institutions	Organised leisure activities and meeting places, e.g. organised by the clients themselves with support of independent welfare institutions	55% Land, 45% regional institutions	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Family care</b>	Ensured by the social assistance institutions themselves or other institutions	Cooperation between host families providing accommodation and independent welfare associations providing the necessary care	55% Land, 45% regional institutions	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land

<b>Assistance by laypersons</b>	Ensured by the social assistance institutions themselves or other institutions	Laypeople accompany clients with the support of professional staff	55% Land, 45% regional institutions	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Day-structuring measures</b>	Ensured by the social assistance institutions themselves or other institutions	Regional occupational offer	55% Land, 45% regional institutions	Independent welfare associations, Land of Upper Austria	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Work adjustment services</b>	Ensured by social assistance institutions themselves or other institutions	Job placement and safeguarding of existing jobs on the free labour market	Resources of the European Social Fund, the Federal Republic and the Land	Independent welfare associations	Subsidy contracts	Directives of the Federal Republic
<b>Services for people with disabilities</b>						
<b>Mobile early remedial services</b>	Ensured either by the Land of Upper Austria or other institutions	Mobile counselling and remedial classes for children with disabilities and their family environment	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Performance-based contract	Framework directives of the Land
<b>Childcare facilities (kindergartens and after-school day care centres)</b>	Ensured either by the Land of Upper Austria or other institutions	Integration of children and pupils with disabilities in kindergartens and after-school day care centres, financial aid towards costs of a helper; integration counselling by mobile special kindergarten teachers	100% Land	Promoters of kindergartens and after-school day care centres (municipalities, cities, independent welfare associations)	Act on Kindergartens and After-School Day Care Centres	Directives
<b>Therapeutic-pedagogical kindergartens and after-school day care centres</b>	Ensured either by the Land of Upper Austria or other institutions	Regional special offer for children with disabilities	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Act on Kindergartens and Day Care Centres	Directives
<b>School adjustment services (school accompanying, remedial teachers, school assistants)</b>	Ensured either by the Land of Upper Austria or other institutions	Need-based local supply at schools to ensure school attendance	55% Land, 45% regional institutions (minus client contributions)	School promoters (municipalities, Land of Upper Austria and independent welfare associations)	Compulsory Schooling Act, Act on People with Disabilities	Directives and quality standards

<b>Therapies, therapy centres</b>	Ensured either by the Land of Upper Austria or other institutions	Regional supply in centres or by free-lance therapists	Health insurance institutions, Land of Upper Austria, contribution to costs by customers	Independent welfare associations, therapists	Recognition procedure by act of state	Directives
<b>Work / employment / qualification, protected work</b>	Ensured either by the Land of Upper Austria or other institutions	Regional supply of employment, work and qualification	55% Land, 45% regional institutions; contribution to costs by customers (exception: protected work)	Independent welfare associations	Recognition procedure by act of state; private-law contract for protected work	Framework directives
<b>Work adjustment services</b>	Ensured either by the Land of Upper Austria or other institutions	Job placement and safeguarding of existing jobs on the free labour market	Resources of the Federal Republic, of the European Social Fund, Land	Independent welfare associations	Subsidy contracts	Directives of the Federal Republic
<b>Living (residential centre, assisted living in shared apartments, temporary accommodation)</b>	Ensured either by the Land of Upper Austria or other institutions	Supply of regional, mobile and residential living and care	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Recognition procedure by act of state	Framework directives of the Land
<b>Clothing allowance</b>	Administered by the Land of Upper Austria and the district administrative authorities	Financial support for the purchase of clothing	55% Land, 45% regional institutions (minus client contributions)	Land of Upper Austria	Act on People with Disabilities	Directives
<b>Mobile services (mobile services by accompanying attendants, personal assistance)</b>	Ensured either by the Land of Upper Austria or other institutions	Regional, need-based offer of mobile care and accompanying attendants	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Recognition procedure by act of state	Framework directives of the Land
<b>Transport services / transport costs</b>	Ensured either by the Land of Upper Austria or other institutions; coordination by the Land of Upper Austria	Transport of people with disabilities to facilities for the disabled	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations, private entrepreneurs	Act on People with Disabilities	Directives
<b>Social rehabilitation</b>	Land of Upper Austria	Income-dependent financial aid towards specific expenses due to a disability	Land of Upper Austria	Land of Upper Austria	Directives	
<b>Services for the homeless: emergency shelters, day centres+A52</b>	Ensured either by the social assistance institutions or other institutions	Low-level supply of shelters (beds and day rooms) in agglomerations	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Transition agreements (to be replaced by performance-based contracts)	Framework directives of the Land

<b>Services for the homeless: housing (residence, provisional accommodation)</b>	Ensured by social assistance institutions or other institutions	Low-level assisted living (with mobile and stationary staff) in agglomerations	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land
<b>Services for the homeless: day-structuring</b>	Ensured by social assistance institutions or other institutions	Low-level occupational supply in agglomerations	55% Land, 45% regional institutions (minus client contributions)	Independent welfare associations	Transition agreements (to be replaced by performance-based contract)	Framework directives of the Land