

# Caritas &Du

Annual Report  
2020





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### The Caritas Annual Report

The following pages show you selected projects from the diverse range of tasks of Caritas in Austria and throughout the world. These projects, programs and initiatives represent all of effective aid measures implemented by the Caritas diocese organizations. For a comprehensive list of the entire program visit our website at [www.caritas.at](http://www.caritas.at)



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Maintaining social warmth despite the pandemic in the country was particularly important to Caritas President Michael Landau in 2020.

acting to relieve it. Solidarity and charity without strings attached.

As Caritas President, it was all the more important for me to see and feel this social warmth reflected all over our country and in our projects around the world, despite the challenges.

I would like to take this opportunity to thank our employees who dedicated themselves to helping people in need with loving care in 2020, despite working in masks and keeping a minimum distance. All the volunteers who offered their time. Businesses who made a commitment to helping others. Donors who showed their solidarity with people struggling to make ends meet. This help generated an enormous power. That is the power of charity and closeness that can arise – even at times when we need to keep physical distance.

Warmest thanks for your support!

Michael Landau  
Caritas President

Dear Readers,

Coronavirus presents significant challenges for many of us – job loss, homeschooling, multiple lockdown periods, fear for our loved ones, distance from our families.

As Caritas, we can handle crises. We know what to do and how to help, but we also felt much challenged in terms of our work. We had to act quickly and find ways to relieve loneliness for people who were not allowed to leave their homes. Financial help was needed for those who lost their jobs because of the pandemic. Emergency shelters were expanded, food distributions reorganized.

We were also forced to swiftly restructure our global projects, activate our partner networks, build joint initiatives to ensure

that people in need – both here with us and in far-flung places – receive some help. To ensure that they have a place to live, can pay their rent, have enough to eat, find safety from violence or armed conflict, and are protected from Covid-19 as far as possible.

There is one particular concern that has accompanied us this year that runs like a thread through this report: loneliness. Whether it was for single mothers who were at a loss, young people who felt abandoned, people with disabilities, or elderly people in our nursing homes who were part of the at-risk group: We were there for them. Our guiding principle has not changed throughout the crisis. In fact, it has emerged even stronger than ever: Caritas stands for seeing need and

# Caritas

## Value Compass

### **We are here.**

When we see need, we act.

### **We act for everyone.**

Every human being is valuable – regardless of age, gender, religion, political convictions and origin.

### **We believe in the good in our fellow human beings,**

We believe in charity, human dignity and compassion, and in everyone who works toward this goal.

### **in the future,**

We take responsibility for our fellow human beings, for a world in which future is more important than origin.

### **in justice**

All people are born free and equal in dignity and rights.

### **and in cohesion.**

For only together are we strong.

# What We Do and Why

**Vision.** Urgent assistance and long-term support for an independent life full of confidence – what matters is to create a common world without poverty.

“What am I, Caritas?” is a rhetorical question that might sound familiar to you, and is raised in discussions about current world affairs, in conversations with friends, at work. “What am I, Caritas?” is a frequently used question in Austria to distance yourself, to indicate in a humorous way that you, as an individual, are not responsible for everything. And that is true. Even more in a time such as the coronavirus year – the year of this annual report – people were concerned with doing the best they could for themselves, for their health, their family, their body and mind.

## United in Crisis

Many people have lost their job, their livelihood, their faith in the future, or even a loved one. For the very reason that so many people have been deprived of something this year, we are happy to be Caritas, to be able, as an organization and with the help of our donors, to make a difference to people in emergency situations. Thanks to the Corona Emergency Aid Fund, we were able to adapt our programs and facilities to the difficult COVID-19 regulations: Emergency shelters were opened even during day-time hours in the lockdown, and social counseling centers worked at full stretch to help a growing number of clients over the past year. A coronavirus hotline was set up, the solidarity platform ‘füreinand’ to help one another was launched, food distribution points and cash assistance for energy and heating costs were scaled up. At the same time, assistance measures did not stop at national borders. It is also important to have long-term projects that enable people in developing countries to become self-sufficient. And sustainable disaster relief is needed to help a country recover from a disaster. It is about empowering vulnerable people and those affected by poverty to have access



We share the common goal of a bright future.

to basic necessities, such as sufficient clean water, adequate nutrition, decent sanitation, education, chances for the future and a self-determined life.

## We Are All Caritas

Throughout the last 100 years, Caritas has been there helping people – be it during the hard times of poverty and hunger in the wake of the world wars, for refugees in the Bosnian war, after the devastating floods in Austria in 2002, or the terrible tsunamis in Indonesia in 2004. In times of crisis, Caritas acts promptly reaching out to people in need of help – regardless of the person's age, gender, disabilities, religion, or sexual orientation.

We, as a single organization, or as individual people, cannot save the whole world – that's true. One thing that we have clearly noticed over the past year, however, is an incredible wave of solidarity, social cohesion, and commitment. We are all Caritas: donors, volunteers, people who believe in charity, in a shared and bright future in which poverty finds no place. Each and every one of us can contribute to building a powerful movement and bring about a great impact – provided we stand together, we take care of ourselves and of others, and stand up against social indifference. And provided we place humanity at the center of our actions.





**People in Need**





### **Against Poverty and Loneliness**

## **Cohesion During the Crisis**

**One of our central concerns in Austria is to help people in need. As in previous years, assistance from Caritas was in great demand in 2020. The coronavirus pandemic caused many people to fall into hardship, either deeper than before or for the first time in their lives.**

Imagine what to do if you lost your apartment, if you were a young mother finding yourself on the street with a newborn baby, if you were a single parent facing an empty refrigerator, or if you were a minimum pensioner and no longer able to afford your rent or heating bills. What to do if you ran out of money, hope, and prospects after a divorce, violence in a relationship, or a personal crisis. When you no longer know what to do, Caritas is there to help. During 2020, a particularly large number of people experienced this sense of hopelessness. Home schooling, short-time work, job loss, social isolation – we all have been through a straining year under a state of emergency due to the coronavirus. This time of crisis hit some even harder than others – for example, those who had already been struggling with poverty before the pandemic, or self-employed people who had to close their businesses. The coronavirus caused people to unexpectedly lose their jobs, or to pursue their work only to some extent.

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The pandemic is putting entire livelihoods at risk, with many people facing economic ruin. People who had never thought of needing help before came to Caritas for assistance. That was also reflected in the increasing amount of people calling the social counseling centers. In Lower Austria, for example, the counseling centers recorded a 70 percent jump in the number of first-time inquiries from people seeking help from Caritas in 2020 compared to 2019. Likewise, in Vienna, Carinthia, and Styria, the number of initial contacts rose very sharply.

#### **Corona Emergency Aid**

As early as March 2020, Caritas and the daily newspaper "Kronen Zeitung" launched the Corona Emergency Aid to help people in this type of emergency situations – for example, by providing rent and heating grants, food distributions, temporary or longer-term housing, mobile family services, or psychosocial support. In addition, services throughout Austria have been adapted or expanded to meet the difficult new conditions. In Vienna, for example, additional emergency shelters for homeless people were established which remained in part open during day-time hours throughout the lockdown. The coronavirus emergency hotline was set up. This service enabled people facing acute financial difficulties, who did not know how to pay their rent or their next purchase, to obtain quick and unbureaucratic help and advice.

#### **A Wave of Solidarity**

The pandemic has not only produced far-reaching financial consequences but psychological impact as well. The mental

strain, anxiety, and loneliness that many people experienced during the pandemic triggered psychological illnesses and serious emotional stress. In this difficult year, the most important thing was to stand together. The enormous solidarity among the population also gave rise to solidarity initiatives within Caritas. For example, the online campaign 'füreinand' (for each other) was launched. The idea behind the platform is to get involved in helping others, or to be there for someone who needs help – be it by making a phone call, going shopping, or writing a friendly letter.

➔ [www.caritas.at/armut](http://www.caritas.at/armut)

**55 Family Counseling  
Centers**  
in Austria

**56 Social Counseling  
Centers**  
in Austria

**Around 7,000 People  
With Addictive Disorders Receive  
Advice and Support in  
23 Addiction  
Counseling Centers**

**106 Occupational Projects  
offer  
1.498 Jobs  
for Long-Term Unemployed People**

**53 Institutions for  
the Homeless  
With  
2.390 Beds**

**9 Mother and Child Shelters\***  
Provide Accommodation for  
**129 Mothers and  
202 Children**  
Offer a Roof Over Their Heads

**Over 70 Integration Projects  
for a Better Coexistence**

\* We have reported 12 mother and child shelters in the previous annual reports. The decreased figure can be explained by the fact that two mother and child support services were integrated into an existing service offer, and the other facility adapted its services to the needs of a different programme area to which it was assigned.

**Transfer of Caritas Return Counseling to a Federal Agency**  
Caritas wants to support migrants in Austria at all stages of their migration process. This also includes assistance to those who wish to return voluntarily to their country of origin. For the past 20 years, the Caritas Return Counselling Agency was in charge of these services, which have been handed over to the Austrian Federal Agency for Care and Support Services (Bundesagentur für Betreuungs- und Unterstützungsleistungen GmbH) by the end of 2020. Caritas return assistance, which is based on an unbiased counseling and a voluntary approach throughout the entire counseling process, has supported 21,000 persons in returning voluntarily to their countries of origin since the start of the project.





During the pandemic, many people have turned to Caritas for help who had never thought of being needy before.

# “I just couldn’t afford the repairs anymore”

**Corona Emergency Aid.** When Austria came to a sudden standstill in March 2020, many people in the country found themselves in emergency situations. Manuela, a single mother from Salzburg, was also desperate until she turned to Caritas.

She had been working throughout her life – first as a hairdresser and then in tourism for many years. Before the first lockdown, the single mother of a daughter had two part-time jobs – as a waitress in a guesthouse in the morning, and in a ski lodge in the evening. She was making a good living and had no financial worries. The lockdown, however, changed everything. The guesthouse and the ski lodge had to close, and Manuela lost both of her jobs from one day to the next.

“Things have never been as bad for me as they are now. I’ve been unemployed since the end of August 2020, and meanwhile I’m receiving emergency assistance. Not only my salary is missing, but of course also the tips, which make up a

large part of my earnings. The alimony for my daughter comes in only irregularly. It’s demoralizing and stressful. I manage to pay the fixed costs, but now – in the dead of winter – my heating pump broke down and I just couldn’t afford to have it repaired.”

## **Caritas Aid Comes As a Relief**

The repair was not affordable with less than 1,000 euros a month that Manuela currently has at her disposal for herself and her daughter. Manuela sought help from Caritas Salzburg: “This was the best day I’ve had in a long time. I received two food packages from Caritas and some financial support on top of that. That was such a relief. I was able to get my heating fixed with the money.”

Similar to so many people, Manuela would have never imagined getting into this kind of situation and having to ask for help: “I would never have believed that something like this could happen to me. My father supports me as much as he can. At one point, however, that was no longer possible. The best advice I can give to anyone is to overcome the shame and accept help.”

Today, Manuela looks forward to the future with cautious optimism. She has a promise for a job as soon as the restaurant can reopen: “I am a positive person, a fighter. But I hope this will be over soon.”





# Care and Nursing





## Ageing with Self-Determination

### Protection and Quality of Life in Old Age

**The year 2020 was difficult for all of us because we were not allowed to be close to each other, at least physically. The elderly and sick in particular suffered from the physical distance to their relatives. As one of the most important care service providers in Austria, Caritas was there for those in need of care and support also in the year of coronavirus. Providing these people with as much protection as possible, as well as self-determination and quality of life, even throughout the pandemic, was of particular concern to Caritas.**

The time comes in life when we get older or sick, when everyone needs an outstretched hand, the help of another person. Caritas supports people in this phase of their lives, when they can no longer manage on their own. Thereby, it is important for those affected to retain as much self-determination as they can. As far as possible, people should decide for themselves what kind of help best suits their personal habits. Mobile care can be provided at home, in a nursing home, in an assisted living facility – and when people are afflicted with an incurable disease, in a mobile hospice. At the center of everything we do is the dignity of the individual.

**Caretaking Amidst the Pandemic**

Since the outbreak of the coronavirus pandemic, an additional priority has been to protect residents and people in mobile care from the virus. Caritas accomplished this task through testing residents, caregivers, and attendants on an ongoing basis, as well as through regular communication of current government regulations, laws, and decisions, and through fastidious hygiene procedures. The tireless efforts of the professional staff, who were required to meet these special demands, should be emphasized as well. Throughout the



Our staff are fully committed to maintaining the quality of life and vitality in old age at the best possible level.

and their relatives. Coming to terms with losing the ability to manage daily life independently, to shower, cook, eat, drive, and do the shopping on one's own, often causes feelings of anger, sadness, fear, and disappointment.

Therefore, Caritas services also include psychological support and pastoral care. Caritas attaches great importance to the well-being of the respective relatives as well. In fact, they are the backbone of care in Austria. Counseling and support services are designed to help family caregivers lead their own lives – a life that allows them to find time and space for themselves alongside nursing their partner, parent, or loved one. After all, this task tends to push many people beyond their emotional and physical limits. In this exceptional year, a variety of activities – as far as Covid-19 allowed – offered a part of everyday life in the facilities, for both residents and their relatives. For example, small Easter celebrations, joint wreath making at Christmas, or dressing up for carnival helped to liven things up and provided a cheerful experience for everyone.

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weeks of the lockdowns, they were the only persons who were in direct contact with the residents. The loneliness, anxiety, and stress were eating away at so many of those elderly people. They were missing the visits of their children, grandchildren, friends, and in some cases life partners. Therefore, it was all the more important to have loving interactions and conversations with Caritas caregivers and staff in these times. The institutions also tried to allow visits, or at least to support contact with relatives via phone and digital means. Visits were facilitated on an individual basis during

visiting hours, meeting zones were set up indoors and outdoors, and the flow of visitors was coordinated in a clear way. In fact, if the pandemic has shown anything, it is that physical and mental health go hand in hand. This is something that Caritas has been paying particular attention to over the decades of its work in the care sector.

#### **Relief for Relatives**

For this reason, Caritas accompanies the longer process of a person who gradually requires care and nursing – often a very emotional time for those affected

**47 Senior Residences  
and Nursing Homes**

**4,985 People**  
Live in Senior Residences  
and Nursing Homes

**2.2 Million Working Hours**  
in Mobile Care  
and Nursing

**5,501 Staff Members**  
in the Area of Care and Nursing

**19 Caritas Academic  
Locations**

for Social Professions  
throughout Austria

**5,465 Students**  
in the School Year 2019/2020



# Chatting Against Loneliness

**Loneliness.** Lending a sympathetic ear is a pleasure – and sometimes requires patience. Maddalena Wengersky is one of more than 3,000 volunteers who take part in the chat network “Plaudernetz”. Whenever someone needs an ear to talk to, she is there.

Many times, it's the small things that bring joy. Doing a jigsaw, for example. I discovered the fun of playing jigsaw puzzles during the lockdowns. It helps me get my mind off the Corona crisis. Of course, I had to share this tip with a caller right away. The lady told me that she usually doesn't do so well on weekends which often leave her feeling lonely. I talked to her about the things I do when I'm not doing so well. I shared what brings me joy. It was such a lovely moment to feel the lady being happy about my suggestions – no matter how simple they were.

I joined as a chat partner in spring with the first lockdown. On average, I talk to callers from 20 to 45 minutes. I get most of the calls at the weekend, which is fine with me since I have more time then. At the beginning, I expected that I would just listen and not talk as much myself. But most of the time it really is a dialogue. The “Plaudernetz” is not a helpline, but a hotline for people that just need someone to talk to, because they suffer from cabin fever.

## “It Feels Good to Help Out”

There is an elderly lady who calls the “Plaudernetz” every day, she has already integrated the hotline into her daily routine. Within the last ten days, I have chatted with her twice. Of course, she already knew who I was. In fact, she always writes down who she was chatting with and adds a few key words about her chatting partners. That way, we were able to pick up on stories right away.

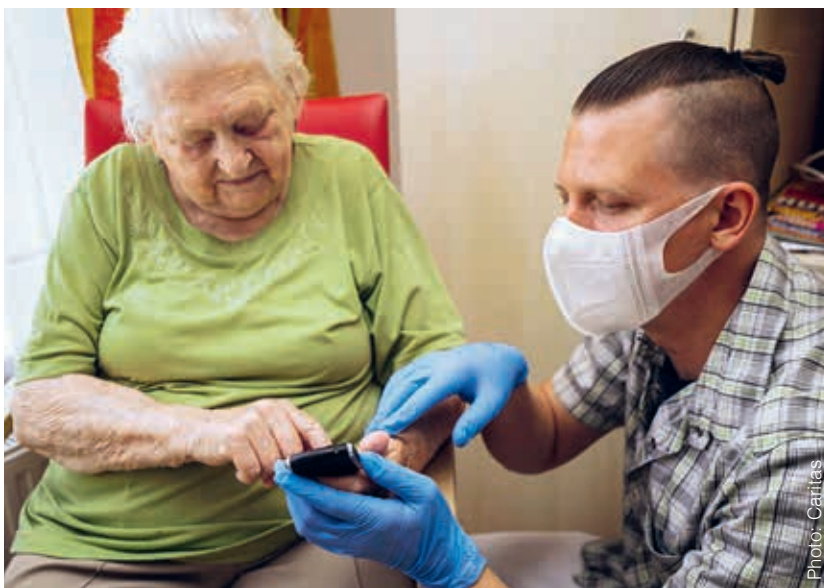
Actually, I'm not really known for my patience, but some conversations in the chat network demand exactly that. After all, the chemistry doesn't always fit right

away, and sometimes it takes a while to find a topic to talk about. I always try to listen first and be there for the usually elderly callers. I first wait to hear what they want to tell me. Mostly, we can quickly find common ground. Pets, for example, are one of the topics that can be easily picked up. One lady caller, for example, had two cats, and so did I. Right away, we were able to tell each other funny stories about how our cats brighten up our daily lives in quarantine. It makes me feel good whenever I can help callers along, when I just know that our conversation has cheered things up a bit for both of us.

## How “Plaudernetz” Works

The pandemic in particular has left many people feeling isolated, and chances to communicate with one another have been limited. The “Plaudernetz” connects people who like to chat. Calls to 05 1776 100 are anonymized and randomly connected to someone who wants to listen and talk – and just has the time. More than 3,600 people have already registered as chatting partners to give time and joy:

➔ [www.fuereinand.at](http://www.fuereinand.at)



Against loneliness in the pandemic: The “Plaudernetz” hotline connects people who like to chat.



**People with  
Disabilities**





## **Equal Opportunities for All**

### **Inclusion and Self-Determination**

**Inclusion implies that every person can contribute their abilities to shape their life in line with their own ideas. Accordingly, an inclusive society does not create barriers for persons with disabilities but removes them. Caritas is committed to ensuring that disabled persons receive the support they need and live as far as possible in a self-determined way.**

A fundamental value of Caritas is equality. Nobody should be limited in their freedom and fundamental rights regardless of origin, age, or gender. Likewise, no difference should be made based on whether a person has a disability or not. Disabled persons need to be provided with the same educational chances, the same opportunities to pursue fulfilling work, the same right to arrange a suitable living space and to make their own decisions.

### **Equal Access for All**

An important keyword here is accessibility – that is, ensuring that everyone can participate without barriers in education, the labor market, infrastructure, and social processes. Caritas therefore repeatedly calls attention to the government's duty to make buildings, services, and structures accessible to all. This can be achieved, for example, by using easier language for people with learning difficulties, translating into sign language for deaf people, or taking structural measures for people in wheelchairs. In 2020, Caritas also advocated for more inclusion regarding access to information about the coronavirus pandemic.

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In exchange with advocacy groups of persons with disabilities, Caritas was strongly engaged in ensuring fast access to low-threshold and barrier-free information on measures and on coping with the crisis. For example, medical experts were invited to digital question and answer sessions on vaccination, and information material was produced in easy language.

### **Importance of Psychosocial Support During COVID-19**

Caritas staff also supported and advised persons with disabilities and those with mental illnesses during the lockdown phases, for example, in the workshops, daily structural activities, or residential facilities. Some mobile services were also adapted to COVID-19 conditions, such as family support in everyday life. Psychological support services for parents and relatives were maintained, temporarily by digital means. This was of particular importance given that disabled



People with disabilities should be able to live up to their full potential.

people are considered a high-risk group and had few visitors and exchanges with others, especially during the hard lockdowns. In addition, everyday life changed, and many leisure activities, such as joint trips and excursions, had to be cancelled. The isolation affected many people, especially children and young people with disabilities and persons with psychosocial disabilities. In order to be prepared for a

post-pandemic working world – under probably more difficult economic conditions – Caritas offers job coaching, vocational training, helps in planning one's professional career and organizes employment projects. One principle never changes: no matter what support persons with disabilities need in the process, self-determination is our first priority.

**15,000 Daycare Places**

**9,516 People  
With Disabilities Received  
Psychosocial Support**

**1,713 People  
With Disabilities  
in Assisted Living**

**2,482 Workshop Places  
for People With Disabilities**

**657 People  
With Disabilities Using  
Mobile Services**



# Caritas Introduces Personal Assistance Services to Children

**Innovation Project.** Caritas Upper Austria launched a service offer for children with disabilities under the age of six – a project providing relief for parents, siblings, and the children themselves.

Emma, the older sister of four-year-old Anne, has a friend visiting. The two are playing in the garden. Anne wants to join them in the garden. Unfortunately, she cannot go alone because of her physical impairment. Mum Angelika is busy in the house. How does the story continue? So far, Angelika has had three options: Either she had to interrupt her work and accompany Anne out, or Anne had to forgo going into the garden. As a third option, Emma had to take her sister along and take care of her. But now she has a new choice: Martha. Martha is Anne's Personal Assistant.

## **Win-Win Situation for the Entire Family**

Personal assistants support people with disabilities in their everyday life when it comes to covering distances, running errands, working, or taking care of their children. So far, this type of services has mainly been provided to adults or school-children. Almost no services are offered for younger children. Therefore, Caritas started an innovation project for Personal Assistance services for children under the age of six in the area of Upper Austria in 2019.

In the case of Anne, Emma, and Angelika, the entire family clearly benefits from Personal Assistance that little Anne receives. With her Personal Assistant, Anne can go into the garden, to whatever place Anne wants, whether it is chasing after her big sister or just walking around in the garden and watching the two older siblings do their thing. It is a win-win situation for all parties involved. Angelika can also supervise the children and do other work at the same time.

## **Gaining Valuable Experience and Self-Determination**

"The aim of the project is to accompany and support children with cognitive, physical, sensory, and/or multiple impairments from the first year of life in their families, thereby enabling them to participate as self-determined as possible in social life without putting additional strain on their relationship with guardians and siblings," says Silke Füreder, BA from Caritas Upper Austria. "We have seen that children like Anne gain valuable experiences with self-determination through the project, for example, by being able to attend birthday parties at friends' houses without parents, have contact with other children or simply play independently." Now Anne is also able to experience

how it feels to decide for herself where she wants to go and how it feels to run after her big sister. Martha does what Anne decides and mum Angelika allows. And sometimes Martha does what Anne decides but Angelika has not allowed – provided Anne does not put herself in danger.

There are many children like Anne. Caritas for people with disabilities is therefore hoping for long-term funding under the Upper Austrian Equal Opportunities Act, starting in 2022.



Children with disabilities under the age of six and their families benefit enormously from Personal Assistance services.



# Children and Young People





### Opening up New Prospects

## Chances for the Future

**As Caritas, we are particularly concerned about empowering our youngest children at an early age with the skills they need for a happy, independent adult life. We believe that every child deserves growing up in carefree days, with plenty of opportunities and a bright future.**

It is love and a sense of security. It is care and a safe environment. And it is prospects and chances for the future. These are the ingredients for a solid life foundation. Over the years of our work with children around the world, we have often seen what makes the difference for a child to grow up in happiness. Millions of children around the world never have the opportunity to do so. These children are born into situations where their parents themselves often struggle to make ends meet, where they have to flee from war, live on the streets, or face even violence.

Children should not have existential fears, worry about their parents or the daily livelihood of their family. Children should be able to play, to develop their potential, and to discover the world with ease and curiosity. Be it by tutoring children from socially disadvantaged families in our Austrian Lerncafés or in the Caritas day-care centers in Africa, Asia, and South America – Caritas creates the framework conditions for children to simply be children despite poverty and crisis situations – even during the pandemic.

➤ [www.caritas.at/kinder](http://www.caritas.at/kinder)

# Loving Support Despite Distance

**Families in Need.** Months of home schooling and social distancing have been wearing children and young people out all over Austria. Caritas has been there for families and their children who lacked a pleasant environment during the lockdown periods.

Being at home for months without meeting friends, undergoing home schooling and experiencing overload within the family have been most difficult for all children and adolescents in Austria. This year was even harder for children from low-income families, parents with mental illnesses, or single parents, as the strain of organizing childcare alongside a full-time job, making ends meet month after month, or even being exposed to violence got more intense than before. After all, what do you do when school and day care are closed in a lockdown, you lose your job, or you have to stay home in a violent environment? Children growing up under such conditions suffer enormously. They are not able to keep up at school, are socially excluded, are left with an empty refrigerator in the evening or have to sleep in cold homes. In 2020, 291.000 children and young people in Austria

faced the risk of poverty and needed support.

Even before the pandemic, Caritas family counseling centers served as the first important points of contact in acute emergencies. Caritas helps families by providing clothing, food, heating grants, emergency accommodation, and assistance in finding housing that allows them to create healthy living conditions for themselves and their children. It is this environment of stability and security that is part of a happy childhood.

## **Learning Assistance at a Distance**

Sometimes children also need longer-term support, for example, when it comes to studying for a school assignment or a test. Many families simply cannot afford extra tuition, do not even have a desk in their confined apartments, or

find it difficult to help their children learn, perhaps for lack of German language skills. At the Lerncafés (literally “learning cafés”), local coordinators and volunteers help the children to finish the year with positive results. During the lockdowns of the already difficult coronavirus year, the children continued to receive support either online or over the phone.

In the summer of 2020, Caritas also organized vacation camps, for example in Salzburg. Around 160 children with and without disabilities were cared for in small groups in the Salzburg area. The camps were not only cool for the children but also a relief for their parents during the stressful coronavirus period. The summer program of the learning cafés also prepared the children for the start of school with an intensive learning week, which also gave them a chance to catch up on learning deficits and reconnect with their peers.

## **Volunteering With youngCaritas**

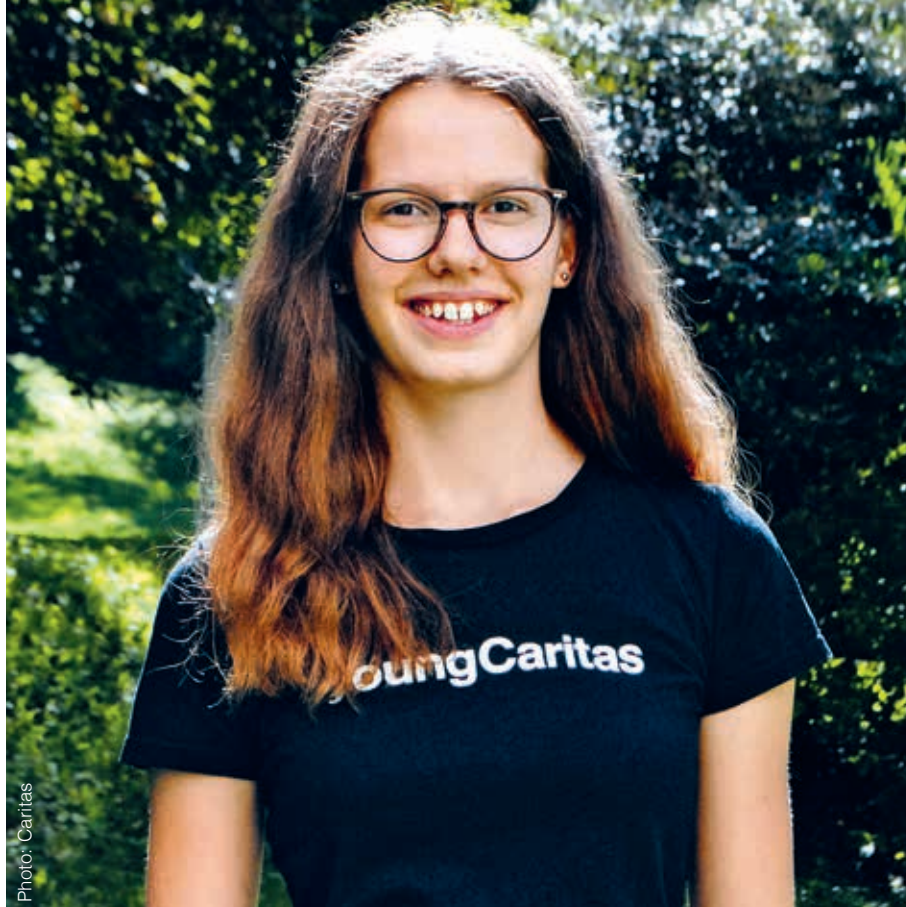
Due to lockdowns, restrictions and home-schooling, many of the youngCaritas activities and workshops had to be cancelled as well. Nevertheless, teachers and thousands of young people kept their spirits up, and adapted their initiatives for voluntary youth engagement according to the requirements of these times. Instead of the “LaufWunder” charity run, the “LeseWunder” reading campaign was launched, online workshops were introduced, and our “actionPoolers” continued to do something for the greater good under the given circumstances.

Even during the year of lockdowns, the children who usually come to the Lerncafés were supported online and by phone.



Photo: D. Gellner





Young people like Lea got involved for a good cause in this challenging year.

### youngCaritas

"I help with learning because I want to stand up for justice."

**During the lockdown period, 18-year-old Lea provided digital learning support for children living in low-income families by helping them with their homework.**

Lea is an 18-year-old student currently attending 3rd grade at a technical college, the HBLW Ried im Innkreis. She lives together with her parents, younger brother and sister, dog and cat in the Austrian town of Ried. She loves playing the piano, reading a lot and hiking. Lea also enjoys spending time with children – she is therefore very popular as a babysitter in her neighborhood.

Since she is also good at school, she wanted to do her part in the home-schooling project of the Department of Integration and youngCaritas in order to contribute to equal opportunities for children. "I want to stand up for justice. Especially children should have equal opportunities regardless of their background," she says.

During the homeschooling period, Lea used to check in on her tandem student every few days to ask if he needed help with anything. When he needed her

assistance with studying, they would video chat on the phone. "The hardest part was communicating because the whole family didn't know German very well," Lea explains. "I tried to help him with his homework in a way that he understood what I meant rather than just dictating the solution. He hardly ever needed my help in math; it was mostly about German. Sometimes, I explained an experiment in physics to him."

The learning tandem was a very nice experience for Lea. "This activity allowed me to see how different the living conditions of my student were from my own. This gives you a new perspective on life," she adds. "And of course, it was very convenient that I could offer my help regardless of where I was." Many thanks to Lea and the dedicated volunteers of this project for their valuable contribution towards promoting equal opportunities for children from socially disadvantaged families!

**463 Activities,**  
Projects and events of  
youngCaritas

**57,000 volunteers**  
are actively involved with Caritas

**3,277 Young People**  
get involved in the 'actionPool'  
campaign, the voluntary support  
pool of youngCaritas

**56 Lerncafés**  
for over

**2,000 Children and  
Young People**

**960 Volunteers**  
are actively involved in  
**Lerncafés**

### Help With Home Schooling

The closure of schools during the first lockdown created unfamiliar challenges for families with students. This period was particularly difficult for those children with parents facing language barriers or social problems. For helping these children, the Integration Department and **youngCaritas** launched an online homework support program together with young volunteers.

# Children Are Our Future

**Children Worldwide.** The coronavirus crisis has created more uncertainty for the future of millions of children. Caritas supports children worldwide as best as possible to get them safely through the pandemic and to ensure their access to education despite lockdown conditions.

As Caritas, we provide children affected by poverty a basis in our projects worldwide to discover and pursue viable prospects for their lives. We achieve this goal by facilitating their access to education, to their future plans encouraged by our educators, and to a sense of security that these children find through the caregivers in our day care centers. We see that the economic repercussions of the crisis are exacerbating poverty. Many countries do not have a social safety net in place to cushion the impact on children. According to UNICEF, the pandemic leads to an additional 150 million children who have to experience poverty – that is on top of the 386 million children who were already living below the poverty line before COVID-19.

## In Between War and Lockdown

Children in crisis regions face a particularly devastating situation, because they have to cope with their daily fear of war and fighting in addition to the problems posed by the coronavirus. One example in this regard is the region of Nagorno-Karabakh. In the midst of the pandemic, the conflict between Armenia and Azerbaijan has affected the region dramatically forcing thousands of children and their families to escape their homes. And even when the COVID-19 crisis is over, many

children will not be able to return to school simply because their village or home has been destroyed. During lockdown periods, schools were closed in 188 countries around the world, posing disproportionate hardship in particular to children from socially disadvantaged families. Many find themselves without computers, internet, electricity, an undisturbed place to study, or anyone to help them with their assignments.

The pandemic also forced Caritas partners to adjust their children's projects. As the children were no longer able to come to the daycare centers, they also lost access to a heated place to learn and play, and a hot meal as well. Therefore, mobile kitchens were used during the school closures, and learning kits along with school materials, and hygiene supplies were delivered to the children. Their families received all possible support with home schooling. Thereby, we have noticed one thing. It was the regular visits by our staff to the families that made a significant difference. They made sure that even in such difficult times, parents and children did not feel left alone and that the support helped them navigate the

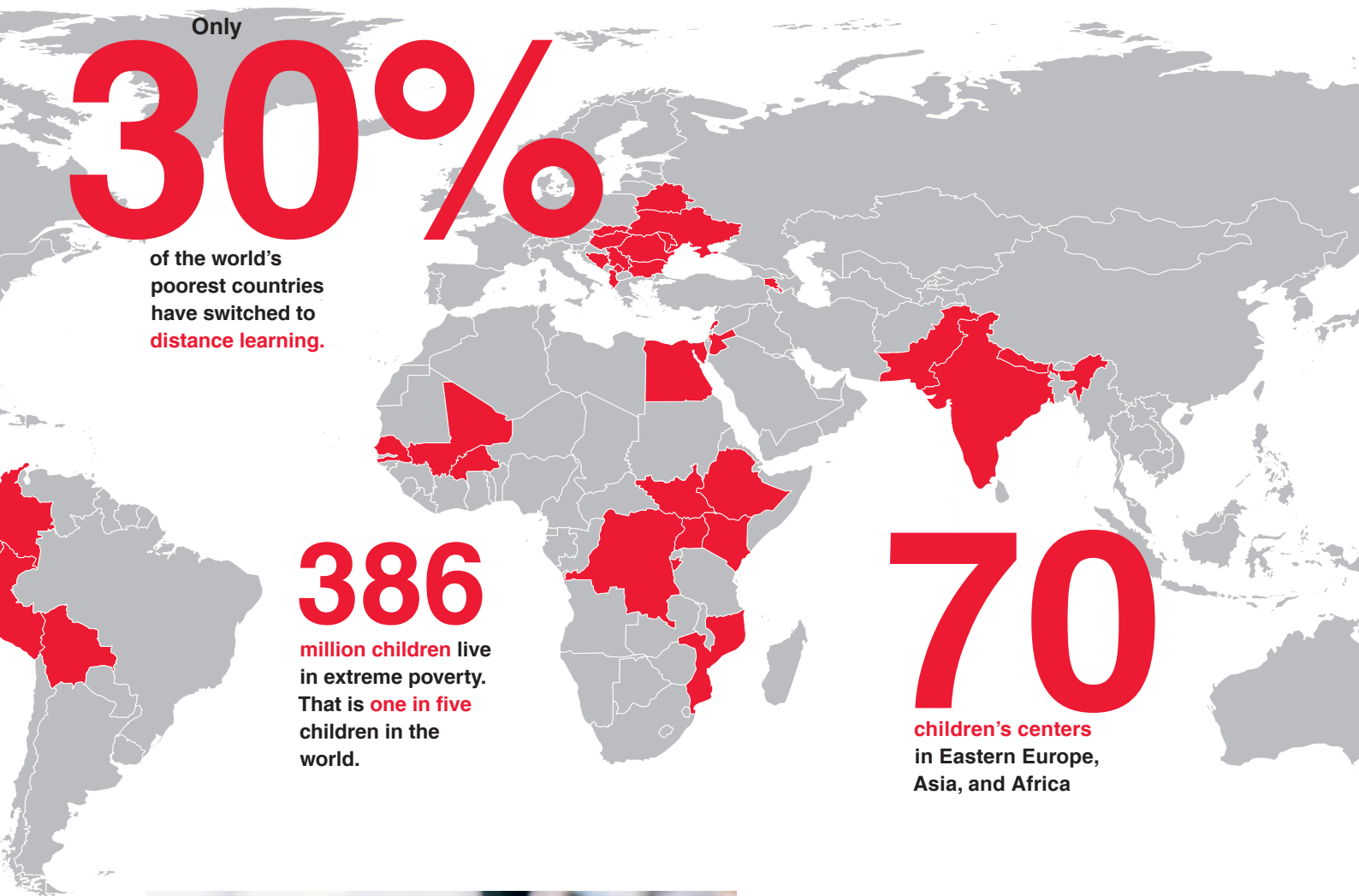


# 133

projects for about  
100,000 children  
worldwide







#### ■ Caritas children's projects



##### Latin America

El Salvador  
Guatemala  
Haiti  
Colombia  
Peru



##### Africa

Egypt  
Ethiopia  
Burkina Faso  
Burundi DR  
Congo  
Kenya  
Mali  
Mozambique  
Senegal  
South Sudan  
Uganda



##### Europe

Albania  
Kosovo  
Republic of Moldova  
Romania  
Serbia  
Slovakia  
Ukraine  
Hungary  
Belarus

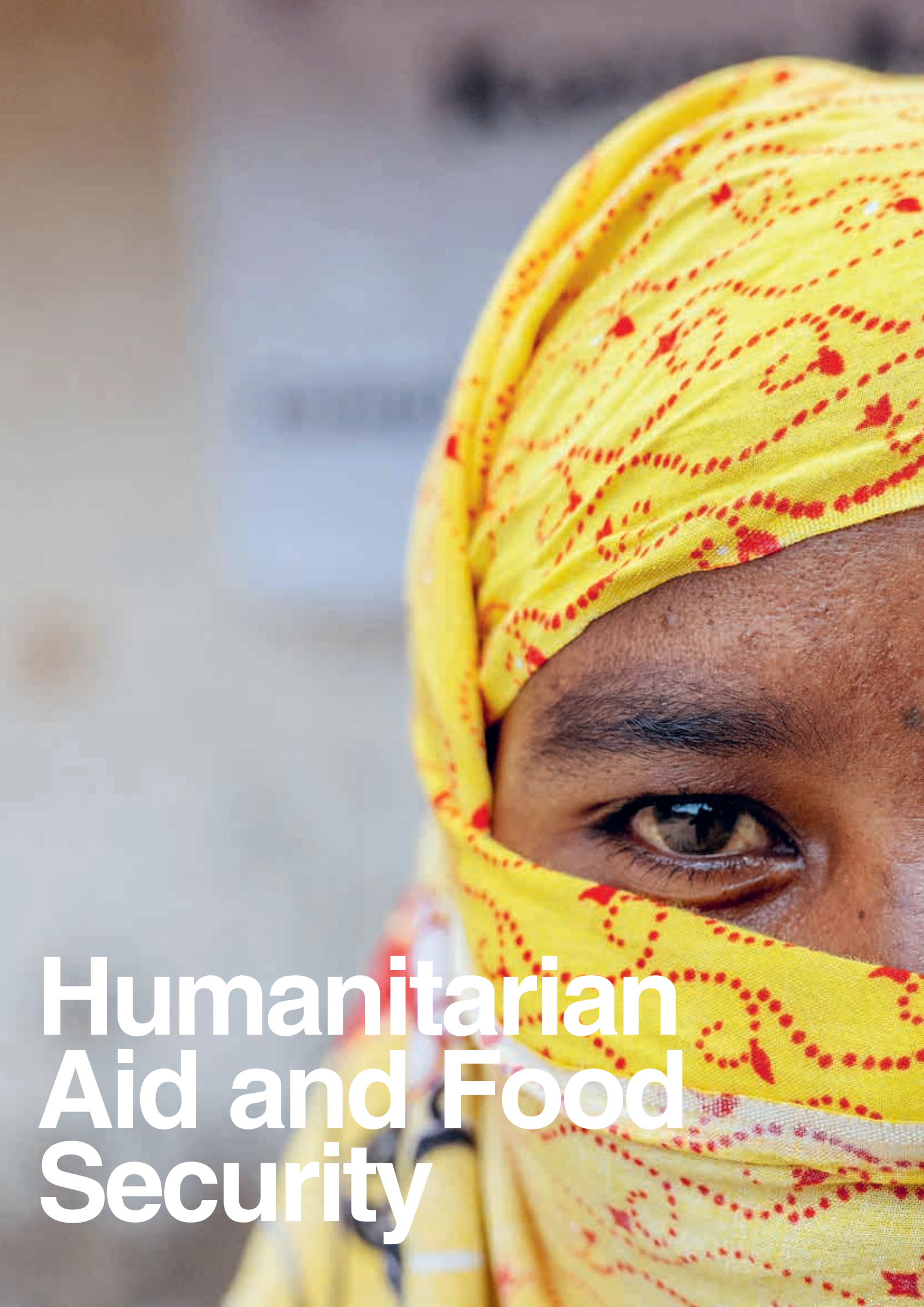


##### Asia

Armenia  
Bangladesh  
India  
Lebanon  
Pakistan

### Support for Children in Need Around the World

**Children's Projects.** Today, every second person living in extreme poverty is a child. Children are particularly affected by wars and natural disasters. With the help of donations, Caritas supports 100,000 children around the globe.



# Humanitarian Aid and Food Security





Photo: Catholic Relief Services, Joshua Smith

### Disasters and Crises

## Ensuring Survival and Giving Hope

**One day can change your life – due to an earthquake, war in your own town, or a plague of insects devouring your entire harvest, for example. Then again, life may also change for the better in an instant – thanks to a food parcel, a water well in your village supplying clean drinking water, seeds, or help in rebuilding your destroyed house.**

Caritas brings about such positive change in the lives of people across the world's poorest countries. In the wake of disasters and conflicts, Caritas acts quickly and – also thanks to its extensive network of partners – provides those affected with the most basic supplies, ensures their survival and helps them rebuild their lives. At the same time, it is of great importance to render psychological support following the initial shock and to create new perspectives.

A balanced and sufficient nutrition also forms the basis for a decent and healthy life. For that reason, Caritas has been working for decades to fight hunger in Africa, Asia, and South America. Our efforts are focused on delivering food to malnourished babies, empowering women and mothers as breadwinners for their families, and offering training in agriculture, animal husbandry, and resource-conserving cultivation methods.

➤ [www.caritas.at/auslandshilfe](http://www.caritas.at/auslandshilfe)

# Acting Quickly and Building New Prospects

**Disaster Relief.** When a disaster strikes – be it an earthquake, armed conflicts, or a famine – people are often left with nothing. They lose their homes, their livelihoods, their families. Based on our many years of disaster relief work around the world, we at Caritas have learned that we have to act as quickly as possible. We activate our network of partners on the ground and send disaster relief workers out to help, which was particularly challenging this year.

One hundred dead, 4,000 injured, numerous people missing – Beirut was in a state of emergency following the explosion in the port last August. Entire streets and buildings were severely damaged. Some 300,000 people lost their homes and were suddenly homeless. Hospitals were also stretched to their limits with Covid-19 already overstretching their capacities.

Seeing Need and Acting on It  
Disasters similar to that at the port of Beirut tend to happen in countries that are already grappling with problems: high inflation and an unstable economic situation, the absence of a social safety net and the resulting poverty, or an uncertain political situation. Rather than turning a blind eye, Caritas' mission is to see that need and act on it. In the event of a disaster, Caritas coordinates distribution and reconstruction efforts. It helps people in need of the most basic necessities within hours: food, water, shelter, and psychological care after traumatic experiences. Moreover, the focus is not only on providing acute emergency aid, but also on building longer-term prospects for the future and rebuilding livelihood.

## On-the-Ground Assistance Even During the Pandemic

In this exceptional year, we faced incredible challenges in our disaster relief operations. In many cases, disaster relief workers were unable to travel to the crisis area due to coronavirus regulations, and



Many Caritas Youth volunteers got actively involved in the aftermath of the explosion in Beirut.

the pandemic rendered aid delivery more difficult. Our powerful partner network became all the more important – for example, after the fire at the Moria refugee camp on Lesbos or during the violent fighting in Nagorno-Karabakh. Caritas' local partner organizations are fully aware of the needs of the local population and, even in disaster situations, manage to find the space and tranquility for compassionate exchanges with people in distress.

It was the most touching experience to witness so many young people getting actively involved in times of crisis. Numerous young volunteers at Caritas Youth, for example, assisted affected people after the devastating explosions in Beirut. They delivered first aid, distributed water and food packages, helped people to rebuild their destroyed houses and simply listened to them, were there for them.



### Interview with Judith Hameseder

“You could sense this incredible willingness in the people to help”

**For the purpose of delivering swift, need-based action and help around the world, there are so-called Caritas delegates who live and work on site. Judith Hameseder is responsible for projects in Syria and talks about her work in the crisis region.**

**You were on the spot after the explosion happened in the port of Beirut. How did you perceive the atmosphere in the city?**

**Judith Hameseder:** The atmosphere was incredibly ambivalent, especially right after the explosion. The deep wound that the explosion left behind was almost tangible and present all around in face of the destruction. Everyone felt an overwhelming urge to tell others how they experienced the explosion, the moments of insecurity and fear, the anger that such a terrible thing could happen, the shock and the worry about loved ones. But at the same time, you could sense this incredible willingness in the people to help and their resilience. Everyone was showing extreme solidarity, people came from other parts of the country to help. There was an impressive number of small relief initiatives, which emerged from within civil society within hours and days following the explosion.

**What changes has the coronavirus pandemic brought to your work and to Caritas' disaster relief operations?**

**Hameseder:** Especially in Syria, our local partners had already been working under difficult circumstances before this pandemic started. COVID-19 has made things even more complex and challenging.

A great deal has also changed on a personal level. My work draws on close contacts with colleagues in the field, and before COVID-19, I used to travel extensively in order to have direct access to the projects on the ground. My last visit to Syria was at the beginning of March 2020, and I really miss my amazing colleagues in the partner organizations that I used to work so closely with.



### Judith Hameseder

Judith originates from Lower Austria and is the delegate responsible for Caritas projects in Syria. Their focus is on rebuilding livelihoods for people, for example, through cash assistance, training opportunities or livelihood rehabilitation assistance – in cooperation with the partner organizations on the ground.

**How can humanitarian aid open up long-term prospects for the population?**

**Hameseder:** Since the beginning of the Syrian crisis, Caritas Austria has provided humanitarian support in the widest range of areas. Be it by delivering food packages, medical care, or hygiene articles. In the last five years, however, things have changed. Projects are designed to address longer-term problems and challenges. Oftentimes, in areas like education, efforts also focus on building stronger systems in the respective countries.

**What is your motivation to work in crisis areas?**

**Hameseder:** The people. Both the work with colleagues from our local partner organizations and, of course, above all, helping people to exercise their right to humanitarian aid and decent living conditions in times of crisis, conflict, and disaster.



Photo: J. Weismann

Caritas supports families in Africa in their efforts to feed their families.

# A Future Without Hunger

**Food Security.** Corona has rendered the fight against global malnutrition more difficult. Nevertheless, Caritas firmly believes that a world without hunger is achievable and works to ensure food security for families in the world's poorest countries. People need to have enough to eat, even in times of crisis.

When hunger is a persistent companion, all your thoughts revolve around getting food every day. Satisfying the hunger and thus ensuring the survival of your family becomes such a vital issue that even very high risks are taken in order to get food and drinking water. For millions of people in poverty-stricken countries, the feeling of being full is rare or even completely unknown. At Caritas, we consider it our responsibility to work for a future without hunger.

However, chronic hunger still affects one in nine people worldwide. One in seven children is born underweight. And yet so much has been achieved in the past decades, so many lives have been saved. Since 1990, global hunger has been halved – thanks to numerous donations and international aid. Caritas is supporting 70 projects against hunger worldwide with 240,000 people benefiting from them.

## Caritas Helps Against Hunger During the Pandemic

In Africa, the coronavirus pandemic also had a huge impact on food insecurity in the population. Most people in rural Africa make their living mainly from agriculture, from small-scale income-earning activities, and from selling their produce in markets, small stores, or to restaurants. The lockdown regulations caused the already low income to be completely eliminated. In addition, there were major price hikes, especially for food items. Many people were no longer able to afford their food or lacked access to it due to the closed markets. Caritas' long-term assistance benefited these families in need.

Caritas supports farming families in managing their fields – enabling them to harvest sufficient crops to feed themselves. Seeds and tools are provided, talks are held with local authorities to

ensure that local markets in villages remain open, with safety measures in place. Moreover, Caritas helps with agricultural training programs and with the marketing of the products. The families, who have diversified their crops with the help of the donations of recent years, have cultivated not only one type of grain but also beans, vegetables, and fruits, and have raised livestock as well. Now, they have enough to live off their harvest, at least for a while. Thanks to this support, they can cushion the worst of the situation and ensure the livelihood and nutrition of their families even in the current crisis.



## Kenya

### Fighting the Locust Plague

**Huge swarms of locusts wiped out the farmers' harvests in northern Kenya and northern Africa. Caritas alleviates the worst of the famine through long-term food security projects.**

Now, you would normally see a vast steppe stretching to the horizon with tufts of grass withered by the desert heat and a gentle light blue sky rising above. But what you actually see is a dark swarm of insects densely covering the countryside and the horizon. A man is standing right in the middle flapping his arms to shoo the animals away from his face. He is in the midst of millions of locusts, in the midst of the largest plague of locusts in Kenya in 70 years.

Kenya, situated in the east of Africa, has faced tremendous challenges in recent years. These included diseases such as malaria and cholera, extreme droughts that resulted in a devastating hunger crisis in 2017, and then again severe flooding – the breeding ground for the massive populations of locusts to hatch. In 2020, the second generation of these locusts destroyed the fields and thus the country's entire harvest. A swarm of locusts as large as one square kilometer can number 80 million and consume the equivalent of what 35,000 people would eat in a single day.

"The locust plague is threatening the entire food security in northern Kenya and northern Africa. People live on goats, camels, and cattle. When they die, so do the people," explains Wario Guyo Adhe from Caritas' local partner organization PACIDA.

Moreover, there are now the challenges posed by the Covid-19 pandemic: closed markets, closed schools, increasing famine, and decreasing educational opportunities for an entire generation.

#### Long-Term Food Security

Since the 2017 drought-related hunger crisis in particular, Caritas has been supporting those affected with emergency and recovery development aid, primarily in Marsabit, one of the hardest-hit regions in the north of the country. This long-term assistance helps people get through times of crisis and drought in a better way.

In addition, PACIDA's staff, who are well networked in the region, coordinated measures with the authorities to contain the locust swarms. The objective was to minimize damage to the greatest extent possible and to inform the population on how to cope best with the plague, also in the longer term. After all, the locust swarms were controlled, but the danger has returned. A new generation of huge locust swarms have restarted to devastate crops and pastures.

Long-term nutrition projects help people in the world's poorest countries ensure they have enough to eat even during periods of drought and natural disasters.



Photo: Caritas



Ecological, economic and social sustainability are the cornerstones of the innovative bakery project.



# Baking Together

**Sustainability.** With an innovative social business approach, bakeries in five poverty-stricken countries are to create long-term and sustainable perspectives for the local population.

It is dusty and noisy in the street Braće Radića No. 9 in Subotica in northern Serbia. Pipes and cables are being installed; the floor is getting new tiles and the walls a fresh coat of paint. The poster on the window advertises for what will soon be sold here: Bread and pastries. Supported by the Upper Austrian organic baker Helmut Gragger with his social enterprise Gragger Social Business (GSB) and the Austrian Development Cooperation Agency (ADA), Caritas is opening its first coffee shop bakery there. Their aim is to establish a commercially successful business that can create jobs and apprenticeships. The proceeds, in turn, will benefit social projects in the region. Gabor Ric, the local director of Caritas Subotica, is convinced that the bakery will make a major contribution to the work of Caritas: "The minimum income in Serbia amounts to 308 euros, and many young and well-qualified people leave the country because they don't see any prospects of working here. This situation is a disaster for the region. We want to do

something about this through the bakery, our motivation is very high!" Therefore, he himself helped with the renovation works whenever a helping hand was needed.

## Creating Jobs and Trainings

The bakery in Serbia is one of the five that will open their doors this year as part of the "Baking Together" program. A bakery in Lubumbashi, the Democratic Republic of Congo, has already been opened, and bakeries in Albania, Senegal, and Uganda will follow in 2021. While the local conditions and the respective range of bakery products are different, the bakeries are guided by the same concept of linking ecological, economic and social sustainability in order to trigger positive developments in the respective region. For example, the project creates income opportunities through the jobs and offers apprenticeships to young people that otherwise have no or very difficult access to the labor market. Another important focus is the development of a local value chain. The production will

use high-quality raw materials, which will mainly be purchased from local suppliers. The new oven developed by GSB is energy-efficient, easy to handle and can also be fueled by briquettes made of organic waste, which in turn reduces CO<sub>2</sub> emissions.

Gabor Ric is convinced that this type of social business approach will be successful in Subotica: "We combine an act of solidarity with pleasure, namely a visit to a coffee shop bakery. And we take on social responsibility by baking bread."



**EMPLOYED****A Project to Tackle Youth Unemployment**

**The EMPLOYED project supports unemployed youth in northern Uganda in acquiring new skills and abilities that will facilitate their entry into the labor market or open up job opportunities. It is co-financed by the European Union and the Austrian Development Agency.**

Many young people in northern Uganda do not have the education needed to get a decent job, which leaves a majority unemployed with no prospects for the future. Those who do find work are more vulnerable to abuse and exploitation. While working conditions are substandard, young people are often poorly paid, if at all. Moreover, sexual acts in exchange for work and earning a living remain to be a significant problem.

In addition, youth in northern Uganda are rarely involved in political decision-making, which also leads to their exclusion from most government programs. Thus, the cycle of poverty and insufficient promotion of their rights continues.

**EMPLOYED for Poverty Reduction and Development Chances**

With the aim of stopping this negative spiral, the Archdiocese of Caritas Gulu in northern Uganda launched the EMPLOYED project – Enhanced Meaningful Opportunities, Participation and Livelihoods Of Youth for Effective Development – with the support of Caritas Austria, the European Union, and the Austrian Development Agency. Thereby, 1,200 young people were given the opportunity to pursue a profession and earn an

independent living. The project is indirectly benefiting 6,000 people living in the districts of Gulu and Kitgum. Not only are these beneficiaries individually supported, they also receive assistance in implementing their own business ideas, which in turn creates additional jobs.

The project also prepares these young people for the labor market. They are informed about their rights and

entitlements, and undergo training in the areas of advocacy and leadership skills. Importance is also placed on the mutual exchange of ideas. The project organizes events and discussion forums on a regular basis where young people have the chance to meet representatives of local authorities and policymakers to voice their questions and concerns.

Thanks to the EMPLOYED project, young people in northern Uganda are given the chance of training and work.



Photo: Caritas

**3,158,152 Euros**

support from the Austrian Development Agency (ADA) went to Albania, Armenia, Ethiopia, Bosnia & Herzegovina, Burkina Faso, Mozambique, DR Congo, Kosovo, Pakistan, Senegal, Serbia, Syria, and Uganda in 2020.

**5,304,938 Euros**

of EU support went to projects in Armenia, Bangladesh, Burkina Faso, Burundi, India, Indonesia, DR Congo, Congo, Lebanon, Mongolia, Myanmar, Nepal, Pakistan, Philippines, Rwanda, Senegal, Syria, Togo, and Uganda in 2020.

**Provincial Governments**

of Carinthia, Upper Austria, Styria, Tyrol, Vorarlberg, and Vienna are supporting Caritas foreign aid.

### Expenditures of Caritas Austria 2020

	in Million Euros
<b>Support, care and hospice</b>	<b>323,06</b>
Stationary facilities (elderly living and care houses, hospices, daycare centers), mobile services (home and care services), terminal care, mobile hospice teams, consultation, support and psychological accompaniment, projects (spare time options for seniors, family member support)	
<b>Work with disabled persons</b>	<b>215,12</b>
Stationary support (housing groups, daycare centers, curative educational workshops), mobile assistance (support, work assistance, integration support), consultation, support and psychological accompaniment, projects (spare time options for disabled persons)	
<b>People in need</b>	<b>132,03</b>
Homes and daycare centers (mother-child homes, hostels for the homeless, support centers), starter-flats, special projects, training (schools for social professions), consultation, support and psychological accompaniment	
<b>Asylum, migration and integration</b>	<b>88,54</b>
Homes, starter-flats, mobile emergency accommodation, consultation, regional support, basic care, projects (return assistance among other things)	
<b>Occupation projects and auxiliary enterprises</b>	<b>61,88</b>
Occupational projects for long-term unemployed persons and addicts, consultation, support and psychological accompaniment (carrier help, work training), projects	
<b>Education</b>	<b>47,69</b>
Social-pedagogic centers, kindergartens, daycare, speech therapy, consultation, support and psychological accompaniment, projects (spare time offers for children and young people)	
<b>Foreign aid</b>	<b>34,78</b>
rehabilitation support (reconstruction), long-term development cooperation	
<b>Disaster relief</b>	<b>5,25</b>
<b>Foreign aid – provision for projects 2021</b>	<b>10,62</b>
<b>Total of all areas of service</b>	<b>918,97</b>



## Caritas in Figures

### 85 Million Euros

#### total donations

85 million euros were donated in 2020 to support people in need at home and abroad. Among these donations 4.27 Million euros came from the "Nachbar in Not/Neighbor in Need" campaign, 320,000 euros came from "Licht ins Dunkel/Light into Darkness" campaign and 190,000 euros from the "Wundertüte/Magic Bags" campaign.

### More than 2.2 Million Hours

#### in mobile care

In 2020 Caritas provided much needed support and care at home totaling more than 2.2 million work hours.

### 53

#### Institutions for the Homeless

These include 9 mother-child houses containing 447 accommodations.

### 461

#### Caritas foreign aid projects

The range of the 461 Caritas foreign aid projects in Africa, Asia, Latin America and the poorest countries of Europe is wide and covers areas such as emergency help for long-term livelihood protection.

### 16,384

#### salaried Caritas employees

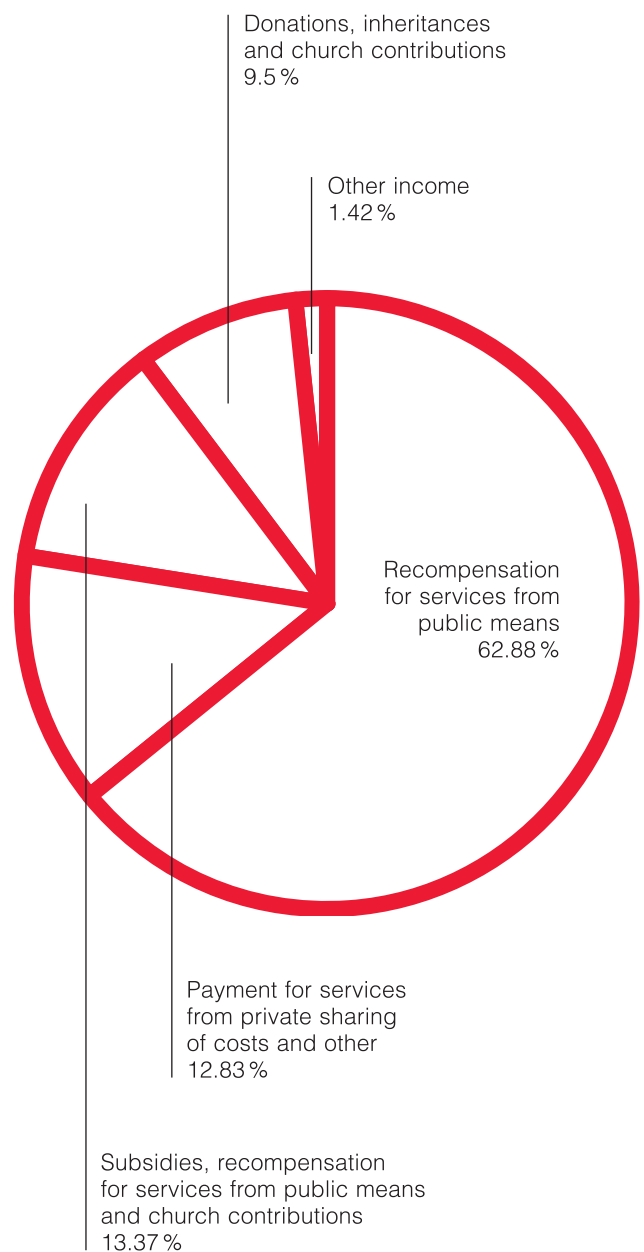
16,384 salaried Caritas employees are ready day by day to help elderly, ill, disabled, disadvantaged and/or suffering people.

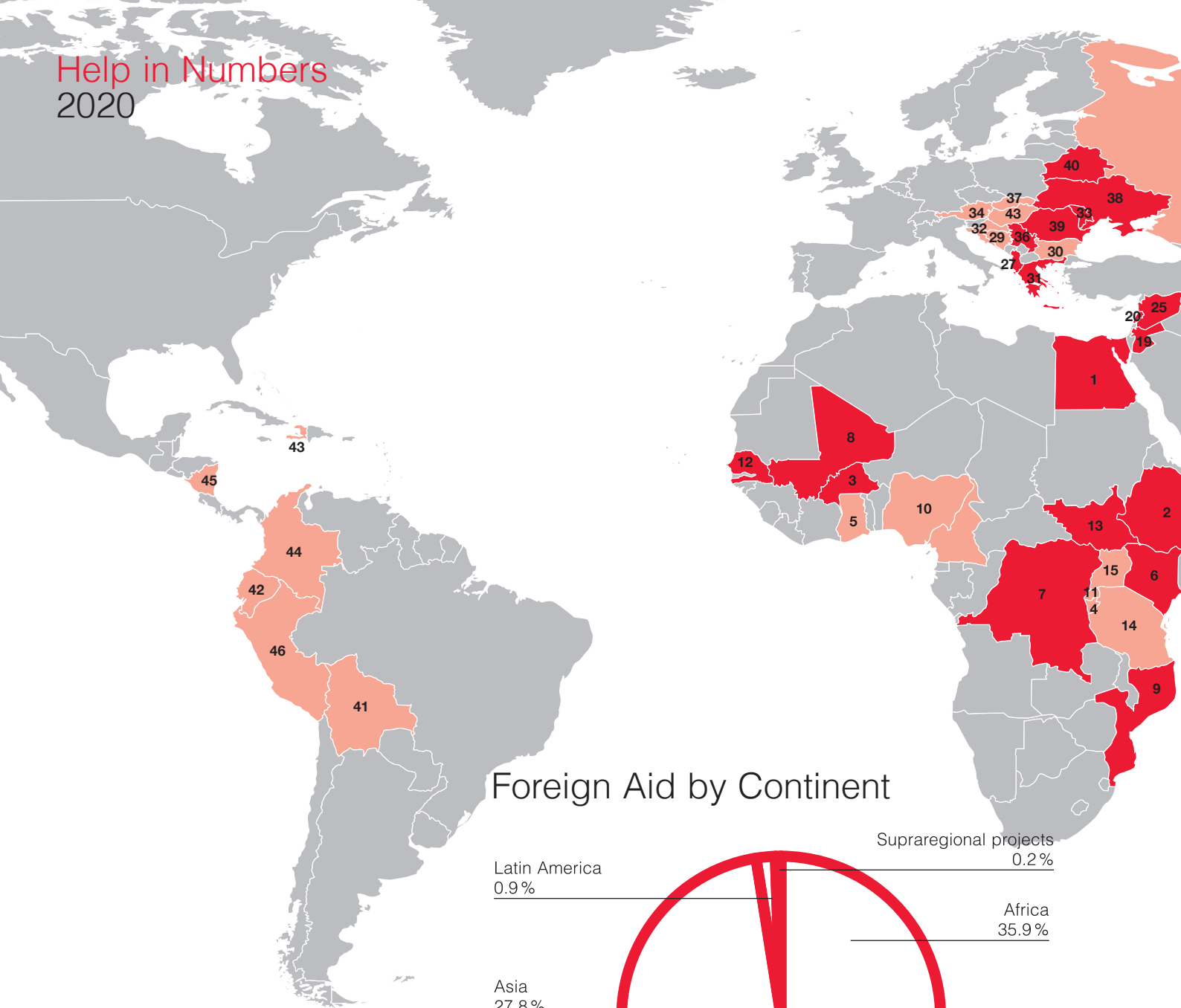
### 3,277

#### young people

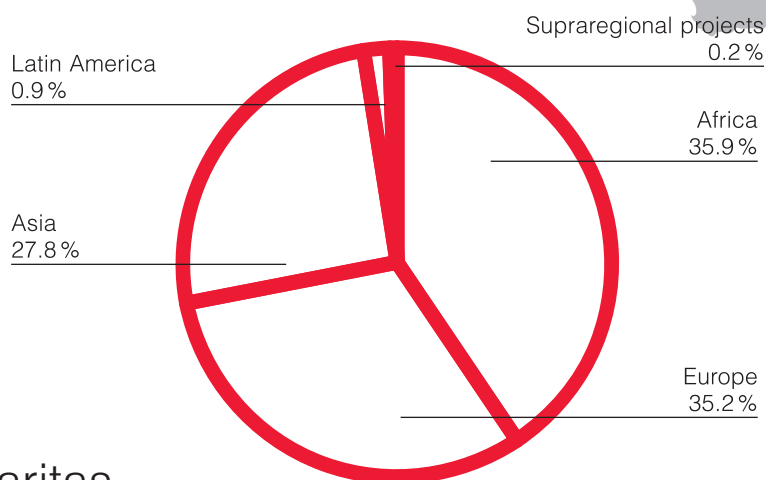
took part in action pool, which is the volunteer pool by youngCaritas.

## Overall Financing 2020

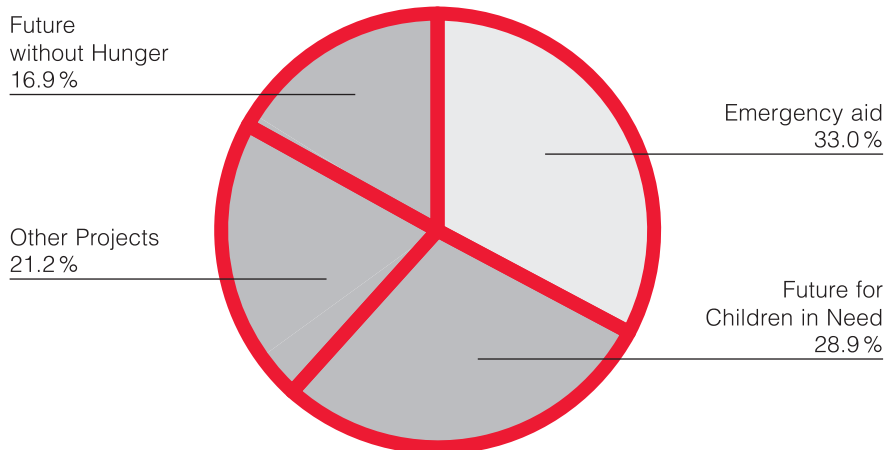




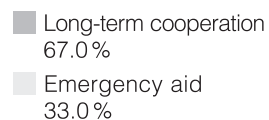
## Foreign Aid by Continent



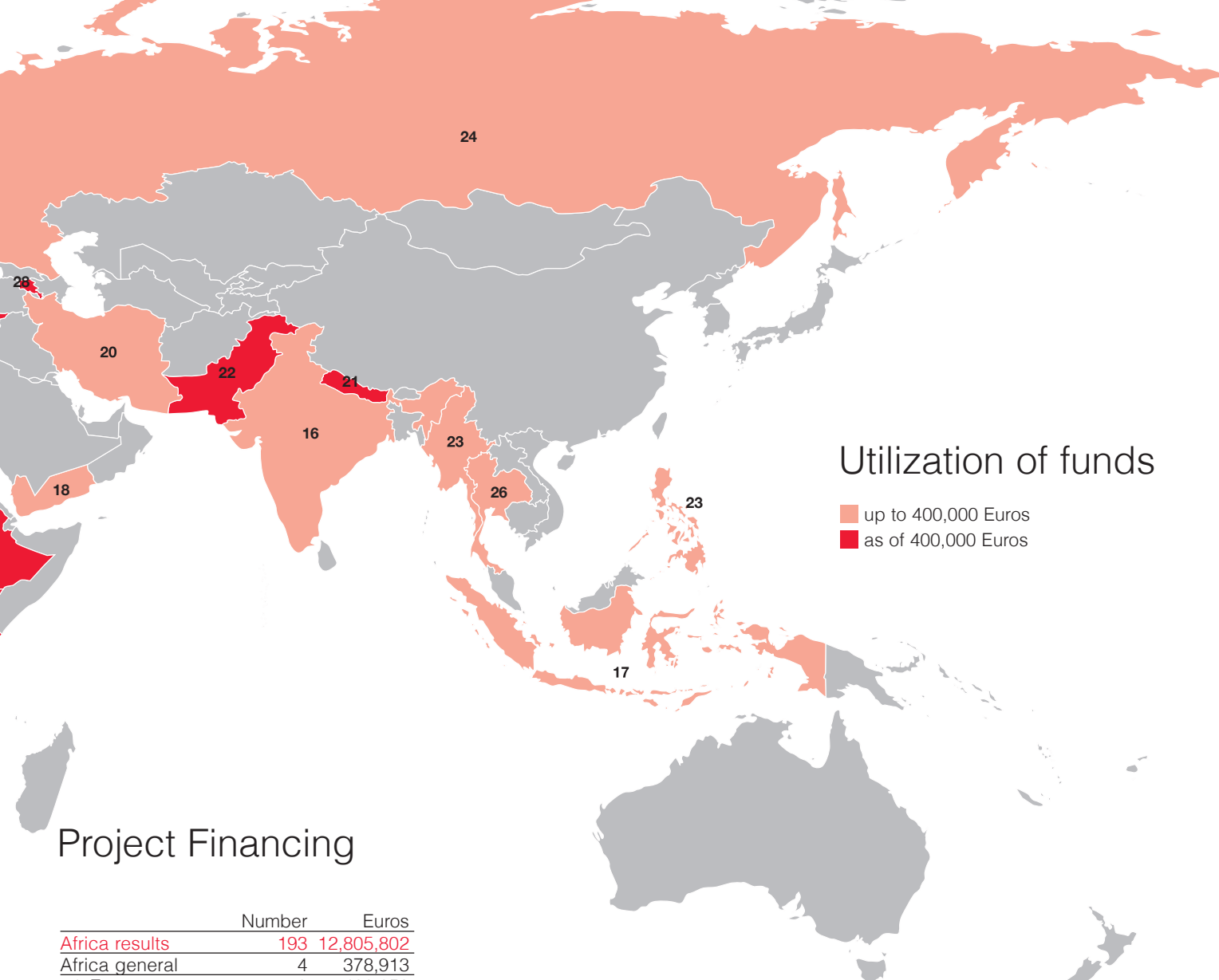
## Allocation of Funds from Caritas Foreign Aid by Program



## Foreign Aid by Sector







## Utilization of funds

up to 400,000 Euros  
as of 400,000 Euros

## Project Financing

	Number	Euros
<b>Africa results</b>	<b>193</b>	<b>12,805,802</b>
Africa general	4	378,913
1 Egypt	8	423,359
2 Ethiopia	34	4,774,119
3 Burkina Faso	9	309,457
4 Burundi	17	369,920
5 Ghana	1	13,326
6 Kenya	7	443,137
7 Dem, Rep, of the Congo	38	1,181,936
8 Mali	8	462,176
9 Mozambique	11	1,513,535
10 Nigeria	1	2,923
11 Ruanda	1	76,908
12 Senegal	13	559,786
13 South Sudan	35	2,226,654
14 Tanzania	2	23,252
15 Uganda	4	46,401
<b>Asia results</b>	<b>75</b>	<b>9,917,395</b>
Asia general	5	1,179,188
16 India	5	780,918
17 Indonesia	4	199,278
18 Jemen	1	17,538
19 Jordan	3	2,706,960
20 Lebanon	12	972,872
21 Nepal	8	404,266
22 Pakistan	22	675,796
23 Philippines	4	82,034
24 Russia	4	53,938
25 Syria	5	2,828,760
26 Thailand	2	15,847
<b>Europe results</b>	<b>180</b>	<b>12,563,761</b>
Europe general	13	3,600,643
27 Albania	11	558,060
28 Armenia	14	843,991

29 Bosnia-Herzegovina	15	461,769
30 Bulgaria	7	174,213
31 Greece	11	853,940
32 Croatia	1	2,338
33 Moldova	13	1,007,784
34 Austria	3	48,312
35 Romania	20	431,901
36 Serbia	11	416,644
37 Slovakia	1	10,875
38 Ukraine	37	3,344,930
39 Hungary	1	45,015
40 Belarus	22	763,346

<b>Latinamerica results</b>	<b>10</b>	<b>334,573</b>
41 Bolivia	1	3,274
42 Ecuador	5	267,448
43 Haiti	1	16,128
44 Colombia	1	18,743
45 Nicaragua	1	5,287
46 Peru	1	23,693
<b>International</b>	<b>3</b>	<b>88,697</b>
<b>TOTAL</b>	<b>461</b>	<b>35,710,228</b>

## Source of Funds and their Utilization

Financial Report according to the guidelines of the Spendengütesiegel

in Million Euros

<b>A</b>	<b>Origin and Use of Funds</b>		<b>918.97</b>
<b>I</b>	<b>Donations and church contributions</b>		<b>85.42</b>
	a) Non-dedicated donations		10.83
	b) Dedicated donations and sponsoring		60.10
	Among these are:		
	Dedicated current donation proceeds, church collection, standing orders, sponsorships	45.04	
	Major disasters (over 1 million)	5.25	
	“Licht ins Dunkel/Light into Darkness”	0.32	
	“Nachbar in Not/Neighbor in Need”	4.28	
	Other Income: e.g. sponsoring	5.22	
	c) Inheritances		3.12
	d) Gifts in kind		11.37
<b>II</b>	<b>Reimbursement for services</b>		<b>681.08</b>
	a) from public funds		565.66
	b) from private contributions and other		115.42
<b>III</b>	<b>Subsidies and grants of public institutions and church contributions</b>		<b>120.28</b>
<b>IV</b>	<b>Other income</b>		<b>12.75</b>
	of which earnings from capital assets amount to		0.88
<b>V</b>	<b>Use of donations from previous years</b>		<b>16.30</b>
<b>VI</b>	<b>Dissolution of reserves</b>		<b>3.14</b>

<b>B</b>	<b>Utilization of Funds</b>		<b>918.97</b>
<b>I</b>	<b>Expenditures for objectives as defined in the statutes</b>		<b>832.01</b>
	Of this, donations used for:		
	domestic aid and international programs	59.94	
<b>II</b>	<b>Expenditures for donation procurement and donor service</b>		<b>7.65</b>
<b>III</b>	<b>Expenditures for administration and infrastructure (without donations)</b>		<b>31.74</b>
<b>IV</b>	<b>Other expenditures</b>		<b>13.60</b>
<b>V</b>	<b>Provision formed for domestic and foreign projects</b>		<b>27.31</b>
<b>VI</b>	<b>Reserve allocation</b>		<b>6.66</b>



## Corona Emergency Aid

Bayer Austria | Beiersdorf | Bitpanda | "Bristol-Myers Squibb & BMS Foundation" | Energie Steiermark | ERGO Versicherung | Global Giving | HIL Foundation | IGLO Austria | IKEA Österreich | impactory | Innocent Alps | Karl Kahane Foundation | Kelag | KRONEN Zeitung | Land Steiermark | Leipnik-Lundenburger Invest & GoodMills Österreich | Macquarie Group Foundation | MONDI | OMV | Procter & Gamble Austria | Raiffeisen-Holding NÖ-Wien | REWE International | The Coca-Cola Foundation | The Innocent Foundation | The UK Online Giving Foundation | UniCredit Bank Austria | UNIQA | VERBUND | Wiener Städtische Versicherungsverein | Wiener Stadtwerke

## Sparks of Warmth

A1 | AGRANA | Almdudler | Bäckerei Mann | Berndorf Privatstiftung | BILLA | Coca-Cola Austria | Conrad | DM | Energie Steiermark | ERGO Versicherung | Etip Holding GmbH | EVN | FITINN | Fressnapf | Fussl Modestraße | Generali Versicherung AG | Hagleitner | Hartlauer | ista Österreich GmbH | Jö Bonus Club | Kelag | Kellner&Kunz AG | KRONEN Zeitung | Lidl | Macquarie Group Foundation | Manner | Neuroth | Oberbank | Ögussa | OMV | Österreichische Post | Österreichische Lotterien | Rauchfangkehrer Innung Wien | RBI | Red Bull | Robert Bosch AG | Salzburg AG | Salzburger Rauchfangkehrer | Senecura | SIMMO | SPAR | Stadtwerke Klagenfurt AG | Ströck | Timber Export e.U. | VERBUND | Wien Energie | Wien Holding | Wiener Linien | Wiener Städtische | WKO | XXXLutz | Zgonc

## Other Caritas Partners

A1 | Baby Walz | BAWAG P.S.K | benevity | BILLA | BIPA | Bundesbeschaffung | Bundesimmobiliengesellschaft | Coca-Cola Austria | dennree Naturkost | DM | Erste Bank und Sparkassen | Erste Group Bank | Fidel Götz Stiftung | GEWISTA | goood mobile | H. Stepic CEE Charity | Hoerbiger | Hofer | Hutchison Drei Austria | IKEA Österreich | impactory | Kotanyi | Mondi | ÖBB Holding | Pagro | POSMarketing | Pro Sieben Sat 1 Puls 4 | Rexel Austria | Ringana | S IMMO | Schelhammer & Schattera | Schneider Electric Foundation | Sonepar | Starcom Publicis Media Austria | UniCredit Bank Austria | VERBUND | Western Union Foundation | Wiener Städtische | Wiener Städtische Versicherungsverein

# Thank you

To be able to help in emergency situations, to take people by the hand in their most dire circumstances, to build better prospects for the long-term and to be able to give hope – all of this we can do with the help of our numerous, reliable cooperation partners. For this we would like to sincerely thank all of you.

**Many heartfelt thanks for this often yearlong and indispensable support. We look forward to continuing to work with you!**



### Care 2020

## Charity as Part of Your Job

Every day, 5,501 Caritas employees make an incredibly valuable contribution to the care and nursing of people living in Austria. Currently, around 5,000 people receive care in Caritas' 47 senior residences and nursing homes. As part of our care campaign, Caritas has dedicated itself to the nursing staff. For many years, WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group has supported us in this effort.



### Domestic Aid 2020

## 3 Million Euros for People in Need in Austria

Those in need found help in the social counseling centers, mother and child shelters, emergency shelters, or daycare centers. Thanks to the support of our donors, which ensures smooth operation of our facilities, and thanks to the support of our long-standing sponsors, Erste Bank and Sparkassen, we were able to continue our work.



### Corona Emergency Aid 2020

## 7.4 Mio Euros for Those Worst Affected by the Crisis

In times of crisis, we need to stand together. Right at the beginning of the pandemic, Caritas launched the "Krone hilft" (Krone helps) campaign together with the "Kronen Zeitung" newspaper. The donation initiative provided support to those severely affected by the crisis: minimum pensioners, single parents, families with many children, the self-employed, and people in professions that were particularly impacted by the coronavirus-induced unemployment.



### Food Aid 2020

## 3.3 Million Euros against Hunger

Curfews, closed markets, and increased prices have impacted food security across Africa to a tremendous extent. Caritas is providing survival aid with the campaign donations in the world's worst-hit countries. Thanks to the support of Austrian donors, relief workers distributed food, drinking water and medicines; smallholders were supported with seeds and small livestock.



### Children's Campaign 2020

## 1.1 Million Euros for Children in Need

Thanks to numerous donors, Caritas was able to provide food and hygiene packages, shelter, and education to poverty-stricken children in 2020 despite coronavirus. Erste Bank and Sparkassen as well as the main shareholder of Vienna Insurance Group, Wiener Städtische Versicherungsverein, have been supporting the Caritas Children's Campaign for years to draw attention to the plight of children.



### Sparks of Warmth 2020

## 691.000 Euros for a Warm Home

Nobody should freeze at Christmas! That is the credo of the Sparks of Warmth campaign that has been running for ten years now. That assistance was all the more needed this year. Even before coronavirus, around 159,000 children, women, and men were freezing in their own homes. In 2020, many more people were faced to decide between heating their homes and eating. With the support of the "Kronen Zeitung" newspaper and numerous donors, the campaign helps by providing heating grants to families affected by poverty.



# About Us

**Core Mission.** Caritas in Austria consists of nine independent diocese organizations attached to the nine Austrian dioceses and Caritas Austria as umbrella organization. We all share one common goal: to alleviate need and foster charity.

## Our Core Mission

“When we see need, we act.” This is the core mission of Caritas. Inherent in this is to stand up for people who have no voice. Another fundamental aspect is to respect and protect human life from the beginning to the end and to help people in distress, regardless of their origins, their religion or their gender.

## Our Structure

In Austria, there are nine Caritas organizations independent of each other, each attached to the nine Austrian dioceses. The appointment of the directors is the responsibility of the respective bishop. Through its federalist structure, Caritas is close to the population and can address regional needs more effectively.

An umbrella organization, Caritas Austria (until 2020 known as Austrian Caritas Headquarters – Österreichische Caritaszentrale/ÖCZ), covers national and international topics that span the dioceses. In 2020, its supreme body used to be the Caritas Directors Conference, in which all the dioceses were represented. Besides setting the contextual focus, their tasks also comprised appointing the general secretaries and a joint president or presidents. As of 2021, a new statute with new decision-making bodies has come into force, and the umbrella organization has been renamed Caritas Austria.

The figures presented in the Annual Report are an overall view of the impact of these ten units. As the independent organizations and the umbrella organization are legally and organizationally separated from one another, a true consolidated report is not presented.

I donate  
because I don't  
turn a blind eye.

# I am Caritas & You?

**Caritas  
&You**  
Helping People  
for 100 Years

With the support of



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**Secretary-General International**

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