

Caritas &Du

Annual Report 2013

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Caritas President
Michael Landau in a
school for Syrian
refugees in Jordan.



Photo: Matthias Wintersteiger

Editorial

Help that Makes a Difference

There are more than 1,000 places throughout Austria where Caritas helps people in need. In the areas of care-giving, supporting people with disabilities, hospices, in the social counseling centers, on assignment for families in need or for older people who cannot afford heating. Caritas – this comprises its fulltime staff, but above all, also the roughly 40,000 volunteers and each and every one of you who supports the work of Caritas.

In the past year we asked for your help primarily for disaster missions: for the destructive flooding in Austria, after the terrible typhoon in the Philippines. And we need your support for millions of people who have to flee from their homeland Syria – half of them children – and who are completely at the mercy of a devastating crisis after three years of civil war.

This report of our activities shows how and where your help is applied, how diversely and sustainably it is effective and how, with your involvement, it is possible to improve opportunities in life for people in need. The core task of Caritas is to recognize need and to act. And to stand up for people who don't have a voice. A wonderful task and often hard work in everyday life, motivated by the courage to stand up for one's beliefs, charity and solidarity.



Photo: Maureen Schürer

Franz Küberl hands over the Caritas presidency to Michael Landau.

As President of Caritas Austria since last November, it is my task to represent these values both externally and internally and to campaign for them. This is the best task that I can imagine! Caritas will continue to act as a seismograph in society. A seismograph that will always sense when injustice occurs, when people get into emergency situations or are hit by disaster. As was the case under Franz Küberl and before him under Helmut Schüller and prelate Leopold Ungar. And this won't change with me, either.

It's charity that counts and makes the difference. Caritas needs you and your support – many thanks for your generosity!

Michael Landau
Caritas President

Help for People in Need





Help through Social Counseling Services

Listening, Helping, Assistance

36 social counseling centers throughout Austria are often the last social network for people in need. Unemployed, in debt, ill or lonely: there are many reasons why people turn to Caritas for help. The goal of Caritas aid is to help the people concerned quickly and sustainably. Comprehensive and understanding counseling helps people to get out of personal emergency situations. Legal claims are examined, personal life and financial planning are organized. With emergency financial aid, but also with vouchers for clothing, furniture and food acute emergency situations are bridged. Caritas paid a total of more than 4 million euros of immediate aid to people in need in the past year, and over 72,000 people were supported by one of the 36 Caritas social counseling centers. For many people this non-bureaucratic and straightforward help is often the last resort.



Family Assistance

When Illness Hits

Victoria K. (25), the trained family helper from Caritas Salzburg, has been providing help to the V. family for four weeks. She was given the task of helping the family because the mother of three children was doing very poorly: after suffering from a slipped disk and a subsequent operation she was in bed with high fever and the flu.

I saw how Victoria was dealing with the children I knew that everything would be okay. And I can stay in bed and rest. That was a great relief,” said Katharina V.

“Of course it takes courage to say, I simply can’t do it alone. That gives us

mothers a guilty conscience. But since I myself experienced how well everything can turn out, I have to advise anyone who needs help to ask for it and to accept it. Thanks to Victoria I could rest and concentrate on myself. That really helped me to get well.”

Professional Help Makes Things Easier

Katharina V. was surprised at how quickly and unbureaucratically the family helper Victoria was at the door after the family called Caritas Salzburg for help. A graduate of the Caritas School for Social Work, Victoria has now been with the family for the past month: “There was immediately a strong tie to Katarina V. and the children. I took over the household and care of the children.” Victoria feeds, changes diapers and bathes the nine month old twins, does the cooking, washing and cleaning, goes shopping, and picks up the three year old brother from kindergarten. In the afternoon she manages to find the time to play and take long walks with the children. “When

36 social counseling centers
all over Austria

72,000 people
received counseling and support in
the social counseling centers

more than 4 million Euros
in immediate financial aid
have been paid out

38 institutions for the homeless
including
9 mother and child shelters
provide a roof over the head

3 offers for medical care
for people without insurance

344 family helpers
managed a total of
266,700 working hours

2,720 families
received support from the family
aid in crisis situations

64 family counseling centers
all over Austria

Out of the Nest and on the Wrong Track

Gruft II is Up and Running.

Together with Caritas' Gruft I, 129,975 warm meals were handed out in the past year alone.

Diana R. is sitting in her new tree house, under a roof of green leaves, considering. "This tree house is a place of hope. A place where you become breathless," she says. The tree house that the 53 year old is talking about is the new daycare center of the Gruft, located on Barnabitengasse in Vienna-Mariahilf and decorated in light wood. The Gruft, a place that Diana has been coming to again and again for many years. For Diana R. is homeless.

Thomas B. is also considering briefly. He, too, has made himself comfortable in the shade of a tree: "In my room I can gain strength again." The room that the 57 year old is talking about is almost five and a half kilometers from Diana's tree house, on the first floor of the second Gruft on

Lacknergasse in Vienna-Währing. A place where Thomas has only lived for a short time. For Thomas B. is also homeless.

The Same Fate

Diana and Thomas share similar dreams and have the same longings – but above all they share the same fate: both of them know life on the street and the daily struggle connected with it. "Somehow I fell out of the nest," says the woman from Vienna. "Suddenly I was no longer on the right track," says the man from Düsseldorf.

Irrespective of social background or citizenship, Caritas tries to help people in need. In a total of 19 buildings, accommodations are available throughout the year for 1,074 homeless people – with support of the City of Vienna these places can be extended in wintertime. Two buses operate daily to distribute warm soup. A third bus – a doctor's practice on wheels – has been providing medical help to people without health insurance for 25 years. And only recently the

"Kältebus" has been busy several days per week providing people with sleeping bags for winter conditions.

The Same Longings

Yet people like Diana and Thomas usually don't only share the same fate, but also the same dreams. Diana, who used to work as a travel guide and stewardess, says "I don't have many yearnings anymore. But I want to break away from the vicious cycle of homelessness. I want a little apartment with a balcony. I want to sell jewelry and have a life." Thomas' longings sound similar. Thomas was in the restaurant business for many years and served the high society in Kitzbühel, in Maria Alm and on the Schafbergspitze. "In 38 years of work I was never unemployed. Then I had a leg injury, alcohol, and finally the craziness of the street. Nowadays I'm doing well. And I would simply like to work again and finish up this chapter on the street."

Names of the clients have been changed.

129,975 meals were provided in 2013.

**82 occupational projects
offer**

**1,080 working places
for long-term unemployed people**

**3,400 people with
addiction problems
received counseling and support in
13 addiction counseling
centers**



Kindergartens

Children in the Middle!

In Burgenland the Caritas kindergartens are called KIM. This abbreviation stands for "Kinder in die Mitte" (Children in the Middle) and the name is also its motto. Based on the Christian values of humanity, tolerance, charity and respecting nature, the goal is that children in Caritas kindergartens should grow up, learn and discover in an open-minded atmosphere. In Burgenland alone 156 children are taken care of in 7 Caritas kindergartens by 31 teachers and helpers. Individual kindergartens focus on various themes. In Rechnitz, for example, the children visit nursing homes – where they have their own rooms, and different meeting points open up for them to come together with the inhabitants of the nursing home. In the Caritas kindergarten in Lackendorf the focus is on BEN (Bewegung, Ernährung und Natur), which means: exercise, proper nutrition and nature.



Care and Nursing



Spending the Day with Friends

Daycare Center. Support for Relatives –
People with Dementia Can Stay with Their Families.

Mrs. Leitner is always bent over slightly when she arrives at the Graz center ELISA in the morning. That's understandable, for she is 95 years old. But on special days something short of a miracle occurs: Mrs. Leitner's back straightens up completely, her posture changes and she suddenly blossoms – that's when the 8 year old daughter of an employee at the Caritas Daycare Center comes in and the former grammar school principal practices dictation, spelling and corrects mistakes with her.

"Recognizing and fostering the potential of our guests is our philosophy," explains Manuela Rutyna, the director of the ELISA Dementia Center, which takes care

of up to 15 women and men daily from 8 a.m. to 5 p.m. – people who cannot get through their everyday lives at home anymore. And Mrs. Mayer's mood is transformed when she can finally cook in the little shared kitchen again, or Mr. Waldner's, when he has the opportunity to recite Czech poems, which he used to practice with his father when he was a little boy – even if he has long since forgotten what they mean.

Besides individual care there are joint activities such as reading the paper in the morning, cooking, games to foster existing skills, exercise in the little garden and reading aloud in the comfortable reading and relaxation room.

Regulated daily routine is just as important as a caring and carefully planned atmosphere, where the visitors feel safe and comfortable and in which many small details contribute to making their daily lives easier. The rooms are designed with furniture and cheerful mementos of times gone by in which the people being cared for were young. The ELISA Center is part of a house of generations, which also is home to a kindergarten, a children's group and assisted living for seniors. Additional aspects of "growing old and staying engaged in life" are the courtyard garden with its winding paths and many plants, and the house dog Strolchi, who likes to go walking with the people being cared for.

Guidelines for Relatives

"A large part of our work is dedicated to counseling relatives," Manuela Rutyna explains. "At the beginning many are worried about leaving the dementia patients with us during the day. They are often surprised at how quickly and well the people adjust, how loners in group activities suddenly feel transformed, and especially the potential that surfaces when fear and uncertainty fade. For example, Mrs. Lang taught some of my colleagues how to knit," says Manuela Rutyna, smiling.

Names of the clients have been changed.



16 Caritas schools
for social professions all over Austria

around 5,200 students
in the semester 2013/2014

5,646 employees
in the care and nursing sector

Home Care

Caregiving with Leave of Absence/Part-Time

"Help! My parents need to be taken care of and I have to work. How can I still provide and set up a well-organized support and caregiving situation?" Since January 1, 2014, employees in Austria can take a leave of absence for at least one month up to a maximum of three months to provide care during a full leave of absence (Pflegekarenz) or part-time (Pflegeteilzeit) at reduced working time. This applies to relatives in direct lineage, but also for partners and siblings. The person in need of care must be classified at least as Care Allowance III. For confirmed dementia or if the relative needing care is a minor, Care Allowance I is sufficient. In order to claim this right, written agreement with the employer is additionally required. Upon agreement, the caregiver is also entitled to receive payment for the leave of absence or part-time work. The amount is based on the calculation for unemployment payment. During the leave of absence/part-time caregiving there is special job protection ("Motivkündigungsschutz"), after which one has the right to return to the original normal working time. People receiving unemployment assistance or emergency assistance are also entitled to an agreement for leave of absence or part-time caregiving with AMS (Public Employment Service Austria). Employees now also have a legal right to receive a caregiving payment (Pflegekarenzgeld) for the length of time needed to provide care for a family member in hospice.

Additional information is available in German in the brochure "Wissenswertes für pflegende Angehörige" (valuable information for caregiving relatives) under www.caritas.at/hilfe-einrichtungen/betreuung-und-pflege/.

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

**4,380 people,
are being taken care of
in these facilities**

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



Photo: Franz Gleiss

Counseling for Relatives

The Dementia Competence Facility of Caritas St. Pölten is used frequently by the population. "We also make house calls and talk with those concerned and their families in their homes," says the DGKS Director Hofer-Wecer. "But we also offer regular consultation hours at Caritas Counseling Centers, which are usually used by relatives as a first place to get information." This provides an opportunity to be able to have a quiet discussion about the expectations directed towards them as relatives and also about what they expect from the specialized staff and what can be fulfilled. This is essential in order to avoid conflicts and to make all those concerned satisfied.

**about 40,000 volunteers
all over Austria, of which there are
33,000 Pfarrcaritas
(Caritas parishes) volunteers**

Training for Caregiving Relatives

The Caritas qualified nurse comes daily and takes over the personal hygiene of the sick, frail, elderly woman. Her daughter Maria is alone with her mother for a good part of the day. "I take time for my mother and I do everything right. Then why does my mother favor the nursing personnel and her doctor but have harsh words for me if I don't come immediately?" Maria asks.

Such behavior patterns are not only discussed at the training sessions for caregiving relatives but also at the regular Caritas visits. – That is the ideal case. But in practice this is often different. Many family members break down under the stress of the situation. To avoid this and to support the caregivers, Caritas holds training courses on topics like "Old, forgetful, confused, dement – what now?" and "Who makes the decisions, when I can't do it any longer?" as well as training courses about financial and socio-legal aspects, food as a source of healing, practical assistance and religious help for the gravely ill and the dying. This is a great help for caregiving relatives, for them to be able to bear the practical and psychological pressures of daily life.

Dedicated to Integration





Lerncafé Götzis

Learning on All Levels

The first Austrian Lerncafé was opened in 2007 and the 29th one in 2013. Thanks to the support of the State Secretary of Integration and private industry, since 2011 Caritas has been able to expand its important education program to all nine federal provinces. This successful project shows that in Caritas' Lerncafés children and adolescents learn much more than "only" their school subjects. "When a child shows me her/his school exam notebook with a radiant smile and there's a B instead of an F, then I know we are doing something right." Fabian Ziesig directs the Lerncafé in Götzis/Vorarlberg. "We want to help children all around whose parents – for whatever reasons – can't provide them with enough support." And this is possible with a team of dedicated volunteers. The idea has spread. The network of Lerncafés is increasing throughout Austria. The children like to come, as Murat, Emre and Tolga confirm. They dream of becoming electricians, bankers and policemen. "Studying is much easier and fun when you do it in the group." And Elena, too, who is practicing division in the 10,000s, nods: "Here there's always someone who has time when I have a question."

Diversity

Living Together

Society is diverse – just like the Caritas Center Zillertal in Uderns. Besides the daycare center for people with disabilities, the premises are also home to a parents-children center, a day nursery, an afternoon program for grade school children and the kindergarten “Miteinander”.

The Caritas Center Zillertal is a meeting place. One example of this: Maria and Paul from the kindergarten “Miteinander” (“Together”). Maria is very good at comforting others. Not with words, because Maria cannot speak and sits in a wheelchair. If Paul is unhappy he likes to sit next to Maria. She pats his head and smiles at him. It usually doesn't take long until he feels better again.

In the daycare center, which is located on the first and second floors, 8 women and 13 men are individually cared for, through teaching and therapy. Training courses to become more independent, therapeutic horseback riding, excursions or accessibility to career development are part of the program: one of the participants works as a waiter, one as a kindergarten helper and three of them are at the workshop for bikes and wheel chairs.



A happy Maria at kindergarten.

People also come together in the library, in the music rehearsal rooms or in the large garden with a playground; here everyone in the village meets up. For such encounters can have a big effect: the world becomes more exciting, hopeful and a more beautiful place if we approach each other with open minds.

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

2,700 educational workshops
on topics like hunger, poverty, alienation,
intercultural diversity

**about 90,000 children
and teenagers**
are addressed by youngCaritas

about 5,255 people
with disabilities have been supported

about 3,588 people
received socio-psychiatric aid

3,421 employees
supported physically and
mentally-challenged people

767 full-time employees
work in the refugee
and migrant aid sector

45 houses
for asylum seekers

28 counseling centers
for refugees

Mobile care
for asylum seekers in remote
accommodations

1,960 return-consultations

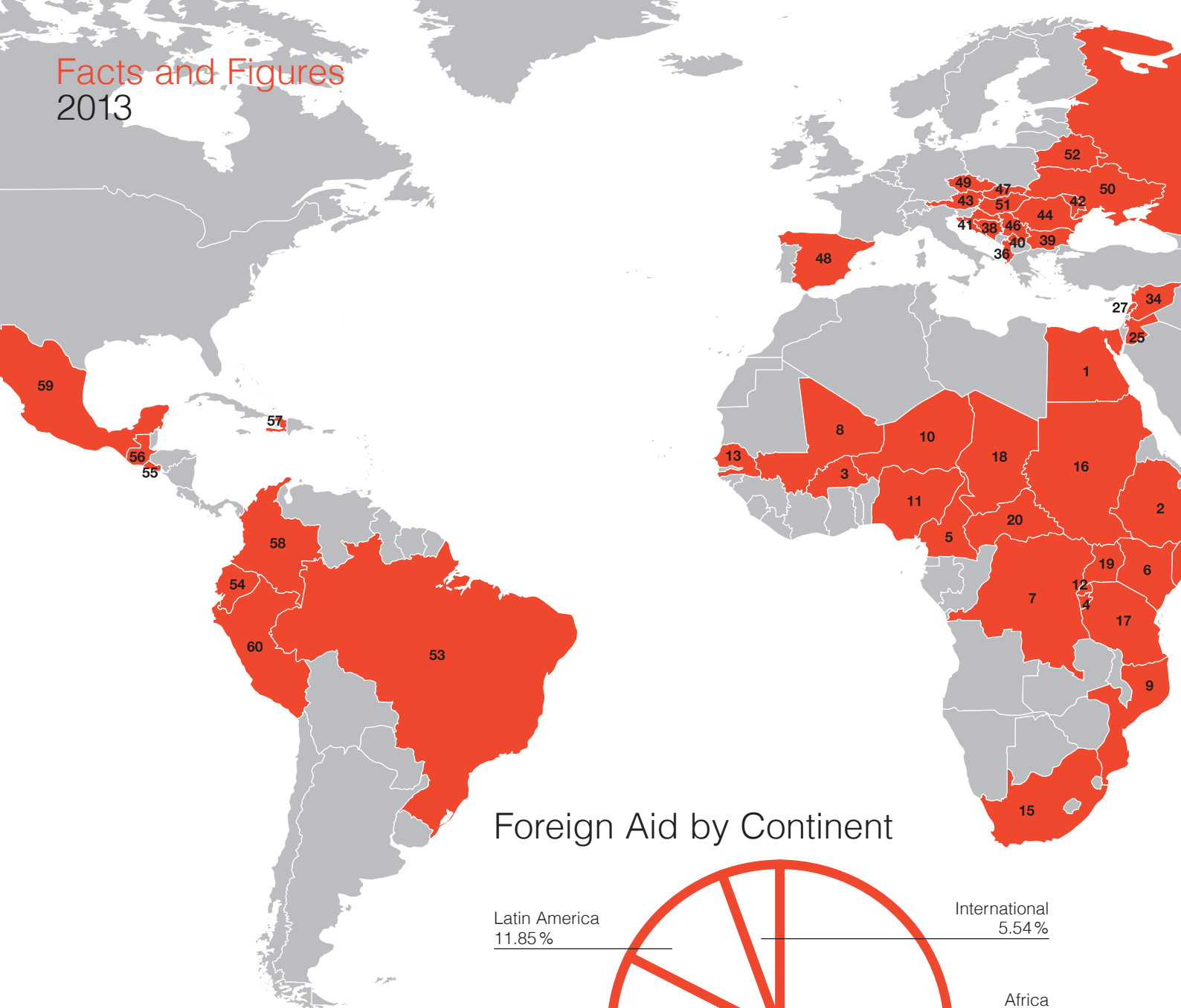
919 returnees
received support during
their voluntary return

86 Caritas integration projects
for a better together

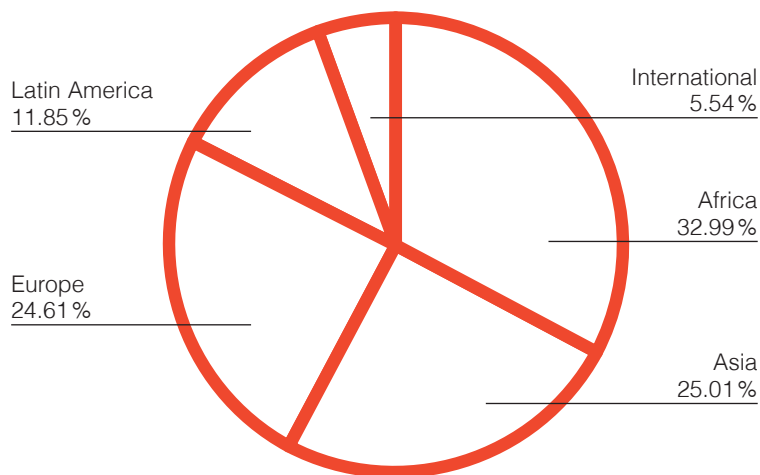
Expenditures of Caritas Austria 2013

	in million Euros
People in need	64.404
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	
Asylum, migration and integration	63.891
Homes, starter-flats, mobile emergency accommodation, consultation, regional support, basic care, projects (return assistance among other things)	
Family-oriented work	23.681
Mobile family support, consultation, support and psychological accompaniment, projects	
Children and youth	20.330
Social-pedagogic centers, kindergartens, daycare, speech therapy, consultation, support and psychological accompaniment, projects (spare time offers for children and young people)	
Occupation projects and auxiliary enterprises	39.032
Occupational projects for long-term unemployed persons and addicts, consultation, support and psychological accompaniment (carrier help, work training), projects	
Support, care and hospice	246.674
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)	
Work with disabled persons	163.642
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)	
Pfarrcaritas ("Caritas parishes")	4.927
Foreign aid	32.274
Disaster relief, rehabilitation support (reconstruction), long-term development cooperation	
Foreign aid – provision for projects 2014	19.928
Schools and training courses	7.420
Total of all areas of service	686.203

Facts and Figures 2013



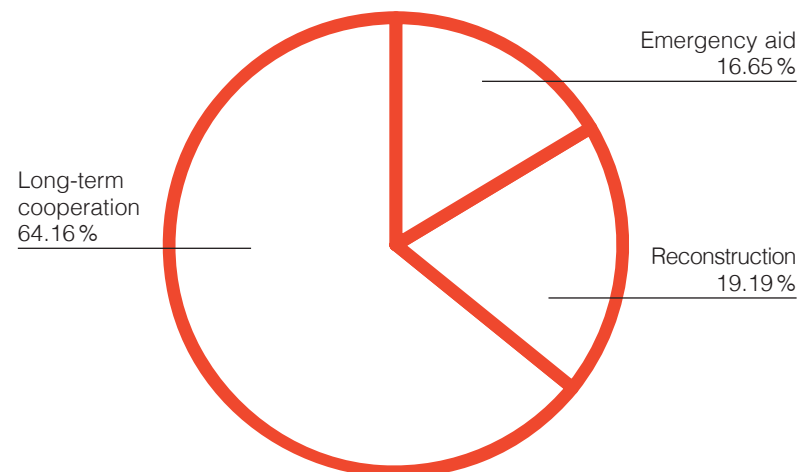
Foreign Aid by Continent

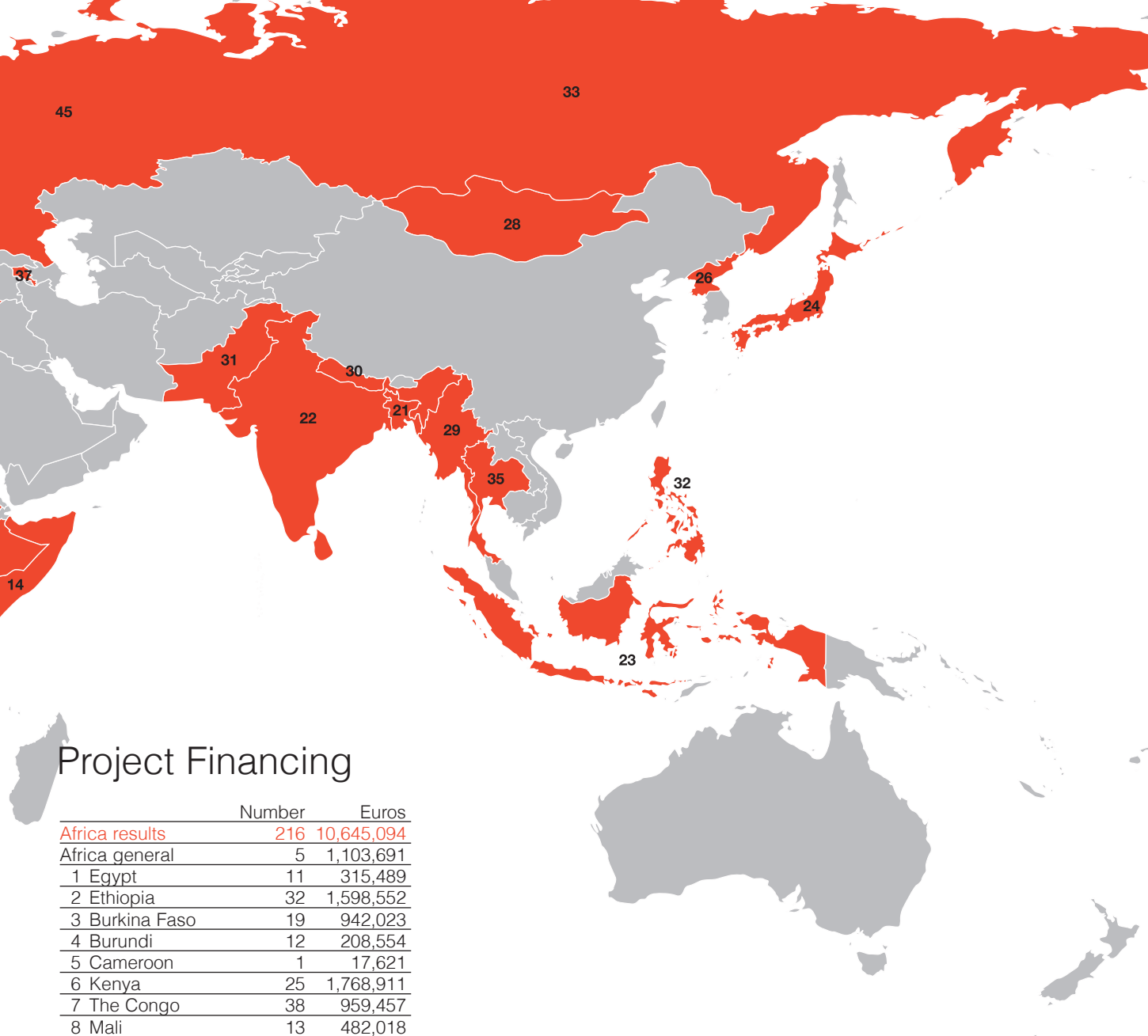


Foreign Aid by Distribution of Funds by Program (rounded off)

Hunger/food security	8.1 mln Euros
Children in need	7.8 mln Euros
Refugees and migrants	2.5 mln Euros
HIV/Aids and other epidemics	0.3 mln Euros
Women in need	0.4 mln Euros
Roma and other minorities	0.1 mln Euros
People with disabilities	1.4 mln Euros
Emergency aid, reconstruction and other	11.7 mln Euros

Foreign Aid by Sector





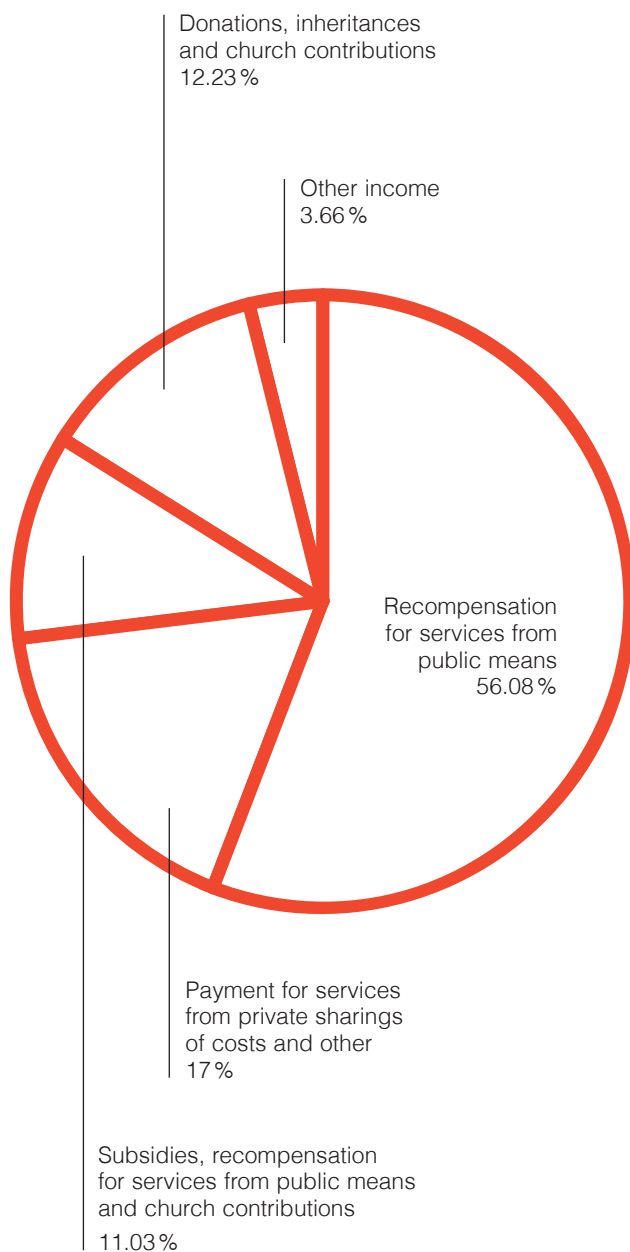
Project Financing

	Number	Euros
Africa results	216	10,645,094
Africa general	5	1,103,691
1 Egypt	11	315,489
2 Ethiopia	32	1,598,552
3 Burkina Faso	19	942,023
4 Burundi	12	208,554
5 Cameroon	1	17,621
6 Kenya	25	1,768,911
7 The Congo	38	959,457
8 Mali	13	482,018
9 Mozambique	5	336,504
10 Niger	3	163,298
11 Nigeria	1	7,807
12 Ruanda	2	68,018
13 Senegal	9	592,292
14 Somalia	2	184,019
15 South Africa	1	92,470
16 Sudan	30	1,652,263
17 Tanzania	2	13,104
18 Chad	1	22,305
19 Uganda	3	83,176
20 Central African Republic	1	33,522
Asia results	103	8,072,833
Asia general	5	1,845,988
21 Bangladesh	2	61,655
22 India	6	163,356
23 Indonesia	3	209,362
24 Japan	1	301,222
25 Jordan	4	615,578
26 Korea	1	111,527
27 Lebanon	20	1,082,650
28 Mongolia	1	11,153
29 Myanmar	6	170,669
30 Nepal	1	6,458
31 Pakistan	34	1,517,927
32 Philippines	6	1,381,429
33 Russia	2	57,057
34 Syria	10	480,941
35 Thailand	1	55,861

Europe results	262	7,942,749
Europe general	10	636,599
36 Albania	16	619,013
37 Armenia	16	1,122,193
38 Bosnia-Herzegovina	14	1,015,993
39 Bulgaria	6	76,104
40 Kosovo	9	114,732
41 Croatia	1	5,399
42 Moldova	34	763,440
43 Austria	15	161,328
44 Romania	35	619,315
45 Russia	2	9,171
46 Serbia	13	175,124
47 Slovakia	8	94,001
48 Spain	2	356,885
49 Czech Republic	2	47,027
50 Ukraine	49	1,636,556
51 Hungary	5	91,777
52 Belarus	25	398,092

Latin America results	36	3,825,482
Latin America general	1	50,187
53 Brazil	2	14,498
54 Ecuador	13	375,120
55 El Salvador	1	7,807
56 Guatemala	2	14,527
57 Haiti	13	3,235,859
58 Colombia	1	10,630
59 Mexico	1	16,841
60 Peru	2	100,013
Supraregional projects and international commitment	1	1,788,153
TOTAL	618	32,274,311

Overall Financing 2013



Caritas in Figures

75 million Euros

total donations

The 75 million euros donated (of which 1.2 million euros came from the "Nachbar in Not/Neighbor in Need" campaign, 439,600 euros from "Licht ins Dunkel/Light into Darkness" and 442,400 euros from the "Wundertüte/Magic Bags" campaign) supported people in need in 2013 at home and abroad and therefore helped to build a better future.

More than 2.2 million hours

in mobile care

In 2013 Caritas provided much needed support and care at home totaling more than 2.2 million work hours.

36

Caritas social counseling centers

Approximately 72,000 people in need received advice and support during 2013 in 36 social counseling centers. Altogether, the Caritas pays 4 million Euros in emergency aid.

618

Caritas foreign aid projects

The range of the 618 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.

13,463

salaried Caritas employees

13,463 salaried Caritas employees are ready day by day to help old, ill, disabled, disadvantaged and/or suffering people. Approximately 40,000 volunteers also help.

90,000

committed children and young people

Approximately 90,000 children and young people took part in projects, activities and events organised by the youngCaritas in 2013. This shows there great interests in humanity.

Donations to Caritas/Proceeds

in million Euros

Ongoing donation proceeds, e.g. sponsorship programs, standing orders, collections	43.184
Licht ins Dunkel ("Light into Darkness")	0.440
Inheritances, donations	6.216
Major emergencies (exceeding 1 million Euros)	19.763
Nachbar in Not ("Neighbor in Need")	1.166
Total donations to Caritas	70.769
Other proceeds (i.e. sponsoring, etc.)	4.243
Intermediate total donations/proceeds	75.012
Release of reserves/accruals	20.833
Total Donations/Total Proceeds	95.845

Service Sectors/Expenditures

in million Euros

International programs/foreign aid + national aid	60.280
Expenses for fundraising and/or procurement	5.641
Central administrative expenses (accounting, IT management, etc.)	0.454
Intermediate total sectors/expenditures	66.375
Allocation of reserves/accruals	29.470
Total Service Sectors/ Total Expenditures	95.845

Source of Funds and their Utilization

in million Euros

A	Origin and Use of Means	686.638
I	Donations and church contributions	83.949
	a) Non-dedicated donations	7.517
	b) Dedicated donations and sponsoring	61.997
	c) Inheritances	6.216
	d) Gifts in kind	8.219
II	Reimbursement for services	501.799
	a) from public funds	385.072
	b) from private contributions and other	116.727
III	Subsidies and grants of public institutions and church contributions	75.746
IV	Other income	2.248
V	Use of donations from previous years	20.833
VI	Dissolution of reserves	2.063
B	Utilization of Funds	686.638
I	Expenditures for objectives as defined in the statutes	623.284
II	Expenditures for donation procurement and donor service	5.641
III	Expenditures for administration and infrastructure (without donations)	27.610
IV	Other expenditures	0.116
V	Provision formed for domestic and foreign projects	29.552
VI	Allocation of reserves	0.435

Disasters and Crises





Austria

Flood Disaster

The homes of many families were destroyed by the flooding and made uninhabitable. Thanks to the enormous help by the Austrian population, Caritas was able to provide support for many of the victims in the flooded areas throughout the country quickly and in a straightforward way, and offer effective aid. In the areas of Upper Austria alone that were hit by the flooding, seven Caritas flood offices were set up immediately after the disaster. In addition, the twelve Caritas social counseling offices were made available to the victims as contact points. "It was extremely important for us to be there for the people in the affected areas as quickly as possible, to give them orientation and sympathetic support", said Franz Kehrer, Director of Caritas in Upper Austria. First, immediate financial aid was paid out, later reconstruction aid to renovate living quarters for people in particularly difficult situations. "Altogether we were able to provide support for roughly 3,000 people in Upper Austria with approximately 3 million euros," Franz Kehrer reported. Renting 350 dehumidifiers and issuing vouchers for building materials and electric installations also proved to be very helpful.



Immediate relief packages make it possible to rebuild huts that were destroyed.

Philippines

Hope after the Storm

On November 8, 2013 the Philippines were hit by the tropical cyclone Haiyan. Entire cities and villages were wiped out completely. Thousands of people were killed. More than 14 million people were affected by the impact of the devastating storm. Over four million lost their homes and the roofs over their heads.

Only a few days after the disaster immediate relief packages from Caritas were provided containing water, food, tarpaulins and construction materials. "Millions of people have lost everything in the terrible natural disaster and have to rely on our help. With our relief supplies their simple huts can be reconstructed. In the long term this wouldn't be possible for many families with their low incomes," Caritas relief worker Andrea Zauner, said. 95,000 people were supported by Caritas emergency aid projects and 1,250 families received building materials to rebuild their homes. The weakest, children and the elderly, are still being supplied with food packages until the next rice crop is

harvested. 3,600 families were provided with rice seeds to enable them to cultivate their ruined fields.

Fishing and agriculture also have to be built up again in the coming years. To create a livelihood for 800 fishermen and their families, Caritas has financed the building of 160 fishing boats.

Central African Republic

Due to armed conflicts 2.5 million people depend upon outside help. Caritas helps 70,000 people with food, clothing, mosquito nets, seeds and medical care.

North Korea

Mismanagement and poor harvests have caused acute undernourishment. Aid from Austria enables vegetable production for five rural hospital wards and three flour mills.

Republic of Mali

Following the armed conflicts homecomers are faced with houses and fields that have been looted. Caritas Austria provides aid in the form of 40 tons of rice, 600 sleeping mats and blankets, one ton of vegetable seeds and 6.4 tons of rice seeds.



Lebanon/Syria

Refugee Disaster in Lebanon

Three years ago the devastating civil war began in Syria and became the largest humanitarian disaster of the present: over 9 million people have fled, half of which are children.

“Three years of the crisis in Syria means above all suffering and need for millions of people. Displaced and exiled, seeking refuge and completely destitute. A whole generation of refugee children is growing up without parents, without a homeland, without opportunities. We have to stand by these children and take care of them,” the Secretary General of Caritas Foreign Aid, Christoph Schweifer, said. Approximately 2 million Syrians are officially registered as refugees in the neighboring countries of Jordan,

Lebanon, Turkey and Iraq. Over 6.5 million people have fled within Syria. This means that more Syrians have lost their homes than Austria has inhabitants. Stefan Maier, Caritas’ Middle East Coordinator, reports that: “In Lebanon it is said that every fourth inhabitant is a Syrian refugee – which is simply an unmanageable task for the state. Out of fear that the refugees will settle there permanently, the Lebanese government has not allowed an official refugee camp, which makes the untiring work of the helpers even more difficult.”

To date Caritas Austria has provided over 50,000 refugees in Lebanon with food, articles of hygiene, blankets, mattresses, clothing and medical help.

Myanmar

100,000 people have fled from hostilities. Caritas Austria supports displaced persons with shelter, food and essential humanitarian aid.

Darfur

250,000 people had to flee from violence once again in 2013. Since the conflict broke out 10 years ago Caritas Austria has been supplying emergency aid, and provided help for the future such as sanitary and drinking water systems, schools and hospitals.

Pakistan

Once again 1.2 million people had to flee from flooding and lost everything they had. In 2013, 1,900 families were given a new livelihood and 15,000 households received support from Caritas’ Disaster Relief Fund.



Photo: Sam Taring



A Future without Hunger



Training for Bakers

Hope in the Nairobi Slums

The slums of Nairobi are characterized by desolate huts, hygiene conditions posing a risk to health, and a lack of proper schools, which all lead to poor prospects for children in the future. Among numerous other projects Caritas Kärnten and the project team “Hope for Future” has begun to build a training bakery. The goal is to fight hunger and to create traineeships for adolescents, to provide them with opportunities for the future. The high-quality bread should primarily be distributed in the Caritas schools to street children. After two years the “freshly baked” graduates can set themselves up as independent bakers or find work in bakeries. This training makes it possible for the adolescents to break away from the cycle of poverty, violence, disease and drug abuse.

Giving Children a Future

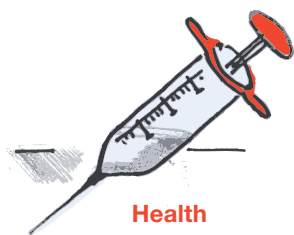
Children Have Rights

According to the Convention on the Rights of the Child of the United Nations, every child has the right to:



Family and a Safe Home

The right to a life in a safe environment in the family without discrimination.



Health

The right to have access to clean water, food and medical care.



Free Time and Play

The right to education, to play as well as to have a voice in making decisions that concern the well-being of the child.

UN Guideline: Every child and young person should live in a supportive, protective and caring environment that promotes his/her full potential. Children with inadequate or no parental care are at special risk of being denied such a nurturing environment.¹

Unemployment, debt, conflicts between married couples, and eviction are disasters in family life that often prevent children from growing up in a positive, protected and caring environment. These are situations in which Caritas' crisis intervention helps.

Social workers visit families to jointly work out solutions to improve difficult situations. Sometimes, so much can be done with simple measures that the vicious cycle of poverty can be broken. For example, if the children don't go home after school – where there is nothing to eat and no place for them to do their homework anyway – but go to a daycare center or “Lerncafé/learning center”. There, they first get a good, nourishing meal together with other children, and after a break they all study and play together. The children have space for themselves and their school things, they are in a clean environment and can get support for the many questions that children have. When they return home in the evening, they can often take along food for their siblings or parents.

Staying at Home

For many children, attending one of the Caritas daycare centers does not only mean that they can complete a school year with positive grades. It also means that they learn that need is not an inescapable fate. Their parents also receive whatever support Caritas can provide. In many countries the parents' poverty is still the main reason why children have

to grow up in institutions. This can be avoided in many cases by Caritas through its crisis and daycare centers.

While the children are being supported with their learning, social workers work with their parents to improve their situation. Sometimes it only takes a little bit of renovation in the apartment or house of the parents to create a fostering environment.

Sometimes it takes a comprehensive program that enables the parents to be able to take good care of their children. Debt counseling, parenting instruction, conflict solutions, job application training and often medical support are necessary to be able to set a family's fate in a new direction. It usually pays to seek solutions together: the children can remain at home with their parents and don't have to grow up in institutions.

222 children's projects
in 48 countries
in which 279,476 children
are cared for

35 projects for
people with disabilities
in 15 countries
which cares for 6,678 people



Education makes it possible to stay in one's home country.

Education

Being Able to Stay at Home – New Prospects through Vocational Training

The Social Training Center for Girls is one of more than 70 projects of Caritas' international work unit in the Republic of Moldova and the Ukraine. Caritas' activities focus on children and adolescents and their families in Eastern Europe, as they are particularly hit by the oppressive need in these countries. Caritas provides material, psycho-social and medical help to allow as many people as possible in the country to have a secure existence, and so that children and young people can grow up at home with their parents or in a situation similar to what they would have at home.

Basis for the Future

In Ciocana, the poorest district in the capital Chisinau of the Republic of Moldova, career-specific courses and training in life skills are held. 168 girls from

socially disadvantaged families between the ages of 12 and 16 can complete a basic training course here over several months in the areas of computer science, dressmaking/tailoring, creative design and cooking. Besides medical care they also receive psychological counseling and information about women's and human rights, violence prevention and the dangers of labor migration abroad.

Poverty, unemployment, discrimination, lack of prospects and corruption provide the basis for human trafficking. In the hope for a better life many people in the Republic of Moldova have only one goal: a foreign country. Yet what they find there are often precarious and exploitative working conditions. Many are forced into prostitution or slave labor under false pretenses.

Life Changes

Up to one million Moldovans work abroad, which is primarily a problem for children. According to official figures, 105,000 minors are left alone. They grow up without role models and prospects. This generates incentive among the young generation to leave the country, and makes them susceptible to false promises.

"Over 400 of our graduates already practice their professions. The girls can look towards the future more confidently, for we give them the opportunity to leave the path that seemed to be laid down for them and to take their own lives in their hands," said Irina Martiniuc, Director of the center and a pioneer in standing up against human trafficking.

Bank Gutmann Round the World Support

All people need a safe home and someone who looks after them. For a number of years Bank Gutmann has supported an orphanage in Peru and both a house for mothers and children and a hostel providing temporary accommodations for adolescents in Vienna. In this way the bank gives children, young people and mothers prospects for a better future.



ERSTE BANK A Dedicated Partner for Many Years

For years Erste Bank und Sparkassen has been both a reliable and dedicated partner by supporting Caritas as a main sponsor of the children's campaign and the domestic campaign. Besides these main projects, time and again the sponsor supports other campaigns in the short-term. In the pre-Christmas season Erste Bank put a virtual Advent calendar on facebook. Thanks to the customers of Erste Bank und Sparkassen further needy families in Austria received support.



Photo: A. Pawloff



Photo: Walter Luitenberger



Photo: Bogenhofer, Weiss



Volksbanken

Giving the Gift of a Future

In many countries of the world children live under inhumane conditions. They need the help of others! Godparents in the Caritas Children's Godparent Program help in giving children hope. For years Volksbanken has supported the numerous godparent programs in many regions of the world.



ERSTE Stiftung/ KomenskýFond Learning for Life

The KomenskýFond is an initiative by the ERSTE Stiftung and Caritas, which has been in existence since 2006. This initiative gives people at risk of poverty in Austria and in seven Eastern European countries the opportunity to improve their situation in life through education. In 2013 approximately 1,000 children successfully finished their schooling through various forms of learning support. Measures for professional training and further education made it easier for approximately 300 people looking for work to enter professional life.

Wiener Städtische Versicherungsverein Commitment in Eastern Europe

Through its many years of support by the Wiener Städtische Versicherungsverein, the main shareholder of the Vienna Insurance Group, children in Eastern Europe get the opportunity to have a better future. Besides sponsoring the campaign, time and again Wiener Städtische Versicherungsverein supports projects within the framework of the Eastern Europe Campaign, such as the daycare center Eden in Albania or a support center in Ukraine.

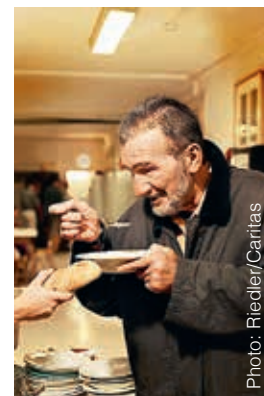


Photo: Riedler/Caritas

DANONE

Support for Older People in Need

With a generous financial donation of 50,000 euros, already for the third time Danone has provided support for older people in need in Austria within the scope of the project DANhelp. For each employee who engages him/herself in a Caritas facility, Danone additionally donates 500 euros per day.

Philips

Fund for School Children Celebrates 10th Anniversary

Good reason to celebrate: It has been ten years since the Philips Schülerfonds for School Children started supporting socially disadvantaged children at primary school age. The fund comprises 50,000 euros per year. The money is dispensed according to specific eligibility criteria and used, for example, to buy school materials or to finance health-enhancing measures.



Photo: A. Pawloff



UPC Professional Online Presence

As in the past years, UPC Austria, Caritas' digital partner, has provided the necessary resources for Caritas' professional online presence www.caritas.at and for www.youngcaritas.at.

Mondi Enjoying Learning

Education makes integration easier: in Caritas' Lerncafés (learning café) socially disadvantaged children receive free learning help and the opportunity to "learn socially". With the support of Mondi again this year the Lerncafés in Knittelfeld, Wolfsberg, Korneuburg and in the project "Rückenwind" ("Tailwind") in Amstetten could provide targeted help to many children – with and without a migration background. The primary goal of the voluntary staff members, among them also many Mondi employees, is to give the children the feeling that learning is enjoyable.



Photo: A. Pawloff

BILLA

Opportunity for a Better Future

For more than six years BILLA has consistently given support to needy families with donations for various Caritas projects. In 2008, among other things, together with Caritas, BILLA called to life the initiative "Aktion Glückskind" (lucky child campaign). And in 2013 BILLA helped children in Austria with 200,000 euros, of which 100,000 euros benefited the campaign "Funken Wärme" (a bit of warmth).



Photo: REWE International AG

REWE

Working Wonders by Rounding Off

Since September 2013 customers of BILLA, MERKUR, PENNY, BIPA and SUTTERLÜTY throughout Austria have been supporting people in need. With the words "Round off, please" the total price of purchases can be rounded off to the next 10 cent amount. This was done one million times in 2013. This project was only made possible by the commitment of REWE International AG, which made the required resources available free of charge. For it takes a reliable partner to be able to push this unique Austrian campaign ahead and to advertise it accordingly.



BIPA

Unforgettable Birthday Parties

BIPA provides Caritas family facilities with 50,000 euros to give 700 socially disadvantaged children an unforgettable birthday. With this generous donation the staff members are able to organize a birthday party for all of these children and to make them happy on their special day. In addition, in 2013 BIPA furnished Caritas' houses for mothers and children with gift certificates amounting to 120,000 euros, to enable the mothers to purchase body care and household products for themselves and their children.



Photo: Sebastian Philipp

dm

The Joy of Free Diapers

The generous donation of 760,000 free diapers by dm Drogerie Markt in 2013 to mother-child facilities and social counseling centers made numerous families very happy once again. Families living under difficult circumstances hardly have enough money for baby food and diapers. With the diaper donation dm enables these families to have a good start in a new phase of life.

VERBUND

Successful Cooperation

Since 2009 the VERBUND Stromhilfefonds (electricity aid fund) has been supporting poverty-stricken households who cannot pay their energy costs. 2,100 households – roughly 5,500 persons – could be helped through financial support, consulting and by exchanging electric appliances that use too much electricity. VERBUND furnishes the fund annually with 1 euro for each of its roughly 266,000 residential and commercial customers.



Photo: Laurent Ziegler



S IMMO AG

A New Home

Following the central theme "give shelter", with 40,000 euros S IMMO AG helps people in need in Europe's poorest countries. In Romania orphans get a new home, in Hungary Roma children find refuge in a community center, in Bulgaria elderly people are provided for in a soup kitchen. The Caritas campaign "Schenken mit Sinn" ("Meaningful Gifts") was additionally supported with 53 baby packages, 48 schoolbags and 41 contributions to heating costs.



H. STEPIC CEE CHARITY

Finding Ways Out of Poverty Together

In cooperation with the H. Stepic CEE Charity, with 160,000 euros for a period of two years, school education for socially disadvantaged Roma children and adolescents was made possible in four after-school care facilities in Satu Mare and Baia Mare, Romania. Learning help and an exciting leisure time program for the children give them better prospects for the future and foster their integration into society.



Microsoft

Prospects for the Future for Young People

The cooperation project between Microsoft, the IFTE Initiative for Teaching Entrepreneurship and Caritas enables especially young people from a socially-disadvantaged environment access to education and technology and supports them on their path to professional life.



Hunger Campaign 2013

2.87 Million Euros for a Future without Hunger

Worldwide almost a billion people are starving. And every ten seconds a child still dies from undernourishment. Long-term damage from hunger has both a physical and a psychological effect. Thus, in August Caritas made an appeal to support starving people in Africa, Asia and Latin America. Together with many Austrian donors Caritas is fighting for a "Future without Hunger" in about 350 projects worldwide. A warm thank you also goes to the two main sponsors of the hunger campaign, BAWAG P.S.K. and Western Union.



Wall of Hope

Photos Save Lives

Parallel to the campaign for a "Future without Hunger", the solidarity platform Wall of Hope (www.wall-of-hope.at) has been launched, a virtual wall on the Internet on which people can take a stand. Those who leave their facebook profile photo on the lengthening wall provide concrete help: for each photo posted BAWAG P.S.K. donates 25 cents. This helps starving people in the regions concerned to buy seeds for a square meter of arable land.

Children's Campaign 2013

1.89 Million Euros for Children in Europe's Poorest Countries

In many European countries children have to live under terrible conditions. They long for warmth, a safe environment and enough to eat. With the Children's Campaign Caritas draws attention to the precarious situation of these children and asks for financial support. With these donations many children can be given what they need the most: a home and loving care. Special thanks go to Erste Bank and Wiener Städtische Versicherungsverein, which have been supporting the Children's Campaign for many years.



Hospice Campaign

Celebrate Life

On All Saint's Day Caritas focused on the value of life and the right to receive care with dignity during the final phase of life. Well-known personalities, hospice caregivers and people who are gravely ill described their ideas about dying with dignity. Prominent personalities supported the campaign – "life masks" were made and auctioned off to benefit Caritas' mobile hospice facility.

Caregiving Campaign 2013

Appreciating the Elderly

Taking care of fellow human beings who are older and in need of care is one of the cornerstones of a social society. In September 2013 Caritas drew public attention to the topic of caregiving once again. With the support of a longtime partner, the Vienna Insurance Group, an Austria-wide campaign focuses on this important concern.



Domestic Campaign 2013

2.45 Million Euros for People in Need in Austria

In Austria 12.6 percent of the population is poor or in danger of becoming poor. Families are over proportionately concerned. Caritas' Domestic Campaign 2013 again called for support Austria-wide for needy families. The donors provided a bit of warmth to many families in Austria by paying for heating and rental costs. With Erste Bank und Sparkassen the Domestic Campaign has had a generous sponsor for many years.



Public Authorities EU

Food Security for Households at Risk during Times of Scarcity, Burkina Faso

The province Soum is located in the Sahel region, in the north of Burkina Faso. Periods of drought and bad harvests have led to rising food prices, which are a risk especially for poor households. In 2013 the situation became more acute due to the political crisis in Mali, which brought refugees to Burkina Faso.

Caritas Dori is one of the few organizations active in this region. Due to the year-long experience of Caritas aid workers and their professional competence, the development of acute hunger crises can be recognized in time.

The EU Organisation for Humanitarian Aid (ECHO) recognized Caritas Dori's competence and requested it to carry out a project together with Caritas Austria to safeguard the food situation in the province Soum. Through the activities sponsored by ECHO small undernourished children can be provided for with specially enriched food. Their mothers are shown how to make food from local, nutrient-rich ingredients to counteract the lack of nourishment. An additional component is to support poverty-stricken households with cash grants. This established method makes it possible for the beneficiaries to buy the products they actually need and is a motor for the local economy.

The sponsor ECHO has carried out several of these projects and examined the effect of the project in a study, with very positive results. Thus, it was possible to prevent an acute food crisis from breaking out.

In 2013

2,238,000 Euros

in aid by the Austrian Development Agency (ADA) went to Ethiopia, Burkina Faso, Senegal, Democratic Republic of the Congo, Albania, Armenia, Lebanon, Jordan, Republic of Moldova and Belarus.

Roughly 1,060,000 Euros

from the EU went to Caritas projects in India, Bangladesh, Nepal, Belarus, Burkina Faso, and Ukraine.

The provincial governments of Upper Austria, Vorarlberg, Tyrol, Vienna, Styria and Federal Ministry of Sports are also sponsors of Caritas' foreign aid programs.

Public Authorities ADA

Improved Food Situation and Country-Spanning Learning

In August 2013 a country-spanning program was launched to improve the food situation for over 3,000 rural households in Africa south of the Sahara. The 3-year program sponsored by the Austrian Development Agency (ADA) is being implemented in Ethiopia, Burkina Faso, Senegal and DR Congo. The goal of the project is to increase the yield from small-scale farming by using improved seeds, organic fertilizer and better tools. Vegetable production and the keeping of small domestic animals enable agricultural production to be diversified. The families are helped in selling their surplus produce to achieve additional income. Counseling in nutrition is a further program point, especially to prevent undernourishment in children.

An important aspect of this four-country program is to learn together. Despite differing climatic and cultural circumstances there are challenges that are similar everywhere. Learning conferences are organized on these burning topics. Here, for instance, they work out what factors should be considered in founding farmers' associations, or what support families need in changing over to organic fertilizers. Staff workers of the local partners are also seeking strategies to cooperate better with state agencies, to continue their fight against hunger.

As a bank whose majority shareholders are institutions of the Catholic Church in Austria, we our actions fully comply with the ethical standards of the Austrian Bishop's Conference - especially when it comes to investing funds which non-profit organisations have received by donation .

Make use of the experience of Schelhammer & Schattera as the only Austrian bank focused on ethics and sustainability!

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