Vienna Action Plan against Racism 2025



City of Vienna

ECCAR European Coalition *of* Cities Against Racism

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Foreword

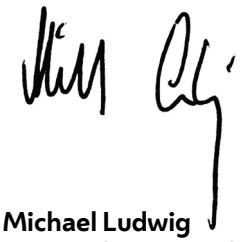
Vienna is a city of diversity, openness and social cohesion. People from more than 180 nations live in this city, shape community life together and make Vienna one of the most liveable cities in the world. It is exactly this diversity that is our strength – it prepares our city for the economic and social challenges ahead of us. This strength will carry us successfully through difficult times, as it has already done in the past. Yet, it can only exploit its full potential when all people enjoy equal opportunities, without discrimination, exclusion and racism.

By adopting the Vienna Action Plan against Racism 2025 we are sending a clear message: For a city where every single person is recognised for their uniqueness. For a Vienna that does not look away, but stands up for justice, human dignity and social participation.

With this Action Plan, Vienna consistently follows the course it has embarked on as early as in 2009, when it joined the European Coalition of Cities against Racism (ECCAR). Since then, we have been part of a European network that advocates for equal opportunities and combats structural discrimination. The exchange with other cities provides us with valuable knowledge and new ideas for the further development of our own strategies.

As a city of human rights, it is our democratic duty and social responsibility to take a firm stand against all forms of racism – whether open or subtle, institutional or individual. The Vienna Action Plan against Racism 2025 reflects this conception of ourselves. It is a call to action for politicians, administrators and civil society alike.

With the motto "Vienna against racism" we call on everyone to stand together for a city based on solidarity – for a Vienna where no one is disadvantaged on the grounds of their skin colour, ethnicity, religion or language. We want to strengthen Vienna's solidarity network, build alliances and pool forces within our city's society. Because the fight against racism concerns us all – and we can only succeed together.



Michael Ludwig
Mayor of the City of Vienna

Foreword

Racism affects people in their everyday life, at school or at their place of work. Young people, in particular, often feel the consequences for the rest of their lives. For this reason, it is our duty not only to be vigilant, but also to act consciously.

Violations of human rights are taken seriously in Vienna: Since 2004, the Vienna Anti-Discrimination Act has been in place, prohibiting discrimination on the grounds of ethnic origin, religion, belief, age, sexual orientation, disability, gender and gender identity and particularly also on the grounds of pregnancy and parenthood.

Since 2009, Vienna has been a member of the European Coalition of Cities against Racism (ECCAR). At times when human rights are being increasingly challenged and the different counselling and reporting centres dealing with racism register a growing number of incidents of racism, multiple discrimination and hate crime, it has been of particular importance to the City of Vienna to take the ECCAR 10-Point Action Plan as a basis for drawing up the Vienna Action Plan against Racism, with the purpose not only to send out a clear message, but also to confirm our commitment to actively combat racism and ensure that all people, irrespective of their national origin, their appearance, their first language or their cultural background, feel and are safe in Vienna.

Because Vienna stands for diversity, respect and equal opportunities. And this is not only reflected in how our city sees itself, but also in specific structures, measures and support offers. Our goal is to enable all people to enjoy equal opportunities in our city. Anti-racism work is an integral part of Vienna's municipal policies, and this Action Plan marks another important step in fighting racism.

The Vienna Action Plan against Racism was developed in a participatory process: Our thanks go to all associations and organisations that have contributed their expertise, to the many municipal departments that have also provided their input and particularly to the Department of Integration and Diversity for their thorough and appreciative revision of the present Action Plan.

Together we are working to change structures and establish anti-racism work in a sustainable way. The revision of the Action Plan demonstrates that the City of Vienna takes up its responsibility for this issue. It sends a strong signal that Vienna will continue to do everything in its power to identify discrimination, support those affected by it and strengthen living together in this city. Because everyone in this city should be able to live with dignity – freely and as part of a society in which there is no place for exclusion.

The fight against racism is not only a political task, but also a social responsibility. We all contribute to ensuring that Vienna remains a city where diversity is not only tolerated but actively embraced.



Bettina Emmerling
Deputy Mayor and Executive City Councillor for Education, Youth, Integration, Transparency and Markets

Vienna Against Racism: Origins

VIENNA'S ACCESSION TO THE EUROPEAN COALITION OF CITIES AGAINST RACISM AND THE ACTION PLAN 2008

The **European Coalition of Cities against Racism (ECCAR)**[1] is an initiative launched by UNESCO in 2004. UNESCO's aim was to establish a European and international network of cities interested in sharing experiences with strategies and measures to combat racism at local level and working toward their effective implementation. Currently, ECCAR has about 140 member cities. Upon joining, member cities submit an action plan and regularly report on the progress made in implementing the measures it contains.

Vienna's integration policy is based on a clear commitment to appreciating the diversity of Vienna's citizens. Against this background, Vienna joined ECCAR in 2009. For this purpose, Vienna's City Council adopted an Action Plan setting out existing and planned measures to prevent and combat racism. Vienna seeks to ensure equal opportunities in education, training and employment, high social standards in safeguarding livelihoods, affordable and decent housing and the participation of all people who live in Vienna. The aim is to support its citizens in coping with conflicts and to promote respectful relationships. Civil cou¬rage and taking a firm stance against racism should become the norm in all areas of life.

Politicians and administrators strive to maintain an ongoing dialogue with civil society organisations to take account of their experiences, incorporate them into political and administrative measures and support civil society initiatives and projects.

In December 2014, the Vienna City Council adopted the declaration "Vienna – City of Human Rights" and made a clear commitment to strengthening human rights across all its fields of action and to respecting, protecting and fulfilling the right to equal treatment and freedom from discrimination as human rights principles.

From the very beginning, the Department of Integration and Diversity has represented the City of Vienna in the ECCAR network and, over the years, has participated in a lively exchange of ideas and experiences at European conferences, joint activities to celebrate the International Day for the Elimination of Racial Discrimination (21 March) and in several working groups.[2]

VIENNA ACTION PLAN AGAINST RACISM RELAUNCHED – PROCESS AND ACTION PLAN 2025

As part of an ECCAR project funded by the EU, the City of Vienna seized the opportunity to launch a process to update its existing Action Plan, make it fit for the future and, in doing so, renew its commitment (> section 1.c). This was also made against the background of the EU Anti-Racism Action Plan 2020–2025 and European, Austrian and Viennese anti-discrimination legislation.

At the centre of the Vienna Action Plan are measures that fall within the competence and responsibility of the City of Vienna and follow a clear anti-racist approach, as opposed to measures that are predominantly integration- and diversity-related.

For the City of Vienna as a local authority and in view of the size of the city administration it is imperative to address structural and institutional racism. The term "structural racism" refers to the society-wide web of routines, norms, language and stereotypical biases that leads to systematic exclusion and discrimination. The term "institutional racism" places the focus on organisations and institutions, such as the civil service. Such structures make it easier for everyday practices that may have a discriminatory effect to go unquestioned.[3]

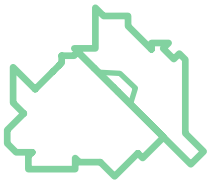
When developing and implementing the specific measures of this Action Plan it is vital to follow an intersectional approach, i.e. to consider other dimensions of discrimination related to gender/gender identity, age, disability, social background, sexual identity, etc. All dimensions (of inequality) are intertwined. The aim of this Action Plan is to look at all dimensions of discrimination and understand how they interact (understand their intersectionality), to enable and/or strengthen alliances and to include existing approaches or policies.

At the heart of the work and activities of ECCAR and consequently of the City of Vienna is the prevention of and fight against all forms of racist hostility: antisemitism, antigypsyism, anti-Black racism, anti-Muslim racism, anti-Slavic racism and anti-Asian racism.

The Vienna Action Plan acknowledges the lived realities of people who have experienced racism. Given the wide scope of people affected (see previous paragraph), the term "those affected" is used in the Action Plan.

As a measure to enhance social cohesion, the Action Plan is directed to all of Vienna's residents. With regard to the specified fields of action, it is directed to Vienna's policy-makers, administrators and other relevant stakeholders of the City of Vienna.

This commitment made by the Vienna City Government was endorsed by a City Council resolution on 22 October 2025.



1. The City of Vienna is committed to establishing a monitoring and solidarity network to prevent and combat racism

A) STARTING POINT AND CHALLENGES

Having a strong monitoring and solidarity network in place is important for the implementation of this Action Plan, which is considered as an ongoing process.

To further develop the measures described in the following chapters and continue the anti-racist discourse, we need to establish a dialogue both within the City Administration and with external experts and civil society.

For this purpose, there also must be appropriate external communication, where the City of Vienna takes a clear position and raises awareness of the Vienna Action Plan against Racism 2025 throughout society.

B) CURRENT STATE OF VIENNA'S ACTIONS[4]

To mark the International Day for the Elimination of Racial Discrimination on 21 March, the City of Vienna has, since 2023, been hosting a conference at Vienna City Hall that provides a platform to experts, policymakers, representatives of the City Administration and interested parties to share their thoughts and ideas on a specific annual theme[5] Moreover, the conference serves to facilitate networking and the exchange of experience with and among civil-society initiatives and organisations. Within three years, the conference has established itself as an important forum reaching about 200 participants each year and since 2025 it has been held under the title "Vienna against Racism". The conference is open to all interested parties free of charge. In previous years, Vienna regularly took part in high-profile joint activities and statements within the ECCAR network to celebrate the commemorative day on 21 March.[6]

The Vienna Anti-Discrimination and Equal Treatment Networking Forum consists of representatives of subject-related departments and organisations of the City of Vienna, such as:

Executive Group for Organisation and Security, Department for Gender Mainstreaming, Vienna Women's Affairs Department, Department of Integration and Diversity, Anti-Discrimination Office at the Office of the Independent Officer for Occupational Safety and Health, Office of the Vienna Equal Opportunities Advisors, Vienna Anti-Discrimination Office for LGBTIQ Affairs, Gender and Diversity Management Unit of the Vienna Hospital Association.

The Forum meets twice a year to discuss current developments, projects and planned legislation and seeks to strengthen the issue of equal opportunities and anti-discrimination in an intersectional manner within the City of Vienna. The Administrative Group for Social Affairs, Public Health and Sports established a working group on diversity more than 15 years ago in order to support networking and the exchange of information on diversity issues among its departments. Examples of such issues include language barriers, doctor-patient communication, video interpreting, improving health literacy among migrants and diversity in the workforce.

C) VIENNA'S ACTIONS FOR THE FUTURE

1. Development of the Vienna Action Plan against Racism 2025

In summer/autumn 2024 – and hence at the beginning of the process – 54 selected departments from all Administrative Groups of the Vienna City Administration were invited to share their ongoing and planned measures to support the revision of the Vienna Action Plan. The response rate was 95%. The survey focused particularly on the contribution made by each department in its role as a service provider and employer. The departments were asked to update the content relating to their own areas of responsibility and to state any planned measures which they considered essential for advancing the prevention and combating of racial discrimination and the promotion of equal opportunities.

The revision process, as planned by the City of Vienna's Integration and Diversity Department, was envisaged to involve civil-society initiatives and organisations committed to challenging and countering racism as its second major pillar. At the invitation of the City of Vienna, about 20 civil-society organisations contributed their expertise and experience to a consultation process that lasted

several months (and included two workshops and one questionnaire):

Arbeiter-Samariter-Bund Wien (Bereichsleitungsteam Wohnen und Beratung), Asylkoordination Österreich, Beratungszentrum für Migranten und Migrantinnen, Black Voices Austria, Caritas Wien – Fachbereich Asyl und Integration, Diakonie – Eine Welt, Dokustelle Islamfeindlichkeit und antimuslimischer Rassismus, IDB – Initiative für ein diskriminierungsfreies Bildungssystem, Integrationshaus, Klagsverband zur Durchsetzung der Rechte von Diskriminierungsopfern, LEFÖ – Beratung, Bildung Begleitung für Migrantinnen*, Liga für Menschenrechte, Obdach Wien (FSW), Peregrina, Romano Centro, SOS Mitmensch, NACHBARINNEN in Wien, Volkshilfe Wien – Entwicklung Innovation – Büro Diversität, ZARA – Zivilcourage und Anti-Rassismus-Arbeit

A more in-depth discussion was held regarding measures in the areas of education, housing and advice/support for those affected as well as on the establishment of a broad solidarity network in Vienna. The participating organisations expressed their willingness to engage in a structured and ongoing dialogue with city representatives about the Vienna Action Plan in the future.

2. Implement a continuous dialogue and development process

The City of Vienna regularly invites representatives and organisations from the governmental and non-governmental sectors to meetings in order to review and promote the implementation of the Vienna Action Plan and engage in a dialogue with these stakeholders to remain vigilant regarding local developments related to racism. The dialogue will be expanded into a collaboration on key thematic areas between competent experts of the City of Vienna and representatives of civil society. Activities in this context will include the drafting of specific measures, the development of implementation plans and their evaluation through feedback from those affected and from practitioners and academics.

At internal level, a steering committee will be established to coordinate the monitoring of the Action Plan. Its membership will, in any case, include a representative of the Administrative Group responsible for integration matters, of the Chief Executive Office, of the City of Vienna's Human Rights Office, of the City of Vienna's Integration and Diversity Department and the Independent Officer for Occupational Safety and Health.

3. Public relations/campaign(s)

The City of Vienna's determination to prevent and fight racism in all parts of society and in all spheres of life will be reflected in wide-ranging public awareness campaigns.[7] These will be launched on a regular basis, e.g. around the International Day for the Elimination of Racial Discrimination on 21 March, and are intended to inform Vienna's residents about the City of Vienna's position and commitment as well as to promote civil courage and a consistent stance against racism, including in everyday life and among the general public.

4. Anti-Racist Media Policy

The City of Vienna is itself a media owner, places advertisements in external media and monitors media coverage of Vienna. All these roles offer the potential to follow an anti-racist approach. As a media owner, the city may, for example, offer training for in-house editors to raise awareness regarding content, language use, image selection and design; when awarding contracts to external media outlets, it could consider including a requirement for a non-discriminatory editorial line; and it could respond to problematic media reports, for instance by issuing statements.

2. The City of Vienna is committed to data collection and monitoring

A) STARTING POINT AND CHALLENGES

It is necessary to collect data on racial discrimination related to Vienna in order to monitor developments and obtain evidence-based findings.

The following EU-wide and national surveys have revealed clear and worrying findings for Austria:

The study **Being Black in the EU – Experiences of people of African descent** carried out by the European Union Agency for Fundamental Rights (FRA) was published in 2023 and showed that racial discrimination and structural disadvantage is still a major problem for people of African descent: 45% of respondents reported racial discrimination. Particularly high rates were noted in Germany (76%) and Austria (72%), where a significant increase was also observed between 2016 and 2022. In the five years leading up to the survey, 59% of respondents in Austria had felt discriminated against when looking for a job – this marks the highest rate among the 13 EU Member States taking part in the survey.

The study **Being Muslim in the EU – Experiences of Muslims** published by the FRA in 2024 presented data on the experiences of Muslims in the EU. The results clearly demonstrate that discrimination of Muslims has significantly increased in the EU since 2016. In this study, Austria registered the highest rates of anti-Muslim discrimination among the 13 EU Member States surveyed: 74% stated having been discriminated against in the five years before the survey (EU-13 average of 50%). 66 % of respondents stated that they had been discriminated against in the twelve months before the survey (EU-13 average of 38%).

In 2024, the FRA released a **survey on discrimination and hate crime against Jews in the EU**. Although the survey was conducted before 7 October 2023, 76% of Jewish respondents felt that antisemitism in Austria had risen in the five years prior to the survey (EU-13 average of 80%). 95% stated that they had experienced antisemitism in everyday life in the year before the survey (EU-13 average of 96%). 66% of respondents at least occasionally avoid wearing Jewish symbols in public (EU-13 average of 76%). 29% never wear Jewish symbols for reasons of safety and security (EU-13 average of 48%).

The study **Living together in Vienna – Attitudes towards immigration and integration 2023** commissioned by the City of Vienna's Integration and Diversity Department is based on a representative survey among Viennese residents aged 16 and over. The findings showed that 28% of respondents who had migrated to Vienna themselves or at least one of whose parents was born abroad had experienced discrimination in public spaces in the year before the survey; 16% had even experienced it on several occasions. While looking for a job, a total of 26% of those surveyed experienced discrimination, and 12% said it happened several times. 25% of respondents who were immigrants or had at least one parent born abroad reported that they had been discriminated against in housing, and for 13% of them this had happened more than once. Discrimination by public authorities was experienced by 23% of respondents, with one in ten having experienced it on more than one occasion.

The **Right-Wing Extremism Barometer 2024** published by the Documentation Centre of Austrian Resistance (DÖW) measures the prevalence of racist, antisemitic and related attitudes and the societal potential that far-right actors encounter in Austria. One finding shows that 29% of respondents think that Muslims should be prohibited from immigrating to Austria. 36% of those surveyed do not want to live next door to Muslims. Among the 10% of respondents with openly far-right attitudes these rates are much higher.

Statistics on reported incidents published by advice centres active in this field allow conclusions to be drawn about the actual extent of discrimination. At this point, it is important to emphasise the significant role of underreporting, i.e. the fact that, for a variety of reasons (lack of knowledge and/or trust, bad experiences, etc.), most incidents are not reported by those affected. Thus, the racist incidents that are reported only represent a small fraction of the discrimination that occurs ("the tip of the iceberg"). This phenomenon has been highlighted several times by the FRA in its major surveys.

The Vienna-based association ZARA – Civil Courage and Anti-Racism Work (> section 3.b), which has been funded by the City of Vienna for many years, publishes an annual Racism Report which documents racist attacks, hostilities and discrimination in Austria. The Documentation and Advice Centre on Islamophobia and Anti-Muslim Racism releases an annual Anti-Muslim Racism Report. The Antisemitism Reporting Centre of the Jewish Community of Vienna (IKG) publishes a report every six months. Every two years, the Federal Ombud for Equal Treatment publishes an activity report which also includes counselling statistics for the whole of Austria.

These reports contain data on racist incidents in different areas of life reported across Austria. However, specific local surveys and evaluations are indispensable in order to identify developments and formulate appropriate measures (> section 2.c).

B) CURRENT STATE OF VIENNA'S ACTIONS[8]

Since 2007, the **City of Vienna's integration and diversity monitoring programme** has been putting a spotlight on the changes within Vienna's immigrant society. The Vienna Integration and Diversity Monitor 2023, the sixth report of its kind, offers insights into eight relevant themes and areas of life: demographics and immigration law, equality and participation, education, employment and labour market, income and social security, health, housing and living together.

Vienna's integration monitoring scheme assesses the level of integration among Vienna's residents by examining and measuring whether people are disadvantaged because of their migration background, gender or age and whether progress towards equality can be observed over time.

Vienna's diversity monitoring scheme is a comprehensive analysis of the City of Vienna's diversity management activities. The City's diversity monitoring programme examines how the City Administration is addressing the increasing diversity of its population: Are the City's services, products and measures tailored to the different needs and target groups of its diverse population? Does the composition of its staff reflect the diversity of Vienna's population? (How) is diversity management being implemented within the structure of the City of Vienna's municipal departments? The diversity monitoring process is based on an online survey: 68 departments and organisations of the City of Vienna participated in the most recent survey.

In 2024, ECCAR's Scientific Advisory Council (SAC)[9] welcomed this measure taken by the City of Vienna, mainly because it helps to provide empirical evidence of the current level of social participation and equality for people with a migration history or background in Vienna. The Advisory Council recommended using the monitoring findings as a basis to develop measures to identify structural racism and eliminate discriminatory structures.

When commissioning studies and surveys from different departments, discrimination-related dimensions (e.g. migration background, ethnicity/nationality, religion, first language, gender) are considered in formulating research questions, provided that this is possible and reasonable.[10]

C) VIENNA'S ACTIONS FOR THE FUTURE

Measures to improve the data situation in Vienna:

1. Preparatory measures to enable the City of Vienna to collect, analyse and publish anonymised data on racial discrimination incidents (especially through the Anti-Discrimination Office), including, where appropriate, details on recommendations and the implementation of measures.

2. Development and incorporation of relevant research questions in surveys and studies carried out and/or commissioned by the City of Vienna.

3. Discrimination testing in selected areas of life, such as housing, education or labour market.

3. The City of Vienna promotes information and support for people affected by racism and discrimination

A) STARTING POINT AND CHALLENGES

Since 2004, numerous anti-discrimination acts and regulations under civil and administrative penal law have been in force at the national and provincial level. This is due to the implementation of two EU directives dating from the year 2000.[11] A large number of federal and provincial acts prohibit discrimination on the grounds of "ethnic origin". From the perspective of those affected, the fragmentation of equality legislation between the federal and provincial levels constitutes a major obstacle to obtaining advice and support in this respect.

Racist incidents increasingly occur online, which makes it even more difficult to assign them to a particular location and hence to enforce the law. Moreover, such incidents fall within the scope of several criminal law provisions and statutes that come under federal jurisdiction. The Austrian Act Combatting Online Hate of 2021, for example, was one piece of legislation that has increased the level of protection in this respect.

Bringing these discrimination bans into legislation marked a milestone in Austria. To enable and facilitate access to justice (as defined by Art 6 of the ECHR and Art 47 of the CFR), it is necessary to establish low-threshold support and advisory services for those affected. Such support must also encompass psychosocial offers, which are currently not sufficiently available. Those affected by (racial) discrimination are victims of violence. As can be seen from the practice of providing court support to victims in cases involving violent crimes, it is essential for those affected to have not only access to legal representation but also access to psychosocial support and/or counselling services during the trial.

B) CURRENT STATE OF VIENNA'S ACTIONS[12]

The **Anti-Discrimination Office** is the City's contact point for staff members and citizens affected by racial discrimination (referred to in the legislation as discrimination due to "ethnic origin" and religion). The Office is independent and is not subject to directions. Its legal basis is provided by the Vienna Anti-Discrimination Act and the civil service regulations.

The **Office of the Equal Opportunities Advisors** and the **Vienna Anti-Discrimination Office for LGBTIQ Affairs are internal advisory facilities of the City of Vienna**. The latter also serves as a contact and support point for external people. The Office of the Equal Opportunities Advisors is responsible for gender-based discrimination (particularly discrimination due to marital status and parenthood), while the Vienna Anti-Discrimination Office for LGBTIQ Affairs focuses its work on discrimination on the grounds of sexual orientation or gender identity. Taking account of intersectionality is of particular importance to both facilities.

The **Vienna Children and Youth Ombuds-Office** and its education ombuds-office provide support services for children and young people affected by racism.

Anti-discrimination and equal treatment offices have also been established outside the Vienna City Administration, one example being the office at **BiM – Bildung im Mittelpunkt GmbH**. As an enterprise owned by the City of Vienna, BiM organises and delivers leisure education programmes for children as part of after-school care at Vienna's compulsory schools and in the context of the school holiday day-care programme. The main purpose of its anti-discrimination and equal treatment office is to provide support and advice to staff members and leisure educators.

The association **ZARA – Civil Courage and Anti-Racism Work** has been active throughout Austria since 1999 and is the best-known civil-society counselling centre in the country. The association operates the counselling centres "!AGAINSTRACISM" and "#AGAINSTONLINEHATE". Since 2004, ZARA has received annual funding from the City of Vienna's Department of Integration and Diversity.

Several associations receiving funding from the **Vienna Women's Affairs Department** specifically also offer their services to women and girls affected by racial discrimination, address these issues and provide support for those who have experienced discrimination. Examples of such organisations include: the **Women's Counselling Centre of Diakonie Wien**, **LEFÖ – Counselling, Education and Support for Migrant Women**, **Orient Express**, **peppa – Centre for Girls and Young Women**, **Peregrina** and the **Black Women's Community**.

Similarly, organisations that receive funding from the Vienna Anti-Discrimination Office for LGBTIQ Affairs, such as Courage* Wien, offer intersectional advisory services.

In addition, the following organisations, in particular, offer counselling and advisory services in Vienna and are in regular contact with the City of Vienna: Vienna Chamber of Labour, Documentation and Advice Centre on Islamophobia and Anti-Muslim Racism, ESRA Psychosocial Centre, the Antisemitism Reporting Centre of the Jewish Community of Vienna and the Federal Ombud for Equal Treatment.

C) VIENNA'S ACTIONS FOR THE FUTURE

1. **Access to timely, free, independent and unbiased advice** through
   - advisory facilities as key players in effective anti-discrimination and anti-racist policies and practices
   - the use of EU Directives 2024/1499 and 2024/1500 (to be implemented by summer 2026) to establish uniform standards and strengthen internal equality bodies

2. **Psychosocial counselling services:**
   as a measure against underreporting of racial discrimination (> section 2.a) and as part of a comprehensive and effective support strategy

3. **Prevention and public awareness:**
   targeted public awareness activities to promote vigilance against discrimination

4. **Strategies for providing information to those affected by racial discrimination:**
   diverse, easily accessible and recurring information about available courses of action and advice in order to enable effective support and enforcement of the law

5. **Measures to combat online hate:**
   development of internal guidelines for dealing with hateful comments on social media (e.g. establishment of an awareness team for the City of Vienna's social media accounts)



4. The City of Vienna promotes equal opportunities in the labour market, particularly in its role as an employer

A) STARTING POINT AND CHALLENGES

The City of Vienna and its independent enterprises and companies are the biggest employer in Vienna. 69,074 staff members (excluding temporary and seasonal staff) were employed with the City of Vienna as at 31 December 2024.

The Personnel Service Department (Municipal Department 2) performs the duties of an employer and/or employing authority and disciplinary authority and is also responsible for staff payroll accounting. The anti-discrimination provisions contained in the relevant civil service regulations (Civil Service Code 1994, Regulations for Contract Public Employees 1995, Vienna Civil Servants Act) as well as the Vienna Equal Treatment Act provide the legal framework to ensure equal opportunities and equal rights for all employees. The personnel offices within the individual departments are the first contact points for their staff and are also in charge of recruitment and selection (processes). Thus, every department is responsible for ensuring that job advertisements, application procedures and the filling of posts are free from discrimination.

Vienna is growing and this is mainly due to immigration from abroad. Vienna's population with migration backgrounds currently accounts for the major part of the city's labour market potential and with 43% makes a significant contribution to the economy.[13]

At the same time, prejudice and discrimination continue to stand in the way of successful integration into Vienna's labour market. People with migration backgrounds are particularly affected by skill downgrading, especially well-qualified women and people from non-EU countries. Moreover, they find themselves more often in precarious employment situations and are more likely to work unsocial hours (late hours, night hours, shift work).[14]

B) CURRENT STATE OF VIENNA'S ACTIONS[15]

Many departments of the City of Vienna are committed to the diversity of their staff, have drawn up statements of ethics or statements of commitment and encourage their staff to take part in appropriate further training courses. Some departments also offer specific anti-racism training courses.

Job postings by the City of Vienna for jobs involving frequent contact with customers or patients regularly include, as a requirement, intercultural skills or the demand that all people are treated respectfully regardless of their background and social status. All job descriptions within the City Administration must include the requirements of fairness and respect at the workplace. This refers to a person's ability and willingness to recognise and respect the needs and interests of different groups of people (differences such as age, gender, ethnic origin, religion and beliefs, sexual orientation, disabilities and impairments), to take account of these needs and interests in their own behaviour and to act accordingly.

Staff members who are starting their careers in the field of social work are offered opportunities for reflection through individual and team supervision (e.g. on the issue of unconscious bias).

In some departments, guidelines on how to deal with reports relating to incidents of racial discrimination are already in place or are currently being developed.

With regard to the private labour market, the **Vienna Employment Promotion Fund (waff)** is a key institution in Vienna. As a labour market organisation of the City of Vienna, the goal of waff is to help people working in Vienna to advance in their careers. waff's anti-racism work mainly comprises efforts to eliminate structural discrimination and racial barriers in Vienna's labour market and to facilitate access to vocational education and training for adults. The aim is to actively create equal opportunities in accessing education and employment for all people living in Vienna, irrespective of their background or their parents' place of birth. This is achieved, for example, by providing funding for the recognition of professional qualifications or for improving German language skills.

The project "Perspektive" (Perspectives), which is funded by waff, the City of Vienna's Integration and Diversity Department and the Federal Government, for instance, offers guidance on the recognition of qualifications and on further education and training for new arrivals, people granted asylum and people granted subsidiary protection.

The project "Wien braucht dich!" (Vienna needs you!) is carried out in collaboration with the Department of Integration and Diversity and Vienna's Police Department and aims at increasing the proportion of police officers from migrant backgrounds in Vienna. Viennese people and particularly young adults from migrant backgrounds who are interested in a career in the police force are specifically invited to information events, which take place several times a year. At these events, participants are given an overview of the entry requirements, selection procedures, training and career prospects within Vienna's police force.

C) VIENNA'S ACTIONS FOR THE FUTURE

1. Positioning of the City of Vienna as an employer that embraces and further develops equal opportunities and appreciation of diversity by basing its diversity strategy on an **anti-racism strategy** that sets out further measures (> see particularly the following measures).

2. Regular and compulsory delivery of **unconscious bias training** for managers and HR staff.

3. **Development of guidelines** on how to handle internal and external reports of discrimination to be made available to the individual departments, drawing on the knowledge and experience of external experts. The guidelines will be made available in an easily accessible format (in multiple languages, in plain language, online/offline, explainer videos etc.).

4. **Information and advice for low-paid staff** and (seasonal) workers: They are often not aware of the legislation on equal treatment and are therefore unable to assert their rights; they also rarely, if ever, seek advice. As an employer, the City of Vienna makes use of various services and channels to provide easily accessible information and to support those affected, for example by offering multilingual information in multimedia format (e.g. short videos).

5. **Incorporation of existing policies** when developing further measures: such as, for example, child protection policies in schools/kindergartens, as well as the mandatory guideline for dealing with cases of sexual harassment within municipal departments issued by the City of Vienna's Personnel Service (Municipal Department 2). This guideline should be used as a basis for the further development of guidance on how to handle complaints of racial harassment and attacks.

5. The City of Vienna is committed to equal opportunities and non-discrimination in its services

A) STARTING POINT AND CHALLENGES

The City of Vienna aims to ensure non-discriminatory and equal access to all its services. These services comprise a very wide range of provision in almost all areas of life. Many of them are grouped under the term of "services of general interest":

- Education (early childhood education, compulsory schooling, adult education, children and youth work …) (> section 7)
- Social services (social welfare authorities, children and youth welfare services, …)
- Healthcare
- Green space and recreational facilities
- Housing provision, housing benefits, housing advice (> section 6)
- Public transport, mobility
- Water and energy supply, wastewater and waste disposal, ambulance services and fire brigade
- Public authority tasks, e.g. registration, immigration and citizenship services, …
- Funding from the City of Vienna

The combination of a wide variety of services, the size of the city and the large number of stakeholders makes it necessary to focus the development of measures on individual areas and to involve the relevant actors in the process.

What these services have in common is the fact that they always involve communication with citizens/customers – that is, with those people who (wish to) use the services. In order to achieve genuine equality of access, legal, bureaucratic and linguistic barriers, amongst others, must be removed.

B) CURRENT STATE OF VIENNA'S ACTIONS[16]

Focusing on external communications, some departments have for some time been placing major emphasis on training programmes for staff, such as courses on transcultural skills or anti-racism. In recent years, there has been a significant increase across departments in the discussion and development of (communication) guidelines that include a commitment to treating customers with appreciation, respect and understanding. Some departments and the healthcare sector make use of video interpreting systems, for example in the areas of the Vienna Basic Benefit, the 24-Hour Women's Emergency Helpline and the City of Vienna's Child and Youth Welfare Service.

As far as leisure provision is concerned, the City of Vienna's Sports Office is committed, among other things, to equal opportunities and social diversity in sports, ensuring – in particular through the operation of sports facilities and the provision of funding for sports associations, sports facilities, sporting events and youth sport – that all activities and facilities are equally accessible to all people living in Vienna.

In the field of public transport, Vienna's public transport operator Wiener Linien takes a clear stance against discrimination, racism, homophobia and exclusion. This is conveyed through a wide variety of messages, both externally (via information campaigns, posters in vehicles, display boards, at public transport stops and stations and on social media channels) and internally through training and communication initiatives.

In 2024, the City of Vienna established the **Office for Participation and Empowerment**. The Office sees itself as a place for people who want to play an active role in shaping their city and wants to help everyone in Vienna to actively contribute their ideas and visions to the development of the city.

If a department of the City of Vienna awards funding, the recipients must confirm that they will comply with the funding guidelines. One of the funding requirements set out in these guidelines is the non-discriminatory nature of the funded project or activity. Section 9 of the Vienna Anti-Discrimination Act specifically provides that funding may only be awarded to natural or legal persons who comply with the prohibition of discrimination and unfair treatment. Applicants for funding must submit a declaration that they will assume liability in this respect.

An anti-racist approach is also adopted when preparing calls for funding proposals:
The Vienna Anti-Discrimination Office for LGBTIQ Affairs awards funding to projects focusing on reducing intersectional racist and anti-LGBTIQ discrimination within mainstream society, racist discrimination within the LGBTIQ community and anti-LGBTIQ discrimination within individual ethnocultural subsocieties.

The City of Vienna's Women's Affairs Department provides funding to organisations that explicitly also offer services to women and girls affected by racial discrimination. (> section 2)

The City of Vienna's Department of Cultural Affairs awards funding in the fields of arts, culture and science and in doing so actively contributes to reflecting the city's demographic, ethnic and cultural diversity in all of these areas. (> section 8)

C) VIENNA'S ACTIONS FOR THE FUTURE

1. Citizen participation, as practised, for example, by the Office for Participation and Empowerment, will be further promoted, as it constitutes an effective way of influencing non-discriminatory access to and design of municipal services. For this purpose, it is necessary to devise public participation processes that are non-exclusionary and whose results reflect the city's diversity.

2. Increasing the use of easy-to-understand (visual) language and multilingualism, particularly when providing information relating to the City of Vienna's services (e.g. applications), is a measure that serves many purposes and reaches a wide variety of target groups.

3. Provision and use of interpreting services, including video interpreting services.

4. Development of guidelines (> section 4).

5. Implementation of anti-racism training for staff members as well as comprehensive and compulsory promotion of transcultural, intercultural and diversity skills



6. The City of Vienna promotes equal treatment and equal opportunities in the housing market

A) STARTING POINT AND CHALLENGES

For many decades, Vienna has pursued a policy of social and subsidised housing and social diversity: The City of Vienna is one of the largest housing owners in Europe. The City has 220,000 city-owned flats, holds allocation rights in the subsidised housing sector and is also building new city-owned housing estates. One in four Viennese citizens live in city-owned flats. 60% of Vienna's population live in subsidised housing.

Affordable housing with decent living conditions should be equally accessible to everyone, in line with the social human right to housing.[17] The principle of equal treatment and the prohibition of discrimination on the grounds of ethnicity in the provision of services, including housing, are enshrined in law in Austria and Vienna.[18] Nevertheless, people with an actual or perceived migrant background are frequently discriminated against on the basis of their name or accent when looking for a (private) flat to rent in Vienna. This has been confirmed by numerous surveys and studies in recent years. In surveys carried out by the EU Agency for Fundamental Rights on experiences of discrimination, Austria ranks highest in Europe – people from migrant backgrounds are the most severely affected by discrimination here.[19] This means there is an urgent need for action in this area of life.

The Vienna Housing Ticket ("Wiener Wohn-Ticket") defines the eligibility criteria for subsidised and municipal housing. People who are not Austrian nationals must hold EEA citizenship, have been granted asylum or have EU long-term resident status. In addition, applicants must, among other things, also meet certain income criteria (minimum and maximum thresholds) and must have had their primary residence in Vienna for two years. In subsidised housing, applicants are usually also required to contribute their own funds towards the land and construction costs.

These requirements present a significant legal or practical obstacle for people who have recently arrived in Vienna or have recently been granted asylum or subsidiary protection status and wish to bring their family members to join them. As a result, a great many of them have to rely on the private housing market, which, in turn, is characterised by widespread discrimination.

On average, people from migrant backgrounds pay higher prices per square metre and have less living space available to them than residents without a migrant background. People who have migrated from the EU/EFTA to Vienna pay the highest average rent. As rents – especially rents for new tenancies – have risen over time, the average rent depends mainly on the date of arrival. The shorter the length of stay, the more that person pays in rent. Viennese people of foreign origin from non-EU countries or from countries that joined the EU from 2004 onwards live mainly in densely built-up and densely populated areas dating from the Gründerzeit period.[20]

B) CURRENT STATE OF VIENNA'S ACTIONS[21]

The City of Vienna is implementing measures on several levels to combat discrimination in that part of the housing sector which falls within its own scope of responsibility[22]:

- Regular awareness-raising, training and further training activities for staff (focusing on diversity, staff training, code of conduct).
- Consistent responses to and sanctions against racist behaviour by tenants in municipal housing (classification as intolerable behaviour, possible termination of tenancy, prompt removal and reporting of racist graffiti).
- Support and advice for people affected by racial and other forms of discrimination in the private housing market (counselling centres like "MieterHilfe" or "Wohnberatung Wien", financial support).
- Promoting social diversity and preventing segregation through transparent allocation processes in municipal and subsidised housing.
- Conflict mediation and community work in municipal housing to prevent discrimination and find joint solutions.

These measures demonstrate a clear commitment to preventing and combating discrimination and to promoting social justice in Vienna's housing sector. Nevertheless, there are numerous challenges relating to the provision of housing, particularly for newly arrived immigrants and refugees in Vienna, and day-to-day community life, which must be addressed through enhanced measures and resources.

C) VIENNA'S ACTIONS FOR THE FUTURE

1. **Equal access to affordable housing in Vienna**
- Evaluate whether the waiting period for access to the Vienna Housing Ticket scheme for beneficiaries of subsidiary protection (currently at least five years for holders of EU long-term resident status) can be reduced.
- Evaluate whether financial barriers in subsidised housing can be reduced, for example by facilitating savings schemes for own funds (during the time asylum seekers receive basic care), and whether loan financing (loans as a substitute for own funds at 1% interest) can be expanded or strengthened.
- Enhance transparency and fairness in the allocation of housing within the City's own sphere of influence

2. **Combating racist harassment, assaults and conflicts in city-owned housing estates**
- Apply and enforce the house rules and the Tenancy Law Act.
- Threaten or impose further consequences under tenancy law, if attempts at conciliation prove unsuccessful or fail to lead to a solution.
- Improve procedures for noise complaints: Ensure de-escalation through the City of Vienna's existing support services

3. **Combating racial discrimination in the private housing market**
- Establish a Viennese ombudsperson or contact person/office for racist and other forms of discrimination in the private housing market to provide legal advice and support.
- Establish the function/office within an existing organisation with expertise in this area.
- Ensure a corresponding increase in resources by the City of Vienna.

4. **Addressing structural shortcomings in the housing sector that fall within the competence of the federal government**
- Recommend to the federal legislator to standardise legal requirements governing the allocation of housing accommodation.
- Encourage measures in the property sector, in cooperation with the Federal Ombud for Equal Treatment, which has already taken action in this area.
- Recommend reforms to the Tenancy Law Act, particularly regarding the avoidance or elimination of fixed-term tenancy agreements

7. The City of Vienna promotes equal educational opportunities as well as respect and intercultural understanding through education and upbringing

A) STARTING POINT AND CHALLENGES

The City of Vienna is committed to an education system that offers equal opportunities and fairness to all children, regardless of their social or cultural background, political or religious affiliation, gender or disability. This also includes early childhood education and the adult education sector. It regards the diversity of people and their ways of life as a source of individual and social potential that should be nurtured and strengthened. In doing so, Vienna follows a human and children's rights-oriented approach, which also encompasses the right to non-discrimination.

Criticism of racism and a commitment to preventing and combating discrimination are of the utmost importance for the democratic development of the education system. For this reason, the areas of early childhood education, (compulsory) schooling and school organisation are at the heart of active prevention work.

The number of stakeholders and organisations that teachers and schools can turn to is virtually unlimited. The curriculum sets out the content to be taught, which includes the subject of political education in combination with history, but also all other subjects and the compulsory cross-curricular area of political education and media literacy. There is a wide range of teaching materials available: both online and in the form of approved textbooks.

The main challenges facing the education system are segregation, a high degree of selectivity based on the educational and socio-economic backgrounds of parents or families and the premature sorting of children into different types of school (including special needs schools); furthermore, the unclear role of multilingualism as well as the reservations and attitudes of some teachers and parents. For newly arrived immigrant and refugee pupils who are older than compulsory school age, there are no, or only very limited, opportunities to access further school-based education. There are also a number of tests to assess school readiness and determine school placement, which, in part, carry the potential for discriminatory evaluations.

B) CURRENT STATE OF VIENNA'S ACTIONS[23]

Equal opportunities through education

- All municipal and private kindergartens (including day parents and playgroups) receive funding from the City of Vienna and thereby help to tackle inequality in educational opportunities; furthermore, an application to be exempted from meal fees can be made to the Vienna Child and Youth Welfare Service, depending on parents' monthly net income.
- All-day schools offer a major advantage in promoting equal opportunities and equality; for this reason, Vienna makes continuous efforts to expand this type of school.
- Viennese schools adopt a resource-based approach to education, with a focus on individual support.

Anti-discrimination and democracy education in kindergartens and schools

- Incorporation of anti-discrimination into curricula, teaching approaches, workshops and teaching materials.
- Projects like "Respect: Stronger together" ("Respekt: Gemeinsam stärker").
- Workshops on topics like fascism, nationalism, homophobia, bullying and children's rights
- Political and democracy education as well as the prevention of extremism should go hand in hand with anti-discrimination measures.
- Promotion of democratic values in the curriculum.
- Prevention of extremism at schools (e.g. the programme developed by the OeAD – Austrian Agency for Education and Internationalisation).
- Remembrance culture projects (e. g. "a letter to the stars", erinnern.at).

Awareness-raising and professional development for (early childhood) educators

- Raising awareness and sensitivity regarding discrimination and racism through training and further training programmes for educational institutions.
- Workshops and collections of materials on all forms of group-based hostility, in particular antisemitism and anti-racism.

Promoting integration, diversity and inclusion

- Educational approaches with a focus on inclusion and diversity.
- Transparent criteria for the allocation of places in early childhood and school education settings.

- Structured educational programmes for integration and inclusion.
- Promoting multilingualism supports inclusion and transcultural understanding.
- Basic education for disadvantaged groups through projects such as StartWien College run by Interface Wien.
- Special orientation programmes for newly arrived pupils.
- Cooperation with advice centres and educational institutions.
- Strengthening parent involvement and facilitating communication and collaboration through targeted projects

Education ombuds-office of the Vienna Children's and Youth Ombuds-Office
- A support service for children and young people who face racial discrimination in the school system.
- Complaints are dealt with in accordance with the complainants' instructions.

Vienna Public Libraries
- Library collections that reflect the diversity of the population and their life prospects.
- "Children's Library for World Languages" branch

Out-of-school education as part of Vienna's youth work and Vienna's adult education programmes pursue similar objectives and comprise a wide range of activities.

C) VIENNA'S ACTIONS FOR THE FUTURE

1. **Combating educational segregation and promoting equal educational opportunities**
- The aim is to introduce a comprehensive school for all 6- to 14-year-olds and a 6-year primary school and/or to recommend their introduction to the federal legislator. The city is taking the necessary steps to launch a pilot scheme.
- Promote the provision of all-day care at all types of compulsory schools.
- StartWien College, which currently is the only school-like programme in Vienna that offers newly arrived young people who are past compulsory school age (and who have obtained a compulsory school leaving certificate abroad and place high value on education) the opportunity to continue their education and training careers in Vienna as quickly as possible, is to be expanded. The aim is to establish it as a permanent institution.
- Targeted and inclusive support for German language learning and multilingualism.
- Develop models designed to counteract segregation.
- Measures (e.g. campaigns) to increase diversity among teaching and management staff.
- Promote awareness of racism among school management teams through specific further training programmes.
- Identify (potentially) discriminatory testing procedures and recommend to the federal government to change them where necessary.
- Multilingual social workers and school psychologists to provide better support to pupils with special needs.

2. **Awareness-raising and training for educational staff on how to challenge racism**
- Draft a recommendation to the federal government to include compulsory modules on German as a second language in teacher training programmes and to expand the range of German as a foreign language/ German as a second language courses available to teachers.
- Intensify awareness-raising among educators about anti-discrimination and anti-racism.
- Provide opportunities to create spaces for reflection and offer supervision for educators

3. **Anti-racism education for children at schools and kindergartens**
- Regularly address diversity and discrimination issues in kindergartens and schools.
- Expand workshops and peer-to-peer projects for pupils.
- Critically deal with history, establish a culture of remembrance and commemoration to support anti-racist education and teaching in schools.
- Establish buddy schemes to support marginalised children

4. **Anti-discrimination contact points or persons at educational institutions**
Anti-racism officers should be people who have experienced racism themselves to be able to offer genuine support.

5. **Teaching and learning materials**
Recommendation to the federal government regarding the review and modification of materials in relation to stereotypical portrayals and images of people in and outside Europe in various contexts (see the project implemented by AEWTASS).[24]

8. The City of Vienna promotes cultural diversity

A) STARTING POINT AND CHALLENGES

Vienna looks back on a long tradition of assuming responsibility in cultural policy, which continues to shape the city's identity to this day. The city is growing, and, with it, so is the diversity of its cultural offers.

In addition to preserving established services and institutions, Vienna's cultural policy also focuses on supporting artistic projects that are intercultural, encourage social cohesion, reflect society's cultural diversity, facilitate an inclusive approach to art and culture and ensure that all Viennese residents have access to cultural activities.[25]

B) CURRENT STATE OF VIENNA'S ACTIONS[26]

The City of Vienna's Department of Cultural Affairs awards funding in the fields of the arts, culture and science (> section 5). Breaking down barriers, promoting diversity in front , behind and on the cultural stage as well as raising awareness within cultural organisations are all part of the agenda of the Vienna Culture Strategy 2030.

The Cultural Affairs Department has its own division for music and cultural initiatives, which specifically focuses on trans- and interculturalism. With regard to cultural initiatives, the division provides support to arts and cultural projects realised by national minorities, including the Roma and ethnic groups from Croatia, Hungary, Serbia, Turkey, Poland, the Philippines, Iran, Afghanistan, Africa, India and Mexico, with the aim of showcasing their traditions, customs and art forms, creating spaces for people to come together and preventing discrimination.

Providing easily accessible cultural spaces as part of basic cultural provision is of great and lasting importance to the City of Vienna. In 2021, local cultural hubs were established to help foster a sense of neighbourhood identity and support living together in the neighbourhood. The local cultural hubs are intended to ensure that residents have easy access to art and culture; they also act as communication hubs that facilitate intercultural dialogue.

When the new management teams of three of Vienna's medium-sized theatres – Schauspielhaus, Theater am Werk and Dschungel Wien – were appointed in 2022, the candidates chosen were those whose plans for the theatres included a strong emphasis on diversity.

Funding is primarily granted to projects that focus on diversity, interculturalism and migration, such as, for example: D—Arts, Project Office for Diversity; oca: migrations, minorities, arts; SolidarityPlus – Association for solidarity and mutual support; the Austrian Museum of Folk Life and Folk Art (Volkskundemuseum Wien) or Salam Oida – Association to promote diversity in arts and culture.

The kültüř gemma! initiative supports the artistic work of BIPoC[27] and migrants through grants and fellowships at cultural institutions in Vienna. Under its "Writers in Exile" programme, which is operated by the Austrian interest group of authors "IG Autorinnen Autoren", the City of Vienna provides politically persecuted writers with accommodation and a living allowance to make sure that their artistic voices will continue to be heard.

The **Vienna Public Libraries** offer a wide range of events and workshops addressing and challenging racism; examples include the BiPoc Festival at the Main Library and events to mark World Black History Month (both in 2024). Addressing the issues of racism and discrimination is generally one of the key priorities in the events the libraries are organising for children.

The **Vienna Club Commission**, an association funded by the City of Vienna, sees itself as a hub for all stakeholders in Vienna's dance music club and events sector. In its work and its training programmes, the Vienna Club Commission strongly focuses on raising awareness of how to cope with discrimination, safety, fairness, inclusion, empowerment, diversity and accessibility.

C) VIENNA'S ACTIONS FOR THE FUTURE

1. Involve marginalised social groups and diverse communities in cultural policy-making processes through strategic cultural management.

2. Implement a diversity advisory board in the arts and culture sector.

3. Develop a comprehensive anti-discrimination scheme for the arts and culture sector, with the participation of external experts.

9. The City of Vienna focuses on conflict management services

A) STARTING POINT AND CHALLENGES

In a cosmopolitan city like Vienna, everyday life in public spaces, including public transport, squares and streets, schools, workplaces, residential areas etc., is marked by many different challenges. Living together is not always – nor can it always be – free of conflict.

Life in a big city takes place largely in public spaces. Streets, green spaces, playgrounds, parks, etc. can be used by everyone and invite people to linger. In public places, individuals and groups with different interests and needs meet and interact with one another.

In this context, people also experience conflicts and racist attacks. Public space is often perceived as an unregulated space of private individuals, where state protection mechanisms, such as equal treatment laws, are difficult to implement. Effective conflict management and ongoing offers in public space are essential for living together on equal terms in a large city

B) CURRENT STATE OF VIENNA'S ACTIONS[28]

The City of Vienna has, for many years, been taking major efforts in the areas of prevention and conflict mediation.

FAIR-PLAY-TEAMS in public spaces

The City of Vienna's FAIR PLAY TEAMS[29] support communication in public spaces that are shared by all of Vienna's residents. The City of Vienna wants to enable its residents to use these spaces in a variety of ways. These qualified two-person teams visit public places and parks in the afternoons and evenings throughout the year, where they talk to people in the neighbourhood, assist with conflict resolution and act as mediators when necessary. A key priority for the teams is to address, discuss and counteract everyday racism and prejudice.

Awareness Teams for Vienna's party culture

During the summer months, the Awareness Teams[30] help de-escalate conflict situations in public spaces at night. Since 2021, this project, which has been implemented by AwA* – Collective for Awareness Work, has been a mobile, low-threshold service for Vienna's nightlife culture in public spaces.

The teams provide on-site support in situations involving violence or discrimination, address social conflicts related to the use of public spaces, mediate between users and residents over noise complaints and provide general information. They enhance the sense of personal safety, particularly among members of vulnerable groups, such as young women, members of the LGBTIQ community and people affected by sexual violence or different forms of discrimination.

Social work in public space – services offered by the addiction care facility Suchthilfe Wien (SAM + Help U)

Social work in public spaces plays a particularly important role in the work of the Vienna Addiction and Drug Coordination Office. Depending on the method and approach used, social work in this context involves a wide variety of tasks. These include mediating between the interests of people suffering from addiction and other user groups in public spaces, defusing conflicts, counteracting the stigmatisation of marginalised people, communicating existing norms and rules and addressing socio-political conditions and social inequalities.

For respectful relationships at Vienna's schools – RESPECT. Stronger together

Everyday school life is characterised by many different challenges and conflicts. Global political and social crises are also reflected in the classroom. In 2020, the City of Vienna launched a programme entitled "Respect: Stronger together" ("Respekt: Gemeinsam stärker") which is implemented by the Association of Vienna Youth Centres. The aim is to create schools that are free from fear and violence, where everyone feels comfortable and welcome, regardless of their gender, background, sexual orientation, religion or beliefs.

The programme is directed to headteachers, teachers, pupils and parents. Throughout an entire school year, experts provide free support to ten schools, helping them to tackle everyday challenges and foster good relationships. At the end of the programme, every participating school is awarded the title of "Respectful School" ("Respekt-Schule"). In the school year 2024/2025, the programme was expanded from Viennese middle schools to primary schools. Thus, the programme begins with the youngest pupils and supports them right through to their transition into working life.

wohnpartner promote respectful relationships in city-owned housing estates

Conflict mediation is a key area of work of the **wohnpartner**[31] (housing partners) initiative in Vienna's city-owned housing estates. When required, advice and subsequently mediation are offered to residents in more than 20 first languages, with the majority of these languages being spoken by wohnpartner staff and the rest being covered by external interpreting services.

In their day-to-day work, wohnpartner staff are repeatedly confronted with racist remarks from residents. Therefore, staff are offered training to help them deal with such remarks (e.g. deal with barroom clichés).

C) VIENNA'S ACTIONS FOR THE FUTURE

1. Human Rights City Vienna – Vienna Human Rights Districts: To promote respectful coexistence and good neighbourly relations, activities in Vienna's districts and neighbourhoods will be expanded to the effect that the Human Rights Districts will develop district-specific measures to strengthen their anti-racism work and anti-racist stance.

2. Strengthen existing offers in the areas of conflict prevention and mediation.

3. Continue the seminar on the issue of attitude: The aim of the seminar is to ensure that police action is sensitive to discrimination issues. The seminar was developed jointly by the City of Vienna's Integration and Diversity Department, the organisations Neustart and Suchthilfe Wien and the Vienna Provincial Police Directorate and was offered in the period 2022–2023.[32]

Remarks

1 European Coalition of Cities against Racism, **eccar.info/en**, last accessed on 02/07/2025
2 Working groups against anti-Black racism, against anti-Muslim racism, combating antisemitism, etc. **eccar.info/en/working-groups**, last accessed on 02/07/2025
3 cf. the **working definition of racism of the Anti-Racism Expert Council**, appointed by the Federal Commissioner for Migration, Refugees and Integration/Federal Commissioner for Anti-Racism, Berlin, February 2025
4 The examples given under this section are not intended to be exhaustive.
5 In 2023 the topic discussed was "Was that just racist?", in 2024 it was "Language and multilingualism – anti-racist perspectives" and in 2025 the topic was "How do racist experiences affect young people?".
6 In 1966, the United Nations declared 21 March as the International Day for the Elimination of Racial Discrimination. It commemorates a peaceful protest against apartheid pass laws in Sharpeville, South Africa on 21 March 1960 that was bloodily suppressed by the regime. 69 people were killed in the event. In 1965, the United Nations General Assembly adopted the International Convention on the Elimination of All Forms of Racial Discrimination, which entered into force in 1969.
7 The campaigns of Vienna's public transport operator Wiener Linien can be cited as a model and good example in this context, e.g. their campaign 2024/2025 using the slogans "Wir sind alle gleich da. Vielfalt kommt gut an!" that play with the double meaning of the phrase "wir sind alle gleich da" (which can translate as "we are all equal here" and "we'll be there in a moment") and the phrase "kommt gut an" (which can translate as "arrives safely" and "is well received/is popular"), so that the slogans can be interpreted both in a transport-related context and in an equality- and diversity-related context.
8 The examples given under this section are not intended to be exhaustive.
9 Scientific Advisory Council (SAC)
10 For example: "Dequalifizierung am Wiener Arbeitsmarkt (Skill downgrading in Vienna's labour market), IHS, 2021" or "Wirtschaftliche Bedeutung von Zuwanderung (The economic significance of immigration) (2023)"
11 Directive implementing the principle of equal treatment between persons irrespective of "racial" or ethnic origin (EU Directive 2000/43/EC)
12 Directive establishing a general framework for equal treatment in employment and occupation (EU Directive 2000/78/EC)
13 Wirtschaftliche Bedeutung von Zuwanderung. Effekte auf Wiener Wirtschaft und Arbeitsmarkt (The economic significance of immigration. Effects on Vienna's economy and labour market), 2023, **wien.gv.at/menschen/integration/daten-fakten/migration-wirtschaft.html**, last accessed on 02/07/2025
14 Integration and Diversity Monitor 2023, **wien.gv.at/menschen/integration/daten-fakten/monitoring.html**, last accessed on 02/07/2025
15 The examples given under this section are not intended to be exhaustive.
16 The examples given under this section are not intended to be exhaustive.
17 Art. 31 of the European Social Charter, UN International Covenant on Social, Economic and Cultural Rights, etc.
18 Federal Equal Treatment Act (GlBG), Vienna Anti-Discrimination Act
19 Diskriminierung am Wohnungsmarkt (Discrimination in the housing market), Lea Bacher, 2024, Master's Thesis, University of Vienna, Faculty of Social Sciences, Master's Programme in Political Science; **utheses.univie.ac.at/detail/72184**, last accessed on 02/07/2025;
Diskriminierung aufgrund der ethnischen Zugehörigkeit am Wohnungsmarkt (Discrimination on the grounds of ethnicity in the housing market), SORA, 2023, commissioned by the Federal Ombud for Equal Treatment, **gleichbehandlungsanwaltschaft.gv.at/Themen/Studien-Untersuchungen-.html**, last accessed on 02/07/2025;
discrimination surveys of the EU Fundamental Rights Agency (> section 2)
20 Integration and Diversity Monitor 2023, short version, p. 10, **wien.gv.at/menschen/integration/daten-fakten/monitoring.html**, last accessed on 02/7/2025
21 The examples given under this section are not intended to be exhaustive.
22 Municipal and subsidised housing, housing benefits and arbitration procedures
23 The examples given under this section are not intended to be exhaustive.
24 Advancing Equality within the Austrian school system – **aewtass.org**, last accessed on 02/07/2025
25 Funding guidelines of the City of Vienna's Cultural Affairs Department
26 The examples given under this section are not intended to be exhaustive.
27 Black, Indigenous and People of Colour
28 The examples given under this section are not intended to be exhaustive.
29 A project implemented by the City of Vienna's Education and Youth Department.
30 A project funded by the City of Vienna's Education and Youth Department.
31 wohnpartner is a service of the City of Vienna operated by Wohnservice Wien Ges.m.b.H.
32 **Viennese Mélange – A Toolbox for Integration and Diversity: Projects from 2004 to 2024**; p. 27