

# Caritas &Du



Annual Report  
2018

# Caritas Review of 2018



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Photo: J. Weismann

### The Caritas Annual Report

The following pages show you selected projects from the diverse range of tasks of Caritas in Austria and throughout the world. These projects, programs and initiatives represent all of effective aid measures implemented by the Caritas diocese organizations. For a comprehensive list of the entire program visit our website at [www.caritas.at](http://www.caritas.at)

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Photo: J. Weismann



Caritas President  
Michael Landau visiting  
a child center.



Photo: Caritas

## We > I Courage > Fear Love > Hate

Climate disaster, permanent conflict, a growing gap between rich and poor – there is not the slightest doubt that global challenges have become far too big. It is often alleged that tensions have gotten out of hand and that there is no way out of the many crises. Yet I don't believe that, often enough in the past decades this has been proved wrong. In Austria, in Europe and beyond. In Austria we have experienced decades of prosperity and economic expansion, in Europe decades of peaceful co-existence, and worldwide we have been successful in considerably reducing hunger, providing people with access to drinking water and in raising average life expectancy.

Nevertheless, we are currently experiencing times of major upheaval. Yet how we deal with these upheavals lies to a great extent in our own hands. It lies in the involvement of many and in the solidarity that institutions, nations and above all people provide to one another. Each and every one of us can make a contribution. You don't have to believe in wonders. It is enough to believe that what unites us is much stronger than that which divides us, that together "we" can bring about more than each and every one of us can bring about alone. As Caritas we believe in the good in our fellow human beings, we believe in charity, human dignity and compassion, and in everyone who works

toward this goal. We believe that every human being is valuable – regardless of age, gender, religion, political convictions and origins. We are simply here as Caritas. We are here for everyone.

We take responsibility for our fellow human beings. When we see need, we act. Altogether there are more than 1,600 places throughout Austria, in which people in need are provided with concrete help. In the areas of care, people with impairments, hospice, in the social counselling centers, in helping families in need or older people, who cannot afford heating. What makes up Caritas is not only its full-time staff, but most of all its 50,000 volunteers, who give of themselves daily and professionally.

Help us help – and with this in mind a hearty thank you for your support!

Michael Landau  
Caritas President



# Care and Nursing





## Care and Nursing

# Ageing with Self-Determination

We are absolutely convinced: those who need care have to be able to choose the kind of support that is most appropriate. And family members – the ones who constitute the backbone of care and nursing in Austria – who provide the care, need advice, support and relief. As different as people are, their daily rhythms, habits and preferences are equally different. We want to make it possible for our citizens to have a good life, regardless of whether someone lives in one's own home or in a nursing home. Regardless of whether someone can speak for oneself or whether one needs relatives to do the speaking. It is a matter of being able to have a say in determining one's own life, even if help and care are needed. This includes having personal wishes and needs heard and taken seriously.

The focal point of our work is always the human being and one's dignity, one's right to self-determination and quality of life. We support, provide care, visit and counsel people regardless of age, origin, income or religion. Qualified experts provide professional and individual care and support for people who need care, or are ill or old, Austria-wide. In home nursing we consider ourselves to be an addition to the relatives providing care. We also help on short notice, for instance for sudden illnesses, if caregiving suddenly becomes necessary or when relatives go on vacation. Moreover, we offer an emergency telephone for rapid help in emergencies. When it is no longer possible to live alone, we also help by finding 24-hour caregivers. If people become seriously ill or are afflicted with an incurable disease, if necessary we can organize a mobile hospice.

# Coffee Houses for People with Dementia

**Café Zeitreise (Café Time Travel).** The Caritas coffee houses in Vienna, Carinthia and Styria offer people with dementia and their families a meeting place. Here they can get advice, converse – and simply have a good time.

Coffee and cake are always offered first. And if someone drinks up all the milk in the pitcher in one of the Time Travel/Zeitreise cafés, it doesn't really matter. For everyone knows. The Zeitreise cafés are places where people with dementia and their family members can come together. They know that here they will always find a peaceful place and an open ear.

## Tips for Family Caregivers

Caregiving relatives of people with and without dementia are in constant action and often round the clock, and are frequently left alone in their situation. Caregiving for a beloved person who has dementia does not only mean a high degree of time spent but above all an enormous physical and mental effort. The needs of family caregivers are often

left at the wayside, many questions go unanswered and fear and stress can arise. This where the Zeitreise cafés can help: caregiving relatives can pour out their hearts in an intimate atmosphere, they get counseling and support. Many important tips also come from relatives of other people with dementia. At the same time, the people with dementia are well taken care of. Gymnastics, bowling and painting are offered – amidst much talk and laughter. Tried and true memory exercises are also part of the program.

## Cafés from East to West

Roughly 130,000 people in Austria suffer from dementia, the illness of forgetting. This figure is expected to double by 2050. Men and women with dementia often live in the past. There are Zeitreise Cafés in Vienna, Carinthia and Styria.



Photo: S. Steindl

Over coffee and cake there's time for a laugh.







Volunteer staff help elderly people living alone in daily life.

**Neighborhood Assistance**

LE.NA comes to visit!

“Vibrant Neighborhood”/“Lebendige Nachbarschaft” – in brief “LE.NA”, is the name of a new visiting model by the Caritas parish in the greater Bludenz area, which consists of several visiting pools. The goal is to give of one’s time to elderly people and make them happy.

Not everyone is lucky enough to have a large family and well-functioning social network to fall back on. Many people can no longer take part in social life and become increasingly lonely. This can have many reasons: a partner’s death, divorce, family conflicts, and with regard to immigrants the lack of a social network. Moreover, loneliness is a consequence of individualization caused by social change.

One of Caritas’ goals is to counteract social isolation and to bring lonely people back to the center of society – for example with its new project LE.NA.

**Visiting Service for Lonely People**

LE.NA’s team of volunteers visits elderly people living alone who also often live in isolation in their apartments or in a senior facility. Thus they support their participation in social life and often give relatives a break. Moreover, the volunteers provide the seniors with something very important: their time. They listen to them, accompany the old people on walks or small outings, read aloud to them and help them with financial matters or, if needed, in visits

to the authorities. “We all need social contact to other people. It is a fundamental need and crucial for one’s well-being. On the other hand, social isolation not only causes loneliness but also illness,” says Ingrid Böhler, Head of Pfarrcaritas, emphasizing the central importance of a vibrant neighborhood in parishes and local communities.

**Someone to Talk to, Someone Who Helps**

The LE.NA visiting team consists of specially trained volunteers from the parish. They take joy in dealing with people. They are ready to get involved in someone else’s world with warmth of heart and sensitivity. Through their visits they bring joy, conversation, games, fun and variety into the lives of people who are alone or lonely and who yearn for contact to others.

**48 Senior Facilities and Nursing Homes** throughout Austria

**4,877 People** Live in Senior Facilities and Nursing Homes

**2.2 Million Working Hours** in Mobile Care and Nursing

**5,984 Staff Members** In the Area of Care and Nursing

**9,244 Persons** Are Recipients of Social-Psychiatric Help

**18 Caritas Academic Locations** for Social Professions throughout Austria

**5,300 Students** in the 2018/19 School Year

**Roughly 6,000 People with Addictive Diseases** Receive Advice and Support in **14 Addiction Counseling Centers**



# Help for People in Need





## Helping Together

# Small Contribution, Great Difference

Did you know that 208,000 people cannot keep their apartments adequately warm and that children often sleep and play in damp, moldy rooms? That 434,000 people are considered to be manifestly poor? Or that 15,000 people in our country – the estimated number is probably even higher – are registered as homeless?

These numbers are shocking. Yet by no means does poverty imply that these people have lost their interest in life or their dignity. Under the most difficult circumstances; for example, single mothers will do anything to provide well for their children. As Caritas we are often the last place that people hit by poverty can go to, when they can no longer manage alone. They know that at Caritas they will find support for their daily struggle for a better life. Usually, it doesn't take much: with a little help we can stand by people in need to lead an independent life and to stand on their own feet.

Altogether there are more than 1,600 places throughout Austria, in which people in need are provided with concrete help. In the areas of care, impairments, hospice, in the social counseling centers, in helping families in need or older people, who cannot afford heating.

Caritas is made up not only of its full-time staff, but most of all its 50,000 volunteers, who give of themselves daily and professionally.





Photo: K. Pichler

Streetworkers know where homeless people sleep and if necessary bring them sleeping bags.

# Caritas' Kältetelefon, good evening

**Life savers on the phone.** If you call the number of the Caritas Emergency Cold Weather Hotline (Kältetelefon) in the icy cold of winter you can save a homeless person from freezing. Volunteers like Brigitte Zinner will help you.

When the telephone exchange blinks, Brigitte Zinner knows that someone outside needs her help. "And in the past winter it blinked a lot. It really went crazy," said the 64 year old, who works between November and April as one of 60 volunteers on the Caritas Kältetelefon in Vienna. "At the high point of the cold wave sometimes there were only three of us: three volunteers and a social worker," said Mrs. Zinner. In the past winter she and her colleagues took over 7,200 calls.

## Shift Work on the Telephone

"We take note of the places where homeless people sleep and the Streetwork teams prepare the routes accordingly," a retired social worker explains. "The street workers search out these places, provide individual help, distribute warm sleeping bags or bring the people to emergency shelters." A shift on the emergency cold weather hotline takes

four or four and a half hours. Once or twice a week Brigitte Zinner is on duty to take these calls. Brigitte Zinner is one of many volunteers throughout Austria who take calls on the Kältetelefon.



Photo: On. Steiner

Brigitte Zinner is one of the volunteers all over Austria answering the Kältetelefon.

## Provide Help to Homeless People

Very often it is dog owners or joggers who call the Kältetelefon. "For us it is helpful to get either the exact address or as precise a description of the locality as possible," Zinner explains. "The more exact a description of the homeless people we can get, the better we can estimate how dire the situation is. Is the person breathing and what is the person wearing? Is he or she lying on some kind of a mattress – an indication that this is some kind of place to sleep?" Sometimes the callers go back again for an extra look, just to be certain, says Zinner, who plans to help out on the Kältetelefon again in the coming winter. "When I know that homeless people need a warm bed for the night, then I already have the feeling that I am doing something for a good cause."



## Carlavelorep

# The Bicycle Workshop Makes You Fit for the Employment Market

### The new employment project in Salzburg Provides a bit of fresh air for people and bicycles.

Carlavelorep is more than just a bicycle shop: at Elisabethstrasse 17 in Salzburg, people who want to get a foot in the door of the employment market can find new perspectives. For the period of one year up to twelve young people can find employment here. Not only do they gain knowledge and learn bicycle-relevant technical skills, but they also become acquainted with a structured daily work schedule. Martin Huber, who is the person in charge for Caritas, explains: "This isn't work within a protected framework; our staff has to work under 'real conditions'."

### Steps to Join the Employment Market

Guided and supported onto the employment market by skilled experts, the 15 to 30-year olds learn what they have to do in a bicycle workshop and the adjacent shop. In addition, they are subsequently supported as they enter the regular job market. From AMS the young employees receive living expenses; this year the Bureau of Social Affairs of the Province of Salzburg is paying 137,000 euros for personnel and material costs.

### Upcycle your Bicycle

Carlavelorep is proof that old bicycles are still far from having to be consigned to the scrap heap: almost every bike can be brought to life again with dedication and expertise. In the adjacent shop customers can find affordable, fully intact second-hand bikes, as well as spare parts and stylish accessories. Carlavelorep is happy to receive donations of bicycles that are no longer needed, so they can be rehauled to offer someone affordable mobility.



Photo: Caritas/Andreas Schütz

Carlavelorep is a springboard for young people onto the regular employment market.

**36 social counseling centers**  
all over Austria have  
counselled and supported  
65,029 people in need

**42 institutions**  
for the homeless  
2,137 beds are available

**26 facilities**  
for outpatient consultations,  
soup kitchens and medical care

**12 mother and child shelters**  
containing 447 accommodations

**450 "starter homes"**  
for a new beginning

**106 occupational projects**  
offer 1,492 working places  
for long-term unemployed people

**50,000 volunteers**  
throughout Austria, of which  
20,000 work in facilities and projects  
and 30,000 in Caritas parishes

**8,544 return-consultations**

**169 integration projects**  
for a better together

**1,283 employees**  
in refugee and migrant aid

**4,661 places in accommodations**  
for asylum seekers

# People with Disabilities







## Accessibility

# Right in the Middle instead of Just on the Fringe

For Caritas, inclusion is an expression of human dignity. Each person is different – and yet equal in dignity. An inclusive society is based on a common vision. It recognizes that society consists of many kinds of people who are all different. Disability is only one dimension of many. For the topic of inclusion the focus is not on equality but on equal value – and accessibility is required. It enables people with disabilities to enter the “playing field” of society.

Caritas strives to open up the most diverse courses of education as possible to its clients. Consulting, educational opportunities or school assistance services aim to provide support. To successfully support people with disabilities it is important to focus on their strengths and have confidence in their realizing them. Currently, Caritas has a variety of offerings for people with disabilities to support inclusion on the regular employment market. Some examples are “transit” working places, youth or job coaching, working assistance or the opportunity to do an “extended” apprenticeship or to acquire a partial qualification. To choose how, where and with whom one wants to live is an expression of personal self-determination. For people with disabilities, inclusion in living means having the same possibilities of choice and restrictions that the average person without a disability has. In Caritas facilities there is a choice of various kinds of living arrangements.

# Teacher on Four Paws

**Kindergarten St. Isidor.** Labrador Retriever Joey is the star of the Caritas Kindergarten for Special Needs in St. Isidor in Leonding – and he is so much more than a big stuffed animal.

It is morning in kindergarten teacher Sandra Kainzinger's group in St. Isidor: six boys and girls between the ages of four and seven are busily bustling about in their light-flooded class room. The focus of attention is the therapy companion dog Joey, who has made himself comfortable on the rug in the middle of the room. Every child wants to pet the chocolate brown Labrador. One girl throws herself happily on the dog's neck and hugs him closely, a boy hurries over to brush his fur. The four-year old Efe runs to the play kitchen to cook for Joey. "Time to eat!" he says and shows the teacher what he has in the pots.

## Joey Helped Efe Learn to Talk

"Efe came to us from a city kindergarten about half a year ago because he wouldn't talk," Sandra Kainzinger explains. Now from week to week the four-year old's talking has improved. The kindergarten teacher is convinced that a big part of this success is due to Joey. The dog helped take away the boy's inhibitions, consequently Efe developed the need to communicate with others. The other children in Sandra Kainzinger's group also profit from Joey's presence. The children, parents and teachers are all enthusiastic about the impact Joey has made.

## Therapy Dog Strengthens Self-Confidence

Sandra Kainzinger from LinzUrfahr has been working with therapy dogs in kindergartens for special needs since 2011. Joey began his task in the kindergarten at the end of September. He accompanies Sandra Kainzinger to the kindergarten four days a week. "Even though the children would like to have him here every day, Wednesday is his day off. Work breaks in his job are very important," Kainzinger explains. Joey's work place is a group of seven children with impairments. Contact with the dog only takes place under supervision, and the child itself chooses how close it wants to get to the dog. Even if they don't want to touch Joey, the very fact of his presence has a positive effect. The dog motivates the children to communicate. "Linguistically impaired children are apt to interact with the dog rather than with us teachers or other children," Kainzinger says. A fixed point in the dog-kindergarten's daily routine is feeding Joey together. According to Kainzinger, this trains fine motor skills and concentration. And most important: being around the therapy dog also strengthens the children's self-confidence. "A child who always needs a hand to hold to walk around the room suddenly walks alone, simply because it has Joey's leash to hold."



Photo: Caritas

Caritas employee Sandra Kainzinger and therapy dog Joey at work.





Photo: A. Schuetz

**Personal Assistant**  
**Complete Trust, Helping Hands**

**Caritas Salzburg helps people with disabilities to find personal assistants. Teresa Eisl has found such a friend.**

“Kathinka and I are a well-coordinated team. We trust each other and have become friends,” says Teresa Eisl. Kathinka van Zuilen is one of her three personal assistants, who are at her side to provide daily support. Teresa Eisl, 25, has been wheelchair bound for over 10 years and in this time has used the helping hands of personal assistance: “For me personal assistance means that I can be independent and shape my life like I want.”

Theresa Eisl and Kathinka van Zuilen are a well-coordinated team

In 2018 a total of 32 assistants guided twelve clients with various kinds of disabilities. Their support ranged from personal care and help in getting dressed and undressed, to domestic activities, accompanying the clients to doctors’ visits and trips to the authorities, to organizing leisure time.

**1,653 people with disabilities in assisted living**

**1,614 workshop places for people with disabilities**

**15,423 daycare places for people with disabilities**

**3,894 employees for people with disabilities and the mentally ill**

**Barrier-Free Work**

**With Kompass to the Dream Job**

**Lukas Muther is 18 years old and for the past year has worked at the Rehab Clinic Montafon – where he has fulfilled a dream.**

Every day of the week Lukas puts on his work clothes, fastens on his name tag and takes out his tools. Lukas works approximately 20 hours a week at his integrated workplace and does it with great enthusiasm: he cleans up the outdoor areas, mans the tea station and the library, cleans tables, and soon he will be allowed to put together the patients’ files.

Besides the support he receives from the “Kompass” work assistant Sabrina Berchtel, Lukas also has an internal mentor. Within the framework of the Caritas qualification project Kompass for school dropouts with disabilities, Lukas was perfectly prepared for his future work: “As Lukas was always clear on wanting to work in the health sector, we were very grateful for the opportunity of a trial day in the rehab clinic. Then a one-month internship evolved and finally he was given a permanent job,” said Marina

Zugg, Head of Kompass. “Since Lukas lives in Nüziders, we completed with him a two-week mobility training period, and since then he has independently taken the bus and train to and from his



Photo: Caritas

workplace.” For people with learning difficulties, integration in the employment market can be very difficult. The idea behind the project Kompass is to provide young people with opportunities. The goal is to find an integrated workplace at an equivalent salary. Besides the two-year qualification, which is primarily addressed to school dropouts, the initiative also provides direct support in searching for a job and at the workplace.

Lukas got a job in a clinic.



# Children and Young People





## Future Prospects

# Find Help, Develop Strengths

Help in parenting matters, support in looking for a training opportunity, a kindergarten or a place of refuge or simply someone to talk to: Caritas' offering for children and young people ranges from education and supervision to support and therapy and provides space to breathe and grow. We support children and young people during their education, help them in looking for jobs and offer employment. In the Caritas children's facilities each child is accepted in its uniqueness. The goal is to address each child individually and to orient our work on their needs.

The goal is for them to develop their strengths and become acquainted with the world through harmonious coexistence. Young people who lose their homes or have to leave them for various reasons find in the homes of Caritas a place of refuge and an open ear.

Not all parents are able to help their children study. If the parents work, if too much noise at home makes it impossible to study in a concentrated manner, if there is not enough linguistic understanding to understand the subject matter, children can get help at the Caritas Lerncafés. Here they can get free after school help with extra lessons and with their homework.

Finally, throughout Austria there is a wide range of projects for young people to stand up for others and become socially engaged. Whether it is in the youth organization youngCaritas or in Austria-wide actions such as the 72 hour Kompromiss, together the young supporters can work wonders.

# Language Diversity in Kindergarten

**Early childhood education.** 15 out of 22 children did not speak German when they came into Romana Lettner's group. Communication took place using hands and feet – and it worked.

On the table there are different forms of stamps and play dough in all imaginable colors. Sitting around it are five children and a young woman with short hair. She is totally focused on the girl next to her and keeps holding up one of the stamp forms. "What is that?" she asks. "A dog!" the girl calls out. Lathumika, who comes from Sri Lanka, is all smiles. Romana Lettner repeatedly holds up other forms. "Fish! Star! Fat cat!" The kindergarten teacher laughs. The cat on the stamp actually is quite round. She picks up another form. "Butterfly!", calls Lathumika. "And in German?" asks Romana. Lathumika

can't think of the word, but she doesn't let that stop her. She gets up, spreads out her arms, looks up and smiles. For a brief moment she is a butterfly.

## Children from 16 Nations

Children from 16 nations attend the kindergarten in the Pillweinstrasse in Linz. They come from Lithuania, Hungary, Croatia, and from Austria. When Romana Lettner took over the group, most of the children did not speak a word of German – a great challenge. Thus, communication took place – like with the butterfly – by means of hands and feet. One teacher, who



had been hired for language development, provided additional help for the children. And after only two weeks the children understood everything that Romana Lettner said. After another few weeks came the first words in German. "It is really wonderful when they start to talk," she said. "And you know that everything they have learned in German, they learned from you."

## Help from Young People

### 72 hours without Compromising

**In Austria's largest social youth initiative, 4,000 young people take a stance for solidarity.**



Thinking outside the box, standing up for others: over 4,000 young people acted as ambassadors for solidarity and brotherly love from October 17 – 20, 72 hours long. With Austria's largest social youth initiative, held for the 9th time and organized by the Austrian Catholic Youth organization together with youngCaritas and Hitradio Ö3, young people proved once again that social engagement can be fun, that together they can achieve much by uncompromisingly tackling issues and changing a piece of reality. Under the Motto "Challenge Your Limits" the participants committed themselves to carrying out

At the end of October young people worked for 72 hours across Austria.

roughly 300 projects for a social cause throughout Austria. One youth group in Vienna designed activation boxes for dementia patients; in Pfaffing, together with people with disabilities, they transformed a room into a cozy wellness haven with a work area, and experienced inclusion and togetherness. In Klagenfurt young people collected non-perishable foods and hygiene products for a day center for homeless people. For a project in Innsbruck the youth group supported a winter emergency sleeping shelter, in Rosenau they revitalized an unused park. "Young people throughout Austria have shown that social engagement can also be fun. My sincere thanks to all the participants and to all of those who made it possible for these young people to give of themselves in service to others," said Caritas President Michael Landau.





Photo: Caritas

In Romana Lettner's group there is always time for fun.

### Integration

“Thank you for studying with me!”

**In Caritas Lerncafés children and young people aged 6 to 15 get tutorial support with their homework and in studying for tests. Erkan is one of these children.**

At the beginning of December Erkan came into the Lerncafé with a wide grin, to proudly report on his “Very good” on the English test and a “good” on the test in German. “Thank you for studying with me,” Erkan said to the staff who had helped him prepare for the test. “I want to come a lot now and study hard.” Erkan is 11 years old, has Turkish roots and has been coming to the Lerncafé twice a week since 2016. The lively boy attends the first grade of an NMS (new middle school). He has a great urge to move around and excess energy. Erkan often has difficulty in concentrating and staying motivated. In the Lerncafé he usually needs individual attention, otherwise he gets frustrated easily and gives up. Thanks to the patience and understanding of the permanent staff and volunteers he was able to finally get good grades in school.

### Tutorial Support in 54 Lerncafés

Erkan is one of 2,100 children and young people, who were given tutorial support in 2018 in 54 Lerncafés throughout Austria and finished the school year with positive grades. 98 percent of the

children – most of them with a migration background – successfully completed their grade. Besides tutorial support for homework and preparation for exams and tests the focus of Caritas Lerncafés is on strengthening proficiency in German, reading competence and imparting joy in learning. In addition, the children and young people get support in their personal development and learn to appreciate and get along with different cultures and religions.

Volunteers help with homework.



Photo: Ch. Dusek

**100,024 children and young people** are reached by youngCaritas

**756 activities, projects and events** are organized by youngCaritas

**2,397 young people** are involved in actionPool, young-Caritas' pool of volunteers

**3,021 units of educational measures and workshops** are organized by youngCaritas on hunger, poverty, being different, inter-cultural diversity

**390 helpers** work a total of **225,270 hours** in families and in providing long-term help

**2,862 families** are supported by family helpers in crises

**54 Family Counseling Centers** throughout Austria

**440 childcare facilities** provide places for **22,900 children in Austria**



# Disasters and Crises





## Foreign Assignments

# Worldwide Survival Aid

Disaster aid is often a race against time. Quick help based on what people need enables survival. This is crucial for those who have often lost everything to tornados or earthquakes or because they are caught between the fronts, and are simply trying to get their families through day by day. This means getting food, drinking water or tents as quickly as possible to the disaster areas. Yet current humanitarian crises regarding conflicts and flight clearly show us that acute distress and survival aid must be provided over a longer period of time and above all under the most difficult circumstances.

Thanks to its international network, Caritas can help immediately in times of crisis. Around the world local Caritas aid workers provide competent immediate aid.

This is also made possible due to the existing parish-based structures, through which aid can be provided directly to those concerned. These local structures enable aid workers to support people prior to, during and after disasters. In addition, Caritas can continue to help after other aid organizations have had to cease working.

On the following pages Caritas aid workers report on the diverse challenges they are faced with. The problems confronting Caritas are bigger than ever before. However, with your generous support we were able to help many people in 2018.



Photo: Caritas India

# Help for Flood Victims in India

**India.** In August 2018 the southern Indian state of Kerala was hit by the worst flood in 100 years. Caritas was on site to provide disaster aid.

The people in southern India are used to the heavy monsoon rains and their terrible consequences. Yet the flood in August of last year was particularly disastrous: hundreds of people were drowned or killed in landslides. One million people had to be accommodated in emergency quarters and up to 3.7 million were provided for in camps. The worst hit regions were Idukki, Wayanad, Pathanamthitta, Alleppey, Palakkad, Trissur, Ernakulam and Malappuram.

With an area of roughly 39,000 km<sup>2</sup>, Kerala is not quite half as large as Austria, but has at least 37 million inhabitants. Roughly 23 million people were directly hit by the flooding.

## Food and Hygiene Products

Due to damaged toilets and standing water there was a particularly high risk of illness. To prevent sickness and epidemics from breaking out was an important challenge to emergency aid. In 24 dioceses in the state of Kerala Caritas contributed water, food and hygiene products, as well as clothing. This food was especially important to survival for the poorest levels of the population, as their provisions were also lost in the flood. In addition, agricultural land was destroyed due to the enormous amounts of water so that nothing could be planted in the months following the catastrophe. To restore the livelihoods of the people, Caritas supported the work of the local organization with 30,000 euros.

## Preventive Measures

During the monsoon between June and September there is regular flooding in the region. Thus, for years Caritas has been on site implementing various aid projects. And the disaster prevention programs are taking effect: the number of people who lose their lives in such disasters has been considerably reduced in the past decade. The material damages, however, continue to remain high.



Aid workers distribute food, drinking water and hygiene products.

## Indonesia

### Emergency Aid after the Tsunami

**2,100 people died in the Tsunami on September 28, 2018. 200,000 people had to rely on humanitarian aid, among them 46,000 children and 14,000 old people. The aid continues until this day.**

“Our home is now in a restricted area and may never be lived in again,” 40-year old Ida from the area of Palu explained. “Now we have to start again from scratch.” Like Ida 124,000 people who have lost the roof over their heads still have to live in one of approximately 900 unofficial refugee tent camps. Months after the Tsunami the people still need access to clean drinking water and support in reconstruction of infrastructure and local markets.

#### Urgent Assistance and Prevention

Caritas provided emergency aid directly following the disaster: relief goods were quickly distributed and the injured were given medical care. Together Caritas and its partner organizations supplied food, water tanks with integrated filters, hygiene products, tarpaulins and blankets. In addition, safe rooms for children were provided where the children could recover from the ordeal of the disaster and families could receive some relief from stress. To prevent illnesses from breaking out, aid workers carried out training in hygiene methods. After initial distributions were made, Caritas Indonesia started a 6-month program for 10,000 people who had suffered from the Tsunami in the regions of Palu, Sigi and Donggala. Psycho-social activities were offered particularly to mothers and persons

taking care of children, to help them deal better with the stress of the disaster. Altogether, up to now Caritas Austria has made 170,000 euros available and thus was able to help 4,400 people with their most urgent needs.

Following the Tsunami children and old people were dependent on outside help.



Local partner organizations distribute aid packages.





**A Future  
without Hunger**





## Food

# Save Lives, Give Hope

Poverty in the poorest countries of the world means that the yields from one's own field are not enough to feed the family. With its monthly support, Caritas provides the necessary help to counter starvation. Even limited funds can be effective. In emergency aid people need to be provided with drinking water and food as quickly as possible. Undernourished children and elderly people are given supplementary food so that their weakened bodies are better armed against illness. Simultaneously, with your support Caritas is currently working in 50 projects on combating hunger in the long term. Small farmholders are provided with seeds, tools and livestock and are trained in planting methods, storage and the marketing of their crops.

### Good Harvest, Better Education

"My fruit and vegetables are growing very well!" says Stephanie Ndekatubane proudly as she looks over her plantation. The 51-year old small farmer could not go to school and only had a small piece of land. Two years ago she took part in a Caritas training program and learned how to increase her yields. She became a member of a savings association and now, by selling her products she can send her children to school, Stephanie explained. "Education is the most important. And that I know how I can feed my family with the means I have." For several months Stephanie has been sharing her knowledge with other small farmholders. "We women must stick together and take our fate in our own hands."

 [www.caritas.at/hunger](http://www.caritas.at/hunger)





**Help for  
Children in Need**





## Perspectives

# Giving Children Stability and Hope

Going to school with growling stomachs, having to play in unheated homes in big sweaters in wintertime or do homework by candlelight – that's how poverty feels for children. Children who often live in simple huts, without water, electricity or sanitary facilities. Poverty doesn't make anyone happy. Anywhere.

And still: children have the unbelievable ability to preserve their courage and optimism, even under the most difficult conditions. Their resilience is incredible, they don't give up. Even if they shake with cold, their empty bellies hurt or they wince when they hear shots. Even under the most extreme conditions they can play, learn and look ahead. In the midst of poverty, hunger and violence children can maintain their joy of life, their lightness and laughter. Everywhere.

With your support we can give children in the most poverty-stricken regions of the world what they need most: a safe home, loving care, education and enough to eat. With your help we can give children in need stability and hope.

➤ [www.caritas.at/kinder](http://www.caritas.at/kinder)

# The Whole Future in Every Single Child

**Interview.** If the subject is children in need and their rights, no one knows more about it than Birgit Ertl. The 49-year old talks about why she stands up for children worldwide, their incredible resilience and about how a simple transport ticket can change a life.

## **Despite children's rights, 260 million children worldwide do not go to school. How can that be?**

That is a disgrace! Here we are mainly talking about countries that have a weak infrastructure, where there is enormous growth in population, in other words about megacities and slums where there are no schools. However, in emerging countries there is also an increase in the number of children who do not go to school. In war-torn countries where girls are discriminated against, girls often do not start school until they are ten or thirteen years old. In our work we look in particular at children from minorities, at girls and refugee children. Some time or other these children should be able to contribute to shaping a solidary society. When they have learned to think critically then they can also make a contribution. When they are excluded from getting an education, they cannot raise their voices and exercise their democratic rights. To strengthen democracies children have to be able to go to school.

## **How can children be given stability and hope?**

Sometimes the only thing it takes is a meal provided at school that enables children to go to school. Or a pair of winter shoes, that enable the second of three siblings to go to school in winter-time. These are many small things that give individual children hope and make

it possible to have a future. In regions like Ukraine it means enabling refugee children, who are not given opportunities of any kind, the chance to grow up in an environment suitable for children. These children need someone with whom they can talk about their fears. Someone who comes into the family and talks about whether they will ever be able to go home again and sleep in their own bed. This support takes away fear and shows the children that there is someone who likes them, just as they are – even if they are very weak at that particular moment.



## **What motivates you personally to stand up for children in need?**

Each child whom we look in the eyes has enormous potential. When one takes children seriously, asks them, what do you want to be when you grow up? – one can find the whole future in every single child. I am thankful that I have the opportunity to follow the development of individual children. The future prospects of these children have changed due to our work. The ability to be able to open up a little bit of the potential that is inherent in every child – having this ability is wonderful!

Birgit Ertl has been working for 25 years at Caritas Austria and currently heads the Children and Youth Program.





Photo: Caritas

Children should be able to learn and grow up in a child-friendly manner.

### Places of Refuge

## Sense of Security In the Children's Center

**In children's centers worldwide children get help in their schoolwork, are given warm meals and get affectionate care. In such centers they can process their traumatic experiences and simply be children – like Ilya from Ukraine.**

Completely lost in his thoughts, 12-year old Ilya presses the lumps of clay into shapes. The substance between his fingers feels pleasantly cool and moist. Working with clay helps him remove inner blockades and activates his self-healing powers. Growing up among explosions, gunfire and mines has left a traumatic impact on his psyche: Ilya had hardly learned to talk when stress and fear left him almost blind in one eye. Here in the Children's Center in eastern Ukraine, where he lives, gets meals and can do his schoolwork, he has time to talk about what he has experienced and process his experiences with the people taking care of him. The stories about Ilya's sculptures are becoming more and more cheerful, his pictures ever more colorful and he, himself, is becoming braver. Now he can slowly begin to dream about a positive future – like playing ice hockey and about how he wants to become a detective when he grows up. After wartime or disasters, Caritas children

centers are often the only place where children can have a sense of security. Here teachers, social workers and psychologists give children the comfort they need. In over 70 children's centers worldwide more than 10,000 children find help in doing their schoolwork and get warm meals. When they play together they can relax and enjoy being children again.

Creative work with clay helps process trauma.



Photo: J. Weismann

**139 Projects for Children in Need in 30 Countries**

# Eleven Countries, One Vision: Create a Common Home

**Caritas Network.** The project MIND draws attention to migration and development cooperation. Young people can make their own contribution.

Migration has always been part of Austrian history. Approximately 15 percent of the population living in Austria has a foreign nationality. Today, at the same time, millions of Austrians live abroad. Both here and there migrants make important contributions to the social development in their old and their new homeland – it is the goal of the European-wide project MIND to draw attention to this fact.

MIND (Migration. INterconnectedness. Development.) is a project that is being implemented by twelve Caritas

organizations in eleven EU member states. Financed by the European Commission, Caritas Austria and their partners aim to draw attention to development cooperation and the knowledge of sustainable development. For this, social spaces are created where people have the opportunity to tangibly experience and understand the complex connections between migration and sustainable development.

**Young People as Bridge Builders**  
Especially young people have an important multiplier effect in the MIND project:

In workshops and in so-called “action-Pools”, young people gain insight into the reality of people with a refugee background, experience what social activities can bring about and then make an impact in our society as bridge builders.

The actionPool of Caritas Eisenstadt addresses young people between the ages of 16 and 24 with and without a refugee background, who have interest in getting involved in the area of migration, integration and refugee aid. At kick-off events the young people can discuss their experiences, register for volunteer activities and plan new projects of their own.

**Information on MIND:**  
➔ [www.caritas.at/mind](http://www.caritas.at/mind)

WITH FUNDING FROM  
 AUSTRIAN  
DEVELOPMENT  
COOPERATION


 Subsidized by the  
European Union



Photo: Caritas

Young people of the actionPool want to serve as volunteers.



## Human Rights

### Derartu Fights for Her Rights

#### **In the fight against Genital Mutilation 13-year old Derartu gets help in an awareness project from Caritas – and from her mother.**

Derartu is proud of her mother. Thanks to her the 13-year old can still go to school – just like her four siblings. In her village Tute Koremete, in southern Ethiopia, this is something that cannot be taken for granted, for the simple reason that many girls Derartus' age are already married. The young girl is proud of her mother for another reason: against all the traditions and social conventions she prevented her daughter from having an early marriage, and saved her from the terrible practice of genital mutilation. Yet Derartu can rely on even more than her strong mother: in the Gender Club at her school she learned that every woman, regardless of age, culture, religious or socio-economic status has rights. The right to have her own opinion and to decide how she wants to live her life.

#### **Fighting Against Genital Mutilation Together**

Female genital mutilation has lifelong health and psychological consequences

and puts girls in mortal danger. More than 200 million girls and women worldwide are affected by genital mutilation – most of them live in Africa and the Middle East. With a circumcision rate of 65 percent in Ethiopia, despite the ban on this practice, in this country female genital mutilation is more widespread than anywhere else in the world. Together with local project partners and the Austrian Development Cooperation, Caritas called to life the project “Sekayen Atabizut – Don't Let Me Suffer” in the dioceses of Meki and Awassa. The aim is to inform families and communities about the negative effects of female genital mutilation and to empower them to take an active role in the fight against this terrible practice. Caritas promotes dialogue in the villages to encourage awareness among different groups of society. Moreover, the women who carry out the circumcision are also included. Additionally, Caritas supports a mother-child-clinic, where victims



Photo: Caritas

Women receive support in their fight against genital mutilation.

receive consulting and treatment, and medical personnel is trained. In the village of Tute Koremtu more and more girls are joining together and raising their voices. The staff of the project “Sekayen Atabizut” are there to advise and support Derartu, the girls and their families.

## **1,472,000 Euro**

Support from the Austrian Development Agency (ADA) to Albania, Armenia, Ethiopia, Bosnia, Burkina Faso, DR Congo, Kenya, Austria, Pakistan and Ukraine.

## **1,543,700 Euro**

of EU support to projects in India, Armenia, Bangladesh, Burkina Faso, Indonesia, DR Congo, Lebanon, Mongolia, Myanmar, Nepal, Pakistan, Philippines. Transnational EU-supported projects are implemented with partners from Europe and Asia.

## **Provincial Governments**

from Carinthia, Upper Austria, Styria, Tyrol, Vorarlberg und Vienna are supporting Caritas Foreign aid.



# We

# >

# I

# Thank you

To be able to help in emergency situations, to take people by the hand in their most dire circumstances, to build better prospects for the long-term and to be able to give hope – all of this we can do with the help of our numerous, reliable cooperation partners. For this we would like to sincerely thank all of you.

**Many heartfelt thanks for this often yearlong and indispensable support. We look forward to continuing to work with you!**

**A1 Telekom Austria AG | Alfred Vesely TIMBER – EXPORT e.U. | Almdudler-Limonade A. & S. Klein GmbH & Co KG | Austroflex Rohr-Isoliersysteme GmbH | Bank Gutmann AG | Bankhaus Schelhammer & Schattera Aktiengesellschaft | BAWAG P.S.K. Bank für Arbeit und Wirtschaft und Österreichische Postsparkasse Aktiengesellschaft | Berndorf Privatstiftung | BILLA Aktiengesellschaft | BIPA Parfümerien GmbH | Brevillier Urban & Sachs GmbH & Co KG | Bundesbeschaffung GmbH | C&A Foundation | Casinos Austria AG – Österreichische Lotterien GmbH | Charities Aid Foundation America | Christian Suppan Ringelspielverlag e.U. | Coca-Cola GesmbH | Conrad Electronic GmbH | Deichmann GmbH | DLA Piper Weiss-Tessbach Rechtsanwälte GmbH | dm drogerie markt GmbH | Energie Steiermark AG | ERGO Austria International AG | Erste Bank und Sparkassen | Erste Group Bank AG | EVN AG | EXMUPO | Fondation de France | Fussl Modestraße Mayr GmbH | Generali Versicherung AG | Gewista Werbegesellschaft mbH | GlobalGiving | good mobile GmbH Österreich | H. Stepic CEE Charity | heatness GmbH | HOERBIGER Holding GmbH | HOFER KG | Human Assets Management Consulting GmbH | Hutchison Drei Austria GmbH | IKEA Möbelvertrieb OHG | Inditex | Josef Manner & Comp AG | Kahane Foundation | KELAG-Kärntner-Elektrizitäts-Aktiengesellschaft | Kellner & Kunz AG | KOTÁNYI GmbH | Kühne + Nagel Gesellschaft m.b.H. | Kurt Mann Bäckerei & Konditorei GmbH & Co KG | Landesinnung der Salzburger Rauchfangkehrer | Landesinnung der Wiener Rauchfangkehrer | Lidl Österreich GmbH | Magenta Telekom | Mag. Ernst Krehan Vermögensberatung e.U. | Manfred Böhm – Sportive Cars GmbH | MERKUR Warenhandels AG | Milupa GmbH | Mondi AG | ÖBB-Personenverkehr AG | Oberbank AG | Obst Muttenthaler | Ögussa Österreich Gold- und Silberschmuck GmbH | OMV Aktiengesellschaft | Österreichische Lotterien Ges.m.b.H. | Österreichische Post AG | PAGRO Handelsgesellschaft mbH | PALFINGER AG | Paul Bständig GmbH | PENNY Markt GmbH | Peter Zgonc Privatstiftung | Procter & Gamble Austria GmbH | Raiffeisen Bank International AG | ratiopharm Arzneimittel Vertriebs-GmbH | RED CHAIRity | REWE International AG | REXEL Austria GmbH | Robert Bosch AG | S Immo AG | Salzburg AG für Energie, Verkehr und Telekommunikation | SPAR Österreichische Warenhandels-AG | Ströck-Brot G.m.b.H. | The Coca-Cola Foundation | UniCredit Bank Austria AG | Varner Group | VERBUND AG | VSR Verein Salzburger Rauchfangkehrer | Western Union Foundation | Wien Energie GmbH | Wien Holding GmbH | WIENER LINIEN GmbH & Co KG | WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group | Wiener Städtische Wechselseitiger Versicherungsverein – Vermögensverwaltung – Vienna Insurance Group | Wirtschaftskammer Österreich | Wirtschaftskammer Österreich – Fachverband Immobilien- und Vermögenstreuhänder | XXXLutz KG**





**Domestic Aid 2018**  
2.8 Million Euros  
for People in Need  
in Austria

434,000 people in Austria are defined as “manifestly poor”. They cannot afford nourishing food, a warm home or new clothing. At the end of the month many of them have to decide whether to use their remaining money for food or heating. Today, families often have to spend over half of their income on housing and energy. In 36 social counseling centers throughout Austria, Caritas staff members provide counseling and support. Last year more than 65,000 people were helped at the centers. Mobile family helpers, mother-child-houses, social education centers, daycare and speech therapy support poverty-stricken mothers and families. Caritas’ homeless facilities give people on the edge of society refuge and new hope. This hope is made possible thanks to the support of our generous donors, who assure the operation of our facilities, and to our sponsor of many years, Erste Bank und Sparkassen.



**Care 2018**  
It Is Still My Life

Support and care for people in the last phase of their lives is becoming an ever greater issue in our society, due to the increasingly ageing population. Currently, in Caritas’ 48 senior residences and nursing homes more than 4,200 people are receiving care. Within the framework of the care campaign, Caritas’ focus is on support, caregiving and dementia. For many years Caritas has been supported in this enterprise by WIENER STÄDTISCHE Versicherung AG. A dementia web platform was created last year thanks to this sponsoring effort.



**Food Aid 2018**  
3.4 Million Euros  
Against Hunger

Eliminating hunger and malnutrition is one of the greatest challenges of our time. It is intolerable and degrading that millions of people still suffer from starvation. But together we can prevent this quiet death. Through its campaign Survival Aid, Caritas provides support to the countries worst hit in the world. Thanks to the support of Austrian donors, aid workers distributed food, drinking water and medicine, and small landowners were given seeds and small domestic animals.

**Umbrella Campaign 2018**  
Solidarity

Solidarity is a topic that takes the development of Caritas&Du one step further with regard to the current challenges of society. The tone has become harsher, the divide has grown deeper, and we as Caritas do not want to simply accept it anymore. With the umbrella campaign “We is greater than I” we want to express that together we can achieve more and overcome indifference. Thank you to Erste Bank und Sparkassen for supporting this campaign.



**Children’s Campaign 2018**  
1.8 Million Euros  
for Children in Need

Every child has the right to safety and protection, access to education, help, and the opportunity to grow up in its own family. Children are usually utterly defenseless toward outside circumstances and need help and support. Many are fleeing war, live in extreme poverty or are orphans on the streets, have to grow up without support and encouragement. All of them need security, protection and the opportunity to go to school. Erste Bank und Sparkassen and the majority stock holder of the Vienna Insurance Group, Wiener Städtische Versicherungsverein, have supported the Caritas Children’s Campaign for years, to draw attention to the extreme need of children.

## Expenditures of Caritas Austria 2018

	in Million Euros
<b>Support, care and hospice</b>	<b>293.76</b>
Stationary facilities (elderly living and care houses, hospices, daycare centers), mobile services (home and care services), terminal care, mobile hospice teams, consultation, support and psychological accompaniment, projects (spare time options for seniors, family member support)	
<b>Work with disabled persons</b>	<b>197.40</b>
Stationary support (housing groups, daycare centers, curative educational workshops), mobile assistance (support, work assistance, integration support), consultation, support and psychological accompaniment, projects (spare time options for disabled persons)	
<b>Asylum, migration and integration</b>	<b>153.54</b>
Homes, starter-flats, mobile emergency accommodation, consultation, regional support, basic care, projects (return assistance among other things)	
<b>People in need</b>	<b>77.04</b>
Homes and daycare centers (mother-child homes, hostels for the homeless, support centers), starter-flats, special projects, training (schools for social professions), consultation, support and psychological accompaniment	
<b>Occupation projects and auxiliary enterprises</b>	<b>68.04</b>
Occupational projects for long-term unemployed persons and addicts, consultation, support and psychological accompaniment (carrier help, work training), projects	
<b>Foreign aid</b>	<b>36.79</b>
Disaster relief, rehabilitation support (reconstruction), long-term development cooperation	
<b>Children and youth</b>	<b>34.92</b>
Social-pedagogic centers, kindergartens, daycare, speech therapy, consultation, support and psychological accompaniment, projects (spare time offers for children and young people)	
<b>Family-oriented work</b>	<b>30.09</b>
Mobile family support, consultation, support and psychological accompaniment, projects	
<b>Schools and training courses</b>	<b>8.35</b>
<b>Pfarrcaritas ("Caritas parishes")</b>	<b>7.60</b>
<b>Foreign aid – provision for projects 2017</b>	<b>5.68</b>
<b>Total of all areas of service</b>	<b>913.21</b>



## Caritas in Figures

### 71 Million Euros

#### total donations

71 million euros were donated in 2018 to support people in need at home and abroad. Among these donations 510,000 euros came from the "Nachbar in Not/Neighbor in Need" campaign, 363,000 euros came from "Licht ins Dunkel/Light into Darkness" campaign and 223,000 euros from the "Wundertüte/Magic Bags" campaign.

### More than 2.2 Million Hours

#### in mobile care

In 2018 Caritas provided much needed support and care at home totaling more than 2.2 million work hours.

### 54

#### homeless facilities

These include 12 mother-child houses containing 447 accommodations. 2,137 beds are available in the 42 homeless facilities. 450 "starter homes" help people to make a new beginning.

### 513

#### Caritas foreign aid projects

The range of the 513 Caritas foreign aid projects in Africa, Asia, Latin America and the poorest countries of Europe is wide and covers areas such as emergency help for long-term livelihood protection.

### 16,353

#### salaried Caritas employees

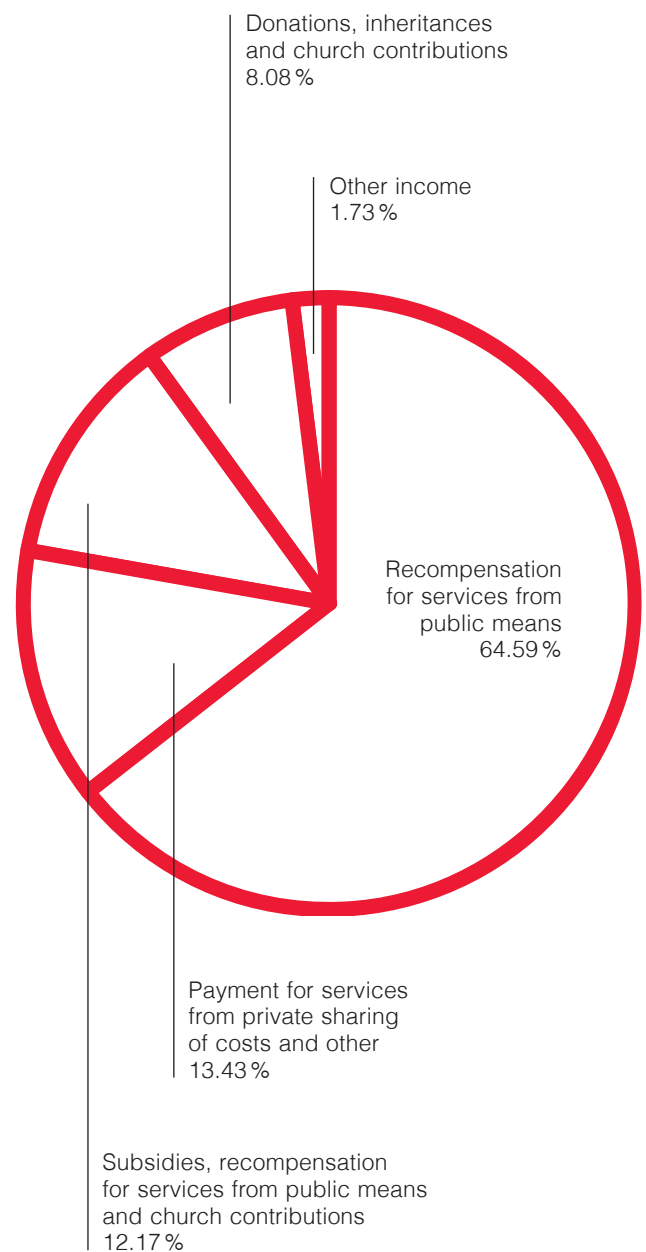
16,353 salaried Caritas employees are ready day by day to help elderly, ill, disabled, disadvantaged and/or suffering people.

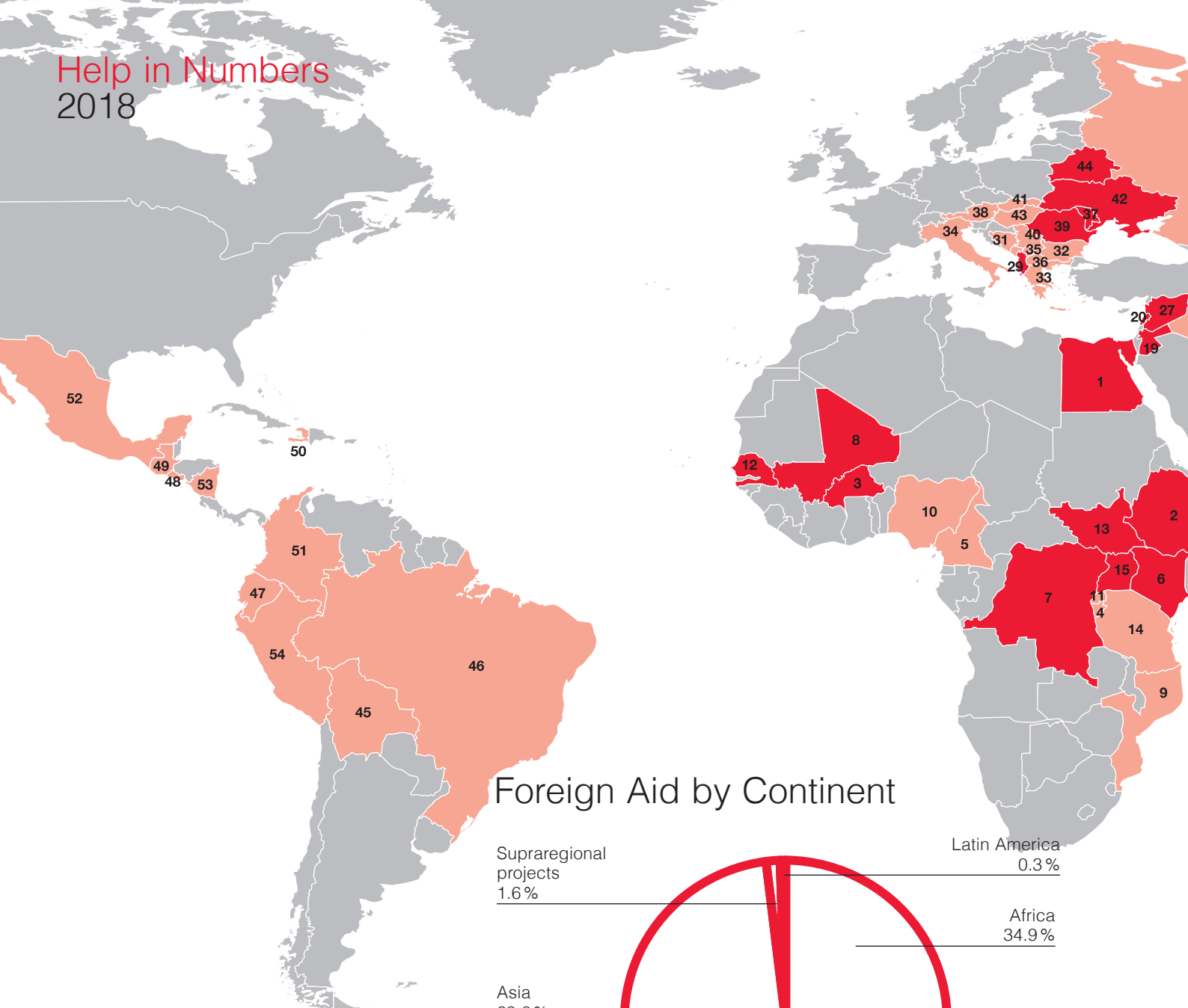
### 100,024

#### committed children and young people

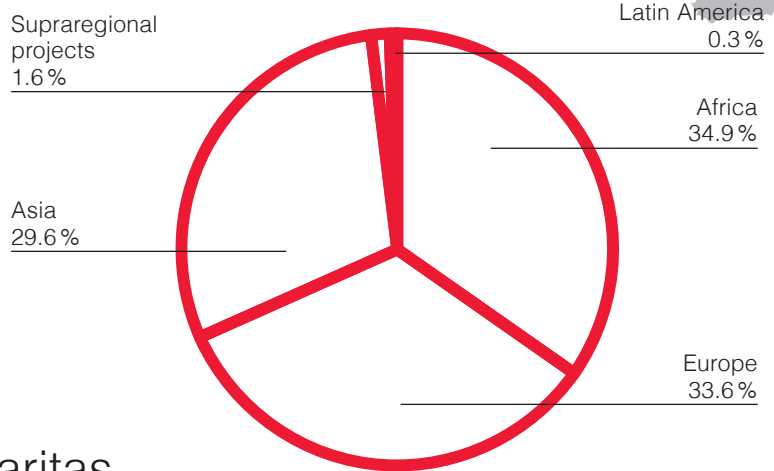
Approximately 100,024 children and young people took part in projects, activities and events organized by the youngCaritas in 2018. This shows there great interests in humanity.

## Overall Financing 2018

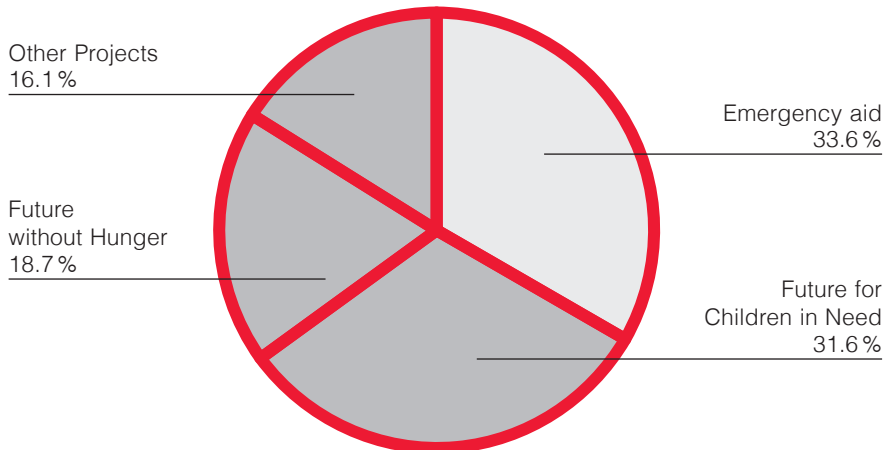




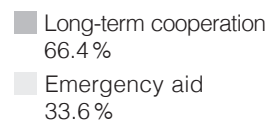
Foreign Aid by Continent



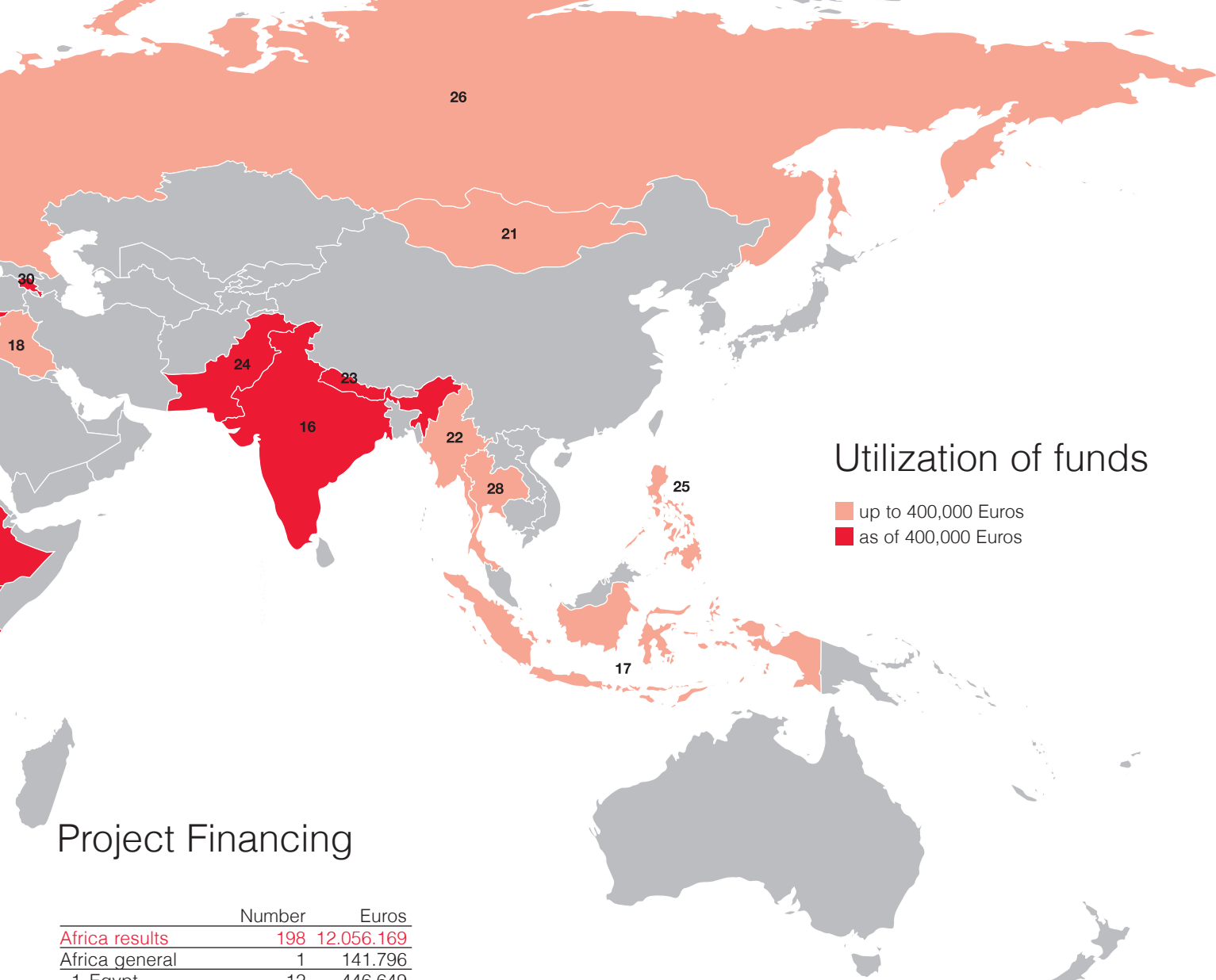
Allocation of Funds from Caritas  
Foreign Aid by Program



Foreign Aid by Sector







## Utilization of funds

- up to 400,000 Euros
- as of 400,000 Euros

## Project Financing

	Number	Euros
<b>Africa results</b>	<b>198</b>	<b>12.056.169</b>
Africa general	1	141.796
1 Egypt	12	446.649
2 Ethiopia	31	3.819.377
3 Burkina Faso	14	524.795
4 Burundi	9	300.659
5 Cameroon	1	10.172
6 Kenya	16	525.697
7 Dem. Rep. of the Congo	41	1.505.444
8 Mali	10	596.187
9 Mozambique	1	142.287
10 Nigeria	1	40.452
11 Ruanda	3	74.489
12 Senegal	13	679.368
13 South Sudan	38	2.783.107
14 Tanzania	1	2.265
15 Uganda	6	463.424
<b>Asia results</b>	<b>92</b>	<b>10.261.371</b>
Asia general	4	1.862.276
16 India	9	1.059.192
17 Indonesia	3	91.531
18 Iraq	1	53.342
19 Jordan	5	1.815.847
20 Lebanon	27	2.530.925
21 Mongolia	1	3.528
22 Myanmar	1	335
23 Nepal	8	934.853
24 Pakistan	15	738.112
25 Philippines	3	42.234
26 Russia	2	40.104
27 Syria	12	1.047.822
28 Thailand	1	41.270

<b>Europe results</b>	<b>204</b>	<b>11.595.949</b>
Europe general	12	3.642.195
29 Albania	14	503.925
30 Armenia	13	1.000.753
31 Bosnia-Herzegovina	13	339.362
32 Bulgaria	8	308.630
33 Greece	1	5.880
34 Italy	2	271.683
35 Kosovo	3	139.464
36 Macedonia	2	39.231
37 Moldova	19	890.532
38 Austria	9	334.504
39 Romania	32	533.821
40 Serbia	8	318.995
41 Slovakia	2	23.496
42 Ukraine	41	2.602.406
43 Hungary	3	65.616
44 Belarus	22	575.456

<b>Latin America results</b>	<b>17</b>	<b>543.772</b>
45 Bolivia	1	3.528
46 Brazil	1	9.995
47 Ecuador	4	127.169
48 El Salvador	1	16.545
49 Guatemala	2	18.898
50 Haiti	2	293.334
51 Colombia	2	27.153
52 Mexiko	1	1.102
53 Nicaragua	1	10.624
54 Peru	2	35.424
<b>Supraregional projects and international commitment</b>	<b>2</b>	<b>114.160</b>
<b>TOTAL</b>	<b>513</b>	<b>34.571.421</b>

## Source of Funds and their Utilization

Financial Report according to the guidelines of the Spendengütesiegel

in Million Euros

<b>A</b>	<b>Origin and Use of Funds</b>		<b>921.06</b>
<b>I</b>	<b>Donations and church contributions</b>		<b>71.70</b>
	a) Non-dedicated donations		7.32
	b) Dedicated donations and sponsoring		47.70
	Among these are:		
	Dedicated current donation proceeds, church collection, standing orders, sponsorships	39.55	
	Major disasters (over 1 million)	1.50	
	“Licht ins Dunkel/Light into Darkness”	0.36	
	“Nachbar in Not/Neighbor in Need”	0.51	
	Other Income: e. g. sponsoring	5.78	
	c) Inheritances		3.72
	d) Gifts in kind		12.96
<b>II</b>	<b>Reimbursement for services</b>		<b>692.18</b>
	a) from public funds		573.00
	b) from private contributions and other		119.18
<b>III</b>	<b>Subsidies and grants of public institutions and church contributions</b>		<b>107.96</b>
<b>IV</b>	<b>Other income</b>		<b>15.34</b>
	of which earnings from capital assets amount to		1.36
<b>V</b>	<b>Use of donations from previous years</b>		<b>29.08</b>
<b>VI</b>	<b>Dissolution of reserves</b>		<b>4.80</b>
<b>B</b>	<b>Utilization of Funds</b>		<b>921.06</b>
<b>I</b>	<b>Expenditures for objectives as defined in the statutes</b>		<b>835.69</b>
	Of this, donations used for:		
	domestic aid and international programs	63.03	
<b>II</b>	<b>Expenditures for donation procurement and donor service</b>		<b>7.76</b>
<b>III</b>	<b>Expenditures for administration and inf- rastructure (without donations)</b>		<b>39.04</b>
<b>IV</b>	<b>Other expenditures</b>		<b>14.22</b>
<b>V</b>	<b>Provision formed for domestic and foreign projects</b>		<b>16.14</b>
<b>VI</b>	<b>Provision formed for domestic and foreign projects</b>		<b>8.21</b>





Photo: J. Weismann

# About Us

## Our Structure

In Austria there are nine Caritas organizations independent of each other, each attached to the nine Austrian dioceses. The appointment of the directors is the responsibility of the respective bishop. Through its federalist structure Caritas is close to the population and can address regional needs more effectively.

An umbrella organization, the “Austrian Caritas Headquarters” (Österreichische Caritaszentrale/ÖCZ), covers national and international topics that span the dioceses. Its supreme body is the Caritas Directors Conference, in which all the dioceses are represented. Besides setting the contextual focus, their tasks also comprise appointing the secretary generals and a president.

The figures presented in the Annual Report are an overall view of the impact of these ten units. As the independent organizations and the umbrella organization are legally and organizationally separated from one another, a true consolidated report is not presented.

From left to right: Director Josef Marketz, Director Johannes Dines, Director Edith Pinter, Director Georg Schärmer, President Michael Landau, Director Hannes Ziselsberger, Director Franz Kehrer, Director Herbert Beiglböck, General Secretary Bernd Wachter, General Secretary Christoph Schweifer, Director Walter Schmolly

## Our Core Task

“When we see need, we act.” This is the core task of Caritas. Inherent in this is to stand up for people who have no voice. Another fundamental aspect is to respect and protect human life from the beginning to the end and to help people in distress, regardless of their origins, their religion or their gender.

# Love > Hate

## Caritas addresses

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**President:** Msgr. DDr. Michael Landau

### Secretary-General:

MMag. Bernd Wachter

### Secretary-General International

**Programs:** Christoph Schweifer

General secretariat: Ext. 400

Foreign aid/Emergency aid: Ext. 410

Communication: Ext. 417

Integration, Migration and Asylum: Ext. 440

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Imprint: Caritas Österreich,  
Albrechtskreithgasse 19–21, 1160 Vienna,  
Tel.: 01/488 31-400, [office@caritas-austria.at](mailto:office@caritas-austria.at);  
Editorial office: Adelheid Bahmou and Stefan  
Schauhuber; Owner, editor and publisher:  
Caritas Österreich, Albrechtskreithgasse 19–21,  
1160 Vienna. Translation: Meredith  
Schneeweiss. Layout: EGGER & LERCH  
Corporate Publishing, 1030 Vienna. Print:  
Markus Putz Printagentur, 2100 Korneuburg;  
Place of publication: Vienna