



17th EUROPEAN CONFERENCE ON SOCIAL AFFAIRS

“Development of quality objectives for service providers from the tertiary sector for the improvement of effect for the users”

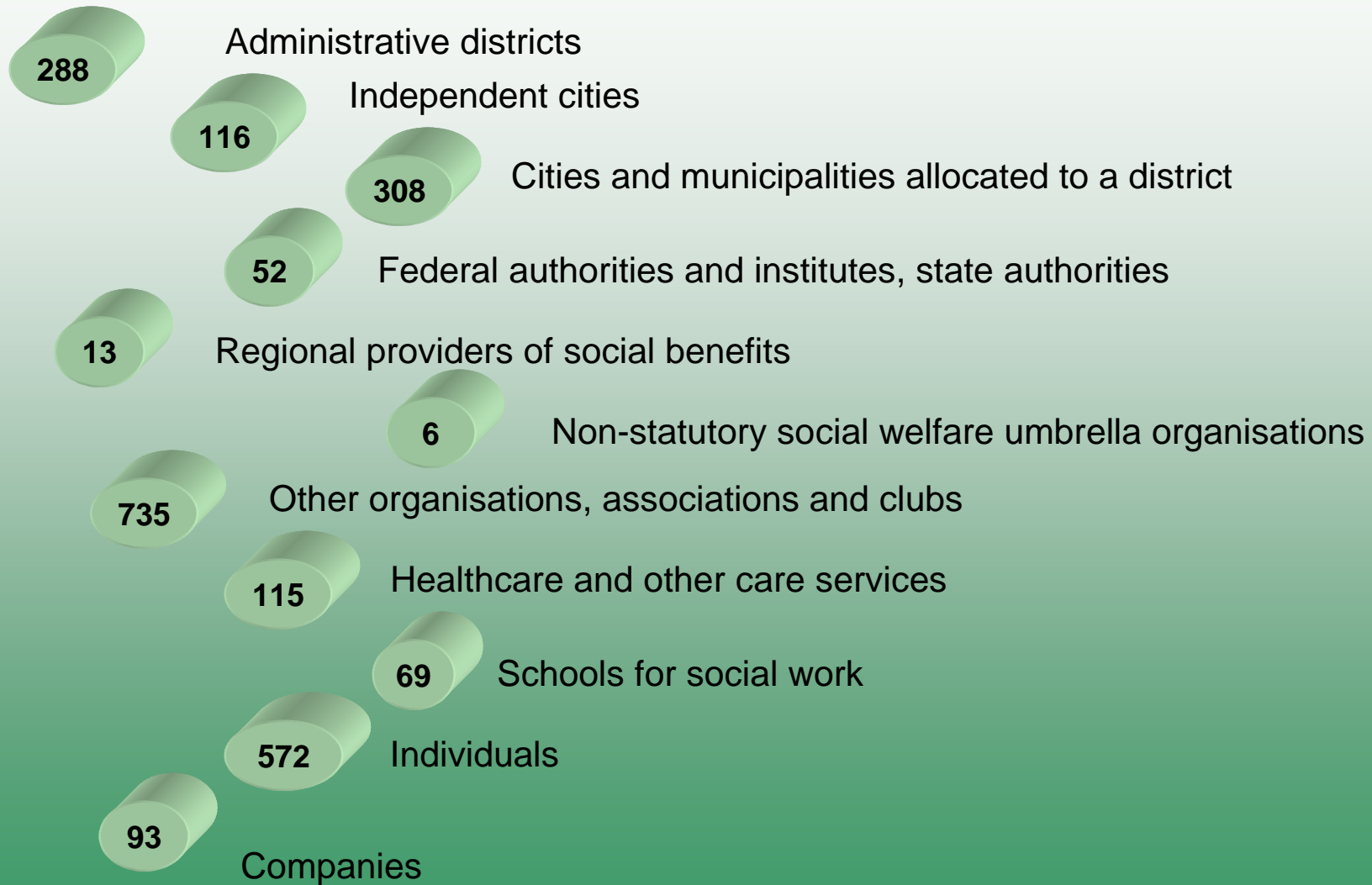
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Members of the Deutscher Verein





Basis

Quality Objectives – Expectations and Needs

1. Dialogue between users and providers of social services
1. Internal processes, e.g. development of “guiding principles” and quality management



Development

- **Development of quality objectives of the non-statutory welfare organisations to achieve their specific quality of services**
- **Scopes of Application:**
 - Current: Taking care of the elderly
 - Proposed: Taking care of the handicapped and youth welfare service



Cooperation of the Parties Involved

- **Development of key points of “cooperative quality management” by the Deutscher Verein for the improvement of cooperation between public and private (non-profit) sectors**



Legal Framework

Change from institute-oriented to people-oriented thinking, e.g.:

- Regulations on residential care (new forms of housing and support)
- Caring for the elderly and the disabled (overall concept – bridging gaps)



Thank you very much for paying attention!

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