



Support services The way forward

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Structure of presentation

1. EASPD

2. Challenges for the sector

3. Next steps

EASPD in brief

The European Association of Service Providers for Persons with Disabilities (EASPD) promotes the equalisation of opportunities for people with disabilities through effective and high quality service systems in Europe.

EASPD represents over 8000 service provider organisations across Europe.

EASPD: A European network

EASPD's work is based on three pillars:

- **IMPACT:** monitoring, responding to and influencing the development of European policies
- **INNOVATION:** development of and participation in action research
- **INFORMATION:** provide members with up to date news and offering network opportunities

Challenges for the sector

1. A Changing Society

- Shift in paradigm with regard to persons with disabilities
- Demographic change
- Economic change/ privatisation
- Knowledge society and ICT

Challenges for the sector

2. Staff Training

- First line workers in the social sector are mainly (up to 95 %) female.
- Key issues:
- Few career opportunities
 - Low wages
 - Few LLL opportunities (investment in human capital)
 - Needs for retraining due to paradigm shift (adaptability of workers)

Challenges for the sector

3. De-Institutionalization

There is an urgent need for the development of community based and person centred services across Europe.

Key issues:

- Retraining of staff in specialised settings
- Training of staff working in the mainstream
- Development of new job profiles
- Training of social services management

Challenges for the sector

4. Availability of Services

Availability of a services spectrum and free choice are crucial for the well-being of PWD.

Innovation in social service provision could contribute to sustainable solutions.

Key issues:

- Capacity building is needed in Eastern European countries
- Needs assessment tools are to be developed
- Funding?
- New types of services, e.g. call centres, distance support, ...

Challenges for the sector

5. Stakeholder and Mainstream Cooperation

All stakeholders have to contribute to the development of efficient and cost effective service systems.

Today's society is complex. Only through well-organised cooperation and shared responsibility, effective and efficient policy developments and implementation is possible.

Key issues:

- Identification of stakeholders
- Agreement on different roles and responsibilities
- Development of tools and instruments facilitating cooperation
- Funding of stakeholder cooperation

Stakeholder ≠ stockholder

Next steps

I. ICT and Assistive technology

- Distance support
- Distance learning
- Support through call centers
- ...

Aiming at:

- Empowerment
- Inclusion

Next steps

II. Mainstream support

- **Networks of support around the client**
- **Knowledge centers/ expertise**
- **Plug& Play**
- **Training of mainstream support staff**

Aiming at:

- **Full citizenship**
- **Social cohesion**

Next steps

III. New types of services

- **Family support systems**
- **Community support**
- **Network& Community building**
- **Provision of accessible information& legal advise**
- **Respite care**
- **Services for ageing people and their disabled family member**
- ...

Aiming at:

- **Effective support**
- **Efficient support**

Next steps

IV. Innovative residential centres

- Community based/ CBS
- User driven (quality control, recruitment, ...)
- Rooted in society
- ...

Aiming at:

- Inclusive support provision

Key problems

1. Access to and affordability of ICT & AT
2. Training of support staff
3. Bridge building with IT industry
4. Person centered and focused IT & AT
5. Standardisation
6. Resarch based developments- Data collection!



Thank you!

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