

2 National Report
on the Implementation of the
UN-ECE Regional Implementation Strategy (RIS) for the
Madrid International Plan of Action on Ageing (MIPAA) 2002

2007 – 2012

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0. Summary and general information

Summary

This report is based on several sources: the research expertise on the Federal Plan for Senior Citizens (2010), the expertise “Active Ageing” by members of the Austrian Interdisciplinary Platform on Ageing (*Wissenschaftsplattform für interdisziplinäre Altersfragen/ÖPIA*) as well as information provided by different Austrian stakeholders. They had been asked a series of questions about the implementation of the 10 MIPAA/RIS Commitments in a questionnaire and were involved in the review process. Among these stakeholders were federal ministries, the Austrian federal provinces, cities and municipalities, the social partners, the Austrian Senior Citizens’ Council (*Österreichischer Seniorenrat*) and many non-profit organisations. The survey also helped to raise awareness of these Commitments as well as of Austria’s efforts to realise them.

The feedback received shows that Austria has taken numerous measures in the context of demographic development and generations to implement the 10 Commitments at national, regional and municipal level as well as in the international sphere: laws, programmes and plans as well as individual measures and research activities. All of them were preceded by long preparations, in which all relevant stakeholders were closely involved.

The research expertise on a Federal Plan for the Elderly is the first paper of this type drafted in Austria. It highlights that the economic situation, health, education, gender, marital status, career paths, stage in the life cycle, region and environment, social contacts and mobility as well as ethnicity are tightly interwoven factors, forming a densely-knit system of reciprocal dependency and creating different levels of quality of life. According to the Federal Act on Senior Citizens (*Bundesseniorengesetz*), the development of a long-term Plan for Senior Citizens is the task of the Federal Senior Citizens’ Advisory Committee (*Bundesseniorenbeirat*). This expertise is an essential basis for the Plan for Senior Citizens which is being developed: “Age and Future. Knowledge and Creating Lives. Federal Plan for Senior Citizens”. (see Commitment 1)

Other key fields of action (involving all relevant interest groups) were as follows: intensive work on preventive healthcare at the workplace and reforms of the pension system to allow as many people as possible to remain longer in the labour market and to prevent early retirement due to health problems (see Commitments 4 and 5); the introduction of a Long-Term Care Fund Act to ensure the further development of social services for people in need of long-term care and assistance and for persons with disabilities; work on the National Plan on Lifelong Learning to give all people access to education as a basis for self-determined lives (see Commitments 2 and 6); a set of anti-violence measures, combined with awareness-raising measures in the context of sensitising the public, favourable images of old age/ageing and age diversity (see Commitment 1 and 7). Applied, practice-oriented research has been focusing mainly on quality assurance in long-term care to intensify information and consultation activities as a way to improve the quality of life of the groups of persons affected as well as their families (see Commitments 7 and 9).

General information

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Name, reference and date of adoption or status of preparation of national strategy, action plan or similar policy document on ageing (attach relevant documents in the Annex)

Federal Plan for the Elderly (Bundesseniorenplan) – in preparation

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1. National ageing situation

General ageing situation in Austria

Demographic situation: changes in specific age groups (2010-2050)

According to forecasts, the population of Austria will continue growing, i.e. from currently 8.4 to about 9.5 million in 2050. As in other countries, the age structure is shifting significantly towards older persons.

In Austria in 2010 a total of 1,240,019 (14.8%) persons were aged below 15 years, 5,209,559 persons or 62.1% were of working age between 15 and 60 years and 1,938,900 persons (23.1%) were of retirement age or were aged 60 years and older. In the medium term (up to 2025), about 28.7% will belong to the age group 60+, and this percentage will increase to more than 30% (34.1%) in the long term (approx. as from 2050). While at present 62% of the population are still of working age, this share will drop to 53% by 2050 due to demographic ageing. Significant increases in the share of very old people (80 years and more) in the total group of elderly are expected: from 397,000 in 2011 to 590,000 in 2030 and to almost 1,000,000 in 2050.

The group of older persons aged between 65 and 79 will grow drastically. As this group has retired and partly enjoys very good health, they represent an increasingly important target group for the economy.

The growth of this population group is mainly due to the steady increase in life expectancy, the high birth rates around 1940 and 1960 as well as decreasing birth rates in the present. Life expectancy increases by one year at five-year intervals. (see Annex I)

Economic and political situation

Austria is among the group of highly developed welfare states. In 2008 28.3% of the annual aggregate value added was spent on social and health-related benefits/services through public redistribution. This percentage is slightly above the EU average. About half (49%) of the social expenditure is related to older persons (particularly direct pensions and survivors' pensions, long-term care benefits and expenditure on care facilities). One fourth (26%) is allocated to public healthcare, one tenth to family benefits, 8% to invalidity-related benefits and 5% to unemployment and labour market benefits/services.

With unemployment rates of 4.8% (2009) and 4% (2011), Austria succeeded in maintaining the second-lowest and lowest level of unemployment in Europe, while the unemployment rate of the EU-27 was 8.9% (2009) and 8.2% (2011).

50% of the employment growth in 2011 is attributable to the generation 50+, which is growing and remains longer in the labour market. Based on a comparison with the employment rate of the EU-27, Austria is catching up with regard to the employment of older persons. Austria was still 10.5 percentage points and 6.0 percentage points below the EU-27 rate in 2005 and 2007, respectively. But the gap narrowed to 4.9 percentage points in 2009 and to merely 3.9 percentage points in 2010.

These developments may be attributed to the strong birth cohorts at the end of the 1950s (who are now entering this age group) as well as the increase of statutory pension age (as a result of which older workers stay longer in the labour market).

The employment rate of women 55+ is increasing significantly stronger than that of men. This is also due to the fact that every year economically active cohorts surpass the age of 55 years, raising the employment rate of older workers. This reflects a social change as, in general, younger generations attach greater importance to the economic activity of women.

The average actual retirement age of recipients of direct pensions was 58.2 years (men: 59.1 years, women: 57.1 years) in 2010. The current statutory retirement age is 65 for men and 60 years for women. Besides more than 3.4 million employees, Austria has 2.1 million pensioners.

Based on EU-SILC data, in Austria the at-risk-of-poverty rate for older persons (65+) was higher (15.2%) than the average at-risk-of-poverty rate (12.1%) in 2010. The rate for persons older than 65 years living alone is 23.2%. With 13.6%, the at-risk-of-poverty rate among pension recipients is slightly above the average rate (12.1%). In this context, mention should be made of the fact that 10.9% of the male pension recipients and no less than 15.9% of the female pension recipients (overall rate for women: 13.5%) are at a risk of poverty.

In Austria the public pension system is the most important instrument providing financial security in old age. About 90% of the pension benefits are paid by the statutory pension insurance, which is compulsory for all economically active persons in the framework of the general social insurance system.

2. Review and appraisal of actions to implement the 10 national commitments of UNECE MIPAA/RIS in the period 2007/2011

Commitment 1:

To mainstream ageing in all policy fields with the aim of bringing societies and economies into harmony with demographic change to achieve a society for all ages

In the framework of an Amendment of the Federal Equal Treatment Act (*Gleichbehandlungsgesetz*) in 2010, the scope of protection against discrimination in the access to and supply with goods and services available to the public was widened to embrace all grounds of discrimination, i.e. also age. (see Commitment 8)

After preparatory work of several years, the Labour and Health Act (*Arbeits- und Gesundheitsgesetz*) was passed in 2011. It focuses on health, employment and pension

policies and establishes a basis for networking among the different players to ensure coordinated action.

The fact that the dimension “ageing” was mainstreamed into all spheres of life became transparent in the basic research work on the Federal Plan for Senior Citizens (2008-10). This Plan is currently being developed by the Federal Senior Citizens’ Advisory Committee (in which not only organisations of senior citizens but also the federal ministries, the federal provinces, the Federation of Cities and Municipalities as well as the social partners are represented). The Federal Plan for Senior Citizens, which will be submitted to Parliament, will provide objectives and recommendations for a future national ageing and generational policy. Furthermore, a feasibility study on implementing a senior citizens’ statistical monitoring system on an ongoing basis was completed. In the framework of this system, macroeconomic data on employment, health and living conditions in Austria as a whole and in the individual federal provinces as well as data from national and international surveys (e.g. SHARE [Survey of Health, Ageing and Retirement], the European Social Survey [ESS], Micro-Census) are to be listed and supplemented through annual surveys.

Austria has been participating in the long-term study “Survey on Health, Ageing and Retirement in Europe – SHARE” (University of Linz, co-financed by BMASK and BMWF). In addition, Austria (BMASK) is involved in the OECD project “Sickness, Disability and Work Reviews”. (see Annex II)

Since 2008, the study “Very Old Age in Austria” (*“Hochaltrigkeit in Österreich“*) has been available, providing the first stock-taking of the housing and living conditions of very old people, of their economic situation, elderly-friendly infrastructure, safety and security issues, strategies to cope with every-day life as well as quality of life and life satisfaction. In addition, it explored the situation of older migrants and older persons with disabilities. Issues such as health, nursing and long-term care, loneliness and life styles were covered as well. Taboos such as violence and crime were investigated for the first time in this specific context.

The European Centre for Social Welfare Policy and Research, the Department of Sociology of the University of Vienna, the Office of Social Technology and Evaluation Research (*Büro für Sozialtechnologie und Evaluationsforschung*), the Vienna Institute of Social Science Documentation and Methodology (*Wiener Institut für Sozialwissenschaftliche Dokumentation*) or ÖPIA do research on age-related issues in all spheres of life. ÖPIA is committed to strengthening cooperation among researchers in different disciplines (see Annex II).

With regard to the subject “ageing and safety & security”, measures were taken to enhance the safety and security – and consequently the quality of life – of older persons and persons with disabilities. (Examples: BMASK brochure: “Safer Homes – Better Lives” (*“Sicher Wohnen- besser leben“*); projects “Safe in Your Elderly Years of Life” (*“Sicher in den besten Jahren“*), “Self-Assertiveness and Self-Protection for People and Senior Citizens with Handicaps” (*“Selbstbehauptung und Selbstschutz für Personen und Senioren mit Handicap“*) and “CATE – Crimes against the elderly” of the Federal Ministry of the Interior.) (see Annex II)

The federal province of Lower Austria set up a Competence Centre for Social Affairs and Generations (*Kompetenzzentrum für Soziales und Generationen*). (see Annex II)

In 2009 a media-sociological analysis on age(ing) images in the media, prepared by the BMASK, was presented to journalists and media researchers, who were then invited to provide in-depth input.

The study “Precarious Ageing in the Immigration Society” (*“Prekäres Altern in der Einwanderungsgesellschaft“*) focuses on the invisibility of the issue “ageing of labour migrants”. The study commissioned by the City of Vienna on the subject “Ageing Society. Ageing in the City” (*“Ageing Society. Altern in der Stadt“*) covers many political sub-agendas. (see Annex II)

The study “forever young?” explores the invisibility of older women – another aspect of ageing to which society turns a “blind eye”. In recent years, taboo subjects such as disability and old age as well as violence against older persons have also been tackled in the framework of EU research projects, in which Austria participated. For more information see Commitment 2.

Commitment 2:

To ensure full integration and participation of older persons in society

On 1 January 2009 statutory funding for senior citizen’s affairs was increased. Hence, an annual amount of more than 2 million euro has become available for general support measures to provide information, counselling and care-giving services to senior citizens through organisations for the elderly and for covering the expenses of the Curia of Senior Citizens (*Seniorenkurie*) which corresponds to an increase by 20%.

The Act Amending Legal Guardianship Law (*SWRÄG*) 2006 has helped to increase awareness of the interests of older persons and people with mental disabilities as well as to enhance their self-determination skills. (see Annex II)

Furthermore, the Act on Living Wills (*Patientenverfügungsgesetz/PatVG*) 2006 has been strengthening the rights and participation of older persons as patients and clients of the healthcare system. (for more information see Annex II)

The first Austrian Report on Volunteering (*Freiwilligenbericht*) of 2009 examined the role volunteering played in the lives of older persons. The findings of the micro-census survey show that the most important fields of activity of the age group 50 to 64 years – besides informal volunteering – were religion, culture, disaster relief and sports. Decisive factors were the motivation of “remaining active” and the joy derived from the respective activity.

In the framework of the European Year of Volunteering 2011, workshops for the training of older persons as multipliers facilitating access to volunteering were held in 30 municipalities.

The manual “Remaining Healthy through Commitment. Participation and Health Promotion for Older Persons at Municipal Level” (*“Engagiert gesund bleiben. Partizipation und Gesundheitsförderung älterer Menschen auf kommunaler Eben“*) was published in 2011. It supports players at municipal level in planning and implementing concrete projects and contains portraits of committed older persons who set an inspiring and motivating example. (www.engagiert-gesund-bleiben.at)

Together with the charity Volkshilfe Österreich and the Austrian Pensioners' Association (*Pensionistenverband Österreich*), the BMASK organises every two years the national contest "elderly-friendly municipality" (*"Seniorenfreundliche Gemeinde"*). In this way, municipalities are encouraged to examine their friendliness towards the elderly. The award goes to the municipalities firmly committed to older persons and setting examples of age(ing)-friendly and age(ing)-appropriate measures.

In addition, several research projects focusing on the specific mobility patterns and needs of senior citizens were conducted. A guide for barrier-free public transport was developed. The research and innovation promotion sub-programme "ways2go" has been geared to the specific mobility requirements and mobility behaviours of the elderly. (see BMVIT projects in Annex II)

In the EU project "SenEmpower" (2007-2009), realised by Volkshilfe Steiermark, older volunteers were empowered in a training workshop to provide visiting services to socially disadvantaged older persons. The aim was to support activation measures for older, socially disadvantaged persons and to reduce the risk of social isolation.

Volkshilfe Steiermark was a partner of the EU projects SAGE (active citizenship) and InterGen (lifelong learning) (see Annex II).

In Tyrol a strategy for promoting the social integration of people with disabilities was developed. Moreover, a law on equal opportunities for people with disabilities was passed.

The regional government of Lower Austria as well as the City of Linz realised low-threshold projects, such as "Active-plus-card of Lower Austria" (*"NÖ-aktiv-plus-Karte"*), "Young & Old ☺ Together" (*"Jung & Alt ☺ Miteinander"*), "Network Generations and Social Village Renewal" (*"Netzwerk Generationen und soziale Dorferneuerung"*), the project "Smart Home" or "Objective Assessment before Home Admission" (*"Heimobjektivierung"*). (see Annex II)

The project "Future Markets and Generations" (*"Zukunftsmärkte und Generationen"*) of the Federal Austrian Chamber of Economy won recognition as a "European Good Practice" in 2011. With the aid of cross-generational management, the potential of all generations is to be activated. The brochure "Demographic Fitness. How Enterprises Prepare for the Change" (*"Demografische Fitness. Wie sich Unternehmen auf den Wandel vorbereiten"*) has been published as a public relations measure. (see Annex II)

Together with the University of Vienna and Kapsch CarrierCom, the Research Institute of the Red Cross (*Forschungsinstitut des Roten Kreuzes / FRK*) realised the AMASL project between 2009 and 2011. Its aim was to develop communication terminals, sensors and server services (communication, information, games) and to install them in selected households. (see Annex II)

Commitment 3:

To promote equitable and sustainable economic growth in response to population ageing

The analysis performed in the framework of the expertise on the Federal Plan for Senior Citizens (2010) – see Commitment 1 – has deliberately focused on "burning issues" and "risk situations". First of all, the older population is affected differently by changes of the age

structure, globalisation and the economic crisis in times of restructuring. Secondly, it will be one of the most vital tasks of future social and generational policies to pay special attention to those groups of older persons facing severe unequal opportunities and risks in the aftermath of this structural change.

In the European Year for Combating Poverty and Social Exclusion 2010 numerous activities, projects and events were organised. They have had awareness-raising and sensitising effects as well as a sustainable impact beyond the year 2010. 16 different initiatives were realised with EU co-financing. The direct involvement of persons with poverty experiences played a decisive role in all projects.

The expenditure incurred by the federal government for expanding various types of all-day schools (annual amount between 2011 and 2014: 80 million euro) may be interpreted as an investment in sustainable economic growth.

The same is true for the so-called “education guarantee for young people”, on which 180 million euro are spent in the current year. An additional annual amount of 80 million euro is made available for universities and the further development of universities of applied sciences (*Fachhochschulen*) until 2014.

Commitment 4:

To adjust social protection systems in response to demographic changes and their social and economic consequences

The countrywide large-scale project “Invalidity in Transition” (*“Invalidität im Wandel“*) has pursued several goals since 2007: the harmonisation of regulations previously leading to unequal treatment of different occupational groups after determining incapacity for work/invalidity on the one hand and improvements of the status of older persons who are not incapacitated for work but disadvantaged in the labour market on the other hand. Together with representatives of the social partners, the insurance institutions and the Public Employment Service, a group of experts chaired by the BMASK made numerous analyses and prepared proposals.

As a result, invalidity prevention initiatives and an improved interface management between the different stakeholders involved in health promotion (Public Employment Service, insurance institutions, interest representations of employers and employees as well as NGOs) were recognised as crucial and defined as key reform measures. They have been bundled in the Labour and Health Act (*Arbeits- und Gesundheitsgesetz*) since 2011. The aim is to reduce the number of persons ending their active working lives prematurely for health reasons and, consequently, to increase the actual retirement age.

Another socio-political measure is the legal claim to rehabilitation as a compulsory service of the pension insurance – which has for the first time been enshrined in the Act Amending the Social Law (*Sozialrechtsänderungsgesetz*) 2010. Changes of provisions protecting the right of employees to pursue their occupation and not being forced into another (*Berufsschutz*) – combined with a hardship clause protecting persons with considerable health impairments – form part of the reform “Invalidity in Transition”. Starting in 2011, the statutory retirement age will be increased gradually – and this will also apply to persons who accumulated long creditable insurance periods benefiting from exemptions in the past. In addition, measures were taken to reduce financial risks for the community of persons insured under the General

Social Insurance Act (ASVG), which are due to the fact that civil servants change from their previous pension insurance scheme to the ASVG pension system (see Annex II).

Care-providing family members taking care of a person with increased care-giving and nursing requirements have benefited from better insurance coverage since 2009. The expenses of self-insurance or continued insurance in the pension insurance system are borne by the public sector.

Last but not least, mention should be made of the means-tested guaranteed minimum income as a measure to combat poverty for all. (see Annex II)

Commitment 5:

To enable labour markets to respond to the economic and social consequences of population ageing

In Austria the active labour market policy has been defined as a tool to enable as many people as possible to secure their own livelihoods. The Employment Promotion Act (*Beschäftigungsförderungsgesetz*) 2009 made it possible to combine short-time working with skills development. The main beneficiaries were employees aged 45+. Additional changes of the unemployment insurance law and other labour market laws with effects on the target group “older persons” have for example led to a decrease in non-wage labour costs for older workers as well as to a reform of the part-time working scheme for older workers (1 September 2009). This has made a vital contribution to reduce the burden on the labour market in times of crisis. Furthermore, in this stage the labour market policy was characterised by numerous measures promoting youth employment. In parallel, important steps were taken benefiting older persons and people with special needs.

By reforming the part-time work arrangement for older workers as well as expanding the solidarity premium model in 2009, many jobs were safeguarded. A study of the Austrian Institute of Family Research (*Österreichisches Institut für Familien-forschung*) concerning the effects of part-time work on companies demonstrated that the part-time work scheme for older workers also plays a vital role for sustainable economic growth. (see Annex II)

Since 2007 the support instruments of the labour market policy affecting the target group “older workers” have been evaluated and adjusted on an ongoing basis. Among these instruments are the labour market integration subsidy granted as an incentive to enterprises, the combined wage subsidy, securing the livelihood of employees in low-paid employment relationships, and making temporary jobs available in “socio-economic enterprises” to promote the long-term (re-)integration of persons hard to place (older persons 50+).

In 2007 the permission was given for continuing the employee qualification consultancy programme for small and medium-sized enterprises. The aim was to increase participation in further training measures of employees by paying due regard to the “productive ageing approach”.

On behalf of the Public Employment Service, various studies were prepared, e.g. “Challenges and Trends in the Further Training of Older Workers” (*“Herausforderungen und Trends in der Weiterbildung älterer ArbeitnehmerInnen“*), “Age-Appropriate Working” (*“Altersgerechtes Arbeiten“*), “Potentials of Employment Projects of the Labour Market Administration for Productive Ageing” (*“Potenziale arbeitsmarktpolitischer Beschäftigungsprojekte für*

Productive Ageing”), “Employment Opportunities for Older Persons” (*“Beschäftigungsmöglichkeiten für Ältere”*) (see Annex II)

Between 2007 and 2008 the Austrian Labour Inspectorate conducted surveys and offered consulting services in the context of age(ing)-appropriate work organisation in numerous small, medium-sized and large enterprises of all sectors on the basis of an age structure analysis. (see Annex II).

Together with other factors, these support measures have helped to increase the employment rate of people aged 45+. (see Annex II)

The Labour and Health Act (*Arbeits-und Gesundheitsgesetz*) 2011 pursues the goal of maintaining and sustainably improving the capacity for work and employability with the aid of countrywide, low-threshold counselling services.

The quality seal “Nestor-Gold” is granted to enterprises and organisations offering age(ing)-appropriate conditions and responding to the different potentials and needs of persons in different life phases. Before awarding the quality seal, an assessment procedure takes place. (see Annex II)

By facilitating cooperation and highlighting best practices, the platform of the social partners www.arbeitundalter.at (established in 2004) makes a contribution to raising awareness of and providing information on ageing and work. (see Annex II)

An initiative of the Austrian Federal Economic Chamber (*WKÖ*) offers measures promoting health in companies: “proFITNESS: Healthy Employees – Healthy Enterprises” (*“proFITNESS: Gesunde Mitarbeiter – gesundes Unternehmen”*) (www.profitnessaustria.at); The target group are small and medium-sized enterprises. (see Annex II)

Other pilot projects committed to workplace health promotion for younger employees and to improving the capacity for work of older employees were conducted by the Federation of Austrian Social Insurance Institutions (*Hauptverband der öster-reichischen Sozialversicherungsträger*). In this context, the projects of the City of Vienna and the federal province of Styria should be mentioned as well. (see Annex II)

Commitment 6:

To promote lifelong learning and adapt the educational system in order to meet the changing economic, social and demographic conditions

In 2011 Austria adopted a strategy for lifelong learning. Provided that the objectives for 2020 are met, Austria will inter alia have: “a countrywide basic supply of quality, low-threshold education services for older persons in the close vicinity of their place of residence. These services will enable older persons to further develop their personality, update their competence to cope with everyday requirements, take responsible preventive healthcare measures and enhance their level of social integration and participation in society“. The strategy also covers measures aimed at allowing persons to return to study and achieve basic formal qualifications free of charge, maintaining adults’ basic competences, promoting work environments conducive to learning as well as at further education/training to safeguard employability.

Other priorities set by the BMASK in the past few years were basic research activities (e.g. learning and education in the interest of older persons, analysis of the most important concepts for lifelong learning in the 3rd and 4th age, learning needs and learning arrangements of older persons, education, active ageing and social participation and many more), promotion of model projects, further training of persons active in adult education and work with senior citizens. In 2011 the BMASK developed guidelines and priorities for 2020 (learning and education in later life). In 2009 exemplary projects in educational work with older persons in Austria were identified by using scientific methodologies and officially recognised as good practice. Other studies examined this issue by focusing on rural areas as well as on the educational needs of older women. By developing a guide for trainers of Internet courses for senior citizens, the brochure “Using the Internet Safely. Information and Tips for Senior Citizens” (*“Das Internet sicher nutzen. Informationen und Tipps für SeniorInnen“*) as well as low-threshold model projects, older persons have been supported in using new technologies.

The Federal Institute of Adult Education (*Bundesinstitut für Erwachsenen-bildung / BIFEB*) realised the following projects: “Platform Learning and Education in the Third and Fourth Life Phase” (*“Plattform Lernen und Bildung im dritten und vierten Lebensalter“*), the series of workshops “Educational Opportunities – Opportunities in the Lives of Older Persons” (*“Bildungschancen – Lebenschancen für ältere Menschen“*) as well as the further training programme “Good Practice in Educational Work with Older Persons” (*“Gute Praxis in der Bildungsarbeit mit älteren Menschen“*). The aim of all these projects is to promote exchanges and establish networks among the stakeholders of educational work with older persons (see Annex II).

The study programme “University-active-plus” (*“Uni-aktiv-Plus“*) strengthens the cognitive skills of the elderly at a science-based level (see Annex II).

Just like other municipalities, the City of Linz offers further training for care-giving family members, provides educational grants to older workers and supports programmes of different clubs for senior citizens or “activity clubs” (*“Clubs Aktiv“*).

The City of Graz has participated in the “Seven Senior European Volunteers Exchange Network” (<http://www.seven-network.eu>) via cooperation of the Office for Senior Citizens (*SeniorInnenbüro*) (see Annex II).

The Federal Working Community “Free Welfare” (*Bundesarbeitsgemeinschaft Freie Wohlfahrt*) organised a number of workshops on lifelong learning. (see Annex II)

In the framework of the “SLIC II” project, the Austrian Red Cross promotes the recognition of competences and skills of older volunteers and trains older multipliers. (see Annex II)

Commitment 7:

To strive to ensure quality of life at all ages and maintain independent living including health and well-being

As this Commitment covers many sub-issues due to its great complexity, we provide a selective report without describing the objective (health situation, socio-economic status, education, social integration...) and subjective factors (well-being, level of satisfaction, social contacts) determining the quality of life in more detail.

Austria has a very well developed system of benefits and services relating to long-term and nursing care (“care provision system”) and the globally highest rate of long-term care benefit recipients. In the framework of this care provision system, several federal ministries established – in collaboration with the social partners – a legal framework for supporting 24-hour long-term care services in 2007. Numerous other measures were taken in 2009: long-term care benefits were increased, procedures for determining the “care level” were shortened, the co-insurance of care-giving family members was improved and information and counselling services regarding care-giving at home were established. Last but not least, a basis for joint decisions on care levels by doctors and professional care-givers was created. In 2011 the Long-Term Care Fund Act (*Pflegefondsgesetz*) provided a legal foundation for establishing the Long-Term Care Fund. Its purpose is to partially cover the expenditure on safeguarding as well as (further) developing, on a demand-oriented basis, the range of support and care-giving services in the long-term care system (see Annex II).

An Interest Group of Care-Giving Family Members (*Interessensgemeinschaft Pflegenden Angehöriger*) has been formed. It pursues various goals, e.g. to raise awareness of the social importance, the burden and challenges of care-giving and to establish themselves as a politically relevant group.

It is a vital objective of the Austrian policy for senior citizens to convey a differentiated image of ageing so as to create a more positive attitude towards older persons. The BMASK commissioned a documentary titled “And every life is different” (*“Und a jeds Leben ist anders“*) on different life situations of women and men aged 85. It has been presented all over Austria. The screenings of this film, which aims at raising public awareness, have been followed by structured talks with the audience.

Negative prejudices and derogatory attitudes as well as excessive demands on and the social isolation of care-givers are the breeding ground for humiliation and assaults. In Austria basic research on violence against older persons as well as programmes and measures developed on this basis to provide information, education and opportunities to voice problems are a vital contribution to enhancing the quality of life and rights of older persons (for more information see Annex II)

With the National Quality Certificate (*Nationales Qualitätszertifikat / NQZ*) for Homes for the Elderly and Nursing Homes, a countrywide uniform external procedure to assess the quality of the services provided by these homes was established. The certificate aims at boosting the visibility of the quality of homes for the elderly and nursing homes and encouraging the further development of quality standards. (see Annex II)

With the support of the Austrian social partners, an agreement on improved unit price information (easier to read, larger print) on goods and products was achieved. (see Annex II). Low-threshold information material about “safer homes – better living” and different consumer protection issues has been developed so as to facilitate use by older persons and to improve their quality of life.

With a view to increasing the quality of life in old age, the BMVIT supported research on and the development of ICT-based products and services. (see Annex II)

The BMWF was active in age-related research, e.g. on the issue “Quality of Social Care for the Elderly”. (see Annex II)

In the framework of urban development activities, the City of Vienna conducted the project “Let’s go outside. Health-promoting join-in campaign for older women and men in workout parks” (“*Gemma raus! Gesundheitsfördernde Mitmachaktionen für ältere Frauen und Männer in Bewegungsparks*”) between 2009 and 2011. (see Annex II)

In Styria amendments of laws concerning the barrier-free design of buildings were adopted, and university courses for case and care management were held. (see Annex II)

Besides other similar initiatives, the federal province of Lower Austria created “Meeting Point Health” (“*Treffpunkt Gesundheit*”), the programme “Active Preventive Healthcare” (“*Vorsorge-aktiv-Programm*”) and a sports programme for the elderly. (see Annex II)

The Austrian Society of Geriatrics and Gerontology (*Österreichische Gesellschaft für Geriatrie und Gerontologie*) developed a standardised basic assessment procedure for the early recognition of individual risks. (see Annex II)

The Research Institute of the Austrian Red Cross conducts projects such as HERA (Home sERvices for specialised elderly Assisted living) running from 2009 to 2011. In the period 2009 to 2013 it takes measures to promote mental health (MHPhands and Mind Health). Target groups are health promotion practitioners in schools, companies and institutions/services for older persons. (see Annex II)

Commitment 8:

To mainstream a gender approach in an ageing society

“Gender budgeting” has been enshrined in the Austrian Federal Constitution since 1 January 2009. According to Article 13(3) of the Federal Constitution Act (*Bundes-Verfassungsgesetz*), the Federal Republic of Austria, the federal provinces and the municipalities have a mandate to achieve de facto equality between women and men in budgeting. This objective will be reaffirmed for the Federal Republic in January 2013 by introducing impact-oriented budgeting. In the budget preparation process each ministry will have to formulate a maximum of five impact goals – including one equality goal – from 2013 onwards.

An Amendment to the Equal Treatment Act (*Gleichbehandlungsgesetz*), which entered into force in 2008, enshrined a binding commitment to prohibit discrimination in the access to and supply with goods and services on grounds of gender (thereby implementing an EU Directive). (see Annex II)

In the period between 2007 and 2011, the Equal Treatment Act prohibiting discrimination at work on grounds of age was reinforced and improved by two amendments. Another Amendment of the Equal Treatment Act entering into force in 2011 imposed an obligation on larger enterprises to draw up a gender pay report containing an anonymised presentation of the pay of women and men every second year – for the first time in 2011 for the year 2010. The aim of this measure is to ensure wage transparency in companies, which will make it possible to identify and remedy existing inequalities. (see Annex II)

In the wake of the entry into force of the Registered Partnership Act (*Eingetragenes Partnerschaft-Gesetz / EPG*), the right to survivors’ pensions has been granted in respect of registered same-sex partnerships since 2010.

Attention is paid to the equitable distribution of labour market funds based on gender equality criteria, particularly in labour market policy.

Support for women starting non-traditional and/or men-dominated careers has been another priority in the past five years. A so-called “cross-mentoring programme” as well as specific mentoring programmes for the individual ministries were an important tool to promote women in the federal civil service.

The research report “Quality of Part-time Work and Improvement of the Position of Women in the Labour Market”, (*“Qualität von Teilzeitbeschäftigung und die Verbesserung der Position von Frauen am Arbeitsmarkt“*) was prepared in 2009. It focuses on the experience of companies in implementing quality part-time working arrangements, examples from other countries as well as recommendations for action developed on their basis.

Drawing on the findings of the Women’s Report (*Frauenbericht*) 2010, which examined the situation of women in the period 1998 to 2008, as well as the Report on Eliminating Disadvantages for Women for the period 2009-2010 (*Bericht zum Abbau von Benachteiligungen von Frauen für den Zeitraum 2009-2010*), the National Action Plan for Equality between Women and Men in the Labour Market (*“Nationaler Aktionsplan für die Gleichstellung von Frauen und Männern am Arbeitsmarkt“*) was developed in mid-2010 as a basis for action in the next years. (see Annex II)

In the Report on Women’s Health (*Frauengesundheitsbericht*) for the period 2010 to 2011, the BMG addressed women-specific health issues. It provided practical guidance on gender equality in the health sector in the manual “Gender Mainstreaming in Hospital Organisation” (*“Gender-Mainstreaming in der Spitals-organisation“*). (see Annex II)

Together with the BMWFJ and the Federation of Austrian Industrialists, the Austrian Federal Economic Chamber created a leadership programme titled “Future.Women” (*“Zukunft.Frauen“*). Its aim is to increase the share of women in top-level management positions and, generally, in decision-making positions through well-aimed measures for women. The programme – designed for working women – was launched in September 2010. (see Annex II)

All the aforementioned activities and projects have been geared mainly to the needs of women of working age. According to the expertise on the Federal Plan for Senior Citizens, the lack of data on the present social situation of older women is due to the fact that in many surveys men and women aged between 60 and 99 years are assigned to the common age group 65+.

Workshop concepts for education planners engaged in work with older women attach great importance to the gender aspect. They are applied throughout Austria by the Federal Institute of Adult Education. (see Annex II).

Commitment 9:

To support families that provide care for older persons and promote intergenerational and intra-generational solidarity among their members

The implementation of this Commitment focused on direct and indirect measures to reduce the strain on predominantly female family members performing long-term care services. These support and stress relief measures have been taken at all levels as the Austrian long-term care system provides for a legally binding, coordinated and continuous approach to

sharing and/or distributing tasks between the Federal Republic of Austria and the federal provinces (with the involvement of the communities).

Research on the reconciliation of work and care-giving duties has been an important priority. Special attention was paid to family constellations facing particularly strong challenges due to care-giving duties for a family member suffering from dementia.

The costs of substitute carers replacing care-giving family members have been financed from the Support Fund for Care-Giving Family Members since 2007. Since 2008 the Federal Republic of Austria pays 100% of the pension insurance contributions of family members no longer covered by pension insurance due to providing domestic care services to a long-term care benefit recipient of at least care level 3. (Act Amending the Social Law 2009). This measure also makes an important contribution to avoiding female poverty in old age.

In 2005 “quality assurance in domestic long-term care“ has become a permanent measure. In the framework of this scheme, annually about 20,000 persons in need of care are visited by professional care-givers (holding the respective diplomas) at home. To support this measure, the Research Institute for Economy of Ageing (*Forschungsinstitut für Altersökonomie*) developed the respective “quality indicators for domestic long-term care“ as well as a manual in 2010. (see Annex II)

The research project “Absenteeism and work-family balance of working informal caregivers in Europe (2010-12)“ explores how rules such as flexible working hours and interpersonal relationships at work influence tendencies to absenteeism of employees who provide care-giving services to family members. The European Working Conditions Survey, wave 4, has served as a data source.

Between 2007 and 2008 all long-term care programmes for persons suffering from dementia existing in Austria were documented in a manual, which has been drawn up to support the persons affected, family members and legal guardians.

In 2008 “24-hour care“ was introduced as a support measure to legalise a previously unregulated area and to ensure public funding. In addition, three low-threshold pilot projects for dementia patients were carried out in three regions (Styria, Salzburg, Burgenland), two of them have become permanent.

In many regions intergenerational activities have been and are being funded by the federal provinces, the municipalities, schools, NGOs or initiatives. The “Two and More Family Card“ (*“Zwei und Mehr Familienpass“*) in Styria or the Lower Austrian village and town renewal initiatives may be mentioned as examples. (see Annex II)

The “Audit of family-friendly municipalities“ supports processes to develop family-friendly measures in municipalities and formally recognises their successful implementation. (see Annex II)

Commitment 10:

To promote the implementation and follow-up of the regional implementation strategy through regional cooperation

The MA:IMI indicators were developed for the areas of demography, income and wealth, labour market and social security in cooperation between UNECE and the European Centre

for Social Welfare Policy and Research between 2009 and 2010. This initiative was also supported by Austria (BMASK). Currently, gender indicators are being developed.

In March 2011 a bilateral Memorandum of Understanding was entered into between the BMASK and the Russian Ministry of Health and Social Development to exchange experiences, e.g. in the area of ageing.

Between 2007 and 2011 know-how transfer events were organised by Austria (BMASK), e.g. expert seminars in Vienna (delegations from Russia, China, Kenya, Croatia, Turkey and Moldavia) and other countries to which Austria posted Attachés for Social Affairs (Croatia, Serbia, Bosnia and Herzegovina, Macedonia and Moldavia). Among the issues discussed were reforms of the social insurance system, long-term care, old-age pension systems, policies for the elderly and anti-violence measures.

The Austrian Attachés for Social Affairs have a mandate to facilitate a knowledge transfer on these issues between Austria and the respective country.

Austria also engages in other international research cooperation projects, e.g. by participating in the “Prevalence Study of Abuse and Violence against Older Women (AVOW)” of the Research Institute of the Red Cross and in the study “Intimate Partner Violence against Elderly Women” of the Institute for Conflict Research (*Institut für Konfliktforschung*). The findings will be presented still in 2011.

Former Austrian Minister for Social Affairs Lore Hostasch has chaired the EU High Level Expert Group on Demography since 2007. It advises the European Commission on issues regarding demographic change and engages in networking and information activities.

International age-relevant cooperation at other levels are regular meetings and activities of the European Senior Organisation (ESO), the European Senior Citizens’ Union (ESU) and the Fédération Européenne des Retraités et des Personnes Agées (FERPA). Austria is represented in ESO by the Austrian Pensioners’ Association of the Social Democratic Party of Austria (*Pensionistenverband Österreich*) and in ESU by the Austrian Senior Citizens’ Association of the Austrian People’s Party (*Österreichischer Seniorenbund*).

In 2012 Austria will host the UNECE Ministerial Conference on Ageing. Moreover, Austria has chaired the UN-ECE Working Group on Ageing since November 2010, and is therefore actively involved in preparing the conference (under the leadership of the BMASK). The European Commission considers the UNECE Ministerial Conference 2012 a key event during the European Year for Active Ageing and Solidarity between Generations 2012. Together with Austria, it supports particularly the NGO forum and the research forum held in the preliminaries of the Ministerial Conference.

3. Conclusions and Priorities for the Future

The active involvement of many different stakeholders in preparing this report and the great diversity of contributions shows that since 2007 not only the awareness of age(ing)-relevant issues has increased but that this policy area has been tackled actively, partly on a legally binding basis.

This development is clearly reflected in the preparatory work for the Federal Plan for Senior Citizens, in the implementation of the Labour and Health Act (ensuring employability) and of the Long-Term Care Fund Act (securing the financial basis for the further development of

social and long-term care services), in the introduction of a legal claim to rehabilitation as well as in the development of a comprehensive national strategy for lifelong learning.

The gender-adequate implementation of labour market policy programmes for the target groups young people and older persons has been successful. The set of measures “fit2work”, which has been enshrined in the law, as well as the reform of the invalidity pension law will have long-term effects.

Strengths in dealing with ageing-relevant issues are the proactive commitment of all stakeholders of the respective policy areas, the provision of the necessary financial resources and the further development of measures with long-term effects in key areas, e.g. the labour market, the reforms of the pension systems, the long-term care system and of education (also for older persons).

The representation of older persons and their political involvement through organisations is working very well in Austria. Special emphasis will be placed on partnership-oriented approaches in policies for the elderly and an intergenerational exchange also in the future.

A priority area worth mentioning in this context are targeted measures to strengthen the employability of all working persons – and this also means that the challenges of reconciling care-giving tasks and careers have to be taken into account.

Austria has a high invalidity rate by international comparison. In the period 2007 to 2010 the number of newly granted invalidity pensions decreased by about 3.9% due to legislative measures, and this trend has been continuing in 2011.

The basis for the “fit2work” project (backed by the respective legislation) was established by the task force “Invalidity in Transition”. Interface management between different stakeholders was improved by “Road to Health” (“*Gesundheitsstraße*”). Moreover, a legal foundation was laid for applying the principle “rehabilitation has priority over pension”, for further developing preventive healthcare and health promotion in the entire school system as well as for integrating health-promoting elements in labour market policy programmes.

To bring about a change in attitude towards longer working lives as a positive lifestyle choice, enterprises do not only require age structure analyses but also ageing-appropriate measures for work processes tailored to the sector and organisation. The necessary instruments have been developed in the past 5 years. After a sound financial basis has been provided under the Labour and Health Act, the time has come for enterprises to implement them.

Therefore, corporate preventive healthcare has to concentrate more on concrete working conditions to avoid work-related diseases. In view of the increase in mental illnesses (which at the present stage still lead to an incapacity to work), there is a growing need for preventive measures and the profound evaluation of available research findings.

To promote a better understanding of all population and age groups of “active ageing”, it is necessary to ensure a balance between personal responsibility and the responsibility of organised stakeholders to create adequate framework conditions.

Prejudices and derogatory attitudes against ageing persons have to be countered actively through sensitisation measures (also in education) and systematic quality development.

Besides tackling issues such as the further development of quality and training standards, the use of innovative ICT solutions and the role of care-giving family members, the structural reform of the long-term care system planned for 2012 will also address questions of ethics and violence prevention.

The effects of demographic change do not only lead to new challenges but also open up new perspectives and opportunities. The number of older persons who are healthier, better educated and more active than previous generations and who wish to engage in a wide range of activities is increasing. This offers great opportunities that should be taken advantage of by providing support and services, adequate information and choices between different options. Lifestyles that are self-determined to the extent possible and a sound basis for social participation are key aspects of equal opportunities in society.

4. Annex I

List and contact details of organisations in Austria that were directly involved in preparing this report

The Federal Ministry of Labour, Social Affairs and Consumer Protection (Stubenring 1, A-1010 Vienna) – Department V/6, Ageing and Volunteering Policies – has managed the preparation of this National Report.

List and contact details of organisations in Austria that were involved in the follow-up to MIPAA/RIS (government institutions, NGOs, academia, private sector)

Federal ministries

- Federal Ministry of Labour, Social Affairs and Consumer Protection
- Federal Ministry of Education, Art and Culture – BIFEB (Federal Institute of Adult Education)
- Federal Ministry of Transport, Innovation and Technology
- Federal Ministry of Economy, Family and Youth
- Federal Ministry of Science and Research
- Federal Ministry of Health
- Federal Ministry of the Interior

Federal provinces, cities and municipalities

- Office of the provincial government of Styria
- Office of the provincial government of Tyrol
- Office of the provincial government of Vienna
- Office of the provincial government of Lower Austria
- Austrian Association of Cities and Towns
 - o City of Linz
 - o City of Graz
 - o City of Klagenfurt
 - o City of Salzburg

Interest representations

- Austrian Senior Citizens' Council
- Austrian Trade Union Federation
- Austrian Federal Economic Chamber
- Federal Chamber of Labour
- Federation of Austrian Industrialists

Welfare organisations/NGOs

- ARGE Selbsthilfe Österreich
- Caritas Austria
- Austrian Red Cross
- Volkshilfe Österreich
- Federal Working Community "Free Welfare" (Caritas, Diakonie, Hilfswerk, Red Cross, Volkshilfe)
- Austrian Society of Geriatrics and Gerontology

Academic organisations/research institutes

- Research Institute of the Red Cross
- Austrian Interdisciplinary Platform on Ageing (ÖPIA)

Other organisations/chambers/institutes

- Austrian Ombud for Equal Treatment
- Federation of Austrian Social Insurance Institutions
- Health Promotion Centre of the City of Vienna (WIG)

National Action Plan on Active Ageing / relevant laws on ageing (selection)

The Federal Plan for Senior Citizens is being prepared.

Act Amending the Legal Guardianship Law (*Sachwalterrechtsänderungsgesetz*) 2006

Act on Living Wills (*Patientenverfügungsgesetz*) 2006

Amendment of the Federal Senior Citizens' Act (*Bundes-Seniorengesetz-Novelle*) 2009

Home Care Act (*Hausbetreuungsgesetz*) 2008

Employment Promotion Act (*Beschäftigungsförderungsgesetz*) 2009

General Social Insurance Act (*Allgemeines Sozialversicherungsgesetz*) with age-relevant amendments in the period 2007 to 2011:

- 67th amendment 2007
- 68th amendment 2008
- 69th amendment 2009
- 73rd amendment 2010
- 75th amendment 2010

Act Amending the Social Security Law (*Sozialrechtsänderungsgesetz*) 2010

Means-tested guaranteed minimum income, agreement of 2010 under Article 15a of the Federal Constitution Act (*Bundes-Verfassungsgesetz*)

Equal Treatment Act (*Gleichbehandlungsgesetz*), 4 amendments, 2008 to 2010

Labour and Health Act (*Arbeits- und Gesundheitsgesetz*) 2010

Amendment of the Telephone Charges Subsidies Act (*Fernsprechentgeltzuschussgesetz*) 2010

Various amendments of the Federal Long-Term Care Act (*Bundespflegegeldgesetz*) and revisions of the laws of the federal provinces

Long-Term Care Fund Act (*Pflegefondsgesetz*) 2011

Long-Term Care Benefit Reform Act (*Pflegegeldreformgesetz*) 2012

Abbreviations

BMASK	Federal Ministry of Labour, Social Affairs and Consumer Protection
BMWJF	Federal Ministry of Economy, Youth and Family
BMWF	Federal Ministry of Science and Research
BMUKK	Federal Ministry of Education, Art and Culture
BKA	Federal Chancellery
BMI	Federal Ministry of the Interior
BMF	Federal Ministry of Finance
BMVIT	Federal Ministry of Transport, Innovation and Technology
FRK	Research Institute of the Red Cross
FSW	Fund "Social Vienna"
BAG	Federal Working Community "Free Welfare"
BIFEB	Federal Institute of Adult Education
ÖRK	Austrian Red Cross
ESO	European Senior Organisation
ESU	European Senior Citizens' Union
FERPA	Fédération Européenne des Retraités et des Personnes Agées
ÖVP	Austrian People's Party
SPÖ	Social Democratic Party of Austria
ÖIF	Austrian Institute of Family Research
AMS	Public Employment Service
ESF	European Social Fund
AGG	Labour and Health Act
ÖPIA	Austrian Interdisciplinary Platform on Ageing
ÖGGG	Austrian Society of Geriatrics and Gerontology

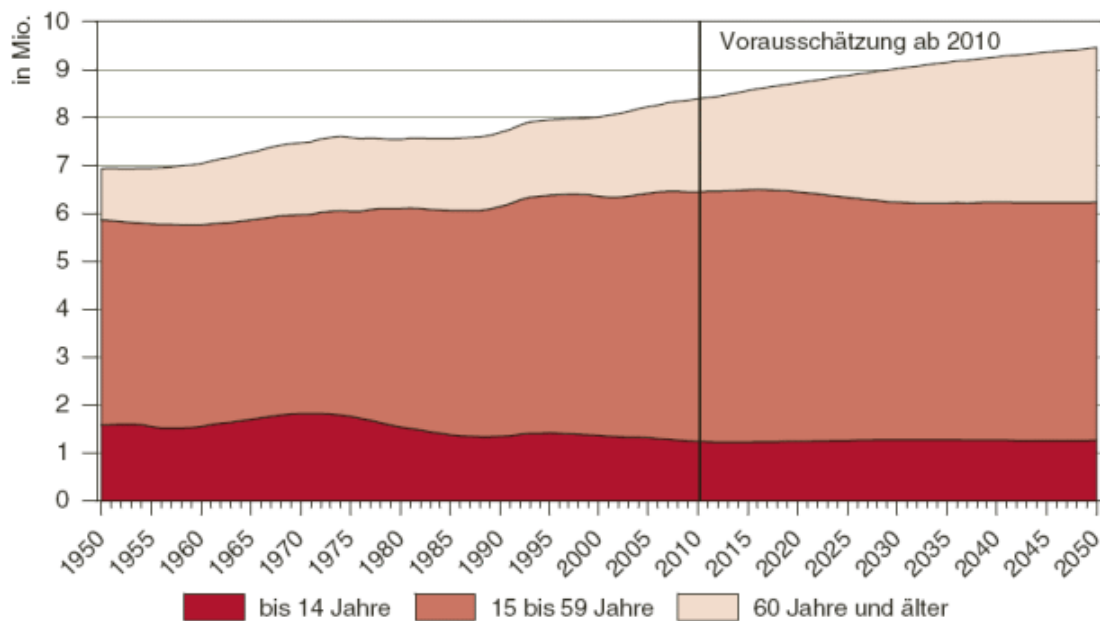
Tables, charts

Vorberechnete Bevölkerungsstruktur für Österreich 2010-2075 laut Hauptszenario

Jahr	Bevölkerungsstruktur						
	Insgesamt	Unter 15 Jahre	15 bis unter 60 Jahre	60 und mehr Jahre	Unter 15 Jahre	15 bis unter 60 Jahre	60 und mehr Jahre
	absolut				in %		
2009	8.363.040	1.252.435	5.197.588	1.913.017	15,0	62,1	22,9
2010	8.388.478	1.240.019	5.209.559	1.938.900	14,8	62,1	23,1
2011	8.416.982	1.230.418	5.225.052	1.961.512	14,6	62,1	23,3
2012	8.449.560	1.223.341	5.241.754	1.984.465	14,5	62,0	23,5
2013	8.484.308	1.220.241	5.254.585	2.009.482	14,4	61,9	23,7
2014	8.519.801	1.220.542	5.263.462	2.035.797	14,3	61,8	23,9
2015	8.556.493	1.222.763	5.268.388	2.065.342	14,3	61,6	24,1
2020	8.725.556	1.241.013	5.214.299	2.270.244	14,2	59,8	26,0
2025	8.877.361	1.264.892	5.068.237	2.544.232	14,2	57,1	28,7
2030	9.021.228	1.280.249	4.946.955	2.794.024	14,2	54,8	31,0
2035	9.147.775	1.277.668	4.929.445	2.940.662	14,0	53,9	32,1
2040	9.262.622	1.266.878	4.961.947	3.033.797	13,7	53,6	32,8
2045	9.364.229	1.260.834	4.959.738	3.143.657	13,5	53,0	33,6
2050	9.447.226	1.266.382	4.955.268	3.225.576	13,4	52,5	34,1
2075	9.558.083	1.297.099	5.034.603	3.226.381	13,6	52,7	33,8

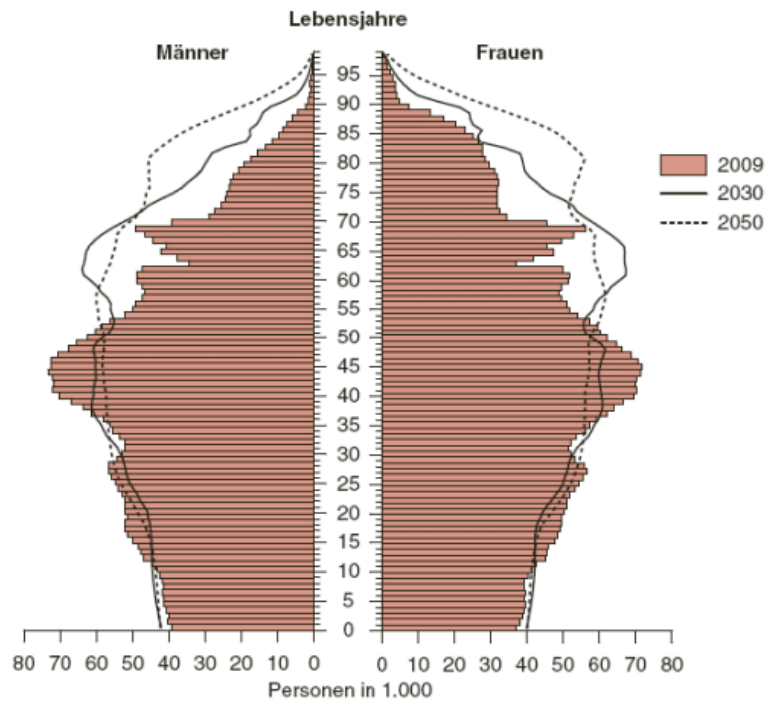
Quelle: STATISTIK AUSTRIA - Bevölkerungsprognose 2010. Erstellt am 29. Oktober 2010.

**Bevölkerung nach breiten Altersgruppen 1950 bis 2050
(mittlere Variante)**



Q: STATISTIK AUSTRIA, Bevölkerungsprognose 2010. Erstellt am: 03.11.2010.

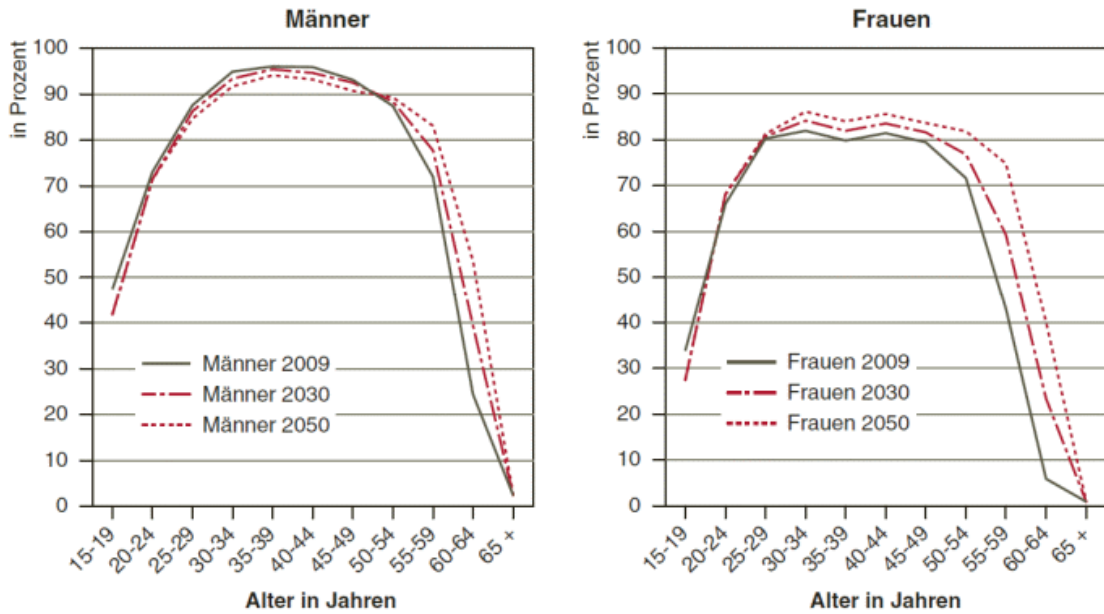
**Bevölkerungspyramide 2009, 2030 und 2050
(mittlere Variante)**



Q: STATISTIK AUSTRIA, Bevölkerungsprognose 2010. Erstellt am: 03.11.2010.

Statistical data

**Alters- und geschlechtsspezifische Erwerbsquoten 2009-2050
(laut Hauptszenario)**



Q: STATISTIK AUSTRIA, Erwerbsprognose 2010 (ÖROK-Regionalprognosen). Erstellt am: 29.06.2011.

Sources

Reports/brochures/studies/books

“Hochaltrigkeit in Österreich – Eine Bestandsaufnahme“, 2008, ed.: BMASK

“Sozialbericht 2009-2010 (Ressortaktivitäten und Sozialpolitische Analysen)“, ed.: Federal Ministry of Labour, Social Affairs and Consumer Protection, Department V/4

“Population Forecast 2010“, 2010, ed.: Statistik Austria

“Sozialpolitik im internationalen Vergleich (2008-2009)“, 2010, ed.: Federal Ministry of Labour, Social Affairs and Consumer Protection, Department V/4

Wirtschaftsbericht Österreich 2011, ed.: Federal Ministry of Economy, Family and Youth

“Produktivität im Alter“, 2009, ed.: Federal Ministry of Labour, Social Affairs and Consumer Protection

“Sicher wohnen, besser leben. So schützen Sie sich vor Unfallgefahren in den eigenen vier Wänden“, 2011, ed.: Federal Ministry of Labour, Social Affairs and Consumer Protection

“Das Internet sicher nutzen. Informationen und Tipps für SeniorInnen“, 2010, ed.: Austrian Institute for Applied Telecommunications (*Österreichisches Institut für angewandte Telekommunikation / ÖIAT*) – funded by the Federal Ministry of Labour, Social Affairs and Consumer Protection

“Prevalence Study of Abuse and Violence against Older Women. Results of the Austrian Survey“, 2011, ed.: Research Institute of the Red Cross – funded by the Federal Ministry of Labour, Social Affairs and Consumer Protection

“Soziale Isolation älterer Menschen. Ursachen, Folgen und technische Lösungsansätze“, Hofer Kathrin, Moser-Siegmeth Verena, ed.: Research Institute of the Red Cross – funded by the Federal Ministry of Transport, Innovation and Technology as well as the Austrian Society for Research Funding (*Forschungsförderungsgesellschaft*)

“Nach der Gastarbeit. Prekäres Altern in der Einwanderungsgesellschaft“, 2006, ed.: Hilde Weiss and Christoph Reinprecht, Wilhelm Braumüller Universitäts-Verlagsbuchhandlung Ges.m.b.H.

“Alter und Zukunft. Wissen und Gestalten. Expert expertise on the Federal Plan for Senior Citizens“, Final Report No. 20, 2010. Scientific coordination: Univ. Prof. Mag. Dr. Anton Amann, Vienna Institute of Social Science Documentation and Methodology (WISDOM)

Institutes/organisations

Federal Ministry of Labour, Social Affairs and Consumer Protection, Department V/6 Ageing and Volunteering Policies – (www.bmask.gv.at)

Austrian Institute for Economic Research – WIFO (www.wifo.ac.at)

Institute for Advanced Studies – (www.ihs.ac.at)

Federal Austrian Economic Chamber – (<http://portal.wko.at/wk/startseite.wk>)

Austrian Institute for Family Studies – (<http://www.oif.ac.at/>)

Family Alliance (Familie und Beruf Management GmbH) – (<http://www.familieundberuf.at/>)

Federal Austrian Senior Citizens' Council – (www.seniorenrat.at)

European Centre for Social Welfare Policy and Research – (www.euro.centre.org)

Monitoring RIS – (website providing knowledge and information on the implementation of the global plan for ageing in the UNECE region) – (www.monitoringris.org)

Eurostat – European Statistics, 2011 –

(<http://epp.eurostat.ec.europa.eu/portal/page/portal/eurostat/home/>)

Eurostat – EU-SILC (statistics of the European Union on income and living conditions)

5. Annex II

Activities regarding Commitment 1: to introduce ageing as a political cross-cutting issue

The Federal Senior Citizens' Advisory Committee (*Bundesseniorenbeirat*) was set up under the Federal Act on Promoting the Interests of the Older Generation (Federal Senior Citizens' Act [*Bundes-Seniorengesetz*]) 1998 within the Federal Ministry of Labour, Social Affairs and Consumer Protection in 2000. According to this Act, the Federal Senior Citizens' Advisory Committee is a tool to actively shape the Austrian policy for senior citizens and generations. Its goal is to facilitate the institutionalised dialogue between political decision-makers and representatives of senior citizens' organisations on senior-specific issues of general importance in Austria.

Senior Citizens' Council

Since the Amendment of the Federal Senior Citizens' Act in 2000, the Senior Citizens' Council (*Seniorenrat*) has served as the official representation of older persons in its capacity as the umbrella organisation of Austrian associations for senior citizens. It is on an equal footing with the social partners in all matters relating to the interests of the elderly in Austria.

Senior Citizens' Statistical Monitoring under the Federal Plan for Senior Citizens "Old Age and Future. Knowledge and Active Participation"

The Senior Citizens' Statistical Monitoring system implements the data of the research expertise on the Federal Plan for Senior Citizens. It is supplemented by macroeconomic data for Austria and the federal provinces in the areas of employment, health and living conditions that are relevant to older persons. Other sources of input are national and international social data and survey findings – e.g. from SHARE (Survey of Health, Ageing and Retirement), the European Social Survey (ESS) or the Micro-Census – and annual surveys. The following organisations and local authorities participate in the Senior Citizens' Statistical Monitoring system: Federal Chancellery and federal ministries, Austrian Senior Citizens' Council, Liaison Office between the Federal Provinces and the Office of the provincial government of Lower Austria, Austrian Association of Municipalities, Austrian Association of Cities and Towns and, as an expert, Mr. Amann (Ph.D, university professor).

BMI – Federal Ministry of the Interior

In the past few years, the BMI developed and carried out some projects on ageing and safety & security: "Safe in Your Elderly Years of Life" ("*Sicher in den besten Jahren*"), "Self-Assertiveness and Self-Protection for Persons and Senior Citizens with Handicaps" ("*Selbstbehauptung und Selbstschutz für Personen und Senioren mit Handicap*"), "Complex Work with Victims" ("*Komplexe Opferarbeit*"), "CATE – Crimes against the Elderly". The CATE project was implemented under the leadership of Europol in close cooperation with the Office of Crime Prevention and Assistance to Victims (*Büro für Kriminalprävention und Opferhilfe*). Research activities have focused on analysing the specific dangers faced by senior citizens in their everyday lives and on effective counter-measures.

BMWF – Federal Ministry of Science and Research

The objectives of the Austrian Interdisciplinary Platform on Ageing (*Wissenschaftsplattform für interdisziplinäre Altersfragen/ÖPIA*), which was founded by Austrian scholars in 2009, are to perform interdisciplinary and transdisciplinary analyses of demographic ageing, to

promote interdisciplinary cooperation and to obtain new findings from an overall and transdisciplinary perspective, to develop comprehensive, scientifically robust and politically significant strategies for the (Austrian) society in the international context, to strengthen public awareness and to improve the image of ageing in society and the discussion of relevant issues, to act as a point of contact and link between research, practice and politics in matters relating to ageing and generations as well as to participate in international networks. <http://www.oepia.at/>

City of Klagenfurt

The City of Klagenfurt set up a Senior Citizens' Council as an instrument promoting the active involvement and co-determination of the elderly in Klagenfurt. Other measures consisted in recruiting a Senior Citizens' Representative and establishing a Senior Citizens' Office as a platform for the concerns and requirements of older persons in Klagenfurt. The latter offers information on health, sport, culture, art, further education/training as well as communication for persons older than 50. These projects have helped to create a permanent foundation for supporting citizens of Klagenfurt who are in need of care and assistance as well as their family members, e.g. with the aid of Meals on Wheels, taxis for people with disabilities, the Social Fund, assisted living, the Social and Health District Organisation. Mention should also be made of the Senior Citizens' Days of Klagenfurt, the Senior Citizens' Pages in the newspaper *Klagenfurter Stadtzeitung*, the brochure "*Mitten im Leben*" ("In the Middle of Life") on activities in Klagenfurt.

City of Vienna

In cooperation with the Vienna University of Economics and Business, the City of Vienna is conducting the study "Ageing Society. Ageing in the City" ("*Ageing Society. Altern in der Stadt*"). The key research question is: "How do today's younger senior citizens age" – and which basic living needs, consequences for the municipal administration and recommendations for actions may be deduced from the findings. In the framework of the core project and the follow-up projects, scenarios were prepared on the basis of demographic changes (life expectancy, birth rate, age structure) and by taking into account the 4 main assets (economic capital, educational capital, social capital as well as health capital). Recommendations for actions in the areas mobility, housing, leisure, local supply of goods and services, honorary appointments and volunteering were developed.

The federal province of Lower Austria

The government of the federal province of Lower Austria set up a Competence Centre for Social Affairs and Generations within the Lower Austrian Academy (*Niederösterreichische Landesakademie*). Its top priorities are ageing, generations, health, interculturality, prevention and social policy. The research programmes of the Competence Centre are geared to the needs of political decision-makers, administrative bodies, non-profit organisations as well as private enterprises.

EU project "Survey of Health, Ageing and Retirement in Europe"

This longitudinal study examines individual consequences of the ageing process of the population aged 50 and over in 16 European countries and Israel at two-year intervals (by surveying more than 30,000 persons). In Austria data collection focuses on older workers and their health impairments as well as transition to retirement. The aim is to examine the common impact of direct and indirect socio-political measures on health and employment as

well as to facilitate analyses of interactions based on research-relevant data in the areas of employment, health and age. The final project report is expected to be completed still in 2011. <http://www.share-project.org/>

OECD project “Sickness, Disability and Work Reviews”

Austria (BMASK) participates in the new study “Challenges for Labour Market Inclusion of People with Mental Illness” conducted in the framework of the OECD-wide project “Sickness, Disability and Work Reviews”. The study realised in the period 2010 to 2012 examines the problem of the sharp increases in sick leave and in newly granted invalidity pensions due to mental illness. The target group of this project are employable persons with common to moderate mental illnesses (e.g. depression) and particularly persons who develop symptoms of mental illness only during their working lives.

Activities regarding Commitment 2: to ensure integration and participation

Federal government – Federal Ministry of Justice/Federal Ministry of Health

- The Act Amending the Legal Guardianship Law (*Sachwalterrechts-Änderungsgesetz / SWRÄG*) entered into force in 2006. In the following years, this Amendment has led to an improved representation of the interests of old people and persons suffering from mental disorders, while strengthening their self-determination. The main areas affected by changes: enduring power of attorney, written nomination of legal guardian, granting sole power of representation, power of representation of nearest relatives. Through an enduring power of attorney people may appoint a person of trust as their future representative when they still have the necessary legal capacity, ability to reason and to judge as well as the ability to express themselves. Another element strengthening self-determination is a person’s right to state preferences regarding a potential legal guardian (who might have to be appointed in the future) in a so-called “written nomination of legal guardian” (*Sachwalterverfügung*) before he/she loses the ability to reason and to judge. In this way, a person may influence the selection of a legal guardian by the court. When appointing a legal guardian (e.g. for all financial matters), the court may, however, grant the person affected the right to decide independently on some less important matters by excluding them from the scope of authority of the legal guardian. This is another measure to foster people’s self-determination.
- In 2006 the Act on Living Wills (*Patientenverfügungsgesetz / PatVG*) entered into force. It strengthens the rights and, at the same time, participation of (older) persons as patients and clients of the health system allowing them to make an advance decision to refuse specific medical treatment in the future. The living will takes effect when the patient can no longer express himself/herself effectively. The law also clarified under which conditions the expression of a patient’s will has to be taken into account and/or is legally binding. The Act on Living Wills provides a safer basis both for doctors and patients.

BMVIT – Federal Ministry of Transport, Innovation and Technology

- The BMVIT supported the research and innovation promotion sub-programme **ways2go** (www.ways2go.at) to explore the specific mobility needs and mobility behaviours of senior citizens. Organisations representing people with disabilities, transport enterprises, various technology providers as well as research institutions were involved as stakeholders. The aim of the project was to develop a new knowledge base for the mobility requirements of the elderly and to map out innovative paths to new solutions.

In the past few years, the BMVIT also launched some initiatives to safeguard elderly mobility through barrier-free means of public transport:

- The **Guide on Barrier-Free Public Transport (*Leitfaden für barrierefreien öffentlichen Verkehr*)** – developed by the BMVIT – offers a compilation of legal standards and best practice examples in public transport. The Guide was commissioned by the BMVIT in cooperation with the Offices of the Provincial Governments of Upper Austria and Styria. It may be downloaded from the BMVIT website:
<http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit/leitfaden.html>
- In 2010 the BMVIT revised the regulations concerning subsidies for Internet access charges, i.e. Amendment of the Telephone Charges Subsidies Act (*Fernsprechentgeltzuschussgesetz*) to support **older persons in participating in the information society**. Low-income older persons and people with disabilities are now granted a subsidy towards their telephone expenses.

Provincial government of Lower Austria – Unit for Senior Citizens

- The senior citizens' card of Lower Austria referred to as **“Active-plus-card of Lower Austria” (*“NÖ-aktiv-plus-Karte”*)** was created by the Unit for Senior Citizens of the provincial government of Lower Austria. It offers bonuses to senior citizens, covering leisure activities, culture programmes, insurance benefits as well as price discounts and special offers of more than 700 partner companies. The card comprises also an accident insurance, a free subscription to *“Aktiv-plus-Magazin”*, a discount card of the Austrian Federal Railways and a free bank account.
- **Network “Generations and Social Village Renewal”**
In the framework of the projects and events realised in the past by the association “Lower Austrian Village and Town Renewal (*Niederösterreichische Dorf- und Stadterneuerung*)”, efforts were made to make “ageing and intergenerational action” an item on the agenda of as many municipalities and villages as possible. Examples of events are the meeting of chairpersons of village renewal associations or workshops on issues such as “housing in the 3rd life phase”. Furthermore, the two areas “neighbourly assistance” and “communicating on an equal footing” are to help improving the quality of life in the communes and reducing risks of social isolation. www.dorf-stadterneuerung
- **Yes! Young & Old ☺ Together**
The project “Yes” Young & Old ☺ Together (*“Ja! Jung & Alt ☺ Miteinander”*) pursues the goal of familiarising young people with “ageing” in meetings with the residents of residential and nursing homes. School groups are brought into contact with the people living in these homes. In this way, the pupils may experience joy through personal meetings and develop social skills.

City of Linz

- The **“Active Card” (*“Aktivpass”*)** was created to enable low-income persons to participate in the life of the community. It is granted to residents of Linz with a monthly income of below € 1,077. This Active Card does not explicitly target senior citizens but benefits them as they are a social group severely affected by low incomes. Giving access to a monthly ticket for public transport in Linz at a reduced fare of € 10, the card ensures mobility. Moreover, it entitles its holders to reduced or free admission to many municipal and private facilities in Linz, e.g. public swimming pools or theatres.
- The aim of the project **Smart Home** is to make information and communications technology usable for the elderly. In addition, it has been designed to provide access to

information and communication as well as to safety-related services. Examples are TV sets used as a medium of communication for screen telephony, medication reminders, photo albums, automatic stove turn-off devices, water stop devices, night lights, home emergency call systems and the like. After carrying out a pilot project, the technology has been put into practice in an assisted living project (25 flats), which is jointly run by the City of Linz, the federal province of Upper Austria and the Beko company.

- The aim of the programme “**Objective Assessment before Home Admission**” (“**Heimobjektivierung**”) is to assess the requirements of nursing care and/or of assistance of inhabitants of Linz and to provide mobile or institutional care based on defined priorities. Hence, the principle “mobile care is given priority over institutional care” is realised and the fair distribution of municipal resources is guaranteed. Thanks to this objective pre-assessment scheme as well as the demand-oriented further development of care resources, there are practically no more complaints, and waiting lists were reduced significantly.

FRK – Research Institute of the Red Cross

In cooperation with the University of Vienna and Kapsch CarrierCom, the FRK carried out the project AMASL between 2009 and 2011. Its objective was to involve older persons in the lives of relatives and friends living far away. To this end, communication terminals, sensors and server services (communication, information, games) were developed and installed in selected households.

WKÖ – Austrian Federal Economic Chamber

The project “Future Markets and Generations” of the Austrian Federal Economic Chamber, which was formally recognised as a “European Good Practice” in 2011, is an attempt to turn the spotlight on labour market integration and participation of older persons as well as on the older generation as a future market. It is vital to ensure the right age mix in enterprises and a balanced relationship between different generations in different life phases with a view to taking advantage of the assets of all generations. To this end, it is necessary to readjust internal development processes (generational management) and to create an age(ing)-appropriate work environment. www.wko.at/generationen

Volkshilfe Steiermark

- Together with the Senior Citizens’ Office of Graz, partner organisations from Germany, Italy, Lithuania and the UK, the Styrian charity Volkshilfe Steiermark implemented the **EU project SenEmpower** between 2007 and 2009. In this project older volunteers were empowered to perform visiting services for socially disadvantaged older persons. The aim of this low-threshold programme is to support and/or motivate older, socially disadvantaged persons to become active and to reduce the risk of social isolation. www.senempower.eu/project/
- Between 2006 and 2008 Volkshilfe Steiermark – jointly with the province of Styria and partner organisations from Denmark, Germany, Estonia, Hungary, the UK and Cyprus – implemented the **EU project SAGE** (Senior citizens participate in creating their lives). The mission of the project was to develop and test a training course for people aged 50+, which had been designed to encourage senior citizens to become actively involved (“participation”) in development and decision-making processes as well as processes impacting their lives (“active citizenship”) in and/or together with key organisations at

local, regional and sectoral level and to support them on this path.
<http://sage.projekter.eu/>

- Together with partner organisations from Germany, Sweden, Spain and Slovakia, Volkshilfe Steiermark carried out the **EU project InterGen** in the period 2010 to 2012. The underlying idea is that contacts and exchanges between older persons and children and/or families with small children may be very enriching for both sides. InterGen develops training workshops, in which older persons obtain qualifications as mentors.

Activities regarding Commitment 4: to adjust social protection systems

Federal government/BMASK

- By launching the reform of the invalidity system (“Invalidity in Transition”), the federal government aims at reducing retirement for health reasons through preventive healthcare, rehabilitation as well as legal measures. In this way, the reform also leads to a decrease in the number of invalidity pensions. In the framework of this project, interface management between the different stakeholders (Public Employment Service, insurance institutions, interest representations of employers and employees as well as NGOs) has been improved, and measures were implemented at different levels. As a result of this process, the **Work and Health Act (*Arbeits- und Gesundheitsgesetz / AGG*)** was passed, which provides the basis for all changes of the invalidity system. Supporting initiatives such as **Fit2Work** and **Road to Health (*Gesundheitsstrasse*)** were created. Moreover, work on translating the concept “rehabilitation has priority over pension” into practice has been continued and a legal claim to rehabilitation has been introduced. Changes of provisions protecting the right of employees to pursue their occupation and not being forced into another (*Berufsschutz*) also form part of the reform of the invalidity pension system. As from 2011 onwards, also long-term insured persons have to face an increase in retirement age.
- According to a revision adopted under the **Act Amending the Social Law (*Sozialrechtsänderungsgesetzes / SRÄG*) 2010**, old-age pensions under the General Social Insurance Act (ASVG) become generally payable only after 5 years after ending a public employment relationship. The respective persons will in any case be entitled to receive the pension on completing the age of 62 years. A transitional provision protects those insured persons who handed in their statement of resignation not later than on the date of promulgation of the SRÄG 2010, on 18 August 2010, and whose resignation took effect within six months as from the date of the statement of resignation.
- The following **research projects** were carried out by the **BMASK from 2007 to 2011**: Literature study on “heavy work and life expectancy”, “poverty risks and the social situation of older persons in Austria”, “private and public pension systems during the crisis”, “corporate and private retirement provision in Austria – different options of implementation and the expenses for the public sector”.
- In 2010 the **means-tested guaranteed minimum income** was introduced (pursuant to an agreement between the Federal Republic of Austria and the federal provinces under Article 15a of the Federal Constitution Act as well as provincial laws) based on an initiative of the BMASK. The means-tested guaranteed minimum income is a bundle of measures of the Federal Republic of Austria and the federal provinces. Crucial aspects of this set of measures are to further develop existing social assistance systems of the federal provinces, to determine a poverty-proof minimum benefit level (i.e. minimum

standard) and to remove access barriers and obstacles in asserting rights to benefits. Other key features of the means-tested guaranteed minimum income are as follows:

- further development of the social assistance schemes of the federal provinces with common minimum standards, uniform utilisation of financial assets and more legal certainty through improvements of the procedural law,
- increased social security thanks to the electronic insurance card (“E-Card”) for all recipients not covered by health insurance, improved social transfers for lone parents,
- stronger incentive for previous social assistance recipients to re-enter the labour market by abolishing recourse and granting an allowable deduction for job returners,
- more support for re-entry into working lives thanks to special labour market reintegration programmes.

Activities regarding Commitment 5: to support labour market adjustments

BMASK – Federal Ministry of Labour, Social Affairs and Consumer Protection

Between 2007 and 2011 the BMASK introduced numerous changes affecting the support instruments of the Austrian labour market policy that have an impact on the target group “older workers”. In this context, the following measures should be mentioned:

- **Labour and Health Act (*Arbeits- und Gesundheitsgesetz / AGG*)**
The key objective of the AGG is to preserve and sustainably improve the capacity for work and employability of the working population as well as to prevent early retirement from economic activity for health reasons. It is to be achieved through a countrywide counselling system, which is to be gradually established under the title “Fit2Work” in all the federal provinces by 2013.
- **Labour market integration subsidy**
The aim of the labour market integration subsidy is to promote the reintegration of long-term unemployed persons and unemployed persons aged 45+ (women) and 50+ (men). Employers are supported through a subsidy towards non-wage costs.
- **Combined wage subsidy**
The combined wage subsidy is granted to support job returners aged 50+ with reduced opportunities of re-entering the labour market. This subsidy secures the livelihood of the respective person holding a low-paid job.
- **Qualification consulting for enterprises**
Qualification consulting is offered to enterprises with up to 50 employees. In the framework of this programme, consulting services are financed to support personnel development. By paying due regard to the “productive ageing approach”, in 2007 the go-ahead was given for continuing this programme to increase the participation of employees in further training, especially in small enterprises.
- **Decreasing non-wage costs for older workers**
After the reforms of 2006, 2008 and 2009, the following regulation entered into force on 1 July 2011: the so-called “contribution of persons insured against unemployment” is paid from the funds of the unemployment insurance in respect of persons completing their 58th year of life before 1 June 2011.
- **Reform of part-time work for older workers**
In 2009 the part-time working scheme for older workers was reformed to help decreasing the burden on the labour market in times of crisis. Access to part-time work for older workers was facilitated by defining a minimum age for women of 53 and for

men of 58 for the year 2010 (as in 2009). As from 2011 onwards, the minimum age for accessing this scheme will be increased by half a year annually; entitlement is delayed by one year. Other measures taken include the following: abolishment of the requirement to recruit substitutes; cost reimbursement was changed in favour of continuous part-time work for older workers; part-time workers were granted access to this instrument; procedures were simplified. The allowance for older part-time workers may now be granted up to one year after entitlement to the so-called “corridor pension”.

- To draw the attention of organisations and enterprises to the importance of older workers, the **Nestor Prize** has been awarded by the BMASK in recent years. This prize was conferred on enterprises that were particularly committed to promoting older workers and to creating an ageing-appropriate work environment. The **Nestor Gold Quality Seal** has the aim of assessing the age(ing)-appropriateness of enterprises and organisations and of ensuring that the different potentials and needs of persons in different life phases are taken into account.

The Nestor Gold Quality Seal may be seen as a further development and reevaluation of the Nestor Prize. It was developed by experts on behalf of the BMASK with the support of all social partners.

AMS – Public Employment Service

In 2009 the Public Employment Service (*Arbeitsmarktservice / AMS*) conducted an analysis on the issue “employment opportunities for older persons”. The analysis provides mainly answers to the following questions: Which sectors employ an above-average number of older persons? Which sectors offer few employment opportunities for older persons? How many enterprises recruit persons aged 50+? How is the concrete distribution over sectors?

Austrian Labour Inspectorate

Between 2007 and 2008 the BMASK and the Austrian Labour Inspectorate (*Österreichische Arbeitsinspektion / AI*) provided consulting services and conducted surveys on age(ing)-appropriate work organisation in numerous small, medium-sized and large enterprises of all sectors by using a specifically developed tool referred to as “age structure analysis”. The consulting services on “age(ing)-appropriate workplaces” of the Labour Inspectorate were targeted at sectors with higher shares of men (e.g. construction sector) on the one hand and sectors with higher shares of women (e.g. health sector) on the other hand. Evaluation consulting focused on the health and safety of older workers and on risks affecting men/women more frequently due to the specific activities performed by them. The results were evaluated and incorporated into a guide.

Social partners

- Together with the Austrian Trade Union Federation, the Federation of Austrian Industrialists and the Chamber of Labour, the Austrian Federal Economic Chamber (WKÖ) established a joint **Platform “Work and Age”** (www.arbeitundalter.at). The exchanges taking place among the social partners in this context are also taken advantage of for other activities, notably joint events and brochures on the issue “active ageing”. The Platform “Work and Age” will also be used as forum to raise awareness of the incentives which will be given in the future to keep people longer at work.
- The WKÖ is the initiator and main stakeholder of the initiative “**proFITNESS: healthy employees – healthy enterprises**” (www.profitnessaustria.at) turning the spotlight on corporate health promotion measures. Its mission is to prolong working lives and

increase labour productivity. Main goals of proFITNESS are to make health promotion part and parcel of the corporate culture, to focus more strongly on the economic aspects (costs, benefits) of preventive healthcare and health promotion, to establish networks and cooperation among all stakeholders, to provide attractive tips and programmes on preventive healthcare which may be realised in company routines easily and to introduce tax incentives for companies.

- In cooperation with the General Accident Insurance Institution (*Allgemeine Unfallversicherungsanstalt / AUVA*), the federal province of Upper Austria, the Chamber of Labour of Upper Austria and, above all, the Upper Austrian Health Insurance Institution for Employees, the WKÖ launched the **Platform “Corporate Healthcare” (“Betriebliche Gesundheitsvorsorge”)**. The aim of this project is to convince enterprises of the need, but also economic usefulness of corporate healthcare.

Federation of Austrian Social Insurance Institutions

In autumn 2007 the Federation of Austrian Social Insurance Institutions (*Hauptverband der österreichischen Sozialversicherungsträger*) launched two pilot projects promoting the health and capacity for work of special target groups in the company setting. The Upper Austrian Health Insurance Institution for Employees was instructed to conduct a pilot project on corporate health promotion with young employees, while the Insurance Institution for Railways and Mining (*Versicherungsanstalt für Eisenbahnen und Bergbau / VAEB*) was tasked with implementing a pilot project promoting the employability of older workers.

City of Vienna – Vienna Association of Hospitals

The City of Vienna conducted the project “Productive Ageing” in the framework of the Vienna Association of Hospitals (*Wiener Krankenanstaltenverbund*). Efforts were inter alia made to integrate the factors “age” and “life phases” into existing personnel development instruments, to develop new working time arrangements, to prepare models for ageing-appropriate workplace assessment as well as concepts for health promotion and ergonomics.

Federal province of Styria – Unit for Women’s Affairs

Based on the Styrian Women’s Report, the Unit for Women’s Affairs of the Department for Society and Generations of the provincial administration of Styria organised discussion rounds under the title “Strong Women – The Next Generation” in the framework of the series of events “Styrian Women Talks”. The labour market potentials of women have to be used and promoted to an ever greater extent.

ÖIF – Austrian Institute of Family Research

A study on the impact of part-time work on companies has been conducted in recent years. It explored the effects and benefits of the existing system from the perspective of the enterprises. The steadily increasing part-time employment rate of women reflects the growing importance of this issue. Based on the findings of the study, part-time work has favourable effects when the conditions prevailing in a specific sector require part-time work and when part-time work models were adjusted to the needs of the enterprise. Another positive effect may be observed when enterprises respond to and systematically address the requests of their employees. Part-time work arrangements and/or flexible working schemes should be applicable in the entire enterprise and receive the active support of the management.

Activities regarding Commitment 6: to promote lifelong learning

BIFEB – Federal Institute for Adult Education

- In the framework of the “**Platform Learning and Education in the Third and Fourth Life Phase**“, planners in the field of adult education and services for the elderly work on raising the awareness of the necessity and usefulness of learning in older age at the political and public level by offering information and exchanges as well as on further developing education programmes for older persons.
(<http://i3lab.erwachsenenbildung.at/category/bildungspolitik>)
- In the **series of workshops “Educational opportunities – opportunities in the lives of older persons”** an annual event is staged for adult education planners. Between 2007 and 2011 the following topics were covered: learning requirements and arrangements of older persons; older women – action areas and opportunities for active involvement; quality in education of the elderly; older women – presence in society; social inclusion, and education in the post-career life phase.
- The series of further training workshops “**Good Practice in Educational Work with Older Persons**“ offers workshops for course teachers and experts as well as senior citizens’ group leaders active in adult education and work with the elderly. The aim is to provide them with training in various skills required for effective and sustainable educational work with older persons.

Provincial government of Lower Austria – Unit for Senior Citizens

Between 2007 and 2010 the Unit for Senior Citizens of the provincial government of Lower Austria implemented the project “University-active-plus” (“*Uni-aktiv Plus*“). The one-day course consists of lectures and group work and is rounded off by a cultural programme. Its aim is to strengthen the cognitive skills of the elderly on a science-based, higher level. Additional events have been planned for 2011.

BAG – Federal Working Community “Free Welfare”

The Federal Working Community “Free Welfare” (*Bundesarbeitsgemeinschaft Freie Wohlfahrt / BAG*) – composed of Diakonie, Caritas, Hilfswerk, Red Cross, Volkshilfe – organises workshops on the subject “Sustainable learning in the community – creating awareness of the competences of older persons and highlighting new opportunities for learning and volunteering”. In 2011 trainers of the a forementioned organisations held a total of 30 workshops for persons retiring or having retired. These workshops providing guidance to older persons ease transition to an active, personally satisfying retirement that enriches society.

ÖRK – Austrian Red Cross

The Austrian Red Cross (*Österreichisches Rotes Kreuz / ÖRK*) implements the project SLIC II with the aim of recognising the competences and skills of older volunteers on the one hand and training older multipliers on the other hand. In the framework of the SLIC project, older persons are trained and enabled to organise these two-day SLIC workshops. (www.slic-project.eu) The SLIC project is embedded in the European GRUNDTVIG programme and is co-funded by the BMASK.

Activities regarding Commitment 7: to ensure health and quality of life

BMASK

- **24-hour care** may be provided in the framework of an employment (i.e. under employment contracts) or by self-employed care-givers (holding contracts for work) in accordance with the Home Care Act (*Hausbetreuungsgesetz / HBeG*) and the Amendment of the Austrian Trade Regulations (*Gewerbeordnung*) 1994. Since 2008 financial aid has been granted towards the cost of 24-hour domiciliary care in respect of persons entitled to level 3 long-term care benefit: up to € 1,100 for employment relationships (employees) or of up to € 550 for contracts for work (self-employed care-givers).
- **Financing of long-term care**
The Amendment of the Federal Long-Term Care Act (*Bundespflegegeld-gesetz / BPGG*) 1993 entered into force on 1 January 2009. It provides for partial increases of the long-term care benefit, the introduction of a hardship supplement as well as for granting financial aid towards short-term care that will benefit a larger number of care-giving family members. In accordance with the 2nd Act Amending the Social Law 2009, which took effect on 1 August 2009, the Federal Republic of Austria assumes the full cost of the continued insurance or self-insurance of care-giving family members for an unlimited period of time (as from level 3).
In May 2011 the government adopted a decision to set up a Long-Term Care Fund to support the federal provinces and municipalities in covering the care-related expenditure. Furthermore, the long-term benefits of the federal provinces will become a federal responsibility. The Long-Term Care Fund will have a total budget of 685 million euro and is to cover the increases in expenditure of the federal provinces and municipalities in the period 2011 to 2014. A uniform definition of care-giving and nursing services in the long-term care system was also enshrined in the law, and an Austria-wide database on care services was created.
- An **evaluation of the Federal Act on Accommodation in Residential Homes (*Heimaufenthaltsgesetz*) introduced in 2004** (e.g. documentation and duty to report restriction of the freedom of residents) shows that the legal requirements have helped to raise the awareness of the problem of restricting the freedom of residents in care institutions for the elderly and people with disabilities throughout Austria. This has been a major step in improving the situation of the residents of these institutions .
- The **documentary** of the BMASK "*Und a jeds Leben is anders*" ("**And Every Life is Different**") illustrated the diversity of lives by using five life situations of 85-year-old women and men as an example. It highlighted how and to what extent care-givers can help people with health impairments to lead meaningful, healthy and dignified lives. Film screenings and discussions on the topic "active ageing" were held in all federal provinces in 2010.
- **Basic research on violence against older persons and anti-violence training**
Since 2009 "anti-violence training" has been playing an important role. The BMASK supported the expert meeting "10 Years of Anti-Violence Training in Austria" of the Intervention Agency against Domestic Violence (*Interventionsstelle gegen Gewalt in der Familie*) held in autumn 2009. Vienna's Men Counselling Centre (*Männerberatung*) has been instrumental in developing anti-violence training programmes.
Violence against older persons is still a taboo in the general public. Priorities of work in this field are sensitisation measures, basic research and the development of violence prevention and intervention tools. Information and education is to be provided in the series of folders "*Gewalt erkennen*" ("Recognising Violence"). The first folder of the series "Recognising

Violence. Questions and Answers on Violence against Older Persons“ highlights the various forms and contexts of violence against old(er) persons (ranging from financial exploitation, restrictions on their freedom and neglect to mental abuse and physical violence) by providing concrete examples. A second folder addresses questions regarding “Dementia and Violence”. The third folder “Recognising Violence. Malnutrition of Older Persons“ is expected to be presented still in 2011.

In the preliminaries research activities were realised in the following areas: survey “*Übergriffe, Gewalt und Aggression gegen ältere Menschen. Erfahrungen von Expertinnen und Experten in österreichischen Beratungs- und Hilfeinrichtungen*“ (“Harassment, violence and aggression against older persons. Experiences of experts in the Austrian counselling and support institutions”), study “*Bestandsaufnahme von internationalen Konzepten und Maßnahmen für Prävention und Intervention bei Gewalt gegen ältere Menschen*” (“Stocktaking of international concepts and measures of prevention and intervention to address violence against older persons”) (best practice), EU study “Intimate Partner Violence against Women”, EU study “Prevalence Study of Abuse and Violence against Older Women“. Regional workshops have been held in all federal provinces since autumn 2011. Their aim is to develop regional counselling competences, to establish links between institutions such as senior citizens’ organisations (which serve as the main point of contact for older persons) and the medical sector, regional support services and victim protection facilities as well as to identify existing regional assistance services. Based on the experience of these organisations, strategies for action are to be developed for different case scenarios.

- **National Quality Certificate for Homes for the Elderly and Nursing Homes**

The National Quality Certificate (*Nationales Qualitätszertifikat / NQZ*) for Homes for the Elderly and Nursing Homes is awarded on the basis of an Austria-wide uniform sector-specific assessment procedure performed by objective third parties. It was developed by the Federal Republic and the federal provinces in cooperation with experts. It may be awarded to homes that go beyond meeting legal requirements and take targeted measures to improve the quality of life of the residents.

In 2009 the NQZ was granted in cooperation with the federal provinces to 14 homes for the elderly and nursing homes in Austria. Based on the evaluation of the pilot phase, in 2010 the certification procedure was revised and its scope was widened to include geriatric centres. Moreover, standards for hospice and palliative care were incorporated. In the transition phase (2011-2012) preceding the official launch of the new certification procedure, 18 residential homes for the elderly and nursing homes across Austria have been nominated for certification.

- **Surveys on “products geared to the elderly“**

The BMASK commissioned two surveys on “products geared to the elderly“. The main finding of the study is that both the interviewees of the age group 60 to 69 and the age group 70+ answer almost without exception that older persons’s needs are taken into account only inadequately when asked to assess the consumer friendliness of the products manufactured and displayed. As the target group of the future, the senior citizens of today play an important role in anticipating new trends in the entire market.

BMVIT – Federal Ministry of Transport, Innovation and Technology

With a view to improving the quality of life in old age, the BMVIT conducted research and development on ICT-based products and services. Between 2008 and 2011 financial resources amounting to more than 7 million euro were earmarked for this purpose. In this context, the BMVIT also participated in the European AAL Joint Programme.

BMWf – Federal Ministry of Science and Research

To tackle the issue “ageing”, the BMWf focused on conducting and financing studies and research projects. In the framework of the research programme “FLARE – Quality of Social Care for the Elderly”, three research themes were addressed by using methods of qualitative and quantitative research: quality and result assessment in the long-term care system for older persons as well as conceptual follow-up; empirical data gathering regarding the quality outcome of care services in British nursing homes as well as in domiciliary (nursing/long-term) care in Austria; financing of care services and effects on the quality of services. This research project – commissioned and financed by the BMWf – was conducted by the Research Institute for Economics of Ageing (*Forschungsinstitut für Altersökonomie*) and the Vienna University of Economics and Business.

City of Vienna

Between 2009 and 2011 the City of Vienna has been implementing the project “Let’s go outside. Health-promoting join-in campaign for older women and men in workout parks” (*“Gemma raus! Gesundheitsfördernde Mitmachaktionen für ältere Frauen und Männer in Bewegungsparks”*), which had been commissioned by the Fund Healthy Austria (*Fonds Gesundes Österreich*), the Ministry of Sport, the City of Vienna and the Municipal Department 18 (MA 18). In the current stage of this project (<http://gemmaraus.univie.ac.at>), an analysis is being made to what extent workout parks (with fitness equipment geared to the needs of older persons) are an option to support self-organised fitness activities of the elderly and how public space may be designed optimally for this purpose. Practical tests and an assistance programme showed that many members of the older generations enjoy being active in groups.

Federal province of Styria

- **University course for case and care management**

The federal province of Styria has, inter alia, introduced a university course for case and care management. In this advanced training programme, members of the higher grades of health and nursing services are trained to perform domiciliary nursing and care-giving tasks and to act as an interface between intramural and extramural care systems. Furthermore, advanced training courses for the higher grades of the health and nursing services and care assistants were developed, focusing on an “ageing society with increased nursing and care-giving requirements”. www.gesundheitsausbildungen.at

- **Barrier-free design of buildings**

In 2010 an Amendment of the Styrian Construction Act (*Steiermärkisches Baugesetz*) concerning the barrier-free design of buildings was adopted. It entered into force on 1 May 2011. Public buildings, commercial enterprises, banks, health and social facilities, doctors’ practices, pharmacies, public toilets, etc. have to be planned and built in a way that allows for example older persons and persons with disabilities to access them safely and without the help of others. Residential buildings with more than 3 apartments have to be planned and built based on the Principles of Adjustable Housing.

Social partners

The obligation to display the unit price in addition to the selling price has been in place since 2000. But price labels are considered too small by many consumers, posing an obstacle in particular to older persons. In 2009 the social partners adopted the “Charter on Unit Price Information” (“*Charta zur Grundpreisauszeichnung*”), an agreement ensuring the better legibility of unit prices. The Charter is a voluntary commitment of the economy that provides rules for the front size, unequivocal presentation, the colour contrast and type heaviness of the unit and selling price information.

Federal province of Lower Austria

- In the low-threshold series of lectures “**Meeting Point Health**” (“**Treffpunkt Gesundheit**”) medical doctors inform the population on state-of-the-art medical findings at the clinics of Lower Austria, answer questions and give tailored tips for health problems, e.g. “The many faces of rheumatism” or “Keep mentally fit as you age”.
- **Active Preventive Healthcare (Vorsorge-aktiv)** is a programme promoting sustainable changes of life styles offered by the Lower Austrian Health and Social Fund. Persons facing increased risks of coronary-heart diseases are monitored and counselled over a period of six months. After undergoing medical check-ups and consultation with their doctors, all residents of Lower Austria may participate in this programme.
- The Lower Austrian “**Land of Sports LIVE**” (“**Sportland LEBE**”) is a motivating workout programme for beginners aged 55+ in Lower Austria. The project was launched in 22 communities in 2007. Organised together with partner sports associations, the LIVE programme for fitness newcomers (senior citizens not having exercised for more than 5 years) offers mobility, coordination, body awareness and relaxation training in 6 to 8 units by special instructors.

ÖGGG – Austrian Society for Geriatrics and Gerontology

The Austrian Society for Geriatrics and Gerontology (*Österreichische Gesellschaft für Geriatrie und Gerontologie / ÖGGG*) offers basic geriatric assessments.

Comprehensive screening facilitates the early identification of individual risks and deficiencies, diagnosis and treatment. The results of the assessment are also used for brief descriptions of the individual’s physiological functions, as a communication medium in multi-professional geriatric teams and as a basis for treatment plans. Geriatric basic assessments help to raise awareness of health risks, functional deficits and care requirements in old age.

FRK – Research Institute of the Austrian Red Cross

- The aim of the project **HERA** (Home sERVICES for specialised elderly Assisted living) is to implement an Internet platform for specialised assisted living services for older persons in need of care due to a mild form of Alzheimer’s disease or cardiologic diseases. These services will be offered to improve the quality of life at home, to enable older persons to live independently for a longer time and to foster their social integration. Major goals pursued in the framework of this project are to develop tele-monitoring systems, to test prototype applications as well as to connect the people affected with healthcare centres, their families and with other social systems. The project is implemented by the FRK in cooperation with Telekom Austria AG and the EU partners Alcatel-Lucent Deutschland AG, SingularLogic S.A, SOLINET GmbH, Paris Descartes University, and the Diagnostic and Therapeutic Center of Athens.

- Measures **promoting mental health** (MHPhands and Mind Health)
The aim of the project is to reduce the knowledge gap as well as to promote the abilities and skills of practitioners and HR professionals carrying out health-promoting measures. In the framework of **MHPhands**, three training manuals on the promotion of mental health are developed for schools, the workplace as well as facilities and services for older persons. The manuals are supplemented by an e-learning tool. **Mind Health** develops e-learning courses to support higher-level staff in taking measures strengthening mental health. The FRK and the Work Research Centre (UK) play a leading role in project implementation. EU project partners were the Estonian-Swedish Mental Health und Suicidology Institute, EWORX S.A. (GR), the Workplace Safety Initiative (UK), the Federal Institute of Occupational Safety and Medicine (DE), the National Institute for Health and Welfare (FI), the Nofer Institute of Occupational Medicine (PL) and the Roments Foundation (RO).

Activities regarding Commitment 8: to ensure equality between men and women

BMASK, BKA – Federal Ministry of Labour, Social Affairs and Consumer Protection, Federal Chancellery

- Several amendments – prepared in cooperation between the BMASK, the Federal Minister for Women’s Affairs and the social partners – have been adopted with a view to achieving equality between men and women at all levels. **Implementing an EU Directive**, the **prohibition of discrimination on grounds of gender** regarding the access to and the supply with goods and services was enshrined in an amendment of the Equal Treatment Act (*Gleichbehandlungsgesetz / GIGB*), which entered into force on 1 August 2011. Moreover, two amendments also entailed changes of the substantive law and procedural rules to enhance the set of tools available for translating the principle of equal treatment into reality. Link: <http://www.bmask.gv.at/cms/site/liste.html?channel=CH0672>
- In the period between 2007 and 2011, the Equal Treatment Act (prohibiting inter alia **discrimination at work on grounds of age**) was amended twice – and thereby strengthened and improved. The Federal Chancellery (BKA) and the social partners took the lead in this legal reform.
- Under an Amendment of the Equal Treatment Act, which entered into force on 1 March 2011, enterprises with a specific number of employees were put under an obligation to prepare every second year – for the first time in 2011 for 2010 – a **gender pay report** (anonymised presentation of wages paid to women and men). In the final stage, this obligation will be imposed on more than 40% of all employers. In vacancy announcements employers have to state the minimum pay for the respective job and their preparedness to pay above this level in accordance with the applicant’s qualifications. The Ombud for Equal Treatment is entitled on a case-by-case basis to obtain income data of comparators in pay discrimination proceedings. The Amendment also meant an important step towards income transparency. In this context, public relations work as well as the evaluation of measures will play an important role in the future.
- Furthermore, the Federal Chancellery prepared the **Women’s Report 2010 (*Frauenbericht 2010*)** as well as the **Report on Eliminating Disadvantages for Women for the period 2009-2010 (*Bericht zum Abbau von Benachteiligungen von Frauen für den Zeitraum 2009-2010*)**. The two reports focus on the situation of older women in Austria.

Women's Report 2010: <http://www.bka.gv.at/site/7207/default.aspx>, Report on Eliminating Disadvantages for Women: <http://www.frauen.bka.gv.at/site/5556/default.aspx>.

- The Federal Ministry for Women's Affairs and Civil Service prepared the **“National Action Plan for Equality between Women and Men in the Labour Market”** (*“Nationaler Aktionsplan für die Gleichstellung von Frauen und Männern am Arbeitsmarkt”*) on 30 June 2010: www.frauen.bka.gv.at/DocView.axd?CobId=40025. The Action Plan has four strategic goals and prioritised fields of action: diversification of educational pathways and occupational choices, gender-sensitive career counselling, increasing women's economic activity and full-time employment, raising the share of women in management positions and decreasing the income gap between men and women.

BMG – Federal Ministry of Health

- The gender perspective is of vital importance in medicine and is increasingly taken into account at all levels of the health sector. The updated version of the **Austrian Women's Health Report 2010 – 2011** gives a detailed account of health promotion and preventive healthcare measures in Austria: http://bmg.gv.at/home/Schwerpunkte/Praevention/Frauengesundheit/Oesterreichischer_Frauengesundheitsbericht_2010_2011
- The **Guide “Gender Mainstreaming in Hospital Organisation”** is available at: <http://www.imag-gendermainstreaming.at>.

WKÖ – Austrian Federal Economic Chamber

Together with the Federal Ministry of Economy, Family and Youth (BMWFJ) and the Federation of Austrian Industrialists (IV), the WKÖ created the leadership programme *“Zukunft.Frauen”* (“Future.Women”). The aim of the programme is to continue increasing the share of women holding top management positions and in decision-making jobs. The establishment of a publicly accessible database of female supervisory board members will be an important element in the concerted action of the BMWFJ, WKÖ and IV to support women on their way up. It will help to enhance the visibility of women having completed the programme *“Future.Women”* as potential candidates for supervisory board positions and also include women who are already supervisory board members. The overall objective of the database is to simplify and facilitate the search for highly qualified female candidates for supervisory board positions. www.zukunft-frauen.at www.aufsichtsrat.at.

BIFEB – Federal Institute for Adult Education

Between 2007 and 2011, the Federal Institute for Adult Education (*Bundesinstitut für Erwachsenenbildung / BIFEB*) conceived several workshops for education planners focusing on older women. These workshops address the following questions: How will and should older women shape society in the future? How may educational programmes for older women shape society in the future? How may educational programmes support older women in overcoming clichés, developing new images of old age and making themselves heard with their experiences and ideas?

Activities regarding Commitment 9: to strengthen solidarity in families

BMASK/ Social Insurance Institution of Farmers/ Austrian Association for Health and Nursing Care

In the framework of the programme “Quality assurance in domiciliary care”, every year about 20,000 persons in need of care are visited by professional care-givers holding diplomas. In 2010 the Research Institute for Economics of Ageing prepared “quality indicators in domiciliary care” as well as a manual.

Provincial government of Styria

- The **Styrian Family Card “Two and More” (*Zwei und Mehr-Steirische Familienpass*)** invites families to engage in joint leisure, educational and cultural activities and was selected as a programme benefiting the whole family. As from 2012 the third person stated as a beneficiary in this family card may be a grandparent. www.zweiundmehr.steiermark.at
- The wide range of programmes in the area of **parental training** also includes numerous events promoting a culture of togetherness among generations as well as measures focusing on the role of grandparents. Parental training events are attended by an increasing number of members of the older generation. This trend may also be attributed to the formally recognised further training programmes for “pedagogically qualified persons” (completion of this course is a prerequisite for the tax deductibility of the costs of care-giving). According to plans for 2011, project funding will focus on parental training in a multi-generational context. For more details see: www.elternbildung.steiermark.at
- The Unit **Education and Care of Children** conceived the following further training programmes for the personnel of educational institutions for children and childcare facilities: “What’s wrong with granddad – children learn about dying and death“, “Making the resources of families visible in times of crisis – making progress“, “Old and young – the intergenerational exchange is a success!“ – Lifelong learning from 0 to 99 (cooperation with the University College of Teacher Education [*Kirchliche Pädagogische Hochschule*]). The childcare institution “Wiki-Kinderbetreuung” developed these programmes together with “Neue Lebens-räume für Generationen in PartnerschaftGmbH (GIP)” and the Association Social and Meeting Centre (*Verein Sozial- und Begegnungszentrum*) in Graz.
- Cooperation between crèches and children’s groups on the one hand and senior citizens’ groups and homes for the elderly on the other hand, e.g. in the framework of the European education programme Leonardo da Vinci.
- Young people are sensitised to and trained in nursing and care-giving tasks in the family in agricultural schools in Styria.
- A website for generations (www.generationen.steiermark.at) places emphasis on generational issues in the Styrian region. Awards are granted to regional projects under the motto “sustainable intergenerational living” to promote understanding among the generations as well as of volunteering.

Familie & Beruf Management GmbH (Family Alliance)

- The aim of the Family Alliance is **to create a family-oriented work environment** by implementing and developing measures to reconcile family and working lives. The Family Alliance offers support services for enterprises, municipalities and innovative childcare facilities.
- The **“Audit of family-friendly municipalities”** is a process at local political level allowing cities and municipalities to further develop family/child-friendliness in a demand-

oriented, systematic and sustainable way by involving all generations.
<http://www.familieundberuf.at/>