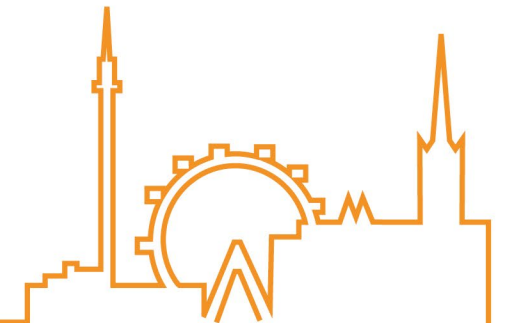


Election of the Vienna Social Fund Client Council

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Short Summary



Vienna Social Fund (VSF):

- Social service provider in cooperation with NGOs for the city of Vienna
- Target groups: elderly, shelter- or homeless people, people with disabilities, refugees and people with debt problems

The project:

- What is it about: Establishing a self-advocacy body for clients of disability services of the Vienna Social Fund
- Who is addressed: 9,000 clients of different long-term disability services
- 14 representatives elected in autumn 2020 for a period of 5 years



Main Project Goals

- Needs-based improvement of services for people with disabilities from the service user perspective - “Nothing About Us Without Us”
- Representation of service users on a cross-organisational level
- Implementing communication structures for direct exchange between clients of the VSF and policy-makers in Vienna
- Enabling direct, democratic involvement and political participation of people with disabilities
- Following the principles of the UN-Convention on the Rights of Persons with Disabilities

How to...



- Participative approach: ensuring client participation during the whole project cycle through an advisory peer-expert group
- Special effort addressing a vast group of service users to ensure diverse representation
- Low-threshold for participation
- Needs-based information and communication material during all stages of the process
- Providing professional coaching and support for candidates as well as the elected council members

Achievements



- ✓ First elected representation body for people with disabilities in Vienna
- ✓ First cross-organisational representation body for clients of the VSF
- ✓ Diverse composition of the council - representation of people with different disabilities and from different service backgrounds
- ✓ High interest and participation in target group
- ✓ Best-practice accessible information material and ballot papers



Challenges – Work in progress

- Restrictions related to the corona pandemic
- Workload and resources for candidates and council members
- Networking and exchange between client council and other self-advocacy bodies
- Taking on the role of a representative of others
- Establishing strong and functional structures for communication and cooperation between VSF, policy-makers and client council



Relevant Project Links

VSF Client Council Website:

www.kundinnenrat.fsw.at

Public presentation of candidates – Highlight video:

https://www.youtube.com/watch?v=K-gCYGvOzQw&feature=emb_title

Presentation of election results:

https://www.youtube.com/watch?v=mmXvkDZi6x4&feature=emb_title

Fonds Soziales Wien

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taglich 8:00 – 20:00 Uhr

Wir sind da, um fur Sie da zu sein.