



# ***THE EUROPEAN SOCIAL WORKER***

international federation of social workers of the european region

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## President's address

For some months ago – in May in Porto, Portugal – the IFSW European Delegate Meeting agreed upon new statutes (legal framework) for IFSW Europe. This is a major step for IFSW Europe, as this will allow us to be registered as a legal body, which will open new doors and pathways for IFSW Europe. The process to reach this agreement has been long and some times tiring, but 2008 was the year when the meeting carried the decision unanimously. The Executive Committee is now in the process of registering IFSW Europe in Germany with the formal seat in Berlin. Despite having the seat in Berlin, with the support of our German colleagues, the business of IFSW Europe must still be run through networks – on voluntary basis and through e-mail correspondence, primarily coming from our honorary secretary (based in United Kingdom) and our treasurer (based in Germany). On the long run the new statutes give us ways to apply for funds to run projects and to improve our activities with and for member organisations.

The Delegate Meeting 2008 also opened a discussion across borders and regions about the new IFSW Europe project, named *Social work standards meeting human rights*. The executive committee has started the project process by distributing a questionnaire to member organizations. This focused on obtaining information about national organisations and demographic figures, technical information and outcome objectives. Not too many had replied before the Porto meeting, and explained that they were having difficulties conceptualising the questions about the common nature of social work. Respecting the main aims of the project, the meeting gave new life and flavour to the discussion, which will continue within the frames of four seminars for member organisations in October/November 2008.

The regional seminars will be in:

Sofia/Bulgaria - 17 to 19 October (still to clarify the two days within this period)  
Berlin/Germany - 24 and 25 October  
Vienna/Austria - 21 and 22 November  
Madrid/Spain - 29 and 30 November

The main aims of the project are to:

- ▶ Promote the links between social work and human rights
- ▶ Highlight human rights thinking and promote it in the language of social workers
- ▶ Clarify and promote standards of social work practice

- Share and promote good practice
- Raise awareness about the conditions in which social workers practice
- Promote the status of social workers across Europe
- Promote the status of social workers across Europe

Burn Out is a topic, which involves social workers across Europe. IFSW Europe likes to give this topic more attention, and the issue has been raised through a European study, facilitated by the French Association ANAS. I do hope this will involve members further more, let stories on Burn Out and ideas on how to handle Burn Out be shared in the coming year.

New members of the Executive Committee were welcomed, following the election at the Delegate Meeting 2008.

Cristina Martins from Portugal and Veronique Barre from France were elected to serve on the Executive Committee for the coming two years. The meeting thanked Antonina Dashkina from Russia and Ingri-Hanne Braenne from Norway for their work on the past Executive Committee. Antonina has recently by IFSW Europe been nominated for vice chair of the INGO Committee of "Social cohesion and eradication of poverty" (Council of Europe), while Ingri-Hanne Braenne and her family with their new born daughter has now settled in New York.

Cooperation with other bodies at the European level are constantly developing, and new positive steps have been taken in June with meeting with Social Platform (on EU issues) and with the Conference of INGOs of the Council of Europe (on Council of Europe issues). In August I had the chance to meet together with some of our representatives towards both bodies and good synergy was identified, I look forward to see how this can develop further, and to be able to see this reported in the coming period.

In Salvador de Bahia (Brazil) the IFSW General Meeting re-elected me for the position as President for the IFSW European Region, by acclamation. I am very thankful to all member countries for the support I personally feel is expressed by this re-election.

IFSW Europe had an informal meeting for all member countries present at the IFSW General Meeting in Salvador de Bahia. A number of issues were discussed, and the minutes from the meeting is circulated to all members. Cooperation with ENSACT was discussed, and the first joint ENSACT Conference in Dubrovnik (Croatia) was promoted, and members were asked to send forward abstracts by social work practitioners ([www.social2009.org](http://www.social2009.org)). The 2011 European conference was discussed, and the identification of the host must happen within the next half year, interested member countries are invited to consider a nomination, while the formal call for hosts will be coordinated within ENSACT. IFSW Europe is aware that we must give attention to the fact that social work practitioners are included and visible in the programme for joint conferences.

Be in contact, best wishes

*Nicolai Paulsen*

IFSW Regional President for Europe

E-mail: [vpeur@ifsw.org](mailto:vpeur@ifsw.org)

Cell phone: + 45 23 33 52 94

Web: [www.ifsw.org](http://www.ifsw.org)

## Oporto 2008 IFSW EUROPE DELEGATES MEETING

The following 21 countries were represented at the meeting: Austria, Bulgaria, Croatia, Denmark, Finland, France, Germany, Ireland, Lithuania, Malta, Norway, Portugal, Romania, Russia (with proxy for Belarus), Spain, Sweden (with proxy for Iceland), Switzerland, Turkey and United Kingdom. Serbia was present as an observer. A total of 70 participants were present at the meeting.



PHD Fernanda Rodrigues, President of the Portuguese Association welcomed the Delegates Meeting on behalf of the Portuguese Association using the popular music of the Portuguese Revolution "Grândola" of José Afonso.

The Reports of the Executive Committee, from the Permanent Committee on EU Issues, from the Representative to the Council of Europe, from representative of IFSW Europe to other organisations and IFSW global committees were discussed and approved. There were also the Approval of the annual accounts and the report of the auditors, the Adoption of the Work Programme 2008-2009, the Revised budget for 2008 and the Budget for 2009.

**IFSW Europe Regional Project 2007-2009- Social Work Standards Meeting Human Rights:** Anthea Agius, Executive committee member gave a presentation on the project. The executive committee has started the project process by distributing a questionnaire to member organisations. This focused on obtaining information about national organisations and demographics, technical information and outcome objectives. The work will continue by organizing some workshops in different countries to follow up debate.



**Presentation of the results of the Burn Out Study, facilitated by the French Association ANAS:** Veronique Barre of ANAS gave a very useful presentation on this study carried out by the French Association.

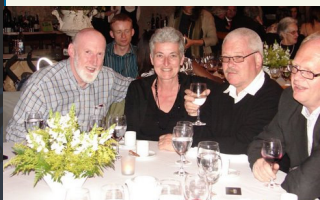
**World Social Work Day:** IFSW President David Jones said that the celebration of the Day was a big success with 36 countries joining in activities around the world. On the United Nations there was also a celebration with more than 900 participants.

Next WSWD will be on the third Tuesday of March, 17th March 2009.

**Proposal of a statement to Support the New Regulation on Professional Organisation of Social Workers in Portugal:** It was proposed that the Delegates Meeting support Portugal in this statement:

**Elections:** Cristina Martins and Veronique Barre were appointed to the executive committee, Gabriele Stark Angermeier as Representative of IFSW Europe to Council of

Europe, Ruth Stark as IFSW European contact person to the Global Human Rights Commission, Dalija Snieskienė as IFSW European contact person to the Global expert group on Ethics and John Brennan as IFSW Europe Election Officer



**Social event:** Friday night the Delegates joined for a dinner in the Restaurant Barão de Fladgate at Caves Taylor's and a evening of entertainment was offered by a group of musicians, Luís Pedro Madeira, Jorge Queijo, Gonçalo Leonardo, Gonçalo Cadilhe, Catarina Moura and Cristina Martins that performed a repertoire of Portuguese music, Fado and Folk songs and also some international music.

Next Delegates Meeting will be in Dubrovnik, Croatia, from 24 to 26 April 2009 previously to the European IFSW Conference.

**Cristina Martins, IFSWE executive member**



**Thank you to the national member organisation; APSS-Portugal, for a well organised and successful meeting in Oporto**



## IMPRESSIONS FROM THE GROUP OF THE FIVE FRENCH SOCIAL WORKERS ABOUT THE VISITS IN PORTO ORGANIZED BY Cristina Martins



"The study visits gave us the possibility to know better the evolution of medical and social services in France in an European context. The public and private services work together very well. There are good relations between the different people. We note the Great quality of the social work for the users. Portuguese social workers apply the ethic and deontology precepts. They seem to get the same social practice with similar values than us. Thank you very much Cristina."

« Deux visites où j'ai eu le sentiment de percevoir une grande qualité dans les relations professionnels / Usagers / Institutionnels, et le respect des professionnels en place et de leur rôle: tout ceci dans un contexte relationnel chaleureux. »

Dans les deux visites, j'ai apprécié particulièrement la qualité, voire même la chaleur de l'accueil à l'égard des usagers et le grand professionnalisme des intervenants aussi bien à l'égard des enfants qu'à celui des familles. Le souci de l'éthique est très grand et la qualité de la relation d'aide est très prégnante pour chaque intervenant. Bravo pour l'affirmation dans la vie quotidienne des fondamentaux du service social. »

« Ces 2 visites ont été très complémentaires. Elles nous ont permis de percevoir l'évolution des services médico-sociaux dans un autre pays européen mais également de mieux comprendre les valeurs sous-jacentes. Ces valeurs semblent déterminantes et elles ont effectivement un impact fort en terme de conception de ces différentes structures et services, de leurs modalités d'organisation et de financement. Ces échanges nous permettent aussi de mieux situer l'évolution actuelle des services médico-sociaux français dans un contexte européen. »

« Ces deux visites montrent la place réel de l'utilisateur, le respect des professionnels à son égard, les relations chaleureuses et très constructives entre les usagers et les professionnels. On a pu aussi noter les relations très cordiales entre personnels de hiérarchie différente. »

« J'ai beaucoup apprécié leur convivialité. J'ai remarqué l'importance de la place de l'utilisateur, de l'accompagnement des familles et du suivi. De même j'ai constaté que les services publics et les services privés semblent travailler ensemble. J'ai été contente de voir les similarités dans les missions de l'assistante sociale (exemple à l'hôpital) et du système de la protection sociale. J'espère que cela nous rapproche pour combattre ensemble les dysfonctionnements et les mouvements actuels. »

.... ET MERCI CRISTINA POUR TA DISPONIBILITE. (Véronique Barré, Michèle Chaumeau, Marie-Geneviève Mounier, Marie-Andrée Sadot, Christine Windstrup)

### **Temporary Shelter for Children at Risk “Mãe d’Água”** **Centro de Acolhimento Temporário de Crianças em Risco “Mãe d’Água”**

Members of ANAS visited a temporary placement shelter for children from 0 to 14 years old. The time for placement don’t exceed usually more than one year. These children are placed after a court decision.

These children have been abandoned or are living in danger in their families. The employees of the shelter and workers from social security work with the families regarding parenting. After been placed temporarily, children can return to their families, to a foster family, or be adopted. There are 12 employees working in this shelter, included educators, social worker, counsellor, doctor, maintenance agents, psychologists, specialized teachers. The director is a social worker. The staff takes care of 30 kids. Each child has his or her own referent. The structure is friendly. There are 4 children by bedrooms. They receive education while in the shelter. The place is financed by the state and private subventions. The staff communicates with social security that represents the state. The social security is like our general services, child care protection and health care. The system of child care protection functions works first by informing the social workers from social security about kids in danger, then a social report is done by the service. Some solutions are proposed to the parents. If they refuse the service and the help and if the child is still in danger, then the court is informed about the case and this one impose a decision.

### **Centre de Accueil Temporaire d’Enfants en Danger “Mãe d’Água”** **Centro de Acolhimento Temporário de Crianças em Risco “Mãe d’Água”**

Nous avons visité un foyer pour placement temporaire d’enfants de 0 à 14 ans. La durée de placement n’excède généralement pas plus d’un an. Ces enfants sont placés après décision judiciaire.

Ce sont des enfants abandonnés ou en danger. Un travail avec le personnel de l’institution et un employé de la sécurité sociale est effectué avec les parents sur la parentalité et le lien avec leurs enfants. Après ce placement temporaire, les enfants peuvent retourner au domicile familial avec un suivi, être accueilli dans une famille d’accueil, ou être adopté. Le personnel est composé de 12 intervenants, éducateurs, psychologues, médecins, enseignants et agents d’entretien. La directrice est une assistante sociale. Le personnel s’occupe de 30 enfants, chaque enfant a un référent. La structure est conviviale. Les enfants partagent une chambre à quatre. Ils suivent une scolarité sur place. L’établissement est financé par des subventions de l’Etat et des fonds privés. La direction confirme l’importance de travailler en concertation entre les services de l’Etat et les institutions privées. Le personnel se concerta avec la sécurité sociale représentant l’Etat. L’appellation de la sécurité sociale correspond à nos services de la polyvalence, de l’aide sociale à l’enfance, et de la santé. Le système de la protection de l’enfance consiste à informer les travailleurs sociaux de la sécurité sociale des enfants à risque de danger, une enquête sociale est faite par le service. Des propositions sont faites aux parents. Si ces derniers refusent et si l’enfant est en danger, la justice est informée et une décision judiciaire sans l’accord des parents est prise.

Pediatric Service of the Portuguese Institute of Oncology of Porto  
Serviço de Pediatria do Instituto Português de Oncologia do Porto

The oncology unit for children 0 to 16 years old is composed by inpatient and outpatient units. The financial resources are from the state but the associations against cancer participate a lot too. In the outpatient unit for children, parents and kids wait in the waiting room separated from the adults' one. The children received chemotherapy treatment and follow up consultations. If there are too ill to stay at home then they are hospitalized in the inpatient unit. The parents can stay all time with the patient except for the meals. They have their meals at the same place as hospital employees. These children continue to receive education in the unit by teachers. The pediatric team has meetings to discuss inpatient cases and new cases every Mondays. The staff and the social workers of the hospital work together to support; help and follow up the families and patients. The social service in the hospital is located on the first floor near the administrative services. The social workers have offices on the first floor to receive the families. However, social worker working in the pediatric service can receive parents in the unit. The social worker works in partnership with outside institutions and associations. The social worker helps parents to receive state compensation work so one of the parents can stop working to be with their ill's child. However, this allocation can not be applied for parent who has a child older than 12 years old. The social service fights to extend this allocation to children with a chronic illness up to 18 years old.

***Le Service de Pédiatrie au Institut Portugais d'Oncologie de Porto***  
***Serviço de Pediatria do Instituto Português de Oncologia do Porto***

*Le service d'oncologie pour enfants de 0 à 16 ans est composé d'un service d'hospitalisation et d'un service ambulatoire. Le financement est public mais les associations contre le cancer ont également une grande importance. Dans le service ambulatoire, les parents avec les enfants attendent dans une salle d'attente séparée des autres services, les enfants reçoivent un traitement de chimiothérapie et une surveillance. Si leur état de santé ne leur permet pas de suivre un traitement en ambulatoire, ils sont hospitalisés. La mère ou le père peut être présent à son chevet.*

*Le parent prend ses repas avec le personnel hospitalier. Les enfants continuent à suivre une scolarité dans le service. Le personnel de service d'hospitalisation se réunit tous les lundis pour discuter des nouveaux patients et le suivi des autres. Le personnel avec le service social mène un accompagnement et un suivi proche avec les familles et les patients. Le service social est regroupé au rez-de-chaussée à côté des services administratifs. Les assistantes sociales ont des bureaux de permanence pour recevoir les familles des patients. L'assistante sociale du service d'oncologie pour enfants, peut recevoir les familles dans le service ou dans les bureaux de permanence. Elle travaille en concertation avec le personnel du service et des structures extérieures. Elle constitue des dossiers pour des demandes de prestations de l'Etat. Aujourd'hui, un des parents peut cesser son activité professionnelle afin d'être présent auprès de son enfant malade et recevoir une prestation de l'Etat. Cependant cette allocation n'est plus versée quand l'enfant atteint l'âge de 12 ans. Le service social demande que cette prestation puisse être versée jusqu'au 18 ans de l'enfant atteint d'une maladie chronique.*

## IFSW Europe project for 2008

### STANDARDS FOR SOCIAL WORK PRACTICE MEETING SOCIAL AND ECONOMIC RIGHTS

The message from the organisations representing Social Workers across Europe is already clear; "social work is social justice work!"; the aims of the project should be to:

**"social work  
is social  
justice  
work!"**

*The message  
from the  
organisations  
representing  
Social Workers  
across Europe*

- ▶ Promote the links between social work and human/social/economic rights
- ▶ Highlight human rights thinking and promote it in the language of social workers
- ▶ Clarify and promote standards of social work practice
- ▶ Share and promote good practice
- ▶ Raise awareness about the conditions in which social workers practice
- ▶ Promote the status of social workers across Europe
- ▶ Promote the status of social workers across Europe

The roles of the IFSW Human Rights representatives and the IFSW EU and COE committees were also identified as key to the successful development of the project. One of the main challenges for the IFSWE will be to create relevance within those European perspectives which are closely related to social change issues; perspectives which in some countries are seen as relevant for development while in others are being challenged.

The presence of both David Jones, president of the IFSW and Tom Johannesen, Secretary General of the IFSW during the Delegate's Meeting in Porto, set the scene for the content and process of the project to be more linked to activities on an IFSW global level, in particular to the 2010 General Meeting and Conference in HongKong.

**... content and process of  
the project to be more  
linked to activities on  
an IFSW global level**

Initial discussions are revealing how very relevant the topic of standards is. It was found that a number of areas of the IFSWE policy framework link to the project. These include: cross border issues; confidentiality and information sharing and burn out. It seems that they although they are perceived and implemented differently, every country has standards. The discussion has also developed further bringing the members to agreement that together with human rights, social and economic rights are at the core of social work practice, service provision and the various national legislations. The discussions are also clear that the focus should continue to be on social work standards for practice and not standards of social services.

The discussion, will continue during four seminars for member organisations in October/November 2008. As in previous years, IFSW Europe will offer for costs for one person from each member country. The participant chooses for themselves which workshop they will take part in, depending on dates and travel routes. The regional seminars will be in:

**Sofia/Bulgaria - 17 to 19 October (still to clarify the two days within this period)**  
**Berlin/Germany - 24 and 25 October**  
**Vienna/Austria - 21 and 22 November**  
**Madrid/Spain - 29 and 30 November**

The Questionnaires that were sent out to all member associations will serve as a template for the discussions in the workshops. Member organisations ARE URGED TO SEND IN THE COMPLETED QUESTIONNAIRE TO [europa@ifsw.org](mailto:europa@ifsw.org)

**The discussion,  
will continue  
during four  
Seminars  
in October/  
November 2008**

**ALL MEMBER ORGANISATIONS ARE INVITED TO PARTICIPATE  
FOR MORE INFO WRITE TO [EUROPE@IFSW.ORG](mailto:EUROPE@IFSW.ORG) OR [ANTHEAAGIUS@HOTMAIL.COM](mailto:ANTHEAAGIUS@HOTMAIL.COM)**

**Anthea Agius, Siobhan Maclean, Veronique Barre and Tatjana Stanic are responsible for the project.**  
**We invite you to contribute to the project by sending any relevant information or comments to: [antheaagius@hotmail.com](mailto:antheaagius@hotmail.com)**  
**or [europa@ifsw.org](mailto:europa@ifsw.org)**



## WORLD SOCIAL WORK DAY 2008

World Social Work Day was held on Tuesday April 15 2008. The theme for the day was

### **“Social Work : Making a World of Difference”**

The different regions of IFSW and different member countries interpreted the theme in a range of ways. Within Europe a special emphasis was given to human rights and standards in social work, to link in with this years IFSW European project.

The IFSW Website has reports from 36 member countries detailing how each country marked the day, 14 of these reports are from European

The IFSW Website has reports from 36 member countries detailing how each country marked the day, 14 of these reports are from European members.

World Social Work Day led to a host of activities across the region bringing social workers together to highlight the difference that social work makes. A number of countries held workshops and seminars (including Turkey and Sweden). Some Countries had poster and postcard campaigns (including Denmark and Norway). Other countries highlighted World Social Work Day and the activities of IFSW on their websites (including Malta and France). Whilst other Countries held important meetings or announced important new social work initiatives in their countries on the day (including Portugal and the UK). Within most countries a range of activities were also held at regional levels, it is clear that local organisations used lots of creative ways to show the difference that our profession makes.

The work that member organisations did in promoting our profession on World Social Work Day, made social workers across the world feel happy and proud to be a social worker. Social work has

an important role to play all across the Globe. Days like World Social Work Day reminds us of that important role, helps us to celebrate the strength and diversity of social work across the World and highlights the similarities of our aims and values.

Days like World Social Work Day reminds us of that important role, helps us to celebrate the strength and diversity of social work across the World

The various reports on the website make really interesting reading. Do visit the site and read the reports: [www.ifsw.org](http://www.ifsw.org) (follow the news section to the reports)

**Siobhan Maclean**  
Honorary Secretary  
IFSW Europe



## ... MESSAGE FROM THE VICE PRESIDENT ON WORLD SOCIAL WORK DAY ...

Happy World Social Work Day to everybody!

Today we celebrate the World Social Work Day remembering that Social Work does play a role all across the globe. A role with many faces, but all together we promote and support the realisation of human rights – in other words as the IFSW jubilee theme says “Social Work – Making a World of difference”.

**Social Work  
does play a  
role all across  
the globe**

IFSW facilitates the celebration of the World Social Work Day through its member organisations in 35 European countries (84 at global level).

This morning I was met by a poster and postcard campaign facilitated by the Danish body of social work students, saying “EQUALITY – RIGHT NOW ... Every day social workers make a difference; a difference for the individual and a difference for society ... Equality and human rights is fundamental values in the work of social workers ... This is worth to mark and celebrate”.

This campaign makes me happy and proud to be a social worker ... Similar activities will happen across Europe today ... with a special emphasis on Standards for social work promoting the realisation of human rights.

The IFSW Europe Executive Committee follow up on discussions in Parma, Italy, last year, asking:

What defines the standards of social work practice in your country?

How do these standards meet human rights?

How can the standards of social work practice be promoted while also strengthening human rights?

Today's focus is social work practice rather than “social work services”.

I wish everybody the best for today's activities ... social workers and social work students across Europe, do celebrate and promote your profession ...

**Today's focus is  
social work  
practice rather  
than “social  
work services”.**

**Nicolai Paulsen**

**President of the IFSW European Region**



## **“Social Workers’ Professional Expectations on New Social Demands”**

Social work’s view of the world has a privileged position in relation to the integrity of its configuration. The definition of social work from the international federation of social workers determines that this profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being.

That is the reason why it uses theories on human behaviour and social systems. Social work takes part in the points in which people interact with their social environment. Human Rights and Social Justice are fundamental principles for social work.

In our country in 1967 it was created the federation of associations of social assistance –FEDAAS- which gave way to the creation of the General Council of Professional Associations of Social Work in 1982. These 25 years have a history marked by the social function entrusted, which includes attendance actions, training and promotion of the profession and the professional of social work. For this reason why we act through four strategic lines marked by our program, the first and second lines are about training and research on social work, and strengthening the identity and image of social work professionals. Third and fourth lines propose working in order to fortify, consolidate and defend a public system of social services that guarantees social welfare for all citizens, as well as consolidating the role of social workers in Health and Education, and strengthening professional associations through collaboration between these associations and the general council and an active participation in the international organization.

Since its creation, the International Federation of Social Workers -IFSW- has discussed the role of social workers in the determination of needs and the mobilization of resources with the intention of facing social problems that claimed professional intervention. Theorization about social work in social welfare systems started in 1958, in Tokyo and in Rome, 1961, the role of social work in social policy was treated, specially those social aspects that demand professional intervention of social workers based on feed-back and interrelation of theory and practice.

IFSW Constitution provides that IFSW aims are to promote social work as a profession through international co-operation; to support Social Work Organisations in promoting the participation of social workers in social planning and the formulation of social policies, nationally and internationally; encourage co-operation between social workers of all countries.

The view of “change in social work” according to the role of our profession in relation to social needs in general, was treated in the World Conference in Manila, 1970, which highlighted the position of the profession to report situations of poverty, for this reason our capacity to mark strategies that transform conditions of life and coexistence which generate situations of social necessity is emphasized.

We live in a changing social context, so we must adapt our role to new social needs, redefining our methods, functions and aims; using a perspective of adaptation to these changes. Our work requires an attitude of social commitment based on democratic values to act in the complex scenarios where emergent difficulties appear, using social work values defined by IFSW in the General Meeting that took place in the Netherlands, in 1972, which are the dignity of all people, personal development, capacity for self-determination and social responsibility. This is how the first Social Work’s Ethics code was approved in San Juan de Puerto Rico, 1976. This code has been updated continuously, the last one was approved in Adelaida (Australia) in 2004 and in Munich (2006) it was approved the theme “Social Work – making a world of difference”, where the work of professionals facing new tendencies was tackled. Since 1958 our profession has developed statements and advices about issues of interest for social workers and society in general, as Women, Health, HIV-AIDS, Human Rights, Migration, Older Persons, Peace & Social Justice, Protection of Personal Information, Refugees, Conditions in Rural Communities, youth... Nowadays, and since the publication of the “White Book about Dependence” in 2005 in Spain, the General Council has taken an attitude of active participation in the whole process of implantation of the “Dependency Law” (Ley de Promoción de la autonomía personal y atención a personas en situación de dependencia).

### **The role of the profession in the society.-**

The role of our profession throughout its century of existence has been linked to macro and micro social perspectives, for that reason the relation of the profession with the first field takes us to participation from our action in the application of social policy norms and planning, and the second one to the proximity of intervention that is done with people from nearness.

As social workers are professionals in direct relation to citizens, in our contributions we bear in mind, above all, every person we work with; although we consider our essential function from these two perspectives, to tackle with creativity and innovation the necessary changes in the professional performance given the emerging social



needs which show that the change of professional meanings is primordial.

Social workers' professional performance is closely related to the field of social policy. This is the reason why, nowadays, we face great challenges related to the necessity of adapting our training and professional practice in order to being able to give an answer to the new social needs that appear in a changing social context.

### Social changes.-

The specific sectors where these social changes are taking place can be grouped in three categories: family and the individual, diversity and integration, and the denominated "social pact" where other service providers participate, for example, private companies and social initiative.

The Platform "The Defence of the Public System of Social Services", a reflexive group from the General Council, analysed the actual situation of this system and the professional role. From all the considerations done, we want to highlight those related with factors that influence the changing social context:

*"Globalization and its consequences such as labour relaxation and instability, fort development of new technologies as ways of productive and social organization, weakening of the Welfare State, aging of population due to low birth rate and increase of life expectancy, migratory movements and new cultural forms or family organization are some factors that characterize the present society. A society whose changes generate fort processes of social instability that multiply the possibilities of ending up in situations of social exclusion*

The **globalization** process, understood as the consolidation of a new economic, social and political situation generates a new social scenario in Span and in the world. It is not a new phenomenon, if we consider the evolution of capitalism in its form of mundialization throughout history, but the capitalist relations nowadays present characteristics that allow its definition as an individual phenomenon. Its consequences are fundamentally given by the predominance of the rules of the market on other spheres. In this way, promotion of competition and privatization, free circulation of speculative capital, and international norms that damage the poorest countries with the increasing volume of international trade, the appearance of tax havens and relaxation of labour markets are central points.

Thereby, **technological changes** place technologies of information and communication in a crucial point inside the economic organization, becoming a determinant factor of productivity, competitiveness and employment. For this reason, it is essential to make a great inversion for a total incorporation to the society of information of the citizenship in order to avoid digital fracture as an element of social exclusion.

It is culturally perceived a process of **dehumanization**, uniformity of beliefs, models and actions reinforced by some mass media that have a strategic role in the definition and diffusion of values. In this way, visions of the world not very tolerant with diversity are generated, visions that lean on prejudice towards the other, that impede the enriching meeting of different people.

**Demographic changes** also include social situations such as aging of the population due to the extension of life expectancy, in consequence a new necessity is generated, which is the necessity of assisting the dependent old people. This situation is added to the overloaded work of women in their traditional role of care giver in a context of redefinition of the traditional families. Therefore, in many cases this results in an increasing number of single-parent families where situations of social vulnerability are more frequent.

Moreover, the **Welfare State** has become more complex and in many cases undermined. Complexity arises from the diverse institutional frameworks and diversified social intervention that respond to social demands, to ideological changes and different economical pressures that generate superposition and lack of coordination when treating problems. In consequence, the lack of answer from the classic political formulations of the Keynesian capitalist welfare state to the arisen changes is presented as another factor of exclusion. Not only the **deficit of inclusion of the Welfare State** has consolidated fractures in citizenship, but it has also generated a segregated character of those markets in which public presence was structurally weak and finally market rules have reigned.

Before, we had answers to situations of want and certain problems of some social groups, answers more or less institutionalized, or with more or less political foundation; but now we can see how the risk of social exclusion not only affects the traditional groups –nowadays more fractured and unprotected- but also threatens more groups and subgroups.

Next to these processes the reality arisen is considered as a result of the internal **migratory movements** that happened in Spain. A traditionally emigrant society that now receives immigration, and before characterized by a territorial concentration, without precedents, of population and activities that now is suffering fort territorial reconfigurations with a new distribution of population; reason why the necessity of contextualizing any cultural and/or territorial practice and/or initiative becomes fundamental. The rural scope and the urban scope are being configured as two realities with particular social, cultural and relational balances, under some common problematic and necessities and many others quite different.

*In this context of a weak social balance, factors of **social exclusion** are multiplied and diversified, and they turn into a dynamic, accumulative and complex process. It is no longer "economic poverty", because it is defined as a situation of an impossible access to mechanisms for personal development, social-communitarian insertion and predetermined systems of social protection. Moreover, these situations cross other central points such as gender, ethnics or age that in many cases intensify situations of social vulnerability."*

#### New social and professional tendencies.

The United Nations Development Program –UNDP– defines the main aims for human development, which are equity, fighting against disparities, participative development and human capacitation; all of them have a close relation with social policy, social services and social work. Our work requires an attitude of social commitment from democratic values to act in complex scenarios where emerging social difficulties are.

The desired view of social workers is as agents of social transformation, advisers or technical expert that work for the promotion of the standard of living and the people that work with other people, for our society, with an intellectual and ethical implication in their professional practice.

Social tendencies in Spain are being accompanied by social measures implemented by the State, in form of laws and plans that regulate systems of social protection, this is how two laws have been recently approved, which define actions that guarantee right in the social field. These actions can be summarized in the following fields:

The law of promotion of personal autonomy and attention to dependent people, tries to give an answer to social necessities caused by the increase of life expectancy and changes in family structure, promoting personal autonomy and guaranteeing a subjective right to social services for the first time in this public system.

The law of equality of opportunities between men and women and the law against gender violence have as key points fighting against inequalities, but at the same time, recognizing the differences.

Legislation about rights and freedoms of foreigners in Spain and the Strategic Plan of citizenship and integration 2007-2010 aspires to equality from the respect to the diversity for a coexistence with more social cohesion.

With the intention of promoting a consolidated Public System of Social Services that guarantees rights, that works for prevention and that promotes social balance between Spanish citizenship a proposal done by Professional Schools and Universities is the creation of a national framework law that regulates the minimums and subsequently the development of different regional laws for the constitution and regulation of a Public System of Social Services integrated and egalitarian in all the country. Therefore, necessities about equipments of Social Services must be valued, in order to specify a plan of prior budgetary provision and multi-year investments to provide the system with a network of professional, centres and social equipments of public ownership.

The necessity of continuous recycling is vital too in our profession, due to modification of methods and techniques, etc.

Labour market tendencies are around relaxation of labour relations, with an increase during the past years of insecurity and low quality in the hiring of professionals from the field of social intervention. There have been some attempts to retrain this tendency from the law reform that affects some sectors which have been, until nowadays, in a situation of deregulation.

The White Paper from the European Union proposes as new employment sources the services for daily life as home help service, care of children, new information and communication technologies, labour insertion; as well as other services for a better quality of life, such as housing, security, public transport, etc.

Tourism and environment would include audiovisual services, cultural heritage evaluation, local development, waste and water management, protection and maintenance of natural areas and rules, pollution control and the corresponding installations.

New figures related to professions of social intervention emerge, also called new employment sources, which are connected to deep changes in society and necessities, created in relation to these changes, such as intercultural mediators, developers of equal opportunities for men and women, promoters of local development, labour counsellor, people who evaluate situations of dependency, etc. Our labour market emerges from the interrelation of the supply and the demand, bearing in mind the free practice of the profession, such as consultants, experts, advisers, etc.

One of the last tendencies is project direction in organizations of social initiative, where professionals are in charge of designing and monitoring the projects, institutional contacts and managing the group of human resources. Other tendency is Attention to Social Emergencies, usually administered by associations, enterprises or public organizations, which their main aim is the development of services of attention to collectives in social exclusion, who live in



extreme conditions, for example, homeless people with alcohol addiction and problems of mental health.

In the academic scope, social work is living a great event, due to the maximum development in training and research, from the framework of the European Higher Education Area. Ruling on this issue is being developed, which means the imminent start of the new bachelor degree in the Spanish universities. This degree will be comparable with European Social Workers and enabling the apparition of Postgraduates and Doctorates in Social Work, as well as being included as a ruled profession in the European Area.

The so-called "civic globalization" based on the necessity of equity between economic development and human development, demands a professional capacity for combining traditional social work principles and market principles, that is to say citizenship, sociability, mutuality and solidarity with flexibility, competitiveness and effectiveness. The actual profile of the social worker is directed to the requirement of more different guidelines of conduct, capacity of organization, making decisions, flexibility and adaptability. The private company considers capacity of working in group, initiative, creativity, dynamism and leadership.

Professional's position to the impact of changing social systems must not be directed to assistance positions, but from social policy, starting with the recognition of social services as a right; acting in the defence of human, social, civil and politic rights from the corporative denunciation of the violation of any right.

The professional's role is an added value in the implication of proximity work in the territory, and its incidence in social cohesion, this is the reason why we must bear in mind the towns as the framework of intervention from the social services system.

We must have an active role in our society, a role that goes beyond excessive bureaucratization, revaluing functions such as prevention and integrity in the intervention, and retrieve the communitarian dimension of social work, breaking off the direct relation between "immediate product – satisfied client".

In order to reach these expectations, we must use adequate professional standards and ratios, simplification of procedures, validation of specific tools of social work, evaluation of the quality of the provisions, as well as elaboration of lists of the services offered.

In this new stage of social policy, the right of the citizenship must become a support for the practice of our profession, so we can contribute, as technical counsellors, to the promotion and definition of the subjective rights in social services.

We must face up the 21<sup>st</sup> century challenges with the appropriate training and professional competences adapted to social necessities, but always being aware of our role as social transformation agents, using this perspective to focus on social work.

**Ana Isabel Lima Fernández**  
**Social Worker**  
**President of General Council of Social Work**  
limana68@hotmail.com

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## THE SUFFERING AND WEARING DOWN OF SOCIAL WORKERS

During the Porto meeting in May 2008, we presented the first results of a survey concerning the wearing down and suffering in social work: the National French Observatory of Poverty and Exclusion asked to ANAS to go into this question on 2007 and determine whether the phenomena was specific to the French model of social work organisation.

The survey questioned 9 countries through their social work's associations (IFSW or AIEJE members): UK, Denmark, Ireland, Spain, Germany, Italy, Portugal, Austria and Sweden. For all these countries the concepts of suffering and wearing down are unanimously known, and it seems that in a first stage it doesn't matter which sector of work is concerned, however on deeper analysis of the responses, 5 countries mentioned that the suffering seems to touch social workers who work with vulnerable populations more specifically.

**When we focused on the causal factors, working conditions appeared to be the main factor of suffering**

The concept of suffering and burn out is defined differently between the countries and the culture: for example Portugal and Spain used terms like "Esgotamento" and "la tension del trabajo", Germany used "die Neigung zu Depression": those terms probably indicate different realities behind the concept suffering or burn out.

When we focused on the causal factors, working conditions appeared to be the main factor of suffering for a majority of countries followed by: status of social workers; non recognition through inadequate remuneration/benefits; disillusion loss of meaning; evolutions of public policies; evolutions of poverty; incivilities/violence of clients and lack of agency support.

It could therefore be interesting to go into this question of working conditions, because the notion is often used as a general term. What kind of reality is behind it?

To prevent the phenomena, some associations mentioned that they developed strategies to face to it: some of them developed training about the stress for their members, sessions of supervision, counselling, health programs or confidential service to members as the "service of advice and representation" in UK.

So, even if the phenomenon doesn't leave any country indifferent, the main difficulties for a lot of them are to measure the phenomena. What kind of tools do we have at our disposal?

Through this limited survey, we noticed that the phenomenon is not specific to a French model of organisation, and seems to concern a lot of countries in Europe (wider than the mentioned countries); but the phenomenon is complex, and in relationship with the context of the society, the policy and the evolution of the place of social work within the national context

Since few years, the European Union sent messages to nations to work about the prevention of burn out and suffering at work (workers on global): maybe could we take this opportunity through IFSW to undergo the task of developing develop tools for the prevention of burn out in social work which could help each country.

Following the presentation of this study and its reflections, the Delegates meeting in Porto unanimously agreed that the new project for 2008 should include identifying measures to prevent burn out in social work.

**DIDIER Dubasque—ANAS, FRANCE**

**and VERONIQUE Barre—IFSWE Executive member**

**For all these countries the concepts of suffering and wearing down are unanimously known**

**... the Delegates meeting in Porto unanimously agreed that the new project for 2008 should include identifying measures to prevent burn out in social work**



## IFSWE EXECUTIVE MEETING IN MALTA CELEBRATES MALTESE SOCIAL WORKERS RECEIVING WARRANTS

In February, the IFSWE executive held its meeting in Malta. The meeting coincided with celebration for Maltese social workers who had recently been awarded a warrant by the Maltese Social Work Profession Board.

In his speech for the occasion, Nicolai Paulsen, President for the IFSWE described the occasion as a “meaningful event for the Social Work Profession in Malta – and for Europe!” Standards for Social Work are being discussed and continuously developed in all corners of Europe, he said, explaining that Social work has an international language and common theories, ethics and approaches ... as well as its local expressions.

The Maltese Association of Social Workers is the local representative of the social work profession in Malta. The Maltese Association of Social Workers is currently involved in defining the references on which the "social work profession board" will be evaluating conduct. The MASW is at this crucial time, focusing all efforts on discussions regarding the extent of the autonomy of the profession versus the state regulations, including the revision of national code of ethics of the profession. The IFSW is supporting MASW in these efforts.

Social work practitioners, researcher, professors, directors and politicians are working together across Europe to identify the balance between the needs of the individual and the needs of the community the respect of the individual differences and the demands for prescriptions and evidence based standards

The IFSWE President went on to describe MASW as a small and active member of IFSW Europe bringing Maltese perspectives on these balances forward in the discussion with European colleagues – and with other stakeholders towards social work, who also cooperate across borders.

The occasion was also a celebration of MASW's entry into the MFPA - the malta federation of professional associations. Social workers in their practice do often work closely with other professions. We are trained to work inter-professional, and by that to be aware of the professional social work competences and limitations, and therefore also to include cooperation with other professions to support and include a person in need. Therefore it is obvious for our professional associations also to work together with representatives of other professions. This new cooperation in Malta was welcomed by the IFSW, as this cooperation is also valued and practised at European level.

The IFSW Europe Executive Committee held in Malta discussed the Delegate Meeting in Portugal in May 2008 and the planning of the next European Conference, co-hosted by IFSW Europe in Croatia in April 2009.

Anthea Agius—IFSWE executive member



From left: Barbara Molderings-IFSWE, Marika Borg Wirth-Malta Social Work Profession Board, Hon Dolores Cristina-ex Minister for the Family and Social Solidarity and Benjamin Rizzo-Malta Federation of Professional Associations, during a Panel Discussion.

## Europe and Social Policy 12.07 -4.08

*It is again time to report what's on in Social Policy in Europe*

### Social reality

On the 6<sup>th</sup> of December 2007 there was a seminar in Edinburgh entitled "Social Scotland and social Europe: Do they go together". This seminar compared Scotland's social reality with that of other EU Member States. The Seminar was organised by the European Economic and Social Committee. The seminar was one of a series that will take place throughout Europe, aiming to contribute to the debate on the reality of European society today and on the European Social model.. It explored how Scotland compares with other European countries in terms of the following: quality of life and work, social and economic inclusion, child poverty, homelessness, gender equality and family policy, labour market performance and decent jobs, and health related issues. [www.eurofound.europa.eu](http://www.eurofound.europa.eu)

### Family

Family issues will be high on the list of political priorities for the Slovenian EU Presidency, taking place during the first six month of 2008.

The European Foundation for the Improvement of Living and Working Conditions has researched the Factors influencing the quality of Family life in Europe.

In recent decades, European families have changed substantially in their structure and composition. The number of households has risen because of the ageing of the population, the falling size of families, marriage breakdown, and changing patterns of transitions to adulthood. There are differences between the old EU15 and the new ones NMS10 in demographics and family patterns. Differences are also apparent between northern and southern European countries. In northern European countries marriage appears to be less popular than in southern Europe; however, northern European countries give greater attention to measures supporting fertility growth, such as childcare services, parental leave for both men and women and more flexible working time arrangements. Family life is of course hugely influenced by the size of the family and the number of the children. One of the questions in all EU countries is, "How to balance career and work." Especially well educated women have to decide between work, family and children, if there is no childcare. It seems that vulnerable groups such as lone-parent households find it extremely difficult to balance time commitments.

A small number of remarkable initiatives have created new forms of childcare in Austria; these are strongly oriented to perceived needs of parents and children, and are also effective in creating additional employment and income in the childcare sector. One of the initiatives that has redefined the childminding profession is the highly successful ' Mobile mothers'" project. [www.eurofound.europa.eu](http://www.eurofound.europa.eu)



## Report of the Social Platform

It was the first time that IFSW Europe was invited to attend a working group at the Social Platform. It was the group “ Services of General Interest” and took place 1 July 2008 in Brussels.

The main topics were:

- Social and Health Services of General Interest
- Building Alliances and Synergies to promote Services of General Interest.
- In June 2008 the Steering Group of the Social Platform had adopted a paper “ Quality of Social and Health services “
- Nine golden quality principles for social and health services of general interest are mentioned:
- Quality services respect human dignity and fundamental rights
- Quality services achieve results by focussing on the benefits for the person served and their communities.
- Quality services are tailor-made to each individual
- Quality services ensure security to all users, including the most vulnerable.
- Quality services are participative and empower users to take decisions on their own.
- Quality services are holistic and continuous
- Quality services are provided in partnership with communities and other actors.
- Quality services are provided by skilled professionals under good employment and working conditions
- Quality services are managed in a transparent way and are accountable.

To the second topic the Social Platform had invited a representative of the European Trade Union Confederation ( ETUC) and one of the European Consumer’s Organisation (BEUC) to explore complementary approaches to Services of General Interest ( SGI) and discuss common possible synergies for the coming months, in particular in view of the entry into force the Lisbon Treaty and the European Parliament elections in 2009.

The next working group will be in October and we will be invited again. I could see, that those organisation, which are working directly in Brussels are very well informed about what’s going on. When we will be invited regularly in future we can participate in the information and can tell our point of view from the perspective of social workers.

If you want to be informed more about the social platform go to [www.socialplatform.org](http://www.socialplatform.org)

**Barbara Molderings - IFSWe, Executive Committee Member**

## NEWS BITS FROM THE EU INSTITUTIONS



If you have any news about developments at European or EU level, or come across articles that you think would be interesting to share with your European colleagues, please send them to [europa@ifsw.org](mailto:europa@ifsw.org) or [antheaagius@hotmail.com](mailto:antheaagius@hotmail.com).

...

**Caring professions at risk of job burnout**—A survey launched in 2006 looks at the risk of experiencing job burnout in different professions. The first results, now available, focus on the professions of nurses and carers. **Almost one fifth of employees in the health and social work sector are at high risk of burnout.** Moreover, three out of five nurses and carers report medium or high levels of emotional exhaustion. The study reveals that the risk of suffering from job burnout differs mostly according to working time. <http://www.eurofound.europa.eu/ewco/2008/01/AT0801019I.htm>

**Working in Europe: Gender differences**—14 April 2008. Data from recent Eurostat publications show that, despite some convergence in employment patterns between women and men, considerable gender differences remain in relation to work. Women have caught up in educational qualifications and increased their employment rate, but family responsibilities are still the main reason for women's above average inactivity rate. Women also continue to be more concentrated in certain economic sectors. Moreover, a gender-based entrepreneurial gap remains and women remain underrepresented in labour market policy interventions. <http://www.eurofound.europa.eu/ewco/countries/EU.LEVEL.htm>

**Commission proposes cooperation on schools**—Published: Friday 4 July 2008. After repeated calls to modernise higher education, the Commission is now urging member states to cooperate on national school reform as part of the Lisbon Strategy for Growth and Jobs. <http://www.euractiv.com/en/education/commission-proposes-cooperation-schools/article-173927>

**Ethnic discrimination still haunts Europe, says study**—Published: Thursday 3 July 2008. Although discrimination in general has decreased on the European continent in the past years, discrimination based on ethnic origin it is still perceived as widespread, with Roma in particular facing high levels of prejudice, according to a new Eurobarometer.

<http://www.euractiv.com/en/social/europe/ethnic-discrimination-haunts-europe-study/article-173883>

**Mixed reaction to EU's social package**—Published: Thursday 3 July 2008. The Commission's long-awaited social package aimed at tackling discrimination and strengthening workers' rights, which was unveiled yesterday (2 July), was warmly welcomed by MEPs but business federations and civil society groups were dismissive, saying it falls short. <http://www.euractiv.com/en/social/europe/mixed-reaction-eu-social-package/article-173878>

**Commission promotes delivery of long-term care at home**—Published: Tuesday 29 April 2008. Member states will need to adapt their national health systems to prepare for the expected increase in long-term health services due to the EU's ageing demographics, according to a new study published by the Commission <http://www.euractiv.com/en/health/commission-promotes-delivery-long-term-care-home/article-172025>

**The EU needs to do more than just legislate in order to tackle the continent's ageing workforce**, the president of Europe's older people's platform has said. Elizabeth Mestheneos, president of AGE, said that more needs to be done to support the education and training of older people to enable them to continue working for longer. <http://www.theparliament.com/latestnews/news-article/newsarticle/age-platform-says-eu-legislation-for-older-people-not-enough/>

**EU countries knocked for record on racism**—Europe is failing to deliver practical action aimed at fighting racism, according to a report from the EU's fundamental rights agency (FRA). <http://www.theparliament.com/latestnews/news-article/newsarticle/eu-countries-knocked-for-record-on-racism/>

**Is there anything new for the fight against poverty and social exclusion? EAPN briefing on Renewed Social Agenda is out! Friday, 25 July 2008.** This briefing aims to clarify the different issues at stake and analyse the impact of the Commission's proposals on the fight against poverty and social exclusion. <http://www.eapn.eu/content/blogcategory/9/29/5/0/lang,en>

**ILGA welcomes Council of Europe's major initiatives to combat discrimination against LGBT people**—Wednesday, 23 July 2008. In a very important development for lesbian, gay, bisexual and transgender communities across Europe, representatives of the 47 Council of Europe member states have committed to stepping up the organisation's work to combat discrimination on the grounds of sexual orientation and gender identity. <http://www.eapn.eu/content/blogcategory/9/29/5/0/lang,en8>

**Social Platform issues recommendations for the European principles on Active Inclusion Wednesday, 23 July 2008** On 4th July, the Social Platform sent to the Commission, the French Presidency and the European Parliament its own recommendations on Active Inclusion. <http://www.eapn.eu/content/blogcategory/9/29/5/0/lang,en>

**Call for local and regional authorities to have bigger role in European Year for Combating Poverty and Social Exclusion. Monday, 28 April 2008.** Local and regional authorities should be given a bigger role in planning and delivering initiatives to promote the proposed 2010 European Year for Combating Poverty and Social Exclusion, according to a new draft opinion adopted by the Committee of the Regions' Economic and Social Policy Commission. <http://www.eapn.eu/content/blogcategory/9/29/5/0/lang,en>

**European Parliament organises hearing on "Promoting social inclusion and combating poverty, including child poverty, in the EU". Monday, 28 April 2008.** The Social Platform will be represented at this hearing through **three of its member organisations: EAPN, the European Federation of National Organisations working with the Homeless (FEANTSA) and ATD Fourth World.** <http://www.eapn.eu/content/blogcategory/9/29/5/0/lang,en>

**EU-ECJ: Grand Chamber judgment:** Judgment overturning Akrich and making it absolutely clear that third country national family members can enter without any requirement of prior lawful residence in another MS. [www.statewatch.org](http://www.statewatch.org)

**EU-EP: RETURNS DIRECTIVE:** As the European Parliament votes on the Returns Directive there were silent demonstrations outside the parliament in Strasbourg on 17 June 2008. Tony Bunyan, Statewatch editor, comments: "If passed this will be the 13th measure on visas, borders, immigration and asylum to be adopted by the European Parliament as a result of 'first reading deals'; negotiated in secret trilogue meetings with the Council. [www.statewatch.org](http://www.statewatch.org)

**News bits were retrieved from:**

the European Foundation for the Improvement of Living and Working Conditions: [WWW.EUROFOUND.EUROPA.EU](http://WWW.EUROFOUND.EUROPA.EU)

the European Union Information Website: [WWW.EURACTIV.COM](http://WWW.EURACTIV.COM)

[WWW.THEPARLIAMENT.COM](http://WWW.THEPARLIAMENT.COM)

the European Anti Poverty Network: [WWW.EAPN.EU](http://WWW.EAPN.EU)

[WWW.STATEWATCH.ORG](http://WWW.STATEWATCH.ORG) ... monitoring the State and Civil Liberties in Europe



## **“O SERVIÇO SOCIAL E OS DIREITOS DA CRIANÇA – UM MANUAL DE FORMAÇÃO SOBRE A CONVENÇÃO DAS NAÇÕES UNIDAS”**

## **“SOCIAL WORK AND THE RIGHTS OF THE CHILD – A PROFESSIONAL TRAINING MANUAL ON THE UN CONVENTION” IFSW**

The IFSW edition has been translated to Portuguese and published by CASA PIA, a very old and important Child Protection Institution from Lisbon, Portugal.

The book was launched during the Seminar “Children Rights and Intervention. What competences?” “Direitos das Crianças e Intervenção. Que competências?” that Casa Pia organized with other Institutions from 23 to 24 of April, in Lisbon.

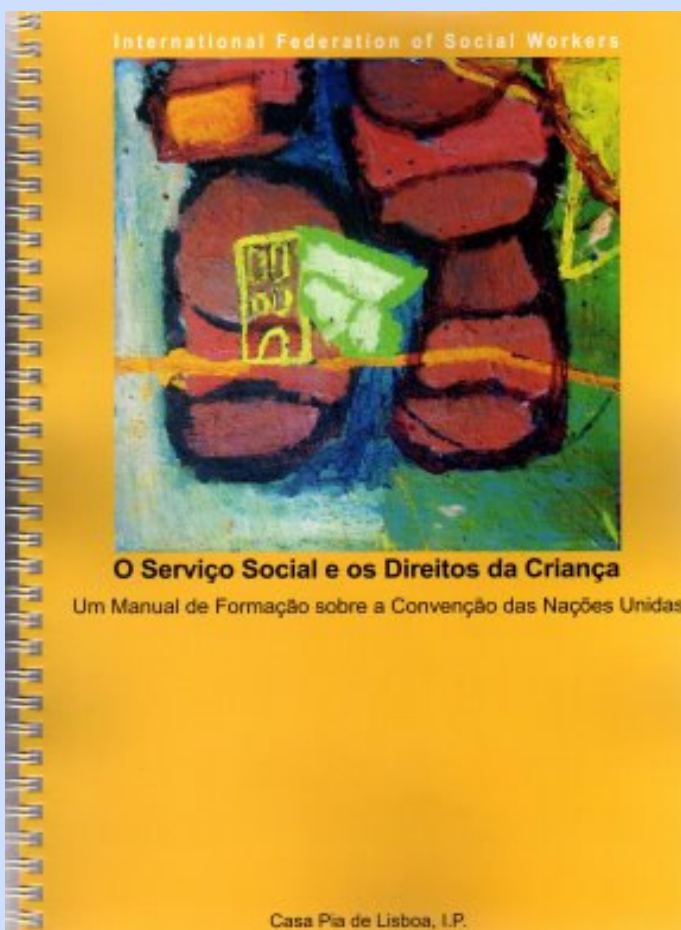
Ruth Stark, Contact Person for the Global Human Rights Committee of IFSW and the President of the Association of Trained Social Workers (APSS) - Portugal, PH Fernanda Rodrigues presented the book. Graça André, Social Worker from casa Pia of Lisbon and also a member of the International Relations Group of APSS, chaired this presentation.



Graça André participated on the technical revision of the Manual along with Ana Cruz Laje and Ivone Monteiro from Social Security Institute, Rosa Clemente from the Faculty of Laws of Coimbra University, ChildOnEurope, Rosa Tomé from the Superior Institute Miguel Torga and Aida Ferreira from the Association of Trained Social Workers - Portugal.

To receive this book you can send your request to the President of Casa Pia de Lisboa Dr.ª Maria Joaquina Madeira – Serviços Centrais – Casa Pia de Lisboa – Av. Restelo nº 1 Lisboa.

**Cristina Martins, IFSWE,  
Executive member**



## MOSCOW OBLAST, DMITROV - International Conference

This International Conference for Social workers was in *Dmitrov* about 60 km out of Moscow in Russia. The conference was an initiative of the Russian Union of Social Workers and Social Pedagogues and other organizers were Government of Moscow Oblast, Russian European Trust for Welfare Reform and Social Protection Ministry of Moscow Oblast.

There were about 250 participants from nearly all the regions of Russia, and guests from countries like England, Denmark and the Faroe Islands.

The theme of the conference was *“Social work and social services in Russian villages suffer because of bad roads, huge distances, problems with training staff, poverty of population in rural areas. Social workers from different parts of Russia will meet to share their experience”*. And the organizers stated that the participation of foreign guests *in those important events for Russia would be highly appreciated*.

We were 3 participants from the Faroe Islands. We received an invitation from the International Federation of Social Workers, which we found very interesting, and after being in contact with the president of the Russian Union of Social Workers and Social Pedagogues Antonina Dashkina, the union of Faroese social workers decided to send 3 participants to the conference. Looking back we Tonja, Martina and Sjúrdur are happy about that decision, because we value the huge pleasure and great experience our trip to Russia gave us.

The conference was very well organized. There was no question that we were very welcome to Russia and to the conference. When we arrived at the airport we received a warm welcome and we were taken care of from the beginning to the end of our stay in Russia. The communication with the Russian Union of Social Workers and Social Pedagogues was good and they helped us plan our stay in Russia.

The conference was well organized. It lasted for two whole days, and the program was interesting and compact. On the conference there were several lectures with different issues e.g. social work in rural areas, elderly and disabled people, poor families, Russian experience, problems and solutions and professional burn out of rural social workers.

We were very pleased for the opportunity of visiting different institutions. This was very exiting to experience, but we would have liked to have more time for absorption.

We experienced that the way social workers work in Russia and the Faroe Islands is very different, but there were also things that we have in common. We all want to make a difference. The conference put a lot of those issues in perspective for us.

We were sceptical when we found out, that the lectures were in Russian, but this turned out not to be a problem, because of the translators and the way the conference was organized.

Attending the conference was a great experience for us both personally and professionally. During the conference we created contacts that will be useful for us in the future.

We hope for the opportunity to visit Russia again J.

**Sjúrdur Johannesen , Martina Hansen and Tonja Ziskason**

## BROWSING ...

Guerrilla Marketing for Social Causes: Part Five in an Eight-Part WebUrbanist GMarketing Series. Written by Delana on June 17th, 2008 - Topics: Guerilla Action, Guerilla Marketing - <http://weburbanist.com/2008/06/17/guerrilla-marketing-for-social-causes/>



These amazingly realistic images of children pushing automatic revolving doors in Amsterdam are meant to call attention to child labor practices.



The Saatchi & Saatchi story of Cause Related Ideas, entitles "Social Work" virtually began with the classic 1970 "Pregnant Man" ad for the UK's Health Education Council. There have been countless campaigns ever since. These highlights have been captured in the stunning publication, Social Work (-273 Publishers), a showcase of over 30 years of Saatchi & Saatchi cause related ideas - <http://www.saatchibooks.com/social-work.php>

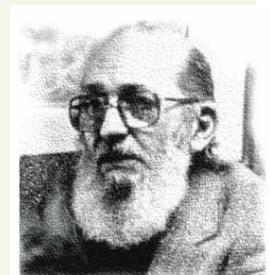
The European Foundation for the Improvement of Living and Working; browse by health and social sector - <http://www.eurofound.europa.eu/ewco/sectors/Health.and.Social.Work.htm>

Human rights watch, defending human rights world wide. Various languages available - <http://www.hrw.org/>

European Federation of National Organisations working with the Homeless; news-flash page - <http://feantsa.horus.be/code/EN/pg.asp?Page=1102>

<http://www.infed.org/socialaction/> - exploring the arenas, ideas and theorists of social action for educators and animateurs

<http://www.actiondesign.com/about/index.htm> - helps individuals and groups in organizations develop their capability for inquiry, choice, and action on their most difficult issues



Paulo Freire (1921 - 1997), the Brazilian educationalist, has left a significant mark on thinking about progressive practice.



**An Invitation from the Croatian Association of Social Workers together with the European Network of Social Action (EASSW,FESET,IFSW,ICSW,FICE,AIEJI) to**

**THE 1ST JOINT EUROPEAN CONFERENCE**

**IN DUBROVNIK, CROATIA FROM 26-29 APRIL, 2009**

The 2009 ENSACT Conference Social action in Europe: different legacies & common challenges? presents an opportunity for social professionals, lecturers, researchers, students, policymakers, service providers and service users to share and exchange valuable

knowledge, to debate upon current challenges and to discuss ways forward in the field of social practice, education, policy and provision.

THE MAIN THEMES OF THE CONFERENCE ARE:

**Social conflict and reconstruction**

The restoration of human relations is at the heart of social reconstruction. Ethnic, religious and political conflicts can lead to violence and serious divide between different populations. Communist countries transferred into capitalist ones, other countries dissolved into different independent states: mostly painful processes with discontinuous histories. The approaches to healing and re-shaping the capacities of citizens and societies are in these situations often as diverse as the conflicts themselves. Nevertheless, there is an unequivocally shared goal to re-establish vigorous economic and social activities that contribute to rebuilding society with an improved quality of life. In this light, how can the development of new analytical frameworks, the development programmes and policies, conflict management schemes and citizens' action groups serve to shape the construction of social relations and institutions with a recent conflicting past?

**Individualisation and social cohesion**

There is a common notion that a healthy, vigorous society is possible when communities feel a sense of belonging to a greater whole. At the same time, this sense of belonging appears to be at odds with the current forces of individualisation, globalisation



and multiculturalism. While it may be premature to suggest the erosion of community, the dynamic transformations taking place to accommodate prevailing realities are impacting how people act socially. The importance placed on social cohesion and active citizenship is accompanied by the notion that these may also contribute to measures of social control. How to bond and bridge social relations in individualised communities? How can community-based approaches contribute to civil society with multiculturalism and pluralism as inclusive principles?

### Personal engagement and reconstruction

The complex social realities of a neo-liberal society have contributed to the redesign of welfare policies and the criticism that these changes affect the ability of social professionals to carry out their work as knowledge-bearing professionals. The aim to act in the best interest of the service user becomes ever more challenging in a time of efficiency, performance measurement, quality assurance and evidence-based practice. While there may be agreement on the utility of identifying standards for professional accountability, such accountability is more likely to come from actions that fall outside standardised and dehumanised measures of control. How does the professional improvement of quality relate to the tendency of a growing standardisation of that same profession? How does education respond to the growing standardisation of the profession, including its impact on the identification of relevant professional competences?

During the conference, the three themes and relevant trends will be developed by distinguished keynote speakers and then further elaborated in debate sessions that target the effect of the trends on social practice, policy and education. Furthermore, the symposia, the workshops and poster presentations will allow for a variety of exchange on issues associated to the three overarching themes. The conference will conclude with a drafted statement on the challenges, reflections and conclusions made

All other information including important dates, organising bodies, programme, registration, accommodation and more can be found on [www.social2009.org](http://www.social2009.org)

The Conference promises to be a productive and challenging occasion and we are looking forward to welcoming you in Dubrovnik, Croatia in April, 2009.

Croatian National steering Committee





As **editors** of this edition of ***the European Social Worker***,

we would like to **thank** the executive committee and

**all the member organisations** of the IFSWE for their

work and contributions to this newsletter.

To **SEND ARTICLES**, news, adverts or information you

can **write to us** at

**[antheaagius@hotmail.com](mailto:antheaagius@hotmail.com)** and **[crisdelmar@hotmail.com](mailto:crisdelmar@hotmail.com)**

**THANK YOU ...**

**ANTHEA AGIUS & CRISTINA MARTINS**



international federation of social workers of the european region

**[www.ifsw.org](http://www.ifsw.org)**  
**[europe@ifsw.org](mailto:europe@ifsw.org)**

## Dedicated to Henning Breinholt

It was a shock to learn that Henning Breinholt had died on 28th of June 2008, only 52 years old. Henning was elected president for the Danish Association of Social Workers in 2003, and has since then been an active and engaged supporter for the development of IFSW and international social work.

A virulent lung cancer did change the last couple of months for Henning; unfortunately the intensive treatment from the health system during these months was of no help at the end.

As a professional social worker in the municipality of Aarhus in the eighties Henning soon became shop steward for all social workers in the municipality. And from this position he moved to become elected full time representative within the Danish Association of Social Workers, supporting members with salary issues, working conditions, etc.

Henning was known as a splendid negotiator, and during the nineties he was in charge of a transformation of the salary-system for the social workers.

Henning loved to be in dialogue with the members and shop stewards. He liked the debate, but often the debate in itself was not enough for Henning; it had to come out with some results. Cooperation was an important tool for Henning aiming for the best results for the members, for this reason he had very good links with sister organisations who he worked closely with, whenever appropriate.

As President for the Danish Association of Social Workers one of his last results was in spring 2008 to make a new 3 year agreement with the public employers; said to be the best agreement in 20 years.

Becoming President in 2003 brought Henning into the International social work environment, and he became well known within IFSW. As a newcomer he argued for more transparency and visible results, he was listened to and soon he was no more a newcomer. At the General Meeting in 2006 he was appointed Election Officer, and was to serve this year in Salvador de Bahia. Unfortunately he will not be with us there.

IFSW and international social work also brought Henning outside Europe, to Kenya and Kirgizstan. For Henning these visits emphasised, that despite different conditions, social workers have a major aim to facilitate solidarity, across and within borders.

Personally I have lost a dear friend and colleague, with whom I have had many intense and productive discussions, including his ongoing support to my work as President for IFSW European Region. Many breaks and walks in foreign cities have given room to our discussions, also that I will miss.

Henning, we are many who will miss you, and our thoughts go to your family.

Nicolai Paulsen  
IFSW President for European Region  
28 July, 2008



Henning,  
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