

## Costs of the Familienhilfe

Dual-income household	Single-income household (entitled to single-income household tax allowance)	Single parents	Costs per hours / day support	costs per hour / half-day support
2 adults with 1 child			€ 5,95	€ 7,95
2 adults with 2 children	2 adults with one child	1 adult with 1 child	€ 5,45	€ 7,45
2 adults with 3 children	2 adults with 2 children	1 adult with 2 children	€ 4,85	€ 6,85
2 adults with 4 and more children	2 adults with 3 children	1 adult with 3 children	€ 3,75	€ 5,75
	2 adults with 4 and more children	1 adult with 4 and more children	€ 3,15	€ 5,15

### Explanatory notes:

- Children are: non-working children and youths (maximum age 18 years) who live in the same household.
- Half-day occupations mean more organisation. Therefore, the costs rise for € 2 per hour.

## Phone us:

Mornings: Mo to Fr, 8.30 – 11.45 am

Afternoons: Mo to Thu, 2 – 4 pm



**Birgit Friedauer**  
Einsatzkoordinatorin  
between Feldkirch  
and Bludenz  
Phone 05522-200 1049  
birgit.friedauer@caritas.at



**Alexandra Strolz**  
Einsatzkoordinatorin  
from Rankweil to  
Dornbirn including Hard  
Phone 05522-200 1043  
alexandra.strolz@caritas.at

### Personal appointments by agreement

In case we are not available on the phone, please leave a message on voice mailbox. We are going to contact you as soon as possible.

**For suggestions, feedback or complaints please contact one of our coordinators or our head manager:**



**Angelika Ott M.A.**  
Head of department  
Phone 05522-200 1042  
angelika.ott@caritas.at

# Caritas

## Familienhilfe

Information leaflet

## Familienhilfe will help you

### ... to take care of your family

- if parents are sick, are in the hospital or after a stay at a hospital.
- in case of high-risk pregnancy or childbirth, also if a stay at a health-resort is necessary.
- if parents are physically or psychologically overburdened.
- if a child needs to be accompanied by a parent in the hospital.
- if a child becomes sick and parents therefore need support.



### **Our occupation**

Familienhilfe helps or substitutes a parent or legal guardian in order to keep the daily routine going.

### **Our tasks are**

- to take care of the children (playing, free-time activities, doing homework)
- housekeeping (cooking, grocery shopping, to tidy up, doing the laundry etc.)

We assume that the children are in the house / flat as well.

### **Our tasks are not**

- to clean only, e.g. cleaning the windows, the stairs or doing "spring-cleaning", washing the curtains or gardening.
  - any occupation that have to be done in the client's business (working on the farm, cleaning guests' rooms etc.
- Please organize farmhand or home help for these tasks.

### **Duration of support**

Generally speaking, Familienhilfe is meant to help until a permanent solution / support is found. This means, it usually can be used between 2 to 6 weeks. Extension of time can be allowed if absolutely necessary. This must be communicated to the Einsatzkoordination as early as possible.

### **Time frame for support**

Monday to Friday, 7.30 am to 5 pm. Our personnel are allowed 15 minutes of midday break (This time span does not have to be paid for.). Start and ending of the occupation can be changed by the Einsatzkoordination if justified.

### **Who is going to help you?**

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

### **Agreed on schedule / time frame**

The time frame is planned beforehand and is a binding agreement. Any change of the time frame has to be communicated and reasoned to the Einsatzkoordination at least one weekday beforehand. Otherwise, those appointments will be charged fully (communal and family parts).

### **Support service**

Client(s) entrusted to family support are being taken care of within the tasks agreed on in the support plan. After this agreed on support service, parent(s) or legal guardian(s) or agreed on persons have to take care of the client(s). If a parent / legal guardian does not want (a) specific other person(s) to take charge of the client(s), this must be communicated and made clear beforehand.

### **Obligation of confidentiality**

Our personnel are obliged to confidentiality.

### **Meals in the family**

The personnel are entitled to have meals with the families.

### **Hygiene**

Our personnel are deployed in families with sick family members as well. They have to take hygienic measures to keep the risk of contagion as small as possible. Still, an element of risk cannot be excluded.

### **Rides for the families**

Rides for the families can be offered due to special circumstances. The ride is going to be charged (official kilometre allowance). Taking children on the ride is only allowed when offering compulsory children's seats. Our personnel are not allowed to use clients' cars because of insurance claims.

### **Telephone calls**

Please note that our personnel have to be available on their business mobile phone while supporting you and your family. They have to be reachable for the Einsatzkoordination at any time. Only necessary phone calls (acknowledgement of support, getting information etc.) and emails will be taken.