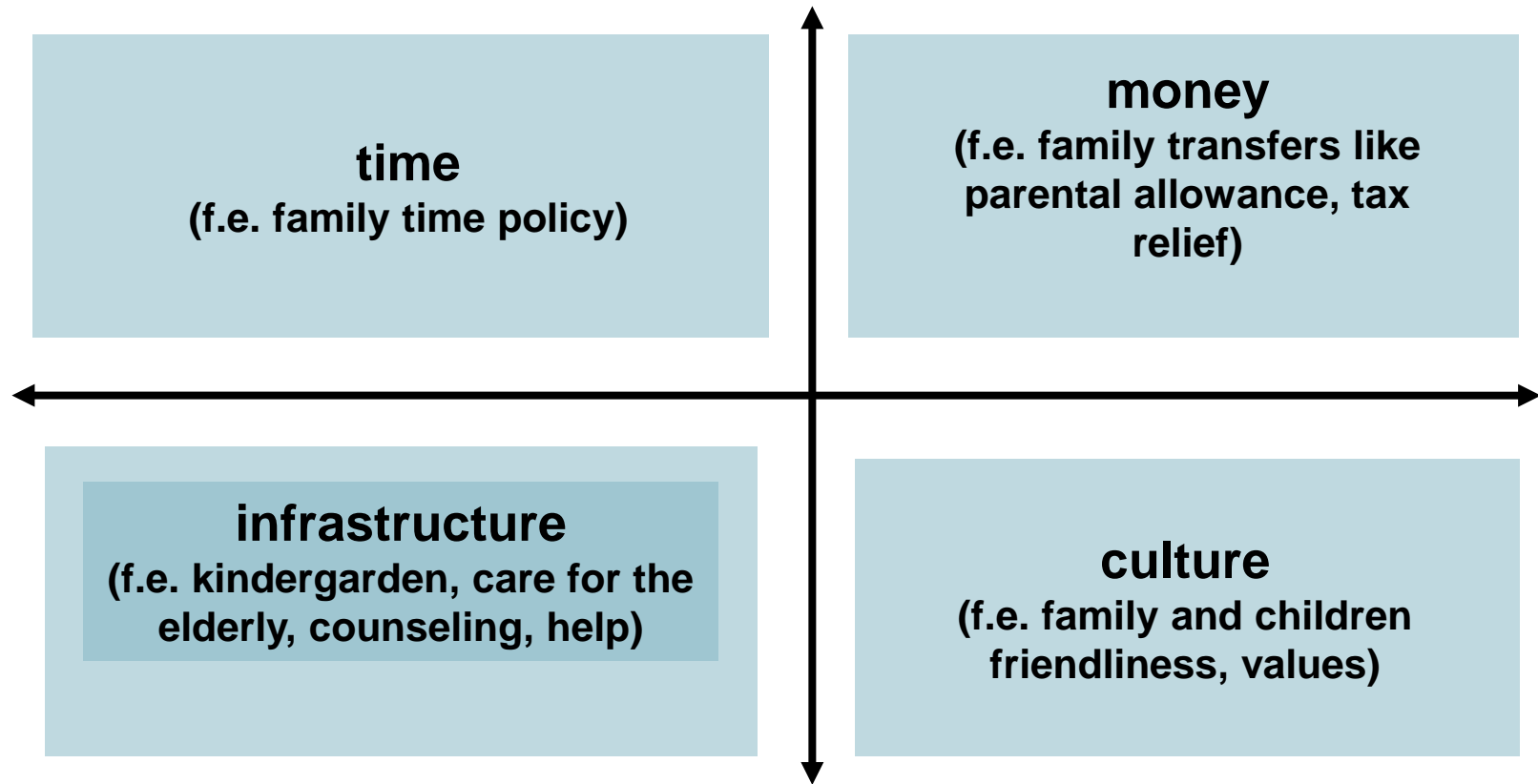


SERVICESTELLE „NETZWERK FAMILIE  
STÄRKEN“  
A CENTRAL SERVICE POINT FOR  
INSTITUTIONS SUPPORTING FAMILIES

# Elements of family policy

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# Central elements of infrastructure

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- **Houses of the family/multigenerationhouses:** focal points for families, participatory operation, low threshold support of offerings, pilot into help system, platform for civil engagement, number of partners
- **Family education centre:** provider of parental and family education, coordination of the network family education
- **Family centre:** focal points for families, self-help initiatives „from families to families“
- **Local coalitions for family:** local networks with actors of policy, associations, initiatives, economy and civil society, shared commitment for a family friendly infrastructure

# infrastructure in figures (Rheinland-Pfalz)

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- 24 counties and 17 towns with a youth office
- 45 Houses of the family/multigenerationhouses (in each community at least 1)
- 22 Family education centres
- 11 Family centres
- 21 Local coalitions for families

# Services of family institutions

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<b>encounter</b>	Open meeting points to establish contacts, network with others, learn from each other, design jointly leisure
<b>counseling</b>	Close to everyday life counseling on short ways with professionals on site, possibly forwarding to external services (pilot function)
<b>education</b>	Informal access to learning und training opportunities, practice-oriented education programs in different structured settings (open offers, courses etc.)
<b>accompaniment</b>	of individuals and families through different phases of life, in transitions and after critical life events
<b>care</b>	Family-relieving care services in different phases of life and in transitions

# Establishment of the central service point

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- Situation before start-up:
  - Different family institutions exist side by side, however lack of communication and matching offers
  - Parallel structures for advice and support the different types of family institutions
- Establishment of the central service point „Netzwerk Familie stärken“ as a service and competence centre for all family institutions in Rheinland-Pfalz on August 2012, commission to ism to implement by the family ministry

# Objective of the central service point

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- Advice and support of family institutions on
  - ▣ Profile building und conceptual development
  - ▣ Networking of family institutions and matching offers and services
  - ▣ Cooperation with regular institutions like kindergarden, schools or community facilities
- Supporting need-based development of social infrastructure for families and promoting family friendliness in the communities

# task profile of the central service point

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## Servicestelle Netzwerk Familie stärken

advice and information

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promoting cooperation  
and networking

supporting innovation and  
public perception



# Advice and information

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- Regular information about current developments, seminars and workshops, offers of further education, new materials and interesting practical examples, especially via homepage and mailing list
- Information and advice to individual request of family institutions or communities via telephone, email or face-to-face
- Counselling and accompaniment the family institutions to concept development, profil building, sustainability
- Advice to support networking processes
- Support for start-ups

# promoting cooperation and networking

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- Organisation and conducting of seminars and workshops as places for exchange among colleagues
- Preparation of family policy topics which are important for the family institutions and give impulses to practice
- Creating guidelines and practice notes for selected topics with key information and practical tips
- Planning, organisation und conducting of further education offers to tasks of family institutions (f.e. management tasks)

# Support innovation and public perception

11

- Development of new approaches to family support
- Testing of innovative practical approaches to local networking
- Impulses about priority theme for the whole county on the occasion of the international day of families
- Family congress as a specialist event and platform for new approaches to support families
- Stimulation and support continuous quality development
- regular self-evaluation of the central service point regarding usefulness of offers for the family institutions and communities

# Seminars in 2016

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- countywide specialist event on „integration of refugee families in the communities“
- Regional conference on „access to hard to reach families“
- Expert discussion on „illiteracy and basic education“
- Action „Storytelling builds bridges“ on occasion of international day of families
- Developing and testing a quality development concept for family institutions on using collegial visitations

# Guidelines of the service point

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- „Accessible and demand-driven customization family support deals – allow participation“ (practical guide)
- Action guideline for the design of intergenerational projects
- Work help and templates for family facilities for the creation of cooperation agreements with municipalities and/or other partners

# VIELEN DANK FÜR IHRE AUFMERKSAMKEIT!

Bei weiteren Fragen können Sie uns gerne  
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