



dachverband
berufliche integration
austria
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5. Personal Assistance in the Workplace “Persönliche Assistenz am Arbeitsplatz”

5.1. What is Personal Assistance in the Workplace?

Personal Assistance in the Workplace (*Persönliche Assistenz am Arbeitsplatz*=PAA) provides need-based personal support to employees who have a disability/illness, at the workplace or while they are in the process of receiving training. This support service is being rendered by lay assistants.

In this way, even people with a severe disability can take part, in a self-determined way, in a working life or in some form of training. People who take advantage of this assistance receive all the personal support which is necessary to function in a professional activity or to receive training in one form or another.

However, content-related or specialized assistance in the performance of work or during training is not intended within the framework of Personal Assistance in the Workplace.

5.2. Who should take advantage of Personal Assistance in the Workplace?

One prerequisite for taking advantage of Personal Assistance in the Workplace is the assessment at level 3 of the Attendance Allowance, and with the authorization from the Federal Ministry of Social Affairs this form of assistance is available free of charge.

Beyond this, the following prerequisites apply:

- ⇒ you must be in continuous employment subject to social insurance contributions and improve the quality of your performance at work with the help of PAA or possibly thus avoid the threat of a job loss or
- ⇒ you must be independent and gainfully employed or
- ⇒ you must be able to attain a reliable form of employment or begin to engage in an independent activity with the support of PAA or
- ⇒ be able to pursue studies or training of one form or another with the support of PAA.

More exact regulations regarding the target group can be found in the Guidelines for the Promotion of the PAA.

5.3. What are the Tasks of Personal Assistance in the Workplace?

Personal Assistance in the Workplace includes support services which are essential within the framework of a service or a training program. PAA is based on the individual need of participants in the program, who are experts on their own cases.

The assistant will provide help with such routines as for example:

- ⇒ Accompaniment on the way to work or place of training from home and back
- ⇒ Accompaniment on errands related to the job or training outside of the workplace
- ⇒ help with miscellaneous manual activities (e.g. the filing or copying of documentation)
- ⇒ Assistance with grooming and hygiene during work or training or with getting dressed or undressed, or with meals, as required in each case.

The PAA also provides optional services when the individual is on leave or must be absent from work or training because of illness.

The PAA is geared to the individual needs of the person concerned in each case. In the interest of fostering as much self-determination as possible, the extent of the support or assistance is left up to the participant in the program.

There are support service branch offices in all of the states (with the exception of Burgenland), which are in charge of the project implementation.

5.4. Case Study

Mrs. F. is 38 years old and has very limited motor skills because of her disability. She went through training as an office clerk, but in the last few years her health has deteriorated to an extent where she has had to rely more and more on support in coping with her work and her daily routine. She also had to give up her employment temporarily a few years ago.

Right now a return into the workforce appears possible, since Mrs. F.'s former employer, who has great faith in her skills and experience, is looking to augment his team with a half-time worker. Mrs. F. would be interested in taking up this work again, since she feels that she is ready to face part-time work at this point.

Mrs. F. applies to one of the branch offices of Arbeitsassistentenz for advice. Together with her new boss she decides when to start work and applies to the Federal Ministry for Social Affairs for Personal Assistance at the Workplace. Mrs. F.'s greatest need for support is on the way to and from work as well as with toileting and with the manipulation of some of the technical equipment, such as for example the large photocopier in the new office. In this way Mrs. F. has very specific requirements of her prospective assistants. The Arbeitsassistentenz office is even helping her with the choice of assistants.