

Neighbourhood Centered Approach – The Graz Model

European Social Services
Conference

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graz.at/allesfamilie



Facts and Figures

City of Graz

- Inhabitants: 295.424 (1.1.2022)
- Average age: 40,5 years
- About 17,5 % under 20 years old
- About 2.900 births per year
- 2003: Neighbourhood – Centered Approach* started
- 2010: Pilotproject reorganisation of the financing model
- Since 2014: Implementation

*Prof. Wolfgang Hinte, Helga Treeß



Changing the Focus



From passive support to empowerment

- Assistance is based on actual client needs
- Family members are included in efforts to find solutions
- Domestic and broader social context is another focus
- Evaluation and adaptation on a regular basis
- Integration of non-profit actors and other institutions
 - *provides flexibility and innovation*
- Budget is not tied to specific cases
- Continuity is secured through financial stability

Primary Prevention and Health



What we provide

- Free of charge offerings combined with financial incentives
 - *Expecting parents*
 - *Parents with new-born children up to about 3 years*
- At home visits for parents with new-borns
- Parent advisory centres with a physician on staff
- Health service at kindergarten and school
- Needs-specific activities and consultation services
- Children and youth outreach service

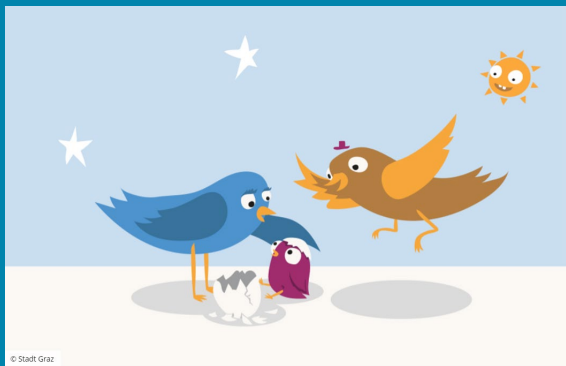
Seamless Transition



From primary to secondary prevention

- Positive initial contact enhances the acceptance
- Sometimes the transition is gradual and nearly „invisible“
- Protecting the child has the utmost priority

Flexibility in Turbulent Times



Current challenges

- Highly effective during the pandemic
- Service providers were and are able to convert offerings according to national and local guidelines
- Maintaining contact with most families
- Coordinators could and can adapt assistance and support services appropriately and quickly
 - *digital, telephone or hybrid formats*
 - *Ukrainian families with children*

Thank you!

Ines Pamperl

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