

PROJECT INTEGRATION
THROUGH DIALOGUE
TOOLKIT
S U P P L E M E N T 2

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**SAMPLE
HAND
OUTS**



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I N T R O D U C T I O N

This booklet is meant to be used in conjunction with the Project Integration through Dialogue Toolkit's main Handbook. It contains copies of informational handouts, which our team developed and distributed to participants as a reference during dialogue sessions. There is one handout for each of the modules in the Handbook, and most handouts are 1-2 pages long (with some exceptions).

This content was developed for use in Vienna, Austria and most of the resources offered are specifically written for this city. Information was accurate as of Winter 2018.

Trainers, workshop leaders and dialogue facilitators, who work with clients in Vienna, are welcome to photocopy and use these handouts in their own work, or to add-to and further adapt them. We recognize that such information becomes quickly outdated, and we gladly welcome additions or corrections.

Although these infosheets are intended for use in Vienna, Austria, we hope they will serve as a helpful model regarding the types of information about the local community which might be useful for participants.

The information in these handouts comes from extensive research and professional networks. While it seeks to inform on a number of helpful organizations and services, it is by no means complete. Although this information originates from reputable sources, neither KAICIID, nor their partners or staff accept any responsibility or liability for the contents of this information, or for consultancy services from the organizations named.





Integration through Dialogue

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Information Sheet:

LEARNING A NEW LANGUAGE LANGUAGE AS THE KEY TO INTEGRATION

► Österreichische Integrations Fonds (ÖIF)

Information on language course projects, German courses, and examinations.

Link: <http://www.integrationsfonds.at/sprache/>

Website available in GERMAN, ENGLISH, ARABIC, AFRIKAANS

► City of Vienna

Information on basic training courses and German courses for adults, young people, women with child-care responsibilities.

Link: <https://www.wien.gv.at/menschen/integration/deutsch-lernen/erwachsene/index.html>

Website available in GERMAN, ENGLISH

► Austria, Switzerland, Germany (ÖSD)

Information on the Österreichische Sprachdiplom Deutsch (ÖSD) [Austrian Language Diploma] certified courses and exams. Link: <http://www.osd.at/default.aspx?Slid=6>

Website is available in ENGLISH, GERMAN

► University of Vienna

Information on German courses. Link: <http://oeh.univie.ac.at/deutschkurse-fuer-fluechtlinge>

Website available in GERMAN

► AWS Aus- und Weiterbildungszentrum Soziales Wien (Education dial)

Orientation advice, establishing the level of language and accompanying coaching during education and training. Ascertaining levels of knowledge and qualifications. Taught in a language course and more advanced training provisions. Link: <http://www.awz-wien.at/sprache/>

Website only available in GERMAN

► Interface Wien

Integration advice available in different languages (including Arabic, Farsi, German, Pashtu, etc.) as well as a certified language institute which conducts examinations for the Österreichische Sprachdiplom Deutsch (ÖSD) [Austrian Language Diploma]. Link: http://www.interface-wien.at/view/content?p_id=3-uber-uns

Website only available in GERMAN

► The Wiener Volkshochschulen (VHS)

[Adult Community Education Centres] German integration course as well as Austrian ÖSD exams

Link: <http://www.vhs.at/beratung/deutschkurs/integrationskurse.html>

Website only available in GERMAN

Did you know?

- **German is one of the 10 most commonly spoken languages worldwide**, and has also been rated as one of the most economically valuable to learn in addition to English, Spanish and Chinese. Therefore, mastering this language is a huge accomplishment!
- **Austria and Germany have strong economies** and are important trading partners in the global marketplace
- German is the **third-most heavily marketed foreign language in the world**

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Information Sheet:

GOING SHOPPING



1. Buying Groceries

You can buy food for your daily needs in Austrian grocery shops (Spar, Billa, Hofer, Lidl, Penny, etc.), specialist shops, in certain markets or in shopping centres.

Similar goods can often have very different prices at different grocery stores. Sale prices or special offers usually only apply for a short-time. Therefore, it is important and worthwhile to inform yourself carefully and to compare the quality and prices of individual foodstuffs.



2. Opening Hours at Shops

Shops in Austria do not open at the same time - in fact, many have their own individual opening hours. Typically, grocery stores are open from Monday to Saturday, 7:30am to 7:30pm. Sometimes stores stay open later on Thursday nights. Shops are normally closed on public holidays and Sundays; however, there are a few select stores which remain open on these days (Billa Praterstern, Billa Franz-Josefs-Bahnhof, Spar Landstraße Wien Mitte, etc.)

Shopping centres are usually open from 9am to 8pm, where you will find clothing shops, stationery shops, sporting goods shops and jewellers' shops alongside grocery stores.



3. Exchanging Goods

It is important to keep your receipt every time you make a purchase. Exchanging or returning goods is only possible with a receipt and within the return period. This period is near the bottom of the receipt (for example with clothing shops this could be 14 days).

It is also possible to return food or drinks to the grocery store with your receipt, if, for example, you notice that the expiry date of your goods elapsed before you purchased the product. In this case, you will receive a replacement item free of charge.



4. Negotiating and Bartering

It is not common to barter or negotiate in shops in Austria. Prices are fixed in supermarkets, at the bakery, and at clothing stores and bartering in these stores is frowned upon. However, you are typically allowed to barter at open-air markets or at private sales events, such as flea-markets.



5. List of Shopping Centres:

Donauzentrum: Wagramer Straße 81, 1220 Vienna

Underground station: U1 Kagran

Millenium City: Handelskai 94-96, 1200 Vienna

Underground station: U6 Handelskai

SCS (Shopping City Süd): SCS – Straße, 2334 Vösendorf

Take the Baden train from Meidling in the direction of Baden to the station "Vösendorf-SCS"

Lugner City: Gablenzgasse 3, 1150 Vienna

Underground station: U6 Burggasse

SUPERMARKETS WHICH ARE OPEN ON SUNDAYS:

Billa Praterstern: Praterstern Bahnhof, 1020 Vienna

Underground station: Praterstern U1, U2

Spar Museumsquartier: Babenbergerstraße 9, 1010 Vienna

Underground station: Museumsquartier U2

Spar AKH: Währingergürtel 18-20, 1180 Vienna

Underground station: Michelbeuern U6

Spar Landstraße: Landstraße Hauptstraße 1b

Underground station: Landstraße U3, U4

Billa Franz-Josefs Bahnhof: Julius-Tandler-Platz 3, 1090 Vienna

MARKETS IN VIENNA:

Brunnenmarkt: Brunnengasse. Underground station Josefstädter Straße U6

Hannovermarkt: Hannovermarkt 1: Underground station Jägerstraße U6

Naschmarkt: Underground station Karlsplatz U4, U2, U1



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Information Sheet:

SCHOOLING FOR CHILDREN

Information on the education system for children and young people in Austria:

- General information on the education system in Austria: <http://www.bildungssystem.at/>
- Education paths in Austria:
<https://bildung.bmbwf.gv.at/schulen/bw/ueberblick/bildungswege.html> (Documents also in Arabic)
- Information on: Children from 0 to 6 years of age, the requirement to attend school, the obligation to be educated or be trained, further education and forms of schools, apprenticeships, university and college, private schools:
<https://www.migration.gv.at/de/leben-und-arbeiten-in-oesterreich/kinder-und-bildung/bildungssystem/>
- Information on forms of child care as well as assistance with child care, the inclusion of children with disabilities: <https://www.help.gv.at/Portal.Node/hlpd/public/content/37/Seite.370000.html>
- Information on schools providing general education: <https://bildung.bmbwf.gv.at/schulen/bw/abs/abs.html>
- Information on vocational schools: <http://www.berufsbildendeschulen.at/index.php?id=7>
- Information on the obligation to attend school:
<https://www.help.gv.at/Portal.Node/hlpd/public/content/141/Seite.1410001.html>

Information on support opportunities for children and young people:

- MA 11 – Wiener Kinder und Jugendhilfe [Assistance for children and young people in Vienna]:
<https://www.wien.gv.at/kontakte/ma11/>
- Schülerhilfe [Assistance for school children]: <https://www.schuelerhilfe.at/>



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Information Sheet:

TRAINING AND EDUCATION FOR ADULTS

- General information for training and educating adults: <https://erwachsenenbildung.at/>
- Vocational schools: <https://www.bfi.at/links/erwachsenenbildung-in-oesterreich/>
- Employment services: <http://www.ams.at/erwachsenenbildung>
- WIFI (further and continuing education for adults)
https://www.wifiwien.at/?gclid=EAlaIqobChMI4aKorq7O2wIVAuEbCh3DdwKUEAMYASAAEgK6k_D_BwE
- BFI (further and continuing education for adults): <https://www.bfi.wien>
- Advice on training and education targeted for adult refugees, and women:
<https://erwachsenenbildung.at/themen/migrationsgesellschaft/praxis/bildungsangebote.php>
https://erwachsenenbildung.at/themen/eb_in_oesterreich/praxisbeispiele/projekte_migration_und_frauen.php
- Netzwerk MIKA [MIKA Network]: <https://www.netzwerkmika.at/en/who-mika>
- Learning Centre for Migrant Women: <http://www.lefoe.at/index.php/bildungsangebote.html>
- General search engine for provision of adult education for refugees:
<http://www.suchen.co.at/web?ts=go&q=ausbildung+f%C3%BCr+migranten>
- Finding literacy courses in Austria: <https://www.alphabetisierung.at/#main>



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Information Sheet:

VISITING THE DOCTOR



1. Principles for visiting the doctor

Below are some helpful questions to ask yourself before going to the doctor's office, in order to help you better inform your doctor of your symptoms.

- What are my current symptoms?
- When did these symptoms first appear?
- When do these symptoms normally occur? Morning? Evening? All the time?
- What other symptoms do I have from time to time?
- What other changes are worth mentioning? (Inability to sleep, difficulty concentrating, aggression, stinging eyes, listlessness or apathy etc.)
- What do I estimate my general level of health to be?
- Do I have any allergies or intolerances?
- What else has changed in my lifestyle?
- What medications (prescription and non-prescription) am I taking and how long have I been taking them?
- How regularly do I take the medication?
- What doses do I use for the different medications?
- When do I take these medications?
- Are these medications tolerated well?
- What can I do in order to integrate this treatment better into my everyday life?

- Do I need a prescription?
- When is my next appointment planned for a check-up?
- Do I want to have any children and what must I take into consideration in case of pregnancy?

WHO OR WHAT SHOULD I TAKE WITH ME:

- Do I need anyone to accompany me? (Translation assistance?)
- E-card, letter of referral, possibly even a debit card
- During your first trip to the hospital: Identity card, passport
- Disability card
- Notepad and pen or pencil (as you will not remember everything the doctor says)
- List of medications and questions
- All the current findings, x-rays
- Further medical documents, which can be helpful (pain diary, vaccination certificate, diabetic card, ...)

You can find all doctors, including their addresses, telephone numbers and office opening hours at www.docfinder.at



2. Important telephone numbers:

Emergency: **144**

IMPORTANT INFORMATION

In principle, every citizen in Austria is entitled to visit the doctor. The prerequisite is that you must have compulsory insurance with a health insurance provider (for example, WGKK). In most cases, you should call and schedule an appointment with the doctor before your visit. However, there are some general practitioners who allow walk-ins or do not require appointments under certain circumstances. It is always best to call and explain your situation. Everyone should have a family doctor nearby; however, it is also possible to change your family doctor. If your family doctor is unable to treat you, then he will refer you to a specialist.

DIFFERENT TYPES OF DOCTORS

There are several types of doctors in Austria - panel doctors, elective doctors, and private doctors - which are categorized based on whether they are contracted with a health insurance provider.

Panel Doctors have concluded a contract with one or more health insurance funds. The services provided are charged directly to the health insurance fund, as long as the patient has not been requested to pay a portion of the costs. Deductibles on the insurance are also possible.

Elective Doctors do not have a contract with the health insurance fund. The patient initially pays for the services rendered himself, but can then be refunded for a certain part of the costs by his health insurance provider.

Private Doctors also do not have a contract with a health insurance fund. As opposed to treatment by an elective doctor, the patient is not entitled to be refunded for his expenses.

In Austria there is a system for compulsory insurance. This means that insurance is offered automatically, through statutory health insurance funds, as long as a person is employed and has an income above a certain level. Health insurance funds can differ depending on your profession or the Austrian federal state where you work. Therefore you should check the information from your local state office.

There are 22 social insurance funds in Austria, which are also responsible for health insurance. The health insurance funds have contracts with doctors, and these doctors can charge their services directly to that fund.

The statutory health care funds include:

- **9 regional health care funds for the federal states in Austria**

(BGKK, KGKK, NGKK, OGKK, SGKK, STGKK, TGKK, VGKK, WGKK)

- **6 company health insurance funds (BKK)**

- > BKK Austria Tabak
- > BKK Kapfenberg
- > BKK Mondi
- > BKK Voestalpine Bahnsysteme
- > BKK der Wiener Verkehrsbetriebe
- > BKK Zeltweg

- **Versicherungsanstalt öffentlich Bediensteter (BVA)**

- **Sozialversicherungsanstalt der gewerblichen Wirtschaft (SVA)**

- **Sozialversicherungsanstalt der Bauern (SVB)**

- **Versicherungsanstalt für Eisenbahnen und Bergbau (VAEB)**

All health care funds are represented in the Hauptverband der österreichischen Sozialversicherungsträger. Some federal states and cities (e.g. Vienna, Upper Austria, Hallein) have their own accident and sickness insurance organisations (called KFA), which do not belong to this main association.



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Information Sheet:

THE ROLES OF MEN AND WOMEN

The roles of men and women

The biological differences between men and women are the same all over the world. However, the roles played by men and women (or boys and girls) are always different and depend on what you have learned and experienced. This means that our families, schools, traditions, and communities play an essential role in defining the expectations of our "gender." Some cultures have tasks, activities, and jobs that are usually expected of men versus women and vice versa. These expectations may also be imposed by our families, friends or relationships.

In order to distinguish between these differences, many use the terms "biological gender" and "social gender."

In contrast to biological gender, social gender takes many forms and can be shaped by religious, political, legal, philosophical, linguistic, and other traditions.

The differences between biological gender (Sex) and social gender* (Gender)

BIOLOGICAL GENDER (SEX)	SOCIAL GENDER (GENDER)
Biological	Determined by the Community
We were born this way	Not congenital, but determined by society
Permanent (with exceptions)	Changes according to time and place
Males, Females	Men, Women
Determined by body parts and body functions	Determined by roles and social relationships
Inherited traits	Traits influenced by culture, habits, family, traditions, economics, religion, and politics
Personalized	Society/Institutions

*Source: Solidarity Centre WREN Program, "Workshop 2: Building Knowledge, Understanding and Skills for Education and Action." Working document, Solidarity Centre, 2006. Washington, DC.

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Information Sheet:

MARRIAGE AND PARTNERSHIP

Information about Marriage in Austria:

1. Weddings at the registry office:

Link: <https://www.wien.gv.at/verwaltung/personenwesen/ehe/standesamt/>

2. Information on registering for marriage:

Link: <https://www.help.gv.at/Portal.Node/hlpd/public/content/7/Seite.070100.html>

3. Other important information about getting married:

Link: www.wirheiraten.at

Information on Women's Equality:

<https://www.demokratiewebstatt.at/angekommen-demokratie-und-sprache-ueben/frauenrechte-und-gleichberechtigung-in-oesterreich/>

Help for Women Affected by Psychological or Physical Violence:

• 24-hr Women's Emergency Line (Frauennotruf): **+43 (0)1 7171 9**

- All issues relating to any form of violence against women, including sexual violence
- Wide range of languages

- **Advice for Violent Situations:** Go to www.gewaltinfo.at.
- **Orient Express:** <http://www.orientexpress-wien.com/>
Help and advice offered in German, Turkish, Arabic and English.
- **Women's House:** www.aeof.at
- **Counselling for young women:** www.maedchenberatung.at
- **Helpchat:** www.haltdergewalt.at
- **Advice on line 147** (emergency helpline for children, young people and their caregivers)
- **Women's helpline:** **0800-222-555**
www.frauenhelpline.at (Around the clock, anonymous and free)

Other Advice on Marriage, Partnerships, and Rights:

- **Queer Base** (support for LGBTQI asylum seekers)
<http://queerbase.at/>
- **The Vienna Anti-Discrimination Office** offers advice to lesbians, gays and transgender people affected by discrimination
<https://www.wien.gv.at/kontakte/wast/>
- **Courage counselling** (an anonymous, free psychosocial counselling for young "gays, lesbians, and people with Transgender issues and intersexuality")
<http://www.courage-beratung.at/>
Monday 10 am to 1 pm or Tuesday to Friday 3 pm to 8 pm
PHONE: **585 69 66**
A-1060 Vienna, Windmühlgasse 15/1/7
Fax: **(01) 585 69 61**
E-mail: info@courage-beratung.at
- **"Women's education":** LEFÖ- counselling, education and support for migrant women
Kettenbrückengasse 15 Door 4 - 1050 Vienna
- **Assistance for children:**
Link: www.gewalt-ist-nie-ok.at



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Information Sheet:

EXPLORING YOUR HOST CITY

Vienna is a diverse city that offers a variety of leisure and cultural activities for young and old alike. This information sheet lists recommended activities for exploring your new city.



1. Beach Volleyball

This is the classic summer sports activity. Rarely can you get a tan and burn calories all at the same time! Bump, set, spike! Play with a friend or change things up a little based on the number of players. Join an intense two-on-two match or a more leisurely game of four-on-four. The best sand courts are:

SAND IN THE CITY: Lothringerstraße 22, 1030

Free between 2 pm and 5 pm, € 26 per hour between 5 pm and 11 pm

SUMMERSTAGE: Donaukanal, U4 Roßauer Länge, 1090

Daily from 5 pm to 11 pm, tournaments are organized on occasion

DANUBE ISLAND: Handelskai, 1210



2. Climbing

CLIMBING HALL VIENNA: Erzherzog-Karl-Straße 108, 1220

Open daily from 9 am to 11 pm; there are courses for beginners and advanced, indoor and outdoor



3. Hiking

Hiking isn't just an activity for pensioners - it's actually really hard work. There are numerous hiking trails in and around Vienna.

<https://www.wien.gv.at/english/leisure/hiking/paths.html>



4. Pedal boating

HOFBAUER BOAT RENTAL: Wagramer Straße 49, 1220

Old Danube, € 12.50 per hour and boat, € 13.50 for a boat with a slide



5. Basketball, Football

Each district has many sports facilities, such as basketball courts and football pitches, which can be used for team sports. These facilities can often be used around the clock.

SPORTS FACILITIES/CAGES: Margaretengürtel 82-88, 1050

FOOTBALL PITCH: Eibesbrunnnergasse 13, 1100



6. Bicycling, Inline Skating

Those who like to get away from the heat and want to cool off with the headwinds should ride on wheels - either by bicycle or with inline skates on their feet. If you want to get out of the city, we recommend the bike paths along the Danube.



7. Swimming

Vienna has numerous swimming pools. Addresses can be found at this link:

<http://www.wien-konkret.at/sport/schwimmbad/>



8. Wakeboards

WAKEBOARD LIFT: Am Wehr 1 – Neue Donau, 1220 Daily from 10 am.

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- >> The city of Vienna also has many free offers available online, which are highly recommended:
<http://www.stadt-wien.at/freizeit.html>
 - >> Notable sites and museums:
<https://www.wien.gv.at/ma53/museen/museen.htm>
 - >> Museums free for children and teenagers:
<https://vivent.at/gratis-ins-museum/>
 - >> Recommended sights to see:
<https://www.city-walks.info/Wien/Sehenswuerdigkeiten.html>



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Information Sheet:

BE A GOOD NEIGHBOR

Now that you've moved to a new country, you may have questions about how to be a good neighbor. The below websites offer many helpful tips about how to be part of a healthy neighborhood, and integrate successfully into your new Austrian community.

The Initiative **"Auf gesunde Nachbarschaft"** [*Towards a healthy neighbourhood*].

Website: www.gesunde-nachbarschaft.at

"Netzwerke für gute Nachbarschaft" [*Networks for good neighbourliness*].

You can obtain recommendations and useful pieces of advice as well as get to know new people on this website: www.fragnebenan.com



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Information Sheet:

PREJUDICE, DISCRIMINATION AND ACCEPTANCE

What is Discrimination?

The City of Vienna defines discrimination as, "every form of unjustified disadvantage or unequal treatment for individual persons or groups on the basis of different perceptible characteristics (e.g., age, ethnicity, or disability) and/or not immediately perceptible characteristics (e.g., personal values or beliefs, religion, or sexual orientation)."

Source: <https://www.wien.gv.at/verwaltung/antidiskriminierung/definition/index.html>

What are the different forms of discrimination?

According to the City of Vienna, there are differences between direct and indirect discrimination. "Both are equally forbidden as is the so-called harassment of a person on the grounds of ethnicity, religion, personal beliefs, disability, age, sexual orientation, gender identity and gender. In particular, also on the grounds of pregnancy and parenthood, as well as victimisation." Incitement to discrimination is also forbidden.

¹ Ibid.

The situations described below are general examples of discrimination and are not necessarily based on real-life events. They are simply meant to increase understanding of what discrimination is and its various forms.

Immediate (Direct) Discrimination

A person may be immediately discriminated against if they are placed in an inferior position to someone else, due to their ethnicity, religion, disabilities, age, sexual orientation, etc.

Examples

- In Vienna, a person with dark hair feels they received worse treatment at the nearby hospital than the patient with light hair.
- An official employed by the City of Vienna has a conversation with a woman wearing a headscarf. He then makes derogatory comments about her, based on her appearance.

Indirect Discrimination

Indirect discrimination occurs when a "neutral" regulation actually disadvantages someone because they have a protected characteristic.²

Example

- An employment position demands perfect EDP skills (electronic data processing), although in the actual working environment basic knowledge suffices. Older applicants will presumably not be able to demonstrate perfect EDP (electronic data processing) skills as frequently as younger applicants.

Pestering and Harassment

Pestering and harassment are forms of intimidation, hostility or slander.³

Pestering and harassment can occur if a person is subjected (based on their ethnicity, religion, disabilities, age, sexual orientation, etc.) to an environment or action which is intimidating, hostile, humiliating, slanderous, attacks the dignity of the person and/or is considered undesirable, inappropriate or offensive by the person.⁴

Examples

- A customer with dark-skin is insulted and called a "negro" at one of Vienna's official offices.
- An e-mail with a racist comment was distributed in the municipal authority's outlook system.

² City of Vienna. "Forms of Discrimination." Wien, n.d., wien.gv.at/verwaltung/antidiskriminierung/definition/formen.html. Accessed 7 August 2018. ³ Ibid. ⁴ Ibid.

Victimisation

Victimisation is present if a person suffers a disadvantage, because they have complained about discrimination or because they support or supported another person who complained.⁵

Association

People who have a close relative or dependent with special characteristics (ethnicity, religion, disabilities, age, sexual orientation, etc.) may also experience discrimination through "association".⁶

Source: <https://www.wien.gv.at/verwaltung/antidiskriminierung/definition/formen.html>

Stellung zur Bekämpfung von Diskriminierung *[Office for the Fight against Discrimination]*

<https://www.wien.gv.at/verwaltung/antidiskriminierung/zustaendigkeit.html>

19., Muthgasse 62, Riegel C 3.07

Telephone: +43 1 4000-38950

E-Mail: post@bsb.wien.gv.at

Islamische Glaubensgemeinschaft Österreich (IGGiÖ), [Islamic Denomination in Austria (IGGiÖ)]

Documentation office for anti-Muslim discrimination

<http://www.derislam.at/iggo/?c=content&cssid=Dokustelle&navid=254&par=300>

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⁵ Ibid. ⁶ Ibid.



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Information Sheet:

BRINGING UP CHILDREN WITHOUT VIOLENCE

Raising children in a non-violent manner

Information and tips from [Gewaltinfo.at](https://www.gewaltinfo.at):

- Over 90% of parents and young people in Austria agree that a violence-free upbringing is important. This view is also shared by approximately 80% of adults with a migrant background.
- Children should be allowed to express their own independent personalities and freely share their wishes and needs. They should also feel that they are loved for their unique talents, interests, and opinions.
- Children should be allowed to have contact with other people, particularly playmates of a similar age.
- Children should be given acknowledgment and praise. It is important to stress their strengths and abilities.
- Respect the child's private sphere.
- Consciously dedicate time and attention to your children.
- Do not treat your children as adults. Do not place them under extreme pressure and demands.⁷
- Allow children to receive the support that they require for their development.
- Set clear, easy-to-understand boundaries for your child, which have "non-violent" penalties.⁸
- Do not scare or lie to your children.⁹
- Do not be over-protective with children or stifle their independence.¹⁰

"No violence towards children can be justified, all violence is preventable!"¹¹

⁷ Gewalt Info. "Nonviolent Education." Gewaltinfo, n.d., [gewaltinfo.at/betroffene/kinder/gewaltfreie_erziehung.php](https://www.gewaltinfo.at/betroffene/kinder/gewaltfreie_erziehung.php). Accessed 7 August 2018.

⁸ Ibid. ⁹ Ibid. ¹⁰ Ibid.

¹¹ UNICEF. "Violence against Children." UNICEF, n.d., [unicef.org/esaro/5480_violence-against-children.html](https://www.unicef.org/esaro/5480_violence-against-children.html). Accessed 7 August 2018.

Advice and Training for Parents¹²:

• **Family Counselling** is a network of almost 400 family counselling centres, sponsored by the Austrian Federal Chancellery. They offer advice on a number of family situations from education and schooling, to raising children with mental and physical disabilities.¹³

<https://www.familienberatung.gv.at/beratungsstellen/>

• **Eltern Werkstatt¹⁴** offers parenting workshops for a small cost.

Offices for Children's Rights in Austria:

Kinder-und Jugendanwaltschaften *[Children's and Youth Advocacy]*

Alserbachstraße 18, 1090 Vienna

Telephone: 01 7077000

Netzwerk Kinderrechte Österreich *[Children's Rights Network Austria]*

Vivenotgasse 3, 1120 Vienna

Offices for Child Protection:

Kinder und Jugendanwaltschaft des Bundes

Bundesministerium für Familien und Jugend

Franz Josefs Kai 51

1010 Vienna

Hotline: 0800/240 264

147 Help and Advice

An important contact centre for problems, questions and crisis situations for young people and children.

Hotline: 147 (for the whole of Austria) without a dialling code, 24 hours a day. Calls are anonymous.

TAMAR advice centre for abused and sexually abused girls and children

Wexstraße 22/3/1

Telephone: 01/334 04 37

¹² Familienberatung. "Counseling Services." Familienberatung, n.d., familienberatung.gv.at/beratungsstellen/. Accessed 7 August 2018.

¹³ Ibid. ¹⁴ Eltern Werkstatt. "Home." Elternwerkstatt, n.d., elternwerkstatt.at/index.php?id=2. Accessed 7 August 2018.

Die möwe [The seagull] child welfare centre

Börsegasse 9, 1010 Vienna

Telephone: 01/532 1515

Advisory team for the Vienna City School Board

Hainburgerstraße 40, 1030 Vienna

Telephone: 0676 811 856 418

Wiener Frauenhäuser (Kinderbereich) [Soroptimist International Austria (Children's area)]

Vivenotgasse 53, 3. Floor, 1120 Vienna

Telephone: 01/512 38 39

Children's Rights in Austria:

"Children have rights. Rights to education and training, freedom of opinion, participation, provision of healthcare as well as to protection from violence and exploitation."¹⁵

Corporal punishment for children has been banned in Austria since 1992. Children's rights are anchored in the UN Convention on Human Rights, which was established in 1989, and is recognized by almost all countries in the world.¹⁶

The Convention on Children's Rights takes into account special requirements for children, particularly those that need certain protection. Children (defined as any person under the age of 18) have fundamental, social, economic, cultural and civil rights. In this way, each child is acknowledged and respected as an independent holder of rights.

The Convention on Children's Rights is based on 4 basic principles:

- **Ban on Discrimination:** All children have equal rights. No child may be disadvantaged on any grounds: skin colour, place of origin, nationality, language, gender, religion, disability, parents' assets etc.).
- **Precedence of the child's well-being:** With decisions concerning children, the well-being of the child must be an overriding criterion.

¹⁵ Kinder und Jugendanwaltschaften Österreichs. "Children's Rights and Prohibition of Violence in Education." KJJA, n.d., kija.at/kinderrechte/4-kinder-haben-rechte-die-un-kinderrechtskonvention. Accessed 7 August 2018.

¹⁶ *Ibid.*

- **Development:** All children have a right to life, a secure existence and the best possible development opportunities.

- **Involvement:** Children should be personally involved, when appropriate, in decisions which concern them, and should be able to voice their opinions.

Since 2011, children's rights have also become a part of the Austrian Federal Constitution and the courts have oriented themselves more strongly in favour of children's rights.

The role of the family is a significant aspect of the Convention on Children's Rights. Parents should be supported in their responsibilities (for example, through the provision of child-care facilities). Additionally children have the right to live with their families, and they have the right to see both parents if they live apart.

Source: <http://www.kija.at/kinderrechte/4-kinder-haben-rechte-die-un-kinderrechtskonvention>

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