

### ***Initial situation:***

The demographic development forces use to be more flexible in everyday life. Especially young families are affected. A lot of families do not have any supporting networks or they are hardly reachable. Raising numbers of single parenthood are also critical factors.

The volunteer helpers of Calimero visit the families and support them with daily routines like taking care of the baby, accompany them to doctor appointments, or babysit their siblings.

Two employees of Caritas supervise the families and the volunteers. They support and coach and organize network partners. The volunteers receive a special training and Caritas offers insurance.

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### ***Calimero offers*** a previously non-existing slot:

- + Families who want support, will be accompanied by us, regardless of their nationality and social status;
- + No medical indication is needed for the support;
- + Calimero is a professionally managed organisation of accompanied volunteering: providing people who want to get involved with families and spend their time and experience with those who are in search of support;
- + through the accompaniment, the self-efficacy of the family-system is being increased
- + the accompaniment creates the feeling of "not being alone" -> relief -> parents are less stressed -> children are less stressed;
- + ideally the volunteer lives close to the family and is able to help with the socialization of newly set families.
- + Calimero is a very low-threshold service with a large impact (we regularly evaluate including final discussions)


### ***Target groups:***

**Families** with and without a migrant background, with one or more children, single parents or not. It will be clarified in advance whether the family has any need for support, which is not covered by volunteers, but can only be provided by professionally trained specialists from other institutions. In this case, a transfer is made to the appropriate facility. The clearly defined demarcation as well as the interfaces to other supporting offers (inside and outside Caritas) are essential.


**Volunteers** invest their time, share their experience and support the family over a longer period of time.

Working with volunteers is a factor of success within the project. The selection, intensive preparation and support of the volunteers are essential elements of Calimero. Regular volunteer meetings, trainings and internships ensure high quality volunteering for families.

### **Financing:**

-  **Subsidy:** The municipal of Salzburg is supporting the project with a monetary annual subsidies as well as the furnishing of office and group accommodation at the Bewohnerservice Lehen (Residents service centre). The subsequent additional benefit is extraordinary as it is a spot of networking and thus this can be done without much additional effort.

The municipal is very interested in the continuation of the project, as the people in charge of the Department of Family greatly appreciate the added value.

-  **Contribution:** The family pays a (socially staggered) monthly cost contribution. With the contributions of the families at least part of the training/supervision for the volunteers and their accident and liability insurance is refinanced. Donations or special sponsorship models ensure that socially needy families can also be accompanied.

With the contribution fee families do even more appreciate the accompaniment and the liability gets higher.

-  **Donation:** The project is largely financed by donations, except for the financing components mentioned above.

### **Implementation:**

The potentials of the target groups are promoted in such a way that employees, who either have the experience themselves in child rearing or in a pedagogical context, can pass on this knowledge to them. Young parents often have questions that arise because they have no experience with babies, especially when it is their first one. Relationship-based support creates opportunities for volunteers to be effective, transfer experience, relieve stress or simply create freedom. Feedback from volunteers shows that this type of engagement is satisfying because of the impact which is quickly noticeable.

The project defined a control loop, which is as follows: assessment of needs through guideline-based initial interviews with the families -> procedure of reception of interested volunteers -> matching -> home visits to families -> continuously conducted conversations with the family and its volunteers -> training and supervision for volunteers -> final

discussion with the family and volunteers, etc. This loop is evaluated during the process and the support is being adjusted accordingly. The concept is agile and is adapted according to regional characteristics and socio-political requirements within the framework of the basic orientation.

### ***Effect inside and out:***

The professional team of Calimero is cross-linked very well due to the membership to Caritas Salzburg and has access to a nationwide network. It regularly adjusts to the social, legal and social requirements in the inner and outer environment. Regular network maintenance and representation in various network meetings and committees enable transparency of supply and demands.

Calimero closes a gap in Caritas Salzburg's already existing family support structure.

Calimero is **organizing meetings** twice a year, bringing all accompanied families and volunteers together. This has an impact on social structures within the "inside of the project" and consequently within the "outside" and thus can form further interest groups.

**The project is extensively promoted** by Caritas, midwives, general practitioners, birth wards, parental counselors, parishes, communities and other network partners. Social media networks like Facebook or Instagram are also used for advertising.

### **Since the beginning:**

- ✚ Different measures in public relations (contributions in ORF and RTS, press conferences, continuous media presence in various print media, interviews, development of various posters, information cards, meetings with network partners, further information events, etc.)
- ✚ As of January 2018: continuous acquisition of families and interested volunteers
- ✚ Since the beginning continuous fundraising to ensure the project

### **Expansion preferable:**

During the cooperative concept development of Caritas Vienna and Salzburg, the concept was designed in such a way that other dioceses of Caritas Austria could build up the Calimero offer in the respective federal states. Analyzes and research show that the demand for demographic development exists in all parts of Austria.