

Leben ohne Kriminalität.  
Wir helfen.

NEU**START**



**Managing organizational Change and  
Innovation:  
Volunteers in the Austrian Probation Service**

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## History of NEU**START** and volunteers

- Non-profit-organisation since 1957
- Starting point: civil society initiative for juvenile offenders



*Bundesanstalt für Erziehungsbedürftige Schloss Kaiserebersdorf*  
Closed Educational institution for juveniles (borstal) Kaiserebersdorf

**NEU**START**** looks back at 60 year's experience in the work with delinquency - with **offenders** and **victims**.

- 15 different services
- 40.000 clients per year
- budget of more than 40 Million Euros
- 600 professional employees
- More than 1000 volunteers
- Main partner is the Ministry of Justice



**PREVENTION**

Online Counselling / Social work in schools/  
Drug prevention

**Pre sentence (Diversion)**

Victim-offender mediation /Community services/  
Social net conferencing/Probation/Trial support for victims

**Post sentence, released offenders**

<b>Suspended custody/Conditional sentences</b>	<b>After prison</b>
Probation	Probation
Anti-violence program	Aftercare
Electronic monitoring	Vocational training
Housing services	Housing services
	Social net conferencing

## Critical success factors

- **Quality**
- **Communication**
- **Innovation**
- **Support from and networking with civil society**

# Areas for voluntary work

## Social work

- Voluntary probation „officers“
- No other fields

## Organisation

- Voluntary supervisory board (board of directors)
- Board of trustees

## Significant value of volunteers for NEU**START**

1.014 volunteers supervise 30% of our clients within probation

- Additional know-how and work experience
- Additional personal potential in supervision
- Additional external resources
- View from the outside
- Experience (8,5 years of volunteer service in average)
- Volunteers are ambassadors of our values within their community
- Cost reduction/relief for professionals

⇒ **connection to civil society is essential for NEU**START****

⇒ **we have to ensure high quality of supervision**



# Requirements for volunteers to do professional probation work

1. Standardised selection process
2. Compulsory education curriculum
3. Working in teams lead by an experienced professional
4. Full case responsibility but supervisory control by team leaders
5. Regular team meetings
6. Selected cases
7. Limited caseload (max. 5 clients)
8. Quality manual for volunteers
9. Lump-sum for expenses



## Lessons learned: Recommendations

- Volunteers in probation are a valuable link to civil society
- It is not a cheap work: You have to invest in “professional volunteers”
- You gain new experience and knowledge
- Professional team leaders identify with their team of volunteers
- Professionals might be critical to the idea of volunteers
- Politicians and media react positive

**Innovation needs enthusiasm and energy, because ...**

**... without leaving the coastline behind  
new continents will not be discovered**



**Thank you**

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