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**FOR QUALITY! Project**  
**3<sup>RD</sup> REGIONAL SEMINAR – VIENNA**  
**22<sup>ND</sup> SEPTEMBER 2015**  
**9H00 – 15H45**

**PROGRAMME**

**Address:** Austria Trend Hotel Ananas, Rechte Wienzeile 93-95, 1050, Vienna, Austria

**Organiser:** SSE – Social Services Europe

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For Quality ! is a European project focusing on developing 11 country-reports, political recommendations and a toolkit of best practice to support the quality of jobs and services in personal care and household services (PHS). The project partnership involves nine European organisations or networks representing a broad variety of stakeholders in the PHS sector (service providers, social economy actors, trade union organisations, research organisations, etc).

The first phase of the project covers an overview of the situation of PHS in 11 European countries with regard to the quality of jobs and services in the sector. Through this process, a regional seminar in Vienna will be organised aiming to bring together relevant stakeholders from Austria, the Czech Republic and Germany to discuss the three country reports, exchange views on best practices and develop political recommendations on how to strengthen the PHS sector; both in terms of improving the quality of the services provided and the working conditions of its workforce.

**PROGRAMME**

Languages: English - Deutsch

- 8 :30 – 9 :00                      Welcome Coffee
  
- 9 :00 – 9 :15                      Welcome speech
  - Franz Wolfmayr, President of the European Association of Service providers for Persons with Disabilities (EASPD), member of SSE
  
- 9:15 – 9:30                      User perspective on Personal & Household Services
  - Bernadette Feuerstein, Chairwoman of Independent Living Austria
  
- 9:30 – 10:00                      Presentation of the National Reports on PHS in Austria, the Czech Republic and Germany



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- Sanjin Plakalo, Pour La Solidarité

➤ 10:00 – 11:15

#### Assessing the relevance of the national reports

- Working Group on Austrian report (in German)
- Working Group on Czech report (in Czech)
- Working Group on German report (in German).

➤ 11:15 – 11:35

#### Coffee Break

➤ 11:35 – 12:00

#### Plenary session: reporting of the challenges & issues in the three countries discussed in the group discussions

➤ 12:00 – 13:00

#### Presentation of three best practices on workforce development and service quality in PHS + Discussion on transferability

- Presenting the “Heimhilfe” model in Austria by Franz Wolfmayr, EASPD
- Presenting “Support of independent life of people with learning disabilities in the context of community based services for Slezska Diakonie”: Romana Belova, Slezska Diakonie.
- Presenting the DIN SPEC 77003 model in Germany: Micheal Ulbrich, Allianz Haushaltsnahe Dienstleistungswirtschaft

➤ 13:00 – 13:45

#### Lunch Break

➤ 13:45 – 14:45

#### Development of policy recommendations

- Austrian Working Group on national and EU policy recommendations
- Czech Working Group on national and EU policy recommendations
- German Working Group on national and EU policy recommendations

➤ 14:45 – 15:15

#### Discussion and exchange of views on policy recommendations

➤ 15:15 – 15:45

#### Concluding remarks

- Perspective of the Local and Regional Authorities: Jiří Horecký, President of the Association of Social Care Providers in the Czech Republic
- Perspective of the Trade Unions: Michaela Guglberger (vida) and Eva Scherz (GPA-djp)
- Perspective of the Service Providers: Franz Wolfmayr, President of the European Association of Service providers for Persons with Disabilities (EASPD), member of SSE