

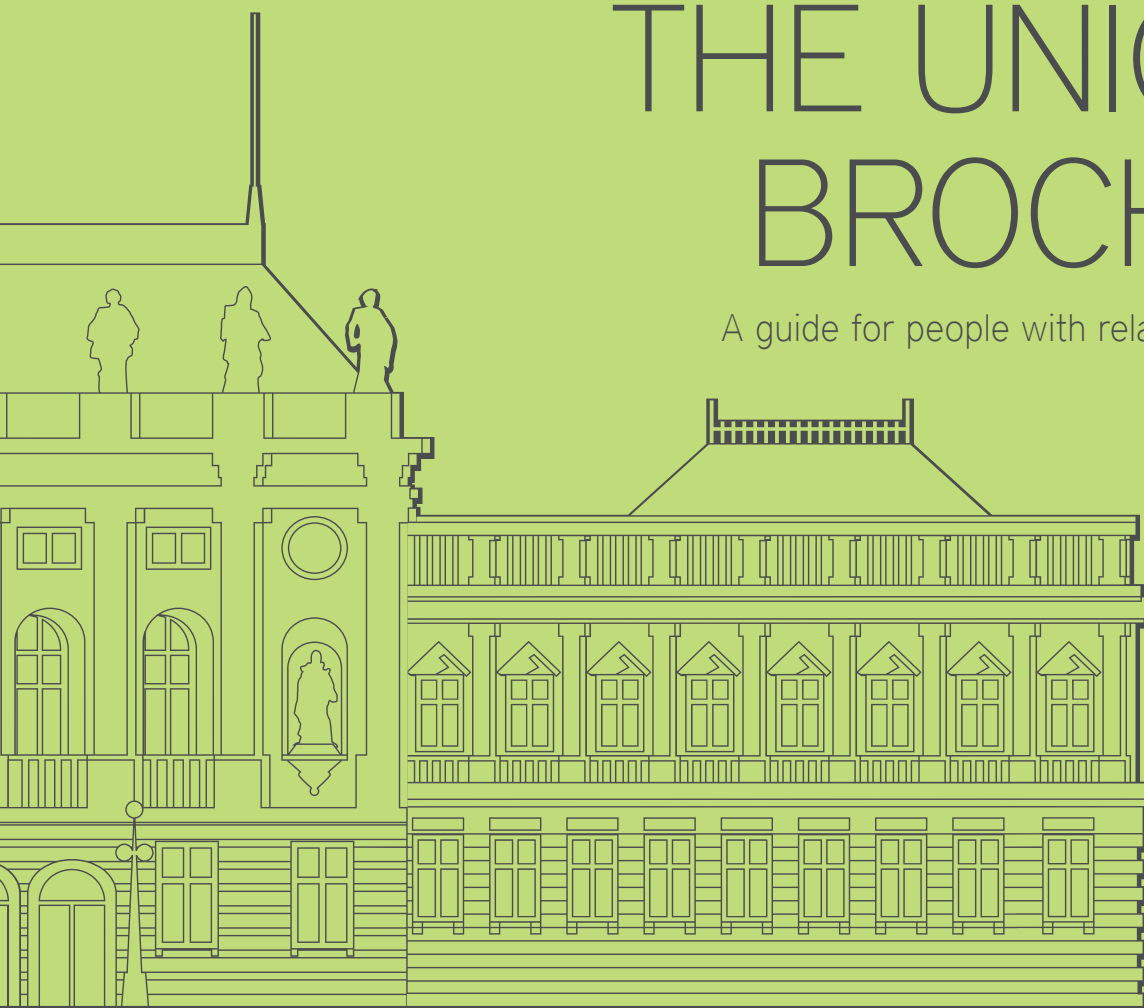


We support a work-family balance.



THE UNICARE BROCHURE

A guide for people with relatives in need of care





Preface

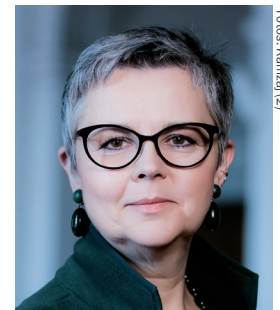
Demographic change means that employees are increasingly confronted with care obligations, a situation that can also occur unexpectedly. People often do not mention the fact that they are combining work with long-term care obligations – but combining these two parts of their life is an immense challenge. Constant stress, pressure and a lack of free time can weigh very heavily. The University of Graz is one of the largest employers in Styria. Therefore, it is our responsibility to take not only families with children into account in our HR policies for work-family balance, but also those with relatives in need of care.

unicare was created in 2010 with the aim of providing family carers the best possible advice and support. It is an information centre for people caring for relatives who would like to participate in more intensive networking and would like to receive more information on a personal and yet anonymous level. Whether the need for care arose suddenly or whether this development was gradual, the most important things are time and information. For this reason, our unicare website provides you with all the initial information you need, including the different options made available by labour law, helping you to react to the situation in the best possible way.

Flexible individual solutions such as time off for care and end-of-life care, special leave or sabbaticals make it possible for affected employees to combine responsibilities in their professional and private life. Moreover, by providing important information and preventing you from having to undertake time-consuming research, unicare takes some of the responsibility off your shoulders if there is a sudden need for care. And of course, our team is here to talk to you if you need us.

Christa Neuper
Rector of the University of Graz

Renate Dworczak
Vice Rector for Human Resources, Human
Resource Development and Gender Equality



Fotos: Kanzel [2]

Christa Neuper and Renate Dworczak

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Living with family members in need of care

More and more people find themselves in the situation of needing to look after or care for family members, or to organize such care.

Sometimes the need for care comes unexpectedly, at other times it is possible to anticipate this development. Both situations are challenging for those needing care and for family members. Your schedule may become very restrictive, you have to provide support in different phases, sometimes over a time frame of years. Often you have to react quickly to unexpected and unpredictable events. It is important not to forget your own (support) network and to remember to ask for help when needed. It is important to be aware of the options available, so that you as a family carer can have some free time to allow you to regain your strength.

We have implemented concrete support measures and provide advice and information on the subject, e.g. at information events and in text form, to help staff and students and to highlight what is still often a taboo topic at university.

Since family carers need individual advice and information, particularly at the beginning and when there is a sudden need for care, the University of Graz has started to extend their unicare information and advice services on the basis of a 2009/2010 scientific study.

The four Graz universities decided to work together, providing not only work-family balance services for families with children, but also information and advice for family carers. In the framework of this cooperation, we have collected information on the topic of care, structuring it and making it accessible.

University students and staff can look up information on the unikid & unicare website and read through material at the information centre. You can also take the information home with you. You will be given individual, confidential advice and support and will have the opportunity to take part in informal networking and in different information events on relevant topics.

We know that there are many topics you will be thinking about and many problems for which you will need to find (interim) solutions. This brochure is designed as a guideline, with information, contact details and ideas. We also hope that it encourages you to contact unikid & unicare or other helpful information centres.

You can just read through the brochure or you can use it as a reference work. We have left space for you to write notes and jot down your thoughts. Furthermore we prepared the links so that you can click on them directly. We included the search terms for finding the particular websites easily and quickly if you are using the printed version of this brochure.

We do our best to keep our information brochure up-to-date. If a particular topic is missing or if you find a link which is no longer current before we do, we (and other readers) would appreciate it if you could send us a short message.

Information was last checked in 2016. Whether you are a student or a member of staff at the University of Graz, the University of Music and Performing Arts Graz or Joanneum Research, please contact us directly at the unikid & unicare information centre for individual advice or further information.

Best wishes,

Julia Spiegl, Head of unikid & unicare –
University Work-Family Balance Information
Centre, and her Team



Julia Spiegl

Personal questions, notes & ideas:

Legal and financial aspects regarding care

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Care allowance

The care allowance is a lump sum which exists to cover part of the extra expenses caused by needing to care for family members and to help make it easier to live an autonomous life according to one's own needs.

Requirements for obtaining a care allowance:

- ▶ resident in Austria
- ▶ need for permanent care or help due to a physical, mental, psychological or sensorial impairment, which is likely to last at least six months.
- ▶ need for permanent care for more than 65 hours per month
- ▶ the care allowance amount is calculated according to the amount of care needed and is divided into seven levels*:
 - level 1: 157,30 Euros per month, prerequisite: more than 65 care hours per month needed
 - level 2: 290 Euros per month, prerequisite: more than 95 care hours per month needed.
 - level 3: 451,80 Euros per month, prerequisite: more than 120 care hours per month needed
 - level 4: 677,60 Euros per month, prerequisite: more than 160 care hours per month needed

- level 5: 920,30 Euros per month, prerequisite: more than 180 care hours per month needed and need for permanent availability of a carer
- level 6: 1.285,20 Euros per month, prerequisite: more than 180 care hours per month needed, care is unpredictable or permanently needed
- level 7: 1.688,90 Euros per month, prerequisite: more than 180 care hours needed per month; no controlled movement is possible or equivalent condition

An application for the care allowance can be submitted by the person in need of care themselves, by legal representatives, custodial guardians, family members or household members.

The application can be submitted (with or without a form) at the following offices:

- ▶ retired people or pensioners: at the competent insurance office (i. e. the office that pays the pension)
- ▶ working people, co-insured family members and people who receive a social support minimum (Mindestsicherung) or a rehabilitation allowance: at the Pension Insurance Company (PVA)
- ▶ people who receive a civil servant pension from a province or a municipality: at the BVA (insurance company for public civil servants – pension provision department).

In order to determine the amount of help and care required, it is both necessary and helpful for family carers to document the care needed. The Mobile Care Platform in Tyrol has created a care diary together with the Tyrolian Chamber of Labour to help you with this task:

→ tirol.arbeiterkammer.at search
das Pflegetagebuch

General information on care allowances:

→ sozialministerium.at search
Pflegegeld

→ help.gv.at search *Pflegegeld*

Care leave & part time work for carers

As of 1st of January 2014: if you are caring for people in one of the following two categories, you can apply for care leave and part time work for carers for a period of one to three months:

- ▶ close relatives in care level 3 or higher
- ▶ dementia sufferers in care level 1 or higher, minors in care level 1 or higher, who are close relatives. The time can be used to organize care or provide care oneself

However, there is no legal entitlement to care leave or part time work for carers. Both are based on an agreement between employee and employer. The employment relationship must have lasted at least three continuous months (special provisions apply if employees have a limited contract for seasonal work).

The agreement can only be made once per employee and family member in need of care. However, if the amount of care needed increases

by one level or more, care leave or part time work for carers can be agreed on once again.

During care leave, no remuneration will be paid, but you are entitled to a care leave allowance. The care leave allowance amounts to 55% of your net income and will be at least equal to the minimum employment remuneration. It is also possible to receive a care leave allowance if you are a family carer working part time. In this case, the net income received before working part time is compared with the reduced income while working part time and providing care. 55% of the difference is paid as a care leave allowance.

→ help.gv.at search *Pflegekarenzgeld*

→ ig-pflege.at search *Finanzielles*

Family end-of-life care leave & part time work while providing end-of-life care to family

During family end-of-life care leave, employees can take time off for end-of-life care of a close relative or seriously ill children living in the same household.

There are three different options:

- ▶ reducing working hours,
- ▶ changing working hours or
- ▶ taking complete leave from work, in which case you do not receive any salary.

Initially, end-of-life leave can be taken for a maximum of three months. If necessary, it is possible to extend this leave to a total of six months per case. If you need to care for seriously ill children, you can initially take a maximum of five months leave. If necessary, it is possible to extend this leave to a total of nine months per case. You must submit a written notification stating that you will be claiming the allowance at the latest five days before planned receipt.

As of the 1st of January 2014, people who take family end-of-life care leave are entitled to a care leave allowance. If you take complete leave, the care leave allowance amounts to 55% of your original net income; if working hours are reduced, it is 55% of the difference between the net income before and during family end-of-life care leave.

→ help.gv.at search

Pflegekarenz und Pfltegeteilzeit

Furthermore, in order to prevent financial difficulties arising from you being without a salary while on family end-of-life care leave, you can receive additional financial support from the family end-of-life leave hardship relief fund. However, there is no legal entitlement to this benefit.

→ bmfj.gv.at search

Familienhospizkarenz-Zuschuss

If family carers are unavailable, it is possible to receive financial help from the financial support fund for people with special needs

If family carers are unable to provide care due to important reasons such as illness or holiday you can receive financial support from the financial support fund for people with special needs.

The following people can receive support in financing replacement care:

- ▶ people in need of care receiving level 3 care allowance
- ▶ people in level 1 or 2 who are proven to be suffering from dementia
- ▶ minors who are in care level 1 or higher

Replacement care measures are financed if needed for seven days or more and for no longer than four weeks per year. If minors or dementia sufferers require replacement care measures, these are financed if needed for four days or more.

Financial support is available for professional (institutional) or private replacement care measures or a mixture of these forms. The amount of financial support is calculated based on the duration of replacement care.

→ unikid-unicare.uni-graz.at → *unicare* →
Legal and financial aspects

Other options for financial help

You can apply for financial support for people living at home and receiving 24 hour care, if certain conditions are met. The person in need of care must be in care level 3 or higher. If the person is in care level 3 or 4, an additional confirmation from a specialist doctor must be provided to prove that 24 hour care is necessary. There are also additional conditions that must be met. Furthermore, there is the possibility of receiving an allowance for care-related items and for home adaptations.

If certain conditions are met, you are exempt from prescription fees, broadcasting fees and paying for medical aids and items.

If the costs for in-patient care are higher than the income of the cared for person, it is possible to apply for an additional social benefit allowance.

Information on exemption from fees:

→ ig-pflege.at search *Befreiung von Gebühren und Entgelten*

Financial support for 24 hour care:

→ help.gv.at search *24-Stunden-Betreuung*

Information on allowances for care-related items and for home adaptations:

→ ig-pflege.at search *Zuschuss für Pflegehilfsmittel und Wohnraum-adaptierung*

Pension insurance for family carers:

→ sozialministeriumservice.at search
Pensionsversicherung pflegende Angehörige

Support for family carers:

→ sozialministeriumservice.at →
Finanzielles → *Pflegeunterstützung*

Personal questions, notes & ideas:

What financial support options are available? Have I applied for everything? From which (specialist) doctors or nurses could I get another expert opinion?

Do I, as a family carer, know enough scientific terminology to precisely formulate the actual amount of work involved in providing the necessary care?

Do I have enough information on labour law to organize leave from work if needed?



Information and advice for elderly people and family carers

Advice by telephone and in person

Advice for elderly people and family members Caritas “family members’ hour”

For discussing all questions on age, care, personal and financial support options, and stress relief talks. Advice for elderly people and family members, as well as further public information events taking place in shopping centres and parish halls, are organised at regular intervals. Please feel free to ask about the next meetings.

Contact:

Grabenstrasse 39, 8010 Graz
Gerhild Hirzberger
0316/8015-457
Mon, 8am to 12pm

Pflegedrehscheibe der Stadt Graz Information on care issues

Fast, individual and non-bureaucratic information on all questions related to care.

Contact:

Albert-Schweitzer-Gasse 36, 8020 Graz
0316/872-6382
pflegedrehscheibe@stadt.graz.at
Mon-Fri 10am to 3pm

GGZ – Geriatric health care centres, operated by the City of Graz GGZ care options information centre

The information centre provides information and advice on age-specific matters to help you to find suitable solutions to the current need for support and care.

Contact:

Geriatrische Gesundheitszentren
der Stadt Graz
Albert-Schweitzer-Gasse 36, 8020 Graz
0316/7060-1150
ggz.infostelle@stadt.graz.at
Thu, 2pm to 5pm

PSZ GFSG – Gesellschaft zur Förderung seelischer Gesundheit

This advice centre for psychological and social issues helps people with psychological and social problems as well as their family. There is a particular focus on providing care for people with psychiatric disorders and serious personal problems.

Contact:

Hasnerplatz 4, 8010 Graz
0316/67 60 76
psz.hasnerplatz@gfsg.at
Mon-Thu 9am to 3pm,
Tues 5pm to 7pm, Fri 9am to 2pm

Plüddemanngasse 45, 8010 Graz
 0316/22 84 45
psz.plueddemanngasse@gfsg.at
 Mon-Thu 9am to 3pm,
 Wed 5pm to 7pm, Fri 9am to 2pm

Geronto-Psychiatrisches Zentrum GPZ Graz-Ost (geronto psychiatric centre)

The GPZ is a mental health advice centre for people over 65 and their relatives. They particularly focus on making it easy to access their services, which are free of charge, voluntary, need no formal doctor's referral and can, if needed or requested, take place at home. They provide information, advice and care for patients and their families and aim to help people stay at home for longer as well as to improve the quality of life of patients and their families. An important aspect here is networking and coordinating external and informal helpers (help services such as food deliveries, carers, relatives, neighbours, etc.). They help these people to work together in an efficient and effective manner.

Contact:

Geronto Psychiatrisches Zentrum Graz
 GPZPlüddemanngasse 33, 8010 Graz
 0316/89 00 35
gpz@gfsg.at
 Mon-Fri 9:30am to 1pm

Advice and information relating to care provided by the Federal Ministry of Labour, Social Affairs and Consumer Protection

A qualified team answers questions free of charge and anonymously, providing information on care allowances, social security coverage of carers and end-of-life care leave for family carers. Information and advice is offered to people in need of care, their relatives and to people with questions about care.

Contact:

Care hotline (free of charge): 0800/ 20 16 22
pflegetelefon@sozialministerium.at
 Mon-Thu 8am to 4pm, Fri 8am to 1pm

Internet platforms and query forms

Search homepage for care homes, home care, accessibility, care items, information about care:

→ *pflegesuche.at*

Federal Ministry of Labour, Social Affairs and Consumer Protection: Platform for family carers. Information about care services, topics, initiatives:

→ *pflegedaheim.at*

Sharing experiences, networking and training for family carers

Support group for family carers

Represents the interests of family carers in Austria. The group works to improve the lives of family carers, raising public awareness and providing information and links to topics related to care, financial and legal matters, care institutions, social services and care items.

→ ig-pflege.at

Course for family carers organized by the Styrian Red Cross

Since the course is not always provided, please check under

→ roteskreuz.at/stmk/pflege-betreuung

Opportunities for family carers to share experiences, network and acquire information

Take place at regular intervals and are announced by the information centres at the four universities. You can find information about the different topics and dates in our newsletter or on our website.

→ unikid-unicare.uni-graz.at → Newsletter

→ unikid-unicare.uni-graz.at → [unicare](#) → [unicare-Info](#)

Personal questions, notes & ideas

Do you feel well advised by professional networks? Would further advice be helpful to ensure that you have all necessary information or to fill any gaps in knowledge?

Are you aware of the social network of the person in need of care? Are there any people who could help in making sure that social contacts are not lost or could help you to care for the person?

Are you aware of your own social network, could more people here give you emotional support?

Assisted living/retirement homes and care homes

Assisted living

What is assisted living?

- ▶ high-quality care of the elderly combined with
- ▶ an independent and autonomous life

People needing a small amount of care can make use of assisted living in buildings with different housing units, where the elderly can either live alone, as a couple or in a flat share. These buildings are suitable for the elderly, designed for accessibility and include emergency facilities. Residents can receive care services and/or “meals on wheels”. There are also communal activities as well as an entertainment and free time programme.

Who provides assisted living?

- ▶ private companies and
- ▶ care agencies

Mobile social and health care services provide individualised support measures, making it possible for people to stay in their own home for as long as possible – only until care level 3.

Retirement homes and care homes

If you are no longer or not always able to take care of your elderly family members, you have not only the option of outpatient care but also the option of a care home.

Retirement housing and assisted living housing provide:

- ▶ living space with the best possible support
- ▶ care
- ▶ medical care

In Styria, there are currently more than 12,000 people being cared for as in-patients in 214 institutions. The Province of Styria runs four institutions. 31 are run by public bodies (municipalities or social service organisations) and 179 by private organisations. In Styria, you can choose which home you want to go to. People needing care, who are reliant on social welfare, can choose from the institutions recognised by the Styrian Provincial Government according to Stmk. Sozialhilfegesetz (SHG – Styrian Social Welfare Act).

The Province of Styria telephone hotline for social support and care is free of charge.

→ 0800/201010

The most important providers of assisted living, retirement homes and care homes

Diakonie – Miteinander leben (Living together)

Lagergasse 12 (2nd floor), 8020 Graz
0316/825266

Mon - Thu 8am to 12pm and 1pm to 4:30pm

Fr 8am to 12pm

office@miteinander-leben.at

→ miteinander-leben.at

Geriatrische Gesundheitszentren Graz – GGZ (Geriatric Health Care Centres)

Albert-Schweitzer-Gasse 36

8020 Graz, Austria

0316/7060-0

ggz.office@stadt.graz.at

→ ggz.graz.at

Patient and resident registration:

0316/7060-1111

ggz.aufnahme@stadt.graz.at

GGZ information point for care options:

Thu 2pm to 5pm

0316/7060-1150

ggz.infostelle@stadt.graz.at

Caritas Steiermark

Grabenstrasse 39, 8010 Graz

0316/8015-415

maria.gschaider@caritas-steiermark.at

→ caritas-steiermark.at → *Hilfe & Angebote*

→ *SeniorInnen* → *Wohnen*

Volkshilfe

Sackstrasse 20/I, 8010 Graz

0316/8960-0

office@stmk.volkshilfe.at

→ stmk.volkshilfe.at

Wiki – IST GmbH

Ziehrerstrasse 83, 8041 Graz

0316/426565200

→ wiki.at → *Leistungen* → *Betreuung* →

Senior_innen → *IST GmbH*

Red Cross Styria

Care & carers

050/1445-10202

gsd@st.rotekreuz.at

→ rotekreuz.at/stmk → *Pflege & Betreuung*

Hilfswerk Steiermark GmbH

Paula-Wallisch-Straße 9, 8055 Graz

0316/813181

office@hilfswerk-steiermark.at

→ hilfswerk.at/steiermark → *Pflege & Betreuung*

Verein Wohnplattform

Lendplatz 45, 8020 Graz

0316/228880

office.graz@wohnplattform.at

→ wohnplattform.at

Public institutions providing useful information

help.gv.at:

Up-to-date information on all important topics for the elderly

→ *help.gv.at* search *Wohnen für SeniorInnen*

Province of Styria:

Information about topics related to care in retirement homes, in care homes and at home

→ *gesundheit.steiermark.at* → *Pflege* → *betreutes Wohnen für SeniorInnen*

Bundesministerium für Arbeit, Soziales und Konsumentenschutz (Federal Ministry of Labour, Social Affairs and Consumer Protection)

→ *sozialministerium.at* → *Pension|Pflege* → *Pflege und Betreuung*

How to find care services:

Search for care services:

→ *pflegesuche.at*

List of retirement homes, care homes, residential homes for the elderly, etc. in Styria:

→ *heimverzeichnis.at*

This and further information, brochures and folders can be downloaded at the unikid & unicare website or you can pick up information material directly at the unikid & unicare information centre. We are happy to answer any questions you might have and provide you with confidential advice.

Personal questions, notes & ideas:

Mobile care services

Many people can live a relatively independent life well into old age, but they do need some help when taking tablets or preparing food.

Mobile care services in Styria are organized by the following five providers to cover all areas:

- ▶ Caritas
- ▶ Hilfswerk Steiermark GmbH
- ▶ Austrian Red Cross, Styrian branch
- ▶ SMP – Sozialmedizinischer Pflegedienst Hauskrankenpflege
- ▶ Volkshilfe Steiermark GmbH

A qualified nurse will determine how much care is needed and initiate care measures. They decide how much care is to be provided and which services will be arranged. Together with the person in need of care and their family carers, decisions are taken on the following points:

- ▶ aims of care
- ▶ length of care
- ▶ times when care is needed

Information on mobile care services provided by the Province of Styria:

→ gesundheitssteiermark.at → Pflege → Pflege und Betreuung zu Hause → Hauskrankenpflege

Mobile health care (home-based care)

Community nursing provision is for people with age-related limitations as well as with acute or chronic illnesses. The aim is to prevent the necessity of hospital stays or to shorten such stays. Costs depend on the person's income.

Home help

Home help assists people in need of care in managing their household and doing everyday tasks such as shopping, preparing meals and personal care.

→ gesundheitssteiermark.at → Pflege → Pflege und Betreuung zu Hause → Hauskrankenpflege

Referat für Sozialplanung/Controlling/Pflege der Stadt Graz (City of Graz Department for Social Planning/controlling/City of Graz care):

→ graz.at search Sozialplanung

24-hours personal care

There is often an overlap between the work of personal carers and home help. If given permission by a nurse, personal carers are also permitted to complete certain medical tasks.

There are three different ways in which 24-hours care can be organized:

- ▶ the person in need of care or a relative employs the carer.
- ▶ the person in need of care or a relative makes use of a carer employed by a non-profit organisation.
- ▶ carers have a trade license for personal care and are self-employed

Financial support for 24-hours care:

→ help.gv.at search *Förderung der 24-Stunden-Betreuung*

Federal Ministry of Labour, Social Affairs and Consumer Protection has published a brochure on 24 hour care:

→ *the unikid & unicare information centre will provide you with the brochure.*

Volunteer visitors and chaperones

There are various different non-profit organisations that organise volunteer visitors and chaperones. Visitors and chaperones talk to the person in need of care, listen, go for walks with them, go to cafés or accompany them to the doctor's or the hairdresser's, etc. These visitors' and chaperones' services exist to prevent loneliness and give family carers a break. However, they do not do any nursing or household chores.

In addition to volunteer visitors and chaperones that help people living at home, there are also special visitors' and chaperones' services for people living in care homes. Municipalities, community nurses or the parish can provide you with information on which organisations provide this service.

Red Cross visitors' and chaperones' services:

→ roteskreuz.at → *Pflege & Betreuung* → *Pflege daheim* → *Besuchsdienst/Nachbarschaftshilfe*

The association Bunte Blätter provides visitors' services at Geriatric Health Care Centres, which are run by the City of Graz, and at Nestelbach care home:

→ bunteblaetter.com/graz/

"Accompanying you from the hospital back home" by Caritas:

→ caritas-steiermark.at search *Angehörigenberatung*

Visitors' service at care homes run by Volkshilfe Steiermark:

→ stmk.volkshilfe.at search *Besuchsdienste*

Social support for people with mental illnesses and special needs:

→ prohumanis.at → *Sozialbegleitung*

Flexible short-term care in Graz/Graz area.

This daytime only care can be used for needs-oriented care or as a gentle introduction to 24-hours care. For people of all care levels who do not want/need any care during the night.

DGKS Cornelia Ferk:

→ cornelia.ferk@gmx.at and

→ 0664/8596573

You can search for specific carers on the following website:

→ stundenweisebetreut.at.

Hospizverein Steiermark (Styrian end-of-life care association):

→ hospiz-stmk.at

This and further information, brochures and folders can be downloaded at:

→ unikid-unicare.uni-graz.at → [unicare](http://unicare.at)

Brochures and information can also be found at the unikid & unicare information centre. We are happy to answer any questions you might have and provide you with confidential advice.

Mobile palliative care and end-of-life care

Mobile end-of-life care involves the comprehensive treatment of the terminally ill and dying.

Aims of mobile end-of-life care:

- ▶ best possible quality of life
- ▶ reduction of symptoms
- ▶ advice and support for relatives

Mobile end-of-life care teams consist of specially trained voluntary end-of-life companions who support patients and their family members in cases of illness, death and mourning.

Koordination Palliativbetreuung Steiermark (palliative care coordination in Styria):

→ palliativbetreuung.at → *Hospiz- & Palliativeinrichtungen*

Personal questions, notes & ideas:

Can/should adaptations be made to the patient's home?

What advantages and disadvantages are there of moving to somewhere closer to the carer or of moving into an institution?

Are you aware of the different support measures that can give you a break or be used in an interim period?

Do you know how you can organise some time out from caring (e.g. during meetings/congresses/holidays)?

Who is there to talk to you while preparing for such occasions and while carrying out the necessary measures?

Additional options

Support in everyday life

Day centres/day clinics:

- hilfswerk.at/steiermark → *Pflege & Betreuung* → *Tagesstätten*
- stmk.volkshilfe.at search *Tageszentren*
- caritas-steiermark.at → *Betreuung & Pflege* → *Demenz* → *Demenz-Tageszentrum ELISA*
- ggz.graz.at → *Leistungen* → *Tagesklinik*

End-of-life work and palliative care:

- palliativbetreuung.at

“Meals on wheels” and food deliveries

- stmk.volkshilfe.at search *Essen Zuhause*
- graz.at search *Essenszustelldienst*

Visitors’ and chaperones’ services:

- roteskreuz.at/stmk search *Besuchsdienst*

Emergency numbers/distress calls:

- stmk.volkshilfe.at search *Notruftelefon*
- caritas-pflege.at → *Betreuung & Pflege* → *Betreuung zu Hause* → *Notruftelefon*
- roteskreuz.at/stmk search *Rufhilfe Steiermark*

Home adaptation:

- caritas-steiermark.at → *Betreuung & Pflege* → *Beratung* → *Wohnraumanpassung*

Home cleaning service:

- graz.at search *Wohnungsreinigungsdienst*

Free time/vacation:

- roteskreuz.at/stmk → *Pflege & Betreuung* → *Sozialdienst* → *Betreutes Reisen* – *Sicher auf Urlaub*

Advice for elderly people and family members:

- caritas-steiermark.at → *Betreuung & Pflege* → *Beratung* → *Persönliche Beratung*

Pflegedrehscheibe der Stadt Graz (City of Graz case and care management):

- pflegedrehscheibe@stadt.graz.at

SeniorInnenreferat der Stadt Graz (City of Graz Department for the Elderly):

- graz.at search *SeniorInnenreferat*

Information about care in Styria:

- gesundheitssteiermark.at → *Pflege (in der Steiermark)*

Help at home (e. g. help cleaning your flat, washing your clothes, etc.):

→ [hilfswerk.at](https://www.hilfswerk.at) search *Heimhilfe*

This and further information, brochures and folders can be downloaded at:

→ [unikid-unicare.uni-graz.at](https://www.unikid-unicare.uni-graz.at).

Brochures and information are also available at the unikid & unicare information centre. We are more than happy to answer any questions you might have and provide you with confidential advice.

Personal questions, notes & ideas:

Downloads and brochures

There are numerous brochures on this topic – here is a brief overview with the relevant addresses (the list is not exhaustive).

Pflege[n] zu Hause – ein Informationsheft des Landes Steiermark

Brochure is available in German, English and Croatian. Address for orders: Amt der Steiermärkischen Landesregierung, FA 8B – Gesundheitswesen, Friedrichgasse 9, 8010 Graz; phone: 0316/877-3524, edith.pucher@stmk.gv.at

Carers' careers, Vereinbarkeit von Pflege und Beruf, Leitfaden für pflegende Angehörige

Comprised of a check-list for emergencies, legal regulations on leave, available financial support, legal representation (power of attorney for a person of trust, custodial guardianship etc.), care options. Address for orders: Volkshilfe Österreich, Gesundheit und Soziales, Mag.^a Verena Fabris, Auerspergstraße 4, 1010 Vienna, phone: 01/4026209-12, verena.fabris@volkshilfe.at

Pflegekarenz/Pflegezeit und Familienhospizkarenz/ Familienhospizkarenzzeit – EIN ÜBERBLICK

Address for orders: Sozialministerium, Stubenring 1, 1010 Vienna, phone: 01/71100-0, post@bmask.gv.at or broschuerenservice@sozialministerium.at

Useful information for carers looking after elderly family members – parts 1-5:

- ▶ Part 1: Familiäre Pflege ist nicht nur Privatsache – Pflegebedürftige und pflegende Angehörige haben Rechte und Ansprüche!
- ▶ Part 2: Familiäre Pflege geht an Ihre Grenzen – passen Sie auf sich auf!
- ▶ Part 3: Familiäre Pflege kann belasten – mit Frust und Aggressionen umgehen
- ▶ Part 4: Familiäre Pflege ist Schwerarbeit – schonen Sie Ihren Rücken!
- ▶ Part 5: Familiäre Pflege muss gut überlegt sein – Entscheidungen treffen

The printable version of these publications is unfortunately no longer available. Please go to the following links on our website or contact us directly if you wish to receive a printed version.

→ unikid-unicare.uni-graz.at

These and other information brochures on dementia, 24-hours care, options for financial support and further care-related topics can be found on our website listed as links or at the unikid & unicare information centre, where you can look through the material or take it home with you. We are also happy to send you the information by post or by e-mail.



Research/studies

Over the past few years, care has become an important political topic. Research has been done on numerous topics and now the scientific community takes a great interest in the topic. Published works of research focus on different aspects of care as well as on aspects of the national economy such as the financing of care, price trends and the comparison of different financial models.

Furthermore, there are studies on topics such as ways of life and living situations, access to (social) infrastructure, economic situations, safety, mobility, health, care and violence. Several empirical investigations have focussed on the provision of relief for family carers, which highlight the needs and expectations involved in providing short-term care.

Numerous studies have been commissioned by the Ministry of Social Affairs.

→ sozialministerium.at search
Studien

Visiting the care home – what do family carers expect from short term care as a relief measure?

→ sozialministerium.at

Situation of family carers (living situation, costs, dealing with stress, how well known the institutions are). ÖBIG (Austrian Federal Institute for the Health Sector).

→ sozialministerium.at

Research and knowledge transfer in the field of care (use of research results in the field of care by carers, the desire for provisions on the part of employers).

European care quality survey (quality of care provision; prevalence, prevention and supply of care)

→ pflgewissenschaft.medunigraz.at search
Forschung

For further information please visit our website!

→ unikid-unicare.uni-graz.at

Employment law basics, special regulations and help provided by the University of Graz

Labour law provides you with several different options if you suddenly need to care for a family member, this care needs to be provided over a longer period of time, or you need to organise care. This enables you to take the time out that you need. Employer agreements take different family situations into account, in order to make working and family care more compatible.

You can find the relevant application forms on the University of Graz Intranet.

→ ***Employer agreement on flexible working times (non-academic university staff).***

Working conditions for staff members at the University of Graz are the same for both men and women and make it possible to combine work and family care.

Possibilities for flexible working hours, when working full time: Mon-Thurs from 9am to 2pm and Fri from 9am to 12pm. If you are employed part time (50% employment or more), flexible working time is possible from 9am to the end of the respectively shortened working day. Moreover, individual agreements can be made on working times, if the staff member needs to care for children or for close relatives living in the same household. If you need to care for children or close relatives in need of care who are

not living in the same household (e.g. if you hold parental custody) and legitimate reasons exist it is possible to come to an individual agreement on working times.

Part time work

If there are no important work-related reasons that speak against it, staff members can reduce their working time either permanently or for a short period of time. The “new” working times need to be agreed with the university in a contract and must take into account legal regulations.

How to check net salary if working hours are reduced:

→ *Brutto-Netto-Rechner der Arbeiterkammer (Chamber of Labour gross and net salary calculator)*

Care day release

Staff members can take time off for care leave in the following cases (while still being paid their full salary):

- ▶ to provide necessary care for an ill family member living in the same household (= spouse, partner, children, grandchildren, adopted or foster children, parents, grandparents) or
- ▶ to provide necessary care for a child (or adopted or foster child), if the usual carer is not able to work (due to illness, hospital stay or death, etc.).

Care leave can be taken for up to a maximum of one regular working week per work year (i.e. when employed full time, 40 hours per week throughout the working year). Furthermore, staff members have the right to take a further week of care leave if there is a new case of illness in the same household (of a child up to the age of 12). Care leave can be taken for full days, half days or for specific hours.

→ ***Employer agreement for special leaves/ inability to work***

All staff members at the university can take special leave for important personal or family reasons or for any other special event. If leave is granted, the staff member receives their full salary. The University of Graz is aware that there are many different family constellations today. For this reason, the decision has been taken to provide the possibility of special leave for care and end-of-life care for close family members (grandparents, parents, children, grandchildren, siblings and step children who do not live in the

same household) as well as for other relatives living in the same household, regardless of legal entitlement.

Care leave/part time work for carers

An agreement can be made between a staff member and the employer to arrange care leave in return for receiving no salary to allow for the care of a close relative in level 3 or higher (dementia as of level 1) at the beginning of the leave.

Care leave can be taken for one to three months. The employment relationship must have lasted at least three continuous months and the agreement must be in a written form. The agreement must mention the beginning and length of the care leave. When reaching an agreement on care leave, it is important to take the interests of the employee and the needs of the workplace into account. In companies with an Employee's Council, the council has to be involved in the decision making process if the employee wishes. The employee can request that they return to their original working hours earlier than planned if the person in need of care starts to be given in-patient care or is transferred to a care home or another institution. This is also possible if another care person takes over care duties or if the person in need of care passes away. Return to normal working hours is possible at the earliest two weeks after this change in situation has been registered.

Close relatives are: spouses, civil partners, people directly related to the staff member, adopted and foster children, the person with whom you are cohabiting and biological children of a spouse/partner living in the same household.

→ help.gv.at search *Pflegekarenz und Pflegezeit*

Care leave allowance

You are entitled to financial support in the form of a care leave allowance while you care for relatives, during care leave, while working part time to care for a family member, or during family end-of-life care leave or family end-of-life part time work.

→ help.gv.at search *Pflegekarenzgeld*

Family end-of-life care leave

The employee can request that their working times be reduced or changed. He or she can also request leave in return for not receiving a salary to allow them to provide end-of-life care for a close relative, even when they are not living in the same household (grandparents, parents, spouses, partners, children, grandchildren, adopted and foster children, children of your partner who are living in the same household as well as siblings, parents in law, children in law, adoptive parents, foster parents, biological children of the partner).

End-of-life care leave can be taken for up to three months. End-of-life care leave can be taken five work days, the extension ten work days after receipt of written communication at the earliest.

If the reason for end-of-life care no longer exists, the employee has to inform the employer immediately. The employee can request that they return to their original working hours earlier than planned two weeks after end-of-life care is no longer needed. The employer can request a return to usual working times as long as this does not present any disadvantages for the employee.

This request is made by writing an informal letter. A template is available on the unikid & unicare website.

→ unikid-unicare.uni-graz.at → *Legal and financial aspects* → *Information on labour law* → *Family end-of-life care leave*

Financial support options

An entitlement to care leave allowance exists to provide financial support for family carers needing to take care leave/working part time, or taking end-of-life care leave/working part time due to end-of-life care.

→ help.gv.at: search *Pflegekarenz und Pflegezeit*

There is the additional possibility of applying for an additional care allowance for family members at the Federal Ministry of Families and Youth. The aim of this allowance is to prevent families from experiencing financial difficulties while taking end-of-life care leave for family members.

→ bmfi.gv.at search *Familienhospizkarenz-Zuschuss*

→ ***Employer agreement on the provision of financial support/advance payments of salaries or remuneration***

If you find yourself in difficulties through no fault of your own or if there are understandable reasons for the difficulties due to personal, family or financial circumstances, you can be provided with additional financial support, or advance salary or remuneration payment. This option is also available if unusual events occur, which result in financial difficulties. Employees earning a net income of up to 1500 Euros can apply for this additional financial support. The monthly net income limit is increased by 150 Euros per child declared at the university. The monthly net income limit is increased by 300 Euros per disabled child.

→ ***Employer agreement on mobility and parking space allocation***

The University of Graz endorses sustainability principles and makes an active contribution to mobility. For example, the university supports measures that increase the use of public transport, bicycles and other forms of transport with the aim of making mobility as sustainable and environmentally-friendly as possible.

In addition to encouraging the use of public transport, bicycles and park & ride, social factors are taken into account when allocating university parking spaces:

- responsibility to care for small children or children of school age up to the end of primary school.

- responsibility to care for family members in need of care living in the same household or in their own home. Time spent visiting the family member in a care home is not taken into account.

If you experience difficult personal circumstances (such as a temporary need for care) you can be quickly allocated a temporary parking permit for a maximum of 3 months. This initiative was suggested by the Employee's Councils and made possible through cooperation with the committees of the Employee's Council for Non-Academic University Staff, the Employee's Council for Academic University Staff and the Working Group for Equal Opportunity.

→ ***Employer agreement on sabbaticals (academic university staff)***

The University of Graz offers the option of personalised leave from work. Various different sabbatical models are available for non-academic staff members. These can be used for recuperation, to organise family matters or to undertake personal projects.

Private leave

Private leave makes it possible for employees to take leave from their existing employment in return for not receiving their salary. This option is based on an agreement with the employer and is only possible when the employer agrees.

→ ***Academic leave of absence***

Leave can be taken for a maximum of two semesters per case and application. It is valid for all open study programmes at our university. During leave, your UNIGRAZonline account remains active. The affected semesters are not counted. As you will still be a member of the Austrian National Union of Students, you must pay the membership fee.

During leave, your study programme remains active according to § 67 (2) of the 2002 University Act but you may neither participate in courses nor take exams, submit academic papers or get them graded. Any exams taken during a period of leave will be declared invalid. Possible reason: caring for relatives in need of care (comes under “other” heading)

→ *Provision of further education and*

→ *HR Development*

Whichever type of leave you choose, you can continue to make use of the further education options provided by the University of Graz:

→ *Leitfaden zu beruflichen Auszeiten on the University of Graz intranet*

Options provided by the Employee's Council for Non-Academic University Staff and the Employee's Council for Academic University Staff

The Employee's Councils are happy to provide you with information, brochures and personal advice (e. g. on flexible working times, part time work, part time work for parents, “a baby is coming”). Employee's Councils have successfully undertaken negotiations on diverse employer agreements and

on other measures, taking into account the focus on the compatibility of work and family. Your Employee's Council also provides various other services and supporting measures.

→ *Employee's Council for Academic University Staff*

The Employee's Council for Academic University Staff is always organising different offers and discounts, which also benefit the partners and families of our employees. These offers range from generous online shopping discounts to discounted vouchers for cultural events and bargain holidays.

Further up-to-date information can be found in the service section on the website of the Employee's Council for Academic University Staff:

→ *brwiss.uni-graz.at*

→ *Employee's Council for Non-Academic University Staff.*

► Spar vouchers: Once a year, the Employee's Council for Non-Academic University Staff gives spar vouchers to non-academic university staff (civil servants, collective agreement employees and contractual employee act employees, apprentices). An income limit applies. If you are employed part time, no projection of a full time salary takes place. Eligibility requirements: present all year (actively working) during the previous year – if a ban on working was in place according to MschG (maternity protection act), you are counted as being present during this time.

- Sodexo vouchers: In coordination with the Employee's Council for Non-Academic University Staff, Human Resources gives out Sodexo vouchers financed by the global budget before Christmas every year. Recipients are non-academic staff members (including apprentices, employees in minor employment and project team members financed by the global budget), federal teachers, teachers employed on a contract basis (not including senior lecturers), civil servants and senior contract staff working in an academic capacity. The value of the vouchers given is staggered according to income and takes into account biological and adopted children up to the age of 18, who have been declared to the university.

Further offers included in the provision of services provided by the Employee's Council for Non-Academic University Staff can be found on the intranet pages of the Employee's Council

→ *intranet.uni-graz.at* search *Betriebsrat Vorteils card*

The legal information compiled in the framework of unicare was checked by Sabrina Lueger, Mag. Ralph Duschek and Dr. Paula Aschauer (as of 2014).

However, if you have any further legal questions about your individual situation regarding family responsibilities, please feel free to contact the unikid & unicare information centre, your Employee's Council or to contact Human Resources directly.

Factbox: unicare-Info:

unikid & unicare organizes different events on the topic of carers, with the aim of highlighting different day-to-day to be met when caring for adult or elderly family members. Experts are invited to "unicare-Info" focussing on different aspects of care.

All those affected by these issues as well as other interested parties are invited to participate. The "unicare-Infos" usually take place on Tuesdays (14:30 to 16:00).

You can find the dates:

- *in our newsletter*
- *on the intranet (employees only)*
- *on the unikid & unicare website*

Do you have any ideas, or any topics that interest you? Just send us an e-mail!

University of Graz, University of Music and Performing Arts, Graz, Medical University of Graz, Graz University of Technology, Joanneum Research, KAGes and the Austrian Economic Chambers cooperate to organize information events on the topic of care. If you subscribe to our newsletter, you will also be sent information about events organized by our cooperation partners.

Personal questions, notes & ideas:



**Contact details for staff and students at the University of Graz,
University of Music and Performing Arts Graz and Joanneum Research.**

University of Graz

unikid & unicare

University Work-Family Balance Information Centre

Harrachgasse 32, 8010 Graz, Austria

Phone: +43 (0)316/ 380-2168

E-Mail: unikid-unicare@uni-graz.at

Web: unikid-unicare.uni-graz.at

The four universities in Graz worked together
to compile the content of this brochure on care.



Legal mention

Important information regarding links and references in this brochure:

We accept no responsibility for the completeness or the content of the linked pages.

Editor: University of Graz | unikid & unicare

Liable for the content: unikid & unicare | Mag. Julia Spiegl

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