



# Caroline 35 Female Belgian AAL2G-4

Caroline works as a front-office worker in a CPAS (public centre for social support) that provides homeware support for elderly people that are in need of care in a broad way. Her organisation also has a retirement home. People from the municipality visit the organisation for advice or active support in different areas of life. The organisation can arrange for a (temporary) care giver or can advise people on the possibility of care arranged within the local community. The people she talks to are already looking for care or support.

Caroline has a relationship with Marie but they live separately and do not have children. Both her parents are still working and in good health. She has a brother that lives with his wife and three children in a French city over 300 kilometres away. They don't see each other very often. In her work dealing with the questions of the people that come to the organisation her greatest challenge is the complex system of rules and the so called red tape they have to deal with in relation to official institutions. The care that her own organisation provides is for part based on volunteers but her own organisation is subsidised through public funds (government and municipality). Her experience is that the different actors in the care sector act independently and that communication is very difficult and that red tape often differs from organisation to organisation. She has to advise elderly who could as well go to their health insurance (mutuelle) for advice. The health insurance offers homeware services as well through subsidiaries, in competition to the CPAS Caroline is working for and many not for profit organisations as well as independent care professionals.

### Ambitions:

- Empowering people to find they kind of support that the need
- Providing sufficient support to clients with the growing demand
- Trying to inform clients on the rules and regulations regarding care and civil support
- Connect different actors who play a role in the organisation of care

### Limitations:

As a public organisation there is a fear of inability to provide the needed care to her clients because of all the restrictions that come with a public office. She fears that the government is unable to respond to social changes quickly and efficiently enough. Her greatest fear is that with the ongoing digitalisation of our society, more and more people will fall behind and that the work of her and her colleagues will become more and more important but increasingly difficult. She fears that her organisation lacks the proper tools to address this challenge and is looking for ways to make her clients more independent and stronger in dealing with public structures and needs to understand what answers technological innovations can offer.

### Caroline is looking for:

- Concrete solutions for the problems the elderly population have to face
- Information on how to order innovative solutions
- Information about legislation, regulations, finance
- Possibilities for alternative finance or subsidizing
- A network of similar organisations and contact persons

### Criteria:

