

# Caritas &Du

A photograph of a woman with brown hair tied back, wearing a green long-sleeved shirt, sitting outdoors. She is holding a young child with blonde hair, wearing a blue and white striped shirt and blue jeans. The child is laughing joyfully. The background is a blurred green, suggesting foliage. The overall mood is warm and positive.

Annual Report  
2016

# Caritas Review of 2016

Many people  
give of their  
time, because it  
matters to them  
when others  
get into trouble  
or need help.

Michael Landau



Austria

## 4 Help for People in Need

magdas LOKAL – Culture and Cuisine	5
start2work – Employment Market Integration	6
Homeless – Human Kindness and Dignity	7
Woman and Children in Need	7



## 8 Care and Nursing

Caregiving – Assisted Living at Home	9
Big Effect – Volunteer on Four Paws	10
Certification – Support and Care for Elderly	10
We'll Take a Look – abracadabra	11



## 12 Dedicated to Integration

A Place for Students and Adolescent Refugees	13
Lerncafés – Outstanding Achievement	14

## Help in Numbers

15

Expenditures	15
Foreign Aid	16
Overall Financing	18
Proceeds and Expenditures	19

Abroad

## Disasters and Crises

20

Haiti – Help After the Storm	21
Greece & the Balkans – Winter Aid for Refugees	22
Ukraine – Between the Fronts	22
Middle East – Wartime Heros	23



## Future without Hunger

24

Burkina Faso – Green Oases	25
----------------------------	----



## Future for Children in Need

26

Childrens Rights – Help and Protection	26
Stepping Stone – Open House	27
Lebanon – House of the Alphabet	27



Editorial	3
Cooperation with Companies	28
Campaigns	29
Sustainability	30
Public Authorities	31
Addresses and Imprint	32



On site in Ethiopia, Caritas President Michael Landau checks on the effectiveness of Austrian aid.



Photo: Caritas

**We > I  
Courage > Fear  
Love > Hate**

The world is increasingly becoming a global village. Real-time news shows that much of what happens elsewhere affects us and the whole world. Climate change, for instance, which has led to a devastating drought in wide areas of Africa, has brought grave suffering to the people who are least responsible for causing it.

In the face of the catastrophic famine in Africa and the conflict in Syria, but also in light of people in need in Austria – with respect to care, unemployment and quality of living – we are called upon to act. I know: the diverse challenges, everything simultaneously, can make one feel overwhelmed. There are people who react to this with egoism or by agitating. We as Caritas want to advocate a different, more sustainable answer, and that is solidarity.

I am convinced that together we can achieve more. Courage is larger than fear, love bigger than hate. The

following pages demonstrate the diverse commitment of thousands of volunteers and full-time helpers. I invite you to reflect on the question: How can you and society be hopeful and trust in the future in the face of current challenges? For me personally it is by experiencing human sympathy every day.

Austrians are ready and willing to show solidarity. This “huge heart” is a valuable treasure. For it is what makes us a community and keeps us together: solidarity and human kindness love.

Let me express my warmest thanks for your support!

Michael Landau  
Caritas President



# New Perspectives





**magdas LOKAL**

## **Culture and Cuisine**

The restaurant at Stauderplatz 1 in Klagenfurt aims to create new perspectives for integrating people with a refugee and migration background into the employment market, and thus to provide an opportunity for cultures to meet. By using existing resources in an upcycling process, a lively, contemporary restaurant was opened for locals, immigrants and tourists. The *magdas LOKAL* restaurant plays an important role in counteracting frustration during unemployment, which is also caused by language barriers and cultural differences. In particular it provides young people and adults with a perspective for successfully entering the Austrian workplace. The open-mindedness of the restaurant is not only reflected in the menu, but also in the number of countries represented. People from ten countries work at *magdas*: Algeria, Thailand, Syria, Senegal, Yemen, Iran, the Netherlands, Bosnia, France and Austria. Two lunch menus that are offered daily are eaten by an average of 120 people. More than 200 people are served per day.

# Employment Market Integration for Refugees

**start2work.** Mohammed Ali Jaffari comes from Iran. He has lived in Austria with his wife for four years, for two years in Vorarlberg. In the past months he completed a project called “start2work”, an internship in the area of the finishing process of brochures at a printing company in Vorarlberg.

Managing Director Johannes Thurnher is full of praise for his colleague. “He is very friendly, works hard and exactly. I have gotten an excellent colleague and hope that he stays in the company for a long time.” Nevertheless, he knows that challenges might come up. In the meantime he has two employees from the start2work project who do

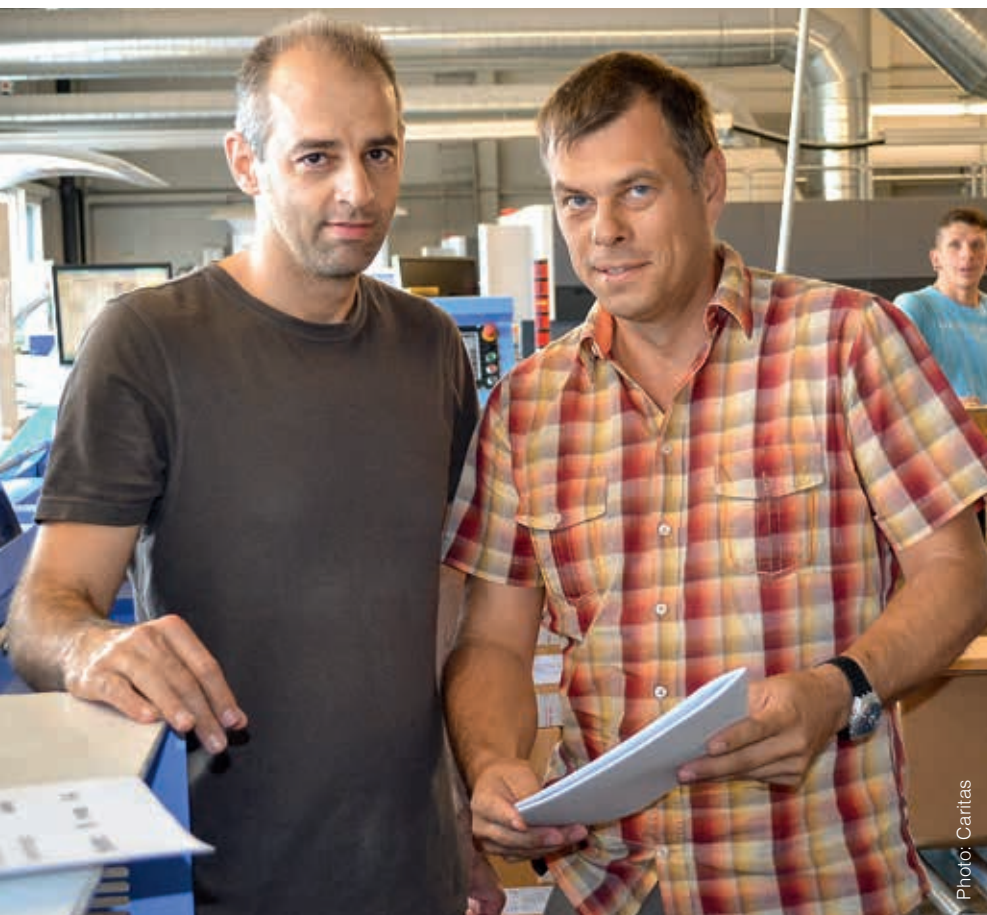
a good job of covering the areas of activity, for which there had been a long search for appropriate employees.

## Integration and Profession

Integration into the employment market plays an important role for refugees to be well integrated in their new home, after they have been granted the

right to stay upon positive conclusion of their asylum process. The project “start2work” provides the instruments for this. The project is based on three pillars: a ten-week A2 German course, an eleven-week course with groups and individual coaching as well as practical work with a competence check. Further support is in the form of career coaching for those who are already professionally qualified and need help in evaluating their diplomas. start2work takes place in modular form, so that the participants can receive tailored support and the economy can profit from the migrants.

The start2work project helps people find the right jobs.



## Assessment of the First Year of the Project

400 refugees received help in entering the workplace. Over 60 percent of the graduates found a job or took the opportunity to get further training.

---

**1,835 full-time employees**  
work in the refugee  
and migrant aid sector

---

**142 integration projects**  
for a better together

---

**247 houses**  
for asylum seekers

---

**36 counseling centers**  
for refugees

---



Photo: Caritas

## Homeless

### Human Kindness and Dignity under One Roof

The first winter in the emergency shelter was incredibly heavy. "Due to the severe cold there were so many homeless people that we had to create additional space. With 86 beds total we were fully occupied," said Torsten Bichler, head of the facility.

#### Just Like Home

"When I come here, it's just like coming home..." One of the overnight guests of the house is Mr. Karl. One can see that he has gone through hard times. But also, that he is satisfied at the moment. He praises the beautiful new building, the friendly team, the good food. Here he sleeps well and feels safe, can shower and have his laundry washed.

To have a place to sleep in Haus Franziskus instead of having to cope with icy cold nights is like a dream come true for homeless people.

#### Away from the Train Station

With a catch in his voice he tells about the terrible time that he spent at the Salzburg main train station. "It was unbelievably cold at the train station. Nevertheless, several times in the middle of the night security threw me out of the heated waiting room, because I was not allowed to sleep there. Somebody stole all my possessions, the only thing I still have is my passport. Christmas and New Year's Eve were especially hard. I had hardly anything to eat and drank the water in the station's restrooms – I also washed there. Then, in the middle of January I was assigned to Haus Franziskus by Caritas' social services at the station. A huge weight fell off my chest."

**19,648 return-consultations**

Support during their  
voluntary return received

**1,865 returnees**

**36 social counseling centers**

offer people in need counseling  
and support

**34 institutions  
for the homeless**

1,352 beds are available

**19 facilities**

for outpatient consultations,  
soup kitchens and medical care

**251 "starter homes"**  
for a new beginning

**10 mother and child shelters**  
containing 155 accommodations

**Roughly 40,000 volunteers**  
throughout Austria, which constitute  
15,000 in facilities and projects and  
**25,000 Caritas parish staff**

## Women and Children in Need

### Breathe Deeply and Gather Strength

"To suddenly not have an apartment at Christmas time – that was terrible," said Lucia softly. She had just lost her workplace, a place in a foster family was found for her little daughter. So the young woman from Upper Styria boarded a train with the things she needed most and went to Graz – where she rang the bell at Haus FranzisCa.

#### Stand on One's Own Two Feet

At the emergency shelter she finally calmed down. After a few weeks she could move into a supervised apartment-sharing situation. "There is always someone here to talk to," the 28 year-old reported. With the support of the staff she was able to develop goals: "I can stay here for one year. I want to save money for an apartment, get a new job and stand on my own two feet again." Then she wants to have her daughter with her.

#### More than Just an Emergency Shelter

For women like Lucia the Haus FranzisCa is not just an emergency shelter, but a place where new things can develop – through extensive consulting and support, through help in everyday life, and by working out new life plans. A place where one can breathe deeply and gather strength.

Haus FranzisCa is a joint facility run by the Graz Schulschwester and Caritas Styria. In 2016, 265 women and 92 children sought refuge at the emergency shelter and the apartment-sharing communities. 141 female asylum seekers temporarily found a home at the Frauenhaus.

To find some peace and plan their lives – a new beginning for many women and mothers.

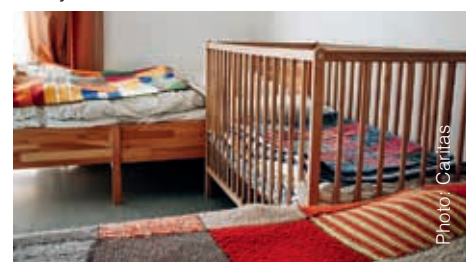


Photo: Caritas





**New Awareness  
for Ageing**





## Caregiving

# Assisted Living at Home

"She's just happy when I come and she has someone to talk to," Doris Weidenauer reports about her work with Mrs. G. During the week she or a colleague comes daily to the old farm in Lower Austria's "Waldviertel" to take care of the 87 year-old woman. They take her blood pressure, help her put on her support stockings and help her with personal hygiene. They also take care of any wounds, change bandages or give her medicine. Doris Weidenauer is a certified social worker for the elderly and works in the area of nursing with heart and soul. "This was always my dream profession," she says. "I appreciate the flexibility and informal working environment. Certainly, there are challenging situations, but one has to learn how to deal with them and they keep the work from never becoming boring." Doris Weidenauer is one of just under 800 staff members in the team of Care and Nursing at Home at Caritas St. Pölten. In the course of the year the caretakers drive almost 6 million kilometers by car to assist and care for 4,100 clients.

## Big Effect

### Volunteer on Four Paws

A special volunteer comes twice a month to "Elisabeth Stub'n" in Linz, a day-care center for people with dementia: Kimmy. The crossbreed dog doesn't only make the senior citizens smile, but does a great job as a certified dog therapist.

#### Good Mood

The seniors sit in chairs in a circle. The door opens; Kimmy trots in cheerfully and goes around greeting "her" seniors. There is a visible rise in the mood. Everyone jokes, talks to the dog and is pleased when she brings her ball to be thrown. An elderly lady, who was just staring into space until now, turns to look at her as Kimmy appears before her. Kimmy's presence is enough to bring the woman out of her own world. She pets the dog and even starts talking.



Photo: Caritas

#### Better Health through Happiness

From a therapeutic point of view, the dog works like a pro. She trains the seniors' motor skills, by letting herself be fed and petted. With frisbee and ball games she motivates them to get more exercise. Completely "without chemicals" Kimmy helps lower blood pressure and cortisol level in the blood, allowing pain and stress to decrease. At the same time she boosts the production of happy hormones and calms heart frequency. Particularly people with

Even when Kimmy is not there she provides topics of conversation and thereby encourages communication for people with dementia.

dementia have an easier time concentrating in the presence of a dog and opening themselves to others. "The day guests are happy to see Kimmy and begin to talk about this joint topic. Through Kimmy they are encouraged without noticing it and are immediately more outgoing," said Marjane Matic, head of Elisabeth Stub'n at Caritas.

## Certification

### Support and Care for the Elderly

In the four Caritas nursing homes in Burgenland seniors are offered heart-felt and competent support and care. In 2016 the quality homes in Neusiedl/See, Eisenstadt, Deutschkreutz and Rechnitz were certified by E-Qalin.

#### Guarantee for Families

This quality management system was conceived especially for the areas of geriatrics and nursing and guarantees the residents and their families the highest level of care. Whether it is

meals, living arrangements, leisure time or medical care: the residents' wishes take priority. Thus, the care and support concept in Caritas facilities is continually updated according to the special needs of the elderly.

#### Respect and Appreciation

The Caritas facilities strive to provide a comfortable home where the residents experience respect and esteem and where they feel completely at home. To ensure the fitness of body, spirit and soul of the residents, various aspects of care are applied such as validation, basal stimulation, kinesthetics, aroma therapy, hospice work and palliative geriatrics. The quality management E-Qalin was introduced over two years ago. Now the facility directors can present the certificate with pride and happiness: the Caritas nursing homes in Burgenland are quality homes!



Photo: Caritas

The E-Qalin certificates are proudly presented.



# We'll Take a Look

**abrakadabra.** An ordered daily life is important for many of us – especially for people with addictions. In abrakadabra they can find meaningful occupation that provides a targeted daily routine. This project from Caritas Tyrol was set up in 1998 with the goal of re-integrating people with addictions into the employment market.

The length of the work can be freely chosen from day to day. Whether in the dispatching service, in the creative workshop, in our weaving section or in gardening in our vegetable field: anyone can get involved where his or her strengths lie. The self-produced products range from handbags, rugs, games and lamps that can be sold on markets or on open days. In the dispatching service alone, the addicts fold, envelope, label and package 10 tons of letters yearly from orders from printers, public institutions and smaller companies. The 52 clients receive an allowance for their work.

## Joint Activities

The work together and the joint lunch give the addicts the chance to escape

from personal isolation and enable them to participate in social life. Regular activities such as hiking on an alm,

a boat trip or a visit to an old age home shows them meaningful and interesting forms of structuring their leisure time.



Photo: Palfreder

Work activities help shape a daily routine, which helps people with addictions to settle down again.

---

**48 senior citizen  
and nursing residences**  
all over Austria

---

---

**4,750 people**  
are being taken care of  
in these facilities

---

---

**2.3 million hours of care**  
within the framework of mobile  
care and nursing

---

---

**5,700 employees**  
in the care and nursing sector

---

---

**16 Caritas schools**  
for social professions all over Austria

---

---

**5,500 students**  
in the semester 2016/2017

---

---

**6,877 people**  
with disabilities  
have been supported

---

---

**3,013 people**  
received socio-psychiatric aid

---

---

**3,598 employees**  
supported physically and  
mentally-challenged people

---

---

**4,000 people with  
addiction problems**  
received counseling  
and support in  
**14 addiction  
counseling centers**

---

# Young People for Integration







**WG Hawi**

## **A Place for Students and Adolescent Refugees**

The WG (shared apartment) Hawi is the first of its kind in Austria where students live together with adolescent refugees. Omari Khairullah was 16 when he had to leave his family behind in Afghanistan. Here he has found new friends in his flat-mates and a sense of belonging. After fleeing for some time, and having lived in a number of quarters, the 19 year-old has finally found a place. "Here I am learning for my new life," he is certain. "I want to stay in Austria, study and work." Since being in Traiskirchen he writes down everything that can help him in little notebooks. "Vocabulary, rules, laws and customs. Everything, that can help me and teach me how the people in Austria live," Omari explains. Esther Kraler, a 22 year-old Viennese lives next door. He learns a lot from her. The WG is important to Esther. "It is an open place that doesn't exclude anyone. One's origins may be different but the goal is the same – at least until we are done with our studies we can learn with and from each other." 70 students and 70 unaccompanied young people who have fled find a place to call home in various living models.

## Lerncafés

### Outstanding Achievement

In 45 Lerncafés a total of 1,140 children and adolescents Austrian-wide were assisted in successfully finishing their education. 97 percent of the school children successfully completed their respective school level. Since 2010 the Caritas Lerncafés are considered to be a best-practice example for integration, considering that 94 percent of the girls and boys who have been helped have a migrant background.

#### Four New Lerncafés

Subsidies from public funds, above all from the Federal Ministry for Europe, Integration and Foreign Affairs, and private industry allowed Caritas to expand the valuable educational program to all nine provinces, and in 2016 to open four additional Lerncafés in Vöcklabruck (OÖ), Reutte (Tirol), Salzburg-Taxham and Vienna.

#### Additional Help from Volunteers

In the new Lerncafé in the Salzburg district Taxham, besides targeted help in studying and – like at all the other locations – a healthy snack, a diverse leisure time program is also on the agenda.



Photo: wildbird

Volunteers help the children study.

Additional activities, excursions and workshops round off the extensive offering of the Lerncafé. Involving the parents and strengthening their role as experts are also essential aspects of the project, which is successfully implemented with the help of numerous volunteers.

#### Learning is en Vogue

Within the framework of the initiative “Lernen macht Schule”/“Learning is en Vogue”, students of the University of Salzburg also provide support once a week as learning buddies. Here they help the children do their homework, study for tests or write reports. All 23 of the girls and boys assisted in Taxham completed the past school year positively.

---

**703 projects,  
activities and events**  
by youngCaritas

---

---

**2,606 educational workshops**  
on topics like hunger,  
poverty, alienation,  
intercultural diversity

---

---

**86,871 children  
and teenagers**  
are addressed by youngCaritas

---

---

**2,341 adolescents**  
are involved in the actionPool,  
the pool of volunteers  
of youngCaritas

---

---

**101 occupational projects**  
offer  
**1,147 working places**  
for long-term unemployed people

---

---

**340 family helpers**  
managed a total of  
**250,600 working hours**

---

---

**2,408 families**  
received support from the family  
aid program in crisis situations

---

---

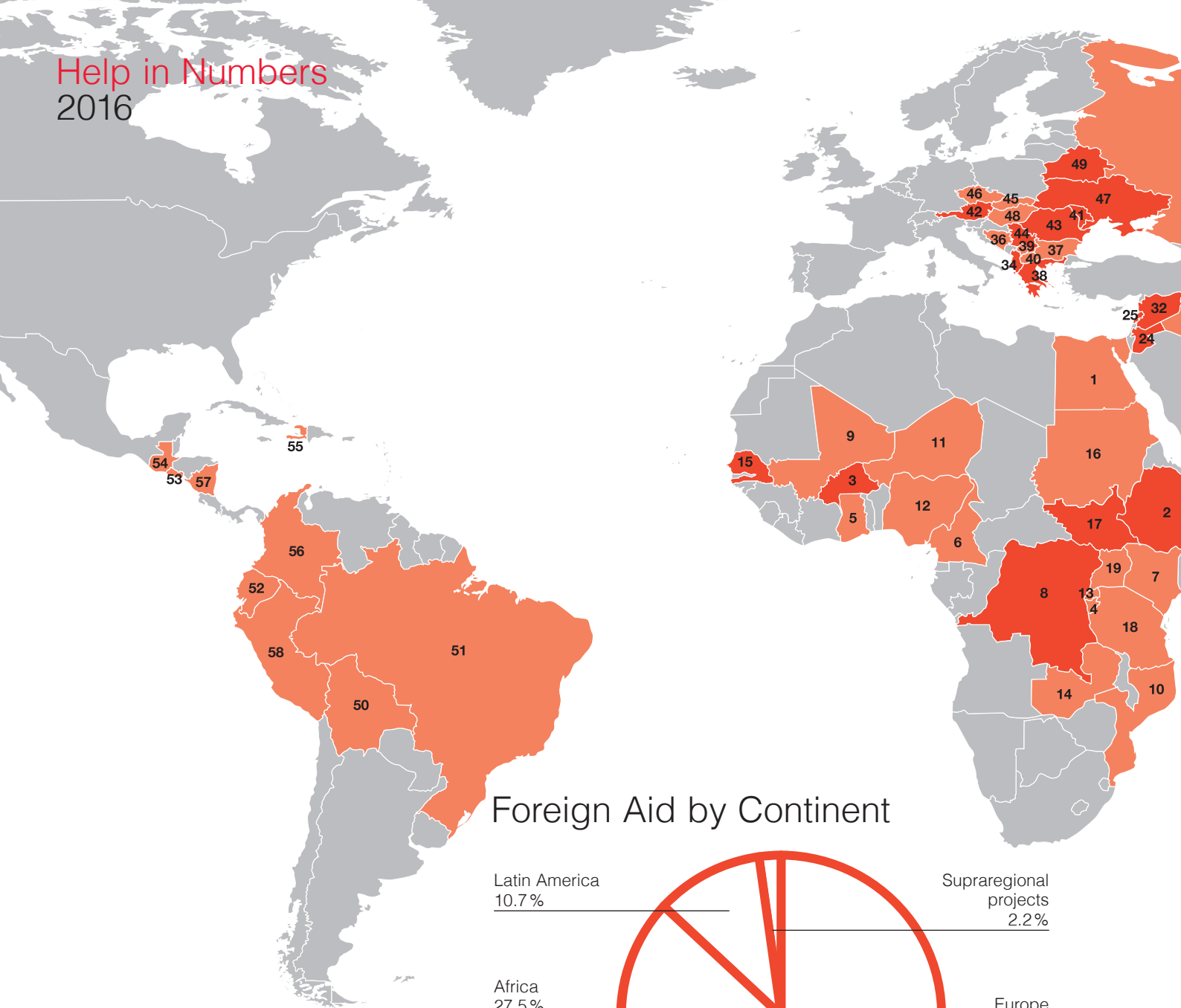
**59 family counseling centers**  
all over Austria

---

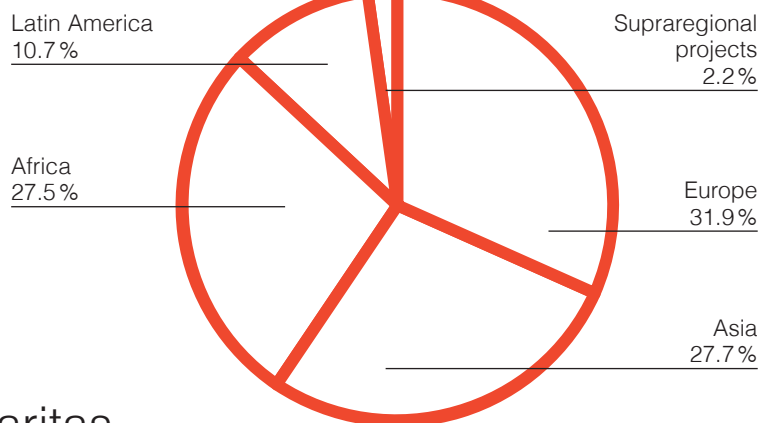


## Expenditures of Caritas Austria 2016

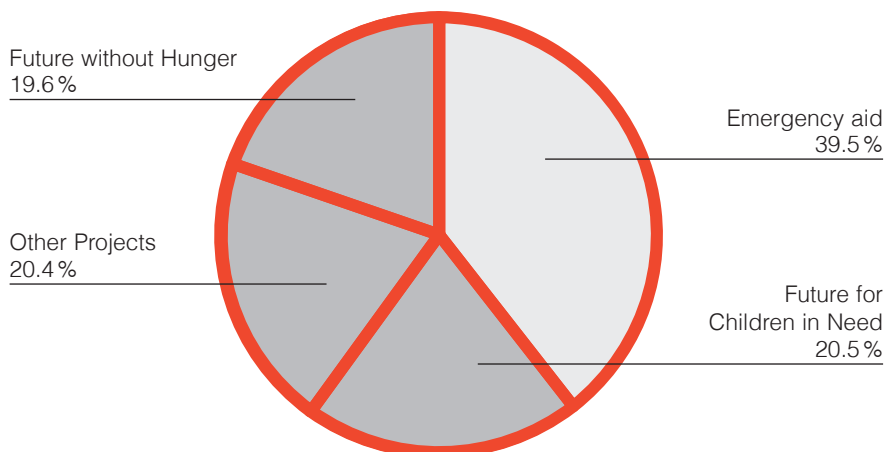
	in Million Euros
<b>People in need</b>	<b>73.619</b>
Homes and daycare centers (mother-child homes, hostels for the homeless, support centers), starter-flats, special projects, training (schools for social professions), consultation, support and psychological accompaniment	
<b>Asylum, migration and integration</b>	<b>192.741</b>
Homes, starter-flats, mobile emergency accommodation, consultation, regional support, basic care, projects (return assistance among other things)	
<b>Emergency care for refugees in transit in Austria</b>	<b>10.888</b>
<b>Family-oriented work</b>	<b>27.758</b>
Mobile family support, consultation, support and psychological accompaniment, projects	
<b>Children and youth</b>	<b>28.752</b>
Social-pedagogic centers, kindergartens, daycare, speech therapy, consultation, support and psychological accompaniment, projects (spare time offers for children and young people)	
<b>Occupation projects and auxiliary enterprises</b>	<b>51.319</b>
Occupational projects for long-term unemployed persons and addicts, consultation, support and psychological accompaniment (carrier help, work training), projects	
<b>Support, care and hospice</b>	<b>276.660</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>189.570</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>Pfarrcaritas ("Caritas parishes")</b>	<b>6.273</b>
<b>Foreign aid</b>	<b>34.916</b>
Disaster relief, rehabilitation support (reconstruction), long-term development cooperation	
<b>Foreign aid – provision for projects 2017</b>	<b>6.212</b>
<b>Schools and training courses</b>	<b>9.331</b>
<b>Total of all areas of service</b>	<b>908.039</b>



Foreign Aid by Continent



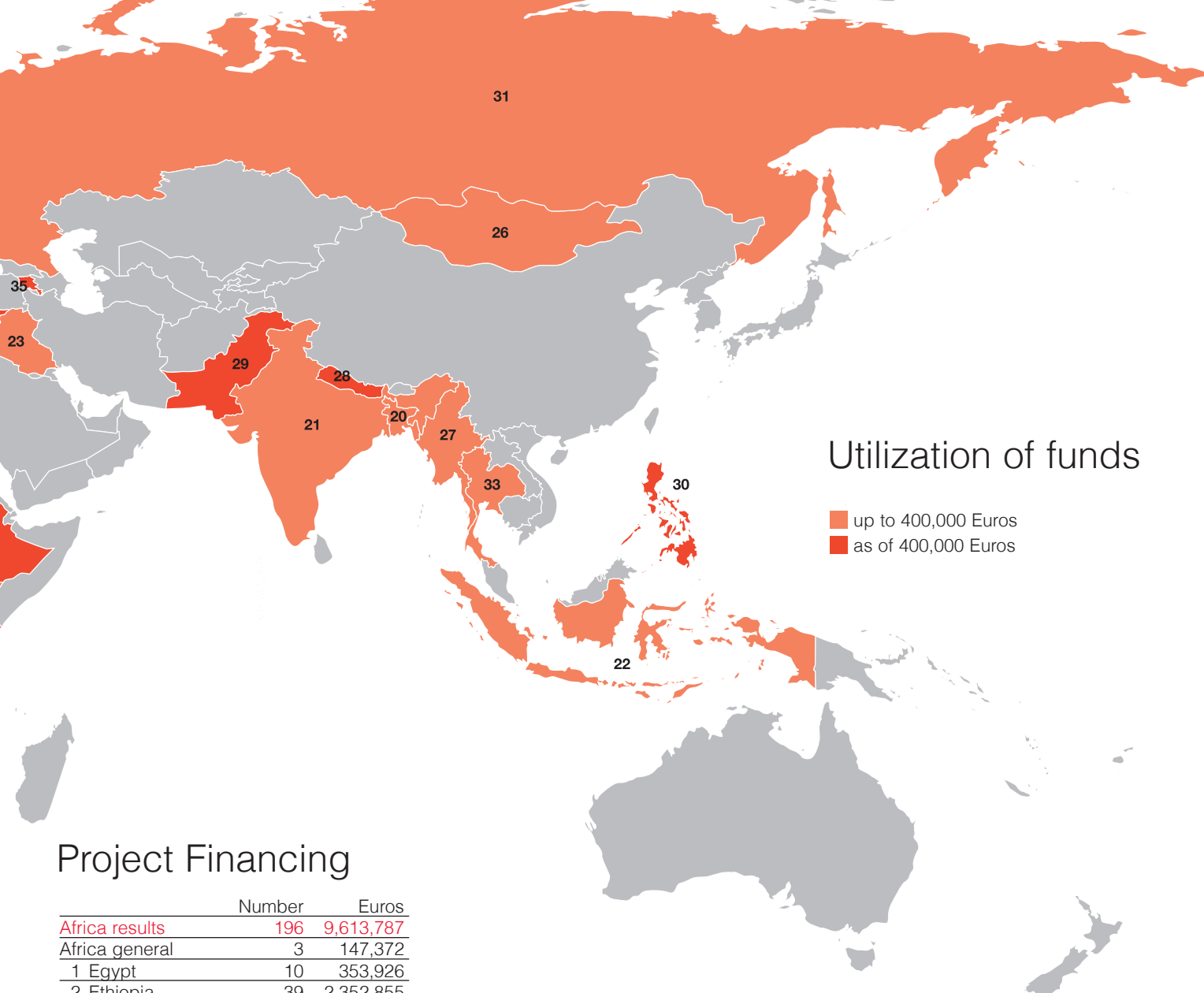
Allocation of Funds from Caritas  
Foreign Aid by Program



Foreign Aid  
by Sector

- Long-term cooperation  
60.5% in Mill. Euro 21.1
- Emergency aid  
39.5% in Mill. Euro 13.8





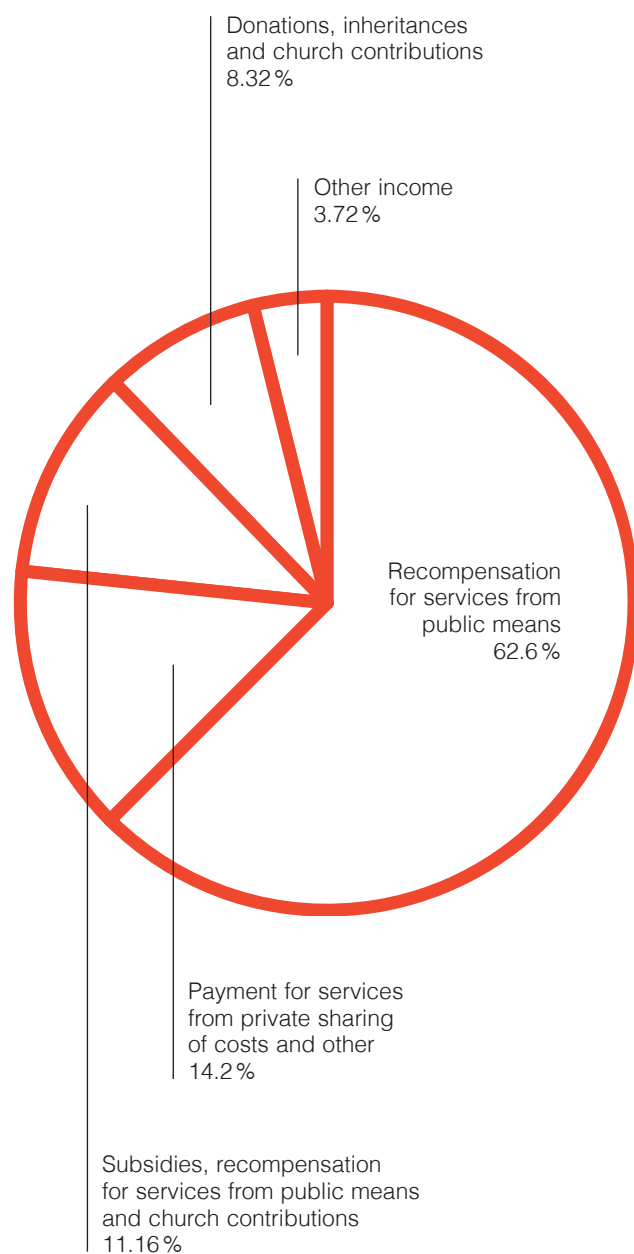
## Project Financing

	Number	Euros
<b>Africa results</b>	<b>196</b>	<b>9,613,787</b>
Africa general	3	147,372
1 Egypt	10	353,926
2 Ethiopia	39	2,352,855
3 Burkina Faso	17	1,275,630
4 Burundi	8	189,693
5 Ghana	1	3,557
6 Cameroon	2	9,709
7 Kenya	10	354,546
8 Dem. Rep. of the Congo	33	1,124,753
9 Mali	7	395,841
10 Mozambique	3	325,785
11 Niger	1	45,688
12 Nigeria	1	4,418
13 Ruanda	3	39,520
14 Zambia	1	4,986
15 Senegal	11	654,124
16 Sudan	2	200,085
17 South Sudan	37	1,910,154
18 Tanzania	1	5,954
19 Uganda	6	215,191
<b>Asia results</b>	<b>109</b>	<b>9,685,191</b>
Asia general	2	147,687
20 Bangladesh	2	137,421
21 India	9	88,546
22 Indonesia	3	107,230
23 Iraq	1	91,585
24 Jordan	8	3,426,971
25 Lebanon	37	1,214,391
26 Mongolia	1	1,142
27 Myanmar	2	96,701
28 Nepal	8	722,481

29 Pakistan	14	860,733
30 Philippines	13	1,453,607
31 Russia	1	27,485
32 Syria	7	1,269,125
33 Thailand	1	40,086
<b>Europe results</b>	<b>280</b>	<b>11,130,580</b>
Europe general	17	638,090
34 Albania	12	514,494
35 Armenia	20	656,479
36 Bosnia-Herzegovina	20	269,963
37 Bulgaria	9	105,207
38 Greece	7	537,663
39 Kosovo	5	279,382
40 Macedonia	6	360,453
41 Moldova	40	1,302,141
42 Austria	12	455,094
43 Romania	21	493,454
44 Serbia	19	680,023
45 Slovakia	3	32,208
46 Czech Republic	1	13,706
47 Ukraine	70	4,298,349
48 Hungary	2	34,434
49 Belarus	16	459,440

<b>Latin America results</b>	<b>24</b>	<b>754,742</b>
50 Bolivia	1	6,282
51 Brazil	1	9,138
52 Ecuador	10	296,758
53 El Salvador	1	8,033
54 Guatemala	2	9,172
55 Haiti	4	342,139
56 Colombia	1	20,716
57 Nicaragua	1	5,208
58 Peru	3	57,296
<b>Supraregional projects and international commitment</b>	<b>5</b>	<b>3,731,449</b>
<b>TOTAL</b>	<b>614</b>	<b>34,915,749</b>

## Overall Financing 2016



## Caritas in Figures

### 63.9 Million Euros

#### total donations

63.9 million euros were donated in 2016 to support people in need at home and abroad. Among these donations 1.4 million euros came from the "Nachbar in Not/Neighbor in Need" campaign, 340,000 euros came from "Licht ins Dunkel/Light into Darkness" campaign and 340,000 euros from the "Wundertüte/Magic Bags" campaign.

### More than 2.3 Million Hours

#### in mobile care

In 2016 Caritas provided much needed support and care at home totaling more than 2.3 million work hours.

### 44

#### homeless facilities

These include 10 mother-child houses containing 155 accommodations. 1,352 beds are available in the 34 homeless facilities. 251 "starter homes" help people to make a new beginning.

### 614

#### Caritas foreign aid projects

The range of the 614 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.

### 15,648

#### salaried Caritas employees

15,648 salaried Caritas employees are ready day by day to help elderly, ill, disabled, disadvantaged and/or suffering people.

### 86,871

#### committed children and young people

Approximately 86,871 children and young people took part in projects, activities and events organized by the youngCaritas in 2016. This shows there great interests in humanity.



## Donations to Caritas/Proceeds

in Million Euros

Ongoing donation proceeds, e.g. sponsorship programs, standing orders, collections	49.412
Licht ins Dunkel ("Light into Darkness")	0.340
Inheritances, donations	5.099
Major emergencies (exceeding 1 million Euros)	2.256
Nachbar in Not ("Neighbor in Need")	1.410
<b>Total donations to Caritas</b>	<b>58.517</b>
Other proceeds (i.e. sponsoring, etc.)	5.334
<b>Intermediate total donations/proceeds</b>	<b>63.851</b>
Release of reserves/accruals	23.499
<b>Total Donations/Total Proceeds</b>	<b>87.350</b>

## Service Sectors/Expenditures

in Million Euros

International programs/foreign aid + national aid	60.755
Expenses for fundraising and/or procurement	6.443
Central administrative expenses (accounting, IT management, etc.)	0.431
<b>Intermediate total sectors/expenditures</b>	<b>67.629</b>
Allocation of reserves/accruals	19.721
<b>Total Service Sectors/ Total Expenditures</b>	<b>87.350</b>

## Source of Funds and their Utilization

in Million Euros

<b>A</b>	<b>Origin and Use of Funds</b>	<b>913.457</b>
<b>I</b>	<b>Donations and church contributions</b>	<b>75.993</b>
	a) Non-dedicated donations	7.699
	b) Dedicated donations and sponsoring	50.753
	c) Inheritances	5.182
	d) Gifts in kind	12.359
<b>II</b>	<b>Reimbursement for services</b>	<b>701.470</b>
	a) from public funds	571.788
	b) from private contributions and other	129.682
<b>III</b>	<b>Subsidies and grants of public institutions and church contributions</b>	<b>102.027</b>
<b>IV</b>	<b>Other income</b>	<b>10.109</b>
	of which earnings from capital assets amount to	1.260
<b>V</b>	<b>Use of donations from previous years</b>	<b>20.979</b>
<b>VI</b>	<b>Dissolution of reserves</b>	<b>2.879</b>
<b>B</b>	<b>Utilization of Funds</b>	<b>913.457</b>
<b>I</b>	<b>Expenditures for objectives as defined in the statutes</b>	<b>840.150</b>
<b>II</b>	<b>Expenditures for donation procurement and donor service</b>	<b>6.443</b>
<b>III</b>	<b>Expenditures for administration and infrastructure (without donations)</b>	<b>38.506</b>
<b>IV</b>	<b>Other expenditures</b>	<b>6.183</b>
<b>V</b>	<b>Provision formed for domestic and foreign projects</b>	<b>16.754</b>
<b>VI</b>	<b>Allocation of reserves</b>	<b>5.421</b>





# Disasters and Crises





**Haiti**

## Help After the Storm

On October 4th Hurricane "Matthew" hit the people hardest who had been living in tents and emergency quarters since the earthquake in 2010. Of the 2.1 million people hit, more than 750,000 people had to be quickly provided with food, drinking water, articles of personal hygiene and emergency quarters. The streets were in disastrous condition, bridges had simply been washed away. Isolated villages could hardly be reached. Caritas provided food in Les Cayes to people who had found refuge in emergency huts. Warm meals, drinking water and articles of personal hygiene, blankets and mattresses were distributed. Once the level of acute aid has been passed, with help from Austria we can support the people in restoring their basis of life.



## Greece & the Balkans

### Winter Aid for Refugees along the Balkan Route

In 2016 ten thousand refugee children, women and men had to endure in the ice and snow of the Balkans. In Serbia, Macedonia and Greece the refugees were stuck fast following the closing of the Balkan route. The official reception centers did not even have enough room for them, so that thousands of people had to find shelter in sub-zero weather in deserted buildings. The situation was particularly dramatic in Greece, where the refugees alternately had to sleep in tents that were usually not winter proof. The hygienic conditions were shocking.

#### Help along the Balkan Route

To date Caritas Austria has made over 1.3 million euros available for the emergency care of refugees along the Balkan route. Thanks to this help from Austria, winter clothing, sleeping bags, firewood, food, and



A night in a heated tent is a relief for the suffering people.

articles of hygiene could be distributed, psychological and medical help could be provided. Waste disposal could also be improved in the camps, and tents for paramedics could also be heated.

## Ukraine

### Between the Fronts

Bloody conflicts have been raging in the East Ukraine since spring 2014. 1.7 million fled this region to go to other parts of the country. Altogether over 5 million people have been hit by the turmoil, among them 1.1 million children.

Since 1990 Ukraine has been one of the countries focused on by Caritas Austria. In addition to the great poverty, fighting is now taking place in the eastern part of the country. It is most difficult in the non-recognized People's Republics of Donetsk and Lugansk, as well as in the towns and villages along the contact line. Children and the elderly suffer the most in this situation. "Shooting is still going on every day, the infrastructure has been destroyed in many places: In many cities there

is only water and electricity at certain times, in some not even that," said Andrij Waskowycz, Präsident of Caritas Ukraine

#### This is How Caritas Helps

In 2016, Caritas Austria – together with Caritas Ukraine and other local partners – helped more than 80,000

people. The focal points of the humanitarian aid in areas of conflict are the distribution of food and water, stoves, heating material, hygiene products and medicines, warm blankets or sleeping bags. Damaged houses and apartments, schools and hospitals along the contact line are rebuilt. In so-called Child-Friendly Spaces children are supported in overcoming their trauma and in becoming integrated in their new living and learning environment.



A warm soup satisfies hunger and makes it easier to endure the cold.





Photo: Caritas Internationalis

## Middle East

### The Heroes in Everyday Life in Wartime

In 2016, together with Caritas volunteer helpers cooked 17,000 meals daily in the mobile kitchens of Aleppo, thus making a major contribution to the survival of refugee men, women and children. Between exchanges of fire and bombs, new horrors about the dead and injured were an enormous challenge to the helpers.

#### Extensive Help in the Middle East

In 2016, Caritas Austria made more than 5 million euros available for emergency aid and the support of Syrian refugees in the Middle East. Thereby, 150,000 people – roughly half of them children – were and are provided with food, drinking water, articles of hygiene, blankets, mattresses and winter clothing. In addition they receive medical aid, and are supported in repairing their makeshift housing and by building sanitary facilities. At the beginning of 2016 the helpers distributed warm blankets, kerosene stoves and heating oil against the bitter cold.

#### Educational Measures

Through the help of Austrians, prospects for the future were opened up for thousands of refugee children, who otherwise would not have been able to go to school.

#### The Most Important Facts about the Crisis in the Region

- 13.5 million people in Syria, of which 6 million are children, need humanitarian aid
- 11 million Syrians were forced to leave their homeland
- 6.3 million of them within Syria
- 4.8 million of them abroad
- 0.5 million people were killed since the war began
- 7 million people do not have enough access to food
- 2.1 million children in Syria and 700,000 children in the neighboring countries do not go to school.

## Ethiopia

For two years it had hardly rained, and what followed was the worst drought in 30 years. In parts of Ethiopia many people have lost their harvest and animals. When the rain finally came, food aid had to be given until the food could be harvested. Meals were organized for pupils at schools, babies and small children received special food and medical help. Caritas provided for 45,000 people.

## Southern Sudan

The consequences of the continual civil war are countless undernourished children, people seeking refuge, rapidly rising prices. Caritas helps with water, food, medicine, special porridge for babies and nourishing meals for small children. Seeds for the next harvest give the people hope.

Food is distributed under constant danger of coming under fire.



Photo: Caritas





**A Future  
without Hunger**





## **Burkina Faso** **Green Oases**

Retention ponds, called Bouli, make it possible for the people to plant vegetable patches despite the drought and to have enough to eat. Burkina Faso is one of the poorest countries in the world, where there are frequent famines due to climate change. By means of the artificially created ponds there are green oases in the middle of the dry countryside. In the rainy period water collects in these ponds. The surrounding area is used by the population to plant vegetables, fruit and grain. This enables the people in the Sahel to bridge the dry period. For example, in the village Baraboulé the living conditions for 300 families could be sustainably improved. "It is wonderful to see how the vegetables are finally thriving," said one of the farmers happily. Like the other villagers she received seeds, seedlings and tools from Caritas.

# Children's Rights

**Help and Protection** in Emergencies and Disasters as well as in the Face of Cruelty, Neglect, Exploitation and Persecution.

We hear about war, destruction, natural disasters and waves of refugees, and that even more people are fleeing their homes today than during the Second World War. Yet there is a human being behind each number; every second one is a child – 65 million children under 18 years of age.

## **Every 45th Child is Fleeing Disaster!**

They are vulnerable and without protection. Many are together with family members, but many others are alone. All of them have had terrible experiences, some of them have even had to witness the death of parents or siblings. They have lost their familiar environment where they felt secure; that feeling of being home and that trusted people are with them and will stay with them. Perhaps they had to leave their stuffed animals behind in the wreckage of their homes and weren't able to say goodbye to their friends. They cannot trust anyone, because everything they trusted is gone. Instead of learning they now have to stand in line

for aid packages, maybe even work. Some children have to take care of their grandmothers, because their single-earning mothers have to work abroad so they can send money home. This is an excessive responsibility for a child.

## **Caritas' International Programs**

It is important to strengthen both the child's resistance and a stable, emotional and positive relationship to at least one close person. This can take place in family advisory projects and in day centers between children and the people looking after them. The children should not only be able to finish school with positive grades but also develop their personalities, learn and practice simple, daily skills and experience a model for positive living. Especially for refugee children, by attending childcare facilities they can experience a slice of normality: without having to confront their parents' anxieties they can play with children their own age, learn and eat together in a friendly environment, like in a "Safe House" in Macedonia.

An important aspect to enable waking up in safety and being protected from neglect is working with the parents, who are often overwhelmed for a variety of reasons. Poverty is often the main cause, or their own trauma leads them to neglect their children. Caritas works to strengthen families and to make it possible for children to grow up properly at home.

---

**155 Projects  
for Children in Need  
in 40 countries.**



In orphanages a protective environment is also of great importance. From many countries we know that in the past it was large orphanages that were not safe places for children, but places of violence, abuse and exploitation. Caritas is working to counteract this and supports partner organizations in creating small living groups in family-like surroundings for children who cannot grow up with their parents. Here they can experience a sense of security. Caritas' partners are obligated to develop and implement guidelines for the protection of the children they take care of. Regular training sessions, exact procedures in case of an incident, and contact people and ombudspersons improve the children's security.

Children are our future. To make it a worthwhile future it is necessary that despite the current difficult conditions, children gain confidence so that they can become strong adults.





All children have the right to get help and to grow up in an atmosphere that is suitable to them without cruelty and exploitation, without neglect and persecution.

### Stepping Stone

## Open House

Children who grow up in countries where the majority of the population is poor are taken care of in Caritas partner projects. Street children in Mali, Egypt, Albania or in Southern Sudan can spend the night in children's centers, get washed, eat and attend school. In Alexandria there is now a street work bus where a doctor attends to the children and meals are served.

### Lebanon

## House of the Alphabet

In Beth Aleph, the House of the Alphabet in Beirut there is a colorful mix of everyday life, with children from Sudan, Bangladesh, Sri Lanka, Iraq, Syria, Madagascar and Eritrea. Children from twelve nations attend the kindergarten or pre-school. They were all born in Lebanon, but officially do not exist at all. Most of their parents are in the country illegally. No papers also means no access to education. In the Beth Aleph Pre-School Project in Lebanon's capital Beirut they get what they are usually refused: education, meals and care – a bit of normality.

### Laugh and Learn Together

A flurry of happy children on the one hand and concentrated learning on the other. In Beth Aleph both have their

place. The 106 children aged three to seven play, dance, sing and eat together. Reading and writing are taught in Arabic and English. The bilingualism serves to help integration into the Lebanese school system. Children of migrant workers and a major portion of the Syrian refugee children profit from this concept.

### Warm Meals and Afternoon Care

The parents are happy that their children are being well taken care of at Beth Aleph, because many of them work all day. Transport to school and back is a prerequisite, as migrant families cannot afford it. Every day the children get a nourishing meal, usually their only warm meal of the day. Many of them take the afternoon snack they are offered home to share with their siblings or mother.



We  
>  
I

Thank you

To be able to help quickly in emergencies, to be able to take people by the hand in their most difficult times, to be able to help build better perspectives in the long term and to be able to give people hope – we can do all of this by means of our numerous, reliable cooperation partners. For this we would like to express our thanks to everyone here.

**Our most sincere thanks for this often year-long and indispensable support! We look forward to our continued cooperation!**

**A1 Telekom Austria AG | AGRANA Beteiligungs-AG | Almdudler Limonade A.&S. Klein GmbH & Co KG | Auerbach Stiftung | AUSTROSAAT Österreichische Samenzucht- und Handels-Aktiengesellschaft | Bankhaus Schelhammer & Schattera Aktiengesellschaft | BAWAG P.S.K. Bank für Arbeit und Wirtschaft und Österreichische Postsparkasse Aktiengesellschaft | Bayer Austria Ges.m.b.H. | BellEquip GmbH | Berndorf Aktiengesellschaft | BILLA Aktiengesellschaft | BIPA Parfümerien GmbH | Borealis AG | BTU Business Travel Unlimited Reisebürogesellschaft | C&A Foundation | Charities Aid Foundation America | The Coca-Cola Foundation | Conrad Electronic GmbH & Co KG | Deichmann Schuhvertriebsgesellschaft m.b.H. | Delacon Biotechnik GmbH | DIE ERSTE österreichische Spar-Casse Privatstiftung | DLA Piper Weiss-Tessbach Rechtsanwälte GmbH | dm drogerie markt GmbH | Energie AG Oberösterreich | Energie Steiermark AG | ERGO Versicherung Aktiengesellschaft | Erste Bank und Sparkassen | Erste Group Bank AG | EVN AG | FMRG Services GmbH | Fussl Modestraße Mayr GmbH | Gemeinnützige Bau- u. Wohnungsgenossenschaft „Wien Süd“ eGenmbH | Generali Versicherung AG | guterrat Gesundheitsprodukte GmbH & Co. KG | H. Stepic CEE Charity | HOERBIGER Kompressionstechnik Holding GmbH | Hofer KG | Hofer-Kerzen Vertrieb Ges.m.b.H. | human assets management consulting gmbh | Hutchison Drei Austria GmbH | IBM Österreich Internationale Büromaschinen Gesellschaft m.b.H. | IKEA Möbelvertrieb OHG | innocent Alps GmbH | Innung der Salzburger Rauchfangkehrer | IWO-Österreich, Institut für Wärme und Oeltechnik | Josef Manner & Comp AG | Josef Recheis Eierteigwarenfabrik und Walzmühle Gesellschaft m.b.H. | Kastner & Öhler Mode GmbH | KELAG-Kärntner Elektrizitäts-Aktiengesellschaft | Kellner & Kunz AG | King Baudoin Foundation United States | Kühne + Nagel Gesellschaft m.b.H. | Kurt Mann Bäckerei & Konditorei GmbH & Co KG | Landesinnung der Wiener Rauchfangkehrer | LIBRO Handelsgesellschaft mbH | Lidl Österreich GmbH | Mars Austria OG | MERKUR Warenhandels AG | Microsoft Österreich GmbH | Milupa GmbH | Mondi AG | MRG Metzger Realitäten Beratungs- und Bewertungsgesellschaft mbH | NOVOMATIC AG | Oberbank AG | Oesterreichische Nationalbank | ÖGUSSA Österreichische Gold- und Silber-Scheideanstalt Ges.m.b.H. | OMV Aktiengesellschaft | Österreichische Lotterien Gesellschaft m.b.H. | Österreichische Post AG | PAGRO Handelsgesellschaft mbH | PALFINGER AG | Paul BSTÄNDIG Gesellschaft m.b.H. | PENNY Markt GmbH | Pfizer Corporation Austria Gesellschaft m.b.H. | Raiffeisen Bank International AG | Raiffeisen e-force GmbH für die Raiffeisen Bankengruppe Österreich | ratiopharm Arzneimittel Vertriebs-GmbH | RAUCH Fruchtsäfte GmbH & Co OG | RD Foundation Vienna | RED CHAIRity | REWE International AG | REXEL Austria GmbH | Robert Bosch AG | Rudolf Ölz Meisterbäcker GmbH & Co KG | RWA Raiffeisen Ware Austria Aktiengesellschaft | S IMMO AG | Salzburg AG für Energie, Verkehr und Telekommunikation | SGS Austria Controll-Co. Ges.m.b.H. | Sodexo Benefits & Rewards Services Austria GmbH | SONNENTOR Kräuterhandels-gesellschaft mbH | SPAR Österreichische Warenhandels-AG | STAUD'S GMBH | STRABAG AG | Ströck-Brot G.m.b.H. | Swiss Life Select Österreich GmbH | T-Mobile Austria GmbH | TIWAG-Tiroler Wasserkraft AG | U.M. Bau AG | UniCredit Bank Austria AG | UNIQA Österreich Versicherungen AG | UPC Austria Services GmbH | VERBUND AG | Vereinigung der Österreichischen Industrie | voestalpine AG | Western Union Foundation | Wien Energie GmbH | Wien Holding GmbH | WIENER LINIEN GmbH & Co KG | WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group | Wiener Städtische Wechselseitiger Versicherungsverein – Vermögensverwaltung – Vienna Insurance Group | Wirtschaftskammer Österreich | XXXLutz KG | ZGONC Handel GmbH | Zotter Schokoladen Manufaktur GmbH**





### Hunger Aid 2016

## 3,53 Million Euros against Hunger

Much has already been achieved. Today roughly 160 million people less than ten years ago are suffering from hunger. And still, every 10 seconds a child dies of starvation and undernourishment. Above all, in East Africa due to a lack of rainfall and local crises the situation has climaxed dramatically. In the Middle East Syrian refugees in Jordan and Lebanon are also suffering increasingly from hunger. We thank our sponsors: BAWAG P.S.K and the Western Union Foundation have supported the annual Caritas Collection for a Future without Hunger. In addition BAWAG P.S.K. and Post AG provide help by counting the Pickle Jar Small Change Collection free of charge.



### Umbrella Campaign (We>I)

## Solidarity

The topic solidarity is the further development of Caritas & Du regarding the current challenges of society. The tone is rougher, the divide has become deeper, and we at Caritas don't want to accept this so easily. With the new umbrella campaign "We is greater than I" we want to express that together we can achieve more and overcome indifference.



### Domestic Campaign 2016

## 2,48 Million Euros for People in Need in Austria

Paying rent regularly, heating the apartment sufficiently or being able to pay for one's children to take part in the next school excursion: For more than 1.5 million people in Austria who are in danger of becoming poor or excluded or who already live in acute poverty, this is not something that can be taken for granted. Children and adolescents from single parent households, families with three and more children and people with a migrant background are particularly hit by this. Erste Bank and Sparkassen is a year-long sponsor and partner of the Caritas Domestic Campaign, to fight poverty in Austria.

### Children's Campaign 2016

## 2,64 Million Euros for Children in Need

The UN Children's Rights Convention clearly states that every child has the right to receive security, protection, access to education, help and the right to grow up in its family. Yet the reality for roughly 60 million children worldwide is different. Whether in Syria, Ukraine or Bulgaria, the everyday life of many children is marked by poverty and cruelty. Therefore it is Caritas' goal to give children what they need the most: a warm meal, a safe home and loving care. For years Erste Bank and Sparkassen and the main shareholder of the Vienna Insurance Group, Wiener Städtische Versicherungsverein have supported the Caritas Children's Campaign, to draw attention to children in need.

### Caregiving 2016

## It's Still My Life After All

Due to the ageing population, dementia and the nursing and care of people in the final stages of their lives is becoming an increasingly important topic in our society. Today in Caritas' 48 senior citizens and nursing homes over 4,750 people are cared for. And the need for nursing and care is rising steadily. Against this background, within the framework of the nursing campaign, Caritas has initiated a communicative focus on the area of nursing and care and is supported by the WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group.



The "sustainability manual" as well as the cover image were both developed in Upper Austria and are being used in all Lerncafés all over Austria.

# SUSTAINABILITY – A Topic for Caritas

**Social Responsibility.** Renowned as an advocate for larger social topics and social concerns, Caritas also focuses on sustainability in all areas.

Not only did climate change and its consequences induce Pope Franziskus to call the world to turn around and stop global environmental destruction and climate change (in his encyclical work "Laudato si" in 2015), Caritas also sees itself obligated to take over social responsibility and to act in an ecologically sustainable manner. There are many points of reference: product procurement, questions of mobility, energy supply, construction measures, building management and waste management. In Caritas' work with clients in Austria or project partners in the south, questions of sustainability and the impact of our actions must be considered.

## Steps by the Dioceses

In recent years focal points in the Caritas Diocese organizations were defined and implemented in the area of sustainability. Several offices of Caritas Upper Austria were certified according to EMAS (voluntary instrument of the EU, which supports companies and organizations to improve their environmental performance). Caritas Innsbruck is part of the climate alliance, the largest communal climate protection network in Austria. Caritas Salzburg works with "klima:aktiv", the initiative

by the Federal Ministry for Agriculture and Forestry Management, Environment and Water Management (BMLFUW). Caritas Vienna has defined sustainability to be a strategic organizational goal.

Several dioceses have changed over to ecological electricity and energy-saving technologies. For new buildings and renovations ecological criteria are taken into consideration. In purchasing goods such as textiles and cleaning materials there is a clear trend to adhere to ecological standards.

## Fair Trade

Caritas is a founding member of FAIR-TRADE in Austria and uses fairly traded products such as coffee, juices and fruits. For its webshop "Schenken with Sinn", only certified t-shirts or fairly traded goods or those produced in Europe are additionally purchased.

## Mobility

A special challenge for anyone who wants to achieve a sustainable lifestyle is the question of mobility. Caritas staff members have long distances to cover daily to get to their workplaces or to take care of their clients. Some Caritas organizations offer their staff incentives

to use public transportation or provide them with e-bikes. The number of electro-vehicles in the Caritas fleet is increasing year to year. Supervising the Caritas foreign aid projects makes it necessary to rely on air travel, which has a considerable impact on ecological footprint. For several years Caritas has been searching for models that would allow a certain extent of CO<sub>2</sub> compensation for this. The University of Agricultural Sciences and National Resources in Vienna has worked out a model for compensation projects, in which Caritas and some southern partner organizations will take part.

## Promote Sustainability

In terms of a holistic approach to fighting poverty, Caritas is also taking advantage of opportunities to promote the topic of sustainability with its clients. One example is a Lerncafé pilot project, where learning aids to gain knowledge in ecology and sustainability were elaborated. In many projects of foreign aid as well, for years climate protection measures such as reforestry or solar equipment construction have been implemented. For projects to promote small-scale agriculture, environmentally sound working methods are applied in cooperation with the farmers.



**ADA Projekt****“Back Home – and Now?”**

Sustainable Reintegration of Returnees and Vulnerable Families in Kosovo. The Project “Back Home” is being implemented by the Kosovo KHCS Mother Teresa Society in Cooperation with Caritas Austria and the course of studies “Social Work” of the Management Center Innsbruck, and financed by the ADA bureau in Kosovo. The project arose as a reaction to the increased number of refugees from Kosovo in 2014 and 2015. Approximately 100,000–120,000 people sought refuge in Central Europe in this time period.

The long-term goal is to lower migration pressure by pointing up local prospects. Counseling addressing what is needed and support for beneficiaries should guarantee sustainable access to the employment market. In terms of

prevention, besides support for 100 families that have already returned, the project provides help to 20 families that did not seek refuge.

The project focuses on further education for all concerned. According to the beneficiaries' competencies and experience a family member can decide to become self-employed (for instance farming) or to start a training course at the “Center for Professional Training”. After completing the training the beneficiaries receive support from social workers in looking for a job.

**After the first project year the following evaluation could be made:**

Economically and socially the participating families are in an extremely precarious situation. By means of individually compiled food packages, the primary needs are covered first. Regular house visits and counseling promote a relationship of trust between the beneficiaries and the social workers.

So far 103 families were chosen, of which 66 persons have opted for self-employment and 37 have decided to take a course at the “Center for Professional Training”. Of these, 17 are single mothers and 20 families belong to recognized minorities. Altogether 1067 persons benefit from the project, which will run until the end of 2017.

To become an independent farmer the whole family must be involved.



Photo: Caritas

**1,667,285 Euro**

in EU subsidies went to projects in Armenia, Lebanon, India, Thailand, Nepal, Bangladesh, Pakistan, Myanmar, the Philippines, DR Congo, Burkina Faso, Ukraine and Belarus in 2016.

**The provincial governments** of Tyrol, Vorarlberg, Carinthia, Upper Austria, Vienna and Styria are among the sponsor of the Caritas Foreign Aid Program.

**1,629,600 Euro**

in subsidies by the Austrian Development Agency (ADA) went to Syria, Ethiopia, Burkina Faso, Senegal, Southern Sudan, DR Congo, Armenia, Georgia, Albania, Rep. Moldova, Belarus, Kosovo, Bosnia and Herzegovina, Ukraine, Jordan and Nepal in 2016.

**Asia****Volunteers in Humanitarian Aid**

Local volunteers are vital in humanitarian aid. They are immediately on site, take over important tasks in emergency aid and enable quick action in areas that are frequently hard to reach. Caritas Austria has been a reliable partner for many partner organizations in Asia for many years in both humanitarian aid and in development assistance. Strong partnerships, developed particularly through and after the frequent major disasters, form an important basis for future challenges. In the project “European-Asian Partnership for Building Capacities and in Humanitarian Aid (PEACH)” financed by the European Union within the framework of the EU Aid Volunteers Initiative, we support partner organizations in six Asian countries in establishing and developing their competencies in humanitarian aid and in managing volunteers. As in Austria, Caritas' work on the local scene is only possible due to the thousands of volunteers. The idea behind this project is to train them and support them better in their work.



Photo: Caritas

Subsidized by the European Union

WITH FUNDING FROM  
**AUSTRIAN  
DEVELOPMENT  
COOPERATION**

**EU Aid Volunteers**  
We Care, We Act



# Caritas addresses

## ■ Caritas Austria Headquarters

Albrechtskreithgasse 19–21, 1160 Vienna,  
Tel.: 01/488 31-0, Fax-Ext. 9400,  
E-Mail: [office@caritas-austria.at](mailto:office@caritas-austria.at)

## Caritas on the internet:

[www.caritas.at](http://www.caritas.at),  
[www.youngcaritas.at](http://www.youngcaritas.at),  
[www.patenschaften.at](http://www.patenschaften.at)

**President:** Msgr. DDr. Michael Landau

## Secretary-General:

MMag. Bernd Wachter

## Secretary-General International

**Programs:** Christoph Schweifer

General secretariat: Ext. 400

Foreign aid/Emergency aid: Ext. 410

Communication: Ext. 417

Integration, Migration and Asylum: Ext. 440

Social policy and fundamental

work: Ext. 400

## ■ Caritas of the Archdiocese Vienna

Albrechtskreithgasse 19–21, 1160 Vienna,  
Tel.: 01/878 12-0, Fax-Ext. 9100,  
E-Mail: [office@caritas-wien.at](mailto:office@caritas-wien.at)

## ■ Caritas of the Diocese St. Pölten

Hasnerstraße 4, 3100 St. Pölten,  
Tel.: 0 27 42/844-0, Fax-Ext. 180,  
E-Mail: [info@stpoeelten.caritas.at](mailto:info@stpoeelten.caritas.at)

## ■ Caritas Burgenland

St. Rochus-Straße 15, 7000 Eisenstadt,  
Tel.: 0 26 82/73 600, Fax-Ext. 306,  
E-Mail: [office@caritas-burgenland.at](mailto:office@caritas-burgenland.at)

## ■ Caritas of the Diocese Graz-Seckau

Grabenstraße 39, 8010 Graz,  
Tel.: 0316/80 15-0, Fax-Ext. 480,  
E-Mail: [office@caritas-steiermark.at](mailto:office@caritas-steiermark.at)

## ■ Caritas Kärnten

Sandwirtgasse 2, 9020 Klagenfurt,  
Tel.: 0463/555 60-0, Fax-Ext. 30,  
E-Mail: [office@caritas-kaernten.at](mailto:office@caritas-kaernten.at)

## ■ Caritas Oberösterreich

Kapuzinerstraße 84, 4021 Linz,  
Tel.: 0732/76 10-2020, Fax-Ext. 2121,  
E-Mail: [information@caritas-linz.at](mailto:information@caritas-linz.at)

## ■ Caritas of the Archdiocese Salzburg

Universitätsplatz 7, 5020 Salzburg,  
Tel.: 0662/84 93 73-0, Fax-Ext. 130,  
E-Mail: [office@caritas-salzburg.at](mailto:office@caritas-salzburg.at)

## ■ Caritas of the Diocese Innsbruck

Heiliggeiststraße 16, 6020 Innsbruck,  
Tel.: 0512/72 70-0, Fax-Ext. 5,  
E-Mail: [caritas.ibk@dibk.at](mailto:caritas.ibk@dibk.at)

## ■ Caritas Vorarlberg

Wichnergasse 22, 6800 Feldkirch,  
Tel.: 0 55 22/200, Fax-Ext. 1005,  
E-Mail: [kontakt@caritas.at](mailto:kontakt@caritas.at)

Imprint: Caritas Österreich,  
Albrechtskreithgasse 19–21, 1160 Vienna,  
Tel.: 01/488 31-400, [office@caritas-austria.at](mailto:office@caritas-austria.at);  
Editorial office: Adelheid Bahmou; Owner,  
editor and publisher: Caritas Österreich,  
Albrechtskreithgasse 19–21, 1160 Vienna.  
Translation: Meredith Schneeweiss. Layout:  
EGGER & LERCH Corporate Publishing,  
1030 Vienna. Print: Medienfabrik Graz GmbH,  
8020 Graz; Place of publication: Vienna.

# Sharing the Church's values and missions.