

# Caritas &Du



**Annual Report  
2015**



# Caritas Review of 2015

**We can all take a stand and show solidarity and human kindness in our own environment.**

Michael Landau



Photo: P. Barci

**Austria**

## 4 Help for People in Need

<b>magdas HOTEL Offers Jobs to Refugees</b>	<b>5</b>
<b>Fleeing from Home and Country</b>	<b>6</b>
<b>Diary Entries of a Refugee Aid Worker</b>	<b>7</b>



Photo: G. Berger

## 8 Care and Nursing

<b>Ageing – Anyone Can Get Dementia</b>	<b>9</b>
<b>Relief for Caregiving Relatives</b>	<b>10</b>
<b>Free Afternoons</b>	<b>10</b>
<b>Strengthening Self-Esteem on Horseback</b>	<b>11</b>



Photo: F. Gleiss

## 12 Dedicated to Integration

<b>youngHeroes Day</b>	<b>13</b>
<b>German Courses – Mainstay of Integration</b>	<b>14</b>
<b>Lerncafés – Good Marks</b>	<b>14</b>

## Facts and Figures

**15**

<b>Expenditures</b>	<b>15</b>
<b>Foreign Aid</b>	<b>16</b>
<b>Overall Financing</b>	<b>18</b>
<b>Proceeds and Expenditures</b>	<b>19</b>

**Abroad**

## Disasters and Crises

**20**

<b>Balkan Route – Fleeing in the Face of Danger</b>	<b>21</b>
<b>Syria – Day to Day Reality for Those Fleeing</b>	<b>22</b>
<b>Ukraine – They are Still Shooting</b>	<b>23</b>



Photo: L. Partalis

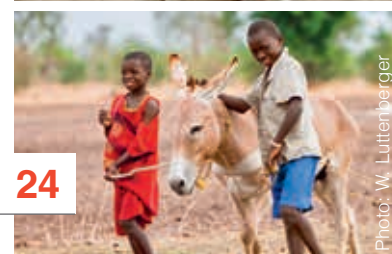


Photo: W. Lutterberger

## Future without Hunger

**24**

<b>Promoting Families with Small Farms</b>	<b>25</b>
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## Future for Children in Need

**26**

<b>Education Can Move Things</b>	<b>26</b>
<b>Places Where Children Can Feel Secure</b>	<b>27</b>
<b>Opportunities for Roma Children</b>	<b>27</b>

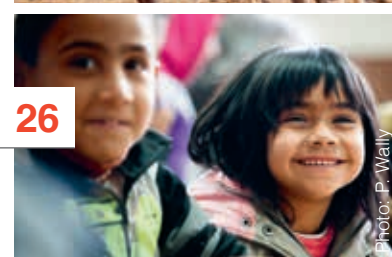


Photo: P. Wally

<b>Editorial</b>	<b>3</b>
<b>Cooperation with Companies</b>	<b>28</b>
<b>Campaigns</b>	<b>30</b>
<b>Public Authorities</b>	<b>31</b>
<b>Addresses and Imprint</b>	<b>32</b>

Caritas President  
Michael Landau  
visits a school in  
Lebanon.



Photo: Caritas

#### Editorial

## Helping Together, Living Together!

Since last summer over 15,000 people have registered with Caritas as volunteers – in addition to the previous 40,000 volunteers – to help support people in need. Tens of thousands at train stations, at the borders and in many other places have provided fantastic help. Many of them are still doing it today. They realize that it is now up to them: school children, students, seniors and employees. This new form of helping together in our society has come at exactly the right time. For those who follow the news know: our world has acquired cracks. Today it is turning much faster than just a few years ago. Suffering, hunger, war and disaster – all of this seems a big step closer than it was recently.

Yet I am convinced: we can all take a stand and show solidarity and human kindness in our own environment. At least, if after closing the borders we do not also close our hearts. We should focus on our strengths instead of letting ourselves be driven by fear. The past months have made it clear: a world that is growing together also needs a globalized awareness for responsibility.

This annual report shows how your help reaches its targets at home and abroad and how, with your commitment, you provide people in need with new perspectives for the future. Altogether there are 1,600 places throughout Austria where Caritas helps people in need. In refugee aid, in the areas of care, people with disabilities, hospices, in the social counseling centers, in providing help for families in need or for elderly people who cannot afford heating.

It is human kindness that counts and that makes a difference. Caritas needs you and your support – thank you so much!

A handwritten signature in black ink, consisting of stylized initials and a surname, likely 'M. Landau'.

Michael Landau  
Caritas President



# New Perspectives







## Social Business

# **magdas HOTEL** Offers Jobs to Refugees

Altogether 20 recognized refugees, 10 hotel pros and one volunteer speak 24 languages and in 2015 received roughly 22,000 guests from around the world. The *magdas* HOTEL is a social enterprise that offers refugees a real chance of gaining a foothold on the employment market. *magdas* projects support themselves economically without losing sight of their actual goal: to solve social challenges. It has to do with self-determination and with enabling access to the employment market for the long-term unemployed, for disabled people or people with a refugee background. The *magdas* HOTEL, with its inviting terrace and spacious lounge, is a colorful place for visitors and professionals from around the world to get together. It was planned in cooperation with artists, architects and students. Recycling and upcycling of old chairs into hip night stands or 144 lampshades, which were embroidered and crocheted by volunteers from the neighborhood, impress hotel guests and visitors. The *magdas* HOTEL is a place for encounters, far and beyond the usual classic hotel.





Photo: P. Benedikt

The family needs transit quarters, as they have to continue on their journey the next day.

# Fleeing from Home and Country

**Austria helps.** There have not been so many refugees since the Second World War. In 2015, 60 million people worldwide fled their homes. Austria, too, is directly affected by the distress of the refugees.

Since September 2015 almost 800,000 people have passed Austria's borders seeking protection from war and violence. Roughly 90,000 have applied for asylum here. Most of the refugees traveled further north. At train stations, in emergency quarters and on the borders over 15,000 voluntary Caritas helpers provided the refugees with warm clothing, food and water. They distributed blankets, sleeping mats, sanitary products; doctors and translators also helped. The main task for the Caritas helpers was to make life bearable for those fleeing their homes, especially for the children, and to help the people from losing hope.

## Helpfulness in Austria

When thousands of refugees arrived in Burgenland on their way to Germany, the helpers came to

their aid immediately. Numerous parishes quickly turned their rooms into transit quarters, where exhausted people could rest for a few hours.

Volunteers and full-time employees helped provide essentials in close cooperation with the Austrian Railway and the police department. Donations of food and clothes were also accepted and distributed at the Vienna train stations, sleeping quarters were set up, volunteers interpreted in Arabic, Kurdish and Farsi. "In peak times Caritas Vienna and the parishes provided up to 1,600 emergency quarters. 10,000 refugees daily were provided for at the Westbahnhof and in transit and emergency quarters," Thomas Preindl, Caritas emergency coordinator, said.

## From East to West

The transit quarters were turned into medium-term emergency shelters for refugees. In Spielfeld and Webling, Klagenfurt and Villach, St. Pölten, Wieselburg and Bischofstetten, Linz, Salzburg and Vienna, Caritas provided freezing people with coats, shoes, sanitary and baby articles, and food and water.

## Caritas Austria-Wide

- Besides the acute refugee aid, Caritas is providing basic care for over 38,200 refugees Austria-wide.
- Of which 8,200 refugees, are provided for in Caritas accommodations – 620 are unaccompanied minors.
- Almost 30,000 refugees, who live in rented apartments or with other accommodation providers, are cared for by Caritas via mobile, regional or ambulatory staff.

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**1,359 full-time employees**  
work in the refugee  
and migrant aid sector

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**about 40,000 volunteers**  
all over Austria, of which  
there are 33,000 Pfarrcaritas  
(Caritas Parishes) volunteers  
**plus 15,000 volunteers**  
in refugee aid

## At the Salzburg Train Station

### Diary Entries of a Refugee Aid Worker

**250,000 refugees passed through Salzburg in 2015.**

**For Caritas Salzburg alone, 1,600 volunteers were at work. Altogether they distributed 300 tons of relief goods.**

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**101 integration projects for a better together**

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**195 houses for asylum seekers**

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**28 counseling centers for refugees**

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**12,436 return-consultations**

**Support during their voluntary return received  
1,263 returnees**

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**36 social counseling centers offer people in need counseling and support**

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**35 institutions for the homeless  
1,312 beds are available**

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**16 facilities for outpatient consultations, soup kitchens and medical care**

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

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**10 mother and child shelters containing 116 accommodations**

#### September 5, 2015

It is cold for the beginning of September. We are standing on the platform with shopping carts full of bananas, blankets and water bottles. We are waiting for the train coming in from Vienna. No one knows how many refugees will still come today. For the incoming train Salzburg is the end of the line. Men, women and children disembark from the cars. Suddenly there are loud calls of: "Alemania, Alemania!" Interpreters explain when the first train will depart tomorrow. A mother comes up to me with a little girl crying in her arms. The child is dressed only in leggings, a t-shirt and sandals. I don't understand the woman, but she quickly wraps up her child in the blanket I give her. She thanks me and goes on. A good feeling, to be able to provide such immediate help.

#### September 14, 2015

I help set up cots in the train station concourse. Tonight hundreds of refugees will sleep tightly together in rows and will travel on tomorrow. Hardly anyone goes to the more comfortable alternative quarters – for fear of not being able to continue their journey. In the meantime, 20,000 refugees have passed through Salzburg. We have mobilized a huge number of volunteers, who have helped us provide for the refugees. After an appeal on Facebook hundreds of Salzburg citizens brought clothing, sanitary articles and food to the provisional camp. I was overwhelmed. This is how we can give these people seeking protection what they need the most.

#### September 28, 2015

In the city I frequently see groups of refugees. They are on their way by foot to the German border. Continuing by train has even become too difficult for the pregnant woman who is carrying a two year old child and her husband, who is carrying the suitcases. At the train station our interpreter is trying to explain the new situation. The people know that the border is only a few kilometers away. "We'll walk," they call, "we can do it."

#### September 29, 2015

Today I was at the German border for the first time. It is raining again, the nights are already very cold. Per hour only 30 to 40 people can pass the border. At peak times there up to 1,000 people. Small tents with people waiting are everywhere. I am surprised at what a positive atmosphere there is. We distribute food and clothing. The people express their thanks with a smile or a nod. Some of them tell the story of their flight in English. They report about overfilled boats, of lost friends, of nights in the open air and the people they have left behind at home. That night I see my own home and my warm bed in a completely different light.

Thousands of Salzburg citizens and companies brought everything from baby food to soap or provided voluntary help.



Photo: T. Wozak



Photo: Wildbild

Often the only and most valuable possession: the mobile phone – it holds photos of the family and sometimes there's a call from home.





# New Consciousness for Dementia





**Becoming Older**

## **Anyone Can Get Dementia**

The older we get, the greater is the risk of developing dementia. For years the topic was a taboo. Despite all the irritation it causes – dementia has to have a place in our daily lives. Help and advice are needed by those hit with dementia and their relatives. Our society needs a new consciousness: dementia is a normal sign of ageing. The Caritas Dementia Service Centers in Innsbruck and Imst support people with dementia, their relatives and specialists with extensive counseling, information and education. Volunteer staff helps relieve and support caregiving relatives. In the “Angehörigencafé” (coffee house for relatives) people with similar concerns can meet and exchange views and experience. Dementia counseling offers free and confidential counseling, lectures, seminars and courses.

Ever more people  
meet at Caritas'  
coffee houses  
“Angehörigencafés  
Demenz”.

# Relief for Caregiving Relatives

**Generation 65+** The number of elderly people in Austria is increasing year by year. By 2030 it is anticipated that over one quarter of the population will be over the age of 65. This will bring forth new challenges: for society as well as for social institutions.

In this respect Caritas Vorarlberg is embarking on new paths: here, loneliness and support by caregiving relatives are the central topics. One example of this is the "Spaziergängerprojekt"/"Project Walk Together". Volunteers assist people

with dementia in various ways, thus becoming a valuable asset in providing relief for caregiving relatives or for the nursing staff. There is a visible need for increased support. In the same way as for children, elderly people also like to have stories told to them and books read. The project "Ganz Ohr!"/"I'm All Ears" is very popular. Once again volunteers are very active. Whether at one's home or in the nursing home, alone or in groups: reading aloud means communication and thus a welcome change in everyday life. Senior vacation weeks, which are organized especially for people with dementia and their relatives, are also popular.

## **Togetherness Helps**

The "Trauercafés"/"Grief Coffee Houses" of the Hospice Vorarlberg offer time and space for people in mourning in all regions of the province. At a breakfast or afternoon coffee hour, people can meet

in a protective atmosphere and talk with others who are familiar with the feeling of grief, and with whom they can talk about their sadness and about the changes in their lives. Besides the hospice work, which is currently very present in Vorarlberg, the program offered by the mobile palliative team is very important. Counseling is offered by local doctors, home nursing, nursing homes and hospitals for special questions on nursing, pain therapy, social-legal aspects or on ethical decision-making. The goal is to leave palliative patients longer in their familiar surroundings and to be able to provide as much life quality as possible up to the end. Innovation and involvement constitute the common "umbrella" over all the offerings for seniors. This is only possible thanks to the enormous dedication of volunteers – the number of volunteer staff at Caritas Vorarlberg has doubled in the past five years to over 1,100.

## **Free Afternoons**

### Community Members Take Care of People with Dementia

Caritas St. Pölten's Competence Center for Dementia has launched a pilot project "Afternoons for Taking Care of People with Dementia" ("Betreuungsnachmittag") in the Waldviertel region. Once a month the community Arbesbach invites people with dementia to their parish hall. Volunteers from the community entertain and undertake activities with dementia patients from their community under the expertise of a Caritas staff member. "Our most important goal for this project is to provide relief for caregiving relatives.

This gives them a few free hours that they can use for personal errands or simply to rest for a change," said Hofer Wecer, the director of the Competence Center for Dementia. "Senile dementia is one of the biggest challenges of mobile nursing and for people taking care of relatives with dementia," Karin Thallauer, director of the section Nursing at Caritas St. Pölten, stressed. Thus, it is planned to expand the project "Betreuungsnachmittag" to many communities in the areas of the 33 Caritas welfare centers.



Photo: M. Fröhle





Whether it is strengthening self-esteem, reducing aggressions or developing motor skills – being with animals helps.

### Therapy for Children

## Strengthening Self-Esteem on Horseback

At first glance such a large horse is very imposing – especially for a little boy like Selim. Then the 7-year old, who usually knows no boundaries, is suddenly very hesitant. Once a week he comes to St. Isidor, where in the project “Troika” he learns to reduce his aggressions and how to deal with the people and animals in his environment. “Horses create common ground and include everyone,” said Claudia Pernkopf, director of the Integrative Riding Center. In small groups children with developmental problems, AD(H)S and/or low self-esteem are

instructed by a psychologist. Children with physical disabilities from residential units in St. Isidor discover the joy of exercise on horses and develop their motor skills. “And for children who have had bad experiences with other people, this is often the first step to increase their confidence. Horses don’t discriminate, but offer relationships.” In St. Isidor Caritas offers medical, therapeutic and psychological help for children and young people with disabilities and their families – among these are therapies in the Integrative Riding Center.

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

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**4,800 people,**  
are being taken care of  
in these facilities

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**2.3 million hours of care**  
within the frame work of mobile  
care and nursing

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**5,640 employees**  
in the care and nursing sector

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

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**5,300 students**  
in the semester 2015/2016

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**6,296 people**  
with disabilities have been supported

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**3,433 people**  
received socio-psychiatric aid

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**3,501 employees**  
supported physically and  
mentally-challenged people

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# Young People for Integration





**youngHeroes –**

## **Commitment to Children in Need**

On youngHeroes Day school children make an active commitment to disadvantaged children and young people who live under difficult conditions and have few chances for the future. 500 school children, 50 schools and 170 enterprises in Lower Austria, Salzburg, Carinthia, Styria and in Burgenland took social responsibility on youngHeroes Day for disadvantaged young people. Among other things, support is given to learning and integration projects in Austria, daycare centers in Eastern Europe, where children get meals, learning help and receive attention or in Lebanon, where Syrian refugee children can go to after school help, to catch up on what they have missed. This action day by youngCaritas, which took place in 2015 for the first time, is simple: young people trade a school day for an introduction day in an enterprise of their choice. School children without their own contacts to companies can find a place in an enterprise on the platform [www.youngHeroes.at](http://www.youngHeroes.at). Per school child the enterprise donates 40 euros to Caritas children's projects. Erste Bank und Sparkassen are the main sponsors of youngHeroes Day, and thus help considerably to improve chances for disadvantaged children.



Photo: M. Zenz

## German Courses

### Mainstay of Integration

When people flee from war and have to settle down in a foreign country, three criteria are important to enable them to take part in social and cultural life: their living situation, consistent integration support and the language. At the end of 2015 Caritas Kärnten provided basic care to 154 refugees in 22 accommodations with the help of committed volunteers. Primarily, Caritas focused on accommodations in small regional apartments, as these are advantageous for integration. The project "Volunteers Accompany

Refugees Seeking Integration" was particularly constructive. Volunteers help refugees look for apartments and jobs and accompany them to official offices – a first opportunity for integration and to start friendships. To be able to communicate on an everyday basis, it is imperative to be able to express oneself and understand others. In 2015 Caritas Kärnten carried out German courses in their accommodations and also organized free external German courses. 320 people were taught by 30 volunteers.

## Lerncafés

### Good Marks

In 36 learning coffee houses (Lerncafés) Austria-wide, over 1,000 children and adolescents were given after school help to increase their chances in a better future. In the last school year 92 percent of these grade school and high school students ended their respective school year positively. In the review by the independent Council of Experts for Integration, the Caritas Lerncafés were noted as a valuable measure to improve German language knowledge, as 90 percent of the girls and boys receiving the help had a migrant background. Besides targeted coaching, time is also devoted to playing, fun and getting to know one another. Involving the parents is a further important aspect of the project. Support through public means, primarily the Federal Ministry for Europe, Integration and Foreign Affairs as well as from private industry enables Caritas to offer this valuable educational support to all nine federal provinces.

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

**3,347 educational workshops**  
on topics like hunger,  
poverty, alienation,  
intercultural diversity

**99,244 children  
and teenagers**  
are addressed by youngCaritas

**2,012 adolescents**  
are involved in the actionPool,  
the pool of volunteers  
of youngCaritas'

**368 family helpers**  
managed a total of  
**267,000 working hours**

**2,900 families**  
received support from the family  
aid in crisis situations

**64 family counseling centers**  
all over Austria

**87 occupational projects**  
offer  
**1,245 working places**  
for long-term unemployed people

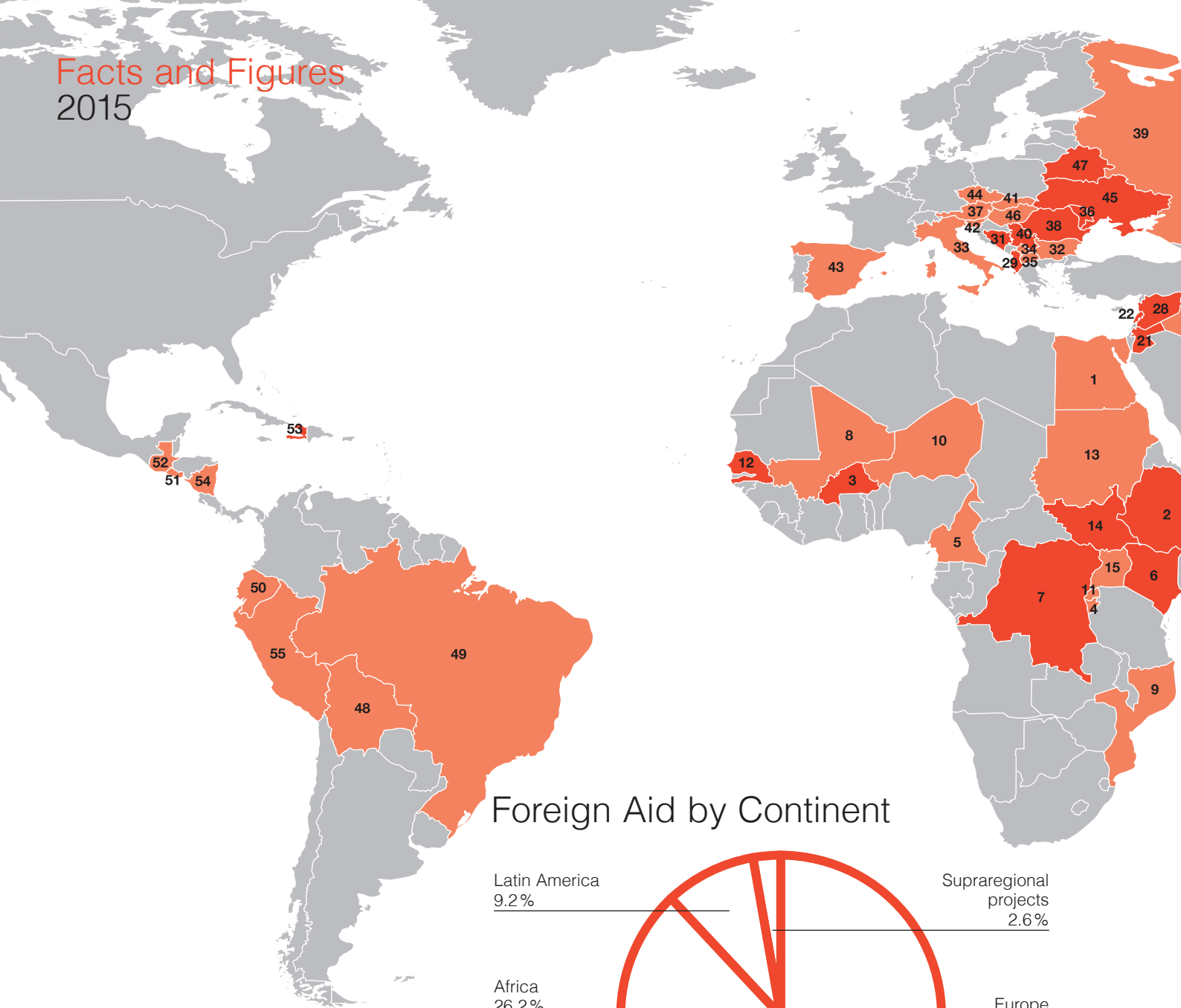
**4,000 people with  
addiction problems**  
received counseling  
and support in  
**14 addiction  
counseling centers**



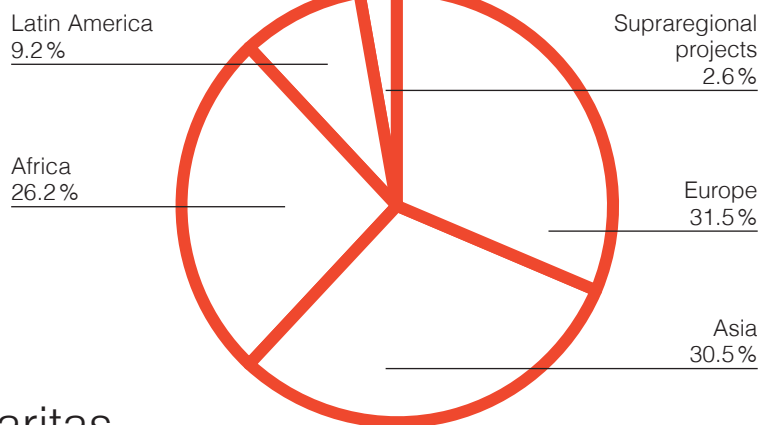
## Expenditures of Caritas Austria 2015

	in million Euros
<b>People in need</b>	<b>67.186</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>114.150</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>7.964</b>
<b>Family-oriented work</b>	<b>27.752</b>
Mobile family support, consultation, support and psychological accompaniment, projects	
<b>Children and youth</b>	<b>27.529</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>47.951</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>270.182</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>176.585</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>6.494</b>
<b>Foreign aid</b>	<b>33.540</b>
Disaster relief, rehabilitation support (reconstruction), long-term development cooperation	
<b>Foreign aid – provision for projects 2016</b>	<b>10.571</b>
<b>Schools and training courses</b>	<b>8.775</b>
<b>Total of all areas of service</b>	<b>798.679</b>

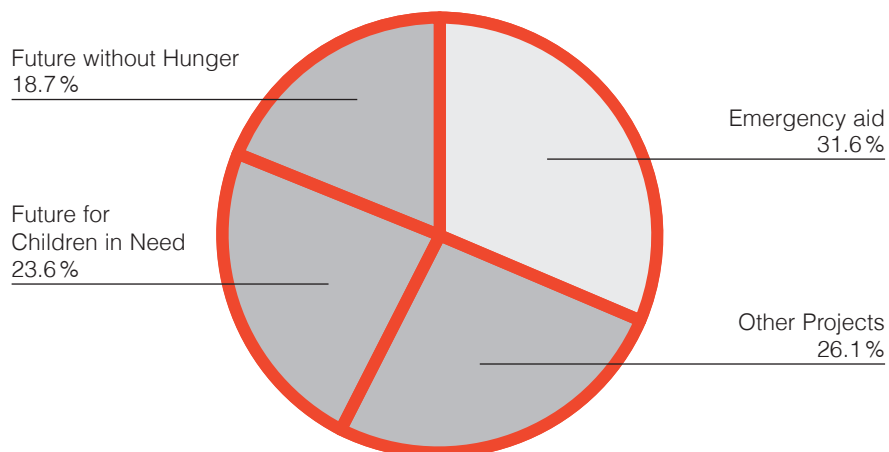
# Facts and Figures 2015



Foreign Aid by Continent



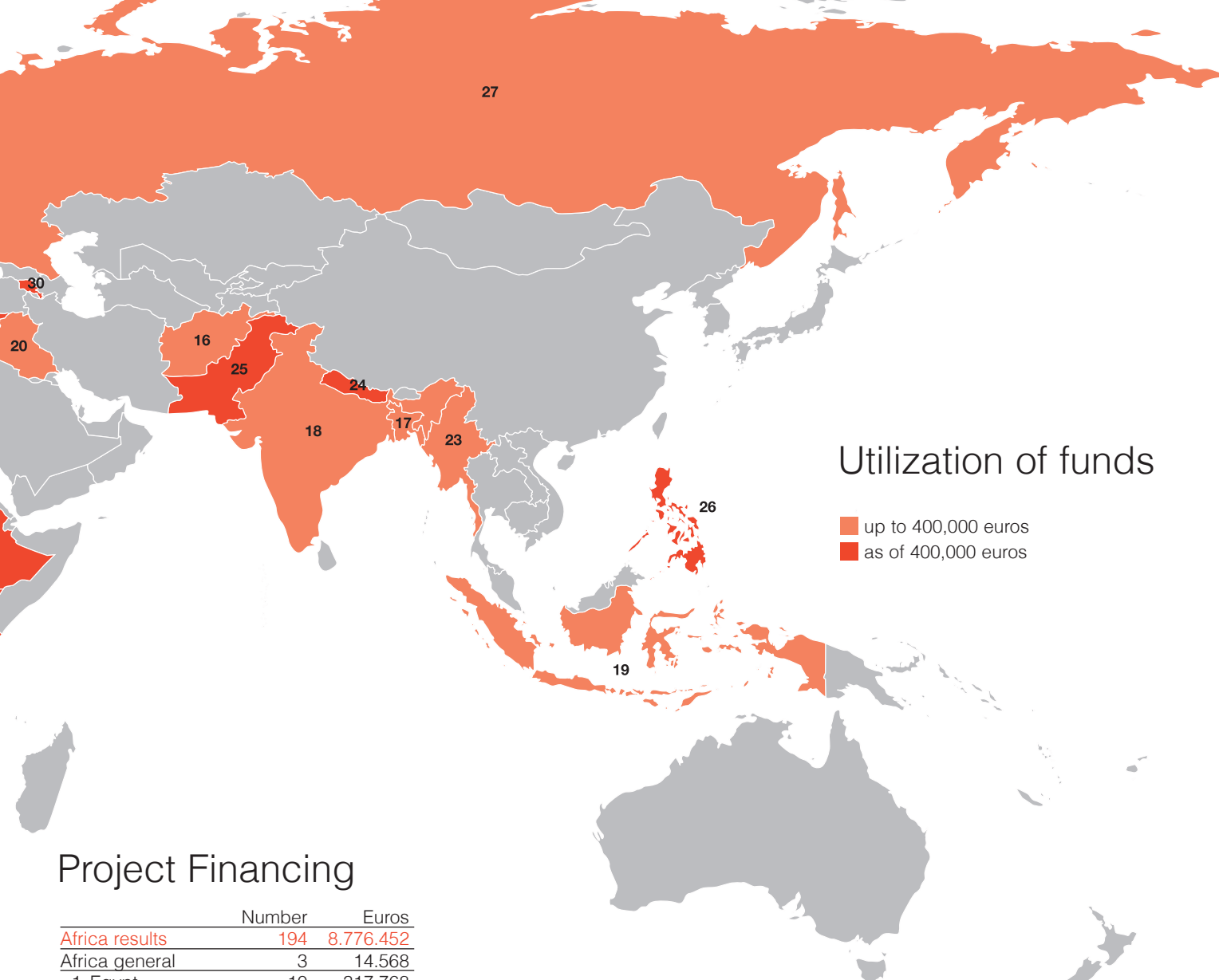
Allocation of Funds from Caritas  
Foreign Aid by Program



Foreign Aid  
by Sector

- Long-term cooperation  
68.4% in Mill. Euro 22.9
- Emergency aid  
31.6% in Mill. Euro 10.6





## Utilization of funds

■ up to 400,000 euros  
■ as of 400,000 euros

## Project Financing

	Number	Euros
<b>Africa results</b>	<b>194</b>	<b>8.776.452</b>
Africa general	3	14.568
1 Egypt	10	317.768
2 Ethiopia	35	1.568.289
3 Burkina Faso	16	1.045.705
4 Burundi	12	220.408
5 Cameroon	1	6.753
6 Kenya	15	902.536
7 Dem. Rep. of the Congo	42	1.308.018
8 Mali	8	383.012
9 Mozambique	3	244.853
10 Niger	2	39.193
11 Ruanda	3	80.345
12 Senegal	12	631.516
13 Sudan	1	112.546
14 South Sudan	28	1.874.934
15 Uganda	3	26.007
<b>Asia results</b>	<b>120</b>	<b>10.234.546</b>
Asia general	2	899.431
16 Afghanistan	1	7.578
17 Bangladesh	1	22.580
18 India	9	103.653
19 Indonesia	5	71.240
20 Iraq	3	59.446
21 Jordan	8	3.121.829
22 Lebanon	28	1.198.641
23 Myanmar	3	75.430
24 Nepal	8	1.034.256
25 Pakistan	23	971.253
26 Philippines	18	2.198.483
27 Russia	3	59.065
28 Syria	8	411.662

<b>Europe results</b>	<b>283</b>	<b>10.574.250</b>
Europe general	11	720.541
29 Albania	14	534.130
30 Armenia	15	1.027.888
31 Bosnia-Herzegovina	23	1.166.392
32 Bulgaria	10	143.625
33 Italy	1	11.255
34 Kosovo	6	93.287
35 Macedonia	1	47.510
36 Moldova	38	825.861
37 Austria	10	259.045
38 Romania	21	707.661
39 Russia	1	29.466
40 Serbia	23	782.785
41 Slovakia	4	33.119
42 Slovenia	2	23.635
43 Spain	1	25.323
44 Czech Republic	1	20.486
45 Ukraine	72	3.608.917
46 Hungary	3	41.874
47 Belarus	26	471.450

<b>Latin America results</b>	<b>22</b>	<b>856.328</b>
48 Bolivia	1	5.065
49 Brazil	2	14.068
50 Ecuador	9	195.255
51 El Salvador	1	7.916
52 Guatemala	2	9.114
53 Haiti	3	533.410
54 Nicaragua	1	5.098
55 Peru	3	86.402

<b>Supraregional projects and international commitment</b>	<b>3</b>	<b>3.098.142</b>
<b>TOTAL</b>	<b>622</b>	<b>33.539.718</b>

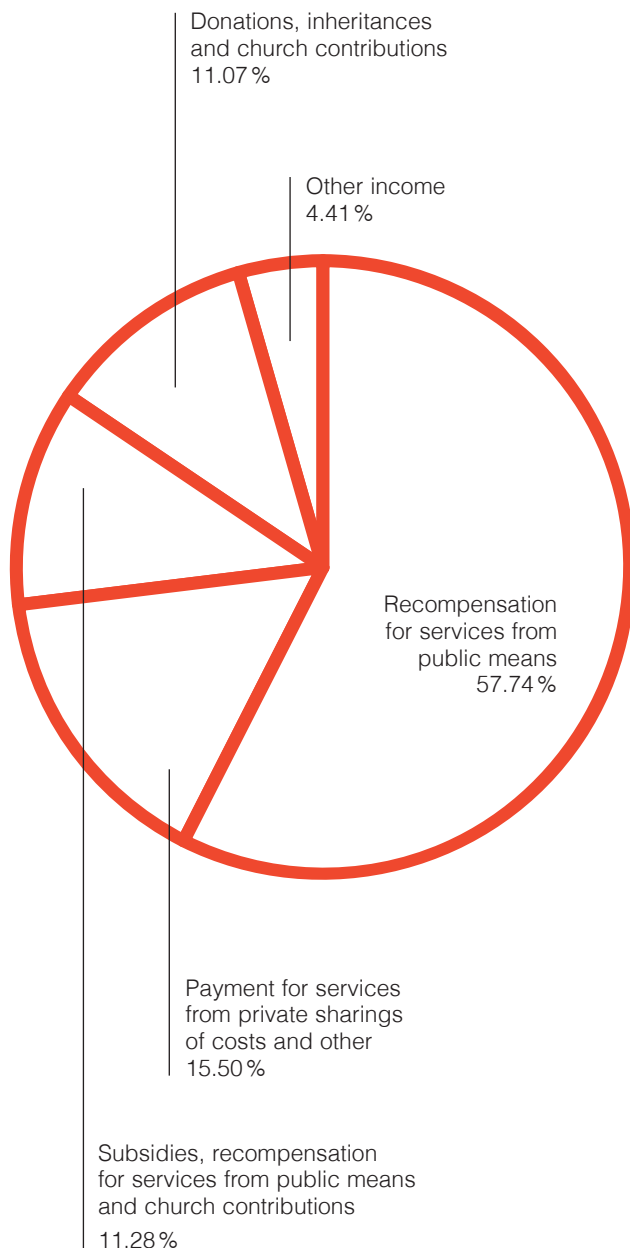
## Caritas in Figures

### 79.9 million Euros

#### total donations

The 79.9 million euros donated (of which 2.2 million euros came from the "Nachbar in Not/Neighbor in Need" campaign, 340,000 euros from "Licht ins Dunkel/Light into Darkness" and 350,000 euros from the "Wundertüte/Magic Bags" campaign) supported people in need in 2015 at home and abroad and therefore helped to build a better future.

## Overall Financing 2015



### More than 2.3 million hours

#### in mobile care

In 2015 Caritas provided much needed support and care at home totaling more than 2.3 million work hours.

### 45

#### Homeless Facilities

These include 10 mother-child houses containing 116 accommodations. 1,312 beds are available in the 35 homeless facilities. 148 "starter homes" help people to make a new beginning.

### 622

#### Caritas foreign aid projects

The range of the 622 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.

### 14,871

#### salaried Caritas employees

14,871 salaried Caritas employees are ready day by day to help old, ill, disabled, disadvantaged and/or suffering people. Approximately 55,000 volunteers also help – 15,000 within the scope of refugee aid.

### 99,244

#### committed children and young people

Approximately 99,244 children and young people took part in projects, activities and events organised by the youngCaritas in 2015. This shows their great interests in humanity.



## Donations to Caritas/Proceeds

in million Euros

Ongoing donation proceeds, e.g. sponsorship programs, standing orders, collections	62.910
Licht ins Dunkel ("Light into Darkness")	0.340
Inheritances, donations	3.144
Major emergencies (exceeding 1 million Euros)	6.265
Nachbar in Not ("Neighbor in Need")	2.179
<b>Total donations to Caritas</b>	<b>74.838</b>
Other proceeds (i.e. sponsoring, etc.)	5.088
<b>Intermediate total donations/proceeds</b>	<b>79.926</b>
Release of reserves/accruals	19.473
<b>Total Donations/Total Proceeds</b>	<b>99.399</b>

## Service Sectors/Expenditures

in million Euros

International programs/foreign aid + national aid	62.260
Expenses for fundraising and/or procurement	6.595
Central administrative expenses (accounting, IT management, etc.)	0.502
<b>Intermediate total sectors/expenditures</b>	<b>69.357</b>
Allocation of reserves/accruals	30.042
<b>Total Service Sectors/ Total Expenditures</b>	<b>99.399</b>

## Source of Funds and their Utilization

in million Euros

<b>A</b>	<b>Origin and Use of Funds</b>	<b>805.822</b>
<b>I</b>	<b>Donations and church contributions</b>	<b>90.883</b>
	a) Non-dedicated donations	9.439
	b) Dedicated donations and sponsoring	66.639
	c) Inheritances	3.173
	d) Gifts in kind	11.632
<b>II</b>	<b>Reimbursement for services</b>	<b>590.159</b>
	a) from public funds	465.271
	b) from private contributions and other	124.888
<b>III</b>	<b>Subsidies and grants of public institutions and church contributions</b>	<b>89.228</b>
<b>IV</b>	<b>Other income</b>	<b>10.455</b>
	of which earnings from capital assets amount to	1.656
<b>V</b>	<b>Use of donations from previous years</b>	<b>21.324</b>
<b>VI</b>	<b>Dissolution of reserves</b>	<b>3.773</b>
<b>B</b>	<b>Utilization of Funds</b>	<b>805.822</b>
<b>I</b>	<b>Expenditures for objectives as defined in the statutes</b>	<b>722.154</b>
<b>II</b>	<b>Expenditures for donation procurement and donor service</b>	<b>5.025</b>
<b>III</b>	<b>Expenditures for administration and infrastructure (without donations)</b>	<b>33.860</b>
<b>IV</b>	<b>Other expenditures</b>	<b>6.974</b>
<b>V</b>	<b>Provision formed for domestic and foreign projects</b>	<b>30.666</b>
<b>VI</b>	<b>Allocation of reserves</b>	<b>7.143</b>

# Disasters and Crises







### **Balkan Route**

## **Fleeing in the Face of Danger**

Unending air strikes in Syria and increasingly catastrophic conditions in refugee camps in Lebanon, Jordan and Turkey culminated in hundreds of thousands of people fleeing to Europe for safety in late summer 2015. The route over the Balkans is extremely dangerous. Countless refugees left everything behind and made the long trek in winter. Parents carried only little food provisions so that they could carry their children. Since July 2015 Caritas Austria – through its partner organizations in Greece, Macedonia, Serbia, Croatia, Slovenia and Hungary – has supported people seeking help along the Balkan route. Blankets, dry clothing, food, soup and tea became important to survival for the exhausted, hungry and frozen refugees. The relief aid was purchased on site, accommodations set up, lost children taken care of and their families looked for. Thanks to the donations from Austria further transit quarters could be set up for women, children and elderly people, so they could regain energy and confidence.

"Lost children, children behind fences, children in the cold – that is inhumane and Europe cannot take that path! It is clear that there are no simple solutions. But we cannot close our eyes to the desperate situation of the refugees," said the Caritas helper Birgit Ertl.



The war has taken everything away from millions of people who now have to live in refugee camps.

## Syria

### Length of the War Aggravates the Situation

470,000 people have been killed since 2011. 7.6 million have fled within Syria, 13.5 million have to rely on humanitarian aid. More than 4.7 million people fled to neighboring countries, half of them children. The very smallest ones know only war, many are traumatized. Countless people have no access to food or water. Schools have been damaged, destroyed, or serve as living quarters. For two million children the war has taken away their chances for a positive future.

#### Day to Day Reality for Those Fleeing Their Homes

In Lebanon, a country as large as Tyrol, there are over one million refugees. If this were to be applied to Austria, it would mean having to cope with 9 million refugees. Throughout the country the refugees are living in tents, barracks and semi-demolished buildings. Usually without water and working toilets. In wintertime these quarters provide almost no protection from the icy cold. In January 2015 Lebanon closed its borders.

#### Caritas Helps Refugees in the Middle East

Since the beginning of the conflict in 2011, Caritas Austria has spent over 11 million euros on Syrian refugees. More than 121,000 people were provided with food, sanitary articles, blankets, mattresses, winter clothing, a school education and medical help in Jordan, Lebanon and Syria. In winter gas stoves were distributed. This direct aid saves lives and offers the people safety and opportunities for the future close to their homeland. Local Caritas partners give children help in catching up with their school subjects, psychologists and social workers visit families, and traumatized children receive psycho-social care.



## Nepal

In April 2015 an earthquake with a magnitude of 7.8 destroyed half a million buildings. 8,700 people died and 20,000 were injured. In just a few hours the international Caritas network launched its emergency aid. Caritas Austria contributed 725,000 euros to the cause. 200,000 people received materials for emergency accommodations, tarpaulins, mats, blankets, household articles, food and sanitary products. 3,000 people were given medical and psychological care. In 2015 the first steps were taken for reconstruction: villages were identified, plans for reconstruction drawn up, models for houses and schools developed. In 2016 reconstruction will be fully deployed.



## Ukraine

### They are Still Shooting

Since spring 2014 bloody fighting has been raging in eastern Ukraine. 1.7 million people have fled from the areas of fighting, over 5 million have been affected by the war, of which almost 2 million of them are children. Caritas provides for those people fleeing their homes and offers children a home in the middle of war.

#### Aid in the Conflict Zone

Despite the ongoing unrest Caritas helpers continued their work in 2015. "The infrastructure is destroyed in many places and they are still shooting: in many cities water and electricity are only available for hours at a time, in some areas not even that," Andrij Waskowycz, President of Caritas Ukraine, reported. "In a country in which almost half the population lives on the poverty line, it is especially difficult for refugees. In addition, many of them are traumatized. They spent weeks in cellars or had to experience how relatives and friends were killed."

#### Providing for Internally Displaced Persons

27,500 people around Donetsk and Luhansk are receiving food packages. Especially for children, old and disabled people who can't provide for themselves or flee, this is necessary for survival.

In 2015 in almost 70 projects, Caritas provided roughly 40,000 people with drinking water, food, sanitary products, clothing and medicine. Besides the emergency aid, shelters have been organized, destroyed buildings repaired and traumatized children have been given psychological care.

In so-called "Child Friendly Spaces" Caritas also takes care of refugee children who have lost their mental balance due to the war. There are ten centers of this kind in Ukraine.

The most important thing for children is a feeling of security.

## Southern Sudan

2 million people have fled from the civil war – parents frequently don't know how they can feed their children. Caritas helps 1,700 refugee families with food, blankets, sanitary products, tarpaulins or medicine. 600 children under the age of 5 receive nourishing meals in the Baby Feeding Center to alleviate malnourishment. 800 children can get school lessons in classrooms with a hard floor, even now in the rainy season.

## Central African Republic

The civil war has forced 370,000 people in the country and 460,000 in neighboring countries to flee. 2.7 million people are dependent on aid. With donations from Austria, since the beginning of the crisis Caritas has provided 70,000 people with food, clothing, shoes, mosquito netting and cooking utensils. Seeds and tools, training and medical care were provided, and help given for reconstruction of homes and schools.





**A Future  
without Hunger**





## Sustainable Agriculture

# Promoting Families with Small Farms

The sustainable development goals (SDGs) resolved by the international community in September 2015 foresee that global hunger will be stopped by 2030. Worldwide almost 800 million people are still suffering from hunger. Caritas sees the support of farming families in the regions hit hardest as the key to fighting hunger. In a three-year program – also subsidized by the Austrian Development Cooperation – Caritas contributed a total amount of 1.5 million euros. This went to 3,100 families with small farms in Ethiopia, Burkina Faso, Senegal and the Democratic Republic Congo, to enable enough grain and vegetables for the families to be planted by means of sustainable agricultural methods, to diversify their food by keeping animals and to achieve a small income by selling their products on local markets. “I have already been able to expand my little herd of sheep, buy a bike with the additional income and pay school fees for the children,” said Fatimata Napaongo from the farming community in Wara, Burkina Faso, showing the changes that can be made through Caritas’ program.

# Education Can Move Things

**Opportunities for the Future.** There are still 58 million children of elementary school age worldwide who do not go to school. Caritas is working to counteract this with educational projects.

Currently children and young people under 18 years of age constitute one third of the world's population. 126 million young people worldwide can neither read nor write; over 60 percent of them are girls. They are primarily children in regions of crisis, girls from poor, rural families and children with disabilities who have no access to education<sup>1</sup>.

When children cannot go to school, there is a dramatic impact on their whole life: they are denied opportunities for gainful activities and thus for a better standard of living. Access to necessary knowledge, values and skills that will turn them into informed, responsible and active citizens is closed to them. A good basic education makes it possible for people to demand their fundamental rights.

## Children's Rights

Implementing children's rights is the key to sustainable development. The UN Convention on the Rights of the Child was signed by all the nations of the world, except the USA. It sets down important standards to protect

children worldwide and emphasizes the importance of their value and welfare. An important principle is the right of every child to education.

An important focus of the work of Caritas and its partners is implementing these rights. Education is the key to sustainable development and provides a way out of poverty. Educational opportunities and thus opportunities for the future are strongly connected to social and economic conditions. In Caritas' educational projects, children who are disadvantaged or who have no access to the educational system get the chance to make up for school deficits, which frequently are the result of difficult family situations. Thus they can improve their prospects in life considerably.

## Education is More Than Knowledge

Education enables self-determination and aims to make it possible for the individual to be able to think critically and to learn to judge and act with responsibility. Education empowers the individual to a responsible life in a free society in the



spirit of peace, solidarity, equal rights for men and women, understanding between peoples and religious/ethnic groups, and to participate fully in society.

The range of Caritas' educational projects is oriented on the seven educational goals of UNESCO "Education for All Initiative"<sup>2</sup>, which is scheduled to be fulfilled by 2030 and ranges from early childhood education for everyone, with a special focus on marginalized children, elementary school education (access and quality), education and training measures and further education offerings, up to teacher education.

<sup>1</sup> UN: The Millennium Development Goals Report 2014, New York 2014, S. 16/17  
<http://www.un.org/millenniumgoals/2014%20MDG%20report/MDG%202014%20English%20web.pdf>

<sup>2</sup> <http://www.unesco.org/new/en/education/themes/leading-the-international-agenda/education-for-all/the-efa-movement/>  
[http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/ED/ED\\_new/Beyond2015\\_UNESCO-UNICEF-Flyer.pdf](http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/ED/ED_new/Beyond2015_UNESCO-UNICEF-Flyer.pdf)





Photo: P. Wally

Caritas Austria creates child friendly spaces for children who need protection and a feeling of security.

### Child Friendly Spaces

## Places Where Children Can Feel Secure

More than half of the almost 60 million people who are fleeing their homes worldwide are under 18 years of age. The experiences that children have in war and while fleeing their homes are often very traumatic. Many have lost their parents or are separated from their relatives. These children and children from socially difficult circumstances are particularly vulnerable and in need of protection. Caritas has created places in Eastern Europe and the Middle East where children can have a feeling of safety and security. In so-called Child Friendly Spaces refugee children and their mothers can rest and experience a little bit of normal life.

### Romania and Bulgaria

## Opportunities for Roma Children

They are the largest ethnic minority in Europe; however, there is hardly a society where Roma have good chances of being integrated. This greatly affects the children: in many cases their parents go abroad to work. Frequently the children live with their grandparents or with other relatives and are left to themselves over long periods. There is a lack of closeness and a feeling of security, but also little support and motivation to learn. Yet a good school education is the only

chance for Roma children to sustainably break out of the devastating cycle of a lack of education and poverty.

For this reason, in Eastern Europe's poorest countries, in its projects Caritas primarily focuses on supporting children. In Lerncafés, daycare centers and after school care the children get both help in studying and attention. Getting enough to eat at least once a day. Being able to ask someone when the math homework is too complicated: For many children from Roma families this cannot be taken for granted.

In Bulgaria, Caritas goes to the center of Europe's largest Roma community. In Fakulteta, a "city within the city" of the capital Sofia, Caritas' project is called: "I play and learn in Bulgarian". Children from Roma families get early learning

help there, do arts and crafts and play together while learning the Bulgarian language, to enable them to have better opportunities in school and society.

In Romania, too, young people like Janela, Emmanuela and Mariana take advantage of their possibilities for a better future. They have been coming to Caritas' afternoon care program for several years. "If this center hadn't existed, I wouldn't have learned so much," said 18-year old Janela, who will soon graduate from high school. She wants to become a medical technician. Emmanuela wants to study either law or psychology. She is one of seven children; her parents live in Germany. Mariana is 15 years old and dreams of going to Paris, where her mother works. "When I didn't understand something at school, someone here could explain it to me."

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**208 children's  
projects  
in 46 countries.**



Photo: Caritas

#### ◀ **Mondi** **Integration through Education**

The packaging and paper manufacturer Mondi supports Caritas Lerncafés in Korneuburg, Knittelfeld, Wolfsberg and the project "Rückenwind" (Tailwind) in Amstetten. Mondi makes it possible for the children to take excursions and participate in workshops on occupational and educational topics. Mondi employees also donate their time and energy to the Lerncafés.



Photo: J. Hloch



Photo: C. Stemper

#### ◀ **BIPA** **A Heart for Mothers in Need**

In 2015 once again BIPA provided gift cards amounting to 120,000 euros to Caritas mother-child centers. This enables the women to purchase daily necessities such as diapers, baby food or sanitary products for themselves and their children at BIPA. An important way to support mothers in their daily lives.

#### ▶ **Refugee Aid** **Money and Donations in Kind from Industry**

In 2015 roughly 100,000 people seeking refuge in Austria applied for asylum. Many Austrians have shown their solidarity and have given help and support. In this situation Caritas relies even more strongly than before on help from industry. Therefore, we express our sincere thanks to the companies Hofer KG, Raiffeisen Bank International AG, RWA Raiffeisen Ware Austria AG and the Lagerhaus-Genossenschaften, REWE International AG, Spar AG, T-Mobile Austria, Western Union Vienna and Western Union Foundation, and RED CHAIRity for its generous support to Caritas for refugee and integration aid.



Photo: IKEA

◀ **IKEA**  
**Action Day to Benefit Refugees**  
Under the motto "Zusammen helfen wir" (We are helping together), in all of its seven stores IKEA Austria called upon visitors and employees to show solidarity for people who had to leave their homes. Per attached action sticker IKEA donated 5 euros to Caritas refugee aid. An unbelievable 23,758 people responded to the call – on one single day! Without further ado IKEA increased the donation to 500,000 euros. This will go towards furnishing apartments for refugee families and implementing integration projects.



Photo: S. Philipp

#### ◀ **BILLA** **Aktion Glückskind (Lucky Child Campaign)**

In 2008 BILLA and Caritas called to life the initiative "Aktion Glückskind". Each year since then with the proceeds of special sales campaigns, the company has supported needy families in Austria. In 2015 BILLA donated a total of 200,000 euros, whereby half of the donation went to the campaign by the Kronen Zeitung "Ein Funken Wärme" (A Spark of Warmth) to benefit Caritas.



Photo: Caritas

#### ◀ **HOERBIGER** **Help for Children in Need at Home and Abroad**

HOERBIGER is committed to helping families and especially children in need. In Austria it supports the school fund and Lerncafés, in India and Peru an orphanage in each country. In 2015 the financial means from HOERBIGER made it possible to subsidize support programs and to provide school and learning materials. In addition, urgently needed renovations could be made on the orphanage in Peru, which was also repainted and provided with new rain gutters through the financing.



Photo: Caritas

#### ▶ **Volksbanken**

##### **God Parents Program for Children**

Love, security, and simply being able to be a child! That's what children long for the world over. Yet the daily life of many girls and boys in poorer countries is marked by suffering, poverty, crime and neglect. For years Volksbanken has supported numerous children's programs in many regions of the world.





Photo: Caritas

## ◀ **Drei**

### **A Warm Home**

Once again Drei has allocated support for the initiative "MeinLichtHilft" (My light helps) with 1 euro per lighted candle. Whether by mobile phone, tablet or postings, thanks to thousands of Austrians Drei was able to endow the campaign by the Kronen Zeitung "A Spark of Warmth" with 100,000 euros for Caritas. Drei additionally supports Caritas facilities with "3Hilft" (3 Helps): for example with free Wi-Fi or with staff support within the framework of its corporate volunteering.



Photo: S. Philipp

## ▲ **voestalpine**

### **Aid in the Middle East and Austria**

voestalpine AG set a clear sign of solidarity for refugee and integration aid with a donation of 1,150,000 euros for Caritas projects in Austria and the countries of origin. This helps people along the way who lost everything from having to flee their homes. In Austria, men, women and children are provided for and accommodated in secure housing. German courses and educational projects help them to find their footing in their new home. An educational program for Syrian refugee children in Jordan and Lebanon is also being financed. It enables children and young people to catch up with years of schooling that they have lost, and to regain access to education, thus enhancing their prospects for the future.



Photo: Caritas

## ◀ **S IMMO AG**

### **A Feeling of Security for Roma Children and Orphans**

Under the central theme of "Providing Shelter", since 2008 S IMMO AG has been supporting children's projects in Hungary and Romania and a soup kitchen in Bulgaria. Moreover, each year within the scope of a corporate volunteering project the S IMMO team has provided help in one of the Caritas institutions. In 2015 this took place at the "Zweite Gruft" (Second Gruft). Besides a day center for social counseling, it provides homeless people with emergency accommodations and a short-term housing project.



Photo: dm

## ▲ **dm**

### **Welcome Packages for Refugees**

In all dm shops across Austria customers could donate welcome packages of 5, 10 or 20 euros for Caritas and the Diakonie. The entire proceeds of the initiative "dm refugee aid" in the form of sanitary products bought at their purchase price were delivered to Caritas refugee facilities. The campaign by our year-long partner dm drogerie markt was confirmed by the customers with 58,605 aid packages amounting to a total of 662,000 euros. Moreover, in 2015, 760,000 free diapers were again provided to socially disadvantaged families.



Photo: REWE & Libro

## ◀ **REWE & LIBRO**

### **An Increase in the Rounding Off Campaign**

Since 2013 at the cash registers of BILLA, MERKUR, BIPA, PENNY and SUTTERLÜTY Austrian customers have been able to round off the sum of their purchases to the next 10 cent amount with the words "round off please". Roughly half a million euros was collected in this uncomplicated manner for Caritas projects in Austria. In 2015 the chain store LIBRO became a new partner in this campaign.



Photo: Caritas

## ▲ **Deichmann**

### **Help for Families in Need in Austria**

Caritas Social Counseling Centers are often the only social network for people in need. Whether unemployed, ill or lonely – there are many reasons why people turn to Caritas for help. With Deichmann's support, numerous families could be given aid and new hope.



Photo: L. Ziegler

## ◀ **Verbund**

### **Austria-Wide and Sustainable**

The "VERBUND-Stromhilfefonds der Caritas" (electricity aid fund) improves the situation for socially disadvantaged people. Since November 2009 roughly 3,000 households have been financially supported, 2,000 on-site free energy consultations have been carried out and almost 1,500 power-guzzling devices have been replaced by new energy-saving ones. The electricity aid fund is financed by Austria's leading energy company VERBUND, the equipment exchange if supported by Bosch Siemens Hausgeräte (BSH). Per household the value of roughly 725 euros was invested and there was a saving of 3,415 megawatt hours of electricity and 381 tons of CO<sub>2</sub>.



## Children's Campaign 2015

### 2.75 Million Euros for Children in Need

Children in Eastern Europe and in the Middle East need safety and opportunities for a better future. Among the work that Caritas carries out, for example, are finding a place in an orphanage, providing loving care in centers for street children, making sure children in Ukraine have enough to eat or helping Syrian refugee children in Lebanon through emergency aid measures and educational programs. For years Erste Group Bank AG and the majority shareholder of the Vienna Insurance Group, the Wiener Städtische Versicherungsverein have supported the Caritas Children's Campaign, to draw attention to children in need.



## Hunger Aid 2015

### 4.14 Million Euros against Hunger

Every 10 seconds a child dies from hunger and undernourishment. Roughly 842 million people worldwide are suffering from hunger. In 2015 Southern Sudan and refugees were hit especially hard. We thank our sponsors: BAWAG P.S.K. and the Western Union Foundation support the Caritas collection for a future without hunger. In addition BAWAG P.S.K. helps by counting out the free cucumber jar small change collection.



## Domestic Campaign 2015

### 2.49 Million Euros for People in Need in Austria

An increasing number of people in Austria can no longer afford to heat their homes sufficiently, to equip their children with the necessary school materials or to pay their rent regularly. In addition, in 2015 refugees in transit were provided for, and asylum seekers were give advice and taken care of. With the scope of the Caritas Domestic Campaign there has been a year-long partnership between Erste Bank, Sparkassen and Caritas. An important component of the joint commitment is the fight against poverty in Austria.

## Caregiving 2015

### My Life

Today 1.58 million Austrians are over 65 years of age. The number of people in need of care and those with dementia is rising. In Austria roughly 450,000 people need care and approximately 130,000 of them have various forms of dementia. Against this background Caritas is focusing on care and nursing, and is supported by Wiener Städtische Versicherung.



## Refugee Aid 2015

### Support for People Fleeing Their Homes

In 2015 60 million people worldwide fled their homes. There haven't been so many refugees since the Second World War. War and political persecution have driven hundreds of thousands of people to Europe. Within the course of the entire year 2015 Caritas helped provide for refugees within Syria and in the neighboring countries of Jordan and Lebanon. As of September financial means were also needed in Austria for the roughly 800,000 people in transit and for those seeking asylum. Due to the enormous media attention, a number of mailings and payment slips as well as a poster and advertising campaign contributed by the agency Jung von Matt, Caritas was able to give extensive aid to the refugees.





At the youth meetings, young people can recognize and test their own possibilities.

Photo: Caritas

## Moldau

### Create Future Prospects for Children

Moldova is the poorest country in Europe. Out of a population of 3.5 million, 450,000 children and adolescents live in rural regions, where poverty and social disadvantages are widespread. Educational offerings and leisure time activities are only available to a limited extent. Due to rural depopulation and migration – as a result of the high rate of unemployment – many children grow up among the poorest conditions without parents or with only one parent. Additional risk factors are violence, alcoholism, neglect and human trafficking.

The challenges of growing up are hard to meet without the support of a family. Children that have to take care of grandparents or siblings are soon unable to cope, withdraw into themselves and become isolated. A lack of role models and prospects for the future frequently lead to emotional crises, problems at school and extreme situations. Thus, according to reports suicide among 10 to 18 year-olds has risen in recent years. Moldova's government has recognized the need to act: in 2012 the ministries of the interior and

social affairs and the National Council for Children's Rights called to life a commission for suicide prevention among children. Caritas is part of a network of four aid organizations that have taken a stand to support children and adolescents.

The goal of the Caritas project subsidized by the Austrian Development Cooperation is to strengthen children and young people in their self-esteem and to guide them in working out prospects for the future. People from their direct surroundings receive training in youth work, communications, resource strengthening and crisis intervention. Regular meetings for young people take place at 14 project sites, to give children and adolescents the opportunity to contribute to shaping their own environment and thereby to develop prospects and emotional stability. By integrating adult members of the community, parents or legal guardians and care-givers close to the children, sustainable children and youth work is developed. For crisis and suicide intervention specially trained psychologists and educators can also be integrated.

**1,923,300 Euro**

from EU subsidies in 2015 went to projects in Ethiopia, Lebanon, India, Thailand, Nepal, Bangladesh, Pakistan, Myanmar, Philippines, DR Congo, Burkina Faso, Ukraine, Belarus.

**The provincial governments** of Tyrol, Vorarlberg, Carinthia, Upper Austria, Vienna and Styria were among the sponsors of Caritas' foreign aid.

**1,229,700 Euro**

in subsidies from the Austrian Development Agency went to Ethiopia, Burkina Faso, Senegal, DR Congo, Armenia, Albania, Rep. Moldova, Belarus, Kosovo, Bosnia Herzegovina, Ukraine, Jordan, Nepal in 2015.

## DR Congo

### Integrating People with Disabilities

Katanga is one of the most important regions of the DR of the Congo and once again can serve as a role model for the country. With the support of EuropeAid and Austrian Development Cooperation, the Caritas project is being implemented to integrate people with disabilities, especially children. The project supports organizations with the same goal. 75 parent organizations, 200 schools, 50 sports organizations, local authorities and political functionaries are all integrated. The network serves to create a dialogue with political decision-makers on topics like reducing poverty and socially integrating people with disabilities. Measures to achieve goals can thus be pushed forward, such as supporting inclusive physical education – which is slated to be introduced at 50 schools – or accessibility at polling stations. It is hoped that political programs to fight poverty and integrate the population will prevent discrimination. The influence of people with disabilities on a political level will promote self-determination, which in turn should bring forth a growth in democracy.

Playing sports together unites.



Photo: Caritas

# 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

Refugees and migration: 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: [spenden@caritas-linz.at](mailto:spenden@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)

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