

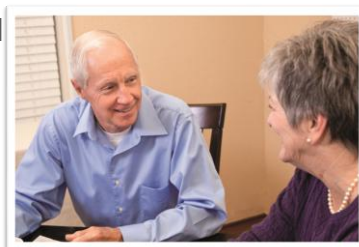
Jessie Wienphoto/Getty Images



Vienna Contact Visiting Service

What is the Contact Visiting Service about?

- A service provided free of charge by the City of Vienna
- Target group: all Viennese residents over 65
- A combination of counselling and continuous survey
- Issues covered: social services, amenities and activities, personal situation and concerns
- Information on opportunities to participate at district level



Wir sind da, um für Sie da zu sein.

Stadt Wien

Data concerning the Contact Visiting Service

- Service offered throughout Vienna on a district and neighbourhood basis (23 districts)
- 7,600 senior citizens visited in 2011
- 126 contact visitors:
 - 107 women, 19 men
 - 107 of these over 60
- All are volunteers, receiving expense allowance



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Identification of Needs

- Visitors use a standardized questionnaire as a guide
- Individual needs and suggestions are recorded
- These needs and suggestions are taken into account by local policy-makers and social services



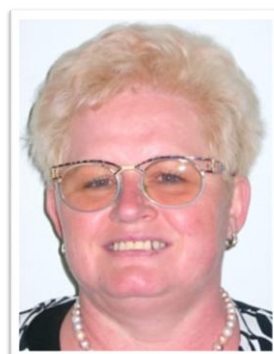
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Comments

by Contact Visitors

Katharina O.

‘You get your feet back on the ground, when you see that people have many problems, and I am glad to be able to support them and to relieve them a little of their loneliness.’



Johann P.

'It is very important for me that people are well informed and know where they can turn to!'



Anna W.

'After my early retirement, the contact visiting service became an important task from which I derive a lot of energy.'



Thank you for your attention

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