

# **National Action Plan on Disability 2022–2030**

Austrian Strategy for the Implementation of the UNCRPD

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## Foreword



Johannes Rauch

Dear Sir or Madam,

The UN Convention on the Rights of Persons with Disabilities (UNCRPD) entered into force in Austria on 26 October 2008. The key national instrument for its implementation is the National Action Plan on Disability (NAP on Disability). This NAP on Disability 2022–2030 replaces the first NAP on Disability 2012–2021.

This document details the federal government's disability policy. A tremendous amount of time and effort went into establishing the contents, which include specialist contributions from the regions and incorporate all areas of life. During the creation process, the ministry responsible for the coordination, the Ministry of Social Affairs, consistently paid attention to the participation of civil society, particularly organisations representing persons with disabilities.

I am delighted that it was possible to define almost 300 joint objectives whose degree of attainment is to be measured by around 150 indicators. Ultimately, this NAP on Disability contains 375 measures that are to be implemented by 2030. In keeping with the notion of Disability Mainstreaming, the measures are to be carried out by every individual federal ministry and region with responsibility assigned to the respective departments. During the term of the NAP on Disability, every federal ministry and region is also called upon to continually respond to new developments, to set new focus areas and to adopt additional measures if required.

A summary of the NAP on Disability 2022–2030 will, of course, be published again in easy language for persons with learning disabilities.

I would like to offer my sincere thanks to all involved for their commitment.

Johannes Rauch  
Federal Minister

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# Preamble

1. The federal government is committed to upholding the human rights set out in the UNCRPD for all persons with disabilities living or residing in Austria. As envisaged in the government's programme, this National Action Plan on Disability 2022–2030 replaces the NAP on Disability 2012–2021.
2. The new NAP II that is now available is the disability policy of the federal government. The document's preparation was intensive with regard to the time and effort involved in its development and the content. It was drawn up also with the involvement of the regions (Länder) at a specialist level and is intended to further implement the UNCRPD that has been valid in Austria since 2008. During the creation process for the NAP, the Ministry of Social Affairs responsible for the coordination of the NAP on Disability and for the coordination of the UNCRPD throughout the country consistently ensured the participation of civil society, particularly the involvement of the representatives of persons with disabilities.
3. A fundamental aspect of the NAP II is that, respecting the federal structure of the Austrian state and considering the competences in the disability sector pursuant to the Constitution, the regions will also participate alongside the federation in the objectives and measures of the NAP on Disability 2022–2030. The participation of the regions in the objectives and individual measures of the NAP II helps to ensure that the Republic of Austria can implement the *“overarching framework and policy on disability in Austria”* recommended by the United Nations for the collaboration between the federation and regions.
4. The NAP on Disability contains the content that resulted from the contributions from the federal ministries and regions that were drawn up by 26 teams of experts. Many of these contributions contain even more detailed strategies, objectives and measures on a departmental and regional level. The intention is to publish these contributions and/or detailed strategies for the NAP II on the website of the Ministry of Social Affairs for reasons of transparency and completeness.
5. On the regional level, reference is to be made to the regional action plans or regional strategies in the area of disability that have already been adopted or are still being

formulated and go into more detail.

6. In addition to the measures currently rooted in the NAP on Disability, each federal ministry and region is called upon to respond to current developments, set new focus areas and, if necessary, to adopt additional measures in its own area of responsibility during the term of the NAP II.
7. In its 55 sub-chapters, the NAP on Disability incorporates many areas of life and strives to improve the living situations of people with disabilities in all areas in the long term and in a sustainable manner.
8. With regard to content, the increased collaboration between the federation and the regions for the NAP is to be particularly highlighted, which, for instance, is intended to generate important improvements for the situation of persons with disabilities in disasters and crisis events.
9. In the areas of non-discrimination and accessibility, additional steps are being taken through various measures for the statutory equality of people with disabilities.
10. Inclusion in the school and employment sectors is to be continually improved through the NAP on Disability 2022–2030. A separate chapter in the NAP II contains important improvements for people with disabilities in the area of health and rehabilitation.
11. There is a plan to expand the personal assistance further and to strengthen the awareness within all of society regarding the living situation of people with disabilities.
12. Not least, the measurement of the success of the NAP is also to be enhanced by numerous indicators, the degree of target attainment continually evaluated scientifically and the data in the disability area made more transparent through additional and more precise statistics based on a permanent and intensive collaboration with Statistics Austria. These transparent data will be the basis for further measures in the disability area.

# 1 Disability policy

## 1.1 UNCRPD and Austrian disability policy

### 1.1.1 Initial situation

#### UNCRPD

The General Assembly of the United Nations (UN) in New York adopted the Convention on the Rights of Persons with Disabilities (UNCRPD) on 13 December 2006. The UNCRPD is one of the **UN human rights conventions**, has received wide international recognition and is an important impetus for strengthening the rights of people with disabilities. It was signed, ratified and entered into force at the national level on 26 October 2008. As an international contract, it obligates Austria with regard to legislation and implementation, and the obligation to implement the UNCRPD affects all sovereign bodies (federation, regions (Länder) and municipalities).

The **UN Committee on the Rights of Persons with Disabilities** with its registered seat in Geneva monitors the implementation of the UNCRPD. In 2013, Austria received **23 recommendations** from the UN Disability Committee during the first country review. In these recommendations, the Committee highlighted its concern, among others, that the federal government system in Austria could have led to an inappropriate and inconsistent policy and thus to very different life realities of people with disabilities. The Committee therefore recommended that the federation and the regions should work closely together to implement the UNCRPD and that the federation should develop an implementation strategy with the regions.

Within the framework of the 2017 inclusion package adopted by Parliament, structures and resources were set up in to guarantee the independence of the federal monitoring committee in the interest of the so-called **“Paris Principles.”** These Paris Principles, which were



adopted by the UN in December 1993<sup>1</sup>, contain the criteria for setting up national human rights institutions that are to ensure the independence of these institutions. With regard to the fulfilment of the Paris Principles on a regional level, there is still potential for development in some of the nine monitoring programmes.

On 24 July 2012, the federal government at the time adopted in the Council of Ministers the National Action Plan on Disability 2012–2020—the strategy of the Austrian federal government for the implementation of the UNCRPD (extension by a year by the ministerial resolution in November 2019). The NAP on Disability will be accompanied at expert level by a group set up in the Federal Ministry of Social Affairs, Health, Care and Consumer Protection (BMSGPK) in which civil society, particularly the organisations representing persons with disabilities, will have a pivotal role. In 2020, the University of Vienna comprehensively evaluated the NAP on Disability 2012–2020 (2021) on behalf of the BMSGPK. The evaluation contains fundamental **recommendations** for the creation of the **new NAP on Disability 2022–2030**, in particular:

- Integration of the regions in the creation of the NAP;
- Integration of a Task Force for topics affecting both the federation and the regions;
- Ensuring the participation of people with disabilities;
- Safeguarding the financing of measures;
- Participative creation of indicators with the involvement of scientific expertise.

### **National Action Plan on Disability 2022–2030**

The **2020–2024 government programme** refers to the new NAP on Disability and emphasises in this context the “financing in line with requirements to implement the UNCRPD and the NAP”. On **24 April 2019**, the federal government decided that the new NAP on Disability is to be drawn up within a broad **participative process** in which the regions are also to be integrated. The participative creation process aims to help ensure that the quality and the acceptance of the new NAP on Disability is increased. In total, **26 teams of experts** drew up contributions for the new NAP on Disability (at least one team per federal ministry and at least one per region).

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<sup>1</sup> Cf. resolution of the General Assembly 48/134: National institutions for the promotion and protection of human rights (Paris Principles).

In the conference of regional social affairs attachés on **24 May 2019**, the regions welcomed the project of a joint NAP and subsequently participated in the NAP creation process.

**From August 2021 onwards**, in a time-consuming process that lasted several months, an **editorial team** with participants from the BMSGPK, civil society, the Federal Disability Ombudsman and the monitoring committee for the implementation of the UNCRPD in Austria and two representatives of the regions drew up a compact overall document from the contributions of the 26 teams of experts. The editorial team placed a particular focus on the content of the NAP on Disability corresponding to the specifications that result directly from the UNCRPD, the recommendations from the UN Disability Committee and the recommendations from the evaluation of the first NAP on Disability. If necessary, the editorial team involved the leaders of the expert teams for consultation.

The NAP on Disability underwent a thorough editorial process, and each case includes a brief description of the initial situation and the central joint objectives, as well as the measures that are to be particularly highlighted for the implementation of the UNCRPD.

The **financing of the NAP on Disability** is according to the division principle. This means that the measures that are to be financed from future federal budgets need to be budgeted pursuant to the individual respectively valid Federal Finance Law (BFG) or according to the Federal Medium-Term Expenditure Framework Act (BFRG) and must meet the corresponding provisions in the department budget of the federal ministries responsible for the respective measures. The regions cover the financing of their measures from their regional budgets. With the **Ministerial Council resolution dated 16 December 2020**, it was confirmed pursuant to the 2020–2024 government programme that the financing in line with requirements of department-related measures is to be done by providing the necessary funds within the framework of the corresponding department budgets.

With the **resolution dated 19 January 2022** (circular resolution) regarding the “financing of the measures formulated in the NAP 2022–2030 and creation of an inclusion fund”, the **Federal Disability Advisory Board** recorded that the financing of the measures is to be ensured for the term of the NAP, e.g., through a **special budget** for the individual departments or an **inclusion fund** to be newly set up to finance measures that are to be implemented by the federation and regions jointly (e.g., the uniform personal assistance in all areas of life and committed steps in the de-institutionalisation).

### 1.1.2 Objectives and indicators

- (1) The **NAP on Disability** shows the **guidelines** of the Austrian disability policy **until 2030** created based on the UNCRPD and to incorporate the objectives and specific measures for people with disabilities.
- (2) **Laws, regulations and directives** of the federation and regions are to be reviewed using the existing political and administrative networks and adapted according to joint strategic specifications in accordance with the UNCRPD.
- (3) Through a careful and complete impact assessment of the effects on people with disabilities, it will be ensured that **future legislative projects of the federation and of the regions** are carried out in compliance with the UNCRPD.
- (4) **Federation and regions** are to agree based on the UNCRPD and the recommendations from the country reviews on a **joint procedure** for the implementation of the UNCRPD.
- (5) Through the **involvement of civil society**, particularly of people with disabilities, the necessary participation in all disability policy projects is to be ensured, also via the **provision of support structures and resources**.
- (6) Self-representation organisations of people with disabilities, peer consultants and peer advisory organisations are to be financially secured with public funds. **Peer offerings** are to be expanded, and the number of peer advisory centres is to be increased.  
**Indicator:** Number of additional **peer consultation centres**
- (7) The **structures and resources** to guarantee the function of the domestic **implementation and monitoring mechanisms** of the UNCRPD are to be provided to the necessary extent.
- (8) The **objectives** of the NAP on Disability are to form the basis for **further measures** to implement the UNCRPD on federal, regional and municipal levels and thus in a dynamic way facilitate a continuous expansion of the NAP on Disability.  
**Indicator:** Number of additional **measures**—expanding the NAP on Disability—on the basis of these objectives.
- (9) Suitable **indicators** and significant **data** are to be improved and expanded in a continuous development process within the framework of the scientific accompaniment of the NAP.
- (10) Target attainment and implementation of the measures of the NAP on Disability are to be **scientifically accompanied** and evaluated.  
**Indicator:** Presentation of the **annual NAP evaluation report** of the scientific accompaniment of the NAP on Disability
- (11) **Multi-professional requirements surveys** are to be set up in the regions to strengthen the self-determination of people with disabilities.

### 1.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
1	With the involvement of experts with disabilities: <b>setting up of a work group “Screening of the Austrian legal regulations</b> with regard to the content-related agreement with the UNCRPD”, including scouring of the law regarding the use of discriminatory terms and relating to the approval for professions and professional training	2024–2027	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
2	Development of communication structures for the <b>collaboration between the federation and the regions</b> regarding uniform implementation of the UNCRPD in Austria	2022–2030	BMSGPK	Costs covered by the department budget
3	Development of a <b>target agreement “Inclusive Disability Policy”</b> between the federation and regions regarding the uniform implementation of the UNCRPD, including overall strategy for the gradual implementation of accessibility, involving organisations representing people with disabilities	2024–2027	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
4	<b>Work group</b> comprising BMSGPK, regions and stakeholders, particularly from civil society, for the purpose of drawing up a proposal for the content of an <b>inclusion fund</b> in preparation for the financial equalisation negotiations	2022–2023	BMSGPK, BMF Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
5	Checking of the <b>creation of an inclusion fund</b> to finance the measures for implementing the UNCRPD in the regions and at a national level	2024	BMF, BMSGPK	The costs are determined within the framework of the fiscal equalisation between the federation and the regions
6	Promotion of comprehensive community-based counselling for people with disabilities according to the principle of <b>peer counselling</b> by people with disabilities, also for LGBTIQ+ people with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
7	<b>Public financing of the regions monitoring committees</b> that is appropriate and guarantees the independence for the monitoring of the UNCRPD	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
8	<b>Coordination and overall strategic implementation of the NAP on Disability</b> as well as annual reporting to the Federal Disability Advisory Board on the status of the implementation of the NAP on Disability by the national CRPD Focal Point	2022–2030	BMSGPK	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
9	Publication of <b>annual progress reports</b> on the implementation of the measures of the NAP on Disability (annual review)	2023–2031	BMSGPK	Costs covered by the department budget
10	<b>Continuation of the participative NAP expert teams</b> as a body of the federal ministries for advising and exchange of information on disability policy	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs covered by the department budget
11	<b>Continuation</b> of existing <b>participative structures</b> of the regions for advising, coordination and exchange on issues of disability policy	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by regional budgets
12	<b>Ongoing scientific</b> accompaniment and assessment ( <b>evaluation</b> ) of the NAP on Disability including development of indicators	2023–2031	BMSGPK	Cost estimate only expedient in connection with the specification within the framework of the allocation (participation)
13	<b>Coordination and preparation of the further development of the NAP on Disability</b> —based on the results of the ongoing scientific accompaniment and evaluation—with the involvement of all stakeholders and of the Federal Disability Advisory Board	2023–2030	BMSGPK	Costs covered by the department budget

## 1.2 Definition of disability

### 1.2.1 Initial situation

“Disability” was not defined in detail in the UNCRPD. The preamble (letter e) assumes the following definition:

*“disability [results] from the interaction between persons with impairments and attitudinal and environmental barriers [...] that hinders their full and effective participation in society on an equal basis with others.”*

This description expresses the social model that was expanded within the framework of the UNCRPD into the **human rights model**<sup>2</sup> of disability: Disability is not the trait of a person but rather a social phenomenon affected by actions and omissions of society.

According to Article 1 Second Sentence UNCRPD, people with disabilities include people who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. The Austrian Federal Constitutional Law (B-VG) does not contain any separate competence prerequisite for matters that relate to persons with disabilities. Legal regulations regarding people with disabilities belong to the so-called **cross-sectional topics**. Numerous federal and regional laws contain legal standards that are important for people with disabilities. These laws have different objectives and contain different definitions of disability.

The definition of disability in the Disability Employment Act (Section 3 BEinstG), Federal Disability Act (Section 1 Paragraph 2 BBG) and the Federal Disability Equality Act (Section 3 BGStG) corresponds to the UNCRPD model of disability. The three laws standardise disabilities as *“effect of a not only temporary physical, mental or psychological functional impairment or impairment of the sensory functions that is suitable to making participation in working life (BEinstG) and/or life in society (BBG and BGStG) more difficult.”*

With regard to specific legal consequences, however, a so-called **degree of disability** is taken as a basis in many provisions. This relates, e.g., in the BEinstG to the affiliation to the group of “registered persons with disabilities” and thus the access to assistance for integration into the labour market or in the BBG the issuing of a disability card. This degree of disability is primarily determined **according to medical criteria** pursuant to the so-called assessment regulation.

Several organisations of people with disabilities have pointed out in a joint strategy paper that the current assessments are based too much on a medical, deficit-oriented access to people with disabilities.

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<sup>2</sup> Cf. CCPD/C/12/D/10/2013. (cf. point 6 3), CRPD/C/18/D/22/2014 (cf. point 7.6: *The Committee notes that a human rights-based model of disability requires that the diversity of persons with disabilities (see Convention, preamble, para. (i)) and the interaction between persons with impairments and attitudinal and environmental barriers (ibid., preamble, para. (e)) be taken into account* (...).“

### 1.2.2 Objectives and indicators

- (12) All definitions and assessments of disability in Austrian federal and regional laws are to be oriented to the **human rights model** of disability according to the UNCRPD.
- (13) The access to services for people with disabilities is to be oriented to the **actual need for assistance** and not according to percentage figures (based on medical calculations). Social criteria should be incorporated into the calculation of the requirements for people with disabilities.
- (14) Models of other countries that are oriented to the **International Classification of Functioning, Disability and Health (ICF)** are to be scientifically compared with the legal situation in Austria.

### 1.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
14	Setting up of a <b>supervisory group</b> on the call for tender, accompaniment and evaluation of the effect of a study on the further development of the assessment regulation, with the involvement of the organisations of people with disabilities	2024	BMSGPK	Costs covered by the department budget
15	<b>Study on the further development of the assessment regulation</b> with orientation to the human rights model, with the involvement of relevant stakeholders	2025–2026	BMSGPK	€300,000
16	Development of proposals for <b>amendments</b> to BEinstG, BBG, BGStG and assessment regulation to align the definition of disability to the <b>Social Model</b> of disability, legislative implementation by 2028	2027–2028	BMSGPK	Costs covered by the department budget
17	Alignment of all definitions of disability in the <b>regional laws</b> according to the <b>Human Rights Model</b> of disability pursuant to the UNCRPD	2028	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 1.3 Children and young people with disabilities

### 1.3.1 Initial situation

According to **Article 7 Paragraph 1 UNCRPD**, all the necessary measures are to be taken to ensure the enjoyment by children with disabilities of all human rights and fundamental freedoms **on an equal basis** with other children.

Article 7 Paragraph 3 UNCRPD obligates Austria to ensure that children with disabilities have the right to **express their views** freely on all matters affecting them. To realize this right, they are to be provided with disability and age-appropriate assistance.

Families are currently entitled to **increased family allowance** for children with a substantial disability in the amount of EUR 155.90 (as of 2022) in addition to the general family allowance. The substantial disability is to be proven by a confirmation from the Office of the Ministry of Social Affairs (Sozialministeriumservice) based on a doctor's appraisal.

In total, the BKA funds around **30 consultation centres focusing on families**, offering advice for families with relatives who have disabilities. **Early assistance** can be given to children with physical disabilities or learning disabilities from birth at least until they start pre-school. Children with sensory disabilities can receive this assistance until they start school. The early assistance is offered in out-patient or mobile form.

Children with disabilities are cared for in residential communities of the **Youth Welfare Services** and in facilities according to the equal opportunities and participation laws of the regions or looked after by foster parents if the child's well-being is at risk from the adult parental figures. The regions also offer children and young people services for organising their **leisure time**.

Since 1 July 2018, the **Nursing Home Residence Act** (HeimAufG) has applied in which the prerequisites for leisure restrictions in facilities are regulated, also for **facilities that care for and educate minors**.

### 1.3.2 Objectives and indicators

(cf. also the objectives in the sub-chapter 2.6 "Protection against violence and abuse")



- (15) **Judges** entrusted with proceedings according to the **HeimAufG** are to be continually **sensitised** regarding the fundamental right to personal freedom and restrictions on freedom in facilities for the care and education of minors.
- Indicator: Annual trainings** offered for judges on the HeimAufG
- (16) In all institutions for children and young people with disabilities, there are to be **concepts for the protection against violence and guidelines to protect children** to prevent and combat violence against children and young people.
- (17) There is to be significant improvement in the **data** on children and young people with disabilities.
- (18) The procedures for the granting of **increased family allowance** are to be made easier if there is a significant disability.
- (19) **Parent education events** with low-threshold funding are to be made available throughout Austria to all interested parents free of charge and in comprehensively accessible form.
- (20) Children with disabilities and their relatives are to be assisted in the long term through **community-based mobile and out-patient offerings** and supported based on the individual requirements.
- (21) The **regional assistance** for children with disabilities is to start as early as possible to facilitate extensive inclusion and independent living in the long term.
- (22) To approximate the quality standards of the offerings and services for children and young people with disabilities to those for children and young people without disabilities, a harmonisation between the **disability assistance** and **Youth Welfare Services** is to be achieved throughout Austria.
- (23) In social education facilities, the **care** is to be provided **in inclusive form**. The provision of short-term accommodation is to be constantly expanded to temporarily alleviate the burden on families.
- (24) Projects within the framework of the Federal Youth Assistance Law are to be **accessible** and with a **low threshold**.
- (25) The co-operation among the areas of Social Affairs, Health, Education and Youth Welfare Services is to be strengthened to reach families with children who have disabilities early on and to establish and finance a comprehensive **culture of prevention**.
- (26) **Reality checks** with young people with and without disabilities are to be carried out when drawing up **youth objectives** and measures and in the development of the Austrian **Youth Strategy**.

### 1.3.3 Measures

(cf. also the measures in the sub-chapter 2.6. “Protection against violence and abuse”)

No.	Contents	Time	Jurisdiction	Costs
18	Implementation of the <b>European Child Guarantee</b> (“Opportunities for Children” programme) incl. creation of a National Action Plan, focus, among other things, on the target group children with disabilities	2022–2030	BMSGPK	Costs covered by the department budget
19	Annual <b>further training events</b> for <b>judges</b> regarding the basic right to personal <b>freedom</b> , the HeimAufG and restrictions on freedom in facilities for the care and education of minors	2022–2030	BMJ	If they can be delimited, costs are determined on distribution of budgetary funds
20	Continuation and expansion of the <b>consultation services</b> aimed at families with children who have disabilities (several individual measures with funding sums)	2022–2030	BAK	€15 million €600,000 €200,000 €850,000 <u>Total:</u> €16,650,000
21	“ <b>Disability card</b> ” as proof of the existence of a substantial disability with approval of <b>increased family allowance</b> (amendment FLAG—Act for Family Benefits)	2022–2030	BAK, BMSGPK	Costs are determined on distribution of budgetary funds
22	Participative involvement of young people in the development of the Austrian youth strategy. Inclusion of “ <b>Reality Checks</b> ” for the reflection on the respective youth goals and measures	2022–2030	BAK	annual €60,000
23	Regular <b>evaluation</b> of the <b>support services</b> for children with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
24	<b>Inclusive</b> pedagogical <b>concept</b> and <b>protection against violence concept</b> for institutions in which children with disabilities are cared for as the prerequisite for its approval	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
25	Expansion in line with requirements <ul style="list-style-type: none"> <li>of the out-patient clinics for <b>development diagnostics</b> and therapy</li> <li>of the mobile <b>early assistance</b></li> <li>of the <b>individual support services</b> for children with delayed development and/or disabilities</li> <li>of the (leisure) <b>assistance</b> for young people and young adults with disabilities</li> <li>of the local and community-based <b>leisure services</b> within the framework of the respective jurisdictions</li> </ul>	2022–2030	SI Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
26	Expansion of the services alleviating the burden on families at the family counselling centres for parents and/or foster parents of children with disabilities and for parents with disabilities, particularly using a family helper; support of foster parents when they have a high workload	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 1.4 Women with disabilities

### 1.4.1 Initial situation

According to **Article 6 UNCRPD**, Austria must guarantee the full and equal enjoyment by women with disabilities of all human rights and fundamental freedoms. Around 18.8% of the female and 17.9% of the male population aged 15 or over had a permanent impairment or a disability in 2015.<sup>3</sup>

Data prove that women with disabilities are not only in a substantially worse position compared to women without disabilities but also compared to men with disabilities. Women with disabilities are **less visible**; more frequently affected by psychological, physical and sexual violence; encounter obstacles when accessing health services; are confronted by prejudices and stereotypes when looking for work; and are restricted in their sexual or reproductive self-determination. In the political representation of people with disabilities, women are also **underrepresented** and call for modern structures and a broader representation.

Among **people in employment with disabilities**, women account for only 43%. Other factors are other forms of discrimination, such as frequently lower payments, lower social insurance claims in the event of unemployment and lower pensions in old age. Women with disabilities are therefore more frequently affected by **the risk of poverty** than men with disabilities.

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<sup>3</sup> Cf.

[http://statistik.at/web\\_de/statistiken/menschen\\_und\\_gesellschaft/gesundheit/gesundheitszustand/gesundheitliche\\_beeintraechtigungen/111229.html](http://statistik.at/web_de/statistiken/menschen_und_gesellschaft/gesundheit/gesundheitszustand/gesundheitliche_beeintraechtigungen/111229.html)

Austria has a network of federal and regional **counselling facilities for women and girls** that are available to all women. These facilities also offer counselling for women and girls who are affected by violence; these centres must be accessible regarding their construction design (as a compulsory requirement). Nevertheless, a need for expansion and improvement is still discernible and this is also reflected in the recommendations of the Committee of the Parties to the Istanbul Convention. Austria is called upon to also guarantee the comprehensive **compliance with the Istanbul Convention** also regarding women with disabilities.

To evaluate the situation of women with disabilities and to develop appropriate measures and strategies, a comprehensive **database** is required.

### 1.4.2 Objectives and indicators

(cf. also the objectives in the sub-chapter 2.6. “Protection against violence and abuse” and chapter 5 “Employment”)

- (27) The inclusion of the **gender perspective** is to be taken into consideration in all disability policy requirements.
- (28) Women and girls with disabilities are to be perceived in their individual diversity to facilitate equal opportunities for participation in society. In this context, a **gender-conscious** and **discrimination-free language** also plays a decisive role.
- (29) Women with disabilities should be represented with equal rights in **all bodies** of disability assistance.
- (30) The **opportunities** for women with disabilities on the **labour market** are to be improved through inclusive counselling and further training services and campaigns to raise awareness of the skills and the potential of women with disabilities.
- (31) **Poverty in old age** of women with disabilities is to be substantially reduced.
- (32) All **facilities protecting against violence, counselling centres** and **health facilities** are to be organised so that they are comprehensively **accessible** and expanded in line with requirements.
- (33) The right to **self-determination** is to be guaranteed in all areas of life for women with disabilities, among others, also regarding self-determined sexuality.
- (34) Professional structures are to be created that make it possible for women to talk to peers about difficult everyday situations, sexuality and experiences of violence. In this context, **networks, interest** and **self-representations** of women with disabilities are to be strengthened.

**Indicator:** Number of federal and regional **counselling services** for women with disabilities

(35) In facilities for people with disabilities, the **awareness** of the living situation of women with disabilities is to be increased.

**Indicator:** Number of **trainings** for employees on the living situation of women with disabilities in facilities for people with disabilities

(36) Comprehensive **data** are to be created on the topic of women with disabilities.

(37) Women with disabilities are to be supported so that they can recognise, name and report **physical** and **sexual assaults**.

(38) The surroundings of people with disabilities, particularly people caring for people with disabilities, are to be **sensitised** to the topic of violence against women and girls with disabilities and, in the process, **help** to name and report violence and avert future assaults.

### 1.4.3 Measures

(cf. also the measures in the sub-chapter 2.6. “Protection against violence and abuse” and in chapter 5 “Employment”)

No.	Contents	Time	Jurisdiction	Costs
27	Development and expansion of <b>gender-specific analyses</b> for statistical surveys (particularly women with disabilities)	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMBWF, BMAW, Statistics Austria  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
28	Creation and expansion in line with requirements of the <b>empowerment seminars</b> and <b>seminars to protect against violence</b> for women with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
29	Development of a network of professionally qualified <b>peer consultants</b> for women with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
30	Successive increase in the percentage of accessible <b>online services</b> for women with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 1.5 Older people with disabilities

### 1.5.1 Initial situation

The number of seniors with disabilities is increasing due to demographic change. That is why an adjustment in the services of the disability assistance provided by the regions to the requirements of this **growing target group** is required. In particular, a focus is to be placed on a smooth management in the **transition** from the disability area to the care sector.

The regions already provide individual measures for older people with disabilities, such as **rest groups, mobile care services** and **mobility concepts** that, however, are not comprehensively available to all people who need them.

To be able to analyse and plan the development in the area of older people with disabilities better, comprehensive and valid **data** are required. The data currently available are not sufficient.

### 1.5.2 Objectives and indicators

(39) Older people with disabilities are to be able to stay in their existing residential facilities or their own apartment for **as long as possible**.

(40) Older people with disabilities are to be prepared in a timely manner for the changes to be expected in the transition into the care and support area through **support concepts** that have been developed in a participative manner. Co-operation with mobile care services and an intensive exchange of information between the care staff is to be promoted.

(41) Comprehensive **data** in the area of older people with disabilities are to be produced.

- (42) For older people with **disabilities** who do not want a mainstream day-care facility or day care, **new services** are to be created.
- (43) Support measures are to be offered so that they are comprehensive, affordable, close to the place of residence and of a high quality and **tailored to specific requirements**.

### 1.5.3 Measures

No.	Contents	Time	Jurisdiction	Costs
31	Development of <b>solutions in line with needs and requirements</b> regarding the special challenges for older people with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
32	<b>Statistical surveys</b> in connection with older people with disabilities	2022–2030	BMSGPK, Statistics Austria Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
33	Ongoing evaluation and requirements-oriented further development of <b>age-appropriate support</b> in residential facilities for people with disabilities who, for age reasons, no longer want to go to the sheltered workshop	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
34	<b>Expansion of the care</b> through out-patient support	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
35	<b>Closure of the care gap between mobile support services of care/disability assistance and of 24-hour care</b>	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 1.6 Migrants and asylum seekers with disabilities

### 1.6.1 Initial situation

People with disabilities and a migrant background are more at risk of being disadvantaged or becoming victims of discrimination or violence due to language and cultural barriers.

Migrants in the broad sense means persons who are striving for a right to stay in Austria. In the case of asylum seekers as a sub-group of migrants, protection against persecution is the main reason for a permanent stay in Austria.

Women are at particular risk here as the gender-specific aspect is an additional factor. It is therefore necessary to take measures that prevent **multiple discrimination** of those affected. In principle, migrants and asylum seekers can also make use of **advisory and support services** as well as **bans on discrimination** in favour of people with disabilities. In practice, however, the target group is only reached to a limited degree due to language or cultural barriers.

People with a migrant background without Austrian citizenship are subject to different legal conditions. The access to services is regulated at the cross-section of **residence and disability law**. When advising and supporting this group of persons with disabilities, it is important to be familiar with the **differences under the law governing residence permits**. The use of services under social law can, among others, depend on their residence permit, the duration of residence and the consolidation of their right to stay.

Any claims according to the **disability equality law** can be filed by all migrants and asylum seekers with disabilities as neither nationality nor ethnic origin are the prerequisite for the eligibility for a claim. **Registered persons with disabilities** according to the **BEinstG** must be Austrian nationals, belong to an EU or EEA country, or be eligible to stay in Austria permanently as a recognised refugee. In addition, certain groups of third-country nationals can also be classified as registered persons with disabilities. For funding from the support funds, the **BBG** requires Austrian nationality or permanent residence in Austria.

The **support and initial reception centres for asylum seekers and refugees** are primarily managed by the federation in the so-called approval procedures, and from the point of approval, the responsibility for the accommodation and the care is transferred to the regions. In the process, the necessary accommodation and/or support is to be granted to asylum seekers.

In practice, asylum seekers are immediately presented for an **initial medical assessment** in one of the initial reception centres. If a disability is recognised there, the necessary measures will be taken. The overall situation of exhausted, traumatised or desperate persons, but above all also language barriers make the establishment of a disability considera-



bly more difficult. Another factor that makes the situation more difficult is that the existence of a disability cannot be recorded as a standard procedure. Consequently, asylum seekers do not always receive the aid that they would need.

Asylum seekers with restricted mobility are housed in one of the two **accessible initial reception centres**.

Currently, there are no or not enough specific services in care facilities for **asylum-seeking children and young people with disabilities** where they are housed and cared for in an inclusive way.

Asylum seekers are entitled to interpreting services and thus also to **sign language interpreters** in official proceedings. This frequently proves to be difficult as they must have relevant knowledge of the foreign language. Failing this, relay interpreting will be required. In the process, a special need for interpreters in matters **outside of formal procedural law** in care facilities is recognised by the organisations representing persons with disabilities.

The number of asylum seekers with **psychological impairments** is increasing. This is primarily linked to the experience of having to flee and to lengthy waiting periods in the asylum procedure. There are insufficient possibilities for treatments. There are very few if any treatments and medical staff with knowledge of the language of the persons' country of origin.

### 1.6.2 Objectives and indicators

(44) The integration policy is to address the requirements of people with disabilities and a migrant background and make it possible for them and their families to have **fair opportunities for participation** in diverse areas of society.

(45) Through suitable support measures, all migrants are to be able to attend **German courses** and to obtain language test certificates of the Austrian Integration Fund (ÖIF).

(46) The **data** on the topic of people with a migrant background and disabilities and their need for support are to be improved.

(47) All **accommodation** in the basic care for refugees is to be comprehensively **accessible**. The principle of "Design for All" is to be implemented in the construction design, retrofitting and re-rental.

**Indicators:** Number of accessible properties in the area of development; number of

accessible rooms in the area of accommodation; **number of accessible** premises in the **deportation centres**

(48) There are to **be inclusive accommodation offerings** for asylum-seeking children and young people with disabilities.

(49) All asylum seekers are to have access to **appropriate medical care**. In the process, there is to be specific consideration of the requirements of asylum seekers with disabilities.

(50) Asylum seekers and refugees are to have sufficient **psychological** and **psychotherapeutic** care in their first language on a regular basis.

(51) Sufficient **communication possibilities** are to be provided for migrants with disabilities. Information on the topic of disabilities is to be available in various foreign languages and in sign language, braille and easy language. (Sign language) interpreters are also to be provided outside of formal proceedings.

**Indicator:** **Number of languages and communication options** in which information material is available on the topic of disability

(52) Migrants with disabilities are to be comprehensively **protected against violence**.

(53) The bodies of the public security services are to be **sensitised** in the interaction with vulnerable migrants.

**Indicators:** **Number of completed trainings**; number of complaints and interventions towards the executive

### 1.6.3 Measures

No.	Contents	Time	Jurisdiction	Costs
36	<b>Accessible design of initial reception centres</b> according to the requirements of asylum seekers with restricted mobility and accessible development of properties	2022–2030	BMI	Costs covered by the department budget
37	Provision of <b>interpreting services</b> , including creation of a pool of <b>sign language interpreters on stand-by</b> , who can be called upon via video as required	2022–2030	BMI	Costs are determined on distribution of budgetary funds
38	Creation of <b>information material</b> for migrants with disabilities in easy-to-understand language, the most important foreign languages and/or International Sign Language	2022–2030	BMI Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
39	Provision of <b>medical care</b> and/or of access to necessary treatments for all asylum seekers or crisis intervention in individual cases	2022–2030	BMI	Costs covered by the department budget; other costs will

No.	Contents	Time	Jurisdiction	Costs
				be determined on distribution of budgetary funds
40	Financing and setting up of <b>inclusive accommodation services</b> for children and young people with disabilities who are seeking asylum	2022–2030	BMI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
41	<b>Exceptions</b> for migrants with language disabilities in the obligation to provide proof of <b>knowledge of German</b>	2022	BKA, BMI	Costs are determined on distribution of budgetary funds
42	Collection of statistical data for <b>integration work that fits the needs of persons with disabilities</b>	2022–2030	BKA	Costs are determined on distribution of budgetary funds
43	Development of proposals to promote the training of bilingual or <b>multilingual specialists</b> in the areas of psychiatry/psychology/psychotherapy	2022–2030	BMSGPK	Costs covered by the department budget

## 1.7 People with disabilities and crisis situations

### 1.7.1 Initial situation

Pursuant to **Article 11 UNCRPD**, the States Parties must take all the necessary measures to ensure the **protection** and the **safety** of people with disabilities in situations of risk and humanitarian emergencies.

This means that long-lasting crises, such as the COVID-19 pandemic, must not restrict people with disabilities particularly in the various areas of their life, and, in this context, discrimination or stigmatisation due to disability must be prevented. **Support structures and psychosocial and therapeutic services** are to be guaranteed.

Ensuring the **participation** of people with disabilities and the comprehensive **accessibility** of information are therefore decisive in acute crises. For this, it is essential that people with disabilities are already comprehensively involved when contingency plans are created.

In cases of emergency and disaster, there is a lack of sufficient provisions that make it possible to act in a targeted manner and without losing time and resources with regard to the special requirements of people with disabilities. Above all, there is a lack of **detailed data** regarding the number and habitual residence of people with disabilities and their individual requirements (mobility, basic care and medication).

This equally applies for **refugee movements**, in the course of which people with disabilities also come to Austria. Currently, there is a lack of corresponding crisis plans and data on possible resources available, such as accessible accommodation options.

### 1.7.2 Objectives and indicators

- (54) To be able to act quickly and in a solution-oriented manner in crisis situations, **transparent data** about persons who potentially require assistance and about their individual requirements are to be created in municipalities, districts and facilities, taking into consideration all the valid data protection provisions.
- (55) Data are also to be collected and networked about **structures, institutions and resources** that could be used in connection with crisis situations.
- (56) Discrimination-free access to psychosocial, therapeutic and medical **care** for people with disabilities is to be ensured in situations of crisis.
- (57) The general population as well as persons and organisations affected are to be specifically informed in crisis situations about **special provisions and exceptions** for people with disabilities.
- (58) People with disabilities and their organisation are to be involved in the **crisis units** and/or **consultation structures** in the event of major disasters and pandemics.  
**Indicator:** Number of **crisis units** on federal and regional levels with participative involvement of people with disabilities.
- (59) An accessible, simple and quick possibility for making and answering **emergency calls** is to be established for all types of communication, including sign language.
- (60) Through the **exchange of experiences** between the **civil protection officers** of the municipalities with representatives of disability organisations, insights are to be gained and integrated in the further planning for disasters.

### 1.7.3 Measures

No.	Contents	Time	Jurisdiction	Costs
44	Introduction and continuous adaptation of a <b>multifunctional “police app”</b>	2022–2030	BMI	Costs are determined on distribution of budgetary funds
45	Definition of a comprehensive accessible <b>warning system</b>	2022	BMI	Costs are determined on distribution of budgetary funds
46	Planning of the <b>crisis situation register and participative crisis plans</b> , with the involvement of organisations representing persons with disabilities and of the regions	2022	BMSGPK	Costs covered by the department budget
47	Creation of a statutory national <b>crisis situation register (KLR)</b> with regard to people who potentially require assistance and their individual requirements in municipalities, districts and facilities of disability assistance of the regions	2022–2024	BMSGPK, BKA, BMI  Statistics Austria  Ktn., Stmk., Bgld., NÖ, OÖ, Sbg., Tyrol, Vbg.	Other costs are determined on distribution of budgetary funds
48	<b>Collection and networking of data</b> about existing structures, institutions and resources that can be used in connection with crisis situations	2022–2024	BMSGPK, BKA, BMI  Statistics Austria  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
49	Involvement of people with disabilities and their organisations in the creation of <b>crisis and disaster plans</b> of the federation, regions and municipalities	2022–2030	BMSGPK, BKA, BMI  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by department or regional budgets
50	Holding of joint <b>workshops</b> between representatives of the <b>civil protection</b> , the organisations representing persons with disabilities, and security providers	2022–2024	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 1.8 EU disability policy

### 1.8.1 Initial situation

The **European Union** (EU) is a contractual partner of the UNCRPD and must therefore respect all provisions of the UNCRPD in its legal provisions.

On 3 March 2021, the European Commission presented the new **EU Strategy for the Rights of Persons with Disabilities 2021–2030** (EU Disability Rights Strategy) with which national measures are to be supplemented and the UNCRPD is to be implemented throughout the EU.<sup>4</sup> Particularly important measures (**flagship initiatives**) are, e.g., the introduction of an exchange platform under the title “AccessibleEU”, work on a European Disability Card and a package for improving the labour market situation. The strategy also directly addresses the Member States and thus also provides suggestions about the content of the NAP on Disability.

The **European Pillar of Social Rights**<sup>5</sup> created in 2017 aims to strengthen the social dimension of the entire EU. The implementation is being accompanied by the “**Social Scoreboard**” which, however, does not include any indicators regarding people with disabilities.<sup>6</sup>

With **legislative acts**, the EU is contributing to the implementation of the UNCRPD both at the EU level and on the level of the Member States, among others with the Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies and the Directive (EU) 2019/882 on the accessibility requirements for products and services (European Accessibility Act—EAA).

In the **EU Cohesion Policy**, people with disabilities once again represent a group of persons who are to be considered in the 2021–2027 funding period. The objectives relate to Disability Mainstreaming, improvement in accessibility and combating of any kind of discrimination. The programmes of the EU Cohesion Policy include provisions that prohibit discrimination, also due to disability.

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<sup>4</sup> Cf. <https://ec.europa.eu/social/BlobServlet?docId=23707&langId=en>

<sup>5</sup> Cf. [https://ec.europa.eu/info/european-pillar-social-rights\\_de](https://ec.europa.eu/info/european-pillar-social-rights_de)

<sup>6</sup> Cf. <https://composite-indicators.jrc.ec.europa.eu/social-scoreboard/>

At the EU level, **European norms** (ENs) are being developed in different areas, and these must be adopted by national standardisation organisations as a mandatory requirement.<sup>7</sup> A current example is the EN 17210:2021 on accessibility and usability of buildings.

**Article 4 Paragraph 1 Letter c UNCRPD** stipulates that Austria also must take the rights of people with disabilities into account in its policy at the EU level. On the one hand, Austria, as a Member State of the EU, is implementing EU law that strengthens the legal position of people with disabilities. On the other hand, Austria is **actively** participating in EU legislative proceedings and supporting the further development of EU disability, accessibility and non-discrimination laws in the disability policy bodies of the EU.

### 1.8.2 Objectives and indicators

(61) At EU level, **interests under disability law** are to be upheld and accelerated and thus the implementation of the UNCRPD supported and promoted also at the national level. For this purpose, the collaboration with the European Disability Forum (**EDF**, the umbrella organisation of European disability organisations) is also to be strengthened.

**Indicator:** New **EU legislative acts** and other EU documents contain references to the UNCRPD and include provisions that address the **needs of people with disabilities**

(62) The introduction of the “**European Disability Card**” in Austria is to be fundamentally supported and examined by the BMSGPK and disability organisations after all details have been determined by the European Commission.

**Indicator: Result** of the examination or assessment by the BMSGPK

(63) The EU Strategy for the Rights of Persons with Disabilities 2021–2030 is to be considered in the development and **implementation of the NAP on Disability**.

**Indicator: New measures** that are directly attributable to the **EU Disability Rights Strategy** were included in the NAP on Disability.

(64) The resources of the **EU Funds 2021–2027** are to be used in line with the UNCRPD. The improvement of the participation of people with disabilities in all areas of life is to be considered in the planning and awarding of funds, and accessibility is to be explicitly rooted. These aspects are also to be included in the creation of the respective programmes.

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<sup>7</sup> Cf. in this regard also Chapter 3.1.

**Indicator:** Annual use of financial resources of the EU funds that are in the interest of people with disabilities pursuant to the UNCRPD

### 1.8.3 Measures

No.	Contents	Time	Jurisdiction	Costs
51	Ongoing monitoring and analysis of the <b>EU Strategy</b> for the Rights of Persons with Disabilities 2021–2030 and of its implementation and as-required development of new measures for the NAP on Disability	2022–2030	BMSGPK	Costs covered by the department budget
52	National Contact Point and collaboration with the European Commission and exchange with other EU Member States for the purpose of the successful implementation and application of the Directive (EU) 2019/882 on the accessibility requirements for products and services ( <b>European Accessibility Act—EAA</b> )	2022–2030	BMSGPK	Costs covered by the department budget
53	Analysis of the boundary conditions determined by the European Commission for the introduction of the <b>European Disability Card</b> and discussion with representatives of persons with disabilities	2024	BMSGPK	Costs covered by the department budget

## 1.9 International disability policy

### 1.9.1 Initial situation

The member states of the UN and of the Council of Europe support the international disability policy. **Article 4 Paragraph 1 Letter c UNCRPD** stipulates that Austria must also consider the rights of people with disabilities in its policy at an international level. According to **Article 32 UNCRPD**, Austria recognises the importance of international collaboration for the fulfilment of the purpose and the objectives of the UNCRPD.

Austria can help to positively shape international disability policy through **active participation** and a **progressive disability policy positioning** in established bodies. The implementation of the UNCRPD is thus also supported and promoted at the international and domestic levels. At the international level, and particularly within the framework of the UN, there have been many successes in the gradual implementation of Disability Mainstreaming.



In 2019, the UN Secretary-General published a strategy for the greater inclusion of people with disabilities (**UN Disability Inclusion Strategy**) that contains recommendations for the UN and determines specific steps to support the Member States in the implementation of the UNCRPD and the attainment of the **Sustainable Development Goals (SDGs)**. In 2015, the Member States of the UN adopted a comprehensive global development agenda. It contains 17 sustainable development goals with an ecological, economic and social dimension and the inclusion of people with disabilities as a central component. For the monitoring of the SDGs in Austria, Statistics Austria has developed a national **set of indicators**.<sup>8</sup>

Austria works closely with the UN Disability Committee and participates actively and regularly in the discussions at the annual **Conference of States Parties** to the CRPD. The Austrian representation authorities at the UN in New York, Geneva and Vienna regularly organise discussion events on topics in connection with the rights and inclusion of people with disabilities and, in the process, cooperate with organisations of civil society. Austria is a member of the **“Group of Friends of the Convention** on the Rights of Persons with Disabilities” at the UN in New York that serves the exchange of information and the agreement, for example, on joint statements.

In particular in the **UN Human Rights Council**, Austria actively participates in the negotiations of resolutions, contributes them and also supports the mandate of the Special Rapporteur for the rights of persons with disabilities.

The **Council of Europe** helps to shape international disability policy. The “Council of Europe Disability Strategy 2017–2023” adopted in November 2016 replaced the “Disability Action Plan 2006 to 2015.”

International volunteer engagement is to improve the participation opportunities for disadvantaged groups. Individual organisations in the area of volunteer engagement try to meet this goal in the area of their activities and to promote the **inclusion** of people with disabilities in **international volunteer work**.

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<sup>8</sup> Cf.

[https://www.statistik.at/web\\_de/statistiken/internationales/agenda2030\\_sustainable\\_development\\_goals/un-agenda2030\\_monitoring/index.html](https://www.statistik.at/web_de/statistiken/internationales/agenda2030_sustainable_development_goals/un-agenda2030_monitoring/index.html)

## 1.9.2 Objectives and indicators

(65) In particular during a membership in the UN Human Rights Council Austria, together with other Member States, is to contribute and support **resolutions and initiatives of the Council on people with disabilities** and the mandate of the Special Rapporteur for the rights of persons with disabilities.

**Indicator:** Supported and actively contributed resolutions and initiatives as well as a renewed extension of the mandate of the Special Rapporteur

(66) The federation and the regions are to actively link the **UNCRPD** and the **SDGs** in all (national and international) political activities and agree on arrangements for mutual considerations.

**Indicator:** Activities in the area of disability that are relevant for the SDGs

(67) The national **set of indicators** relevant for people with disabilities for the monitoring of the SDGs is to be adapted to the set of indicators of the UN.

**Indicator:** The Austrian set of indicators corresponds to the **international UN set of indicators** to the largest possible extent so that also the implementation of the SDGs regarding people with disabilities can be evaluated.

(68) The federation and the regions are to use the **international collaboration** in the area of disability to reflect on their own implementation successes and to further develop implementation domestically.

**Indicator:** Exemplary international practices in the area of disability that are addressed and implemented in Austria

(69) The **participation opportunities** for disadvantaged groups in **international volunteer engagement** are to be improved through the creation of fundamental structures by means of appropriate procedures and instruments for the preparation and follow-up and for the implementation of the assignments. Volunteer assignments are to be made accessible for all persons with disabilities.

## 1.9.3 Measures

No.	Contents	Time	Jurisdiction	Costs
54	Bilateral systematic <b>exchange of information and experience</b> with other countries outside of the EU regarding implementation methods and transfer of exemplary practices in the disability sector	2022–2030	BMSGPK	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
55	Support of the activities of the “ <b>Group of Friends of the Convention</b> on the Rights of Persons with Disabilities”	2022–2030	BMEIA, BMSGPK	Costs covered by the department budget
56	Information of the public about the disability policy activities of the <b>Council of Europe</b> and about the strategy of the Council of Europe 2017–2023 and its implementation	2022–2030	BMSGPK	Costs covered by the department budget
57	Promotion of <b>inclusive volunteer assignments</b> abroad	2022–2030	BMSGPK	Costs are determined on distribution of budgetary funds
58	<b>Active commitment</b> in negotiations and for the successful adoption of resolutions in the <b>UN Council of Human Rights</b> and the <b>UN General Assembly</b> that <b>contribute to strengthening the rights of people with disabilities</b> and, particularly to the implementation of Disability Mainstreaming	2022–2030	BMEIA	Costs covered by the department budget
59	Organisation of <b>discussion events</b> in collaboration with civil society within the framework of the <b>United Nations</b> , e.g., breakout groups of the Conference of States Parties to the CRPD to <b>raise awareness</b> and strengthen the rights of people with disabilities	2022–2030	BMEIA, BMSGPK	Costs covered by the department budget

## 1.10. Development collaboration and humanitarian aid

### 1.10.1 Initial situation

Development commitment and humanitarian aid are fundamental areas of action and important policy instruments for the realisation of human rights. In Austrian development aid (OEZA), the **human rights-based approach** has been rooted as a leading principle **in the three-year programme of Austrian development policy** since the 2016–2018 period.

In **Article 32**, the UNCRPD obligates Austria to organise international development programmes in an “inclusive” way and to undertake appropriate and effective measures in this regard. The requirements of people with disabilities are to be considered “in a meaningful way” in all measures pursuant to Section 1 Paragraph 3 Clause 5 of the Development Cooperation Act (EZA-G). This policy specification is considered in the **three-year programme of Austrian development policy**.

Dialogue and participation of civil society on topics of the OEZA, such as the inclusion of people with disabilities, are achieved via the “work group for development and humanitarian aid” (AGGV). The advisory **work group “inclusion of people with disabilities in Austrian development cooperation,”** which is headed up by the BMEIA and ADA, serves as a joint platform of the specialised OEZA players.

The equality of people with disabilities is to be achieved firstly by specific projects and programmes pursuant to a **twin-track approach** and secondly by a **general accessible and inclusive approach** and the active **participation** in the development of measures and services that are of pivotal importance for people with disabilities.<sup>9</sup>

Armed conflicts, natural disasters, including the consequences of climate change and, in particular, the ongoing COVID-19 pandemic, are additional impairing conditions for people with disabilities. Over the last 20 years, the number of natural disasters has more than doubled,<sup>10</sup> and in **cases of disaster** and **crisis situations**, the fatality rate of people with disabilities is two to four times higher than that of people without disabilities.<sup>11</sup> The effects of the **COVID-19** pandemic and the associated measures made barriers and obstacles existing in society more visible and greatly aided exclusion tendencies worldwide for people with disabilities.

Through **Article 11 UNCRPD**, Austria is obligated to organise **disaster preparedness** and **disaster aid** in an inclusive manner both in Austria and at international level and to take suitable and effective measures to realise the goals of the Convention. In the process, the states parties must respect their obligations under international law, particularly those under humanitarian law, and international human rights agreements. The barrier-free access and active participation of people with disabilities in the development of measures and services are of pivotal importance here.

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<sup>9</sup> Cf. [https://www.entwicklung.at/fileadmin/user\\_upload/Dokumente/Publikationen/Strategien/Strat\\_Leitfaden\\_Sicherheit\\_DE.pdf](https://www.entwicklung.at/fileadmin/user_upload/Dokumente/Publikationen/Strategien/Strat_Leitfaden_Sicherheit_DE.pdf);

<sup>10</sup> Now at more than 400 per year. Cf. in this regard UN Disability Inclusive Humanitarian Action <https://www.un.org/development/desa/disabilities/issues/whs.html> (10.5.2020).

<sup>11</sup> Cf. in this regard UN Disability Inclusive Humanitarian Action, <https://www.un.org/development/desa/disabilities/issues/whs.html> (10.5.2020).

### 1.10.2 Objectives and indicators

(70) Within the framework of the regular exchange of experiences between the BMSGPK and southeastern and eastern European countries on disability policy, **innovative funding projects** are to be supported locally.

**Indicator:** Number and type of the projects funded

(71) **Austrian development cooperation** is to be **organised in an inclusive way** by guaranteeing inclusion and participation of people with disabilities at strategic, programmatic and structural levels.

(72) At least **10% of the overall volume** of the operational Austrian development cooperation and European Recovery Programme funds are to have **OECD DAC Disability Marker 1 or 2**, with a review and possible adjustment at the mid-term review.

(73) Self-representation organisations and/or interest groups for people with disabilities are to **participate** in the **development process** of strategic documents (regional and regional strategies and thematic guidelines).

(74) Players in Austrian development cooperation are to ensure extensive **accessibility in communication**, during events and in a physical sense in Austria and in the partner regions and to exchange information and experiences on best practices.

(75) **Military assignments** at home and abroad are always to be done considering humanitarian safety and diversity in the target groups. This also means the inclusion of restrictions and disabilities of the people in the target groups.

### 1.10.3 Measures

No.	Contents	Time	Jurisdiction	Costs
60	Promotion of <b>projects</b> to implement <b>inclusion</b> in the focus areas of the BMSGPK	2022–2030	BMSGPK	€150,000
61	Consolidation/formalisation of the <b>workgroup “Inclusion of people with disabilities in Austrian development cooperation”</b> headed by the ADA and thematic extension to include humanitarian aid	2022–2025	BMEIA	The costs will be determined when the ADA budgetary funds are distributed
62	Exchange of <b>good practice examples</b> in networks and active advertising and dissemination internally and externally	2022–2025	BMEIA	The costs will be determined when the ADA budgetary funds are distributed

No.	Contents	Time	Jurisdiction	Costs
63	Review of <b>accessibility</b> in <b>ADA</b> buildings and, where possible, accessible organisation of the entire ADA communication, event and building area, in centralised and decentralised forms (ADA—coordination offices)	2022–2025	ADA, BMEIA	The costs will be determined when the ADA budgetary funds are distributed
64	Explicit enshrinement of inclusion for applicants and employees in the <b>sustainability concept of the ADA</b>	2022–2025	ADA, BMEIA	The costs will be determined when the ADA budgetary funds are distributed
65	<b>Systematic application of the OECD DAC Disability Markers 1 and 2</b> and breakdown of data and statistics for relevant Austrian development cooperation projects (disability-disaggregated data) with corresponding training	2022–2025	ADA, BMEIA	The costs will be determined when the ADA budgetary funds are distributed
66	If necessary, further development of the “Environmental, Gender and Social Impact Management System” ( <b>EGSIM</b> ) in the sense of an examination of all programmes and projects regarding equality and non-discrimination as well as “Do no harm,” also with regard to people with disabilities, by the <b>ADA</b> within the framework of the EGSIM	2022–2025	ADA, BMEIA	The costs will be determined when the ADA budgetary funds are distributed
67	<b>Development of the strategy “Humanitarian Aid Austria,”</b> taking special account of the measures specific for people with disabilities for inclusion and accessibility in fragile situations	2022–2030	BMEIA	The costs will be determined when the ADA budgetary funds are distributed

## 2 Equality and non-discrimination

**Equality and non-discrimination** together form a core topic of the UNCRPD. As an example, this is discernible in the wording repeated in many articles: *“on an equal basis with others”*.

In **Article 2 UNCRPD**, **discrimination based on disability** is defined as *“any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.”* This broad definition covers **all forms of discrimination**, including the denial of reasonable accommodation.

### 2.1 Protection against discrimination under constitutional law

#### 2.1.1 Initial situation

Pursuant to **Article 4 UNCRPD** (General Obligations), the States Parties are called upon to ensure and promote the full realization of all human rights and fundamental freedoms for all people with disabilities without discrimination of any kind on the basis of disability. This means, particularly initiating the abolition and elimination of all laws, regulations, customs and practices that constitute a discrimination against persons with disabilities.

In Austria, pursuant to Article 7 Paragraph 1 of the Federal Constitutional Law (B-VG), **nobody may be disadvantaged based on his or her disability**. Pursuant to Article 8 Paragraph 3 B-VG, the Federal Constitution also includes the recognition of Austrian sign language as an independent language. The implementation of this constitutional provision is to be through corresponding laws.<sup>12</sup>

In addition, further Austrian laws on the constitutional level include protective provisions in favour of persons with disabilities; for instance, the **Federal Constitutional Law on the**

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<sup>12</sup> Further details on the topic of sign language can be found in sub-chapter 3.4.

**rights of children** from 2011 stipulates in Article 6 that every child with a disability is entitled to the protection and care that corresponds to his or her “special requirements”.

2.1.2 Objectives and indicators

(76) The equality of people with disabilities is to be considered more in the **budget creation**.

2.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
68	Examination of the possibilities to improve the <b>equality</b> of people with disabilities in the creation of the <b>federal preliminary proposal</b>	2024	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs covered by the department budget

2.2 Disability Equality Law

2.2.1 Initial situation

The disability equality law, which has existed at the federal level since 2006, includes a far-reaching ban on discrimination for people with disabilities that also includes the denial of **reasonable accommodation**.

In addition to the disability equality law at the federal level (BGStG and BEinstG), the **regions (Länder)** have also adopted their **own non-discrimination laws** within the framework of their responsibilities in their legal systems pursuant to the Constitution, whereby the protection against discrimination is not comprehensive in all regions.

Regarding the BGStG, which entered into force on 1.1.2006, there is **hardly any Supreme Court case law**. Such a case law would be of major significance as orientation in practice, both for those affected as well as for the persons obligated by the BGStG. In particular,



regarding the question of unreasonableness of the elimination of barriers due to disproportionate burdens, a secured Supreme Court case law would give both sides guidelines and ensure greater legal certainty.

A separate **conciliation proceeding** envisaged in the law constitutes low-threshold access to the disability equality law. In this conciliation proceeding, discussions in an informal framework are conducted with the **goal of sensitisation and an amicable, consensual agreement**, and thus the possibility arises of finding goal-oriented solutions in individual cases without a great cost.

Through the introduction of **representative action** as a result of the 2013 law amending insurance law and through the statutory 2017 inclusion package adopted by Parliament, the legal protection of persons with disabilities was improved in the disability equality law. The inclusion package created a claim to cease and desist in the event of harassment and a claim to cease and desist and eliminate discrimination within the framework of representative action towards large corporations pursuant to Section 221 Paragraph 3 of the Austrian Companies Code (UGB).

In the case of individual legal action pursuant to the BGStG, there is still no **claim to elimination and/or cease and desist** that is enforceable in court. With regard to the granting and refusal of benefits despite the statutory improvements—Section 1d of the Insurance Contracts Act (VersVG) has applied since January 2013—experienced experts continue to report on difficulties in the area of private insurances. Persons with disabilities encounter major problems when enforcing their rights, particularly when it becomes known that they take psychotherapeutic drugs.

## 2.2.2 Objectives and indicators

(77) The disability equality law is to be comprehensively **re-evaluated**.

(78) Improved legal certainty is to be achieved through the existence of **sufficient case law** on all areas of the BGStG, the BEinstG and the VersVG.

(79) Information on the disability equality law is to be made available in an **accessible and low-threshold manner**.

(80) So that all measures for the expansion and promotion of the equality of persons with disabilities are effectively implemented, these are to be covered with **appropriate financial resources**.

- (81) The funding options from the **Federal Disability Ombudsman** are to be extended.
- (82) **NGOs** that support conciliation applicants are to receive sufficient **public funding**.
- (83) The **legal protection instruments** in the disability equality law are to be **improved**.
- (84) A **temporary possibility of invoking the Supreme Court of Justice (OGH)**, irrespective of the dispute value, is to lead to more Supreme Court case law on the BGStG.
- (85) The raising awareness regarding people with disabilities affected by **multiple discrimination** is to be strengthened in the Office of the Ministry of Social Affairs (Sozialministeriumservice).

### 2.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
69	New <b>evaluation</b> of the disability equality law including recommendations	2025–2026	BMSGPK	Costs are determined on distribution of budgetary funds
70	Expansion of the <b>options for cease and desist and elimination</b> in the disability equality law	2026–2028	BMSGPK	Costs covered by the department budget
71	With the involvement of the stakeholders, introduction of a general <b>minimum compensation</b> in the BEinstG and BGStG	2026–2028	BMSGPK	Costs covered by the department budget
72	Inclusion of disputes according to the BGStG in the <b>catalogue of exceptions of Section 502 Paragraph 5 of the Code of Civil Procedure (ZPO)</b> for a period of 10 years to facilitate an invoking of the Supreme Court of Justice, irrespective of the dispute value	2022–2032	BMJ	Costs covered by the department budget
73	Obligation of all bodies of the federation to <b>support the Federal Disability Ombudsman</b> in the carrying out of his or her tasks, to allow inspection of files and on request to provide information	2025	BMSGPK	Costs covered by the department budget
74	Examination of the introduction of the right to <b>representative action in the BEinstG</b>	2025	BMSGPK	Costs covered by the department budget
75	Increased <b>sensitisation</b> and training of the judges, state prosecutors and other legal employees regarding <b>multiple discrimination</b> and intersectional discrimination	2022–2030	BMJ	Costs are determined on distribution of budgetary funds
76	Development of proposals to strengthen the protection against discrimination when there is <b>multiple discrimination</b>	2026–2028	BMSGPK	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
77	Publication of key <b>decisions</b> regarding the disability equality law, also in <b>easy language</b>	2027–2030	BMSGPK	Costs are determined on distribution of budgetary funds
78	<b>Training of conciliation advisers</b> to guarantee uniform conducting of conciliation proceedings according to the disability equality law	2022–2030	BMSGPK	Costs covered by the department budget
79	Increased <b>networking</b> of the Office of the Ministry of Social Affairs (Sozialministeriumservice) in the area of <b>multiple discrimination</b> with the institutions of the right to equal treatment	2022–2030	BMSGPK	Costs covered by the department budget
80	<b>Financial support of organisations entitled</b> to take representative action	2022–2030	BMSGPK	Costs are determined on distribution of budgetary funds
81	Increased <b>collaboration of the regional authorities</b> in cases of discrimination with the regional offices of the Ombuds for Equal Treatment and Disability	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 2.3 Protection against discrimination in other federal laws

### 2.3.1 Initial situation

With the introduction of the protection against discrimination in **Section 1d of the Insurance Contracts Law (VersVG)**, the legal protection for people with disabilities was fundamentally improved in 2013. For instance, the insurance company must disclose to the policyholders based on which (particularly statistical) data and which change in the actuarial calculation a premium supplement or lack of insurability results.

According to **Article III Paragraph 1 Clause 3 Introductory Act to the Administrative Proceedings Acts 2008 (EGVG)**, discrimination based on a disability and the inability to enter locations or to use services is an **administrative transgression**. However, there is hardly any case law on this provision.

According to **Section 87 Paragraph 1 Clause 3 of the Trade Act (GewO)**, the authority can revoke a trade licence if *“the trade owner, as the result of serious breaches of the legal provisions and protection interests that need to be complied with in connection with the*

*respective trade [...]*, no longer has the reliability necessary to carry out this trade. **Protection interest** pursuant to this provision is, among others, also the **avoidance of a discrimination of persons based on a disability**.

According to the **Consumer Payment Account Act (VZKG)**, consumers who apply for a payment account or access to such an account may not be discriminated based on their disability.

Both the **ORF Law (ORF-G)** and the **Audiovisual Media Services Act (AMD-G)** have had a provision in place since 2010 to the effect that (audiovisual) commercial communication must not breach human dignity or contain or promote any discrimination based on a disability.

2.3.2 Objectives and indicators

(86) The non-discrimination laws are to offer affected persons an effective **protection against discrimination**.

2.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
82	Commissioning of a comprehensive scientific <b>study on the effect of the protection against discrimination</b> for people with disabilities in VersVG, EGVG, GewO, VZKG, ORF-G and AMD-G	2025	BMSGPK	Costs are determined on distribution of budgetary funds

2.4 Law on the protection of adults

2.4.1 Initial situation

**Article 12 UNCRPD** requires under the title “**Equal recognition before the law**” comprehensive participation of persons with disabilities in legal life, the recognition as persons before the law and their legal capacity and capacity to act on an equal basis with others. To be able to guarantee this, firstly, sufficient support measures are required and, secondly, safeguard

measures to prevent abuse. These include, particularly the sufficient consideration of the will of the person affected, the upholding of proportionality, a restriction of (representation) measures for as long as possible and their regular review by independent authorities/judicial bodies.

To comply with this requirement, the second **Law on the Protection of Adults** (2nd ErwSchG, BGBI (Federal Law Gazette) I. 59/2017), which entered into force on 1 July 2018, fundamentally reformed the existing legislation on guardianship.

According to the new Law on the Protection of Adults, any form of representation for the named group of persons is only subordinate in each case and may only be used if necessary (**principle of subsidiarity**). If representation is unavoidable, **four** (instead of formerly three) **possibilities of representation** are available (four-pillar model). None of these forms of representation leads to the automatic loss of the ability to act (legal capacity) of the persons affected. Pillars 1 and 2 (health care proxy and selected adult representation) can fundamentally be terminated or revoked by both sides; pillars 3 and 4 (statutory and judicial adult representation) automatically end after 3 years if they are not terminated or renewed beforehand.

The courts are called upon to transfer the old stock of guardianships to the new law **by 1 January 2024**. A clarification by the adult protection association on behalf of the court ("**Clearing**") now no longer just takes place in the proceedings on the first-time appointment of a court adult representative but also in the reappointment proceedings and in proceedings on the amendment and termination of the court adult representative or on the ordering or revocation of a reservation of approval.

The **information and advisory tasks of the adult protection associations** on questions of adult representation and its alternatives were extended regarding content and the target group. In addition, since 1 July 2018, it has been possible to have the **setting up and registration of alternative representation relationships** done at a low cost at the adult protection associations.

Furthermore, there is a need for action primarily in a further **expansion of the support services for people with disabilities** to implement the principle of "support ahead of representation" in the best possible way. As the work of court adult representatives from the adult protection associations is aligned to retain self-determination as far as possible, an increase

in the quota of court adult representatives taken over by the associations is to be used to provide persons affected with even more professional support.

Exchange meetings with relevant institutions (hospital associations, banks, registration passport authorities, etc.) and substantial feedback from practice and from persons affected have shown that **awareness** for the new law must still be increased.

2.4.2 Objectives and indicators

- (87) People with disabilities are to be able to **act independently in a legally binding manner**, if necessary, with the help of support services in line with requirements. A representation is to be avoided as far as possible.
- (88) The necessary support for **independent decision making** is to be guaranteed.
- (89) The **adult protection associations** are to be equipped with corresponding resources so that they can carry out their extended tasks and meet requirements as far as possible, in corresponding quality and in an appropriate duration.
- (90) Pursuant to the budgetary boundary conditions, the highest **possible level of care** is to be achieved **by the adult protection associations** in the target group of persons who require particularly qualified professional support. For this purpose, the number of support centres financed by the BMJ at adult protection associations is to be increased in this area in line with requirements.  
**Indicator:** Number of support centres financed by the BMJ at adult protection associations in this area
- (91) Knowledge of the possibilities of the **health care proxy** and/or the **selected adult representation** is to be increased.
- (92) The **acceptance of independent action** by people with disabilities is to be promoted within the framework of their decision-making capability through numerous institutions, such as banks, medical facilities and care and support facilities.

2.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
83	<b>Study</b> on the provision of the population with <b>support services to avoid adult representation</b> in the individual regions and on the acceptance of the <b>priority of support be-</b>	2025–2026	BMJ, in collaboration with the BMSGPK	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
	<b>fore representation</b> at banks, medical facilities and members of the health professions and in homes and comparable facilities			
84	Sufficient <b>equipping of the courts</b> and sufficient <b>funding of the adult protection associations</b> (ongoing evaluation of the impact on the courts and the associations, among others, through monitoring of the 2nd ErwSchG)	2022–2030	BMJ	Associations for the protection of adults: annually €58.8 million (annual valorisation 2%)
85	<b>Increase in the ratio</b> of the court adult representations taken over by the <b>associations</b> and acceleration of the supported decision making	2022–2030	BMJ	Setting up of additional support centres: annually €2.04 million (valorisation 2%)
86	Promotion of <b>knowledge of the law on the protection of adults</b> in the population, focus on health care proxy and selected adult representation (information in doctor's practices, social advice centres, municipal offices and senior citizens' associations) and ongoing <b>evaluation and revision</b> of the consensus documents "Banks", "Health professions" and "Homes and other care facilities"	2022–2030	BMJ	Costs are determined on distribution of budgetary funds
87	Ongoing <b>further training events</b> for <b>judges</b> , with the involvement of self-representatives with psychosocial disabilities for greater enshrinement of the applicable law on the protection of adults in the application of the law and to support the further development of the law on the protection of adults	2022–2030	BMJ	If they can be delimited, costs are determined on distribution of budgetary funds
88	Introduction of a process for the <b>expansion of the services for supported decision making</b> and clarification of the financing options, if necessary, within the framework of an inclusion fund	2024–2030	BMSGPK, BMJ  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol	Costs are determined on distribution of budgetary funds

## 2.5 Protection against violence and abuse

### 2.5.1 Initial situation

Pursuant to Article 16 UNCPRD, the parties to the Convention agree to take all appropriate measures to protect people with disabilities **from all forms of exploitation, violence or abuse**, both within and outside the home, including gender-based aspects.

A first prevalence study throughout Austria on behalf of the BMSGPK on the topic of “**Experiences and prevention of violence against people with disabilities**”<sup>13</sup> shows that people with disabilities experience violence to a substantially higher extent in their life than people without disabilities. The focus of the study carried out by a work group led by the Institute for the Sociology of Law and Criminology was the collection of data on the experience of violence in the life of people with disabilities who use facilities of disability assistance, live in psychosocial facilities or are in enforcement measures (“Maßnahmenvollzug”) in a facility for “mentally disturbed” lawbreakers.

More than **eight out of ten persons** with disabilities stated that they had already experienced psychological violence, and just under eight out of ten persons surveyed stated that they had experienced physical violence. **One in two of those surveyed** with a disability or psychological illness has already been affected by sexual harassment or sexual violence in their life.

The results of the study show that growing up in an unloving **family environment** and/or where there is physical violence and the presence of a **psychological illness** significantly increase the risk of experiencing violence for people with disabilities. In addition, the results of the study indicate a significant problem of **structural** and **institutional violence** against people with disabilities, whereby the size of the facilities alone is not associated with the extent of the experience of violence. According to the study, a shortage of personnel constitutes a special risk for violence in the institutional context.

Those who have an increased or specific need for support are exposed to a higher risk of being affected by violence. The **effective prevention of violence** starts as early as pre-school and school and continues in the work with victims and perpetrators and in sensitisation measures on violence against older people.

According to the World Health Organisation, in western countries, between one and ten per cent of older people are the victims of violence within the family.<sup>14</sup> The accessible website <http://www.gewaltinfo.at> serves as a discussion forum for current topics in violence

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<sup>13</sup> The full research results of the study: *Experiences and prevention of violence against people with disabilities* <https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=718>  
In order to make key research results from the study accessible for all people with disabilities, where possible, this was published in a brochure in easy language.  
(<https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=762>).

<sup>14</sup> Cf. [www.gewaltinfo.at](http://www.gewaltinfo.at)



prevention. Persons affected by violence will find information, addresses of points of contact and initial advice there.

Hate and incitement to hatred on social media and the Internet have hugely increased over the last decades. The attacks are also increasingly directed at people with psychological illnesses. With the package of laws against **Hate on the Internet**, new measures were proposed by the federal government to combat Hate on the Internet, particularly by strengthening personal rights and victim protection.

### 2.5.2 Objectives and indicators

(cf. also objectives in the sub-chapters 1.3 “Children with disabilities” and 1.4 “Women with disabilities”)

- (93) **Prevention and intervention** aim to prevent children and young people with disabilities from growing up in an unloving and a violent environment.
- (94) Children and adults with disabilities are to be provided with **sufficient therapeutic services** on working through experiences of violence.
- (95) Low-threshold **information** and **support**, which is available in accessible form and is close to the world that people with disabilities live in and combats violence against this group, is to be available in comprehensive form.
- (96) **In the facilities of disability assistance**, there should be care staff, concepts for the protection against violence and intervention plans linked to person-centred care concepts and forms of support that facilitate participation and independent living for the people to be supported.
- (97) People with disabilities should have **freedom of choice** regarding their **form of residence and of support**.
- (98) **Law enforcement officers** are to recognise the requirements of people with disabilities when there is intervention by police and respect them in each case. The topic of **hate crime** should be given greater attention in this regard.

### 2.5.3 Measures

(cf. also the measures in the sub-chapters 1.3 “Children with disabilities” and 1.4 “Women with disabilities”)

No.	Contents	Time	Jurisdiction	Costs
89	Continuation of the compulsory participation for <b>trainee judges</b> in seminars and internships on “ <b>victim protection</b> ” in collaboration with state-recognised victim protection organisations.	2022–2030	BMJ	for the period until 2030, if this can be delimited, at least around €1.1 million
90	As an accompanying measure to the package of laws “Hate on the Internet”, creation of a <b>brochure for victims</b> where all legal options and their prerequisites are depicted in easy language	2022	BMJ	€3,000
91	Provision of an accessible form on the website of the judiciary for the <b>judicial deletion of hate postings</b> by means of mandate proceedings (cease and desist order without prior hearing)	2022	BMJ	Costs covered by the department budget
92	Training courses for the <b>sensitisation</b> and the handling of ( <b>suspected</b> ) cases of domestic violence, sexual abuse and other cases of hardship within the framework of the visit accompaniment funded by the BMSGPK (project funding)	2022–2023	BMSGPK	€40,000
93	Adoption/integration of the documentation area regarding <b>crimes motivated by prejudice</b> in the standard operations of the <b>police crime statistics</b>	2022–2030	BMI	Costs covered by the department budget
94	Promotion of non-profit organisations and of the platform against violence for <b>regional prevention projects</b>	2022–2030	BKA	€2,480,000
95	<b>Platform against violence</b> : department coordination and networking meetings; website <a href="http://www.gewaltinfo.at">www.gewaltinfo.at</a>	2022–2030	BKA	€259,000
96	Measures to <b>protect against sexual violence</b> and implementation of the insights from the study on violence and the sensitisation of the employees of facilities on the topics of violence and abuse	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
97	Implementation of <b>peer dispute arbitrators</b> as a service for clients of disability assistance	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
98	<b>Consistent application of Section 283 of the Austrian Criminal Code (StGB)</b> (“incitation”), e.g., for verbal abuse that is disparaging or diminishes a person with disabilities in public opinion	2022–2030	BMI	Costs covered by the department budget

## 2.6 Legal protection in the event of restrictions on freedom

### 2.6.1 Initial situation

Legal protection in the event of restrictions on freedom is offered particularly by the **Institutional Care Act** (UbG) and the **Nursing Home Residence Act** (HeimAufG). The UbG regulates the restrictions on freedom in medical facilities and psychiatry departments. The HeimAufG applies for restrictions on personal freedom of residents of homes, in non-psychiatric medical facilities and in facilities for the care and education of minors (children and teenagers). Measures that restrict freedom are therefore to be reduced **to the extent that is absolutely necessary**.

Within the framework of further training events, judges who are entrusted with the UbG and the HeimAufG, as well as patient attorneys and resident representatives will be sensitised to the **special intervention intensity of restrictions on freedom**.

Statutory changes in placement law alone are not sufficient to avoid repeated placements. Above all, a dynamic **expansion of sociopsychiatric support systems** oriented to social needs is also required.

The same applies regarding the enforcement of measures (“Maßnahmenvollzug”) within the framework of the judiciary; a **need for reform** has already been evident for some time. In the process, the number of institutionalised persons, which has been continually increasing and has been greatly increasing again recently, is, firstly, a driving factor for reforms to the institutional conditions, and, secondly, the prerequisites for institutionalisation and thus also the regulations for conditional discharge are becoming the subject of criticism. The purpose of institutionalisation in the enforcement of measures is, on the one hand, the guaranteeing of public safety and, on the other hand, the required medical treatment and resocialisation.

Ninety-five of the crimes to be punished by the Austrian correctional administration are prison sentences under criminal law with a defined start and end. Measures that revoke freedom due to a risk resulting from a psychological impairment have to be implemented only to a **very small proportionate extent**.

## 2.6.2 Objectives and indicators

(99) **Sensitisation and further training measures**, in particular for employees of the special facilities for the enforcement of measures and judges entrusted with proceedings pursuant to the UbG and HeimAufG are to be continued in particular with regard to the special intervention intensity of restrictions on freedom and their effects on the persons concerned. **Current knowledge** of treatment and care standards, alternatives to restrictions on freedom and milder measures are to be **conveyed**.

**Indicator:** Evaluating **examination** of the **range of further training courses** for employees in the enforcement of measures of the special facilities and for judges regarding the efficient application of HeimAufG and UbG

(100) The **enforcement of measures** is to be comprehensively reformed.

(101) The number of **successive institutionalisations within a short period of time** is to be reduced.

(102) **Out-patient** psychiatric and social support is to be improved.

## 2.6.3 Measures

No.	Contents	Time	Jurisdiction	Costs
99	Annual <b>further training events</b> for judges on the special <b>intervention intensity of restrictions on freedom</b> according to the HeimAufG and the UbG, the effects on those concerned and <b>alternatives</b> and milder measures, also with the involvement of people with psychosocial disabilities (self-representatives).	2022–2030	BMJ	Costs are determined on distribution of budgetary funds
100	Comprehensive review of the legal bases currently valid for the enforcement of imprisonment measures up to a <b>modern law on measure enforcement</b> , considering the current legislation of the ECHR and particularly the legal protection system	2022–2030	BMJ	Costs are determined on distribution of budgetary funds
101	Continuation of the sensitisation for judges through <b>further training events</b> , also with the involvement of people with disabilities	2022–2030	BMJ	If they can be delimited, costs are determined on distribution of budgetary funds
102	Expansion of the <b>extramural services</b> for people with psychological disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

# 3 Accessibility

## 3.1 Accessibility in general

### 3.1.1 Initial situation

Accessibility is one of the **General Principles according to Article 3 UNCRPD** and is the prerequisite for people with disabilities being able to live independently, participate in society in full and on an equal basis and exercise their rights. **Article 9 (Accessibility)** includes the obligation of the States Parties to take measures to *“ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.”*

Accessibility standards and requirements are distributed across many relevant laws. A fundamental improvement in the accessibility for certain products and services is to be expected through the implementation of Directive (EU) 2019/882 on the accessibility requirements for products and services.

### 3.1.2 Objectives and indicators

- (103) On **federal, regional and municipal levels**, accessibility is to be implemented in all areas in a continuous and coordinated manner and in particular also include the existing stock.
- (104) **Public clients** obligated to procurement law are to be pioneers in the acquisition of accessible products and services.
- (105) **Norms** that include accessibility requirements are to be accessible in a **low-cost** or **funded** form for advisory facilities and be supplemented with easy-to-understand information sheets.
- (106) **Advising and support** in the area of accessibility are to be expanded at the federal, regional and municipal levels.

(107) Graduates of **relevant training courses** (particularly architecture, construction, software development and communication sciences) are to have knowledge in the areas of accessibility and **Design for All**.

### 3.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
103	Adaptation of the regulations regarding accessibility relating to the <b>awarding of special service contracts and licences</b> in the BVerG 2018 and BVerGKonz 2018	2022–2030	BMJ (approval from the regions is mandatorily required pursuant to Art 14b B-VG)	Costs are determined on distribution of budgetary funds
104	<b>Networking</b> of the advisory services and increased <b>information</b> in the area of accessibility through the Office of the Ministry of Social Affairs (Sozialministeriumservice)	2022–2030	BMSGPK	Costs covered by the department budget
105	Inclusion of the <b>accessibility requirements</b> in the <b>requests for proposals</b> of <b>Bundesbeschaffung GmbH</b> (in an analogous way to the federal General Terms and Conditions of Contract for IT services)	2023	BMSGPK, BMF, BIG/ARE, BB-GmbH	Costs covered by the department budget
106	<b>Competition</b> for comprehensive <b>accessible living</b> using assistive technologies	2022–2030	Ktn., Stmk., Bgld., Vienna, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 3.2 Services and offerings from the federation, regions and municipalities

### 3.2.1 Initial situation

The obligation contained in Article 9 UNCPRD to ensure accessibility of facilities and services open or provided to the public also refers explicitly to the **public sector** according to General Comment No. 2 (point 13).<sup>15</sup>

<sup>15</sup> Cf. <https://daccess-ods.un.org/access.nsf/Get?OpenAgent&DS=CRPD/C/GC/2&Lang=E>

The **federation** is obligated pursuant to **Section 8 of the Federal Disability Equality Act** to enable people with disabilities to have comprehensive barrier-free access to its services and offerings. This obligation also includes the indirect federal administration that is carried out by the regions (Länder).

People with disabilities must make several visits to authorities, prepare many applications and undergo a number of medical assessment and discussions to enforce a legal right. In places, they encounter **barriers** that **make it more difficult** for them to **access offerings and services** of the federation and regions. In addition, there is often incomplete information about the degree of accessibility of the buildings used by the federation, regions and municipalities.

In individual regions and for certain areas, there are **decisions** in easy-to-understand language or at least an information letter in **easy language** as an appendix to the decisions. This is not yet the case at the federal level. The content of the Internet pages of the federation and regions varies in comprehensibility; there are barely any versions in easy language or **translation videos in Austrian sign language**. Translations into Austrian sign language at press conferences and events, particularly at those that are transmitted live, are not yet comprehensively available.

Due to the COVID-19 pandemic, communication via **video conference** has largely replaced meetings. In the process, it has become apparent that some conventional tools used by the federation, regions and municipalities are **not accessible**.

The presence of **accessibility officers** in the federal ministries, particularly for the construction and ICT sectors, has contributed to their expertise being used and their involvement in planning processes.

### 3.2.2 Objectives and indicators

(108) All **public buildings** used by the federation, regions and municipalities are to be accessible.

**Indicator:** Percentage of the public **accessible buildings** used by the federation, regions and municipalities

(109) The federation, regions and municipalities are to provide **information** about the accessibility of all public **buildings** used by them.

(110) The federation, regions and municipalities are to ensure comprehensive barrier-free access to their information and **communication** (e.g., web presence and video conference tools).

(111) State **online procedures** are to be usable in barrier-free form.

**Indicator:** Percentage of accessible online procedures in the area of federal and regional administration

(112) **Civil servants** of the public administration should be able to continually acquire **knowledge on the topic of accessibility**.

**Indicator:** Number of the corresponding training courses and number of participants

(113) At regular intervals, **decision-making bodies** in public administration are to be trained in wording **easy-to-understand decisions**.

**Indicator:** Number of corresponding training courses and number of participants

(114) **Facilities** for people with disabilities are to be **comprehensively** accessible.

### 3.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
107	Setting up of a <b>work group</b> consisting of all <b>accessibility officers</b> of the ministries, with the involvement of experts from the disability sector for the exchange of experience and information	2022	BMSGPK	Costs covered by the department budget
108	Development of a <b>sample “Declaration of accessibility”</b> to describe the range of public buildings used by the federation, with the participation of the regions and the representatives of people with disabilities and considering the rules of the ÖVE/ÖNORM EN 17210	2024–2025	BMSGPK	Costs covered by the department budget
109	Evaluation of the <b>department’s stage-based plan</b> for constructional accessibility, with the involvement of experts for accessible construction, if necessary, within the framework of the annual investment and maintenance planning	2025	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs are determined on distribution of budgetary funds
110	Publication of the <b>“Declarations of accessibility”</b> for the public buildings used by the <b>federation</b>	2026	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs covered by the department budget



No.	Contents	Time	Jurisdiction	Costs
111	Development of <b>declarations in easy language</b> as appendices for <b>decisions</b> in the <b>federal administration</b> , with the involvement of people with disabilities	2024–2027	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs are determined on distribution of budgetary funds
112	Development of <b>declarations in easy language</b> as appendices for <b>decisions</b> in the <b>regional administration</b> , with the involvement of people with disabilities	2024	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
113	Provision of information for all federal ministries regarding <b>accessible streaming services</b> , particularly for the staging of events, conferences and training courses	2022	BMF	Costs are determined on distribution of budgetary funds
114	Provision of the core content on the <b>websites</b> of the federal ministries in an <b>easy language</b> and as <b>Austrian sign language translation videos</b>	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs are determined on distribution of budgetary funds
115	Provision of the core content on the <b>websites</b> of the regions in <b>easy language</b> and as <b>Austrian sign language translation videos</b>	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
116	Continuous <b>involvement of the accessibility officers</b> for the construction and IT areas in all planning processes of all relevant measures in the department area	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs are determined on distribution of budgetary funds
117	Continuous <b>initial and further training</b> for <b>employees</b> on the writing of easy-to-understand documents	2022–2030	BMSGPK, BMJ, BMI, BMLV, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	If they can be delimited, costs are determined on distribution of budgetary funds
118	In the departments, promotion of <b>subtitling</b> of videos and creation of <b>media alternatives</b> for certain target groups	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA,	If they can be delimited, costs are determined on distribution

No.	Contents	Time	Jurisdiction	Costs
	(among others, for the blind and deaf and people with learning disabilities)		BML, BMK, BMKÖS, BMF, BMBWF, BMAW	of budgetary funds
119	<b>Training</b> of employees in the area of accessible <b>communication</b> and <b>information</b>	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
120	<b>Information</b> on <b>application forms</b> also in easy <b>language</b> for services in disability assistance	2022	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
121	Ensuring the <b>comprehensive</b> accessibility of <b>facilities</b> for people with disabilities and involvement of organisations for persons with disabilities in the inspection	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
122	State-of-the-art barrier-free access to <b>police stations</b> ; retrofitting of workplaces	2022–2030	BMI	Costs are determined on distribution of budgetary funds

### 3.3 Accessibility of buildings

#### 3.3.1 Initial situation

Pursuant to **Article 9 UNCRPD**, Austria is obligated to take suitable measures with the goal of guaranteeing **access to the physical environment** for people with disabilities to put them on an equal basis with others. These measures, which include the identification and elimination of obstacles and barriers, apply, among others, for buildings, including schools, housing, medical facilities and workplaces.

**Construction law** is a competence of the **regions**. Accordingly, there are different regulations, such as the number of storeys a building must have before a lift is mandatory.

It is important to pay attention to the accessibility or adaptability of residential space in the **planning phase** to save subsequent retrofitting costs. This requires knowledge and skills in the area of accessible construction and planning. Individual regions already have **competence** or **consultation centres for accessible construction**.

Currently, only **13% of the apartments** in Austria are accessible and can be used in at least a retrofitted form<sup>16</sup>. Tenancy and housing laws play a major role in the elimination of barriers in existing buildings. Problems arise in this context predominantly with condominiums. In practice, the consent from all owners to the planned measures frequently caused huge difficulties. An important step in this context was the introduction of an **assumed consent for accessibility measures** linked to the non-filing of an objection in Section 16 Paragraph 5 of the Condominium Act (WEG) in 2021. The accessible design of condominiums or the general parts of the property is also a privileged measure according to Section 16 Paragraph 2 Clause 2 of the WEG.

### 3.3.2 Objectives and indicators

(115) Accessible and retrofitted **housing** is to be accelerated.

(116) **Competence and consultation centres** on the topic of accessible construction are to be set up in all regions.

### 3.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
123	Support in the accessible construction of <b>municipal apartments</b> , ongoing accessible <b>retrofitting</b> of old buildings and adapting apartments to make them accessible	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
124	Linking of <b>housing funding</b> with accessible or adaptable housing; creation or expansion of funding for adaptation with the purpose of making apartments accessible	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

<sup>16</sup> Cf. [http://www.klagsverband.at/dev/wp-content/uploads/2013/12/Wohnbau\\_barrierefrei\\_GoodPracticeGuide.pdf](http://www.klagsverband.at/dev/wp-content/uploads/2013/12/Wohnbau_barrierefrei_GoodPracticeGuide.pdf)

## 3.4 Communication in sign language

### 3.4.1 Initial situation

Since 2005, with the introduction of **Article 8 Paragraph 3 B-VG**, **Austrian sign language** has been rooted in the federal constitution and recognised **as an independent language**. However, this provision does not grant individual persons any enforceable rights. The further implementation is done by simple-laws. A specification of this recognition is still largely missing. At the same time as the amendment to the B-VG, the importance of Austrian sign language for deaf persons was also unanimously emphasised in a **resolution** by the National Council.<sup>17</sup>

Articles 5, 9 and 21 of the UNCRPD identify the need to provide services and structures to facilitate **communication in sign language**.

In 2014, the **need for sign language interpreters** throughout Austria was ascertained in a comprehensive study.<sup>18</sup> There are two fundamental problems: Firstly, there is a lack of data on the number of persons who use Austrian sign language and are dependent on sign language interpreting services in everyday life. Secondly, there are not enough sign language interpreters, and there is a lack of incentives and training capacities to be able to learn and practise this profession. In addition, there is a lack of a **uniform placement agency throughout Austria**.

Sign language interpretation services also require **financial resources**. With major and lengthy events, several sign language interpreters must be used. Although sign language interpreting services are partially funded or financed by the federation or the regions, many people with impaired hearing are unable to pay for the communication costs in everyday life.

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<sup>17</sup> Cf. E 117-NR/XXII. GP: Accordingly, the federal government is asked to **examine** whether the importance of sign language for deaf persons has been taken into sufficient account by statutory regulations.

<sup>18</sup> Cf. [https://info.sozialministerium.at/bundesministerium/iv-behinderung-und-pflege-vorsorge/studien/OeGS-DolmetscherInnen\\_IHS-Projektbericht\\_KORR\\_Dezember2014.pdf?7qkuv3](https://info.sozialministerium.at/bundesministerium/iv-behinderung-und-pflege-vorsorge/studien/OeGS-DolmetscherInnen_IHS-Projektbericht_KORR_Dezember2014.pdf?7qkuv3)

In general, the number of persons skilled in sign language should be increased, e.g., by **conveying basic knowledge** in schools, through (AMS) courses or by means of initial and further training programmes of the federation, the regions and the social partners.

### 3.4.2 Objectives and indicators

(117) Persons who are deaf, hard of hearing or deaf-blind are to be able to communicate in all areas of the federal administration and in the health sector in a form that is **easy to understand for them** (Austrian sign language, Lormen and speech-to-text interpreting). This is to be achieved, among others, by enough sign language interpreters as well as the assumption of costs for the interpreting services.

(118) The number of sign language interpreters is to be increased, particularly through the expansion and **improvement of the training courses offered**. The sign language interpreting services are thus to be gradually approximated to international standards.

**Indicator:** Number of sign language interpreters

(119) A **central point of contact** for the placement of sign language interpreters in each region is intended to ensure transparency, improved planning certainty and a fairer income for sign language interpreters.

(120) **Other services** for people with hearing disabilities, such as speech-to-text interpreting, are also to be expanded.

### 3.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
125	Training of <b>additional sign language interpreters</b>	2022–2030	BMSGPK	€4 million
126	Development of a <b>central coordination centre</b> for sign language interpreters in regions where such a centre does not yet exist, with the involvement of all stakeholders	2022–2024	BMSGPK	Costs are determined on distribution of budgetary funds
127	<b>Expansion of support services</b> in line with requirements for the deaf and hard of hearing to promote vocational participation (e.g., speech-to-text interpreting)	2022–2030	BMSGPK	€2.4 million
128	Uniform <b>cost payment regulations for interpreting services</b> outside of court and administrative proceedings	2023–2024	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK,	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
			BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	

## 3.5 Transport

### 3.5.1 Initial situation

According to **Article 9 UNCRPD (Accessibility)**, Austria is obligated to ensure measures for people with disabilities that enable suitable *access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.*”

In addition to individual road transport, public road, rail, air and ship transport is a fundamental factor to facilitate **mobility** and thus also **independent living** for people with disabilities.

In **national and EU transport laws**, there are numerous regulations that affect people with disabilities directly and indirectly and protect them against discrimination in transport and safeguard for them a right to assistance and necessary exceptions.

**The transport infrastructure**, such as railways and stops as well as **vehicles**, is already equipped so that it is accessible in many areas, and accessibility is continuously being improved as finances allow and according to the ongoing state of the art.

In the **Master Plan for Walking**—the strategy to promote pedestrian traffic in Austria (BMK, 2015)—reference is made to the consideration of accessibility in spatial, transport and infrastructure planning. However, new barriers for pedestrians are being created through the increased usage of bicycles (bikes and scooters).

In addition to scheduled transport, an increasing number of **demand-driven mobility services** are being used (shared taxis, municipal buses, minibus services). However, these are frequently not accessible.

### 3.5.2 Objectives and indicators

(121) **Independent mobility** is to be made possible for people with disabilities through careful planning and configuration of the infrastructure.

(122) The **public transport services** for people with disabilities, particularly in rural areas, is to be **expanded** and configured in an accessible form with the involvement of self-representatives.

### 3.5.3 Measures

No.	Contents	Time	Jurisdiction	Costs
129	Inclusion of the topic of accessibility as an inclusive interface problem at the <b>coordination meetings</b> of the BMK with the transport providers	2022–2030	BMK	Costs are determined on distribution of budgetary funds
130	Regular publication of the <b>series of brochures</b> “Barrierefreie Mobilität” (accessible mobility) and of publications on the topic of accessibility in transport	2022–2030	BMK	Costs are determined on distribution of budgetary funds
131	Development of specifications for an accessible <b>charging infrastructure for electric vehicles</b> in the public space (Forschungsgesellschaft Straße–Schiene–Verkehr—FSV)	2022–2030	BMK	Costs are determined on distribution of budgetary funds
132	Project funding and presentation and specialist exchange about <b>research projects</b> on the topic “Barrierefreie Mobilität” (accessible mobility) (research forum “Mobilität für alle”, <a href="http://www.forschungsforum-mobilitaet.at">www.forschungsforum-mobilitaet.at</a> )	2022–2030	BMK	Costs are determined on distribution of budgetary funds
133	Revision of the <b>Guidelines for accessible public transport</b>	2022–2030	BMK	Costs are determined on distribution of budgetary funds
134	<b>Quality campaign for rail vehicles</b> with full consideration of the concept of accessibility	2022–2030	BMK	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
135	Continuation of the provision of accessible infrastructure at <b>stations and stops of ÖBB</b> -Infrastruktur AG pursuant to the staged plan for transport	2022–2030	ÖBB, BMK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
136	Expansion of accessible public transport and/or development of mobility strategies in <b>rural regions</b> , with the involvement of organisations representing persons with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
137	Interlinking and accessible organisation of <b>scheduled transport and flexible services</b> for people with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
138	Procurement of new <b>accessible rail vehicles</b>	2022–2030	BMK Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
139	<b>Data collection on the usage of public transport</b> by people with disabilities	2022–2030	BMK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 3.6 Culture

### 3.6.1 Initial situation

According to **Article 30 UNCRPD** (Participation in cultural life, recreation, leisure and sport), Austria recognises *“the right of persons with disabilities to take part on an equal basis with others in cultural life”* and *“shall take all appropriate measures.”* These measures include **access to cultural material**, television programmes, films, theatre and other **cultural activities** in accessible formats and the access to **places for cultural performances or services**, such as theatres, museums, cinemas, libraries and tourism services, as well as, as far possible, to monuments and **sites of national cultural importance**. In addition, Austria must take appropriate measures *“to enable persons with disabilities to have the opportunity to develop and utilize their creative, artistic and intellectual potential, not only for their own benefit, but also for the enrichment of society.”*



Many establishments in Austria's art and cultural scenes, such as theatres and museums, are currently **not yet comprehensively accessible**. The same applies for information about art and cultural facilities, particularly their websites.

Art, culture, disability and inclusion are very often only viewed under the aspect of accessibility and mediation work and thus reduced to the participation of visitors with disabilities. Above all, insights from interdisciplinary Disability Studies clearly show that attention should also be increasingly paid to **artists** with disabilities and to people with disabilities who work in the **areas of art and culture**.

### 3.6.2 Objectives and indicators

(123) People with disabilities are to be actively involved in the development and implementation of projects and measures **in all areas of art and culture** (production, presentation and communication) and in all disciplines of art.

**Indicator:** Number of projects and measures with different target groups of people/artists with disabilities in each area of art

(124) **Accessible communication about art and culture** is to be comprehensively increased, also through trained peers (people with disabilities).

**Indicator:** Number of the people with disabilities employed in the communication of art and culture in federal museums (peers)

(125) Cultural facilities and cultural events are to be organised **in a comprehensively accessible form**.

(126) A co-existence of artists with and without disabilities (**mixed-abled**) is to be created that raises awareness of disability.

**Indicator:** Number of mixed-abled events

(127) People with disabilities are to be able to participate **actively in the creation and organisation of culture** (e.g., theatre performances and music events).

(128) **Artists with disabilities** are to be **supported** more.

(129) People with disabilities are to be perceived and addressed as a **target audience** of cultural events.

(130) For people with disabilities, comprehensive **barrier-free access to literature** is to be made possible, e.g., through audio books or sign language videos.

(131) The communication of art and culture in the different artistic and cultural fields is to be done in a **manner specific to the target group**.

### 3.6.3 Measures

No.	Contents	Time	Jurisdiction	Costs
140	Specific <b>tours and workshops</b> for people with disabilities and for school classes	2022–2030	BMKÖS, federal museums, ÖNB	Costs vary depending on the services offered and the number of participants for the formats
141	Provision of communication formats in <b>sign language</b> and in <b>easy language</b> (in analogue and digital forms) in the federal museums and the Austrian National Library (ÖNB)	2022–2023	BMKÖS, federal museums, ÖNB	€150,000
142	<b>Online tours and guides</b> in the federal museums and the ÖNB	2022–2023	BMKÖS, federal museums, ÖNB	€150,000
143	Creation of <b>accessible websites</b> , considering information in <b>easy language</b> and <b>Austrian sign language</b> in public cultural establishments.	2022–2023	BMKÖS, federal museums, ÖNB, federal theatres, BDA	€490,000
144	Closure of gaps in the <b>accessible construction design</b> in public cultural establishments	2022–2026	BMKÖS, federal museums, ÖNB, federal theatres	Projects currently in planning, costs vary depending on execution
145	Development and implementation of a <b>museum educational learn model</b> <sup>19</sup> for deaf people and people with learning disabilities for the purpose of <b>training peers</b> to become communicators, with the involvement of the working group “ARGE inclusive museum”	Development: 2022–2024; Implementation: 2025–2030	BMKÖS, federal museums, ÖNB	Costs are determined on distribution of budgetary funds
146	<b>Further training</b> on the topic of accessibility and inclusion for staff of federal museums and theatres and of the ÖNB	2022–2030	BMKÖS, federal museums, ÖNB, federal theatres	Projects currently in planning, costs vary depending on execution
147	Increased consideration of <b>diversity and inclusion</b> in the funding activity of the BMKÖS	2022–2030	BMKÖS	Costs covered by the department budget

<sup>19</sup> Based on MADE (Museum and Art Education for Deaf Empowerment), cf. <https://www.madeproject.eu/the-project/>

No.	Contents	Time	Jurisdiction	Costs
148	Project funding to <b>support active practising of culture</b> by people with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
149	Equipping of centres that provide information and knowledge (libraries, archives, etc.) with <b>reading desks</b> for the blind and visually impaired	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
150	Making <b>cultural services easier to use</b> for people with disabilities by improving accessibility	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
151	<b>Sensitisation</b> of visitors to cultural events for concerns of people with disabilities within the framework of <b>cultural events</b>	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
152	Reviewing the funding of the provision of <b>literature in easy language</b>	2022–2030	BMKÖS Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 3.7 Sport

### 3.7.1 Initial situation

Sport and exercise not only make a fundamental contribution to strengthening health, they also promote inclusion and contribute to the positive change in how people with disabilities are perceived. **Equal access to sport** must therefore be made possible for all people with disabilities.

The term “sport” not only includes the **active playing of sport** by people with disabilities in popular, preventive, rehabilitation, school competition and professional sport, but also the **passive enjoyment of sport** (as a spectator) and the participation of people with disabilities in the **structures** of organised sport.

**Popular sport** is important for the recruitment of talents on their way to high-performance sport and for all people with disabilities, also for people with a high need for support. Disabled sport is supported by numerous statutory funding measures. When there is an equivalent in non-disability sport for a sport, an increasing number of general sports associations are including this sport. Some sports for which there is no equivalent in non-disability sport are popular, and there is a league system.

**Role models** and **sporting idols** make it easier to inspire young people with disabilities, particularly to take up sport.

Sportsmen and sportswomen with disabilities are entitled to respect and safety in sport. **Preventive measures** against (sexualised) violence are therefore essential.

During construction or a major retrofitting, the **accessibility of sports venues** is to be guaranteed. In many cases, however, sports venues are not accessible without barriers for both sportsmen and sportswomen and for spectators with disabilities, which is primarily due to the long duration of usage of many older sports venues.

### 3.7.2 Objectives and indicators

(132) **Inclusion** of disability sport in general sport (particularly in the federal sports associations) and the **equal treatment** of disability sport is to be achieved in all funding situations.

(133) **Accessible spaces for movement** are to be ensured in sports venues.

**Indicator:** Percentage of the **sports venues** to be newly constructed or retrofitted in an accessible format **every year**

(134) The opportunities offered in the area of **popular** and **school sport** are to be expanded. Sports opportunities are to be created for all persons with disabilities who wish to do sport. The focus is to be on an interaction between sportsmen and sportswomen with and without disabilities that raises awareness.

**Indicators:** Number of **sports opportunities offered for people who require assistance** per week and region; **number of school sports events** per year and region in which children who require assistance can also participate; **number of inclusive sports events**

(135) People with disabilities are to be protected more against **violence** and **abuse** in conjunction with sports activities.

(136) There is to be a **comprehensive organisational structure** to support disability sport.

### 3.7.3 Measures

No.	Contents	Time	Jurisdiction	Costs
153	Promotion of <b>federal sports associations</b> for the inclusion of sportsmen and sportswomen with disabilities	2022–2030	BMKÖS	annual €650,000
154	Establishment of <b>accessibility</b> as a prerequisite for funding from public funds when constructing or retrofitting sports venues	2022–2030	BMKÖS	Cannot be quantified
155	Development of a <b>brochure “Barrierefrei ins Stadion” (into the stadium without any barriers)</b> for sports venues and sports stadiums	2022–2030	BMKÖS, ÖISS	€10,000
156	Expansion of the <b>coordination</b> between the sports associations engaged in disability sport	2022–2030	BMKÖS/BundesSport GmbH	Costs covered by the department budget
157	<b>Exercise opportunities</b> for people with disabilities by specially trained and appointed exercise and information coaches, particularly suited for people who require assistance	2022–2030	BMKÖS/ÖBSV	annual €90,000
158	Implementation of the training <b>“Übungsleiter—Basismodul PLUS Behindertensport”</b> (exercise leader—basic model PLUS disability sport) in which people with disabilities teach how people with disabilities are to be guided in exercise and sport	2022–2030	BMKÖS/ÖBSV	annual €10,000
159	Support of measures to prevent <b>violence and abuse</b> against people with disabilities in sport	2022–2030	BMKÖS	annual €10,000
160	Funding of <b>projects for inclusive sport</b> and of <b>sporting talents</b> with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 3.8 Media

### 3.8.1 Initial situation

Media are a **significant part** of our daily life and penetrate all areas of our society. The reporting and thus the visibility of a topic in the media has an influence not least on **political**

**decisions.** What is reported on in detail in opinion-forming media is reflected more often in political actions as opposed to topics that are concealed or addressed only on special anniversaries.

The topic of disability is **not sufficiently present** in the media and is often linked to the image of poor persons who require donations. People with disabilities are frequently portrayed as beggars or victims. A one-sided and limited portrayal results in a distorted perception and strongly shapes the public image of people with disabilities in a manner that does not match reality. This solidifies **barriers “in the minds.”**

Within the framework of the programme mandate, the Austrian Broadcasting Corporation ORF must ensure that the concerns of people with disabilities are given appropriate consideration. The programmes and online services of the ORF and the advertising shown there must **respect human dignity** and the **fundamental rights** of others when it comes to their design and content. The ORF and other audiovisual media services are also obligated by law to every year continually increase the percentage of **programmes accessible** to people with impaired hearing and/or vision and to people with learning disabilities, particularly through sign language, subtitling, audio description and easy-to-understand menu guidance. There is still an insufficient number of services available in accessible form.

### 3.8.2 Objectives and indicators

(137) All programmes of the ORF and other audiovisual media services are to be **comprehensively accessible**. Its own new productions are to be accessible from the outset.

**Indicators:** Extent of the **annual increase** in **accessible TV formats** in the **ORF**; extent of the **annual increase** in **accessible TV formats** of other **audiovisual media services** in the report of the Austrian Regulatory Authority for Broadcasting and Telecommunications (RTR).

(138) The life of people with disabilities should be shown in the media in an **objective and balanced manner** in all its aspects. Discriminating terms such as “suffering,” “stuck in a wheelchair” or “deaf and mute” are to be avoided and a **focus placed on** the strengths of people with disabilities.

(139) People with disabilities are to regularly **design** and **present** programmes of the ORF.

(140) The issues of people with disabilities are to be dealt with in all media **departments** as **cross-sectional material**.

### 3.8.3 Measures

No.	Contents	Time	Jurisdiction	Costs
161	Inclusion of <b>diversity</b> and <b>inclusion</b> in <b>media-specific vocational training</b> and <b>study courses</b> (within the framework of the performance agreement)	2022–2030	BMBWF	Costs are determined on distribution of budgetary funds
162	Checking press mailings for <b>discrimination-free language</b> when referencing people with disabilities	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs are determined on distribution of budgetary funds
163	<b>Representation</b> and <b>inclusion</b> of people with disabilities within the framework of <b>film funding</b> as a structural <b>objective</b> of the project commission of the Austrian Film Institute, also with an increased involvement in production processes	2022–2030	BMKÖS	No costs
164	Funding of <b>accessible versions</b> of Austrian <b>films</b> with subtitles and audio description by the <b>Austrian Film Institute</b>	2022–2030	BMKÖS	Costs as required
165	<b>Provision of advice for media professionals</b> via the website <a href="http://www.barrierefreiemedien.at">www.barrierefreiemedien.at</a>	2022–2030	BKA	Costs are determined on distribution of budgetary funds
166	Creation, implementation and annual evaluation of the <b>Action Plan</b> by the <b>ORF</b> envisaged in the ORF-G	2022–2030	KommAustria	Costs are determined on distribution of budgetary funds
167	Creation, implementation and annual evaluation of the <b>Action Plan</b> by all <b>private Austrian broadcasters</b> and other <b>audiovisual media services providers</b> (e.g., streaming services) envisaged in the AMD-G.	2022–2030	KommAustria	Costs are determined on distribution of budgetary funds
168	<b>Redesign</b> of the ORF donations campaign “ <b>Licht ins Dunkel</b> ” (“Light into the Dark”) regarding the depiction of people with disabilities, based on positive foreign examples	2022–2030	ORF	Costs are determined on distribution of budgetary funds

## 3.9 Information society

### 3.9.1 Initial situation

**Article 9 UNCRPD** obligates Austria to take appropriate measures to make it possible for people with disabilities to have **access to information and communication technologies** on an equal basis with others. For people with disabilities, these technologies offer good opportunities for comprehensive participation, but only assuming that they are available in accessible form.

Accessibility is therefore to be taken into consideration **early in the development** so that the product is accessible from the outset. This is the simplest and most cost-effective variant.

Digital processes and services in the public sector are being constantly developed further and redesigned. Often, the concerns of people with disabilities are fundamentally affected. In particular, the **use of new technologies**, such as Artificial Intelligence (AI), is expected to be more prevalent in future also in the area of public administration. It is therefore particularly important when developing principles for the use of these technologies that potential disadvantages for people with disabilities are avoided from the outset through the involvement of stakeholders.

A fundamental improvement in accessibility in important areas of life with a focus on information and communication technology will be achieved with the national implementation of the Directive (EU) 2019/882 on the accessibility requirements for products and services that entered into force on 27 June 2019. According to the EAA, economic operators are obligated to guarantee the accessible usage of **certain products and services in the area of information and communication technology**, such as payment terminals, ATMs, ticket and check-in machines, computers (hardware and operating systems), electronic communication services and access services to audiovisual media services, including terminals, from 28 June 2025 onwards. For this, detailed accessibility requirements have been created that are also relevant in the awarding of public contracts.



### 3.9.2 Objectives and indicators

(141) Enabling people with disabilities to **live independently** is to be supported by the expansion and promotion of information and communication technologies.

(142) **Participation** of people with disabilities is to be made possible in all areas and on relevant committees for **digitalisation**.

**Indicator:** Number of relevant committees for digitalisation in which people with disabilities or those representing their interests are **represented**.

(143) **Websites** and **mobile applications of public organisations** are to be organised in accessible form for users, particularly for people with disabilities.

**Indicator:** Percentage of websites and mobile applications of public organisations that are organised in **accessible form**.

### 3.9.3 Measures

No.	Contents	Time	Jurisdiction	Costs
169	Design of <b>websites</b> and <b>mobile applications of public organisations</b> , particularly awarding platforms, <b>accessible according to WCAG</b> in the respectively valid version	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
170	<b>Legislative implementation of the Directive (EU) 2019/882</b> on the accessibility requirements for products and services(EAA)	2022	BMSGPK	Costs covered by the department budget
171	Assistance in the implementation of <b>web accessibility courses</b> at universities, universities of applied sciences, etc., by the Austrian Research Promotion Agency (Österreichische Forschungsförderungsgesellschaft)	2022–2030	BMF	Costs are determined on distribution of budgetary funds
172	<b>Standardisation</b> of technologies (e.g., programming language in ISO/IEC JTC1/SC 22 WG 17); nationally via ASI and internationally via ISO	2022–2030	BMF	Costs are determined on distribution of budgetary funds
173	Nomination of experts from the area of people with disabilities to relevant <b>committees in the area of digitalisation</b>	2022–2030	BMF	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
174	Development of <b>ethics principles for artificial intelligence (AI)</b> that are based on “human-centred AI” and explicitly consider users with disabilities, with the inclusion of people with disabilities	2022–2030	BMF, BMK	Costs are determined on distribution of budgetary funds
175	Active collaboration in the development of guidelines/regulations for the use of AI on an <b>international level</b>	2022–2030	BMF, BMK	Costs are determined on distribution of budgetary funds

## 3.10 Tourism

### 3.10.1 Initial situation

According to **Article 30 Paragraph 1** of the **UNCRPD**, the States Parties ensure that people with disabilities also have access, among other things, to **tourism services**.

Just over 50% of people with disabilities have problems in organising their leisure activities<sup>20</sup>. To eliminate these obstacles, there needs to be **information** and **support** for people with disabilities through targeted measures of the **tourism and leisure industry**.

### 3.10.2 Objectives and indicators

(144) Companies in the **tourism and leisure industry** are to be **sensitised** to the requirements of people with disabilities and informed about implementation options for accessible services.

(145) **Workplaces** in tourism companies are to be organised in **accessible** form to make it possible for people with disabilities to participate more.

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<sup>20</sup> Cf. report of the federal government about people with disabilities in Austria 2016

### 3.10.3 Measures

No.	Contents	Time	Jurisdiction	Costs
176	<b>Information documents</b> on the topics of accessible art and cultural services, nature offerings, interaction with guests with disabilities	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
177	<b>Technical information sheets</b> (based on the ÖNORM B 1600ff series of norms) on the topics of accessible playgrounds, accessibility in public spaces, accessible WC facilities, accessible building entrances, accessible doors, accessible hotel rooms and accessibility of websites and documents	2022	BMAW	Costs are determined on distribution of budgetary funds
178	<b>Technical information sheet</b> on the topic of “ <b>Barrierefreie Arbeitsstätten</b> ” ( <b>accessible workplaces</b> ) with current examples and easily implemented solutions for tourism companies	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
179	Funding of construction investments to establish accessibility within the framework of the <b>operational tourism funding</b> of the federation	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
180	Accessible <b>information material</b> for travellers with disabilities from abroad on the topic of using <b>disabled parking spaces</b> and <b>public transport</b> in Austria and associated discounts	2022–2030	BMK	Costs are determined on distribution of budgetary funds

## 4 Education

With the ratification of the UN Convention on the Rights of People with Disabilities (UNCRPD), Austria undertook in 2008 to protect, promote and guarantee the human rights of people with disabilities, and these included the right to education. Austria is thus committing itself pursuant to **Article 24 Paragraph 1 UNCRPD** to the long-term establishment of an inclusive education and academic system along the entire education chain.

The Federal Ministry of Education, Science and Research (BMBWF) is continuing its path towards an inclusive education and academic system and is committed to a systemic **transformation process that encompasses an inclusive culture of teaching and learning**. In this regard, in accordance with Article 24 UNCRPD, the goal is being pursued of expanding inclusive education and apprenticeships offered so that children, young people and adults find a correspondingly participative and inclusive learning environment on the basis of their requirements and their talents. Within the framework of the implementation of the NAP on Disability, inclusion is understood equally as both a goal and a process. Pursuant to Article 24 UNCRPD, an **inclusive education system** aims to ensure the joint teaching of and learning by all children, young people and adults. Consequently, the process is being continued of expanding inclusive services in the long term to open the best possible education and training to all persons. The promotion of equal opportunities by facilitating access and participation rights to education and training and their foothold and the constructive handling of diversity are the focus as central guiding principles. The strategic alignment for the further development of an inclusive education and science system is based on the “**Strategy and Position Paper on Inclusive Education and Special Needs Education**” of the Federal Ministry of Education, Science and Research and is focused on the following main areas:

- Strengthening of the collaboration and joint responsibility between the federation and the regions (Länder) on the further development of an inclusive education system on all levels;
- Establishment of Competence Centres for Inclusive Education (“Kompetenzzentren für Inklusive Pädagogik”, KIP) embedded in existing structures of boards of education to transfer and pool inclusive competences in mainstream schooling;
- Expansion of inclusion within the framework of the formation of school clusters;
- Embedding inclusive teaching competence in school management and educators;

- Optimisation of the transitions in the education and academic systems and to the labour market from an inclusive perspective;
- Strengthening the awareness for language that is sensitive to diversity.

The implementation of the NAP on Disability 2022–2030 as a joint mission can only succeed in constant **exchange with stakeholders**. With this in mind, the continuation of the structured dialogue and the consultation of the stakeholders and a **scientific accompaniment** are envisaged for the implementation phase until 2030.

This chapter is structured into an overarching sub-chapter, with central concerns that relate to the entire education chain, and into further sub-chapters that highlight specific needs for action in the various areas of education and science and research. Following the respective initial situations, central objectives and the respective measures and indicators in the area of education, science and research are described. The detailed strategy of the BMBWF on the further development of an inclusive education and academic system<sup>21</sup> with a total of **50 measures** in the area of education, science and research will be published separately and is to be found in the contribution document by the BMBWF on the NAP on Disability. Continuous, structured negotiations among the federation, regions and municipalities are being conducted on how the measures are implemented.

## 4.1 Inclusive education along the entire education chain

### 4.1.1 Initial situation

When implementing projects to establish an inclusive education system, the different **areas of competence of the federation, regions (Länder) and municipalities** regulated under constitution law are a challenge in many areas. In this regard, the aim, considering the initial

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<sup>21</sup>The strategic alignment for the further development of an inclusive education and science system is based on the “Strategy and Position Paper on Inclusive Education and Special Needs Education” of the Federal Ministry for Education, Science and Research in collaboration with the Advisory Board for Inclusion and Special Needs Education.

Strategy and position paper on inclusive education and special needs education (2021),  
[https://www.bmbwf.gv.at/dam/jcr:870e31c0-e5ba-4092-a86c-93de670aa4d2/cb\\_inklusion\\_210324\\_2.pdf](https://www.bmbwf.gv.at/dam/jcr:870e31c0-e5ba-4092-a86c-93de670aa4d2/cb_inklusion_210324_2.pdf)  
 Version in easy language: [https://www.bmbwf.gv.at/dam/jcr:f2e8408d-bc45-4b8c-a8ce-da7317d37dd4/cb\\_inklusion\\_II.pdf](https://www.bmbwf.gv.at/dam/jcr:f2e8408d-bc45-4b8c-a8ce-da7317d37dd4/cb_inklusion_II.pdf)

situation of the respective region, is to create common processes for the interaction of different players and to make target-oriented usage of existing formats (Article 15a B-VG Agreements, resource, target and performance plans, etc.) to drive the further development of an inclusive education system forward on all levels.

The **transitions** between primary education and school, within the school system, between school and the labour market as well as between the school and university system are pivotal challenges. These transitions are to be organised so that individual requirements, interests and potential of children, young people and adults can be recognised and acknowledged, and decisions taken regarding suitable education and professional paths in the best possible way.

A key success factor for high-quality education and training is the constant **further development of the expertise of the teachers** in heterogeneity and diversity. The further development of initial, continuing and further training content in inclusive education extends from primary education and teacher training curricula in all age ranges and subjects and/or faculties to adult education and the university sector. Competence in inclusive education is also of great importance at management level. This results in a need for action so that formerly trained special needs teachers are placed on an equal basis and in future can not only head up special schools but also primary and secondary schools or pre-vocational schools.

Inclusion as a task of society overall also means that all organisational units assume responsibility in education, science and research facilities and contribute to **raising awareness and the implementation of inclusion in the respective area of responsibility**. A fundamental aspect of raising awareness is language because language shapes attitudes and creates reality. In this respect, a focus is also to be placed on a terminology that is compatible with the equality of people with disabilities and on respectful inclusive wording based on the understanding of a social model of disability. Strategies, guidelines, documents, brochures and other publications from education administration are to be aligned to these principles.

A **scientific accompaniment** is pivotal to monitor the gradual implementation of the objectives and measures rooted in the NAP on Disability in the area of education, science and research. That is why in 2022, a **formative evaluation** for the gradual implementation of the measures of the NAP on Disability 2022–2030 in the area of education, science and research will be prepared and then implemented with the involvement of stakeholders according to the standards of evaluation in the research, technology and innovation policy.

Along with this formative evaluation, indicators are also being considered that go beyond those listed here.

#### 4.1.2 Objectives and indicators

- (146) **Expansion of inclusive education and training** up to an inclusive education and academic system
- (147) Establishment of exchange and **co-operation among the federation, regions and municipalities** regarding the joint further development of an inclusive education and academic system
- (148) **Optimisation of the transitions** in the education and academic system and to the labour market from an inclusive perspective
- (149) **Further development of the quality** of inclusive education and training by strengthening inclusive education skills
- (150) **Raising awareness and sensitisation** for the topic of inclusion along the entire education chain
- (151) Strengthening of the **awareness of inclusive language** in education administration
- (152) **Ongoing scientific accompaniment and evaluation of the measures rooted in the NAP on Disability 2022–2030** in the area of education, science and research

#### Indicators:

- **Results of the consultations** between the federation and regions on the guaranteeing of participation and accessibility (e.g., regarding afternoon care) are available and are being implemented.
- **Interim results of the consultations** between the federation and regions are available until 2024.
- Interface map on the transitions in the education and academic system from an inclusion perspective is available.
- **Action plan to reduce barriers and optimise the transitions** in the education and academic system and to the labour market from an inclusion perspective is available.
- Awareness for inclusion in language and content is shown in the communication and in the actions of the education administration.
- 2025: **First interim report** on the evaluation for the period 2022–2024 available.
- 2029: **Second interim report** on the evaluation for the period 2025–2028 available.
- 2030: **Final report** with results of the overall evaluation available.

### 4.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
181	Structured <b>negotiations</b> among the federation, regions and municipalities <b>on the expansion of inclusive and accessible education</b> (e.g., accessible participation in inclusive afternoon care, school assistance, transition from early childhood education to school)	2022–2030	BMBWF Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg., municipalities	Coverage from the current budgets
182	Development of an <b>action plan to optimise the transitions</b> in the education and academic system and to the labour market from an inclusion perspective based on an interface map (until 2023)	2022–2030	BMBWF, BMAW	Coverage from the current budgets
183	Provision of <b>guidelines for diversity-sensitive language and alignment of communication</b> (e.g., documents, guidelines and brochures of the BMBWF) to terminology that complies with the equal treatment of people with disabilities	2022–2025	BMBWF in collaboration with the boards of education (Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.)	Coverage from the current budgets
184	Provision of <b>guidelines for the accessible organisation of events</b>	2022–2023	BMBWF	Coverage from the current budget
185	Commissioning and implementation of a formative <b>evaluation</b> for the gradual implementation of the NAP on Disability 2022–2030 in the areas of education, science and research with the involvement of stakeholders according to the standards of evaluation in research, technology and innovation policy	2022–2030	BMBWF	Coverage from the current budget

## 4.2 Early childhood education

### 4.2.1 Initial situation

The **federation** is responsible for the training of kindergarten teachers and for all teaching, content-related and vocational matters of the Training Institutes for Early Childhood Education (Bildungsanstalten für Elementarpädagogik, BAfEP) and the Training Institute for Social Pedagogy (Bildungsanstalten für Sozialpädagogik, BASOP) and of the new Colleges for Teaching Assistant Careers. Closely linked to the quality of inclusive education is the professionalisation and strengthening of the skills of kindergarten teachers and assistants. That is



why one area of action in the coming years is the further development of the **training content** in inclusive primary education.

In addition, the federation is striving to develop possibilities to strengthen and further develop inclusive education for children with disabilities in the area of early childhood education **jointly with the regions and municipalities** and to create a framework that is uniform throughout Austria within the framework of future negotiations on the Art. 15a B-VG Agreement.

## 4.2.2 Objectives and indicators

(153) **Exchange** on boundary conditions specific to the regions and further development of inclusive education in the early childhood education sector

(154) **Strengthening of the competences** of kindergarten **staff** in the area of inclusion through further development of training

### Indicators:

- Exchange of information between **the federation and regions** is completed, and conceptual considerations specific to the regions for the expansion of the further development of inclusive services in early childhood education are available.
- **Extended training content** for inclusive early childhood education is available.

## 4.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
186	Exchange on and <b>expansion</b> of inclusive services in the <b>early childhood education sector</b>	2022–2028	BMBWF Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Coverage from the current budgets
187	Further development of the training content for the <b>qualification of inclusive kindergarten teachers</b>	2022–2023	BMBWF	Coverage from the current budgets
188	Expansion of the training content for the <b>qualification of kindergarten teachers</b> and <b>assistants</b> in the area of inclusion	2024–2028	BMBWF	Coverage from the current budgets

## 4.3 School

### 4.3.1 Initial situation

At many schools in the compulsory schooling sector, the inclusion of pupils with disabilities is already part of everyday school life. To further develop an inclusive education system, a further quantitative and qualitative expansion of inclusive education is required. The statutory bases of the Austrian school system currently entitle parents or guardians of children with special educational needs (“Sonderpädagogischer Förderbedarf”, SPF) to **choose between integrative schooling** of children and young people with disabilities who are subject to compulsory school in a **mainstream school** or a **special school**.

Of the 18,748 pupils across Austria, some are being taught in an integrative manner and others in an inclusive manner, which corresponds to a percentage of 63.6% of all pupils with special needs at compulsory schools. The distribution of SPF pupils in mainstream school classes or across the 280 special schools in total, however, varies greatly from region to region.<sup>22</sup>

In the implementation of the UNCRPD, Austria will have the task over the coming years to gradually adjust the statutory requirements for inclusive mainstream schooling across Austria so that inclusive education services are developed further in sufficient numbers, of a corresponding quality and with appropriate individual support on all levels.

As part of the **2017 educational reform**, the procedure for establishing special needs<sup>23</sup> was re-organised. Current data show, however, that the percentage of SPF pupils in an annual yearly comparison across Austria fluctuates between 5.4% (2014/15) and 5.1% (2020/21) of the total number of pupils at compulsory schools. Specific challenges are also presented by an above-average frequent issuing of a SPF notification to children who do not have German

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<sup>22</sup> Statistics Austria on pupils with SPF needs 2020/21, [https://www.statistik.at/fileadmin/publications/BIZ\\_2020-21\\_Tabellenband.pdf](https://www.statistik.at/fileadmin/publications/BIZ_2020-21_Tabellenband.pdf)

<sup>23</sup> Circular No. 7/2019: “Richtlinien zur Organisation und Umsetzung der sonderpädagogischen Förderung (Guidelines for the organisation and implementation of SPF education funding). Available online at <https://rundschriften.bmbwf.gv.at/rundschriften/?id=808>

as their first language and to children with a nationality outside of the EU/EEA<sup>24</sup> and a deviating gender distribution among SPF pupils compared to the population.<sup>25</sup> Given the disparities mentioned, an **evaluation of the designation practice in SPF education** is planned in Austria. The goal of this evaluation is to gain evidence-based implications for the further development of a uniform SPF designation practice throughout Austria.

The availability of valid data plays a pivotal role for the planning, implementation and monitoring of education policy specifications. Among others, education monitoring and the external evaluation of schools are therefore currently being developed. Both are relevant for the systematic **recording and analysis of qualitative and quantitative data on pupils requiring support and encouragement** and for the requirements-oriented further development of inclusive school services in the regions.

In the **boards of education** created as part of the 2017 education reform, the **specialist service for Inclusion, Diversity and Special Needs Education (“Fachbereich für Inklusion, Diversität und Sonderpädagogik”, FIDS)** was set up whose task is the provision and coordination of special needs education and other assistance. Therein, 109 planned positions were staffed with diversity managers. Their core tasks incorporate the identification of assistance requirements, the provision of specialist expertise, the support of regional reform projects in education policy and the accompaniment of school and cluster managements in all questions of inclusion, diversity and special needs education. Diversity management is part of a comprehensive quality management that aims to achieve a higher level of performance and education and to improve equal opportunities and gender equality.

With the establishment of **Competence Centres for Inclusive Education ((KIP)**, embedded in existing structures of the boards of education, inclusive competences are to be transferred to mainstream schooling and pooled to facilitate the provision and implementation of inclusive education opportunities across a person's entire career in education. The specific configuration of the Competence Centres for Inclusive Education is done in collaboration with the boards of education, with specific involvement of the special needs schools

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<sup>24</sup> 2018 National Education Report for Austria. Volume 1. An overview of data and indicators for the school system (2019), [https://www.iqs.gv.at/Resources/Persis-tent/db972c5b2eb2dc267191b05ae55adb5a05b8b067/NBB\\_2018\\_Band1\\_v4\\_final.pdf](https://www.iqs.gv.at/Resources/Persis-tent/db972c5b2eb2dc267191b05ae55adb5a05b8b067/NBB_2018_Band1_v4_final.pdf), cf. p. 163 Fig. C5.c

<sup>25</sup> Report from the Court of Auditors, series BUND 2019/4: “Inklusiver Unterricht: Was leistet Österreichs Schulsystem?” (Inclusive education: What does Austria’s school system achieve?, p. 122. Available online at: [https://www.rechnungshof.gv.at/rh/home/home/Inklusiver\\_Unterricht.pdf](https://www.rechnungshof.gv.at/rh/home/home/Inklusiver_Unterricht.pdf)

and considering the contexts specific to the regions. The transitions between early childhood education and school and between school and the working world are also to be included here.

The **expansion of inclusion within the framework of school cluster formations**, taking the **embedding of special needs schools** and the strengthening of the co-operation between mainstream and special needs schools into consideration, is to contribute to overarching specialist expertise in special needs and inclusive education. The grouping of several schools under one management facilitates close co-operation and joint usage and management of resources at a regional level. Thus, there is mutual usage of the expertise of all school forms, and the established expertise in special needs and inclusive education is also involved for the expansion of inclusive mainstream schools.

#### 4.3.2 Objectives and indicators

- (155) Evaluation of the designation practice throughout Austria regarding decisions relating to SPF education.
- (156) **Inclusion** is viewed as a **cross-sectional topic** that is rooted in ongoing and future reform projects, and awareness of it is constantly being raised.
- (157) Development and testing of **Competence Centres for Inclusive Education** in the sense of an overarching specialist expertise in special needs and inclusive education.
- (158) Strengthening of the collaboration in **multi-professional teams**
- (159) **Further development** and enshrinement in law of **inclusive education** (with special consideration given to Austrian sign language)
- (160) Best possible **involvement** of SPF pupils in **mainstream lessons**
- (161) Expansion of the inclusion and strengthening of the **co-operation between mainstream and special schools** within the framework of school cluster formations
- (162) Facilitation of **inclusion** at the **secondary level II** with a view to attaining the education goal of the respective school type
- (163) **Increase in the education qualifications** of pupils with disabilities and/or impairments in the area of **secondary level II**

#### Indicators:

- **Concepts for the implementation of inclusive education** that are specific to the region (agreed on between the federation and the respective board of education) are available.
- **Commissioning of the study** on the designation practice for decisions for SPF education has been done.
- Results of the **study** on the SPF education designation practice are **used** as a basis for further instructions for action.
- **Inclusion** is rooted in **education controlling and monitoring**.
- Framework specifications and legal provisions for **Competence Centres for Inclusive Education** are available.
- **Implementation plan for Competence Centres for Inclusive Education**, agreed between the federation and the respective region and accepted by both sides, is available.
- **Multi-professional collaboration** has been expanded in the school sector.
- Competence-oriented curricula are available.
- The legal enshrinement of further **compensation measures** (so-called compensation of disadvantages) has been done.
- Increase in the **inclusion rate**, considering the initial situation in the respective region.
- Number of **education qualifications** of pupils with disabilities and/or impairments in the area of secondary level II

### 4.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
189	<b>Establishment of inclusive education</b> in the <b>resource, target and performance plans</b> of the boards of education (e.g., development and implementation of region-specific concepts for the expansion of inclusive education)	2022–2030	BMBWF, boards of education (Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.)	Coverage from the current budgets
190	Implementation of an <b>evaluation of the designation practice of SPF decisions</b> in the school sector from an inclusive education perspective	2022–2023	BMBWF, boards of education (Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.)	Coverage from the current budget

No.	Contents	Time	Jurisdiction	Costs
191	Consideration of inclusive education in education controlling and monitoring to improve the data	2023–2030	BMBWF	Coverage from the current budget
192	Pilot projects on <b>Competence Centres for Inclusive Education (KIP)</b> and gradual expansion of KIP in the education regions	Pilot: 2022–2025 Roll-out: 2026–2030	BMBWF in collaboration with Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Coverage from the current budgets
193	Expansion and further development of the strategic <b>diversity management expertise</b> in the boards of education	2022–2030	BMBWF, boards of education (Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.)	Coverage from the current budgets
194	Expansion of the support according to the <b>bio-psychosocial model</b> (e.g., <b>social work, social education and school psychology</b> ) in the school sector in collaboration with the regions (in coordination with the Competence Centres for Inclusive Education)	2022–2030	BMBWF Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Coverage from the current budgets
195	Development of <b>curricula</b> that, from an inclusive education perspective, facilitate <b>competence-oriented learning</b> and the development of competence-oriented <b>curricula for Austrian sign language (ÖGS)</b>	2022–2023	BMBWF	Coverage from the current budget
196	Legal enshrinement of further compensation measures (so-called “ <b>compensation of disadvantages</b> ”) in the school content to reach the education targets <sup>26</sup>	2022–2024	BMBWF	Coverage from the current budget
197	Participative development of scenarios for the inclusion of pupils with disabilities and/or impairments to achieve the education goals or partial qualifications thereof in the area of secondary level II	2023–2025	BMBWF	Coverage from the current budget
198	Increased integration of <b>special needs schools</b> with <b>formation of school clusters</b>	2022–2030	BMBWF, boards of education (Ktn.,	Coverage from the current budgets

<sup>26</sup> A fundamental aspect to this measure has already been implemented and will become effective from the 2021/22 school year. This relates to amendments in the examination regulations pursuant to Federal Law Gazette (BGBl. II No. 465/2020 (announced on 4.11.2020) and the circular no. 11/2021 “Prüfungskandidatinnen und Prüfungskandidaten mit Behinderungen, chronischen Krankheiten etc. Angemessene Vorkehrungen für Prüfungskandidatinnen und Prüfungskandidaten im Rahmen abschließender Prüfungen” (Examination candidates with disabilities, chronic illnesses, etc. Reasonable accommodations for examination candidates within the framework of final examinations) (published in April 2021).

No.	Contents	Time	Jurisdiction	Costs
			Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.) in collaboration with the school providers	
199	Approval of <b>educators with training as a special needs educator</b> as the management of mandatory schools	2022	BMBWF	Coverage from the current budget

## 4.4 Universities, colleges, science and research

### 4.4.1 Initial situation

Austrian universities and universities of applied sciences are taking steps towards being **inclusive** with a view to the interrelationships and interactions between the dimension of disability and other dimensions of diversity. The equal treatment of people with disabilities and health impairments and accessibility in teaching and research constitute an integral part of university development (GUEP<sup>27</sup>). The management documents for university colleges of teacher education (**target and performance plan as well as university college of teacher education development plan**) also include aspects relating to diversity and inclusion.

The **National Strategy on the Social Dimension in Higher Education**<sup>28</sup> addresses inclusive access and a broader participation in higher education. People with disabilities and health impairments are explicitly addressed as an underrepresented group of students under the perspectives of balancing studies with other areas of life.

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<sup>27</sup> The overall Austrian university development plan 2022–2027 (2019), [https://www.bmbwf.gv.at/dam/jcr:b7701597-4219-42f3-9499-264dec94506e/GUEP\\_2022–2027\\_Aktualisiert\\_um\\_Statistik\\_final\\_bf.pdf](https://www.bmbwf.gv.at/dam/jcr:b7701597-4219-42f3-9499-264dec94506e/GUEP_2022–2027_Aktualisiert_um_Statistik_final_bf.pdf)

<sup>28</sup> National Strategy on the Social Dimension in Higher Education. For more integrative access and wider participation (2017), [https://www.bmbwf.gv.at/dam/jcr:c9a80638-7c6c-4a3f-912b-8884ccc1ed2a/Nationale\\_Strategie\\_\(PDF\).pdf](https://www.bmbwf.gv.at/dam/jcr:c9a80638-7c6c-4a3f-912b-8884ccc1ed2a/Nationale_Strategie_(PDF).pdf)

To drive forward inclusion in the higher education system in line with requirements and at the same time make efficient use of resources, i.e., continuing to develop **access by students with disabilities** at higher education institutions, measures are required that are rooted at the institutions but also organised across sectors. To this effect, there is a need for action to expand services offered to students with disabilities. In this respect, the overarching range of services for students with disabilities offered by universities, namely the service point GESTU, meaning successful studies for the deaf, is being continued and extended as a measure.

In the **training** for educators, **inclusive teaching** was rooted in several ways with the resolution by the Federal Framework Act on the Introduction of New Training for Educators dated 11 July 2013.<sup>29</sup> The structure of the new training creates good prerequisites for future educators in the inclusive handling of heterogeneity in school classes. All students attend **lectures on diversity and inclusion**—rooted in the pedagogy basics, in the specialist sciences and specialist teaching practices and in the studies on teaching practice. In addition, since 2016, there has been the possibility throughout Austria to choose the specialisation (secondary level) or focus (primary level) “**inclusive teaching**” in teacher training courses.

#### 4.4.2 Objectives and indicators

- (164) **Equality and support of people with disabilities** in their studies and in teaching and research
- (165) **Visibility** of people with disabilities in higher education as players in science and research
- (166) Development and expansion of **inclusion and accessibility** (in the sense of a comprehensive understanding of accessibility) before and during **studies**
- (167) **Raising awareness of and sensitisation** for the topic of inclusion in the area of universities and other higher education institutions and in science and research
- (168) **Further development of the quality of inclusive education** by strengthening the skills of educators and persons active in the education sector in inclusive education

#### Indicators:

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<sup>29</sup> Bundesrahmengesetz zur Einführung einer neuen Ausbildung für Pädagog:innen (Federal Framework Act on the Introduction of New Training for Educators), Federal Law Gazette (BGBl.) I No. 124/2013



- **Barrier-free access** to initial, continued and further training of educators is given.
- Content of the training for educators regarding an expansion of the **competences for accessible organisation of teaching** is secured.
- **Digital accessibility** in initial, continued and further training for educators is established and meets the different specific requirements of pupils.
- The continued and further training for educators is managed via the **annual requirements report**.
- **Evaluation of the teacher training curricula** regarding inclusive content was carried out; results will be used for a further development in line with requirements.
- New institution-overarching **service centres and support structures** have been set up.
- Inclusion is rooted in the corresponding management instruments of the universities and colleges.

#### 4.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
200	<b>Further development of training possibilities for educators in line with requirements</b> in specific areas, such as hearing, seeing, motor skills or social and emotional development, or in sanatorium locations	2024	BMBWF	Coverage from the current budget
201	Expansion and <b>further development of digital accessibility in initial, continued and further training for educators</b>	2023–2030	BMBWF	Coverage from the current budget
202	Accompanying <b>evaluation of the teaching-training curricula</b> regarding inclusive content by the Quality Assurance Council	2022–2030	BMBWF	Coverage from the current budget
203	Gradual expansion of the <b>GESTU project (successful studies for the deaf)</b> to other university locations, with the involvement of all university sectors and within the framework of the university performance agreements and/or of the university of applied science development and financing plans	2022–2024 university location Graz  2025–2027 Additional university location	BMBWF	Coverage from the current budget
204	Expansion of <b>interpreter training for Austrian sign language (ÖGS) at universities/universities of applied science</b> based on a requirements analysis within the framework of the university performance agreements and/or of the university of applied science development and financing plans	2022 Re-requirements analysis	BMBWF in collaboration with BMSGPK	Coverage from the current budgets

No.	Contents	Time	Jurisdiction	Costs
		From 2023 further steps		
205	Visibility of <b>inclusive best-practice examples and projects at universities, colleges</b> and at non-university central facilities in the area of the BMBWF	2024–2026	BMBWF	Coverage from the current budget
206	Continuation of the project “PromoLi” for young researchers with disabilities	2022–2024	BMBWF Uniko BMSGPK	Coverage from the current budgets
207	Development and expansion of the area of inclusion and accessibility in teaching and research (Assistive Technology, Universal Design and Disability Studies) at universities and colleges	2024–2026	BMBWF	Coverage from the current budget

## 4.5 Adult education

### 4.5.1 Initial situation

Inclusion and equal opportunity are two of the principles of action by the Federal Ministry of Education, Science and Research in adult education and are also rooted in the guidelines for the implementation of the cross-section objectives in the European Social Fund (ESF+ 2021-2027).<sup>30</sup> The goal is to make it possible for disadvantaged groups of persons, also persons with disabilities, to have access to adult education by successively developing **services of inclusive adult education** and offering further training opportunities for trainers in adult education on the topic of inclusion. Specific adult education services for people with disabilities are primarily offered by organisations representing persons with disabilities and by social service providers (e.g., BBRZ, associations for the deaf or blind and ÖZIV).

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<sup>30</sup> Operational programme (OP) of Austria for the implementation of the European Social Fund (ESF), [http://www.esf.at/wp-content/uploads/2020/08/ESF\\_OP\\_4.0.pdf](http://www.esf.at/wp-content/uploads/2020/08/ESF_OP_4.0.pdf)

Inclusion is a cross-sectional topic in all areas of adult education. Focus areas are the **training, professionalisation and sensitisation of persons working in the area of adult education** (trainers, consultants, education managers, etc.) and the development of inclusive education and the best possible guarantee of accessibility.

## 4.5.2 Objectives and indicators

(169) Access to **inclusive adult education services** for people with disabilities

(170) Rooting **inclusion as a cross-sectional topic** in the projects of the European Social Fund (**ESF**) funded by the BMBWF

(171) Specification of target values for **inclusion** in the **performance agreements** with the associations of the Conference of Adult Education in Austria (**KEBÖ**)

### Indicators:

- **Inclusive basic training** is available.
- **Inclusive** services for **subsequently obtaining the mandatory school-leaving qualification** are available.
- **Target values for inclusion** in the performance agreements with the associations of the **KEBÖ** are available

## 4.5.3 Measures

No.	Contents	Time	Jurisdiction	Costs
208	Successive development of <b>inclusive adult education</b> at the funded institutions of adult education (KEBÖ performance agreements and ESF projects)	2022–2030	BMBWF	Coverage from the current budget
209	Funding of <b>further training on the topic of inclusion for persons working in adult education</b> (e.g., trainers)	2023–2030	BMBWF	Coverage from the current budget
210	Implementation of construction and technical measures as a prerequisite for <b>accessible initial and further training at the Federal Institute for Adult Education</b>	2022–2030	BMBWF	Coverage from the current budget
211	Formulation of methodological and didactical concepts for the practical realisation of <b>inclusive programmes</b>	2022–2024	BMBWF	Coverage from the current budget

No.	Contents	Time	Jurisdiction	Costs
	and implementation of inclusive adult education at 2– 3 model sites in Austria			

# 5 Employment

## 5.1 Employment in general

### 5.1.1 Initial situation

**Article 27 UNCRPD** stipulates the right of persons with disabilities to work on an equal basis with others. This includes *“the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities.”*

In its **Concluding Observations** following the dialogue with Austria in 2013, the UN Committee on the Rights of Persons with Disabilities criticises, among others:

- the fact that approx. 19,000 (according to more recent estimates approx. 25,000) people with disabilities work in so-called “sheltered workshops” outside of the primary labour market and receive pocket money;
- the fact that despite the existing compensation system, most employers do not comply with their employment obligation;
- the wide gender gap between women with disabilities and men with disabilities regarding employment and remuneration.

The UN Committee on the Rights of Persons with Disabilities therefore recommends that it *“enhance programmes to employ persons with disabilities in the open labour market. The Committee further recommends that measures be put in place to narrow the gender gap.”*

The following measures are still **outstanding from the first NAP**:

- Model project “Inclusive employment”;
- Evaluation of the overall concept “Support structures” (vocational assistance);
- Legal certainty regarding the existence of an employment contract;
- Reviewing work models that, for instance, permit inpatient treatment within the framework of medical insurance and fully insured employment relationships at the same time, which is currently not possible according to the current legal situation.

Concerning the creation of the new NAP, **non-government organisations** from people with disabilities and the Federal Disability Ombudsman have jointly created a strategy paper that addresses the following topics, among others:

- Avoiding classifying people with disabilities as “having a lifelong incapacity for work”;
- Orientation of all services to the actual individual requirements;
- Employment relationships with full social insurance for persons who work in workshops within the framework of the disability assistance measures of the regions (Länder);
- Lowering the barriers to the primary labour market, using support structures according to the Supported Employment Model;
- Raising awareness regarding the employment of people with disabilities, giving women with disabilities special consideration.

### **Data on people with disabilities in employment**

The **situation surrounding law and statistics** in Austria is characterised by the splitting of the competences pursuant to the Constitution (federation, regions, municipalities and cities, self-administration bodies), which makes sustainable and long-term planning more difficult. The data are only relatively precise regarding the groups of persons regulated by federal laws. As of 31 December 2021, 125,771 persons had the status of “registered person with disabilities” (Section 2 BEinstG). Of these, 59,928 were employed and 3,746 were self-employed. A total of 383,760 persons had a disability card (Section 40 BBG; last updated: 28 February 2022).

On a yearly average in 2021, 60,006 “**registered persons with disabilities**” of working age were employed. That is 6.6% more than in 2010. The number of employed persons in the age groups “15–24” and “45+” has increased; however, the number has fallen in the age group “25–44.”

In 2021, the **unemployment rate** among “registered persons with disabilities” was 7.8%. Compared to 2010, it increased by a total of 0.5 percentage points, whereby there was a rate increase between 2010 and 2015, and there has been a rate decrease since 2016.

The data of the regions in the measures from the disability assistance vary greatly. Approximately 25,000 persons were covered by accident insurance in 2021 in facilities of the regions (Section 8 Paragraph 1 Clause 3 Letter m ASVG).

There are no valid data about people with disabilities who do not participate in any further employment measures after completing compulsory schooling.

### **Labour market policy situation for people with disabilities**

People with disabilities fundamentally have access to all measures of the general labour market policy; however, in practice, only if they are not classified as incapable of working. Often, integration into the labour market fails because there is no suitable offer. The gap between jobs on the primary and secondary labour market is so great that people either do not fit into either of the two categories or participation in the primary labour market (among others, coming from the secondary labour market) is only possible with difficulty.

The Public Employment Service (“Arbeitsmarktservice”, AMS) surveys whether clients have **health-related restrictions in placements** (including recognised disabilities) and considers this in the further course of support. The maximum time spent in measures of the AMS, however, is brief. In particular, people with learning disabilities require longer-term support that, in most cases, is not envisaged. As a result, many people with learning disabilities are de facto excluded from participating.

The **Office of the Ministry of Social Affairs (Sozialministeriumservice)** provides support measures for people with disabilities that go beyond the services of the AMS. After completion of compulsory schooling, young people with disabilities can use funding from the Office of the Ministry of Social Affairs (Sozialministeriumservice) that are uniform across Austria at the interface School–Apprenticeship–Profession.

The **regions** (Länder) specifically provide measures, such as work integration, vocational qualification and vocational integration, for people with disabilities that are located at the interface between capable of working and incapable of working.

Overall, from the perspective of the organisations for people with disabilities there is, however, an increasing need for inclusive measures for people with disabilities **irrespective of their status** (capacity for work, membership of the group of persons who are registered persons with disabilities, etc.).

### **Network for Vocational Assistance (“NEBA”)**

The Network for Vocational Assistance incorporates **youth coaching, ApprenticeshipFit, vocational training assistance, work assistance** and **job coaching**. This service has been extended since 2021 to include a participatively developed pilot project “**NEBA Company Service,**” through which companies are to be encouraged to recruit people with disabilities.

The NGOs criticise that in some areas, access to the services is largely restricted to the group of persons who are to be assigned to the federal competence. They also criticise the linking of the personal assistance at the workplace to certain nursing care levels according to the Federal Long-term Care Allowance Act, which means that from the perspective of the organisations, an orientation to the “medical model” is given.

### 5.1.2 Objectives and indicators

(172) People with disabilities are to participate in the labour market **on an equal basis**.

The unemployment rate of people with disabilities is to be approximated to the overall unemployment rate.

**Indicator:** **Unemployment rate** of people with disabilities compared to the overall unemployment rate

(173) The **collaboration** among the **AMS, Office of the Ministry of Social Affairs** (Sozialministeriumservice) and the **regions** is to be strengthened to achieve a coordinated further development of the support systems in the areas of work and the labour market and to increase the permeability to the labour market.

(174) **Data** are to be created to record all groups of persons in a valid manner that can be considered for inclusive working on the primary labour market.

**Indicator:** Existence of a structured **data linking** with regular reports

(175) The criteria for clarifying the vocational opportunities for people with disabilities are to be standardised and unified and, in the process, the early **establishment of incapacity for work** is to be avoided. The classification of persons under the age of 25 as “having a lifelong incapacity for work or employment” is to be replaced by a concept for the joint development of an assistance requirements plan. In the long term, an examination is planned so that the phrase “incapacity for work” is only to play a role in connection with the early voluntary departure from working life (e.g., invalidity pension).

**Indicator:** **Number** of people with disabilities under the age of 25 with the status “**incapable of working**”



(176) Effort will be made to prevent people with disabilities from losing their **income substitution benefits** during work trials.

**Indicator:** Existence of corresponding legal bases and practices

(177) Models are to be developed that, for instance, permit **inpatient treatment** within the framework of medical insurance and **fully insured work trials** at the same time.

**Indicator:** Existence of corresponding legal bases and practices

(178) **Employment relationships subject to social insurance** on the primary labour market are also to be made possible for people who require a high level of support.

**Indicator:** Existence of employment relationships of persons who were previously covered by accident insurance in workshops

### 5.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
212	<b>Improvement in the data</b> based on a study on the education and labour market situation of people with disabilities	Until 2023	BMAW	Costs are determined on distribution of budgetary funds
213	Development of an Austria-wide <b>database</b> on the topic of <b>“inclusive employment”</b> in collaboration with Statistics Austria, including annual reports to the general public and/or political stakeholders (financing by the federation; the regions are invited to collaborate)	2022–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€1.35 million
214	<b>Work group</b> with the involvement of organisations representing persons with disabilities for the planning of new measures based on the data collected through the database <b>“inklusive Beschäftigung” (inclusive employment)</b>	2026	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
215	Concept to <b>avoid automatic establishment of incapacity for work of young people under the age of 25</b> through the continued supervisory group on the study <b>“Arbeitsunfähig” (incapacity for work)</b>	2022–2023	BMSGPK, BMAW Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€1.5 million
216	Participative development of concepts for the standardised <b>establishment of the need for assistance in young people under the age of 25</b> to facilitate vocational inclusion	2023–2025	BMSGPK, BMAW Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
217	<b>Information measures</b> on the <b>image</b> of people with disabilities in the <b>working world</b> , with the involvement of organisations representing persons with disabilities and of social partners	2023–2030	BMSGPK	Costs are determined on distribution of budgetary funds
218	<b>Work group</b> for the development of <b>quality criteria for employment contracts</b> of people with disabilities in assisted employment relationships (involvement of labour law experts and people with disabilities)	2023	BMSGPK, BMAW	Costs covered by the department budget
219	Development of open models to facilitate <b>work trials</b> , especially for persons with psychological disabilities, with the involvement of experienced experts	2025	BMSGPK, social partners	Costs covered by the department budget
220	Expansion of the <b>advisory and support facilities</b> for people with disabilities who are not well integrated in the labour market (Beratungs-und Betreuungseinrichtungen, BBEN)	2022–2030	BMAW, AMS	Costs are determined on distribution of budgetary funds

## 5.2 Vocational training

### 5.2.1 Initial situation

It is an undisputed fact that education is **key for an inclusive working world**. Young people who have only undergone compulsory schooling, compared to young people with training that goes beyond this, are three times more at risk of being affected by unemployment and four times more at risk of only doing unskilled work. Health or social problems can also be the result.<sup>31</sup>

Through **inclusive training opportunities**, young people with disabilities are discouraged from entering day centres in the first place and encouraged to get a foothold on the primary labour market.

#### Training until the age of 18

Training until the age of 18 or “**training obligation**” aims for all young people, including young people with disabilities and a high need for support, to complete training that goes

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<sup>31</sup> Federal Ministry of Labour, <https://ausbildungbis18.at/fuer-organisationen/>, retrieved on 06.04.2022

beyond compulsory schooling and thus contributes to fairer access to the school and training system for all young people.

Nevertheless, there are young people with disabilities who, after the end of schooling or training, remain at home because there is no further inclusive training for them.

Support in the transition school/profession is offered by the **Network for Vocational Assistance (NEBA)** with **youth coaching, ApprenticeshipFit** and **work assistance** (youth work assistance in some regions). The low-threshold preliminary modules of ApprenticeshipFit (VOPS) now offer the possibility of hourly attendance and are to be expanded as an alternative to day centres. The offerings of the **apprenticeship guarantee until the age of 25** oriented to the completion of apprenticeships (specialist labourer intensive training, funding of apprenticeships in companies, supra-company apprenticeship (“Überbetriebliche Lehrausbildung”, ÜBA), workplace-related qualifications (“Arbeitsplatznahe Qualifizierung”, AQUA), final apprenticeship examination preparation courses) are aimed at young adults with at most a compulsory school-leaving qualification or with qualifications that can no longer be used on the labour market.

#### **Vocational training (Section 8b BAG) and funding of apprenticeships in companies (Section 19c BAG)**

**Vocational training with an extended apprenticeship period** pursuant to Section 8b Paragraph 1 BAG (apprenticeship contract and completion with an apprenticeship examination) or **with partial qualification** pursuant to Section 8b Paragraph 2 BAG (apprenticeship contract and completion with a final examination in accordance with the partial qualification) are open to disadvantaged young people, including young people with disabilities pursuant to the BEinstG or the respective regional disability law.

The training is to be predominantly done in **companies offering apprenticeships**. Apprentices and companies are given support through the **vocational training assistance (“Berufsausbildungsassistenz”, BAS)**, which is funded by the Office of the Ministry of Social Affairs (Sozialministeriumservice). In individual regions, the AMS also provides the BAS within the framework of the supra-company apprenticeship (ÜBA).

If there are health grounds, a **reduction** in the regular notional daily or weekly **normal working hours** can be agreed.

Since the introduction of this training option in 2003, there has been a continuous increase in the number of persons who complete a vocational training pursuant to Section 8b BAG.

Vocational training assistance is aimed at young people with disabilities for whom the completion of an apprenticeship under the general conditions is not possible and is provided during the entire apprenticeship period.

In addition, for the vocational integration of young people with disabilities who do not complete an apprenticeship pursuant to Section 8b BAG, coordinated measures and funding instruments have been developed in the last few years, such as the **apprentice and apprenticeship company coaching “Lehre statt Leere”** (<https://www.lehre-statt-leere.at>) within the framework of the funding of apprenticeships in companies. Young people with a degree of disability of more than 30% are the target group of the BAS and can, if they complete an apprenticeship in a company, participate in the apprentice coaching, which, for its part, is not exclusively designed for young people with disabilities. At any rate, the support by the BAS excludes apprentice coaching.

The regions support the vocational participation of people with substantially reduced employability within the framework of disability assistance.

## 5.2.2 Objectives and indicators

(179) The supporting offerings to promote vocational participation of young people with disabilities is to be **offered comprehensively** in line with requirements and for young people with a high need of support.

**Indicators:** **Number of apprenticeship contracts** pursuant to Section 8b Paragraph 1 and Paragraph 2 BAG in companies and in apprenticeship facilities **compared** to previous years; **funding cases** within the framework of apprentice and apprenticeship company coaching as part of the funding of apprenticeships in companies pursuant to Section 19c BAG; **number of young people** with disabilities who are supported within the framework of the **vocational training assistance**; **number of companies** who offer apprenticeships pursuant to Section 8b Paragraph 1 and Paragraph 2 BAG

(180) The offerings are to be evaluated in their **systemic interaction**. In the process, a particular focus is to be placed on the **transition management** between the individual stages of the support path for young people with disabilities. The requirements of

young people with psychosocial disabilities are to be taken into consideration.

**Indicator:** Existence of the **evaluation** and corresponding implementation

(181) Alternative **training opportunities** are to be created by the regions to increase the qualification level of young persons with disabilities.

**Indicator:** Presence of corresponding **training possibilities**

### 5.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
221	Requirements analysis at the interface <b>School–Training–Job</b> jointly with stakeholders; financing of any external advising by the federation	2023–2024	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€200,000
222	Analysis of the data about <b>women and girls with disabilities</b> based on the new database (measure 5.1.3.) and <b>planning of measures</b> with the involvement of stakeholders and organisations representing persons with disabilities	2025	BMSGPK, AMS	Costs covered by the department budget
223	Participation of the representatives of persons with disabilities in the creation of future amendments to the BAG	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
224	Further development of the examination methods and accompanying instruments/materials for the <b>final apprenticeship examination</b> in a form appropriate to the target group	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
225	Development of <b>digital instruments</b> to support the learning process within the framework of the project funding in the funding of apprenticeships in companies	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
226	Setting up of <b>qualification measures</b> for young people with disabilities and people with a very high need for assistance to gain a final apprenticeship examination or to complete a partial qualification	2023–2030	BMSGPK Ktn., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
227	<b>Expansion</b> and further development of measures for people with disabilities to fulfil the “ <b>training obligation until the age of 18</b> ” on a <b>regional level</b>	2022–2030	AMS, BMSGPK Ktn., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 5.3 Funding for vocational participation

### 5.3.1 Initial situation

Since March 2020, the labour market situation of people with disabilities had been primarily shaped by the effects of the **COVID-19 pandemic**. On a yearly average in 2021, a total of 81,609 persons with health-related restrictions in placement were registered as unemployed. This was a decline of -9.7% over the comparable period of the previous year when the economic effects of the pandemic reached their peak. This included 13,639 persons with disabilities in the narrower sense (-6.5% compared to the previous year). If the 4,886 unemployed persons in this group with disabilities are considered with the coding “registered according to BEinstG,” there was a decline here of -7.7% compared to the previous year.

Although unemployment (also of people with disabilities) could be stabilised through measures taken that were necessary during the COVID-19 pandemic and through the economic development (comparison December 2019 to December 2021), target efforts are still required to **cushion the effects of the pandemic on people with disabilities on the labour market**.

This is also influencing the liquidity of the compensation fund (“Ausgleichstaxfonds”, ATF), whose income only increases with the pension adjustment factor, whereas costs rise to a greater extent, among others, due to increases in the collective agreements and inflation.

To support people with health disabilities in the vocational participation and/or in the safeguarding of their workplace, the programme fit2work is provided as an advisory service focusing on vocational secondary prevention and reintegration into companies.

For more than 40 years now, **integrative companies** have been providing jobs and apprenticeships for people with disabilities. In 2021, 1,671 jobs and 180 apprenticeships were provided for people with disabilities.

In addition to the offerings of the federation, the **regions** also make provision for measures to facilitate the vocational participation of people with disabilities on the primary labour market within the framework of disability assistance.

### 5.3.2 Objectives and indicators

(182) The **NEBA support path** for people of primary employment age is to be expanded and developed further.

**Indicator:** Existence of offers for and number of people with disabilities of primary employment age in these offerings.

(183) To increase the employment share of people with disabilities on the primary labour market, the **funding of wages** by the regions is to be increased and used earlier. Existing grants are to be **made less bureaucratic** by an extension of the period in which they are given.

(184) To create a balanced employment rate, **gender mainstreaming** is to be considered when taking measures for people with disabilities, and measures are to be developed to improve the vocational participation of women with disabilities.

**Indicator:** **Ratio of women** in offerings and special offerings for women with disabilities

(185) The potential of **integrative companies** to employ and train people with disabilities who do not find or have yet to find employment on the primary labour market is to be expanded.

**Indicator:** **Number of people** with disabilities in **integrative companies** in employment or in training and number of successful placements on the labour market

### 5.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
228	Further development of <b>youth coaching</b> in line with requirements before and in day centres	2023–2025	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€8 million
229	<b>Further development of services</b> for vocational participation for persons of primary employment age, focus on women with disabilities	2022–2030	BMSGPK, AMS Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€13.5 million
230	(Further) development of concepts of (internal) <b>company support measures</b> (company service and mentoring)	2022–2025	BMSGPK, social partners	€13.5 million

No.	Contents	Time	Jurisdiction	Costs
231	<b>Evaluation</b> of all <b>funding of vocational participation</b> of people with disabilities, also in their interaction with individual funding and other offerings; survey of requirements also under regional aspects, setting up of a <b>supervisory group</b> with the involvement of NGOs and regions	From 2023 onwards	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
232	<b>Adaptation</b> of the NEBA offerings (including personal assistance at the workplace) to the actual requirements based on the evaluation results; integration of <b>peer counselling</b> and concepts for <b>gender equality</b>	2025–2030	BMSGPK	Costs are determined on distribution of budgetary funds
233	Further development of <b>work assistance</b> with accompanying evaluation and the involvement of people with disabilities	2023–2025	BMSGPK	Costs are determined on distribution of budgetary funds
234	Further development of <b>vocational training assistance</b> in line with requirements	2022–2030	BMSGPK	€8 million
235	Pilot project <b>inclusive working</b> including development of guidelines on “Ermittlung des Unterstützungsbedarfs” (Determining the support requirements)	2026	BMSGPK	Costs are determined on distribution of budgetary funds
236	Expansion of <b>workplaces</b> for people with disabilities in <b>integrative companies</b>	2021–2023	BMSGPK	€6.6 million ATF share
237	Expansion of <b>apprenticeship places</b> for people with disabilities in <b>integrative companies</b>	2021–2023	BMSGPK	€2.1 million
238	Further development of <b>fit2work</b> for the unemployed and employees with disabilities or chronic illnesses, also to include social aspects	2022–2030	BMAW, AMS BMSGPK, SI	Costs are determined on distribution of budgetary funds

## 5.4 Disability Employment Act

### 5.4.1 Initial situation

The Disability Employment Act (BEinstG) is the key instrument on the federal level for measures pertaining to a **labour market policy that is specifically aimed at persons with disabilities**. This is heavily focused on the role of **registered persons with disabilities**. Over time, particularly to avoid early stigmatisation, there was a further development of the



measures standardised in the BEinstG in that they were opened for extended groups of persons (e.g., holders of disability cards).

To implement the specifications from the UNCRPD, further developments are also required in future in the field of protection against discrimination and the development of social diagnostics instruments that go beyond the medical model of disability and the assessment only by physicians.

In the area of **multiple discrimination**, there are still interface problems despite corresponding efforts in the past.<sup>32</sup>

#### 5.4.2 Objectives and indicators

(186) The BEinstG is to be developed further through conceptual approximations to the **social and/or human rights model** of discrimination associated with Chapter 1.2. and through an improvement of anti-discrimination law.

(187) The **protection against discrimination** of employees with disabilities is to be developed further. Special protection in the case of **multiple discrimination** is to be guaranteed.

(188) The focus is also to be on people with disabilities who do not belong to the group of registered persons with disabilities. In particular, **young people with learning disabilities** are to be given a real chance at participating in the general labour market.

**Indicator:** Number of supported employment contracts **without the status of a registered person with disabilities**

(189) The **representatives of employees with disabilities** are to be strengthened and made visible.

**Indicator:** Establishment of **communication and exchange channels** between the representatives of employees with disabilities and an increase in the visibility in the companies/departments

(190) The **liquidity of the compensation fund** is to be ensured.

**Indicator:** Existence of corresponding statutory regulations

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<sup>32</sup> Cf. Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), [https://tbinternet.ohchr.org/\\_layouts/15/treatybodyexternal/Download.aspx?symbolno=CEDAW/C/AUT/CO/9&Lang=En](https://tbinternet.ohchr.org/_layouts/15/treatybodyexternal/Download.aspx?symbolno=CEDAW/C/AUT/CO/9&Lang=En)

### 5.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
239	Increased networking of the <b>Office of the Ministry of Social Affairs (Sozialministeriumservice)</b> in the area of multiple discrimination (BEinstG) with the institutions of <b>the right to equal treatment</b>	2024–2030	BMSGPK, BMAW, BKA	Costs are determined on distribution of budgetary funds
240	<b>Work group</b> to strengthen the protection against discrimination in the event of <b>multiple discrimination</b> in the employment context	2025–2030	BMSGPK, BMAW	Costs covered by the department budget
241	Creation and expansion of <b>incentives for companies</b> to employ people with disabilities who are eligible according to the BEinstG and who are not classified as registered persons with disabilities	2024–2030	BMSGPK	Costs are determined on distribution of budgetary funds
242	Discussion of measures to safeguard the <b>liquidity of the compensation fund</b> with the involvement of the social partners and organisations representing persons with disabilities and of the BMF; if applicable, legislative implementation	2022–2030	BMSGPK, BMF	Costs are determined on distribution of budgetary funds
243	Work group on the further development of the <b>law on the employment of persons with disabilities</b> including the <b>right to equal treatment in the world of work</b> , with the involvement of people with disabilities and of the social partners	2023–2030	BMSGPK	Costs covered by the department budget

## 5.5 Health in companies

### 5.5.1 Initial situation

Article 27 of the UNCRPD obligates Austria to ensure that reasonable accommodation is provided to persons with disabilities in the workplace. Consequently, within the framework of the **protection of employees/protection of federal civil servants**, the statutory obligations to guarantee the protection objective of a safe and healthy workplace for all are to be implemented.

The **Workplace Ordinance** (“Arbeitsstättenverordnung”, AStV) contains provisions on the accessible organisation of workplaces but focused on restrictions to mobility.

To avoid time-consuming and thus costly conversion work, construction is to be done so that it can be “adapted to be accessible”—in keeping with the “**Design for All**” approach.

Where possible, the work environment is to be designed so that all employees can use all **areas of the company without any barriers**. In the process, there is consideration given to the fact that people are getting older, and their performance ability changes in their life phases.

Stress, poor working climate, excessive workload and other factors constitute barriers in particular for people with psychological illnesses. During the evaluation of psychological stresses at the workplace, which is mandatory pursuant to the law on the protection of employees/federal civil servants, the **risks caused by work-related psychological stresses** must be identified and suitable measures determined to successfully eliminate or mitigate them.

With the voluntary measures of **workplace health promotion**, care is to be taken that people with disabilities can participate without restriction in all measures (e.g., health checks, vaccination campaigns, presentations and exercise programmes). With the advice for companies offered by the prevention programme “**fit2work**”, companies are assisted in line with their requirements in the development of measures and structures for the sustainable reintegration of employees with disabilities and/or chronic illnesses.

Within the framework of the work group for implementing the health goal “jointly creating living and working conditions that promote health,” the “**National Strategy for Health in Companies**” has been developed. The federation, regions, social insurance and social partners in the process are working towards comprehensive operational health management that integrates employee protection, workplace health promotion and operational integration management.

### 5.5.2 Objectives and indicators

(191) **Employability** is to be retained in general. Through early preventive measures, particularly for older employees and for people with psychological impairments, disabilities and chronic illnesses are to be prevented.

(192) A sensitisation to **health awareness** to prevent illness and to preserve employability is to be accelerated.

**Indicator:** Number of measures to raise health awareness

(193) The **accessibility requirements** in the **Workplace Ordinance** are to be expanded with the involvement of disability organisations.

### 5.5.3 Measures

No.	Contents	Time	Jurisdiction	Costs
244	Expansion of workplace health promotion with the involvement of people with disabilities	2022–2024	BMSGPK, SI	Costs are determined on distribution of budgetary funds
245	Evaluation and further development of <b>fit2work</b> in keeping with the statutory mandate	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
246	Further expansion of <b>workplace health promotion</b> and of the exercise offerings in the <b>judiciary area</b>	2022–2030	BMJ	If they can be delimited, costs are determined on distribution of budgetary funds
247	Integration of the topic of accessibility into the <b>basic training of the labour inspectorate</b>	2022–2030	BMAW	Costs covered by the department budget
248	Consideration of disabilities caused by restricted sensory perception in the next amendment of the <b>Workplace Ordinance</b> (AStV) with the involvement of the expertise of organisations representing persons with disabilities	2022–2030	BMAW	Will be calculated in the course of the effect-oriented impact assessment

## 5.6 Occupational programmes according to provisions of regional law

### 5.6.1 Initial situation

According to **Article 26 UNCRPD**, the States Parties are to take effective and appropriate measures to enable people with disabilities to attain and maintain maximum independence,

full ability and full inclusion in all aspects of life. For this purpose, the signatory states organise, strengthen and extend comprehensive habilitation and rehabilitation services and programmes, also in the field of employment. The corresponding programmes are to be designed so that they are based on a multidisciplinary assessment of the individual needs and strengths and are available to persons with disabilities as close as possible

People with disabilities are supported within the framework of the disability assistance of the regions through the provision of the **day centre/workshop/ability-based work** in retaining and further developing their individual skills through various activities. The range of services is specific to the target group and diverse and extends from fundamental support to qualification with the goal of medium-term vocational integration. The day centre usually takes place within the framework of a 5-day week. Clients receive **pocket money** for their tasks; these are not employment relationships.

In some regions, there are projects that transfer people from the occupational programmes to **partner companies of the primary labour market**. Although these projects are based on an employment contract and full insurance, most of these approaches build on boundary conditions that do not correspond to the idea of safeguarding a person's livelihood through gainful employment. For instance, the wage is set at an amount so that **income substitution benefits** of family support and social security benefits for dependants can continue to be received. Yet, a reactivation of these benefits would have been possible for a lengthy period if income had been lost. This is also linked to a setting of working hours at a number (frequently under 20 hours per week) that can result in problems in structuring the day.

Given the right to work formulated in the UNCRPD, occupational programmes in which persons with disabilities are active within the framework of disability assistance of the regions whilst **receiving pocket money** are fundamentally called into question.

The 2020–2024 government programme includes the goal that people with disabilities who are in occupational programmes are to receive a wage rather than pocket money in future and are thus also to be **protected under social insurance law**. Currently, approx. 25,000 people work in such facilities and are solely **covered by accident insurance**. To increase the permeability on the primary or secondary labour market, corresponding measurable parameters are required, which is why it would be important to record these groups of persons separately statistically within the framework of the services to improve vocational participation (NEBA services and services of the regions).

The key to the handling of the topic is the topic of **(un)employability**. Currently, a study on the topic of (un)employability is being carried out jointly on behalf of the BMSGPK and the Federal Ministry of Labour and Economy (BMAW).

## 5.6.2 Objectives and indicators

(194) Data of people in regional occupational programmes are to be **linked** with other relevant **data**, particularly from the area of employment, to derive conclusions from this that are relevant for planning to implement the UNCRPD and to be able to offer targeted accompanying measures on a regional basis in the interest of inclusive working.

**Indicator:** Existence of **systematic data blending**

(195) Among others, based on the results of the study on the topic of (un)employability, recommendations for actions are to be derived for the occupational programmes. The system is to be developed further in the sense of a **comprehensive view of employability** of people with disabilities and clear boundary conditions created for the people concerned.

(196) **Employment relationships subject to social insurance** on the primary labour market are also to be made possible for people who require a high level of support.

(197) An increasing number of **pilot projects** to protect people with disabilities under social insurance law are to be created.

**Indicator:** **Number of pilot projects** and the persons with disabilities employed there under comprehensive social insurance

## 5.6.3 Measures

No.	Contents	Time	Jurisdiction	Costs
249	Austria-wide <b>work group</b> with the involvement of people with disabilities for the <b>further development of the “occupational therapy” facilities</b> pursuant to the UNCRPD	2023–2030	BMSGPK, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
250	Creation of a <b>roadmap</b> for the implementation of the further development of the “occupational therapy” facilities	2023–2025	BMSGPK, BMAW  Ktn., Stmk., Bgld., Vienna,	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
			NÖ, OÖ, Sbg., Tyrol, Vbg.	
251	<b>Implementation</b> of the results from the work group regarding the further development of the “occupational therapy” facilities	2026–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
252	<b>Review</b> of existing <b>pilot projects</b> within the framework of the aforementioned work group; survey of the requirements and development of <b>quality standards</b> for pilot project Inclusive Work	2023–2025	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
253	<b>Pilot project Inclusive Work</b> based on the standards developed	2026–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€4 million
254	<b>Evaluation</b> of this pilot project, setting up of a <b>supervisory group</b> with the involvement of NGOs and regions	2027–2030	BMSGPK	€100,000
255	Comprehensive roll-out of <b>services</b> regarding <b>inclusive work</b> in accordance with the evaluation results	2030	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	€15 million
256	Continuation and acceleration of new <b>projects and measures</b> for fully insured employment relationships of people with a high need for support	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
257	Development and implementation of <b>inclusive employment projects</b> and inclusive small enterprises	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
258	Further <b>flexibilisation of the care times</b> in daycare facilities to also facilitate (hourly) working	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 5.7 The public sector as an employer

### 5.7.1 Initial situation

The federation as an employer has the responsibility to provide people with disabilities with the best possible support from the start until the end of the employment relationship. The federation would also have to pay a **compensation tax** pursuant to the BEinstG if it has recruited an insufficient number of persons with disabilities, depending on the number of its employees. Since 2007, it has succeeded in fulfilling the quota overall but not in all organisational units of the federation.

As of 31 December 2021, the federation employs<sup>33</sup> 4,074 “registered persons with disabilities” pursuant to the BEinstG. Of these, 1,323 have a level of disability of 70% or more.

As part of the inclusion strategy of the federation as an employer, starting on 1 January 2022 and to promote the employment of people with disabilities in Section 5 Paragraph 3 of the regulations for the management of planned jobs pursuant to Section 44 BHG 2013 (staffing of planned jobs via the level determined in the personnel plan), the expansion of the “bonus system” was envisaged within the framework of the management of planned jobs by determining a reduction in the hitherto at least 70% to only at least 60% degree of disability in the accommodation and employment of registered persons with disabilities.

With the **digitalisation of proceedings** at courts and state prosecutor’s offices down to the digital management of files, many barriers for people with disabilities are being eliminated. This makes every day working life of judiciary officials with restricted mobility considerably easier. The current COVID-19 pandemic is associated with substantial changes in work processes. For civil servants with mobility restrictions, **working from home and teleworking** have particularly proven their worth. However, a (physical) involvement in the organisation in the form of participation in the overall work process is important.

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<sup>33</sup> Source: MIS—Management Information System of the federation, last updated 8 January 2021.



## 5.7.2 Objectives and indicators

(198) The **accommodation** of people with disabilities in the public service is to be **accelerated** to substantially increase the number of employees with disabilities and to fulfil the recruitment quota for persons with disabilities. Monitoring and management of the employment of persons with disabilities is to be done on a continuous basis.

**Indicator:** Disabled employment quota

(199) The **digitalisation of the conducting of proceedings** at courts and state prosecutor's offices is to be driven forward to make it easier for persons with disabilities to access professions in the judiciary sector.

**Indicator:** Number of **courts** (court departments) and state prosecutor's offices (departments) that conduct **proceedings in electronic form**

(200) Premises and workplaces in the public sector are to be designed so that they are **comprehensively accessible** and tailored to the individual requirements of civil servants with disabilities.

**Indicator:** Number of **adapted workplaces** for civil servants with disabilities

(201) The **application process** in the public sector is to be designed **with a low threshold** and actively supported by stakeholders from the area of people with disabilities.

**Indicator:** **Feedback** from applicants/interested parties

(202) A **sensitisation** to the concerns of persons with disabilities is to be achieved among all persons employed in the public service, particularly **supervisors** and **HR managers**.

**Indicator:** Increasing number of **seminars and training courses** at the **administrative academy** of the federation that address persons with disabilities

(203) For civil servants with disabilities, the **same career promotion and initial and further training options** are to be given as for civil servants without disabilities. Lecturers and supervisors are to be sensitised about handling disabilities.

**Indicators:** Number of **promotions** of civil servants with disabilities; percentage of the change in registered persons with disabilities and civil servants who do not have disabilities in the respective salary groups; number of civil servants with disabilities who participate in initial and further training measures

(204) There should be the possibility for civil servants with disabilities to **remain** working until they reach the **statutory pension age**, and this is to be supported by corresponding boundary conditions. The principle of rehabilitation before retirement is to be realised.

**Indicator:** Number of **retirement proceedings ex officio** pursuant to Section 14 BDG; number of successful assignments of replacement workplaces

(205) Modern, requirements-oriented, flexible working is to be achieved for people with disabilities, among others by offering **remote work/work from home**.

**Indicators:** Number of approved **remote workplaces and/or home office workplaces** in the respective federal ministry or the office of the regional government; analyses of the use of remote work by civil servants with disabilities

(206) The **health promotion** and psychological support of civil servants with disabilities is to be established as a fixed part of the organisational culture in the civil service.

(207) Employment in the federal civil service as a (recognised) person with disabilities is to be improved through **flexibilisation of career models** (freedom to move within the same salary group and/or also across salary groups) as well as **reintegration management**.

**Indicators:** Number of workplace changes (“**job mobility**”) by civil servants with disabilities, evaluation of the satisfaction among civil servants and supervisors, evaluation of the workload

### 5.7.3 Measures

No.	Contents	Time	Jurisdiction	Costs
259	Expansion of the <b>digital procedural management</b> (Judiciary 3.0) to the entire jurisdiction and thus expanded possibilities at the workplace for people with restricted mobility	2022–2026	BMI	Costs are determined on distribution of budgetary funds
260	Holistic strategies for the inclusion of people with disabilities in the civil service: <b>Target-group-specific invitation</b> to people with disabilities to apply for jobs in the federal civil service	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
261	Creation of a pool of <b>candidates</b> with disabilities—(considering all remuneration options/salary groups)	2022–2030	BMI	Costs covered by the department budget
262	Acceleration of an <b>onboarding</b> process, involving the <b>representative of employees with disabilities</b> in the personnel selection	2022–2030	BMI	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
263	Introduction of <b>mentors</b> for civil servants with disabilities in the public sector	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
264	Comprehensive <b>barrier-free access to initial and further training</b> for civil servants with disabilities in the public sector, considering the individual requirements during examinations	2022–2030	BMI	Costs are determined on distribution of budgetary funds
265	Creation of a <b>guideline/e-learning</b> module for the <b>handling of cases of discrimination</b> and information on the Intranet	2022–2030	BMI	Costs covered by the department budget  Training costs are determined on distribution of budgetary funds
266	Central <b>advisory centre</b> in the event of <b>cases of discrimination</b>	2022–2030	BMI	Costs covered by the department budget
267	Presentations on the <b>sensitisation</b> for the topic of civil servants with disabilities on <b>all hierarchical levels</b>	2022–2030	BMI	Costs covered by the department budget
268	Compulsory application of Section 14 Paragraph 5 BDG; in-depth examination of the <b>grounds for retirement</b> and/or <b>termination of the employment contract</b> and examination of <b>alternatives</b>	2022–2030	BMI	Costs covered by the department budget
269	Facilitation of <b>part-time employment</b> or <b>reintegration part-time working</b> ; creation of measures for “recovery phases”	2022–2030	BMI	Costs covered by the department budget
270	Implementation of <b>flexible models</b> of work organisation <b>from the occurrence of a disability</b> ; easier access to “reserve planed positions” that can be individually adapted; reduction in field work, stand-by duty and overtime hours; reduction in hours; creation of a <b>reserve pool of planned jobs</b> of newly qualified executive civil servants to be able to retain affected executive civil servants at the headquarters (exchange of experiences).	2022–2030	BMI	Costs covered by the department budget
271	Acceleration of <b>remote work/home office</b> ; comprehensive expansion of the mBAKS system for civil servants with disabilities	2022–2030	BMI	Costs covered by the department budget

No.	Contents	Time	Jurisdiction	Costs
272	Expansion of the offerings of the <b>psychological service</b> ; definition of workflow management in the event of crisis interventions; expansion of the information about the services	2022–2030	BMI	Costs covered by the department budget
273	Evaluation and updating of <b>workplace descriptions</b> of relevance regarding people with disabilities	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW	Costs are determined on distribution of budgetary funds
274	Expansion of the topic “people with disabilities” in the federal civil service in the <b>basic training</b> and the continuing and further training ( <b>administrative academy</b> )	2022–2030	BMKÖS	annual €15,000
275	<b>Sensitisation measures</b> on the topic of “living with disabilities” for <b>all federal civil servants</b>	From 2022 onwards	BMKÖS	Costs are determined on distribution of budgetary funds
276	<b>Inclusion package 2021</b> —the civil service as an employer for people with disabilities	2021–2030	BMKÖS	Annually up to €500,000
277	Evaluation of the situation of employees with disabilities in the <b>regional civil service</b> and in downstream or outsourced organisations in the regional sector	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

# 6 Independent Living

## 6.1 Independent living in general

### 6.1.1 Initial situation

According to **Article 19 UNCRPD**, people with disabilities have a right to independent living and inclusion in the community. This includes the free choice of their place of residence and **where, how and with whom they want to live**. This also includes the right to access community-based support services.

The **expansion of mobile support services** is being accelerated in Austria to make it increasingly possible for people with disabilities to have the freedom of choice between living in their own home and living in facilities as in-patients.

The implementation of the **personal assistance** in the private sphere (residential, organisation of leisure time and participation in society) is within the jurisdiction of the regions (Länder).

Overall, the regions provide services to facilitate independent living to varying degrees, such as by providing a **personal budget** instead of services, whereby a uniform definition does not exist, and the organisation is very different in the individual regions.

### 6.1.2 Objectives and indicators

(208) For people with disabilities, independent living in **an apartment/small residential communities**—also in standard apartment blocks—is also to be possible.

(209) The expansion of the **partially assisted living** services is to be accelerated compared to fully assisted living services and offered in line with requirements.

**Indicator:** Number of **residential places** in independent forms of housing, number of **places in homes** for people with disabilities based on a definition thereof that is standardised throughout Austria

(210) **De-institutionalisation** of residential facilities is to be started and/or continued in all regions as soon as possible.

**Indicators:** Number of residential places in **independent forms of housing**, number of **places in homes** for people with disabilities.

(211) All children with disabilities are to be allowed to live independently in accordance with their age and with **support services in line with requirements**.

(212) Support models are to be developed to make it possible for people with disabilities to use **public transport** (as soon as possible).

**Indicator:** Number of **support models**, number of participants

(213) People with disabilities are to be granted greater independence through services, such as the **personal budget**; a uniform definition of personal budget would have to be drawn up.

**Indicator:** Number of **persons** who make use of the personal budget

### 6.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
278	Temporal restriction of the <b>maintenance entitlement under civil law</b> of the adult child towards his or her parents	2022–2024	BMJ	Costs are determined on distribution of budgetary funds
279	Creation of independent and <b>inclusive types of housing</b> within the framework of pilot projects	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
280	Participative and joint development of a concept of <b>advisory services</b> , particularly peer consultation and structured expansion by the regions	2026	BMSGPK Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
281	Participative development of strategies of <b>de-institutionalisation</b> within the framework of the work group on the <b>Inclusion Fund</b> (cf. Measure 4) in conjunction with the auditing of an <b>inclusion fund</b>	From 2023 onwards	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
282	Expansion and qualitative further development of the <b>self-representation structures</b> , also with responsible organisations of disability assistance	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
283	Development of a low-threshold empowerment tool for people with disabilities <b>for using public transport</b>	2022–2025	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
284	Expansion of <b>family and leisure assistance</b>	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
285	Expansion of support services in line with requirements, such as the <b>personal budget</b> , development of a uniform definition of the personal budget	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 6.2 Participation in public and political life

### 6.2.1 Initial situation

The UN Convention states that **participation** is a central obligation in all matters relating to people with disabilities.

To facilitate participation in the **democratic decision making**, fundamental emphases were set within the framework of the NAP 2012–2020 (2021), for instance, through information materials in easy language or sign language or the accessible configuration of polling stations.

### 6.2.2 Objectives and indicators

(214) People with disabilities are to be increasingly involved in the development of **services for people with disabilities**.

(215) People with disabilities are to be able to exercise their right to vote **on an equal basis** with others in all political elections in Austria. Electoral procedures and information to people with disabilities are to be made in **entirely accessible form**.

(216) The **Federal Disability Advisory Board** is to be **strengthened** to drive the coordination of the measures further in implementation of the Convention. As many groups of

people with disabilities as possible are to be represented in the Federal Disability Advisory Board.

**Indicator:** Existence of corresponding provisions

(217) The **Austrian Disability Council (Österreichischer Behindertenrat, ÖBR)** is to be rooted in the BBG with a stipulated **budget**.

**Indicator:** Existence of corresponding provisions

### 6.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
286	Participative process with the stakeholders for the further development of the <b>Federal Disability Advisory Board</b>	2023–2024	BMSGPK	Costs are determined on distribution of budgetary funds
287	Further development of the statutory tasks of the <b>Umbrella Organisation of the Organisations of Persons with Disabilities (ÖBR)</b> , with the involvement of the stakeholders including the safeguarding of appropriate financing	2023–2024	BMSGPK	Costs covered by the department budget
288	Auditing of the increase in planning certainty for non-profit legal entities through <b>multi-annual funding contracts</b>	From 2025 onwards	BMSGPK	Extension of the budget coverage to several years (ATF and budget)
289	Comprehensively <b>accessible organisation</b> of ballot papers and election notices using universal design and aids according to the respective state of the art	2022–2030	BMI	Costs are determined on distribution of budgetary funds
290	<b>Sign language videos</b> for elections; screen videos in <b>easy language</b> ; communication according to the state of the art	2022–2030	BMI	Costs covered by the department budget; additional costs will be determined on distribution of budgetary funds
291	Improvement of the <b>accessibility of polling stations</b> , staff on site for instruction, provision of sign language interpreting, information in easy language	2022–2030	BMI	Costs are determined on distribution of budgetary funds



## 6.3 Personal assistance

### 6.3.1 Initial situation

Personal assistance gives people with disabilities the possibility to be able to lead their life according to their own wishes, expectations and requirements. Personal assistance includes **all areas of daily life** in which there is a need for support or assistance.

In Austria, various programmes of personal assistance are being implemented (at the federal and regional levels). Due to the federal structure in Austria, the jurisdiction for personal assistance lies with the **regions**, with exceptions (work<sup>34</sup> and sometimes school). Accordingly, the legal situation and the existence of comprehensive offerings in all regions are organised in a **very different** way.

Personal assistance at the workplace and personal assistance for all other areas of life are currently also financed by different organisations (federation/region). The separation regarding content does not reflect reality (e.g., home office). In addition to the organisation paying the costs, the boundary conditions, regulations, billing conditions and the monetary remuneration (hourly rate) currently also vary.

The 2020–2024 government programme stipulates the safeguarding of measures for independent living for people with disabilities. These also include the development of **boundary conditions that are standardised throughout Austria** regarding personal assistance, irrespective of the type of disability, and the creation of a one-stop shop for personal assistance. Many services that currently exist in Austria for personal assistance have the long-term care allowance as the basis for the receipt of benefits.

### 6.3.2 Objectives and indicators

(218) Personal assistance that is **uniform throughout Austria** is to be implemented, irrespective of the type of disability or the place of residence. The separation of private

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<sup>34</sup> For personal assistance at the workplace and the measures for professional assistance, cf. the chapter “Employment.”

and professional assistance benefits is to be lifted and a “personal assistance for all areas of life” is to be created that is uniform throughout Austria.

**Indicators:** Number of persons who use assistance and duration of time in which assistance can be used

### 6.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
292	Development of <b>boundary conditions that are uniform throughout Austria</b> for “personal assistance” within the framework of a working group and involving all stakeholders; if necessary, implementation of a pilot project	2023	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget
293	Clarification of the <b>financing</b> of an expansion of the personal <b>assistance services in all areas of life</b> in line with requirements and irrespective of the type of disability.	2023–2030	BMF, BMSGPK Ktn., Stmk., Bgld., NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
294	<b>Harmonisation</b> of personal assistance between the federation and regions	2023–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
295	<b>Expansion</b> of the services for personal assistance in line with requirements	2023–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
296	Commencement of discussions on the <b>harmonisation</b> of personal assistance also with <b>school assistance</b> and personal assistance in <b>educational facilities</b>	2027	BMSGPK, BMBWF Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs covered by the department budget

## 6.4 Social services in long-term care

### 6.4.1 Initial situation

The 2020–2024 government programme makes provision for a comprehensive reform of care in which the Austrian federal government has already committed itself to key measures to consider the multi-faceted requirements for reform in care. In the Austrian reform of care, the focus is being put on improving the personnel situation.

The 20 measures in total within the framework of the reform of care encompass a volume of EUR 1 billion until the end of the legislative period.

With the resolution in the Council of Ministers on 12 May 2022, there is now a record in this regard that the necessary improvements are to be implemented in the following four steps:

1. Emergency measures for employees;
2. Improve access to profession and expand training paths;
3. Improvements for persons who need care and for care-giving relatives;
4. Further development of 24 h care and approximation and increasing the appeal of the income and working conditions combined with a target management process.

Social services in long-term care incorporate particularly social support as well as care and assistance in running a household. As a result, this helps people with disabilities and people who require care to **live independently in their own home**. In addition, social services are to **alleviate the burden on care-giving relatives**, for instance, when a need arises at short notice for care at home. The provision system is to be organised in such a way that people are cared for and looked after where their requirements can best be met. The existing range incorporates particularly mobile and in-patient support and care services, partially in-patient day care, short-term care in in-patient facilities, case and care management, alternative types of housing, everyday accompaniment over several hours and services to ease the burden on care-giving relatives. The services are provided by qualified staff and are the **responsibility of the regions**.

To date, very little attention has been paid to accessible services in many places.

The designated financial contributions paid out every year to the regions from the long-term care fund help to safeguard care services. The demographic development means that costs are rising. The challenge of long-term financing must be met. Access to assets by persons admitted to in-patient facilities by their relatives, heirs and gift recipients to cover the care costs has been prohibited. To partially offset the effects of the **ban on the recovery of care costs**, the federation is providing a further EUR 200 million as a fixed amount for the years 2021 to 2024.

## 6.4.2 Objectives and indicators

(219) The safeguarding and comprehensive expansion and development of the range of care and support services in line with requirements are to be guaranteed by **sustainable financing**.

**Indicator:** Amendment of the **Long-Term Care Fund Act** or comparable legal bases to finance the nursing care provision system

(220) There are to be **uniform regulations throughout Austria** in the area of social services. Potential for harmonisation is to be identified at the regional level and implemented within the framework of the target management process.

(221) To improve the transparency, validity, planning and management of the range of social services in long-term care, the surveyed characteristics collected in the **care services database** are to be evaluated and the inclusion of additional data considered.

## 6.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
297	Development and implementation of a concept for the <b>sustainable and long-term financing</b> of care provision and/or pooling and expansion of the existing financing streams from the federal budget	2022–2030	BMSGPK, BMF Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
298	<b>Harmonisation measures</b> in the area of social services and legislative implementation as well as provision of training courses for comprehensive accessibility (in co-operation with the Association of Cities and Towns, the Association of Municipalities and providers of social services)	2022–2024	BMSGPK Ktn., Stmk., Bgld., Vienna,	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
			NÖ, OÖ, Sbg., Tyrol, Vbg.	
299	Evaluation and amendment of the <b>Care Services Statistics Regulation 2012</b>	2022–2024	BMSGPK, Statistics Austria	€50,000
300	Earmarked subsidies from the federation to the regions to <b>increase the remuneration of care staff</b>	2022–2023	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	a total of €520 million until the end of 2023
301	Earmarked subsidies from the federation to the regions to <b>make care apprenticeships attractive</b>	2022–2024	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	A total of €337.5 million for the years 2022 to 2024 (of this, €225 million from the federation and €112.5 million from the region)

## 6.5 Long-term care allowance

### 6.5.1 Initial situation

The long-term care allowance is an earmarked benefit that is solely intended to **cover additional care-related costs** for support and assistance for persons who require care. The type of support the money is to be used for remains the decision of the person requiring the care. The long-term care allowance, as a financial grant, thus contributes to the principle of “independent living” for persons who require care.

As of October 2021, more than **467,000 persons were entitled to long-term care allowance** according to the Federal Long-Term Care Allowance Act (“Bundespflegegeldgesetz”, BPGG). Due to the structural reform of the Austrian social insurance system, there are the following three decision-making bodies from 2020 onwards: Pension Insurance Institute (PVA), Social Insurance Institution for the Self-Employed (SVS) and Insurance Institution of Public Sector Workers, Railways and Mining (BVAEB).

From 2020 onwards, there has been an **annual value adjustment** of the long-term care allowance with the respective adjustment factor according to the ASVG.

## 6.5.2 Objectives and indicators

(222) The further development of the long-term care allowance and the ensuring of sustainable financing is to take place in consideration of the **demographic and qualitative developments**.

**Indicator:** Statistical analyses on the **number of people entitled to nursing care allowance** and with hardship supplement

(223) The **principle of monetary benefit** is to be retained, also in conjunction with the granting of benefits in kind.

(224) There will be an examination of how **people with learning disabilities** and people with **psychosocial disabilities** can be included in the long-term allowance system.

## 6.5.3 Measures

No.	Contents	Time	Jurisdiction	Costs
302	Checking of the possibilities to revise the access criteria for the long-term care allowance to better depict the requirements of people with learning disabilities and psychosocial disabilities	2022–2024	BMSGPK (checking of possible implementation within the framework of the care reform)	Costs are determined on distribution of budgetary funds
303	<b>Elimination of the offsetting</b> of the increased <b>family allowance</b> against the long-term care allowance	From 2023 onwards	BMSGPK	Annually around EUR 33 million
304	<b>Increase</b> in the <b>hardship supplement</b> for people with serious <b>psychological disabilities</b> and/or <b>dementia</b> , from the age of 15, from 25 to 45 hours a month	From 2023 onwards	BMSGPK	Annually around EUR 25.4 million

## 6.6 Caregiving relatives

### 6.6.1 Initial situation

Caregiving relatives are exposed to **burdens** as a result of the informal care and support in the family, particularly when it comes to **time and the physical** and **psychological** impacts.

According to the study “Caregiving by relatives in Austria,” around 801,000 persons are informally involved in the care and support of a person who requires care at home, and 146,000 persons are involved in the area of in-patient long-term care.

In Austria, there are diverse services in the area of long-term care. **Community Nursing** is a low-threshold care form offered close to the place of residence and contributes to requirements-oriented care and prevention—a corresponding pilot project has been launched.

Caregiving children and young people, so-called **Young Carers**, are given information and support in specially developed measures appropriate to the target group (Young Carers Austria app). According to the study “Insight into the situation of caregiving children and young persons in Austria (2012, 2014),” 42,700 caregiving children and young people regularly take over the care responsibility for family members over a lengthy period.

### 6.6.2 Objectives and indicators

(225) Through the expansion of **free-of-charge advice close to the place of residence** on caring for and looking after family members, the burden on the caregiving relatives is to be alleviated and their health maintained or improved.

(226) Through the **implementation of Community Nurses**, well-being is to be improved through the low-threshold and early offering of support services, the health literacy is to be strengthened and the ability of older people to remain in their own homes guaranteed.

**Indicator:** Number of Community Nurses established throughout Austria; external evaluation of the Community Nursing pilot projects

(227) Children and young people as caregiving and supporting relatives are to be given special assistance, and innovative services oriented to the target groups are to be de-

veloped. As a fundamental rule, the range of support services in caregiving and support is to be configured so that **children and young people do not** have to take on **any caregiving and support activities**.

**Indicator:** Number of users of the “Young Carers” app

(228) Information for persons affected and their relatives is to be improved using **digitalisation** and made increasingly available.

**Indicator:** Number of persons who make use of a consultation of caregiving relatives

### 6.6.3 Measures

No.	Contents	Time	Jurisdiction	Costs
305	Further development of an <b>app for Young Carers</b> to provide information and support	2022–2024	BMSGPK	around €100,000
306	Implementation and expansion of the <b>consultation of caregiving relatives</b> (from three to five appointments)	2022–2024	BMSGPK	Annually around €150,000 to €200,000
307	<b>Expansion of the legal entitlement to part-time work due to care obligations</b> and to <b>care leave</b> for caregiving relatives and significant expansion of the application deadline for care leave allowance	2022–2023	BMAW, BMSGPK	Annually around €12 million for the care leave allowance and around €6.5 million for the protection under social insurance
308	Expansion of the services for <b>recuperation, preservation</b> and/or <b>improvement in health</b> of caregiving relatives (e.g., expansion of financial support, also for shorter care leaves of three days and not, as has been the case, only of seven days or more, granting of an annual relative bonus in the amount of €1500 as of care level 4 for the self-insured and those covered by continued insurance)	2022–2030 Start of the pilot project: 2022	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Around €10 million for substitute care pursuant to Section 21 BPGG, in 2023 around €27 million and from 2024 onwards annually around €36 million for relative bonus
309	Expansion of services in line with requirements and granting of financial allowances to the costs incurred by	2022	BMSGPK	Annually around



No.	Contents	Time	Jurisdiction	Costs
	caregiving relatives to <b>learn about nursing care</b> within the framework of <b>nursing care courses for caregiving relatives</b>			€200,000 as a financial contribution to nursing care courses
310	Expansion of the <b>protection under social insurance law</b> of caregiving relatives through an increase in the assessment basis	2022–2024	BMSGPK	Costs are determined on distribution of budgetary funds
311	Free-of-charge <b>provision of information</b> and advising of caregiving relatives; further development of the information platform <a href="https://pfllege.gv.at">pfllege.gv.at</a> established at the end of 2021	2022–2030	BMSGPK, GÖG	Around €320,000 info platform, plus annual costs for operation and updating
312	Establishment of <b>Community Nurses</b> as a central point of contact at municipal level within the framework of pilot projects	2022–2024	BMSGPK, GÖG	€54.15 million for pilot projects within the framework of the Recovery and Resilience Facility (NextGeneration EU)
313	Continuation and/or further development of the pilot projects on Community Nursing in the direction of <b>Community Health Nursing</b>	2024	BMSGPK, GÖG	Costs are determined on distribution of budgetary funds

## 6.7 Quality assurance in long-term care

### 6.7.1 Initial situation

Within the framework of quality assurance in care at home (QSPG), **home visits** are conducted at recipients of long-term care allowance who are supported and looked after in their home environment. Since October 2018, home visits have been made **comprehensively** throughout Austria, irrespective of the qualification of the care person, i.e., in all funding cases pursuant to letters a, b and c in accordance with Section 21b of the Federal Long-Term Care Allowance Act (BPGG). As of the turn of the year 2020/2021, a total of 323,800 home visits were carried out.

Various institutions and initiatives promote a **determination of care and provision quality across the regions** based on uniform, comparable and transparent criteria for measuring quality. This is also strongly recommended in the report of the Task Force Care.

## 6.7.2 Objectives and indicators

(229) The quality of care is to be developed further according to **specifications that are uniform** throughout Austria.

(230) Quality assurance measures are to **provide information and raise awareness about home care** and **sensitise** people to the topic.

**Indicators:** **Number of home visits** within the framework of quality assurance in home care to recipients of the long-term care allowance (>19,000/year); **increase in the number of certified agencies** for the placement of 24h personal carers

(231) There is to be greater use of the potential of **digitalisation** and **technical assistance**.

**Indicator:** **Increase** in the use of **digitalisation** and **technical assistance**, particularly technologies of Active Assisted Living

## 6.7.3 Measures

No.	Contents	Time	Jurisdiction	Costs
314	Further development of <b>quality criteria that are uniform throughout Austria</b> in the long-term care sector and reviewing <b>harmonisation measures</b> in collaboration with social insurance organisations and other target management partners	2022–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
315	<b>Home visits</b> to recipients of a long-term care allowance and expansion of home visits specific to target groups	2022–2030	BMSGPK, SVS	Annually around €1.5 million
316	Implementation of accessible <b>information specific to the target group</b> , such as brochures, in the long-term care sector	2022–2030	BMSGPK	Costs are determined on distribution of budgetary funds
317	Expansion of <b>user-oriented research</b> and development and comprehensive implementation of digitalisation and technical assistance systems in the long-term care sector	2022–2030	BMSGPK, BMK	Costs are determined on distribution of budgetary funds

## 6.8 Safeguarding of the standard of living and combating poverty

### 6.8.1 Initial situation

In Austria, 1,472,000 people or just under 17 per cent of the overall population **is at risk of poverty or marginalisation**.<sup>35</sup> The most sustainable way to combat poverty is to improve employment and income opportunities.

The EU-SILC indicates that people with disabilities who are defined as a "**risk group**" have an above-average risk rate of poverty or marginalisation of 32 per cent. Persons in households with disabilities are also fundamentally more frequently affected by no or very low employment intensity (20 per cent or 153,000 persons).

On 1 June 2019, the **Basic Act on Social Assistance (SH-GG)** entered into force, replacing the existing form of minimum income. For people with a degree of disability of more than 50%, the Basic Act on Social Assistance makes provision for an obligatory supplement of 18% of the net compensation allowance guidance rate that is also granted in addition to the basic benefit. With an amendment to the SH-GG, a positive change for (therapeutic) forms of housing was made in 2022 that makes it possible for the regions to grant higher benefits (e.g., equality with those living alone).

### 6.8.2 Objectives and indicators

(232) The percentages of people who live in **poverty** in all its dimensions according to the respective national definition are to be **reduced** by at least half.

**Indicator:** Mixed indicator (defined on the EU level) comprising low household income, non-affordability of necessary goods or basic needs (**substantial material deprivation**) or restricted employment activity in the household (**none or very low employment intensity**)

(233) Within the framework of the **assisted visit accompaniment**, the hardship clause is to be implemented to contribute to reducing the poverty of parents eligible to visit or of

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<sup>35</sup> Source of the data in the chapter: Statistics Austria, EU-SILCs 2019.

their children with a psychological illness or disabilities.

**Indicator:** Number of cases/uses of assisted **visit accompaniment**

(234) Within the framework of the **SH-GG**, further benefits are to be made possible for people with disabilities and **disability-related additional costs** and requirements taken into consideration.

**Indicators:** Number of cases/uses of **disability-related additional costs** in social assistance

### 6.8.3 Measures

No.	Contents	Time	Jurisdiction	Costs
318	Hardship clause within the framework of the assisted <b>visit accompaniment</b>	2022–2030	BMSGPK	€550,000
319	Coverage of the necessary <b>disability-based additional costs</b> and requirements for <b>social assistance recipients</b>	2022–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Ty- rol, Vbg.	Cannot be calculated in advance; costs depend on the actual implementation of the possible improvements at regional level

# 7 Health and rehabilitation

## 7.1 Health

### 7.1.1 Initial situation

According to **Article 25 UNCRPD**, people with disabilities have a right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability. The Convention obligates Austria to take all appropriate measures to ensure that persons with disabilities have access to gender-sensitive health services, including health-related rehabilitation. Accordingly, people with disabilities are to be provided with **health care in the same range, quality and standard as provided to other persons**; unequal treatment is prohibited.

In Austria, people with disabilities have full access to all services of the statutory medical insurance and accident insurance. The range of services of the statutory health insurance is linked to the existence of somatic and psychological illnesses that require treatment, irrespective of the cause, extent and duration of this condition, and can be used by all persons covered by health insurance. The **data** about people with disabilities need to be improved to be able to appropriately estimate the requirements specific to the target groups.

The establishment of comprehensive **accessibility throughout the health sector** continues to be an important topic. In accordance with the statutory specifications, there are regulations for the structural accessibility of contracted surgeries and primary care units. There is still a need for improvement to attain comprehensive accessibility, such as accessible communication, qualified staff and opening hours in line with requirements.

In the action plan for women's health, the sensitisation of institutions to **aspects specific to women** with disabilities is emphasised. Within the framework of the implementation, the advisory skills and services are continually being extended and improved particularly regarding the living situation of women with disabilities. As Focal Points, the women's health centres are fundamentally responsible for the harmonised implementation of the action plan for women's health in the regions (Länder).

Mental health is a pivotal component of health. Every year, more than a fifth of the population in Austria is affected by psychological illnesses, which are one of the leading causes of illness-related disabilities. Due to the current insufficient provision of psychotherapy by health insurance companies, **the provision of psychosocial care in line with requirements** is therefore a pivotal topic in health care, one that has, among others, already been addressed by social insurance.

The low importance of psychological health and psychological illnesses and the discrimination of persons with psychological illnesses are consequences of the **cultural stigma**. The expert body “Competence group for de-stigmatisation” was established to develop a coordinated, multi-strategic approach to combat the stigma of psychological illnesses in Austria based on existing evidence and best-practice examples.

According to **Article 25 UNCRPD**, medical treatment is only possible based on free and informed consent. That is why the law on the protection of adults makes provision in Sections 252 et seq. of the Austrian Civil Code (ABGB) for supported decision making for medical treatments that is regulated in detail.

### 7.1.2 Objectives and indicators

(235) A **data basis** about people with disabilities is to be created in the area of social insurance to increasingly address the requirements of the different target groups.

(236) Comprehensive **accessibility** is to be established in all health facilities (particularly out-patient clinics) and at all physicians on contract in private practice.

**Indicator:** Percentage of the comprehensively **accessible intramural facilities and practices** of contracted physicians.

(237) **Inclusive out-patient clinics** that are in association with hospitals are to be expanded. Diagnosis and therapy are to be offered for all clinical patterns, including for rare pathologies. For this purpose, coordinated access to all medical services is to be made possible.

(238) In all sectors of the health system, **Disability Management** is to be established as multi-professional care. It is thus to be ensured across all specialist areas that there is no complication in the interaction between the acute situation and chronic underlying illnesses/disabilities.

(239) Through networking with women’s health institutions, a sensitisation for aspects **specific to women** in disability is to be achieved, particularly at advisory centres.

- (240) The need for **paediatricians, child psychologists** and **early out-patient assistance** is to be met in full.
- (241) In the area of **psychotherapy**, the **care with benefits in kind** is to be gradually expanded with the long-term goal of meeting requirements.
- Indicator:** Number of annual hours of psychotherapy financed by the health insurance companies (care with benefits in kind)
- (242) There is to be a sensitisation of all relevant stakeholders to the importance of psychological health. The **stigma of psychological illness** and the discrimination of persons with psychological illnesses in the health care and social welfare systems is to be substantially reduced.
- (243) Members of the health professions are to be informed about the fundamental provisions under civil law regarding the information and obtaining of **consent** from patients with psychosocial disabilities and the most important elements of **assisted decision making** to achieve consent to medical treatments in an extent that maintains the independence of persons with disabilities as far as possible.
- (244) Medical care is to be comprehensively guaranteed for all persons, including for persons with **learning disabilities, serious disabilities** and **restricted communication**.

### 7.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
320	Creation of corresponding <b>data</b> to be able to address the requirements of people with disabilities in social insurance; use of information systems on requirements, competences and health-relevant data	2022–2030	BMSGPK, SI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Cost estimate possible after specification of the data requirements
321	Survey of the current status regarding “ <b>accessible health system</b> ”, with the involvement of people with disabilities and experienced experts as a starting point for the creation of a staged plan	2022–2025	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Cost estimate possible after formulation of the staged plan
322	Successive <b>integration of Disability Management</b> in the orders of the committees of the target management—health in all sectors of the health system and at the interfaces to long-term care—specific to the target group and for people of all age groups; <b>evaluation</b> of the progress with proposals for the next steps.	2022–2026	BMSGPK, SI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Cost estimate only possible after determination of the orders. Financing terms must be agreed upon by the members of the Federal Target Management Committee. Evaluation

No.	Contents	Time	Jurisdiction	Costs
				will be commissioned by the BMSGPK.  Estimated costs €60,000–100,000
323	Regular Focal Point meetings to <b>sensitise</b> the professional public to the requirements of <b>women with disabilities</b>	2022–2024	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Anticipated around €15,000–16,000
324	Development of a concept to make professions where there is a shortage of personnel more attractive, among others in the <b>psychosocial care of children and young people</b> within the framework of the target management health	2022–2030	Federal Target Management Committee (B-ZK – federation, regions, social insurance)	Cost estimate possible with creation of concept
325	Expansion in line with requirements of the <b>psychotherapy places financed by the health insurance companies</b> , considering the various target groups, among others, by increasing the contingent when awarding psychotherapy hours (provision of benefit in kind)	Partially implemented from 2022 onwards, gradually until full expansion at the end of 2022	BMSGPK, SI	Additional costs of annually €14 million in full expansion
326	Creation of a catalogue of recommendations for a multi-strategy approach against <b>the stigma of mental illnesses</b> in Austria through the competence group for de-stigmatisation and gradual implementation of the recommendations	2018–2030	BMSGPK, FGÖ, DVSV, (BKA, BMAW, BMBWF, BMKÖS)	Cost estimate for the multi-annual overall project:  approx. €120,000
327	Setting up of a sub-work group to the competence group for de-stigmatisation on the topic of <b>accessibility in the psychological sector</b> and formulation of recommendations for the elimination of barriers in the psychological sector with the involvement of experienced experts	2024–2027	BMSGPK	Costs for process accompaniment are to be covered within the framework of the performance agreement with the GÖG



No.	Contents	Time	Jurisdiction	Costs
328	Creation of legal clarity regarding <b>delegation possibilities to the staff in facilities for persons with disabilities</b> and review of the restriction regarding group size pursuant to GuKG	2022–2024	BMSGPK	Legal clarification is provided by the BMSGPK, therefore without any impact on costs
329	Continuation of the development of the corresponding specialist know-how for <b>easy-to-understand versions of patient information</b> and other information materials and expansion of the range of corresponding publications according to the same standards	2022–2024	BMSGPK	BMSGPK: Costs per brochure approx. between €5,000 and €30,000 depending on scope, etc.
330	Creation of a guideline (“ <b>Vademecum</b> ”) regarding the clarification and obtaining of consent from patients with psychosocial disabilities	2022	BMJ	Costs covered by the department budget
331	Inclusion of “ <b>Health provision of people with disabilities</b> ” in <b>training for health professions</b> and in thematically relevant continuing and further training and on examining the services in this regard	2022–2030	BMSGPK Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
332	Conceptual planning and realisation of “ <b>inclusive out-patient clinics</b> ” and of inclusive competence centres in structures of public health facilities; ensuring comprehensive, accessible health provision (bio-psychosocial)	2022–2030	BMSGPK, SI Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
333	Comprehensively <b>barrier-free access to information</b> for employees with disabilities through publication of virtual and printed works	2022–2030	Vienna	Costs are determined on distribution of budgetary funds

## 7.2 Prevention and health promotion

### 7.2.1 Initial situation

Article 25 of the UNCRPD obligates Austria not only to provide health services that are required by people with disabilities specifically because of their disability but also services designed to minimise and prevent further disabilities as far as possible. Preventive services, as **protection against illness and accidents** and **the promotion of health** improve the quality of life of people with and without disabilities and contribute to preventing the occurrence of chronically somatic or psychological illnesses that result in disabilities to a substantial extent.

Health promotion and prevention of psychological illnesses should start with children and young people through **raising awareness** and the **learning of basic skills that are relevant to health** (social and emotional skills and coping with crises) and the expansion of prevention programmes at school.

Prevention, as protection against illnesses and accidents, and health promotion are pivotal elements to improve general health. With the national strategy of the Austrian Network for Companies “**Health in Companies,**” the goal is to promote health in companies, prevent accidents, maintain the working ability of employees and avoid incapacity for work.

There are currently hardly any reliable empirical **data on addiction problems** of people with disabilities. There is also a need for easy-to-understand information and training for **persons with learning disabilities** on knowledge about the body, healthy behaviour and the health care system. The Austrian addiction prevention strategy makes provision for the expansion of the existing Federal Drugs Forum to form a Federal Addiction Forum that covers more than one addiction. Within the framework of this Federal Addiction Forum, it is possible to specifically address the topic of preventing addiction in people with disabilities.

### 7.2.2 Objectives and indicators

- (245) The **ability** of persons with disabilities **to work** is to be **preserved** through early preventive measures. Above all, older people with disabilities and people with psychological impairments are to receive comprehensive support services.
- (246) Through improved accessibility to health promotion, the **health literacy** of people with disabilities is to be strengthened.
- (247) Knowledge in connection with addictive behaviour and the development of an addiction illness in people with disabilities is to be **improved**.
- (248) The resilience and knowledge about psychological health, psychological illnesses and **basic skills relevant to health** (social and emotional skills and coping with crises) are to be strengthened in children and young people and in educators.

### 7.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
334	Development and implementation of <b>health programmes</b> , with special consideration of the different requirements of people with disabilities	Further development	BMSGPK Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs will be estimated during the programme development
335	Supporting and promotion of the <b>prevention of addictive behaviour</b> in people with disabilities (e.g., accessible information material)	2022–2026	BMSGPK, SI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs will be estimated during the development of the specific implementation measures
336	Collection of <b>empirical data</b> about <b>addictive behaviour/diseases</b> and people with disabilities, e.g., within the framework of the GPS (general population survey of the GÖG)	2024–2028	BMSGPK	For a more precise cost estimate, it is necessary to wait and see which data are to be collected exactly and how difficult it will be to reach the persons to be surveyed
337	Promotion of psychological health and basic skills relevant to health (social and emotional skills, coping with crises) in children and young people, expansion of <b>contact-based information</b> (trialogical) about psychological illnesses and regional offers of assistance as well as expansion of <b>prevention programmes at school</b> (e.g., prevention of addiction, suicide, violence and bullying)	2022–2030	BMSGPK, BMBWF, BKA, boards of education/ school psychologists	Cost estimate possible after development of the specific measures
338	<b>Course curriculum “Being healthy”</b> with participants with learning disabilities and multiple disabilities in facilities of disability assistance, accompanying quality assurance, evaluation and further development	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
339	Public relations work to advertise and sensitise <b>people with learning disabilities</b> to the topic of <b>health literacy</b>	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
340	Formation and activation of <b>networks and organisations to promote health</b> in districts with specific invitation of organisations representing persons with disabilities	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 7.3 Rehabilitation

### 7.3.1 Initial situation

**Article 26 UNCRPD** obligates Austria to organise comprehensive **services and programmes for rehabilitation**, particularly in the area of health. The services and programmes are to begin at the earliest possible stage. They are to support inclusion in the community, be voluntary and be available to persons with disabilities in rural areas as close as possible to their own communities.

In the area of prevention, health promotion and rehabilitation, the “**Rehabilitation Plan 2020**”<sup>36</sup> created by Gesundheit Österreich GmbH on behalf of the umbrella association of the social insurance institutions is important. Topics that are still outstanding in this field are the creation of oncological rehabilitation in line with requirements and the expansion of psychiatric rehabilitation services tailored to individual needs, particularly in the form of out-patient rehabilitation.

Preserving the ability to work until retirement age is assisted by monetary benefits and benefits in kind from the health and pension insurance, such as rehabilitation procedures or the rehabilitation allowance and the reintegration allowance. Currently, **peer counselling** is not offered as an instrument of quality assurance in any area of rehabilitation before issuing notifications and before establishing rehabilitation measures.

### 7.3.2 Objectives and indicators

(249) Rehabilitation is to be offered for all persons with disabilities and (chronic) illnesses **comprehensively** (medical, vocational and social rehabilitation) and in the long term, irrespective of the insurance status and the cause and form of disability. There must be the possibility to make use of the different forms of rehabilitation concurrently; the rehabilitation is to be configured individually to the person concerned and in accordance with the specific need.

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<sup>36</sup> <https://www.sozialversicherung.at/cdscontent/load?contentid=10008.742311&version=1611835415>

(250) There is to be a **legal entitlement to measures** of medical, vocational and social rehabilitation pursuant to Sections 302, 303 and 304 ASVG and the corresponding parallel provisions in the other social insurance laws for the long-term preservation of the ability to work and the prevention of invalidity and incapacity for work, irrespective of occupational protection (**early intervention**). This applies for all persons with disabilities and chronic illnesses, including persons with sensory impairments and cognitive disabilities.

**Indicator:** Corresponding **legal bases** exist in social insurance law.

(251) **Psychiatric and oncological rehabilitation**, particularly out-patient rehabilitation, is to be expanded. Psychiatric rehabilitation services are to be configured so that they can be adapted to individual requirements.

(252) **Peer counselling** is to be offered as an instrument of quality assurance before the issuing of decisions and the setting of rehabilitation measures.

(253) Rehabilitation services are to be **harmonised** through corresponding legislative provisions.

### 7.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
341	Expansion and continuation of the <b>out-patient cardiological rehabilitation</b> with scientific review pursuant to the rehabilitation plan	2022–2030	SI	Cost estimate after creation of a detailed staged plan
342	Expansion (particularly in the out-patient sector) and continuation of psychiatric and <b>oncological rehabilitation</b> and its evaluation regarding accessibility	2022–2030	SI	Costs are dependent on requirements
343	Equipping the <b>case management</b> for the rehabilitation allowance with sufficient resources	2022–2030	BMSGPK, SI	Costs are dependent on requirements
344	Expansion of rehabilitation for the <b>hard of hearing</b> , e.g., after cochlea implant operations	2022–2030	SI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are dependent on requirements
345	For persons who do not meet the prerequisites for <b>occupational protection</b> according to the ASVG, occupational protection is to be created by focusing on the skills contributed.	2022–2030	BMSGPK	Annual pension costs for 100 persons with a monthly pension of €700: approx. €1 million, at the same time, discontinuation of

No.	Contents	Time	Jurisdiction	Costs
				other transfer benefits possible.
346	Establishment of a pilot project for <b>peer consultation</b> in all phases (preparation, implementation and care at home) of medical rehabilitation	2022–2025	BMSGPK, SI	Cost estimate not yet available

## 7.4 Aids and devices

### 7.4.1 Initial situation

According to Article 25 UNCRPD, persons with disabilities are entitled to health services that they require **specifically because of their disability**.

The aids and/or technical devices dealt with in this sub-chapter are certain products, appliances, equipment or technical systems that are used for the rehabilitation of persons with physical, psychological, cognitive or sensory impairments to **treat illness-related consequences** or **compensate for disabilities**. In many cases, they are the prerequisite for successful participation in life and can make everyday life easier and compensate for disabilities or reduce their functional restriction. The technical maturity of the aids and devices is constantly improving, and their number is continuously rising.

Currently, not all aids and devices are paid for by the **social insurance agencies**. Social insurance is tied to statutory boundary conditions when awarding aids and devices. Aids and devices that cannot be financed by social insurance can be financed by means of the **disability assistance of the regions**. Due to the different jurisdictions, the provision of aids and devices in line with requirements is often not possible. Although the division of costs between social insurance agencies and regions is a long-standing practice, there is no uniform point of contact in the form of “**one-stop shops**” that would make accessibility that much easier.

## 7.4.2 Objectives and indicators

- (254) In the long term, **central points of contact for aids** and devices are to be created for persons with disabilities as this is the only way to achieve transparent and efficient financing in the aids and devices sector.
- (255) All persons with disabilities (including children without age limits) are to receive the aids and devices that they need to the **best possible extent**. Aids and devices are to be financed by the public sector and are to be based on the individual needs of the person.
- (256) The bandwidth of supported aids is to be evaluated and adapted to the **state of the art**.

## 7.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
347	Intensification of the collaboration among all funding organisations in the aids and devices sector and creation of central points of contact for aids and devices (" <b>one-stop shops</b> ") for persons with disabilities, particularly also as the optimum point of contact for children with disabilities	2022–2024	BMSGPK, SI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Cost-neutral administrative reform
348	Closing of gaps in the <b>financing</b> of the aids for people with disabilities	2022–2030	BMSGPK, SI Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Depending on requirements. Financing social insurance/regions
349	Evaluation and adaptation of the supported aids to the <b>state of the art</b> and setting of a focus in the area of digitalisation	2022–2030	Vienna, NÖ, OÖ	Costs are determined on distribution of budgetary funds

# 8 Raising awareness and information

## 8.1 Research

### 8.1.1 Initial situation

With the help of significant research data, effective political concepts for the implementation of the UNCRPD can be developed and implemented. In conjunction with research, the obligations according to **Articles 4, 9, 31 and 32 UNCRPD** are most relevant. Further research activities on the topics of inclusion and the development of intelligent technologies that support people with disabilities are of great importance.

In a 2018 pilot study, **Statistics Austria**, together with others, pointed out the need to invest in accessible social statistics data surveys.<sup>37</sup> However, as there is a lack of corresponding financing, such investments have not yet been included in the work programme of Statistics Austria.

### 8.1.2 Objectives and indicators

(257) In the development of intelligent technical products, the focus is to be on the **principle of universal design** and on user friendliness.

(258) Specific focus area chairs, institutes at universities and funding tracks, e.g., on the topic of **Disability Studies**, are to facilitate the specific expansion of research activities on the topic of inclusion and participation on an equal basis of people with disabilities.

(259) There is to be **increased research** and sufficient **research data** about the situation of people with disabilities, particularly with psychological disabilities and learning disabilities, with a focus on obstacles when exercising their rights and possible effective solutions.

**Indicator:** Number of conducted **studies, research reports** and new **research data**

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<sup>37</sup> Cf.

[http://www.statistik.at/wcm/idc/idcplg?IdcService=GET\\_PDF\\_FILE&RevisionSelectionMethod=LatestReleased&dDocName=119914](http://www.statistik.at/wcm/idc/idcplg?IdcService=GET_PDF_FILE&RevisionSelectionMethod=LatestReleased&dDocName=119914)



(260) Participative and **inclusive research** approaches are to be pursued that ensure an active participation of people with disabilities as experts.

(261) In social research, a **disaggregation of data according to disability, gender and age** as well as according to other criteria is to be possible.

(262) When awarding **research contracts**, relevant aspects of **inclusion** and **accessibility** are also to be considered.

**Indicator:** Number of **research contracts** containing aspects of inclusion and accessibility

(263) Accessible and affordable **technologies** are to be developed with the involvement of people with disabilities as experts.

**Indicator:** Number of **new technologies**

(264) Research is to examine the **living conditions** and the well-being of persons with disabilities, also regarding sexuality.

### 8.1.3 Measures

No.	Contents	Time	Jurisdiction	Costs
350	<b>Participative development</b> of focus areas for the research and specification of possible <b>studies</b>	2022–2023	BMSGPK	Costs covered by the department budget
351	Development of an <b>overview of current and planned research projects</b> of the federal ministries with explicit relevance for or reference to people with disabilities, using the research database of the BMBWF	2022–2023	BMSGPK	Costs covered by the department budget

## 8.2 Statistics

### 8.2.1 Initial situation

Statistical data are fundamentally acquired via documentation and **empirical surveys**. The choice of suitable survey methods is of pivotal importance for their significance.

The obligation to “**collect appropriate information**, including statistical and research data” is rooted in **Article 31 UNCRPD**. Statistics are also to be disseminated and their accessibility to persons with disabilities and others ensured.

Social planning and further development need data that can be built upon. Quality statistics on the topic of disability require **data collections** to be plannable and specially qualified personnel to be available. In some central areas, **there are no data**, or the existing data are **not significant** or not representative enough to convey a complete picture of the current situation and thus to facilitate requirements planning. This affects, e.g., the situation in the different types of housing or in so-called workshops for people with disabilities.

After Austria's **country review in 2013**, the UNCRPD expressed its concern that virtually no data are collected on matters relating to **women with disabilities**. The need for a corresponding **gender perspective** is also shown in the General Principle “Equality between men and women” in **Article 3 UNCRPD**.

Usual **national** (e.g., micro-census collections) and **European data sets** (e.g., European Community Statistics on Income and Living Conditions—EU-SILCs) will be used as far as possible but are often too general and unspecific for the specific questions regarding the implementation of the UNCRPD.

Within the framework of the 2017 inclusion package, a statutory authorisation to combine **administrative data** was introduced in the **BBG**. If Statistics Austria is commissioned with it, existing data on the topic of disability can thus be linked and analysed in compliance with data privacy.

In its new Strategy for the Rights of Persons with Disabilities 2021–2030,<sup>38</sup> the **EU**, among others, makes provision for the development of new indicators, the creation of a strategy for the collection of data and a closer collaboration with the Member States.

At the EU level, Austria participates in the development of uniform and systematic collections of statistics about people with disabilities. An important topic, for instance, is the living and income conditions of the population. In this regard, the **EU Social Protection Committee (SPC)** set up a sub-work group on the thematic complex of indicators (**Indicators Sub-Group, SPC-ISG**), whose goal is a continuous optimisation of the statistics. The question of contemporary indicators in the area of disability in accordance with the social model of disability has a pivotal role here.

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<sup>38</sup> Cf. also sub-chapter 1.8 EU disability policy

The systematic recording of social expenses for the overall population and individual groups, such as persons with disabilities, is guaranteed by the **European System of Integrated Social Statistics (ESSOSS)**. This covers, for instance, the costs of the funding measures for the integration of persons with disabilities into society or the monetary benefits or benefits in kind of the disability assistance.

## 8.2.2 Objectives and indicators

(265) A **comprehensive statistical basis** for a holistic appraisal of the situation of persons with disabilities in Austria is to be created.

(266) Meaningful **data and statistics** regarding persons with disabilities, persons with psychological disabilities and learning disabilities and children with disabilities are to be continually collected and published in accessible form.

(267) **Collection methods** are to be available and accessible for persons with different disabilities (e.g., persons with sensory impairments or learning disabilities) and facilitate representative samples (e.g., no exclusion of persons who live in facilities).

**Indicator:** Accessible collection methods are used in surveys

(268) Persons with disabilities are to be **involved** in the collection and analysis of data that relate to them.

**Indicator:** Participative role of persons with disabilities in individual data collections and analyses

(269) **Gender-specific collection and analysis** is to be ensured in all statistics relating to persons with disabilities.

## 8.2.3 Measures

No.	Contents	Time	Jurisdiction	Costs
352	Permanent <b>interministerial work group</b> with the involvement of Statistics Austria and the regions to improve the data—also as a basis for the development of indicators	2022–2030	BMSGPK	Costs covered by the department budget
353	<b>Framework agreement with Statistics Austria</b> for the continuous development and implementation of methods for accessible surveys, register-based statistics and indicators and for representative sample surveys on the living conditions of persons with disabilities, including socioeconomic status and intersectional factors	2022–2030	BMSGPK	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
354	Preparation of relevant <b>statistics in easy language</b> and as <b>videos in Austrian sign language</b> with subtitles and publication on the website of Statistics Austria	2022–2030	BKA, Statistics Austria	Costs are determined on distribution of budgetary funds
355	<b>Collection, analysis and publication of data</b> on persons with disabilities in <b>facilities of the disability assistance</b> , in compliance with all specifications under data privacy law	2022–2030	Ktn., Stmk., Bgld., Vienna, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 8.3 Reports

### 8.3.1 Initial situation

According to **Article 35 UNCRPD**, at least every four years, Austria is obligated to submit a report to the UNCRPD on measures taken to give effect to its obligations under the UNCRPD and the progress made in this regard (**country report**).

According to **Section 13a BBG**, the Austrian federal government is obligated to draw up a “**Report on the situation of persons with disabilities in Austria**” at regular intervals. This is a comprehensive documentation about the situation of persons with disabilities in Austria.

Other reports relevant for persons with disabilities are the care provision and the social report of the BMSGPK, the social reports of the regions (Länder) and the internal reports of federal ministries, for instance, on the degree of fulfilment of the obligation to recruit persons with disabilities.

There are two important components for the quality of reporting: meaningful **data** and a transparent and participative **creation procedure**.

### 8.3.2 Objectives and indicators

(270) In reports from the federation, the regions and other organisations (e.g., social partners), attention is to be paid to the perspective of people with disabilities in the sense of a comprehensive **Disability Mainstreaming**.

**Indicator:** Number of **reports** from the federation, regions and other organisations that contain **information about people with disabilities**

(271) Reports from the federation, regions and other organisations (e.g., social partners) are to be published in **comprehensively accessible form** (among others, through easy language and depiction, videos with subtitles, in Austrian sign language and in audio formats).

**Indicator:** Accessible formats are available.

(272) **Gender-specific collection and analysis** is to be ensured for all reports relating to persons with disabilities.

(273) The feedback and the **recommendations from experts**, particularly those from the group of people with disabilities, are to be considered in the creation of reports from the federation, regions and other organisations (e.g., social partners).

**Indicator:** Background of the **experts involved**

(274) As part of the creation of **social reports** in the **regions**, forecast data are also to be shown for the development of benefits for persons with disabilities (requirement plans).

### 8.3.3 Measures

No.	Contents	Time	Jurisdiction	Costs
356	Regular creation of <b>reports by the federal government about persons with disabilities</b> in Austria, as envisaged in the BBG, as well as accessible publication of the reports (including statistics)	2022–2030	BMSGPK	Costs covered by the department budget
357	Regular creation of <b>country reports</b> on the implementation of the UNCRPD and accessible publication in various formats	2022–2030	BMSGPK	Costs covered by the department budget
358	Consideration of the perspective of persons with disabilities in <b>social reports</b> of the <b>regions</b> (e.g., through corresponding data analysis and depiction according to the characteristic “disability”)	2022–2030	Ktn., Stmk., Bgld., Vienna, NÖ, OÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds

## 8.4 Service for the general public and information offers

### 8.4.1 Initial situation

**Article 8 UNCRPD** requires, among other things, to raise awareness regarding persons with disabilities, to promote awareness of their capabilities and respect for their rights and dignity and to combat prejudices in all areas of life.

In Austria, there continue to be **prejudices and stereotypes** towards persons with disabilities. They are reduced to their disabilities and not perceived as persons who only experience a disability in the interaction with diverse obstacles in their social environment. “**Barriers in the minds**” make it more difficult to implement the UNCRPD. Effective public relations and a broad range of information can combat these ideas.

### 8.4.2 Objectives and indicators

(275) Measures to raise awareness are also to be financed and implemented **across ministries and regions**.

**Indicator:** Number of conducted **measures to raise awareness**

(276) Through regular updating of the **publications in the disability sector** and free-of-charge provision online for public at large, state public relations and the raising awareness in the area of disability are to be carried out in accessible form.

**Indicators:** Number of current **publications** and information on websites.

(277) **Gender, age and ethnic background** are to be considered in all publications relating to persons with disabilities.

**Indicator:** Publications contain information on gender, age and ethnic background.

(278) Public relations and the raising awareness is to be supported through **disability organisations** with public funds. In the process, it is important that all forms of disability are addressed and that persons affected receive the necessary detailed information.

**Indicator:** Information measures carried out

(279) Information about the rights of persons with disabilities and on the UNCRPD is to be available for all persons **in accessible form** (formats in easy language, videos with subtitles, Austrian sign language and audio description).

**Indicator:** **Accessible information** in various formats

(280) Relevant **content on federal and regional levels** is to be comprehensively communicated in accessible formats.

**Indicator:** Information in accessible formats

(281) Awareness is to be raised through a **role model effect at federal and regional levels**, at the Association of Municipalities and in the Association of Cities and Towns, primarily through comprehensive accessibility, employees with disabilities in the workforce and their involvement as experts.

(282) Persons with disabilities are to be shown in the media and by high-visibility organisations in a manner compliant with the UNCRPD. Outdated concepts on the **depiction** of persons with disabilities are to be **adapted to the principles of the UNCRPD**.

(283) Persons with disabilities and especially persons with learning disabilities are to be trained in their journalistic skills and play a pivotal role in editorial tasks.

**Indicator:** Increasing **percentage** of **articles** written by people with disabilities

### 8.4.3 Measures

No.	Contents	Time	Jurisdiction	Costs
359	Expansion of the <b>disability-specific topics on the homepage</b> and other specific websites of the federal ministries and the regions, considering the aspect of gender	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, OÖ, NÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
360	Expansion of <b>accessible formats</b> for publications and information services	2022–2030	BMSGPK, BMJ, BMI, BMLV, BKA, BMEIA, BML, BMK, BMKÖS, BMF, BMBWF, BMAW  Ktn., Stmk., Bgld., Vienna, OÖ, NÖ, Sbg., Tyrol, Vbg.	Costs are determined on distribution of budgetary funds
361	Accessible information about the <b>UNCRPD</b> and dissemination to authorities and the general population (also in alternative communication forms)	2022–2030	BMSGPK	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
362	Status analysis and provision of all future <b>electronic information in easy language</b> ; auditing of the accessibility of physical forms, information, etc.	2022–2030	BMI	Costs covered by the department budget
363	<b>Creation of a brochure</b> —accessibility for all (follow-up brochure to the two brochures of the BMVIT already created)	2022–2030	BMK	Costs are determined on distribution of budgetary funds
364	Expansion of the direct <b>application for funding</b> for people with disabilities via the <b>transparency portal</b>	2022–2030	BMF or the respective funding organisations	from the budget of the transparency database
365	Development of a <b>sub-page on bmf.gv.at with clearly arranged disability-specific information</b> in the area of the BMF and depiction of the content in Austrian <b>sign language</b>	2022–2030	BMF	€10,000 to €15,000

## 8.5 Sensitisation as well as initial, continuing and further training

### 8.5.1 Initial situation

The need for training courses in the sense of know-how, **creation of awareness and sensitisation** is entrenched in the UNCRPD. That is why it requires a comprehensive range of initial, continuing and further training for various occupational groups, in particular those in the judiciary, in the executive, in the health and care sector, in the civil service, in education and in social work. Up to now, there has been an insufficient number of such training courses.

### 8.5.2 Objectives and indicators

(284) In the development and execution of initial, continuing and further training measures, the different requirements and situations **of the target groups** must be considered. The **inclusion of expertise** of self-representatives and organisations representing persons with disabilities plays a pivotal role. **Gender-specific aspects** are also to be considered.



(285) **Sensitisation measures** with a focus on the rights of people with disabilities, protection against discrimination and disability mainstreaming are to be carried out, e.g., through regular training courses for civil servants in the **federal ministries/regions and authorities**, for certain professional groups, organisations, companies, etc.

**Indicators:** Number of **training courses/events carried out/participating persons**; inclusion of a compulsory element in guidelines/decrees, basic documents, etc.

(286) The awareness for the concerns of people with disabilities is to be increased and consolidated in the minds of **political decision makers** on federal and regional levels, to support execution in compliance with the UNCRPD.

**Indicators:** Number of **training courses/events** carried out, broken down per year, number of participating persons

(287) **Initial, continuing and further training curricula** of certain professional groups are to be systematically evaluated with regard to sensitisation measures on the topic of disability.

**Indicator:** Results of the **evaluations**

(288) Selected groups (among others also children/pupils/educators and health staff) and the population are to be sensitised for topics, such as disability and psychological illnesses, through appropriate **information measures** (increased usage of social media).

**Indicator:** Information measures carried out, documents, media analysis and appraisal

### 8.5.3 Measures

No.	Contents	Time	Jurisdiction	Costs
366	<b>Regular review</b> and further development of the range of initial, continuing and further training measures on the topic of people with disabilities at the administrative academy of the federation	2022–2030	BMKÖS	Costs are determined on distribution of budgetary funds
367	Conceptual planning and implementation of <b>training courses</b> on the topic of people with disabilities for decision makers and civil servants with the involvement of people with disabilities	2022–2030	BMKÖS	Costs are determined on distribution of budgetary funds
368	Participative development of images of people with disabilities in the <b>advertising</b> together with the responsible department of the economic chamber and creative individuals, with the involvement of self-representatives of all groups of people with disabilities; implementation of a corresponding PR measure	2023–2025	BMSGPK	Costs are determined on distribution of budgetary funds

No.	Contents	Time	Jurisdiction	Costs
369	<b>Judiciary-internal initial and further training events</b> on the topics of disability and the rights of persons with disabilities; evaluation of the training plans regarding the topic of disability	2022–2030	BMJ	Costs are determined on distribution of budgetary funds
370	<b>Events for enforcement employees</b> —recognition of the requirements of various groups	2022–2030	BMJ	Costs are determined on distribution of budgetary funds
371	Use of <b>e-learning tools for BMI civil servants</b> (topics: dementia, “hate crime”, etc.), specifically in external work and/or interaction with the public	2022–2030	BMI	Ongoing expenses for personnel and property; further costs cannot currently be estimated
372	<b>Training courses for bodies of the public security service</b> regarding the relevant legal materials, the recognition of disabilities and the interaction with people with physical, psychological and cognitive disabilities	2022–2030	BMI	HPE seminar annually €70,000 (€1,000 per seminar) = €700,000 for 10 years
373	<b>Sensitisation for the topic of disability</b> and measures to raise awareness among employees in the department	2022–2030	BML, BMAW	Costs are determined on distribution of budgetary funds
374	Information and <b>training within the department on the topic of “People with disabilities”</b> for all civil servants and within the framework of the basic training for all salary groups	2022–2030	BMAW	Costs are determined on distribution of budgetary funds
375	Implementation of transversal competencies (interaction with people with disabilities) in the <b>training regulations</b>	2022–2030	BMAW	Costs are determined on distribution of budgetary funds

# List of abbreviations

ABGB	Allgemeines Bürgerliches Gesetzbuch (Austrian Civil Code)
ADA	Austrian Development Agency
AI	Artificial Intelligence
AMD-G	Audiovisuelle Mediendienste-Gesetz (Audiovisual Media Services Act)
AMS	Arbeitsmarktservice (Labour Market Service)
ASVG	Allgemeines Sozialversicherungsgesetz (General Social Security Act)
ATF	Ausgleichstaxfonds (Compensation Fund)
BAG	Berufsausbildungsgesetz (Vocational Training Act)
BBEN	Beratungs- und Betreuungseinrichtungen neu (Advisory and support facilities new) – for persons with multiple placement obstacles
BBG	Bundesbehindertengesetz (Federal Disability Act)
BBRZ	Berufliches Bildungs- und Rehabilitationscenter (Vocational training and rehabilitation centre)
BDG	Beamten-Dienstrechtsgesetz (Civil Servants' Employment Law Act)
BEinstG	Behinderteneinstellungsgesetz (Disability Employment Act)
BGBL	Bundesgesetzblatt (Federal Law Gazette)
Bgld.	Burgenland
BGStG	Bundes-Behindertengleichstellungsgesetz (Federal Disability Equality Act)
BHG	Federal Budget Act
BIG	Bundes-Haushaltsgesetz (Bundesimmobiliengesellschaft)
BKA	Bundeskanzleramt (Federal Chancellery)
BMAW	Bundesministerium für Arbeit und Wirtschaft (Federal Ministry of Labour and Economy)
BMBWF	Bundesministerium für Bildung, Wissenschaft und Forschung (Federal Ministry of Education, Science and Research)
BMEIA	Bundesministerium für europäische und internationale Angelegenheiten (Federal Ministry for European and International Affairs)
BMF	Bundesministerium für Finanzen (Federal Ministry of Finance)

BMI	Bundesministerium für Inneres; (Federal Ministry of the Interior)
BMJ	Bundesministerium für Justiz (Federal Ministry of Justice)
BMK	Bundesministerium für Klimaschutz, Umwelt, Energie, Mobilität, Innovation und Technologie; (Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology)
BMKÖS	Bundesministerium für Kunst, Kultur, öffentlicher Dienst und Sport (Federal Ministry for Arts, Culture, Civil Service and Sport)
BML	Bundesministerium für Land- und Forstwirtschaft, Regionen und Wasserwirt- schaft; (Federal Ministry of Agriculture, Forestry, Regions and Water Management)
BMLV	Bundesministerium für Landesverteidigung (Federal Ministry of Defence)
BMSGPK	Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz; (Federal Ministry of Social Affairs, Health, Care and Consumer Protection)
BPGG	Bundespflegegesetz (Federal Care Allowance Act)
BSVÖ	Blinden- und Sehbehindertenverband Österreich (Austrian Federation of the Blind and Partially Sighted)
B-VG	Bundes-Verfassungsgesetz (Federal Constitutional Law)
EAA	European Accessibility Act—Directive (EU) 2019/882 on the accessibility re- quirements for products and services
ECHR	European Court of Human Rights
EGVG	Einführungsgesetz zu den Verwaltungsverfahrensgesetzen (Introductory Act to the Administrative Proceedings Laws 2008)
EN	Europäische Norm (European Norm)
ESF	Europäischer Sozialfonds (European Social Fund)
EU	European Union
EU-SILCs	Statistics on Income and Living Conditions
EEC	European Economic Area
EZA-G	Entwicklungszusammenarbeitsgesetz (Development Cooperation Act)
FIDS	Fachbereich für Inklusion, Diversität und Sonderpädagogik (Department of Inclusion, Diversity and Special Needs Education)
FLAG	Familienlastenausgleichsgesetz (Family Transfer Payments Act)
GewO	Gewerbeordnung (Trade Act)

GÖG	Gesundheit Österreich GmbH (Austrian National Public Health Institute)
GuKG	Gesundheits- und Krankenpflegegesetz (Act on Health and Nursing)
HeimAufG	Heimaufenthaltsgesetz (Nursing Home Residence Act)
ICF	International Classification of Functioning, Disability and Health
IHS	Institut für Höhere Studien (Institute for Advanced Studies)
ICT	Information and communication technology
ILO	International Labour Organisation
KEBÖ	Konferenz der Erwachsenenbildung Österreich (Conference of Adult Education in Austria)
KIP	Kompetenzzentrum für Inklusive Pädagogik (Competence Centres for Inclusive Education)
KommAustria	Kommunikationsbehörde Austria (Communication authority of Austria)
Ktn.	Kärnten (Carinthia)
LGBTIQ+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer und Asexual. The “plus” stands for people with further gender-related identities and/or orientations
mBAKS	Mobiles Büroautomatisations- und Kommunikationssystem (Mobile office automation and communication system)
NAP	Nationaler Aktionsplan (National Action Plan)
NEBA	Netzwerk Berufliche Assistenz (Network of Vocational Assistance)
NGOs	Non-Government Organisations
NÖ	Niederösterreich (Lower Austria)
ÖBR	Österreichischer Behindertenrat (Austrian Disability Council)
ÖBSV	Österreichischer Behindertensportverband (Austrian Federation of Disabled Sport)
OEZA	Österreichische Entwicklungszusammenarbeit (Austrian Development cooperation)
ÖGS	Österreichische Gebärdensprache (Austrian sign language)
ÖISS	Österreichisches Institut für Schul- und Sportstättenbau (Austrian Institute for School and Sports Centre Construction)
ÖNB	Österreichische Nationalbank (Austrian National Bank)
OÖ	Oberösterreich (Upper Austria)
ORF	Österreichischer Rundfunk (Austrian Broadcasting Corporation)
ORF-G	ORF-Gesetz; (ORF Law—Law on the Austrian Broadcasting Corporation)

ÖZIV	Österreichischer Zivil-Invalidenverband (ÖZIV Federal Association—Interest group for people with disabilities)
PVA	Pensionsversicherungsanstalt (Austrian Pension Insurance Institute)
Sbg.	Salzburg
SDGs	Sustainable Development Goals
SH-GG	Sozialhilfe-Grundsatzgesetz (Basic Act on Social Assistance)
SLIÖ	Selbst-Bestimmt-Leben-Initiativen Österreich (Independent Living Initiatives Austria)
SPC	Social Protection Committee
SPC-ISG	Indicators Sub-Group (ISG) of the Social Protection Committee (SPC)
SPF	Sonderpädagogischer Förderbedarf (Special education needs)
StGB	Strafgesetzbuch (Criminal Code)
Stmk.	Steiermark (Styria)
SI	Social insurance agencies
SVS	Sozialversicherung der Selbständigen (Social Insurance Institution for the Self-Employed)
ÜBA	Überbetriebliche Lehrausbildung (Supra-company Apprenticeship)
UbG	Unterbringungsgesetz (Hospitalisation Act)
UN	United Nations
UNCRPD	UN Convention on the Rights of Persons with Disabilities
Vbg.	Vorarlberg
VersVG	Versicherungsvertragsgesetz (Insurance Contracts Act)
VO	Verordnung (Regulation)
VZKG	Verbraucherzahlungskontogesetz (Consumer Payment Account Act)
WCAG	Web Content Accessibility Guidelines
WEG	Wohnungseigentumsgesetz (Condominium Act)
ZPO	Zivilprozessordnung (Code of Civil Procedure)
2. ErwSchG	2. Erwachsenenschutzgesetz (Second Law on the Protection of Adults)

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