

Caritas &Du

Annual Report
2011



Table of contents

Editorial	3
Review	4
Facts and Figures	17
Co-operation with companies	32
Campaigns	34
Public Authorities	35
Addresses	36



6 Help for people in need

Le+O Vienna	6
Food and Orientation	
Marienstüberl Graz	8
Food for body and soul	

Care&Nursing

Senior citizen residence Borromäus	10
“Listening is more important than talking.”	
Home care. “If it weren’t for you,	12
we could not stay at home!”	



Dedicated to integration

Caritas-“Learning Coffee Houses”	14
Investing in the future	



22 Emergency Aid

Earthquake in Haiti	22
A new home for orphans	
Drought in East Africa. When millions	24
of people suffer from hunger	
Donations to fight hunger	26
Sharing the own luck	

Foreign Aid

Safeguarding subsistence	28
“Hunger can be prevented”	
Support in Belarus	30
Education – the ABC of survival	



Caritas-President
Franz Küberl with a
pupil in Hadownja
(Belarus)



Editorial

Formation (of the heart)

Caritas is only alive when a lot of people take part in its activities, adding to more humanity in many different ways. The portraits in this annual report visualize this “you”.

This common commitment strengthens disadvantaged people. Further it becomes a “life-education” for all those, who stand up for others. Whether in emergency and foreign aid or in one of the approximately 1.000 projects in Austria: everywhere students, businessmen, volunteers, parishioners, politicians, Caritas employees, they all take the chance to further study the subject of “humanity” and to make their contribution to get to the heart of helping.

Of course we feel it is also very important to focus on traditional education. As the lack of education often leads to poverty and need and deprives especially young people of future opportunities. We as Caritas cannot watch this tragedy. In order to contribute to the urgently needed Austrian educational reform we presented precise proposals for modifications in September 2011. Some necessary measures have

already been taken by responsible politicians. Thus the mandatory school-leaving qualification can now be taken at a later date without any charges and the compulsory free kindergarten year was also adopted. Of course a lot still needs to be done.

In a nutshell this means that the name Caritas means standing up for others, sharing with others, praying for others, to give away a piece of one's heart. With this in mind, I am convinced that Caritas also contributes to the formation of the heart.

A handwritten signature in black ink, appearing to read 'Franz Kueberl'.

Franz Kueberl
President Caritas Austria

Your help made the following achievements possible!



Photo credit: ORF/Ö3/Hans Leitner

275.000

filled “Wundertüten”

Once again, in 2011, the Ö3-Wundertüte (“Magic bag”), a project in cooperation with Caritas, “Licht ins Dunkel”/“Light into Darkness” and the Austrian Post, transforms old mobile phones into precious donations for families in need. 275.000 “Wundertüten” (“Magic bags”), filled with 476.000 old mobile phones have been collected and generated a donation of 714.000 Euros. An enormous success – with no seven year itch rough patch at all!



Photo credit: Caritas/Müller (representative photo)

17.555

“Gifts for a Cause”

The result of the “Gifts for a Cause” project is impressive: on behalf of your loved ones you donated 4.071 donkeys for families in need for example in Ethiopia, 1.436 times allowance for heating costs for poor families in Austria, 236 sewing machines, school snacks for 1.273 children, 5.824 goats, 1.535 baby packages, seeds for 1.498 families, 297 times building bricks for a school, 485 sleeping bags and 884 meals for homeless people and even 16 new houses for the people affected by the floods in Pakistan for Christmas only.



152.361

mini woolly-hats knitted

Be careful – it's addictive! One can only call it a real "knitting boom" that was caused by innocent, the smoothie company, when it announced the latest "Big Knit": From the end of November 2011, the unbelievable number of 152.361 self-made mini woolly-hats decorated the smoothie bottles in the refrigerated display cases. The proceeds of 45.700 Euros helps elderly people in need in Austria to get through the winter.



73.768

run kilometres

On your marks, get set, go! 22.300 children and teenagers took part in the youngCaritas LaufWunder ("Running miracle") in May 2011 and ran as many laps as they could in order to support people in need. All in all they ran 73.768 kilometres – meaning almost twice around the entire globe!

6.527

Christmas wishes came true

Günther Angerer (photo) is only one of many, many people in Austria, who participated in the Krone Christmas campaign 2011 and donated presents for disadvantaged people living in Caritas institutions. All in all 6.527 parcels are being sent out.

Caritas &Volunteers





Help for people in need

Food and Orientation

Right at the beginning of Susanna Degenfelds (47) voluntary commitment the following question cropped up: "Where can I give something back?" After a food collection for the project Le+O (Food and Orientation) at her children's school, she decided to get involved herself. For over a year now, every second week, the mother of three children distributes food in the parish "Erlöserkirche" in Vienna's 23rd district, to people affected by poverty. "My aims are that edible food does not get thrown away as well as to help the people that live around me." Currently, Le+O supports more than 10.000 people. If required, it is also possible to receive counselling directly at the food distribution locations. Volunteers such as Susanna Degenfeld are an important pillar of the Caritas work. They donate their time, their know-how and their affection – that way, they add to more humanity.



Photo credit: J. J. Kucsek

Food for body and soul

“Marienstüberl” in Graz. As many as 250 women and men visit the “Marienstüberl” every day to eat and to chat.

Lunchtime in the Caritas “Marienstüberl” located in Graz in the Lend neighbourhood: Sister Elisabeth Gruber and some volunteers serve hot soup, tortellini and later some fruit. As many as up to 250 women and men come here every day – people living at the edges of society, their need for support and company shifted to the centre of attention in the big dining hall. “I like to come here. I already know a couple of people here and that helps me not to feel so lonely. Additionally my minimum pension is not enough to get me through the month. Therefore this here helps”, an elderly man tells us.

Whether potato goulash, noodles or lentil stew: what is being cooked depends on which food has been donated by Styrian companies.

A total of 80 volunteers from Graz take care that the food is ready on time, that the tables are set and that the people are taken care of. Eleonore Prath is a volunteer at the Marienstüberl for over 14 years now: “As a child, after the war, I was happy about the meals which we got in the school. Now that I am doing well I want to help other people and give something back.”

In the course of its 15 year long existence, the Marienstüberl has developed from a classic soup kitchen to a meeting place. Still it is only one part of the Caritas social centre: in the basement there are showers and washing machines for the visitors, on the upper floor, people in difficult life situations can get advice and support from Caritas social counsellors. ■

Help for people in need

Back on solid ground again

When Gottfried Boubenicek talks about “his” residents, he talks about the man that first remained standing in front of the door to his room for example: “After being in jail for 17 years, he was not used to be able to open doors by himself anymore” the head of “WeGe”, a Caritas living institution for former detainees in Wels (Upper Austria), tells us. Lonely, often dumped by family and friends, without any money or a roof over their head, twelve men at a time try to find their way back to a stable life again here: “We help them to handle their everyday life, to find a job and a place to live”, Boubenicek explains.

Until today, 262 men and five women have benefited from these services during the 20 year long “WeGe”-history.

But Caritas also supports people to get back on solid ground again at many other locations in Austria. Whether through family aid during an emergency, counselling and support during times of pressing financial need or also with a position in an occupational project: the objective is always to support people in extreme living situations to manage the step forward and to be able to take care of themselves independently again one day.

36 social counselling centres
all over Austria

58.000 people
received counselling and support in the
social counselling centres

3.5 million euros
immediate financial aid have been
paid out

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

435 family helpers
I managed a total of
375.000 working hours

More than 2.800 families
received support from the family aid in
crisis situations

59 family counselling centres
all over Austria

73 occupational projects
offer
894 working places
long-term unemployed people

Help for addiction problems

Making life easier

“The reasons for addictions are diverse and individually different. No one becomes an addict without reason”, Monika Chromy from the Caritas Addiction Counselling Centre in Feldkirch says. Often several factors come together: “On the one hand difficult experiences in the childhood, the personality structure, hereditary predisposition or the lack of future prospects, on the other hand pressure to perform, the social opinion on the respective addictive drug, their availability and effect, etc.: All of the above mentioned factors can lead to a dependency.” The Caritas employees and the clients always work out the goals of the addiction aid together. “Some focus on the job or apartment search, others especially want to learn how to live without addictive drugs or a controlled approach to addictive drugs.” Chromy says: “And sometimes we only try to make their life tolerable.” Relatives can also receive counselling and aid: “They need professional insight on addictive behaviour and support in order to be able to take care of their own needs again.”

3.400 people with
addiction problems
received counselling and support

People with addiction problems can
find help in
13 addiction advice centres



Caritas & Civil Servants



Senior citizen residence
Karl Borromäus

“Listening is more important than talking.”

Thomas Rasslagg has consciously decided to do his alternative service in the field of care for the elderly: “I have a grandfather at home myself. He is hundred already but still quite fit”, the 19 year old says. During his daily chores in the senior citizen residence Karl Borromäus in Linz – distribution of food, helping in the kitchen ...- the young Upper Austrian makes sure that personal chats do not get neglected. Thomas Rasslagg knows, that especially when it comes to the encounter with people who do not receive a lot of visits anymore, “Listening is mostly more important than talking.” He adds: “Also if it is a little exhausting sometimes.” All over Austria, hundreds of committed civil servants enrich the life of people who are being taken care of by Caritas.



“If it weren’t for you, we could not stay at home!”*

Obviously, Irene Wansch (l.) and Berta Haller (pictured with Caritas-employee Deborah Neumüller) are very comfortable in the senior citizen residence Karl Borromäus in Linz.

A portrait. Ursula Brunner has been working as a part of the Caritas team Reichraming (Upper Austria) as a domestic help for three years now.

“Good morning, I hope everyone is doing fine? What are we going to do today?” Ursula Brunner welcomes her client in a good mood. Sitting at the kitchen table the elderly woman and the home help discuss what needs to be done. Today, they will change the bed sheets, mop the floor and go shopping. Brunner visits her client at home twice a week. “We know each other quite well already and are happy when we get together”, Brunner says. More than three years ago she started to work as a home help for the Caritas mobile domestic and nursing care services for 20 working hours a week. The trained retail sales women found the job by chance. “I worked for the post service as a mailwoman. Since I was working as a temporary employee there, my work was very irregular”, the mother of two girls aged 11 and 19 tells us. When I went to the Austrian Employment Agency to get noncommittal information on other working opportunities, I started to get interested in the field of domestic care. When she learned that the Caritas was looking for someone for the region of

Reichraming, she talked to the responsible regional manager and immediately registered for job training at the BFI (the Vocational Training Institute). For half a year, Brunner drove to Steyr daily to go back to school. After an internship in the senior citizen home Weyer and at the mobile domestic and nursing care services of Caritas in Reichraming, the 40 year old knew that she had chosen the right path. “I would have never dreamed that one day I would be working in the social field. Today, I am very thankful that I can be a domestic help. Things could not have turned out any better!”, the woman from Reichraming points out. She takes care of three to five clients a day. The regions she works in are Reichraming and the districts of Laussa and Losenstein. She still knows many of the people she takes care of from the times when she worked for the postal services. That makes it even easier to connect with the people. As a home help her job consists of supporting elderly people on an hourly basis to be able to keep up their household.

Furthermore she accompanies her clients during shopping or visits to the doctor. If her clients are not very mobile anymore she runs errands for them. “It is so good that you are here. If it weren’t for you I could not stay at home”. A sentence that the domestic help from Reichraming and her colleagues from the elderly and domestic help team hear very often. “To help people gives a lot of meaning to my life. Our clients are very thankful and appreciate our work”, Brunner says. She also likes the independent and flexible working style. She especially likes when her clients tell her from the past. “That always reminds me of my grandparents to whom I had a very close and good relationship – that means a lot to me personally.” ■

*This (here slightly shortened) report was published in the “Neues Volksblatt” on April 17th 2012. We appreciate the friendly printing permission.

Care and Nursing

Growing old in the midst of life

When living at home is not possible anymore, a lot of people fear to move to a senior citizen residence: Eduard Reitz, aged 95 today, can also tell us a thing or two about it. After his wife, who he was married to for 67 years, passed away, he had to ask himself how the future will look like: "I always refused to go to a senior citizen residence. Especially because I was scared that life there would rather be like living in a barrack." As there was no other alternative, he then gave in and moved to the house Klosterneuburg in August 2011 – and is very happy about his decision today: "The food, the care of the staff – I can only say the best about everything. We also have a day care centre here. That way I still get to meet people", Retz says. Not only the residents are mostly surprised that the senior citizen residences are a good and liveable alternative, their families also often express their positive surprise.

"My many visits to this house have made it a second home for me", some thank-you letters say for example, or "Now I am not scared to become helpless myself one day."

Caritas supports people, who are in need of care with an extensive range of services, to retain dignity and independence for as long as possible throughout old age. The range of services consists of counselling about visiting services, home care, assisted living as well as senior citizen residences. To let care giving relatives have enough air to breathe, they receive practical and psychosocial support.

Hospice work

Accompanying for a bit of the way

No one wants to learn that he or she is terminally ill. Still, it may happen to anyone at any time. What happens then? What remains of one's life and dreams? The Caritas hospice team support terminally ill patients and their families during hard times. They support on a professional level whilst being sensitive. They relieve them of their pain and if nothing else lighten up their darkest hours. And they know: as soon as the affected people can learn to trust them and learn that they do not have to be strong anymore, letting go becomes much easier for them.

6.200 persons
cared for in Austria

about 100 fulltime
hospice workers

more than 450 volunteers
with special training

46 senior citizen and
nursing residences
all over Austria

more than 4.500 people
are being taken care of
in these facilities

more than 2.1 million
hours of care
within the framework of mobile services
(care and nursing)

more than 5.400 employees
in the care and nursing sector

Training

Energetic, sincere, professional

Whether trained old age carer, family supporter or carer for persons with disabilities – the graduates from the Caritas schools are in demand and work in a broad field of activity.

16 Caritas-schools
for social professions all over Austria

around 5.400 students
in the semester 2011/2012

Caritas &Companies





Caritas-“Learning coffee Houses” Investing in the Future

“Mondi really lives social responsibility, as well as Corporate Social Responsibility”, says Albert Klinkhammer, CSR responsible of the Mondi Division Europe & International. That this is not only an empty shell is proven by the international paper and packing companies support for the Caritas “Lerncafés” (“Learning coffee Houses”). Disadvantaged children with or without migrant background receive study support there. Playing is also important. Thanks to the support of the industry and the State Secretariat for Integration the learning opportunities can now be provided all over Austria in 2011.

Mondi chose the support points – Knittelfeld, Amstetten, Wolfsberg and Vienna – by the proximity to its own production facilities. “Lastly we want to give our employees the opportunity to involve themselves on a voluntary basis”, says Albert Klinkhammer. A growing number of companies recognize socially responsible behaviour as an important part of their corporate identity: An important investment in the future – of economy and society.

Refugee and migrant aid

Dedication for a better together

The cloister in the Caritas house for refugees in Forchtenstein (Burgenland) has many doors. Behind every door one can find one of the thousands of similar fates resulting from today's trouble spots and globalization. Family D. for example came here from Chechnya in winter 2011. Since that winter, room number 6 is Musa's (34), Elina's (32) and their children's Petimat's (8), Aischat's (7) and Magomed's (1 ½) new home. They are especially happy, that here in Austria, "we can send the girls to school and do not have to be scared that they don't come back home." The couples biggest wish is a better and above all a safer future for their children. "It is important to Caritas that the refugees are not left alone and can live here in a humanely manner. Of course, also people with migration background receive counselling and support", Bernd Wachter, General Secretary of Caritas Austria, emphasizes. He is convinced that, "Integration concerns us all."

32 houses
for asylum seekers

27 counselling centres
for refugees

Mobile care
for asylum seekers in remote
accommodations

Over 5.300
return-consultations

More than 1.100 returnees
received support during
their voluntary return

73 Caritas integration projects
for a better together

About 560 full-time employees
work in the refugee
and migrant aid sector

Photo credit: Werner Hrabak



People with disabilities

Work that's fun

The Caritas day workshop "Martin" in Friesach (Carinthia) received an unusual job in 2011: as the historic town was recently working on a true to the original castle, only using medieval techniques, a large wooden circle was needed. The city ordered it from Caritas. Manfred Winkler (35) created the circle. Due to his learning disability the man from Carinthia has been working in the shop for 18 years now already. "Manfred and his colleagues really like the work here!" head of project Hannes Zleptnig, who helped with this special task, says. But the excursions are also very popular.

about 5.600 people
with disabilities have been supported

more than 3.200 people
received socio-psychiatric aid

about 3.300 employees
supported physically and
mentally challenged people

Volunteers/youngCaritas

Committed to the fellow men

Photo shooting with "creative heads" in St.Pölten: within the framework of a two-day workshop organised by youngCaritas (Pentecost 2011) students created a concept for a school-calendar and directly translated their idea into action on their own and with a little help of a young photographer. The result is worth looking at und pleased more than 4.700 pupils from Lower Austria during the school term 2011/2012. That's only one of 322 projects in which young girls and boys all over Austria can commit themselves to help their fellow men! Just like the 27.000 adult volunteers, the children and teenagers are an important, if not to say an indispensable, part of Caritas.

About 27.000 volunteers
all over Austria, thereof

20.000 Pfarrcaritas
("Parish Caritas") employees

326 projects,
activities and events
of youngCaritas

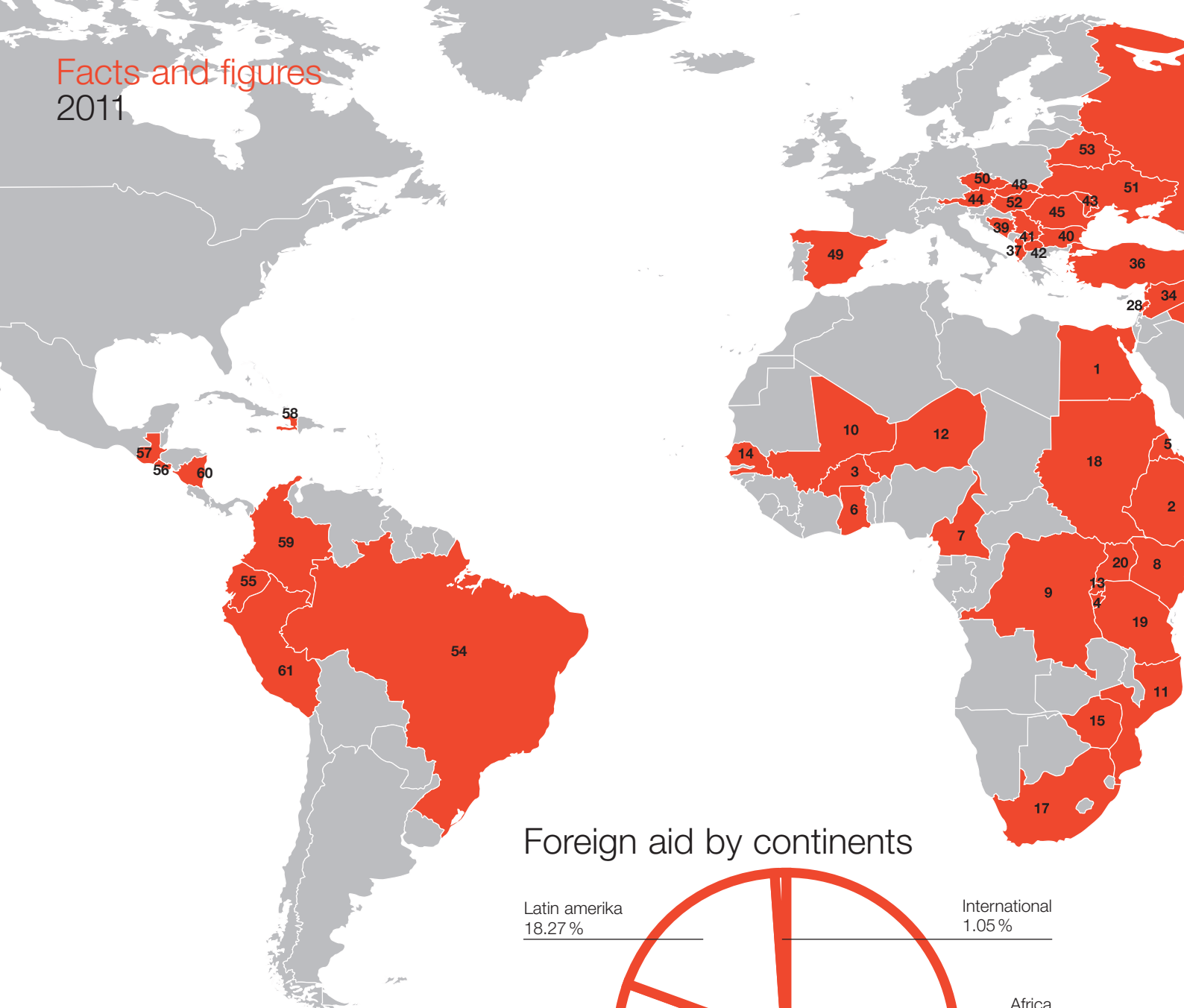
1.281 educational workshops
about topics like poverty, alienation,
hunger, Roma

Around 64.600 children
and teenagers
are addressed by youngCaritas

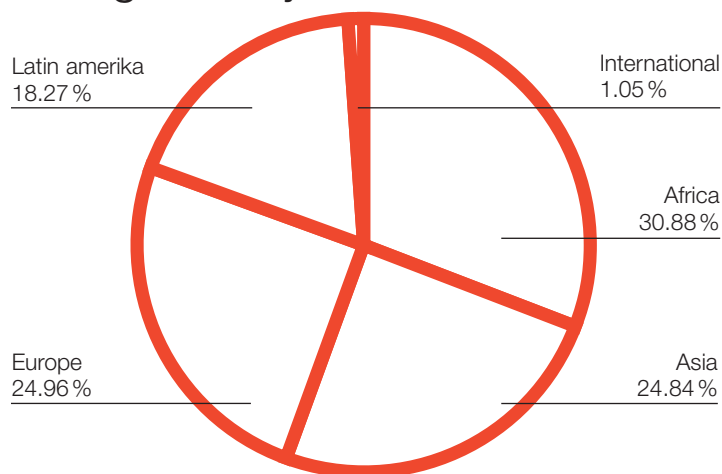
Expenditures of Caritas Austria 2010/2011

	2010 in million Euro	2011 in million Euro
Social work	49.398	52.592
Homes and day centres (mother and child shelters, homeless shelters, care centres)	18.237	19.197
Starter flats	2.016	2.137
Counselling, support & psychological care	21.724	23.404
Special projects	3.842	3.723
Training (schools for social professions)	3.579	4.131
Refugee, integration & migrant work	50.329	50.872
Homes, starter flats, mobile emergency accommodations	20.636	21.449
Counselling, regional support basic care	23.809	23.592
Projects (return aid ...)	5.884	5.831
Family-oriented work	23.644	23.945
Mobile family assistance	17.971	18.164
Counselling, support & psychological care, projects	5.087	5.074
Training (schools and training courses)	0.586	0.707
Socio-pedagogical work	14.325	16.326
Socio-pedagogical centres, kindergarten, day care	9.939	10.728
Logopaedic services	1.006	1.487
Counselling, support & psychological care	0.454	0.438
Projects (leisure time activities for children and young people)	0.741	1.582
Training (kindergarten pedagogics)	2.185	2.091
Socio-economic work	14.566	16.022
Occupational projects for long-term unemployed persons and addicts	12.364	13.953
Counselling, support & psychological care (job orientation, job coaching)	1.141	1.027
Projects (living support, training orientation integration ...)	1.061	1.042
Care & nursing	216.420	226.760
Stationary facilities (senior citizen residential and nursing homes, hospices, day centres)	129.968	134.843
Mobile services (domestic and nursing care services)	79.437	84.343
Palliative care, mobile hospice teams	5.151	5.286
Counselling, support & psychological care	0.238	0.263
Projects (leisure time activities for seniors, family member care)	0.169	0.414
Training (Schools and training courses for old age care and nursing aid)	1.457	1.611
Work with disabled persons	136.240	149.808
Stationary (housing groups, day centres, therapeutic pedagogic workshops)	121.264	134.349
Mobile (care, work assistance, integration support)	7.680	8.119
Counselling, support & psychological care	3.412	3.170
Projects (leisure time activities for people with disabilities)	1.758	1.974
Training (schools and training courses for disability work)	2.126	2.196
Pfarrcaritas ("Parish Caritas")	3.734	3.985
Foreign aid	25.656	27.387
Emergency aid	9.033	4.849
Rehabilitation support (reconstruction)	2.765	6.779
Long-term development co-operation	13.858	15.759
Auxiliary enterprises (donation warehouse, Caritas second-hand shops, etc.)	13.835	14.003
Fundamental work, development, quality management	0.608	0.672
Flood relief	0.039	0.038
Sum of all service sectors	548.794	582.410

Facts and figures 2011



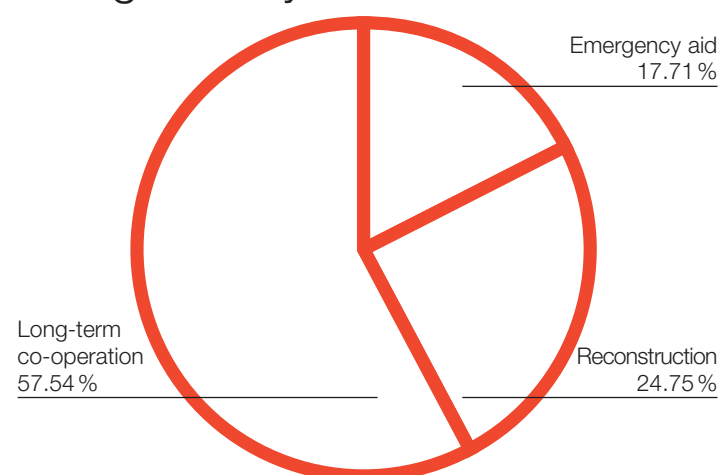
Foreign aid by continents

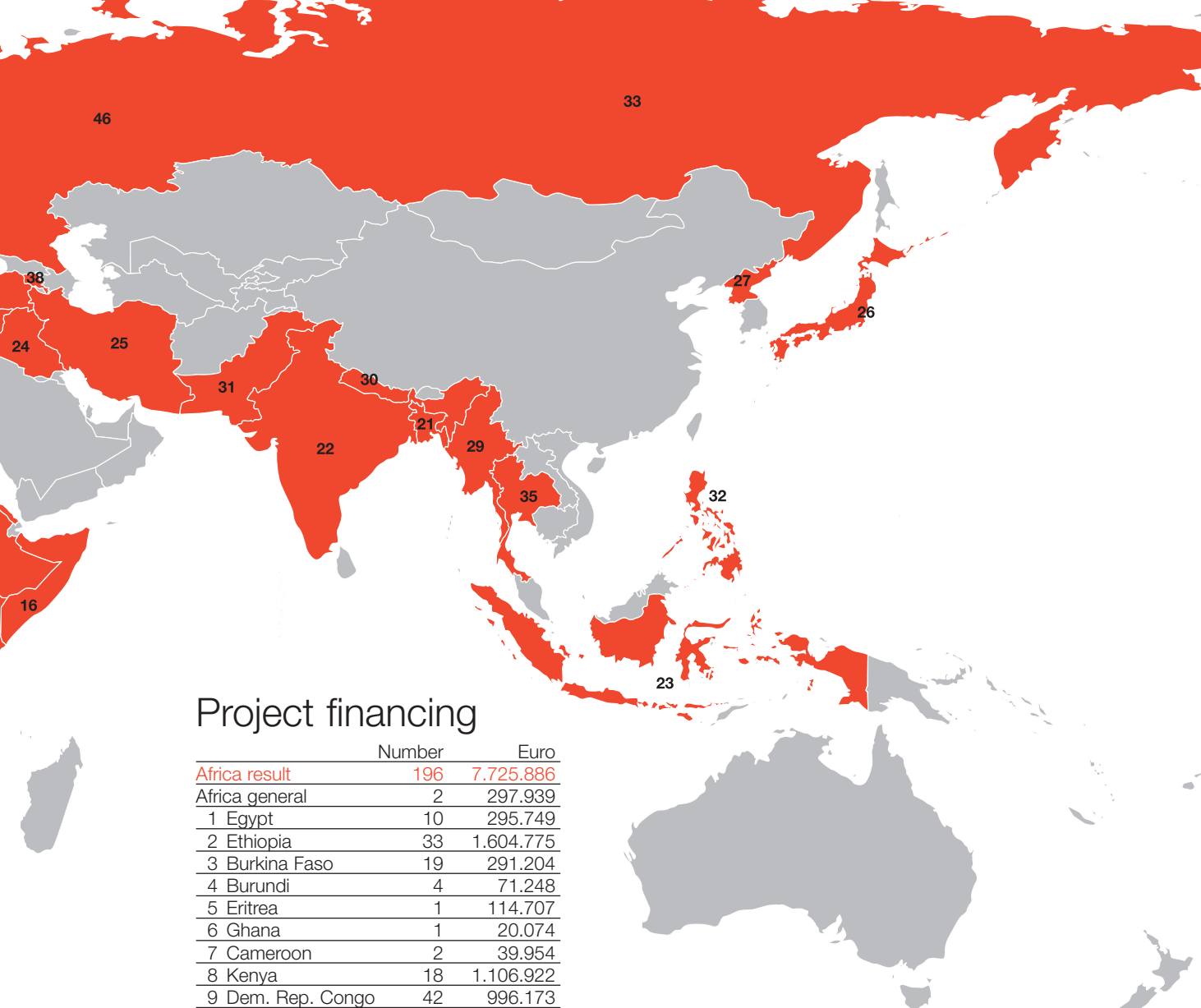


Foreign aid by distribution of funds by program (rounded)

Hunger/food security	6.3 Mill. Euro
Children in need	5.4 Mill. Euro
Refugees and migrants	1.2 Mill. Euro
HIV/Aids and other epidemics	0.2 Mill. Euro
Women in need	0.3 Mill. Euro
Roma and other minorities	0.2 Mill. Euro
People with disabilities	1.1 Mill. Euro
Emergency aid, reconstruction and other	12.7 Mill. Euro

Foreign aid by sectors



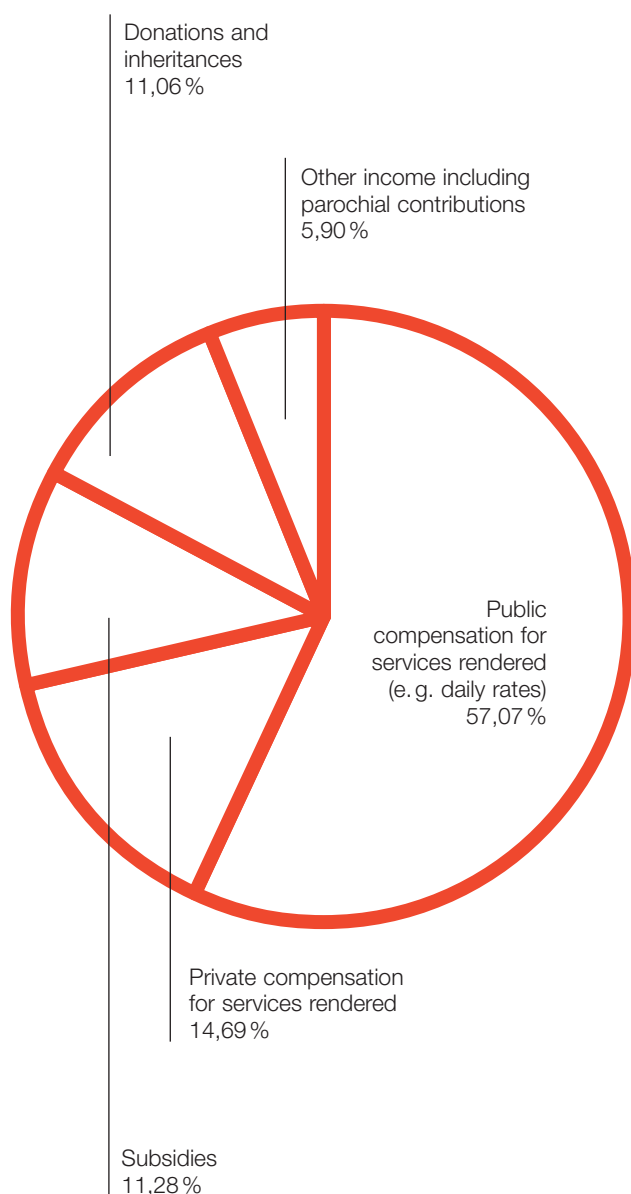


Project financing

	Number	Euro
Africa result	196	7.725.886
Africa general	2	297.939
1 Egypt	10	295.749
2 Ethiopia	33	1.604.775
3 Burkina Faso	19	291.204
4 Burundi	4	71.248
5 Eritrea	1	114.707
6 Ghana	1	20.074
7 Cameroon	2	39.954
8 Kenya	18	1.106.922
9 Dem. Rep. Congo	42	996.173
10 Mali	11	336.348
11 Mozambique	8	292.415
12 Niger	1	4.129
13 Ruanda	1	16.096
14 Senegal	6	263.058
15 Simbabwe	1	8.082
16 Somalia	5	549.268
17 South Afrika	2	59.046
18 The Sudan	22	1.284.169
19 Tanzania	1	7.585
20 Uganda	6	66.945
Asia result	109	6.213.675
Asien general	1	231.006
21 Bangladesch	1	302
22 India	19	610.091
23 Indonesia	5	148.291
24 Iraq	2	10.349
25 Iran	1	39.135
26 Japan	3	378.530
27 North Korea	1	61.143
28 Lebanon	16	850.490
29 Myanmar	5	56.358
30 Nepal	1	6.642
31 Pakistan	25	3.169.611
32 The Philippines	2	50.522
33 Russia	5	85.661
34 Syria	19	429.345
35 Thailand	2	63.210
36 Turkey	1	22.989

Europe result	237	6.242.958
Europe general	4	346.713
37 Albania	17	554.701
38 Armenia	19	670.634
39 Bosnia-Herzegowina	13	502.199
40 Bulgaria	4	79.081
41 Kosovo	9	140.827
42 Macedonia	1	2.315
43 Moldova	24	709.863
44 Austria	6	3.401
45 Romania	33	652.061
46 Russia	2	8.856
47 Serbia	18	223.576
48 Slovakia	4	35.139
49 Spain	1	68.824
50 The Czech Republic	3	94.458
51 Ukraine	32	1.451.723
52 Hungary	5	99.993
53 Belarus	42	598.594
Latin America result	44	4.569.727
54 Brazil	2	11.471
55 Ecuador	12	162.655
56 El Salvador	1	8.059
57 Guatemala	2	14.964
58 Haiti	20	4.213.282
59 Colombia	1	10.932
60 Nicaragua	1	5.760
61 Peru	5	142.603
Supraregional projects and international commitment	3	2.634.926
TOTAL	589	27.387.172

Overall financing 2011



Facts and Figures

Donation total **64.4 million Euros**

In 2011 donors support people in need in Austria and abroad with a total donation of 64.4 million Euros (thereof 3.7 million Euros from the "Nachbar in Not"/"Neighbour in Need" campaign, 450.000 Euros from "Licht ins Dunkel"/"Light into Darkness" and 714.000 from the "Wundertüte"/"Magic Bags"). Doing so, they help building a better future.

More than **2.1 million** hours of mobile services

In 2011, Caritas employees dedicate more than 2.1 million hours of work to the mobile domestic and nursing care services.

36 Caritas social counselling centres

More than 58.000 people in need received counselling and support in one of the 36 social counselling centres in 2011. Caritas disbursed a total of 3.5 million Euros in emergency aid.

589 Caritas Foreign Aid projects

The wide spectrum of the Caritas Foreign Aid projects in Africa, Asia, Latin America and the poorest European countries spans the range from emergency aid to long-term subsistence safeguarding.

12.517 Caritas employees

Day after day 12.517 Caritas employees assist elderly, sick, disabled, disadvantaged or troubled people. About 27.000 people volunteer.

64.600 committed children and teenagers

Around 64.600 young people take part in projects, activities and events of youngCaritas in 2011 and show that humanity is a very important issue for them.

Donations to the Caritas/Proceeds

in Euro

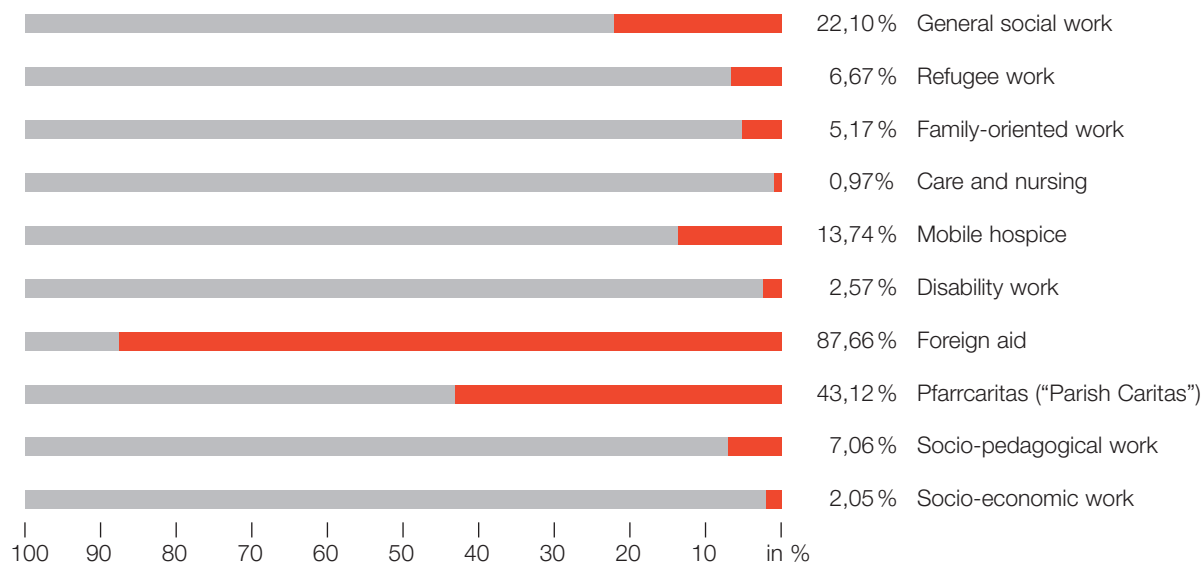
ongoing donation proceeds, i.e. child sponsorship programme, standing orders, collections	44.554.873
Licht ins Dunkel ("Light in the darkness")	215.113
inheritances, donations	1.535.595
major emergencies (exceeding 1 million €)	12.420.771
Nachbar in Not ("Neighbour in need")	3.684.055
Total donations to the Caritas	62.410.407
other proceeds (i.e. sponsoring, etc.)	1.990.230
Intermediate total Donations/Proceeds	64.400.637
release of reserves/accruals	15.951.906
Total Donations/Total Proceeds	80.352.543

Service Sectors/Expenditures

in Euro

International Programmes/Foreign Aid + National Aid	43.363.836
expenses for fundraising resp. procurement	5.088.830
central administrative expenses (accounting, IT management, etc.)	265.882
Allocation of reserves/accruals	48.718.548
given forwardings	31.633.995
Total service sectors/ Total Expenditures	80.352.543

Financing by donations in the individual sectors





Caritas & Foreign Partner

S



The earthquake in Haiti

A new home for small earthquake victims

When the earthquake in Haiti in January 2010 also badly damaged the orphanage in Port-au-Prince, Sister Audate and her fellow Sisters did everything they could to make their 92 protégées come to terms with their experiences. They accompanied “their” children back into a normal life, step by step and with lots of love and understanding. “Playing and learning together gives the children a feeling of safety”, the woman working in the orphanage knows. The building project of an orphanage village for 150 children located at the outskirts of Port-au-Prince has made the Salesian Sisters an important Caritas partner. The cooperation with committed and professional people like Sister Audate, who have their heart in the right place, is one of Caritas foreign aid’s basic principles. And at the same time also the secret of their success.

When millions of people suffer from hunger

Report. In 2011, the worst drought for 60 years triggers a large-scale food crisis. Help from Austria ensures the survival of tenthousands of people.

There is a lot of excitement in Yaa Odola: The villagers have gathered. Women, men and children have been waiting for the truck for hours now. Positioned in long rows, canisters stand in front of the new water tank, which will now be filled with 10.000 litres drinking water from the recently arrived Caritas truck. Mamo Yat-tani has also waited for the life-saving element for a very long time. "This water is like rain for us", says the 77 year old, as he filled up his families canisters. That was in summer 2011. During this time, Africa has been hit by the worst drought since 60 years. The consequence is a food crisis, which, according to UNO sources, affects more than twelve million people.

Such as for example in the region Marsabit in northern Kenya, where it didn't rain for three entire years. The water shortage takes away the local nomadic herdsmen's livelihood. Because the families live of milk and meat – but large numbers of cows, goats and also of the normally tough camels have perished.

Food for those affected by hunger

Thousands of families do not know how to feed their children anymore. "Almost all animals are dead, but I cannot afford to buy food for the children", 32 year old Robe Ibrae tells us in the village Shegel. Thanks to the extensive solidarity of Austrian donors, Caritas is able to support many affected people, such as Robe Ibrae. A total of 140.000 people in Somalia, Ethiopia and Kenya can be provided with food and drinking water. In northern Kenya, which was very badly affected,

Caritas sets immediate measures to fight thirst and hunger and builds 5 large water tanks like the ones in Yaa Odola, which are filled with water on a regular basis. 8.000 malnourished children, pregnant women and elderly people received an especially nutritious special mash called "Uni-mix" – and can regain their strength again. In the medium term, 5.000 families receive food vouchers from the Caritas partner organization PACIDA until spring 2012, which can be used at local merchants. "This allows the families to decide themselves what they need most. At the same time the local economy is being strengthened", Manfred Aichinger, Caritas Eastern Africa expert, explains. Now, Robe Ibrae can feed her five children again. "Please tell the Austrians how thankful we are", the woman says, "Their support helps us very much."

Water for the nomadic herdsmen

Following the emergency work it is necessary to manage the step to long-term aid. By, for example, supplying 1.300 families, who have lost their animals, with new camels and therefore the basis for a new livelihood. Caritas furthermore invests in a sustainable supply of clean drinking water: using reservoirs, in which rain water is collected and stored. And, wherever the sensitive environment allows it, the deep wells are being renovated or even newly drilled. Because, Caritas project coordinator Aichinger says: "As the number of droughts is rising, precaution is the order of the day here." ■



Japan

Earthquake
11. 3. 2011

More than 100 children
living in the damaged orphanage Fujinosono in Ichinoseki and of one further orphanage receive emergency aid

A new orphanage
will be built for the children of
Fujinosono until 2013 in
cooperation with the Maltese



East Africa

Drought in summer

140.000 people

in total in Ethiopia, Somalia and Kenya
have received emergency aid

8.000 children

have been provided with formulae

11.200 people

have been given access to drinking
water from August to September

More than 3.100 pupils

receive three meals a day

Livestock and seeds

are the starting capital
for an independent life

Pakistan

Floods in summer 2011

1.600 families

receive food, hygiene products, tents,
mosquito-nets and partly also medical
aid after repeated flooding

Turkey

Earthquake on October 23rd and November 9th 2011

500 packages with clothes
are distributed to children

110 stoves

(including combustible) help families in
need to get through the winter warm

North Korea

Chronic famine

3.000 people

receive food aid for three months,
beginning with December 2011

Caritas & Donors





Food crisis in East Africa

Sharing the own luck

For Petra Mittempergher and her husband Christoph from Feldkirch, it is not granted that their daughters Victoria and Aurelia can grow up as carefree as they do. Because their family is doing so well, they want to share their luck and in return give something back to disadvantaged people. Especially the pictures of the food crisis in East Africa have deeply moved Petra Mittempergher: "Unimaginable, having to watch, how the children become weaker and weaker." A small but regular donation is also affordable for a young family the mother says. And, that she is a little proud, to be part of the Caritas-donor-family: "After all it is about helping, helping that children can survive." Every Euro donated by people like the young couple is a building block for a future without hunger. And a signal: "We will not leave people in need to themselves."

Caritas-Expert Thomas Preindl: "Hunger is a tragedy that can be prevented."



Photo credit: Pawloff

Six questions to ...

Thomas Preindl, Caritas-Expert on food security

What is the impact of hunger?

Preindl: Our daily work taught us: Hunger is not only an intolerable state of insufficient nutrition and malnutrition, but also a permanent attack on the affected people's dignity. Hunger sickens, makes powerless and desperate.

Who is especially affected by hunger?

Children, the elderly and sick people are especially endangered. Undernourishment makes them more vulnerable to diseases. That is why we provide special formulae for small children and especially weakened people during emergencies.

What are the reasons for hunger?

The reasons are diverse and often it is a mix of reasons that leads to a disaster. For example, if a country, which is already very poor, is hit by a drought or if an armed conflict escalates, like it is happening in Sudan right now. First and foremost, hunger is the consequence of human wrongdoing: international businesses and investment funds buy or rent agriculturally precious land, land that is desperately needed for the cultivation of food, in hunger affected countries from the local governments, paying ridiculously low prices. Small peasants are especially affected. The International Community of States cannot agree on a climate treaty, which has dramatic consequences for many poor peasants. The rules of the game on the global and the financial market (keyword: protective duty, financial speculation on grain) discriminate the countries of the South.

Hunger is therefore preventable?

Yes, I am convinced: the biggest tragedy, this – 925 million fold – tragedy can be prevented. We have the possibility to combat hunger in an effective and sustainable manner. Primarily it is a matter of political will to tackle the structural reasons of hunger.

Who can and should do something against it?

We all have to work together, in order that everyone has a future without hunger. Many things are already happening. Many people, also in Austria, for example pay more attention to a climate friendly lifestyle, governments are working on action plans, many companies focus on sustainability, etc. Still the commitment has to become much stronger. We need to help standing shoulder-to-shoulder, globally and on all levels.

How can Caritas contribute?

Caritas fights this "silent disaster" on three levels: within the framework of acute emergency aid, if, for example hundreds of thousands of people's lives depend on food aid following a drought. With long-term aid, like agricultural programmes, designed to help people stand on their own feet in the future. Thirdly we advocate for a change of hunger creating methods. There is a human right to food which must be granted. ■

Subsistence safeguarding projects

Commitment to a future without hunger

When Kadia laughs, her eyes sparkle. Together with her neighbour Oumou she is taking part in a training held in her village Tintiba (Mali), in which the young women learn better farming methods. The first sowing is done together. Since Caritas has built a well here, the land that was often desiccated in the past, is now fruitful enough to let tomatoes, onions, cabbage, carrots and beans grow all year long. "Now we do not have to fear the droughts anymore. The children are much better fed and less sick." Oumou and Kadia say. The same applies to the other approximately 800 villagers. Caritas is convinced: Everyone has the right to a secure livelihood. Whether with grain banks, irrigation projects or micro credit programmes: the roads to get there are different, but the goal of all these efforts is always the same: a future without hunger but with prospects.

112 projects in 26 countries
sustainably secure the supported
peoples livelihoods

Support for HIV/Aids

Break through taboos, give strength

Almost 2.000 children and adults in the Indian district Pudukkottai live with HIV/Aids. As the immunodeficiency is still a taboo in the villages, Caritas focuses on education. "Before we initiated the project, nobody in Pudukkottai looked after the affected people. Caritas supports the sick with medical aid and job trainings. The villagers are being taught what Aids means and how they can protect themselves", Manfred Aichinger, employee in the Caritas Austria Foreign Aid department, tells us. Education which is fun for the people, even though the topic is very serious: "Music and theatre shows ensure that the people listen", Aichinger explains.

8 projects in 7 countries
are dedicated to people
affected by HIV/Aids

Chances for women

Starting aid for a better future

Poverty and lack of perspectives in Ecuador have many faces. Domestic violence is one. The women's shelter Maria Amor in the third largest city Cuenca has developed into an important haven for abused girls and women. There, every year, up to 100 women and 200 children find a place to stay for a couple of weeks. During this time, counsellors support them in searching for a job and a place to live. But, it is also the goal to show the victims of abuse that they are not alone. Because, emotional wounds are often deeper than physical ones. In many countries women are being grossly suppressed and discriminated against. Therefore, one of Caritas Foreign Aid's main goals is to keep girls and women in need safe and to give to them the opportunity of an independent life by offering them access to education.

22 projects in 13 countries
encourage women



Education – the ABC of survival*

Report. In Belarus Caritas “gives lessons” in the ABC of survival – a “Krone”(= Austrian daily newspaper) on-site inspection.

Proudly little Serge holds his present in his hands: his first own book. His small fingers browse through the book excitedly. Serge is lucky: He goes to school in Hadownja, a day school supported by Caritas. It is warm here; there is food and the chance to make it through school. As reality in Eastern Europe is cold: one out of four children lives in poverty! Almost 1.5 million girls and boys live in public institutions. They are social orphans: that means their parents left them. In Belarus, especially children with disabilities were hidden for years in public custody institutions, located in remote areas, comparable to a solitary confinement. Meanwhile Caritas has achieved a small rethink in the country. Like in the school for the hearing impaired in Gomel: more than 100 children, formally left alone in their silent world with their fears, have now learned to communicate – with each other and also with their parents.

“Lessons in sign language, medication and hearing aids have made this little wonder of communication between the worlds possible”, Sigried Spindlbeck, a warm-hearted Caritas staff member from Upper Austria, who has been working for Caritas since the very beginning, is very happy about the success.

Poverty, unemployment and too much vodka makes many Belarusians flee from the country side into the cities. The poorest stay behind. Children no one takes care of. This is where another Caritas aid projects comes in: financing the lunch in Sergey’s school for those who do not have the money for a warm meal for example.

“Guten Tag! We are happy about your visit”, the pupils of the sixth grade welcome us in a chorus in German. The joy about the book gifts from Austria is enormous.

“Education is the key to a future without affliction”, Caritas president Franz Küberl gets to the heart of the recent “East-Mission”: “People can only stand on their own two feet if they have learned something in order to be able to have a profession one day.” The Caritas Children’s Campaign has the goal to ensure a life in dignity for children with disabilities as well: from spring on, there will be a school centre in Gomel for 60 children, where they can learn the ABC of survival. ■

*This (here slightly shortened) report of Christoph Matzl was published in the Kronenzeitung on February 20th 2011. We appreciate the friendly printing permission.

Projects for refugees

Support in a hopeless situation

They came to Syria as Iraqi refugees and could hardly take more with them than the clothes that they were wearing. Hundreds of families around the cities of Hasaké and Kamishli in North Eastern Syria are in need of help. Since 2007 Caritas supports these people. Within the framework of medical emergency aid they receive medication and therapeutic aids such as glasses, crutches or wheelchairs. Life-saving surgeries are also being organised. Families receive blankets, hygiene products or other basic necessities like combustible in winter; children receive the mandatory school uniform as well as school supplies. As the region is very remote, the people have not been affected by the fights in Syria since the beginning of 2012 – still the situation becomes more and more sensitive. “The aid will be continued like before”, Caritas team leader Edmond Mallous says. The support of refugees is one of the Caritas Foreign Aid’s focal points also in Lebanon, Sudan and Pakistan.

15 projects in 8 countries
support people who needed to flee



Work with children in need

Big chances for little people

Children are especially affected by poverty, hunger, disasters and homelessness. Additionally they are almost totally unprotected at these impacts mercy: children are almost not able to defend themselves against violence. They get sick faster when they are undernourished. They can only do little to fight poverty. Therefore children need special protection and special support. Many good reasons for Caritas to put a special focus on children when it comes to foreign aid.

199 projects in 50 countries
improve the life of children in need

Support of Roma

Springboard into a future without poverty

Education is a chance to escape affliction. This especially applies to members of discriminated minorities like the Roma people in Europe. Caritas supports children with school supplies, tutoring and leisure activities. Young adults receive low-threshold training and therefore the chance to find a job.

11 projects in 9 countries
are dedicated to Roma people

Help for people with disabilities

From the edge to the midst of society

Ten year old Samuel from the Armenian city Gyumri has only one wish: that he is allowed to take part in the summer camp for children with disabilities next year again. 23 children and 17 relatives can find some rest in the midst of games and fun activities in Vanadzor in 2011. In a country, where people with disabilities are often still perceived to bring shame over their family, activities that bring these people out of their isolation are even more important.

50 projects in 14 countries
support people with disabilities



◀ Zotter

How chocolate lollypops turn to goats

10 cent of every sold "Lollytop" – a new fair trade chocolate lollypop from the Styrian chocolate manufacturer Zotter– are donated to Burundi where they turn to goats and become the livelihood for families in need. All in all 18.566 Euros can be generated and doing so hundreds of goats can be donated. Important support for survival of people in the poorest countries of the world.

▶ S IMMO AG

A heart for people in Eastern Europe

Like in the last three years, S-Immo AG supported people in need in the poorest European countries again in the year 2011 with a generous donation of 40.000 Euros.

Thanks to this donation, elderly people in Pokrovan, Bulgaria, can find company and warmth in a day care centre. Teenagers in Romania find shelter and perspectives for the future in the "Hoffnungshaus" ("House of Hope") in Alba Iulia. And S-Immo makes it possible that children in the Caritas day care centre in Kiev can live a life away from the streets.



◀ Philips

Starting aid for "the seriousness of life"

1.654 children from disadvantaged families were able to be supported within the framework of the Caritas Philips-Schülerfonds ("Pupil fund") in the school year 2010/2011. The money in this fund is donated by Philips (70.000 Euros) but is also collected through various activities (36.644 Euros). Families in need in Austria can use it for school supplies, tutoring and other school related expenses.



▲ Danone

Outstanding commitment

Under the title "DANhelp", Danone donates 50.000 Euros for elderly people in need. Unique: in order to motivate the own employees to social commitment, Danone donates 500 Euros for every day that a person volunteers in the house "Jona". This Caritas institution gives a home to disadvantaged elderly people. Overall that way further 35.000 Euros are collected.

▲ Mond

Very special learning support

Mondi, the paper and packing producer, has been an important partner of the Caritas "Lerncafés" ("Learning coffee Houses") since 2009 already. Disadvantaged children receive free tutoring there and at the same time perspectives for a better future. Mondi chose the support points which received around 100.000 Euros in 2011, Knittelfeld, St. Pölten, Wolfsberg and Vienna, by the proximity to its own production facilities, also in order to give Mondi employees the opportunity to volunteer.

▶ Volksbanken

Child sponsorships donate future

It is literally an investment with a promising future: the Volksbanken sponsorship for the Caritas child sponsorship programme (www.patenschaften.at). The sponsors support a disadvantaged child while growing up with a monthly contribution in a project of their choice. That way children like Angelina from Southern Sudan, Kassandra from Albania and Katja from Siberia can live a better life.



◀ BIPA

Shampoo and co for people in need

Many people that receive Caritas support have only a few Euros a day to pay for food, clothes and hygiene products. How good that BIPA makes these people's lives easier: in the year 2011 the company donates BIPA prepaid cards with a total value of 120.000 Euros to 13 Caritas institutions, like mother-child-shelters, social counselling centres and asylum seeker centres.



◀ BILLA

Campaign “Glückskind” (“Lucky child”) goes into round four
Once again, in 2011, the campaign “Glückskind” for mothers and children in need is highly successful: For the fourth time already, BILLA supports families in need in Austria within the framework of the company’s “Sustainability Weeks”. Following Easter eggs, apples and Knorr products, this time buying traditional hay-milk products supports children in need. 30.000 Euros have been collected from mid to end September (5 Cent per package of butter, etc.) Overall BILLA donates 200.000 Euros for mothers and children in need.



◀ dm

Well wrapped in free diapers

Who has a baby knows how diapers can affect the household budget. In order to support families in need in Austria, dm drogerie markt once again supports Caritas clients with 800.000 diaper vouchers in 2011. They are distributed to families in need via Caritas institutions like mother-child-shelters or the social counselling centres.

▲ REWE

Feeding sustainability

In the light of the food crisis in Northern Kenya, REWE reacted quickly and supported the Caritas food distribution in schools with 50.000 Euros. The donation enables Caritas to feed 2.300 children, three times a day for six months. Within the framework of the sustainability label PRO PLANET REWE further supports the youth occupational projects hke (Vienna) and tagwerk (Graz), as well as a social centre for harvesters in South Spain with an overall donation of 300.000 Euros.



◀

Zielpunkt

A bag filled with commitment

The food distributor Zielpunkt, a long-term partner of Caritas, donated 10 Cent per sold paper bag to Caritas in 2011 again. Overall, the donations from the sold paper bags and the outcome of various other events, add up to a sum of 80.000 Euros. The money is dedicated to children and teenagers with disabilities in St. Isidor (Leonding) and “Am Himmel” (Vienna).

▼ IKEA + Schenker

Small beds – big help

The Swedish interior decorating expert IKEA gives 1.000 high quality adjustable children’s beds including the accompanying slatted frame and also adjustable three-part mattress to Caritas. They are given to children in Caritas institutions such as mother-child-shelters as well as to families in need. The shipping company DB Schenker takes care of the transport of the 173 pallets from the IKEA central warehouse in Wels to locations in the nine states.

Photo credit: Pawloff



◀

Verbund

No chance for “energy guzzlers”

An outstanding energy bill and no money to pay it: in situations like these Caritas can help thanks to the “Verbund-Stromhilfefonds der Caritas” (“Verbund electricity aid funds of the Caritas”) The proud annual record (October 2010 to September 2011): 496 households receive financial support and an important energy counselling session, in order to be able to for example identify energy guzzling appliances. Further the appliances in 262 households are renewed. Bosch Siemens Neff helps here.



◀

voestalpine

Earthquake: help for orphanage

The devastating earthquake and the serious Tsunami in 2011 destroyed numerous buildings. The orphanage “Fujinosono” in the small town Ichinoseki was also badly hit. To give more than 60 girls and boys a safe home, Caritas rebuilds the orphanage in cooperation with the Maltese and the support of many donors. Voestalpine’s contribution of 350.000 Euros is one large brick of this project.



Photo credit: Pawloff

Child Campaign 2011

1.7 million Euros for children in the poorest European countries

The siblings Natalja and Alexandra are "regulars" in the day-care centre Baranowitschi (Belarus). Here they can eat as much as they need and here they have someone who looks after them. Your donation helps thousands of children in the poorest countries of Europe; your donation gives them the chance to receive education, a roof above their heads or loving care in a day-care centre. A heartfelt thank you to Erste Bank and Wiener Städtische Versicherungsverein, who support the Child Campaign.



Photo credit: Luttenberger

National Help 2011

2.2 million Euros for people in need in Austria

Your donation keeps someone warm: more than 58.000 people in need receive Caritas support every year in one of the nationwide social counselling centres. The 2.2 million Euros from the National Help collection are used as heating cost or rent grants but also for school supplies for people affected by poverty.



Photo credit: Beck



Photo credit: Luttenberger

Care Campaign 2011

Growing old with dignity

Caritas is convinced: everyone has the right to a dignified evening of life. In September, with the financial support of Wiener Städtische, Caritas focuses on the topics of care and nursing in a nationwide campaign. Doing so, Caritas includes people who are in need of care and nursing into the midst of society.

August Collection 2011

8 million Euros for a future without hunger

The hardships of 15 million people who are affected by hunger in the drought areas of East Africa do not remain unheard in Austria. During the August collection, additionally to the approximately 10 million Euros of direct financial disaster means, you donate further 8 million Euros to people affected by hunger around the globe. These donations

are dedicated to the people in Kenya, Ethiopia and Somalia, as well as to approximately 350 aid programmes in Africa, Asia and Latin America. Your dedication ensures the survival and the livelihood of thousands of families. Bawag/P.S.K. and Western Union support the campaign as main sponsors.



Public Authorities

To live of one's harvest

Times get harder and harder for small peasant families in Bangladesh, India and Nepal: the climate change leads to the lack of the essential rainfall. Monocultivation makes the land less fruitful.

"What is the best order to sow fruit and vegetables in order to keep the land fruitful? Which grain resists the changed climatic conditions best?": in 2010, a five year long, multinational research project was started, that has the goal to find answers to these questions and at the same time to sustainably increase the living conditions of peasant families in Bangladesh, India and Nepal. The project is financed by the European Commission. 3.000 families receive direct help within the framework of this programme. As many as ten million people are supposed to benefit from the results. In co-operation with numerous national and international universities, among them also the Viennese University of Natural Resources and Life Sciences, Caritas is working on agricultural methods, which respond to the recent climate change (resistant seeds, livestock).

1.7 million Euros
funding granted by ADA (Austrian Development Agency) in 2011 are used in Ethiopia, Burkina Faso, Bosnia, Albania, in the Democratic Republic of the Congo and in the Republic of Moldova

Around 870.000 Euros
provided by the EU support Caritas projects in India, Bangladesh, Nepal, Lebanon, Belarus and in the Democratic Republic of the Congo

Additionally the local governments of Vorarlberg, Tyrol, Vienna, Styria, Lower Austria and South Tyrol
sponsor the Caritas Foreign Aid

ERSTE Foundation/KomenskýFond

Learning for life

Since 2006, the KomenskýFond, created by ERSTE Foundation and Caritas, successfully supports education measures for disadvantaged people in Austria as well as Central and Eastern Europe. In the Romanian village Periam for example, up to 40 children receive a warm meal a day, help with studying and leisure time activities care in a day care centre. "In the beginning we had to convince the parents to send their children to us. Today they are very happy about the support and come to the centre a long time before the school year starts in order to inscribe their children.", Christoph Schweifer, head of Caritas Austria Foreign Aid tells us.

The initiative also set new impulses for the Caritas social counselling centres in Austria: additionally to rent or energy cost financial aid, with the help of the KomenskýFond, people in need can now also be supported with funds for education measures.

Around 600 people in Austria

as well as

900 people in Central and Eastern Europe

were supported by the KomenskýFond in 2011

Addresses

Caritas Österreich Headquarters

Albrechtskreithgasse 19-21, 1160 Vienna,
Tel. 01/4 88 31-0, Fax 01/4 88 31-9400,
E-Mail: office@caritas-austria.at
Caritas on the internet: www.caritas.at,
www.youngcaritas.at,
www.patenschaften.at

President: Franz Küberl

Secretary-General: MMag. Bernd Wachter

Secretary-General International Programmes: 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. 01/8 78 12-0, Fax 01/8 78 12-9100,
E-Mail: office@caritas-wien.at

Caritas of the Diocese St. Pölten

Hasnerstraße 4, 3100 St. Pölten,
Tel. 0 27 42/844-0, Fax 0 27 42/844-180,
E-Mail: info@stpoelten.caritas.at

Caritas of the Diocese Eisenstadt

St.-Rochus-Straße 15, 7000 Eisenstadt,
Tel. 0 26 82/7 36 00, Fax 0 26 82/7 36 00-306,
E-Mail: office@caritas-burgenland.at

Caritas of the Diocese Graz-Seckau

Raimundgasse 16, 8011 Graz,
Tel. 0316/80 15-0, Fax 0316/81 23 58,
E-Mail: office@caritas-steiermark.at

Kärntner Caritasverband

Sandwirtgasse 2, 9020 Klagenfurt,
Tel. 0463/5 55 60-0, Fax 0463/5 55 60-30,
E-Mail: office@caritas-kaernten.at

Caritas Oberösterreich

Kapuzinerstraße 84, 4021 Linz,
Tel. 0732/76 10-2020, Fax 0732/76 10-2121,
E-Mail: information@caritas-linz.at

Caritas of the Archdiocese Salzburg

Universitätsplatz 7, 5020 Salzburg,
Tel. 0662/84 93 73-0, Fax 0662/84 93 73-130,
E-Mail: kommunikation@caritas-salzburg.at

Caritas of the Diocese Innsbruck

Heiliggeiststraße 16, 6020 Innsbruck,
Tel. 0512/72 70-0, Fax 0512/72 70-5,
E-Mail: caritas.ibk@dibk.at

Caritas of the Cath. Church Vorarlberg

Wichnergasse 22, 6800 Feldkirch,
Tel. 0 55 22/200-0, Fax 0 55 22/200-1005,
E-Mail: kontakt@caritas.at

Imprint:

Editorial office: Caritas Österreich.
Editorial office address: Albrechtskreithgasse 19-21, 1160 Vienna,
Tel. 01/488 31-400.
office@caritas-austria.at.
Owner, editor and publisher:
Caritas, Albrechtskreithgasse 19-21, 1160 Vienna.
Photos (if not indicated otherwise): Caritas.
Layout: EGGER & LERCH,
Kirchengasse 1a, 1070 Vienna.
Print: TECHNOgrafik,
2100 Leobendorf.
Post office: 1170 Vienna.
Place of publication: Vienna