



# Human Rights City

A highly liveable city committed to values





“Human dignity is inviolable.”

Article 1, Charter of Fundamental Rights of the European Union

# **Human Rights City**

Vienna. A highly liveable city committed to values



# Foreword

This publication highlights the many facets of how human rights issues are being addressed by the Vienna city administration. It shows the many ways in which the City of Vienna is committed to human rights and what efforts it puts into protecting these rights.

Vienna offers its inhabitants a high quality of living, high environmental standards, social security, highly-developed social services, including affordable housing, education and training, job opportunities, cultural offers and ways to participate in municipal decision-making. Our aim is to guarantee these rights, as well as the quality of life afforded to all citizens of Vienna, without distinction as to sex, origin, first language, religion/belief, age, special needs, gender identity or sexual orientation.

Human rights are universal rights. They can help bring people closer together and build bridges within society. It is incumbent on governments and public institutions to protect human rights and to ensure a life in dignity and freedom for each and every individual.

Nowadays two thirds of the population in Europe live in urban settings, which is why cities are playing an ever more important role in strengthening respect for, and protection of, human rights. Accordingly, the City of Vienna and its administrative groups, departments and organisations are taking on more and more responsibility for ensuring and protecting human rights. As Mayor of Vienna, it is my task to discharge this responsibility.

For years, the City of Vienna has been implementing legal and institutional measures to foster and realise human rights. As a human rights city, Vienna aims to raise awareness for human rights, to become better and faster at identifying potentially harmful developments, and more effective at combating them, and to empower individuals to take a stand for human rights. The City of Vienna is making a valuable contribution towards strengthening human rights.

I would like to express my sincere gratitude to the departments and organisations of the Vienna municipal administration and their staff. Special thanks go to the Human Rights Office of the City of Vienna, to Shams Asadi, the Human Rights Commissioner of the City of Vienna, and her team.

A handwritten signature in black ink, appearing to read 'Michael Ludwig', written in a cursive style.

Michael Ludwig  
Mayor of the City of Vienna



# Foreword

As a human rights city, Vienna stands for open-mindedness as well as for diversity. A commitment to human rights and equal opportunities is key to my work and an important driver of my political actions. As Deputy Mayor and Executive City Councillor for Education, Youth, Integration and Transparency, numerous duties in the context of human rights fall within my sphere of responsibility: the right to education, the right to rest and leisure, the right to free movement, the right to political participation, the right to non-discrimination, the right to freedom of expression, and many more.

Diversity in all aspects of life and the resulting variety of ways to live and values being upheld come with both opportunities and challenges. Interaction and cooperation, cohesion and respect for everyone should continue to be the tenets of life in Vienna also going forward. Social peace and a thriving democracy need a society that firmly supports equal rights for everybody. Together, we foster mutual respect and are mindful of how we interact with one another, true to the spirit of Vienna, which is firmly committed to human rights, diversity and open-mindedness.

To me, human rights are a cross-cutting subject matter, not only across fields of political activity, but also across all levels of government. An ongoing dialogue and the active involvement of civil society are pivotal for success in this area. This is why it is so important to implement the Vienna Human Rights Districts initiative – it aims to translate the Vienna – City of Human Rights declaration into practice also at district level, stepping up awareness and commitment for human rights.

I would like to thank everybody for their superb efforts – you are making a crucial contribution towards strengthening human rights.

A handwritten signature in blue ink, appearing to read 'C. Wiederkehr', written in a cursive style.

Christoph Wiederkehr  
Vice Mayor & Executive City Councillor  
for Education, Youth, Integration and  
Transparency

## EVERYONE WHO LIVES IN VIENNA HAS HUMAN RIGHTS

Every individual has human rights. Protecting these human rights is a task incumbent on governments and public institutions. They must ensure a life in dignity and freedom for each and every individual.

The responsibility of cities for protecting human rights was addressed for the first time at the United Nations Vienna World Conference on Human Rights in 1993. In its wake, human rights cities were established all over the world, the first one being Rosario in Argentina in 1997. Human rights cities aim to raise awareness for human rights, to become better and faster at identifying potentially harmful developments and more effective at combating them, and to empower individuals to take a stand for human rights.

Human rights, which are indivisible and inalienable, provide the foundation for any kind of peaceful coexistence. They must be protected and guaranteed.

Today, more than half of the world's population lives in cities. In Europe, this ratio comes to as much as two thirds. Being the most populous city in Austria, Vienna can draw on more than 100 years of tradition and experience with socio-political issues such as security, housing, education and health. The 20th anniversary of the Vienna World Conference marked the launch of a participative process in the city. The objective was to strengthen the respect for, and promote, human rights and to raise awareness for human rights, both within the city administration and among the city's inhabitants.

On 19 December 2014, the Vienna City Council adopted the Vienna – City of Human Rights declaration, following long-standing tradition and confirming that human rights are to serve as guiding principles for Vienna's actions and decisions at all levels of government. Based on this approach, the City of Vienna actively supports its citizens in asserting and upholding their human rights. The establishment of the Human Rights Office in September 2015 was an important step in translating the declaration into practice. Vienna has thus joined the human rights cities movement, positioning itself as such both in Austria and internationally.

Human rights also form a key aspect of Vienna's foreign policy activities, a fact that becomes apparent, for instance, in the human rights-based approach being pursued when it comes to development cooperation and humanitarian aid.

The City of Vienna provides funding for projects organised by Vienna-based NGOs in African, Asian and Eastern European countries. The aim is to strengthen and safeguard human rights, such as the right to an adequate standard of living, to education, to healthcare, to free and fair elections, to equal access to justice and a fair trial, and to strengthen the rights of children, young people and women, the rights of persons with disabilities as well as the rights of minorities and indigenous peoples.



The City of Vienna is also committed to providing humanitarian aid, making contributions in kind available for education and healthcare in Eastern Europe, as well as helping to improve access to schooling and medical care.

Moreover, human rights also play a major role within the international organisations based here, making Vienna as a human rights city do double duty in its role as a cooperation partner.



## THE HUMAN RIGHTS-BASED APPROACH

A human rights-based approach (HRBA) is a conceptual framework based on international human rights standards and directed to promoting and protecting human rights. All programmes of development co-operation should further the realisation of human rights. A distinction is made between rights-holder and duty-bearers, the aim being to help rights-holders claim their rights and to encourage duty-bearers to meet their obligations.

<sup>1</sup> Cf. *United Nations*, Frequently asked questions on a human rights-based approach to development cooperation, p. 15 et seq.

Principles and standards derived from international human rights treaties should guide all development cooperation and programming in all sectors and in all phases of the programming process.<sup>1</sup>

**Four guiding principles** are pivotal when it comes to implementing a human rights-based approach:

- Participation and access to the decision-making process
- Non-discrimination and equality
- Accountability and rule of law
- Transparency and access to information<sup>2</sup>

<sup>2</sup> Cf. *Council of the European Union*, Outcome of Proceedings, EU Human Rights Guidelines on Safe Drinking Water and Sanitation, p. 16.

<sup>3</sup> Cf. *United Nations*, Frequently asked questions on a human rights-based approach to development cooperation, p. 17.

<sup>4</sup> Cf. *Council of the European Union*, Outcome of Proceedings, EU Human Rights Guidelines on Safe Drinking Water and Sanitation, p. 18 et seq.

### **Participation:**

Processes should be participatory and reflect the consensus between those whose rights are violated and those with a duty to act. A human rights-based approach seeks both to assist in the participatory formulation of the needed policy and legislative framework, and to ensure that participatory and democratic processes are institutionalized locally and nationally (including through capacity-building among communities and civil society to participate constructively in relevant forums).<sup>3</sup>

### **Non-discrimination and equality:**

Following an inclusive approach is highly important when it comes to non-discrimination and equality. Doing so results in social structures becoming more flexible, enabling individuals to participate in society regardless of sex, sexual orientation, ethnicity, origin or religion. Special priority should be given to marginalised persons and groups who are most vulnerable.<sup>4</sup>

Universality means that all people have human rights, even if resource constraints imply prioritization.





It does not mean that all problems of all people must be tackled at once.<sup>5</sup> However, the focus should not be on the majority or the most obvious or powerful groups so there is no risk of minorities being overlooked.<sup>6</sup>

#### **Accountability and rule of law:**

When human rights go unfulfilled, the responsibilities of different actors must be analysed and it has to be made clear what legal remedies are available. Public authorities must not appear to be untouchable. Where duty-bearers commit wrongdoings, these need to be revealed, investigated and corrected. Covering up wrongdoings will make public authorities or rather the state lose credibility and trust. Just like the citizens of a country, its public authorities must be held accountable for any violation of rights.<sup>7</sup>

#### **Transparency and access to information:**

Everyone should have access to the relevant information regarding decision-making processes. Without transparency in decision-making, it is not possible to achieve accountability and participation will not be meaningful.<sup>8</sup>

<sup>5</sup> Cf. *United Nations*, Frequently asked questions on a human rights-based approach to development cooperation, p. 16.

<sup>6</sup> Cf. *Raoul Wallenberg Institute*, *A Human Rights-Based Approach Saves Lives, Now and in the Future*.

<sup>7</sup> Cf. *United Nations*, Frequently asked questions on a human rights-based approach to development cooperation, p. 7 and 36.

<sup>8</sup> Cf. *Council of the European Union*, *Outcome of Proceedings*, *EU Human Rights Guidelines on Safe Drinking Water and Sanitation*, p. 19.

## HRBA in the human rights city of Vienna

Vienna as a human rights city pursues the human rights-based approach, having adopted important pieces of legislation on equal treatment and non-discrimination and established institutions to promote equal treatment and equality for everyone living in Vienna, especially in relation to sex, sexual orientation and gender identity, parentage, ethnicity, religion or belief, disability and age. Participation plays a key role in a variety of fields, such as in the development of the Children and Youth Strategy, which involved obtaining input from more than 22,000 children and young people. By embracing the open government approach, the City of Vienna has also committed itself to transparency, participation and collaboration. Under this approach, the data collected by the City of Vienna, which include geo data, environmental data, traffic data, budgetary data and statistical data, have been made available for further use in an open and accessible manner. The City of Vienna Press and Information Services (PID) is in a constant dialogue with the people in Vienna. Its task is to provide topical information about the city, set up contacts, and act as service point. Vienna has committed itself to providing transparent and incorruptible administration services, having set up a comprehensive anti-corruption programme already years ago. The City also operates a whistle-blower platform called *Wiener Hinweisgeberinnen- und Hinweisgebersystem* where citizens can anonymously report potential violations of legal provisions or internal policies and suspicions of corruption.



## IMPORTANT CONTACTS

### ANTI-DISCRIMINATION OFFICE

Phone: 01 4000 38 950

E-mail: [post@bsb.wien.gv.at](mailto:post@bsb.wien.gv.at), website: [www.antidiskriminierung.wien.at](http://www.antidiskriminierung.wien.at)  
1190 Vienna, Muthgasse 62

The Anti-Discrimination Office is available for anyone who feels discriminated against in a matter governed by legislation adopted by Vienna either in its capacity as a municipality or as a federal province. Please make an appointment before coming to see us in person.

### WASSt – ANTI-DISCRIMINATION OFFICE FOR LGBTIQ MATTERS

Phone: 01 4000 81449

E-mail: [wast@post.wien.gv.at](mailto:wast@post.wien.gv.at)  
1080 Vienna, Averspergstraße 15

WASSt offers assistance to all lesbian, gay, bisexual, transgender, intersex and questioning people in Vienna as well as counselling and information on related topics.

Right to work  
Right to vocational and continuing training  
Right to safe and healthy working conditions  
Right to choose an occupation  
Right to the protection of personal data  
Right to an adequate standard of living  
Rights of children and youth  
Right to education  
Right to leisure and to engage in play  
Freedom to conduct a business  
Right to participation  
Right to freedom of expression  
Right to information  
Right to protection against violence, exploitation and maltreatment  
Right to protection against discrimination  
Right to protection and care by the state  
Right to vocational guidance  
Equal opportunities for refugees and immigrants  
Right to social security  
Right to a clean environment  
Right to health  
Right to housing  
Right to protection against unemployment  
Right to protection against violence  
Right to equal treatment  
Right to the city  
Right to safety and security  
Right to participate in cultural life  
Public services  
Right to life  
17 sustainable development goals  
Right to clean drinking water  
Right to political participation  
Freedom of the arts  
Right to rest and leisure  
Freedom of the sciences  
Social security for children and youth  
Right to fair and just working conditions

## Administrative Group

Finance, Business, Labour, International Affairs and  
Vienna Public Utilities

Right to social security

Public services

Right to work

Right to vocational guidance

Right to vocational and continuing training

Right to protection against unemployment

Right to an adequate standard of living

Right to safe and healthy working conditions

Right to fair and just working conditions

Right to choose an occupation

Freedom to conduct a business

Right to participation

Right to information

Right to the protection of personal data





## PUBLIC SERVICES



*"With a view to ensuring the effective exercise of the right to work, the Parties undertake:*

- 1. to accept as one of their primary aims and responsibilities the achievement and maintenance of as high and stable a level of employment as possible, with a view to the attainment of full employment;*
- 2. to protect effectively the right of the worker to earn his living in an occupation freely entered upon;*
- 3. to establish or maintain free employment services for all workers;*
- 4. to provide or promote appropriate vocational guidance, training and rehabilitation."*

Article 1, European Social Charter (revised)

Providing basic public services is a key human rights task. Since certain types of services are indispensable for the common good, public services make an important contribution towards realising the right to an adequate standard of living and social security. Affordable access to high-quality services in terms of water, public transport, education or health must be equally available to all and not be driven by profit-making goals.

The City of Vienna relies on the Vienna Public Utilities (Wiener Stadtwerke Gruppe), a 100% publicly owned company with a total of 15,000 employees, to provide numerous services, including electricity (Wien Energie), natural gas (Wiener Netze), public transport (Wiener Linien, Wiener Lokalbahnen), parking (Wipark) as well as funerals and cemeteries. 24/7, they provide all citizens of Vienna with key services that are essential for day-to-day life. Complying with exacting environmental and social standards is a high-ranking priority.

Wien Holding, likewise fully owned by the City of Vienna, is another major organisation managed by this Administrative Group. With its fields of activities ranging from culture and event management to real-estate management, logistics and mobility to media and service operations, it contributes significantly towards maintaining the quality of living Vienna is known for.

## PROTECTION AT WORK AND SUPPORT FOR BUSINESSES

Human rights also provide for protection of a variety of rights in the field of work. The aim here is to prevent unemployment and to foster and uphold fair and just working conditions. The fast pace of technological development comes with challenges for the labour market. There is a need for new forms of education and continued training which are affordable for all workers.

By funding the Vienna Employment Promotion Fund (waff), the City of Vienna offers broad-based support and assistance to people in Vienna who are either looking for a job or seek continued professional development. Workers are able to obtain comprehensive information, professional guidance and financial support for their future career paths. Special offers for Viennese citizens looking for work are being made available in addition to what the Public Employment Service (AMS) has to offer. The aim of Vienna's Education and Training Guarantee (Ausbildungsgarantie) initiative is to provide young people with a robust vocational education to improve their chances on the labour market.

However, the City of Vienna also provides support to businesses so they can in turn create new job opportunities.

The Vienna Business Agency assists local and international businesses throughout all stages of business development and offers counselling for anyone who wants to start a new business, be it start-ups, sole proprietors, Austrian and international SMEs or large corporations. In discharging its functions, the Vienna Business Agency pro-actively strives to offer equal opportunities and the best possible support to everyone. For this reason, it has launched a Diversity of Target Groups initiative (Zielgruppen in ihrer Vielfalt) that comprises activities with a gender and diversity focus for businesses in Vienna as well as steps to take within the Agency itself.

Furthermore, the City of Vienna is in charge of trade and business licencing matters, handling administrative proceedings relating to conducting a business and the approval of business operation sites.

### **Did you know that ...**

... the Vienna Education and Training Guarantee initiative has been offering ongoing services for young people on the Viennese labour market since 2010? Young people who are willing to learn a trade will get either an apprenticeship placement or can benefit from qualification options or counselling and coaching services if they are uncertain about how to proceed going forward.

... the Vienna Business Agency offers start-up counselling in 17 languages? Special funding calls and bonuses are available to support women in business, and a Women Enterprise Service has been in place for many years.

... the Vienna Public Utilities' annual GDP contribution amounts to EUR 4.9 billion, safeguarding 53,000 jobs for the long term?

... one million households in Vienna are being supplied with natural gas and electricity, and more than 400,000 households with district heating?

... Wiener Linien operate the largest public transport network in Austria, carrying 2.6 million passengers every day?



### **IMPORTANT CONTACTS**

#### **WAFF - VIENNA EMPLOYMENT PROMOTION FUND**

Phone: 01 217 48 555

E-mail: [bbe@waff.at](mailto:bbe@waff.at)

Mon – Thu: 8 a.m. – 5 p.m., Fri: 8 a.m. – 3 p.m.

1020 Vienna, Nordbahnstraße 36, entrance 1, 3rd floor

#### **VIENNA BUSINESS AGENCY**

Phone: 01 25200

E-mail: [info@wirtschaftsagentur.at](mailto:info@wirtschaftsagentur.at)

Mon – Thu: 8 a.m. – 5 p.m., Fri: 8 a.m. – 3 p.m.

1070 Vienna, Mariahilferstraße 20

## Administrative Group

Education, Youth, Integration and Transparency

Right to equal treatment

Right to protection against discrimination

Rights of children and youth

Right to education

Right to information

Right to freedom of expression

Social security for children and youth

Equal opportunities for refugees and immigrants

Right to protection against violence, exploitation and maltreatment

Right to protection and care by the state

Right to leisure and to engage in play

Right to participation





## VIENNA IS A CITY OF CHILDREN AND YOUTH RIGHTS



*"In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration."*

Article 3, paragraph 1, Convention on the Rights of the Child

Children and youth rights are human rights. The UN Convention on the Rights of the Child, which was adopted in 1989, guarantees political, cultural, economic and social rights to children and young people.

Vienna as a human rights city offers the 328,000 children and young people living here high-quality health, education and care facilities, not to mention a cornucopia of leisure facilities. Acting as a point of contact in a crisis, it provides help and assistance when there are problems, and protects children and young people from violence and abuse, encouraging and strengthening children and young people to grow and develop their personalities. Age-adjusted information offers help them form an opinion of their own. Children and young people are also encouraged to participate actively in shaping their environment. Free-of-charge tutoring fosters educational attainment. Offers in the fields of the arts, culture and sports help young talents develop their potentials. These are just a few examples of what the City of Vienna does to implement children and youth rights. Parents and other carers also have access to numerous information and support offers, for instance on educational issues or preventive healthcare.

## EQUAL OPPORTUNITIES AND PARTICIPATION FOR IMMIGRANTS OR REFUGEES

Vienna has about 2 million inhabitants. More than 42% of them have come from a different country, many of them have lived in Austria for a long time or have been born here. The aim of Vienna's integration and diversity policy is to enable everybody, no matter where they come from or what their first language is, to participate in society with equal rights and opportunities.

The City of Vienna has numerous measures and programmes in place to help immigrants or refugees and their children to settle down quickly in Vienna and to contribute their knowledge and skills for the benefit of society as a whole. The City of Vienna works to counter prejudice and discrimination, fostering dialogue and respectful interaction. It promotes a science-based approach towards a critical analysis and debate of the opportunities and challenges that come with migration and diversity.

The Integration and Diversity Monitor report is published every three years to show how processes towards equality and improvement develop, both within the city administration and within society, and to ensure that debates in politics, administration, media and society are put on a factual footing. The City of Vienna is also responsible for the administrative proceedings for conferring Austrian citizenship or granting residence permits.

Several educational programmes, such as Vienna.Knowledge. Diversity (Wien.Wissen.Vielfalt) provide lectures and debates on topics such as immigration, diversity and human rights.

## Did you know that ...

- ... the City of Vienna not only operates about 350 municipal nursery schools or kindergartens, but also provides funding for some 1,500 privately run facilities (including children's groups and day-care childminders) to offer elementary education and help parents achieve a proper work-life balance?
- ... the Vienna Board of Education is in charge of nearly 700 schools and about 26,000 teachers and 230,000 pupils?
- ... the protection of children and young persons at risk is a core task of the Vienna Child and Youth Welfare Service, whose services are available 24/7 all year round?
- ... supervised fun activity programmes for children aged 6 and over are available in parks and sports facilities at about 180 locations in all of Vienna's districts?
- ... the Vienna public pools provide an extensive range of affordable water-based activities at 38 locations?
- ... Summer City Camps at 35 locations offer supervised activities for all Viennese children aged 6 to 14 during the summer holidays?
- ... 38 City of Vienna library branches have more than 1.5 million media available to choose from?
- ... the Vienna participation project for children and young people was the largest of its kind, hosting more than 1,300 workshops where some 23,000 children and young people were invited to come up with ideas for the future of the city? The outcomes inform the Vienna Children and Youth Strategy, which aims to make Vienna the most children and youth-friendly city possible.



## IMPORTANT CONTACTS

### **CHILD AND YOUTH WELFARE SERVICE FOR PARENTS AND CHILDREN**

Phone: 01 4000 8011, Mon – Fri: 8 a.m. – 6 p.m.

E-mail: [post@ma11.wien.gv.at](mailto:post@ma11.wien.gv.at)

### **OMBUDSOFFICE FOR CHILDREN AND YOUTHS**

Phone: 01 70 77 000

E-mail: [post@jugendanwalt.wien.gv.at](mailto:post@jugendanwalt.wien.gv.at)

Mon, Wed, Thu and Fri: 9 a.m. – 4 p.m., Tue: 1 p.m. – 4 p.m.

1090 Vienna, Alserbachstraße 18

### **HELP WITH GETTING STARTED FOR RECOGNISED REFUGEES AND BENEFICIARIES OF SUBSIDIARY PROTECTION**

Phone: 01 524 50 15 51

E-mail: [sfa@interface-wien.at](mailto:sfa@interface-wien.at), website: [www.interface-wien.at](http://www.interface-wien.at)

### **START WIEN - Start coaching for immigrants**

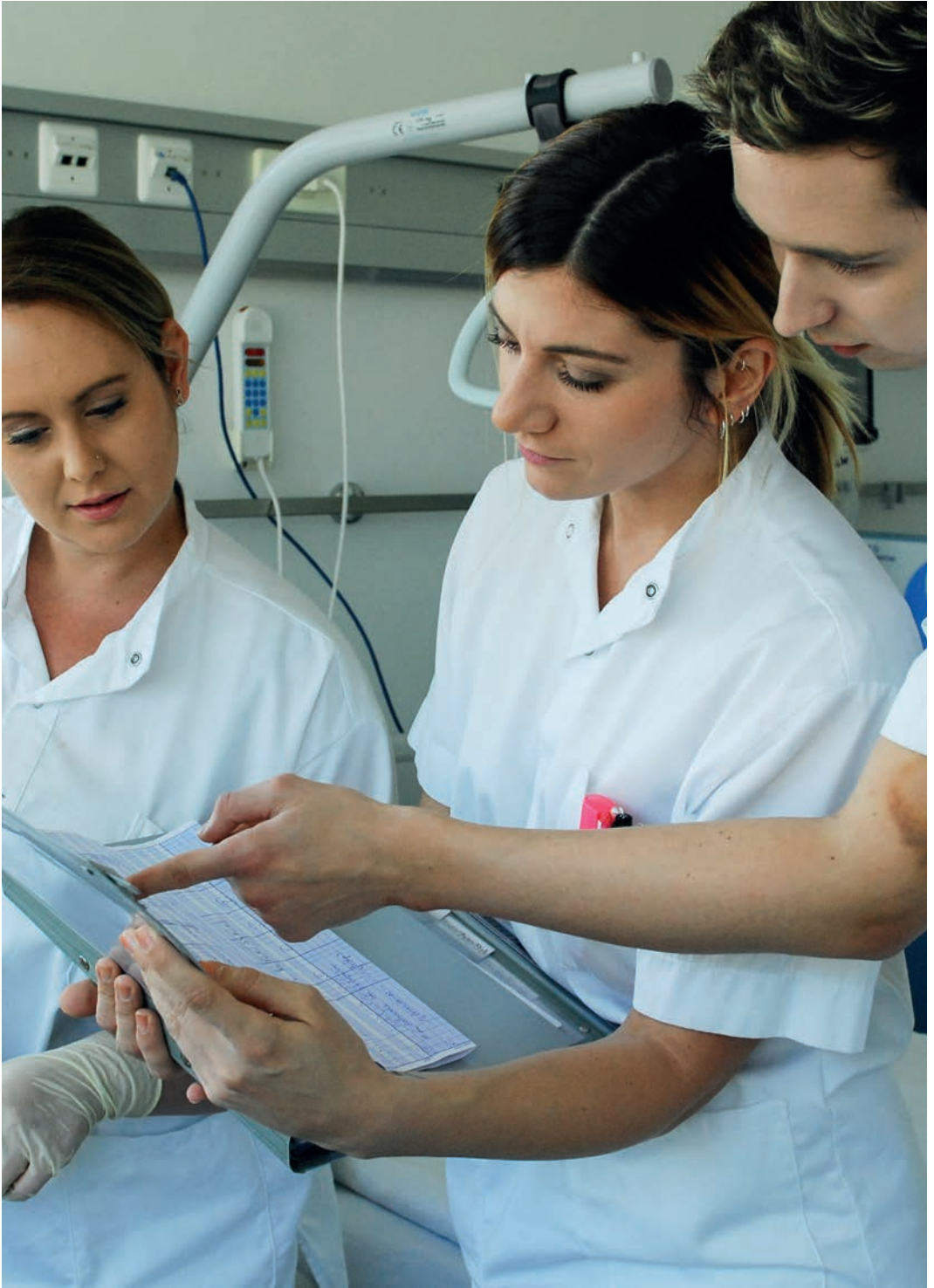
Website: [www.startwien.at](http://www.startwien.at)

## Administrative Group

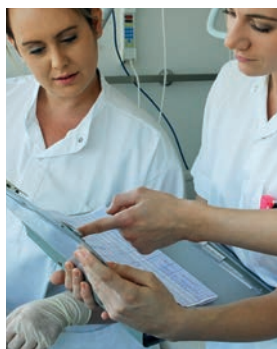
Social Affairs, Public Health and Sports

Right to health  
Right to social security  
Right to an adequate standard of living  
Right to housing  
Right to rest and leisure





## VIENNA PROTECTS SOCIAL HUMAN RIGHTS



*"The States Parties to the present Covenant recognize the right of everyone to the enjoyment of the highest attainable standard of physical and mental health."*

Article 12, UN International Covenant on Economic, Social and Cultural Rights

Everybody has the right to an adequate standard of living. This means that a certain minimum level must be ensured in terms of food, clothing and adequate housing. Moreover, living conditions are supposed to be continually improved.

The City of Vienna's Department for Social Welfare, Social and Public Health Law provides assistance to people in financial difficulties by granting a means-tested minimum income to help individuals afflicted by poverty to cover their costs of living and housing in a bid to fight poverty and social marginalisation. The Vienna Social Fund (Fonds Soziales Wien or FSW) makes sure that people in Vienna get the support and assistance they need. Its offers include nursing and care, disabled assistance, homeless assistance, debt counselling, as well as basic services for refugees. Together with the Vienna Public Employment Service (AMS), the City of Vienna has set up the U25 Vienna Youth Support service centre. Here, all work, education and social security-related activities and offers for Viennese citizens under the age of 25 are available under one roof.

## HEALTHCARE FOR ALL

Everybody has the right to the enjoyment of the highest attainable standard of health and to the use of existing facilities for the treatment of illness. The City of Vienna provides a variety of institutions and services to promote health. Comprising 8 hospitals and 9 nursing homes, plus the Ybbs therapy centre, the Vienna Health Association is one of the largest healthcare providers in Europe. Its main priorities are expanding and improving primary healthcare and raising awareness for, and providing counselling on, preventive healthcare.

In addition, Vienna's Psychosocial Services constitute a broad-based network of outpatient facilities to ensure comprehensive, free-of-charge socio-psychiatric primary care. The overriding objective here is to offer people with mental health problems and their relatives help quickly and with no fuss. The network's numerous facilities can be found throughout Vienna. Specialised outpatient clinics offer additional specific treatment options, such as for children and young people or for persons with disabilities.

The Office of Addiction and Drug Policy of Vienna (SDW) has been entrusted with implementing the objectives defined in the Vienna addiction and drug policy since 2006. Key among these are promoting health and preventing addiction, recognising addiction risk early and intervening in a timely manner.

The Vienna Network of Addiction and Drug Services run by the Office of Addiction and Drug Policy of Vienna provides social work, medical and psychological services in direct contact to clients.

Providing opportunities to practice sports has an important role in preserving health, while also contributing to guaranteeing the right to rest and leisure. For this reason, the City of Vienna offers a vast range of sports facilities and programmes.

### Did you know that ...

- ... the means-tested minimum income for singles and single parents was EUR 949.46 and EUR 712.10 (per person) for couples in 2021? An additional EUR 256.35 is due for each minor child.
- ... Viennese citizens who are unable to pay their electricity, natural gas, district heating or heating oil bills can obtain assistance and counselling from the City?
- ... the U25 Vienna Youth Support service plans to cater to a total of roughly 60,000 persons at its new site?
- ... the Vienna Social Fund (FSW), along with some 160 partner organisations, provides prompt and individualised support to 107,100 clients per year? With a staff of 2,200, the FSW plays a pioneering role in health and social matters.
- ... 30,000 employees of the Vienna Health Association take excellent care of patients and residents 365 days a year?
- ... Vienna has some 9.8 million square metres of sports facilities (not counting the Donauesingel, the Prater and the Marchfeld canal)? Approximately 3.6 million are managed by the Vienna Sports Office.



## IMPORTANT CONTACTS

### HEALTH ADVICE HOTLINE

Phone: 1450, available 24/7

### SOCIO-PSYCHIATRIC EMERGENCY SERVICE

Phone: 01 31330, available 24/7

### CITY OF VIENNA – SOCIAL WELFARE, SOCIAL AND PUBLIC HEALTH LAW (MUNICIPAL DEPARTMENT 40)

Phone: 01 4000 8040, Mon – Fri: 8 a.m. – 6 p.m.

### U25 VIENNA YOUTH SUPPORT

Phone: 01 4000 8040, Mon – Fri: 8 a.m. – 12 p.m.

E-mail: [post-rg6@ma40.wien.gv.at](mailto:post-rg6@ma40.wien.gv.at)

1120 Vienna, Lehrbachgasse 18

### VIENNA SOCIAL FUND

Phone: 01 24 5 24, Mon – Sun: 8 a.m. – 8 p.m.

### CITY OF VIENNA SPORTS OFFICE

Website: [sport.wien.gv.at](http://sport.wien.gv.at)

## Administrative Group

Housing, Housing Construction, Urban Renewal  
and Women's Issues

Right to housing

Right to an adequate standard of living

Right to equal treatment

Right to protection against discrimination

Right to protection against violence





## SOCIAL HOUSING – PART AND PARCEL OF VIENNESE IDENTITY



*“With a view to ensuring the effective exercise of the right to housing, the Parties undertake to take measures designed,*

- 1. to promote access to housing of an adequate standard;*
- 2. to prevent and reduce homelessness with a view to its gradual elimination*
- 3. to make the price of housing accessible to those without adequate resources.”*

Article 31, European Social Charter (revised)

As it affects everyone, the human right to housing is of major importance and in the overall interest of society. Building on historical tradition, Vienna strives to meet high standards of living in social housing, while at the same time basing its housing policy for all inhabitants of the city on human rights principles.

For some time now, cities have seen sizable demographic and economic growth and been faced with soaring rents and prices for home ownership. In many cities, municipal housing enterprises have been privatised and municipal housing units have been sold. The global economic and financial crisis has led to a dramatic decline in investment in affordable housing throughout the whole of Europe, while at the same time cities have come under enormous pressure from global real estate funds. In this context, Vienna is considered an international role model, a fact that is due mainly to its high percentage of social housing. The City of Vienna sees it as its mission to meet the basic need for housing and to ensure a balanced social mix. Wiener Wohnen, an enterprise owned by the City of Vienna, manages approximately 220,000 municipal dwellings. All in all, nearly 60% of Vienna’s population live in a municipal housing estate or in one of more than 200,000 subsidised flats. Vienna thus has a broad range of affordable housing on offer.

Social housing has a moderating effect on free-market rents. Vienna is one of the cities with the highest quality of living worldwide. The fact that it does not have any slums or unsafe districts is in large part due to affordable and appropriate housing. In response to the vast demand for affordable housing and the cost trends recently observed on the free market, the City of Vienna has decided to build new municipal housing projects. A new zoning category called subsidised housing has been introduced. The first municipal flats of this new type were handed over to tenants in 2019. Further projects comprising a total of some 4,000 units are at the planning or implementation stage.

## WOMEN’S RIGHTS ARE HUMAN RIGHTS

The City of Vienna recognises women’s rights as human rights in all of their many aspects and takes action to ensure that women are treated equally and are able to enjoy and realise all of their rights. Vienna’s equality policy has for many years now been focused on gainful employment, on pro-active labour market policies designed to close the wage and income gaps, on an appropriate work-life balance and on providing protection against all forms of gender-specific violence.

The City initiates, promotes and supports numerous offers, functions, projects and associations which aim to achieve equality for all women in Vienna. Applications for housing now include a new 'single parent' category, which helps make affordable housing more accessible specifically for this group. The City of Vienna Women's Centre provides information and counselling for women in Vienna. A female team of lawyers, social workers and psychologists provides free-of-charge initial consultations and information. The 24-Hours Women's Emergency Helpline serves as point of contact for women and girls aged 14 and older who have become victims of sexual, physical or mental violence – regardless of how long ago such violence happened.

### Did you know that ...

- ... the Vienna Women's Refuges Association was founded in 1978? There are four women's refuges which offer protection and assistance to women who have suffered or have been threatened with violence and abuse. In total, 175 spots are available for women and their children. A fifth Vienna Women's Refuge is scheduled to open in 2022, offering an additional 50 spots.
- ... one in four Viennese lives in one of about 220,000 municipal housing units?
- ... Wiener Wohnen hosts a podcast for everybody who is interested in municipal housing and social housing policies in Vienna and wants to find out more about it? The main focus is on real-life stories from Vienna's municipal housing projects.



## IMPORTANT CONTACTS

### WOMEN'S EMERGENCY HELPLINE

Phone: 01 71 71 9, available 24/7

### WOMEN'S REFUGE EMERGENCY LINE

Phone: 05 77 22, available 24/7

### CITY OF VIENNA WOMEN'S CENTRE

Phone: 01 408 70 66, e-mail: [frauzentrum@wien.at](mailto:frauzentrum@wien.at)

Mon – Thu: 9 a.m. – 5 p.m., Fri: 9 a.m. – 4 p.m.

1010 Vienna, Rathausstraße 2

### HOUSING SERVICE CENTRE

Phone: 05 75 75 75

Mon, Tue, Thu: 8 a.m. – 6 p.m., Wed, Fri: 8 a.m. – 12 p.m.

1030 Vienna, Rosa-Fischer-Gasse 2

### VIENNA HOUSING COUNSELLING

Phone: 01 24111

Mon, Tue, Thu: 8 a.m. – 6 p.m., Wed: 8 a.m. – 12 p.m., Fri: 8 a.m. – 3 p.m.

1030 Vienna, Guglgasse 7-9/corner Paragonstraße

Please make an appointment before coming to see us in person.

## Administrative Group

Innovation, Urban Planning and Mobility

Right to the city

Right to safety and security

Public services

Right to life

17 sustainable development goals







## PUBLIC SPACE ACCESSIBLE TO ALL



*"This Agenda is a plan of action for people, planet and prosperity. It also seeks to strengthen universal peace in larger freedom. We recognise that eradicating poverty in all its forms and dimensions, including extreme poverty, is the greatest global challenge and an indispensable requirement for sustainable development. All countries and all stakeholders, acting in collaborative partnership, will implement this plan. We are resolved to free the human race from the tyranny of poverty and want and to heal and secure our planet. We are determined to take the bold and transformative steps which are urgently needed to shift the world onto a sustainable and resilient path. As we embark on this collective journey, we pledge that no one will be left behind."*

Transforming our world: the 2030 Agenda for Sustainable Development, Preamble, paragraphs 1 and 2

This is the City of Vienna's overriding tenet when it comes to how significant the public space is for urban development, especially with a view to human rights. Planning, building and maintaining roads, pathways, bridges and bodies of water are key requirements for a city to function properly and can be seen as the backbone of public services. Creating and designing the best possible green spaces and open spaces is crucial for improving the quality of living in Vienna. The goal here is to keep enhancing and developing it in as many ways as possible, providing spaces for children and young people to engage in physical activities, but also making room for older people in the public sphere. In a bid to strengthen social interaction, the City of Vienna also pays heed to the needs of persons with restricted mobility, taking measures such as lowering sidewalks, setting up orientation aids for the visually impaired, equipping traffic lights with acoustic signals and creating disabled parking spaces.

Smart City Wien is a programme that embraces the vision of a city in which it is possible to live a good life which does not come at the expense of the environment and future generations, as it conserves natural resources and uses them responsibly. This is also one of the reasons why the Sustainable Development Goals (SDGs) adopted by the United Nations were enshrined in the Smart City Wien Framework Strategy, across all of its objectives, when it was updated in 2019. Raising the level of citizen participation is another key objective in this context. Being able to offer valuable input, the inhabitants of Vienna are given an opportunity to get involved in municipal planning activities already in the early stages. The website of the City of Vienna's Urban Development and Planning department provides information about ongoing and future projects in an effort to help citizens identify more strongly with their city's public space and to ensure that different needs are taken into consideration.

## RIGHT TO SAFETY AND SECURITY

The right to safety and security is a key aspect in the use in public spaces. The light and lighting design of public spaces in Vienna is above all geared towards meeting people's needs, also in terms of human rights: traffic safety, protection against crime, and orientation in the dark are among the most important issues in this context. Public spaces, parks and underpasses, for instance, are designed with clarity and visibility in mind, so no fears or perceptions of insecurity will arise. When it comes to traffic safety, the City of Vienna is taking a range of different measures and implementing supplementary one-off projects and targeted initiatives.

This involves safety and security campaigns, public relations, as well as

the development and implementation of operating-level measures in the streetscape. Safety and security on the way to and from school is a key aspect of safety and security in public spaces – the routes to and from 250 elementary schools in Vienna are therefore analysed and inspected at regular intervals, with improvements being implemented as necessary.

Ensuring food safety is another way to protect Vienna's population. Some 17,000 businesses in Vienna are subject to the provisions of applicable food legislation. The City of Vienna Market Authority inspects food and checks hygiene measures everywhere, from stands selling strawberries to supermarkets to wholesalers, from street vendors to restaurants to hospital kitchens, from micro-producers to industrial enterprises, to protect both consumers from health problems and deception, and reputable businesses from untrustworthy competition.

### Did you know that ...

- ... the Smart City Wien Framework Strategy provides forward-looking answers to current challenges cities and metropolises are faced with globally? It is a long-term overarching strategy for achieving climate neutrality by 2040.
- ... after 50,000 catenary suspension lights were exchanged for efficient LED lights already in 2020, this year will see 80,000 pole-mounted lights being replaced as well? Once phase 2 roll-out has been completed, energy consumption is expected to be cut in half.
- ... visually and hearing-impaired persons can adjust the volume of acoustic signals at new pedestrian lights to their personal needs?
- ... the Vienna Market Authority carries out some 25,000 unannounced food and hygiene inspections each year?



## IMPORTANT CONTACTS

### PUBLIC LIGHTING HOTLINE

Phone: 0800 33 80 33, available 24/7

To report defects or failures of public streetlights, spotlights, clocks, traffic lights and other lighted traffic management systems

### ROAD AND TRAFFIC INFOLINE

Phone: 01 955 59, 7 a.m. – 6 p.m. seven days a week

Information about construction work, road and traffic topics, parking restrictions, vehicle licencing, cycling and traffic safety, bridge closures, diverted traffic, parking management, issuing of parking chips

### MARKET OFFICE HELPLINE

Phone: 01 4000 8090

Mon – Fri: 7.30 a.m. – 9 p.m., Sat: 8 a.m. – 6 p.m., Sun and public holidays: 9 a.m. – 3 p.m.

Guidance on topics such as what to do if goods are found to be defective, smart shopping tips, handling/storage of food, food safety monitoring

## Administrative Group

Climate, Environment, Democracy and Personnel

Right to a clean environment

Right to health

Right to life

Right to clean drinking water

Public services

Right to political participation



## RIGHT TO A CLEAN ENVIRONMENT: CLIMATE MODEL CITY



*"The Republic of Austria (federal government, federal provinces and municipalities) is committed to the principle of sustainability in using natural resources to ensure that future generations will also benefit from optimal quality of life."*

§ 1 Federal Constitutional Act on sustainability, animal protection, comprehensive environmental protection, on water and food security as well as research

A human right to a clean environment has so far not been laid down with binding effect in any international treaty or convention. However, other human rights, such as the right to life, impose an obligation on the state to take protective measures in the event of imminent danger to life or health caused by environmental degradation. Furthermore, the protection of the environment has been enshrined in the Austrian constitution and therefore forms a key tenet of governance. The City of Vienna started implementing an ambitious climate protection programme as early as 1999. Climate model city is the motto for the work undertaken by the Administrative Group for Climate, Environment, Democracy and Personnel and its various departments in the interest of enabling the inhabitants of Vienna to enjoy a clean and healthy environment. The Vienna Waste Management Plan and the Vienna Waste Avoidance Programme set out the goals and measures for waste management in Vienna for the next few years, while always considering environmental impacts. The 'Naturally less waste' initiative supports and promotes projects and activities designed to avoid waste.

With Ökokauf Wien and Oekobusiness Wien, the City of Vienna has set up programmes for ecological procurement and for counselling and assistance with the greening of businesses. Wien isst G.U.T, a good food action plan, promotes the sustainable use of food along the entire value chain as well as the avoiding of food waste. A host of climate and environment-related educational offers introduce children and young people aged 3 to 14 to topics such as environmental protection, nature conservation, animal welfare and species protection, helping them acquire knowledge, skills and interests and raising their environmental awareness. Green space initiatives work to create green spaces and recreational spaces, and organic farming is eligible for agricultural subsidies. Vienna's parks and green spaces are available to everyone seeking recreation or keen on a leisurely stroll. Public services, which underpin the high standards of hygiene and living enjoyed by all inhabitants of Vienna, include not only an excellent waste disposal system that meets high environmental and quality standards, but also the supply with high-quality drinking water. Vienna's drinking water originates in the Lower Austrian-Styrian Alps. Two water mains, water containers and a system of water pipes supply households and drinking fountains in Vienna with fresh spring water.

## RIGHT TO PARTICIPATION IN POLITICAL DECISION-MAKING

Political rights enable individuals to participate actively in politics.



Such rights include, above all, the right to vote and the right to stand for election. Elections must always meet the principles of a free, equal, direct, personal and secret ballot. It is incumbent upon the City of Vienna to organise elections as well as popular initiatives, referendums and non-binding (consultative) referendums. Under the Austrian constitution, the right to elect the Vienna City Council (Gemeinderat), which is identical to the Vienna Provincial Parliament (Landtag), is reserved to Austrian nationals. When it comes to electing Vienna's District Councils, Austrian nationals and other EU citizens have the right to vote. This is why in 2014 the City of Vienna introduced what is called the right to petition for Viennese citizens without distinction as to nationality. Such petitions enable citizens to engage in an open dialogue and participate in shaping the city – the City Council Committee will debate on all suggestions for improvement submitted or problems and concerns raised. All citizens who are 16 years old or over and have their main residence in Vienna can endorse any petition submitted in this way. As soon as a petition has been endorsed by 500 Viennese citizens, it will be put on the agenda of the petitions committee.

### **Did you know that ...**

- ... various measures taken under the City of Vienna's Climate Protection Programme resulted in a 37% reduction of emissions per capita as compared to 1990?
- ... Vienna has 645 agricultural enterprises? 197 of them are wineries. 16% of the city's territory is agricultural land.
- ... the City of Vienna's Municipal Department for Environmental Protection provides grants for the greening of roofs capped at EUR 20,200?
- ... the average total consumption of water per capita in Vienna is 130 litres per day?
- ... the Vienna Parks and Gardens manage almost 1,000 parks with a total surface area of 17 square kilometres?
- ... municipal waste in Vienna amounts to more than one million tons per year?
- ... the 2020 elections in Vienna saw a turnout of 65.27% or 739,484 votes?



### **IMPORTANT CONTACTS**

#### **VIENNA WATER ON-CALL SERVICE**

Phone: 01 599 59, available 24/7

#### **VIENNA PARKS AND GARDENS**

Phone: 01 4000 8042, Mon – Fri: 7.30 a.m. – 3.30 p.m.

#### **WASTE AND SNOW HOTLINE**

Phone: 01 546 48, Mon – Sat: 8 a.m. – 6 p.m.

Administrative Group  
Cultural Affairs and Science

Freedom of the arts  
Freedom of the sciences  
Right to participate in cultural life  
Right to information



## VIENNA – CITY OF THE ARTS, CULTURE AND SCIENCE



*“Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.”*

Article 27, Universal Declaration of Human Rights

Vienna's 29 district and special-interest museums are unique historical institutions. Filling the role of knowledge and cultural centres in their respective district, they are run mostly based on volunteer work.

The freedom of the arts protects artistic expression and creativity and the mediation of art. The freedom of the sciences protects scientific research and teaching. The right to participate in cultural life is meant to enable everyone to enjoy its benefits. The right to information comprises, among other things, the right to seek and obtain information without restrictions.

With this in mind, the City of Vienna's Municipal Department for Cultural Affairs strives to create perfect conditions for artists, cultural institutions, culture lovers as well as for scientists in Vienna. Among other things, it provides support and funding for projects that encourage diversity and participation in arts and culture (for instance, the Brunnenpassage Transcultural Art Centre). What is more, all city districts support and promote free-of-charge and easy-access cultural offers for all ages (Vienna Summer of Culture, Vienna Pop Festival, Donausinsel open-air music festival, events organised by Basis.Kultur Wien, WIENEXTRA culture mediation, etc.).

The projects carried out by KÖR (Public Art Vienna), an institution promoting art in public spaces, gives inhabitants and visitors alike an opportunity to engage with contemporary art. Cultural hotspots in the outer districts of Vienna complement the cultural offer, enabling people to participate in cultural life locally. The Hunger auf Kunst und Kultur project, which enables socially disadvantaged groups to attend cultural events, has been funded by the Municipal Department for Cultural Affairs right from its inception.

Hosting a number of universities with a total of 200,000 students, Vienna offers a broad range of financial support for researchers who address the most urgent questions of social change. One of the focus fields in this context is digital humanism, a discipline that examines how technological progress can benefit humanity. Active scientific communication enables the wider public to participate in Vienna's role as a city of science.

Three institutions which store information and serve as repositories of memory uphold the right to information – the Municipal and Provincial Archives of Vienna, the Vienna City Library, and the Wien Museum. The mission of the Municipal and Provincial Archives of Vienna is to register, evaluate, accept, provide long-term storage for, and make accessible, documents of the Province and the City of Vienna as well as documents concerning Vienna which are worthy of preservation. The Municipal and Provincial Archives of Vienna are open to anybody who is interested in its holdings. Its services are being used above all for scientific research, local history or genealogical research, or in the course of pursuing personal legal affairs. Internally, local government representatives and the City administration also avail themselves of its services.

The Vienna City Library collects written records of Vienna's cultural heritage, making them accessible and preserving them for the future. Wien Museum is a general-purpose metropolitan museum with a wide range of collections and exhibitions documenting the history of the city as well as artistic phenomena. With outposts all over the city (musician memorial sites, etc.), the museum has a presence in many of Vienna's districts.

### Did you know that ...

- ... in 2020, approximately 6,500 individuals and institutions from fields as varied as visual arts, performing arts, film, literature, music, local district culture, interculturality and science received funding in an amount of EUR 270 million from the City of Vienna's Department for Cultural Affairs?
- ... many museums offer free admission not just for children and young people, but for adults as well?
- ... the Vienna Lectures, a series of free-of-charge science education events, have been hosted by the City of Vienna since 1987, providing a platform for the critical debate of cutting-edge topics?
- ... the City of Vienna is not only keen to preserve its cultural heritage, but also engages in a critical analysis of its past? The result: new exhibitions, memorials and initiatives (such as the art installation Vienna Banquet of Human Rights & its Guardians at Platz der Menschenrechte).
- ... the Vienna City Library is the third-largest scholarly library in Vienna and home not only to a literature archive, but also to the largest collection of posters in Austria?



## IMPORTANT CONTACTS

### CITY OF VIENNA'S DEPARTMENT FOR CULTURAL AFFAIRS

E-mail: [post@ma07.wien.gv.at](mailto:post@ma07.wien.gv.at), website: [kultur.wien.gv.at](http://kultur.wien.gv.at)

Contact the staff of the City of Vienna's Department for Cultural Affairs on workdays from 9 a.m. to 3 p.m. if you have questions on grants and funding available for specific fields of the arts, culture and science

### MUNICIPAL AND PROVINCIAL ARCHIVES OF VIENNA

Phone: 01 4000 84 808

E-mail: [post@archiv.wien.gv.at](mailto:post@archiv.wien.gv.at), website: [archiv.wien.gv.at](http://archiv.wien.gv.at)

1110 Vienna, Guglgasse 14, 5th floor, top 508, entrance: Gasometer D (access A)

### VIENNA CITY LIBRARY

E-mail: [post@wienbibliothek.at](mailto:post@wienbibliothek.at), website: [www.wienbibliothek.at](http://www.wienbibliothek.at)

The library, which is located on the first floor of City Hall, is open Mon – Fri 9 a.m. to 7 p.m. To use the library, you need a valid library card. To get a library card, you need photo ID and a form with your personal details.

### WIEN MUSEUM

E-mail: [office@wienmuseum.at](mailto:office@wienmuseum.at), website: [www.wienmuseum.at](http://www.wienmuseum.at)





## THE HUMAN RIGHTS OFFICE OF THE CITY OF VIENNA

Human rights, which are indivisible and inalienable, provide the foundation for any kind of peaceful coexistence. They must be protected and guaranteed.

The Human Rights Office was set up in September 2015 to implement the Vienna – City of Human Rights declaration and to raise the profile of human rights within the structure of the City Administration. The Office is headed by Human Rights Coordinator Shams Asadi.

The key task of the Office is to coordinate human rights as a cross-cutting topic in all areas of the Vienna City Administration. Its work focuses primarily on the following topics: rights of children and youth, combating human trafficking and providing protection and support to victims, and security policies and human rights. In all of these areas, the Human Rights Office works together with other municipal departments, federal authorities, international organisations and NGOs to develop measures and recommendations. Under the heading of rights of children and youth, the Office addressed issues such as child poverty, violence and violation of children's rights, or being homeless with minors.

Another key task is raising awareness for the topic of human rights, public relations work in the context of human rights and human rights education – awareness is a fundamental prerequisite for effectively upholding human rights. In this context, the rights of children youth feature high on the agenda.

International cooperation and networking are essential for the work of the Human Rights Office. Sharing best practices with human rights cities in Austria, Europe and beyond enables all stakeholders to learn from one another and to address identical or similar challenges together and find common solutions. Over the course of several years, the basic requirements for human rights cities were compiled – for the first time at European level – in a report titled Human Rights Cities in the EU – a framework for reinforcing rights locally, which was presented at the Fundamental Rights Forum organised by the European Union Agency for Fundamental Rights in 2021. The Office also coordinates the reports the City of Vienna submits to international organisations which verify compliance with human rights conventions and treaties and issue recommendations on how to best implement human rights.

Another task of the Office is to examine bills of law for conformity with fundamental rights and human rights and submit relevant comments.

The summer of 2019 saw the inception of the Vienna Human Rights Districts initiative, which aims to translate the Vienna - City of Human Rights declaration into practice also at district level, stepping up awareness and commitment for human rights.

Acting as a clearing centre, the Human Rights Office also helps those who believe their human rights have been violated to find the right kind of counselling and guidance.

### **Did you know that ...**

- ... human rights are universal, inalienable and indivisible?
- ... the Universal Declaration of Human Rights was adopted on 10 December 1948 and is therefore already more than 70 years old?
- ... the Charter of Fundamental Rights of the European Union lays down the fundamental rights and human rights applicable in the European Union?
- ... the first human rights city to be established was Rosario in Argentina, in 1997?
- ... the Vienna - City of Human Rights declaration was adopted by the Vienna City Council on 19 December 2014?
- ... the right to housing and the right to an adequate standard of living are part of the economic, social and cultural rights?



### **HUMAN RIGHTS OFFICE OF THE CITY OF VIENNA**

Phone: 01 4000 81 401

E-mail: [menschenrechtbuero@post.wien.gv.at](mailto:menschenrechtbuero@post.wien.gv.at)  
1010 Vienna, Neutorgasse 15

Website: [menschenrechtsstadt.wien.gv.at](http://menschenrechtsstadt.wien.gv.at)

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Right to work  
Right to vocational and continuing training  
Right to safe and healthy working conditions  
Right to choose an occupation  
Right to the protection of personal data  
Right to an adequate standard of living  
Rights of children and youth  
Right to education  
Right to leisure and to engage in play  
Freedom to conduct a business  
Right to participation  
Right to freedom of expression  
Right to information  
Right to protection against violence, exploitation and maltreatment  
Right to protection against discrimination  
Right to protection and care by the state  
Right to vocational guidance  
Equal opportunities for refugees and immigrants  
Right to social security  
Right to a clean environment  
Right to health  
Right to housing  
Right to protection against unemployment  
Right to protection against violence  
Right to equal treatment  
Right to the city  
Right to safety and security  
Right to participate in cultural life  
Public services  
Right to life  
17 sustainable development goals  
Right to clean drinking water  
Right to political participation  
Freedom of the arts  
Right to rest and leisure  
Freedom of the sciences  
Social security for children and youth  
Right to fair and just working conditions

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“All human beings are born free and equal in dignity and rights.”  
Article 1, Universal Declaration of Human Rights



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