



# The Vienna Children and Youth Strategy 2020 – 2025

# Publishing Details

## Owner and publisher:

Vienna City Administration

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## Contents:

The contents were drafted on the basis of the wishes, ideas and concerns of more than 22,500 children and young people in consultation with staff of the Vienna City Administration, its associated organisations and enterprises and other experts as members of the theme management groups in the period from April 2019 to December 2019; responsible for the content: Karl Ceplak, Head of Youth Department of the Province of Vienna

## Design and layout:

Die Mühle - Visual Studio

## Photo copyrights:

Cover image: © Markus Thums / City of Vienna

Rights of the Child – icons: © UNICEF2019

Sustainable Development Goals – icons: © United Nations Department of Public Information

## Translation:

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Further information about the Werkstatt Junges Wien project:

[werkstadt.junges.wien.gv.at](http://werkstadt.junges.wien.gv.at)

The Vienna Children and Youth Strategy 2020 - 2025 was adopted by the Vienna City Council in June 2020.

This document contains new forewords that have been adapted to the gender-sensitive language of the city.

These minimal adjustments do not change the meaning of the original document.

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# Editorial

In 2019, the City of Vienna introduced the Werkstatt Junges Wien project, a unique large-scale participation process to develop a strategy for children and young people with the aim of giving more room to the requirements of Vienna's young residents. The "assignment" given to the children and young people participating in the project was to perform a "service check" on the City of Vienna: What is working well? What is not working well? Which improvements do they suggest? The young participants were entirely free to choose the issues they wanted to address.

Vienna attaches great importance to children's rights and the active participation of children and young people

in society. Thus, their feedback was taken very seriously and provided the basis for the definition of nine goals under the Children and Youth Strategy. Now, Vienna is for the first time bundling efforts from all policy areas, departments and enterprises of the city and is aligning them behind the shared vision of making the City of Vienna a better place for all children and young people who live in the city.

The following strategic plan presents the results of the Werkstatt Junges Wien project and outlines the goals and measures derived from the project for the next five years. Of course, the City of Vienna will also engage its young citizens in the implementation of this strategic plan.

# Vienna on its way to become one of the most child and youth friendly cities in the world

Citizen participation is a core element of politics in Vienna. Only if we know people's concerns and requirements, will we be able to improve their lives and our common future in a sustainable way. And this holds true particularly for Vienna's youngest residents: They are to play an active role in shaping the Vienna of the future. For this reason, the city-wide "Werkstadt Junges Wien" project was launched in 2019. This brilliant initiative provided Vienna's children and young people with an opportunity to contribute their ideas, wishes and suggestions for Vienna.

The success of the project is based on the work of many committed people: the Werkstadt Junges Wien team, educators, social and youth workers, staff of the Vienna City Administration and many more. We would like to thank them most sincerely for having supported this important project and for their vital contribution to its success.

The result is impressive: More than 22,500 children and young people have participated in this large-scale process. 1,300 workshops provided a platform for young Viennese to address issues related to life in Vienna in a creative and playful way. Together they tried to find out what it takes to make Vienna an even better city for its residents. In this process, children and young people gained valuable insights into democratic processes and experienced that their opinion counts and can effect change.

Whether it was about skateparks in the neighbourhood, better waste separation on playgrounds, more environmental protection, a greener city or the wish for living together peacefully – their feedback reflects the diversity of Vienna's residents which is one of the greatest assets of our city.

The concerns and requirements of Vienna's children and young people have provided and provide us with a clear mandate: We have developed the Vienna Children and Youth Strategy, in which we present the results of the "Werkstadt Junges Wien" project and the objectives and measures the City of Vienna derives from them.

The Vienna Children and Youth Strategy will guide our way in the following years as we make Vienna one of the most child and youth friendly cities in the world. Only together will we be able to improve the Vienna of the present and shape the Vienna of the future.

We are looking forward to it!



**Dr. Michael Ludwig**  
Mayor of Vienna



**Christoph Wiederkehr**  
Deputy Mayor and Executive City Councillor for Education and Youth



**Dolores Bakos**  
Member of the City Council (NEOS)



**Marina Hanke**  
Member of the City Council (SPÖ)

## Your Vienna for Future!

Meeting friends, engaging in joint physical activities, having fun, participating in cultural life and exploring open spaces – these are basic needs of children and young people. The coronavirus pandemic has shown that limiting these needs affects not only the physical but also the mental health of children and young people. Especially young people have suffered from not being able to spend their leisure time as they like.

But to enable children and young people to voice their concerns and call for their rights they need to be given opportunities for participation. Their right to adequate participation is guaranteed by the UN Convention on the Rights of the Child and also by Austria's Federal Constitution. The opinions of children and young people must be heard and considered in all matters that affect them. The City of Vienna has a particular concern to highlight these needs and support children and young people in exercising their rights.

The Vienna Children and Youth Strategy is a showcase example of how participation of children and young people can be successfully realised. In the context of a comprehensive participation project entitled "Werkstadt Junges Wien", thousands of children and young people have contributed their ideas, suggestions and wishes for our city and have made their voices heard.

Vienna's young residents have suggested a broad range of improvements. All suggestions have been carefully documented, grouped into themes and discussed with experts. The result was the new Vienna Children and Youth Strategy which already contains specific measures for implementation. The aim of the Strategy is to ensure that children and young people feel comfortable in our city, can develop freely and have a say in important decisions for the future.

Together we want to fill the Vienna Children and Youth Strategy with life and build the Vienna of the future.

# Contents

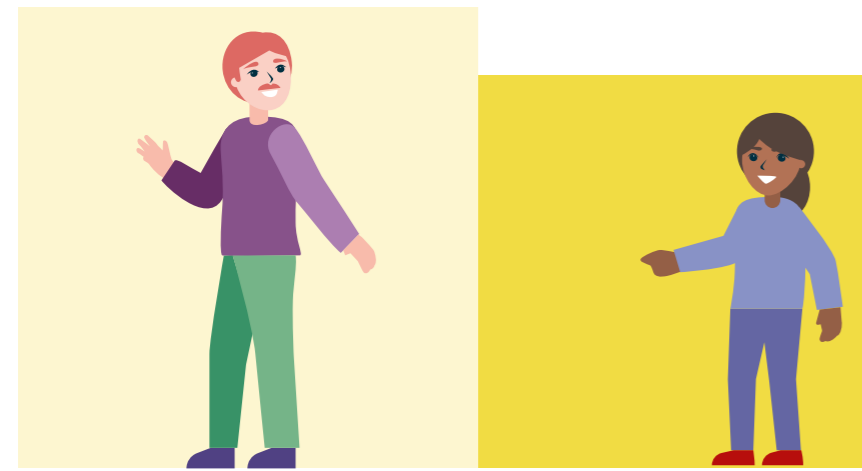
- Foreword.....2
- Key statistics of children & young people in Vienna.....6
- Children's rights pave and guide our way.....10
- Werkstadt Junges Wien.....14
- Timeline.....17
- A first overview.....18
- The goals & issues of the Vienna Children and Youth Strategy.....21
  - Nature and environment.....22
  - Opportunities and future.....26
  - Health and wellbeing.....30
  - Community and connectedness.....34
  - Space and place.....38
  - Participation and opinion.....42
  - Safety and security.....46
  - Mobility and transport.....50
  - Leisure and culture.....54
- Next steps.....58
- Thank you.....60



# Key statistics of children and young people in Vienna

Vienna is growing. In 2018, nearly every fifth Viennese citizen was younger than 19 years, amounting to a total of more than 366,693 children and young people who live in Vienna and make it Austria's youngest federal province in demographic terms. Below, you will find a few figures which illustrate this fact and some of the issues that were of particular importance to the children and young people participating in the Werkstatt Junges Wien project.

## NUMBER OF CHILDREN & YOUNG PEOPLE BETWEEN 0 AND 19 YEARS 2019



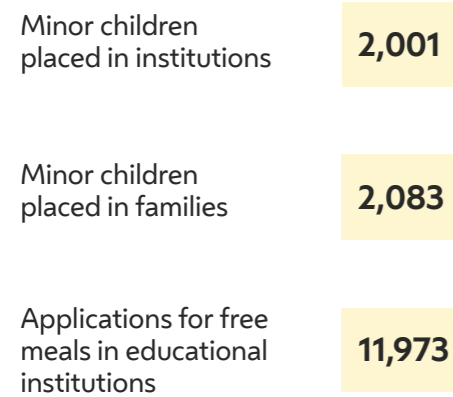
**188,856**

0 to 19-year-old boys/young men

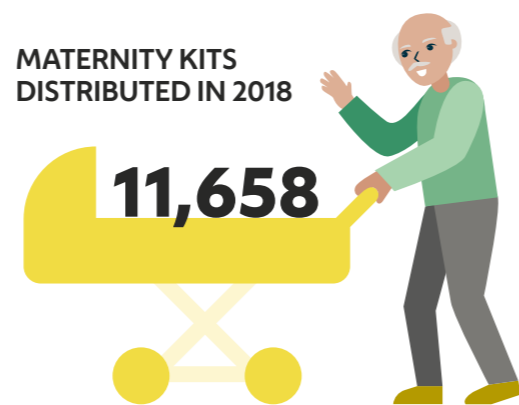
**177,837**

0 to 19-year-old girls/young women

## CHILD & YOUTH WELFARE SERVICES 2018



## MATERNITY KITS DISTRIBUTED IN 2018



## VIENNA CHILD AND YOUTH WORK 2018

**80** locations  
**530** places which are used regularly, including  
**150** locations for youth work in parks.

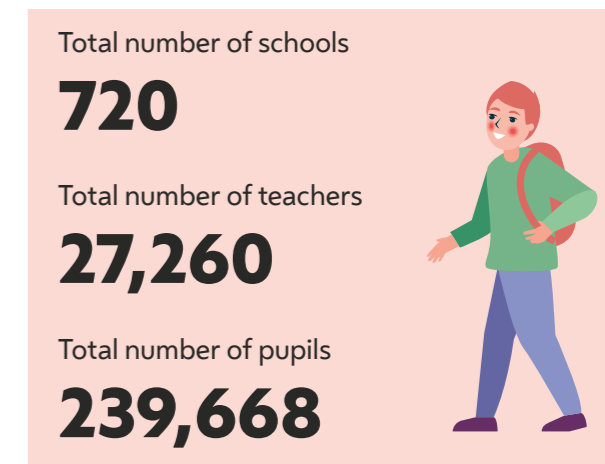
More than **2 million** contacts with young people



## CHILDREN IN ELEMENTARY EDUCATIONAL INSTITUTIONS (EXCLUDING AFTER-SCHOOL CARE CLUBS) 2018/19



## SCHOOLS IN VIENNA IN SCHOOL YEAR 2017/18



## APPRENTICES IN VIENNA 2018



## YOUTH UNEMPLOYMENT AMONG UNDER 25 YEAR OLDS 2018



# Key statistics of children and young people in Vienna

## PUBLIC MUNICIPAL PARKS 2019

**990** parks with  
**12,908,084** m<sup>2</sup>,  
**190,259** trees and  
**19,518** benches



## DOGS 2019

**55,604**  
registered dogs



## SPORTS FACILITIES 2018

Facilities over 1,000 m<sup>2</sup>  
**167**  
totalling 3,455,413 m<sup>2</sup>



## TRANSPORT 2018

Motor vehicles

**881,596**



Cycling facilities

**1,584,678** m



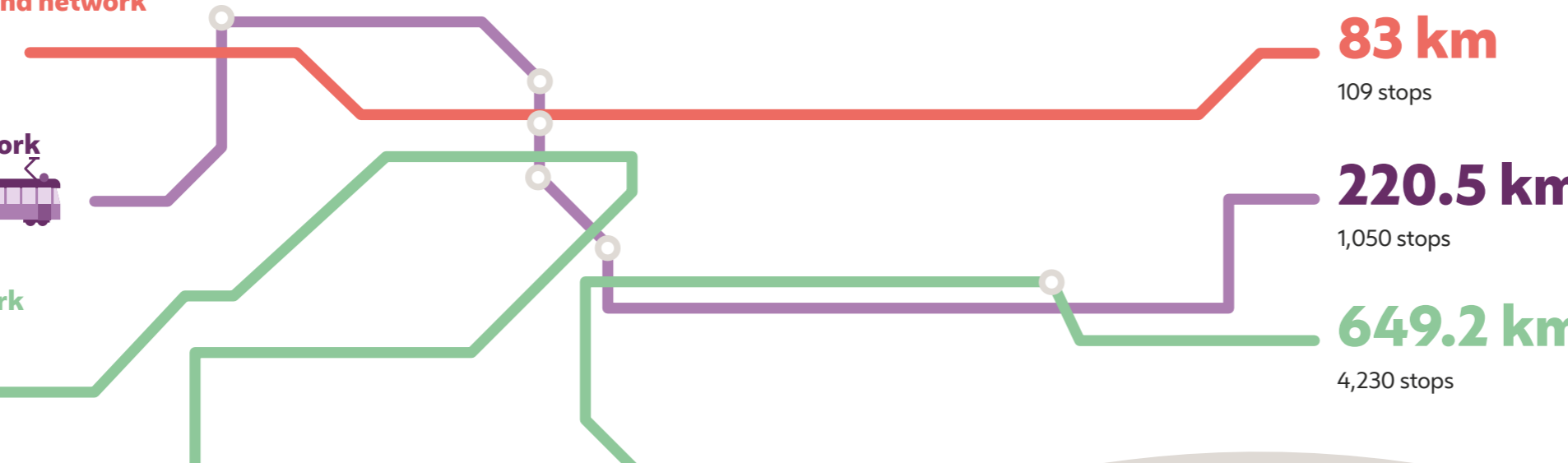
## Length of underground network



## Length of tram network



## Length of bus network (daytime service)



**83 km**

109 stops

**220.5 km**

1,050 stops

**649.2 km**

4,230 stops

## PLAYGROUNDS 2019

**562**  
on 976,536 m<sup>2</sup>

## BALL GAMES PLAYGROUNDS

**613**  
on 230,552 m<sup>2</sup>

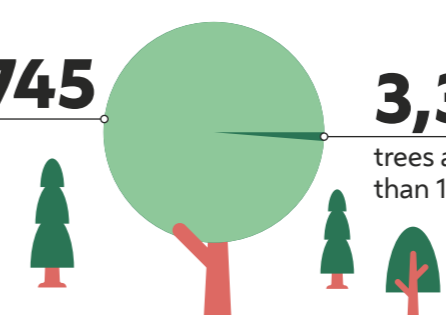


## NUMBER OF STREET TREES 2018

**90,745**  
in total

**3,369**

trees are older  
than 100 years



## MUNICIPAL SWIMMING POOLS IN VIENNA 2018

**39**

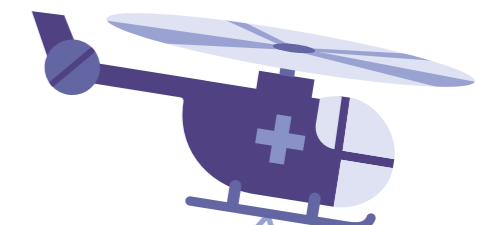


Total visits: **4,625,038**



PUBLIC LIBRARIES & BRANCH LIBRARIES

**88**



## HEALTHCARE 2018

**45**  
hospitals

**328**  
public pharmacies

**3,572**  
practice-based doctors



# Children's rights pave and guide our way

## The starting point: Vienna – city of human rights

In 2014 the Vienna City Council adopted the declaration "Vienna – City of Human Rights", and 2019 marks the 30<sup>th</sup> anniversary of the adoption of the UN Convention on the Rights of the Child. The Werkstatt Junges Wien project was launched in 2019 to develop a municipal strategy not only for, but for the first time together with the target group – children and young people in Vienna.

The City of Vienna's Human Rights Declaration states, "The City of Vienna pledges to act as a guardian and defender of human rights by striving to respect, protect, fulfil and be accountable for human rights in all of its areas of competence. Based on this approach, the City of Vienna actively supports its citizens in asserting and upholding their human rights by providing adequate framework conditions and using them as a basis for its actions.

This approach is based on the principle that every person living in the city has the same human rights – regardless of their nationality or residency status."

### CHILDREN'S RIGHTS ARE HUMAN RIGHTS!

The guiding idea underlying the Convention on the Rights of the Child is to protect and strengthen the wellbeing of children. Every decision relating to children should be made in the best interest of the child. Children should be heard and their views should be taken into account in all matters that

affect them, in accordance with their age and maturity. Vienna's Children and Youth Strategy contributes to implementing the Convention on the Rights of the Child. Particularly articles 2, 3, 4, 5, 6, 12, 13, 14 and 42 were considered as guiding principles in all



thematic areas of the Strategy.

A child-friendly version of all articles of the Convention on the Rights of the Child is included as a poster in the middle of this publication.

### WHY PARTICIPATION?

A truly sustainable development which is fit for the future can only be accomplished if all people who live in Vienna have a chance to participate in it and actively do so – by taking part in discussions, by being involved in the development and implementation of projects, by contributing their know-

ledge and experience, and by making responsible consumption or mobility decisions. For this reason, the city has introduced a number of different measures which actively promote citizen participation. In the Smart City Wien Framework Strategy<sup>1</sup> Vienna has committed itself to the principle of participation, because smart development not only needs allies who support decisions, but also the creativity and knowledge of as many people as possible.

Especially the participation of children and young people apart from voting is indispensable for securing social peace. About 300,000 children and young people who are younger than 16 are simply too young to vote. 29.5% of all people living in Vienna are not allowed to vote because of their citizenship status and among young people aged 16-19 this share is as high as 30.7%. Providing these people with an opportunity to actively experience democracy is equally important for them and for the future of the city.

- Children and young people will see that by participating in society they can initiate changes and thus improve their living situation and quality of life.
- Participation promotes commitment, raises the awareness of their own responsibility versus the responsibility of others, and provides them with political education.
- Participation raises identification with their schools, parks, youth centres, districts and the city.

• Children and young people enjoy a hands-on experience of democracy and expand their democratic skills.

• Adults learn about the needs, ideas and visions of children and young people – intergenerational communication is strengthened.

• Participation enables policy makers to allocate financial resources more efficiently.

• Politicians and other decision-makers get into direct contact with children and young people.

Some of the central provisions of the Convention on the Rights of the Child have constitutional status in Austria. Hence, child and youth participation is not a voluntary exercise, but a child's right and thus a political duty.

## The guiding ideas

Werkstatt Junges Wien was a participation process involving children and young people to inform the development of a Vienna Children and Youth Strategy<sup>2</sup>. The following guiding ideas have proved successful in the process and will therefore also be applied to the implementation of the Children and Youth Strategy.

### WE PLACE CHILDREN AND YOUNG PEOPLE AT THE CENTRE OF OUR WORK – FOCUS

We encourage children and young people to express their concerns and needs. We take these concerns and needs seriously and examine them in depth. Mainstreaming children and young people (considering the concerns of children and young people in all political spheres) increases the value of child and youth work and

highlights the necessity of cross-departmental cooperation.

### WE PAVE NEW PATHS – INNOVATION

Innovation requires new approaches and the courage to embrace change; it requires flexibility and the ability to respond quickly to opportunities. The process of drafting the Children and Youth Strategy was the first of its kind which started with actually hearing children and young people in this matter. Subsequently their concerns and ideas were discussed in a broad-based exchange with experts covering all themes and issues. Building on robust data, best-practice examples and experiences, the Children and Youth Strategy wants to promote the development of new and the expansion of effective and attractive activities and services for children and young people.

### WE ENABLE PARTICIPATION – APPROPRIATION

Children and young people are able to participate in decision-making processes and a number of activities in their communities – both online and offline.

### WE RELY ON CROSS-SECTORAL COOPERATION – COLLABORATION

The goals and objectives of this participation process will be accomplished through a joint effort of individuals, administrative units and organisations. By disseminating expert knowledge and practical experiences we will obtain better results and by involving all stakeholders (e.g. staff members, NGOs, citizens, youth workers, educators, social workers, and especially children and young people) we will ensure that the results meet their needs and are useable. Not only the development, but also the successful implementation and

monitoring of the Strategy requires ongoing collaboration among all those with a stake in the outcomes.

### WE WORK FOR THE PRESENT AND THE FUTURE – EMPOWERMENT

A future-oriented children and youth plan needs to focus on the empowerment of children and young people. Measures need to be geared to providing children and young people with the best possible start in life, promoting positive behaviours, accompanying and supporting them at different stages of their lives, and providing them with the skills they need to shape their lives and make good choices.

### WE TAKE ACCOUNT OF DISADVANTAGES – INCLUSION

Focusing on prevention also involves emphasising the strengths of children, young people, families and communities. Such a focus also requires specialised approaches to support the participation of people with multiple and complex needs and with disadvantages. This is the only way to ensure that their needs will be recognised and addressed in order not to repeat experiences of oppression or exclusion, but to counter them in the future.

## Linking the Strategy with national and international fundamental rights and objectives

### Children's rights

The Werkstatt Junges Wien project and the related strategy development

<sup>1</sup> [www.smartcity.wien.gv.at](http://www.smartcity.wien.gv.at)

<sup>2</sup> The successful development of the Strategic Plan for Children and Young People in New South Wales served as a source of inspiration for this purpose. For more details see: [www.acyp.nsw.gov.au/plan](http://www.acyp.nsw.gov.au/plan)

process are regarded essentially as instruments to raise the profile of the Convention on the Rights of the Child in Vienna and to fill it with life. The UN Convention on the Rights of the Child expresses basic values about the treatment of children across all social, cultural, ethnic or religious differences. Children are individuals with their own rights, they have special needs and the right to be treated equally and fairly, the right to have their best interests taken as a primary consideration, the right to life and development, and the right to be heard and have their views respected.

The Federal Constitutional Act on the Rights of the Child has made adherence to the principles of the UN Convention on the Rights of the Child compulsory for the Austrian legislation, courts and administration as well as for services provided by public and private institutions in Austria. As Vienna is committed to respecting these rights, the care, protection and empowerment of children and young people has also guided the development of the Vienna Children and Youth Strategy.

#### Sustainable Development Goals

In its introduction, the UN 2030 Agenda for Sustainable Development, which sets out the Sustainable Development Goals, states, "We recognise that social and economic development depends on the sustainable management of our planet's natural resources. [...] We can be the first generation to succeed in ending poverty; just as we may be the last to have a chance of saving the planet." Vienna has committed itself to the global development goals and tries to implement them in the best possible way at local level. The Vienna Children and Youth Strategy wants to make an active contribution to their implementation. Vienna's children and young people are aware of the opportunities and challenges related to sustainable development and are willing to engage in this field.

#### Smart City Wien Framework Strategy

Smart City Wien is committed to the vision of a city in which it is possible to live a good life which does not come at the expense of the environment and of future generations. Living a good life means high quality of life for all, also for children and young people. For this reason, the Children and Youth Strategy wants to help ensure a high quality of life for Vienna's youngest residents and have them involved in developing innovative solutions for a sustainable, resource-friendly and inclusive future.

#### Austrian Youth Strategy

The Austrian Youth Strategy has been developed to further expand special youth policy efforts and meet current global requirements. Its four fields of action (learning and employment, participation and initiative, quality of life and a spirit of cooperation, media and information) are reflected in different goals and objectives of the Vienna Children and Youth Strategy.

#### EU Youth Strategy

The EU Youth Strategy identifies the priorities of the EU's youth policy; it is the framework for EU youth policy cooperation for 2019-2027. Its three core areas of action are described by three words: engage, connect, empower. The EU Youth Strategy aims at promoting the participation of young people in democratic life and at supporting social and civic engagement. 11 European Youth Goals (see illustration "Youth Goals") were developed to facilitate the implementation of the European Youth Strategy in the individual member states. All young people should be given the necessary resources to take part in society. Vienna's Children and Youth Strategy wants to make a structural contribution to meeting these goals by engaging children and young people in participation, by strengthening them and by creating opportunities to connect in a respectful way.



- Youth Goals / Mireille van Bremen / CC BY-NC-ND
- #1 Connecting EU with Youth
  - #2 Equality of All Genders
  - #3 Inclusive Societies
  - #4 Information and Constructive Dialogue
  - #5 Mental Health and Wellbeing
  - #6 Moving Rural Youth Forward
  - #7 Quality Employment for All
  - #8 Quality Learning
  - #9 Space and Participation for All
  - #10 Sustainable Green Europe
  - #11 Youth Organisations and Youth Programmes

#### CHILD POVERTY AFFECTS US ALL

Child poverty damages the body and grinds the soul. Poverty is multi-dimensional, deeply rooted and passed on across generations. The last months of the Covid-19 pandemic have once again demonstrated the fragile nature of prosperity and have reaffirmed the city in its resolve to counter child poverty in this health and social crisis. Fighting poverty means enabling people to cover their basic needs (food, housing, clothing, health) and reach an acceptable minimum standard of living in their own society, such as participating in celebrations and (school) events and access to culture and community.

Poverty and deprivation have their roots in a complex interplay of factors. For this reason, tackling poverty requires a concerted effort across all departments and agencies of the city. Vienna is committed to improving the lives of children, young people and their families so they can realise their potentials and build capabilities to break out of poverty and deprivation.

The voices of the most disadvantaged children and young people in Vienna were integral in shaping the Children and Youth Strategy. When developing the Strategy, we consulted with children and young people in residential care (for example socio-educational group homes) or in a juvenile justice setting, children and young people with a migration or refugee background, those in hospital schools, and those with disabilities. While all children and young people raised similar issues, there were some issues specific to these vulnerable children and young people. Key issues included

for example having a safe home to live in and access to accommodation, supportive and respectful community service workers, greater support for transitions out of care and greater support for handling ruptures in their educational trajectories, help with learning at school and vocational training facilities, the affordability of activities, and discrimination based on their ethnic background including access to employment. Children and young people with disabilities were particularly concerned that they have the tools to take part in everyday activities and that they be treated similarly to everyone else.

While the Vienna Children and Youth Strategy applies to all children and young people, many measures include a specific focus on children and young people who are at a greater risk of experiencing exclusion and facing barriers to participation. This includes protecting them from and preventing violence or addiction, providing holistic healthcare, improving transitions into their own accommodation for young people who have experienced homelessness, improving support and care for people with mental health problems, and creating enabling and accessible environments for people with disabilities. In addition to a targeted focus towards those experiencing poverty and deprivation, the Strategy also includes more comprehensive measures which support all children and young people to thrive and prevent crisis situations occurring in the first place.

Early support in kindergartens and schools, support for completing education or training, access to clean, near-natural green space, the right to play and leisure time, and the creation

of jobs are essential factors to help young people live healthy lives, gain access to income and achieve financial independence. Initiatives to improve the access to cultural activities, such as free entries, free travel on public transport or community participation, reduce social exclusion. Enabling children and young people to have a sense of belonging to a community is vital for growing up in a happy and healthy way. If they grow up in a modern urban centre like Vienna, they sometimes also need well-targeted support.

Existing prevention programmes such as health screenings for young children in kindergarten enable the early detection of health problems as well as early treatment and interdisciplinary support. Children and young people experiencing poverty and deprivation have increased contact with public authorities and service providers and initiatives to increase the capacity and capability of authorities and service providers to respectfully engage with children and young people will therefore be particularly beneficial for these vulnerable groups. Empowering children and young people to have a voice in the decisions which affect them is important for all children and young people. For those experiencing poverty and deprivation it is a critical element to breaking down the barriers to their participation in society. This includes ensuring that municipal agencies and authorities are able to meet children's and young people's needs by involving them in the design, development, delivery and evaluation of their services.



# Werkstadt Junges Wien

## Turning the wishes of children and young people into a Children and Youth Strategy:

The aim of the Werkstadt Junges Wien participation process was to develop a cross-departmental Children and Youth Strategy for Vienna. In contrast to many other strategy development projects, the process started with the consultation of the target group, i.e. children and young people as experts of their concerns, interests and needs. Only afterwards did agencies and enterprises of the city join the process to share their expertise.

### KICK-OFF

The consultation process was launched in February 2019 after holding extensive stakeholder interviews with agencies, associations and enterprises which work with young people in Vienna. A workshop concept was designed to ensure a child and youth-friendly approach, and a metaphor was developed to explain the purpose of the project. The Mayor of Vienna and the responsible City Councillor ask the young Werkstadt Junges Wien experts to perform a "service check" on the City of Vienna. All materials needed for the Werkstadt Junges Wien workshops have been compiled in a tool box which also contained a facilitator's guide. The tool box was provided to schools, kindergartens, after-school care clubs, socio-educational group homes, adult education facilities, youth organisations and other associations working with and for children and young people in Vienna.

### THE QUESTIONS WERE:

1. What should Vienna get a medal for?
2. What needs to be repaired?
3. Which ideas for solutions do children and young people have?
4. What are their "care instructions" and visions for the future of the city?

### THE CONSULTATIONS

#### Step 1: The Assignment

In a video, the Executive City Councillor for Youth, Jürgen Czernohorszky, asked the participating children and young people to perform a "service check" on the City of Vienna. They should take a close look at the city and then draw up an inspection report, informing the City Councillor about what it would take to make Vienna their perfect place to live.

#### Step 2: Children and young people become the staff of the Vienna Workshop

As a first step, children and young people presented their workshop teams to the City Councillor and entered the most relevant information into the inspection report. This helped to gather important details on the age, gender and language distribution in the groups.

#### Step 3: Inspection of the subject matter – "The City of Vienna"

By looking on a busy picture or a city

map the groups tried to answer the following questions: What are the component parts of this city? What does this city need in order to work properly day in day out?

#### Step 4: Awarding medals to the City of Vienna

What would you give Vienna a medal for? What is working well in Vienna? What do we not have to worry or think about? What are we proud of? What do we like very much? What is special or cool about Vienna?

#### Step 5: Identifying areas for improvement in the City of Vienna

Which things need to be improved in this city? Where do we need to take a closer look? What is not working well in Vienna? What do we have to repair? Which things are defective? Where do we need to act? What is missing?

#### Step 6: Ideas for the improvement of the City of Vienna

What can be done to develop Vienna further? Is there anything the group itself can do? What would children and young people do if they were the mayor of Vienna?

#### Step 7: Instructions for the care of our city

How do we have to treat something we love and which is important to us to preserve it for all of us to enjoy? How do we, the people who live in Vienna, have to deal with the city and its residents to make sure that the greatest possible number of people have the highest possible quality of life?

### Step 8: Conclusion

All details gathered in the previous steps were entered into the inspection report and were sent to the Werkstadt Junges Wien project team.

### EVALUATION

The input was analysed with the help of a social research institute. The analysis showed which issues were raised by children and young people, which of the issues can be put into relation with each other, whether there were differences between age groups, and whether views differed depending on whether the workshops took place in densely built-up areas or on the outskirts of the city.

#### The project advisory group defines topics and goals together with a Children and Youth Advisory Board:

The analysis of the most frequent positive feedback, the major concerns, ideas for solutions, and visions for the future provided the project advisory group with a basis for identifying 9 themes for the Children and Youth Strategy. The advisory group is composed of several municipal departments, agencies and youth associations such as:

- Vienna Kindergartens
- Child and Youth Welfare Service
- Department for Education and Youth
- Department for Integration and Diversity
- Vienna School Board
- Association of Vienna Youth Centres
- wienXtra
- Ki-Ju Netz
- Representatives of Vienna's governing parties
- Office of the Administrative Group Education, Integration, Youth and Personnel
- Werkstadt Junges Wien project management

To enable the participation of children and young people at this stage as well, three groups of each of the following seven categories were chosen by lot and were asked to send representatives to the Children and Youth Advisory Board:

1. Schools
2. Kindergartens/children's groups
3. After-school care clubs/facilities
4. Supra-company apprenticeship workshops/production schools
5. Youth work (open professional youth work, children's and youth organisations)
6. Child and Youth Welfare Service
7. Other associations/organisations (e.g. self-advocacy organisations for people with disability)

In June 2019, the 21 representatives helped develop specific goals from the 9 themes. These goals were adopted, published and reported back to all participating groups and were also sent to the different agencies and enterprises of the city before the start of the summer holidays.

#### The municipal departments and agencies develop specific measures:

During summer 2019, the agencies and enterprises of the City of Vienna were asked to look into and provide information on initiatives and measures underway and in development relating to the 9 themes that had been identified. The overview of measures that were already underway also served as a basis for the development of new measures.

#### Theme management groups:

Alongside the survey of existing measures already carried out by the agencies and enterprises of the city, a management board consisting of experts from municipal agencies and enterprises was established for each of the 9 themes. These management boards drafted the contents of the individual chapters and helped to develop proposals for new measures.

#### A conference of children and young people:

A conference of children and young people, which took place at Vienna's City Hall in autumn 2019, provided more than 230 children and young people with an opportunity to discuss and offer feedback on the new measures derived from the topics and goals.

### The basic idea of the Children and Youth Strategy for Vienna:

The city has received a mandate from more than 22,500 children and young people to take greater account of the interests and needs of young people in line with children's rights.

#### Implementation will start in 2020:

Vienna's first Children and Youth Strategy was presented to the Vienna City Council for adoption in spring 2020. The City of Vienna will have a total budget of about 16.25 billion euros in 2020. This money is used to plan, build and manage the city. The Children and Youth Strategy is intended to make these activities more child and youth-friendly in the future. Children and young people should be integrated more actively in municipal processes and planning activities in general. To make sure that this principle is also applied to the Children and Youth Strategy in particular, its implementation will be accompanied by a monitoring process which also involves children and young people.

#### The next steps

##### – participation at district level:

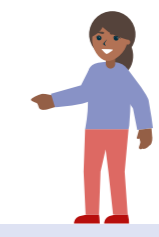
After the Vienna-wide process has been completed, we are pleased by the level of interest the individual municipal districts have shown in contributing to the implementation of the Children and Youth Strategy within their spheres of competence. Thus, more and even better children's advisory boards, youth forums, participation events, consultation events, and children's parliaments are emerging all over Vienna and are making Vienna even more liveable for children and young people.

As children's rights and child welfare are gaining in importance everywhere, Vienna will reach another milestone on its way to becoming a "city of human rights".



# Timeline

February 2019 - April 2019  
Werkstadt Junges Wien workshops



May 2019 – June 2019  
Evaluation of the workshop results

June 2019  
Definition of the major topics and goals for the Vienna Children and Youth Strategy by a Children and Youth Advisory Board

July 2019 – November 2019  
All departments and agencies of the City of Vienna collect existing and recommend new measures

20 November 2019  
A children and youth conference discussed the first draft of the Children and Youth Strategy

June 2020  
The Vienna City Council adopts the Children and Youth Strategy

2020  
Start of implementation and monitoring by children and young people



# A first overview

The following diagrams offer an overview of the participants, issues and turnout of the Werkstatt Junges Wien project.

**22,581** participants  
**1,309** workshops  
 $\emptyset$  **17.5** participants per workshop

**128** different languages and dialects are spoken by the participants of the Werkstatt Junges Wien project

**20** Highest number of languages in a group

**7** Average number of languages in a group

**GIRLS**  
**YOUNG WOMEN**

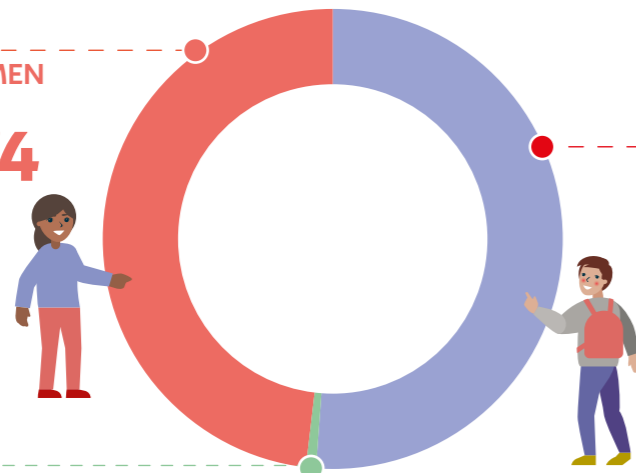
**10,874**  
**48.2%**

**BOYS**  
**YOUNG MEN**

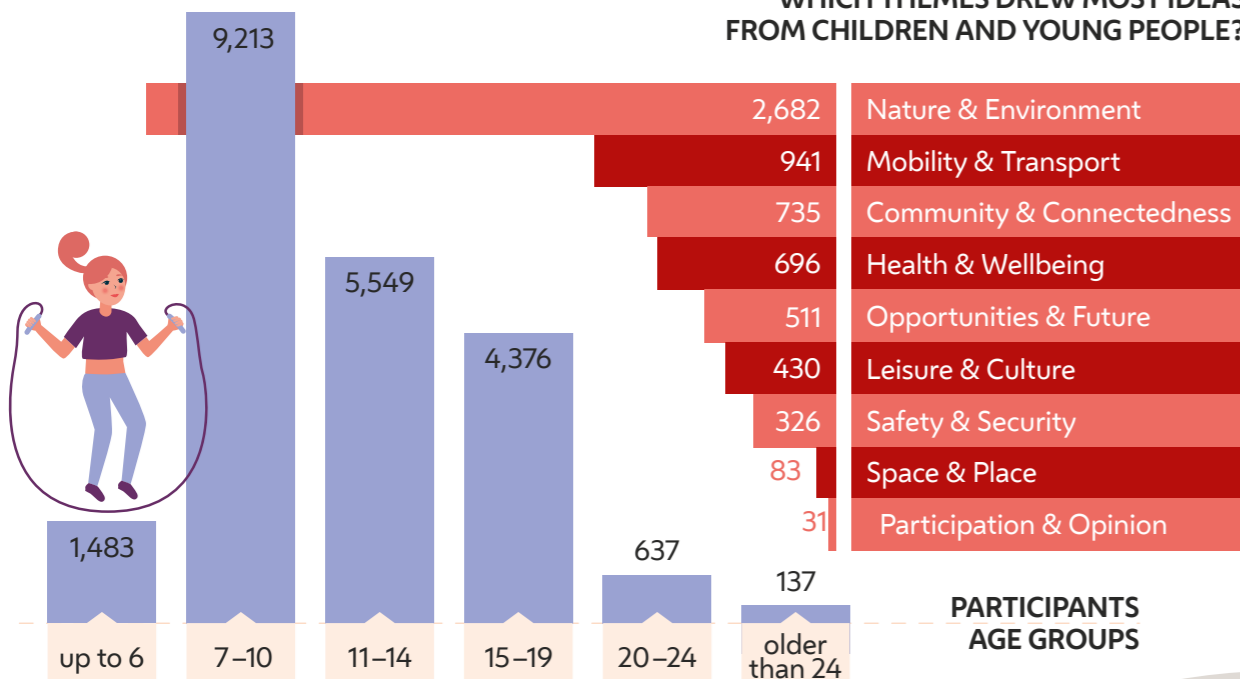
**11,685**  
**51.7%**

**OTHER**

**22**  
**0.1%**



**WHICH THEMES DREW MOST IDEAS FROM CHILDREN AND YOUNG PEOPLE?**

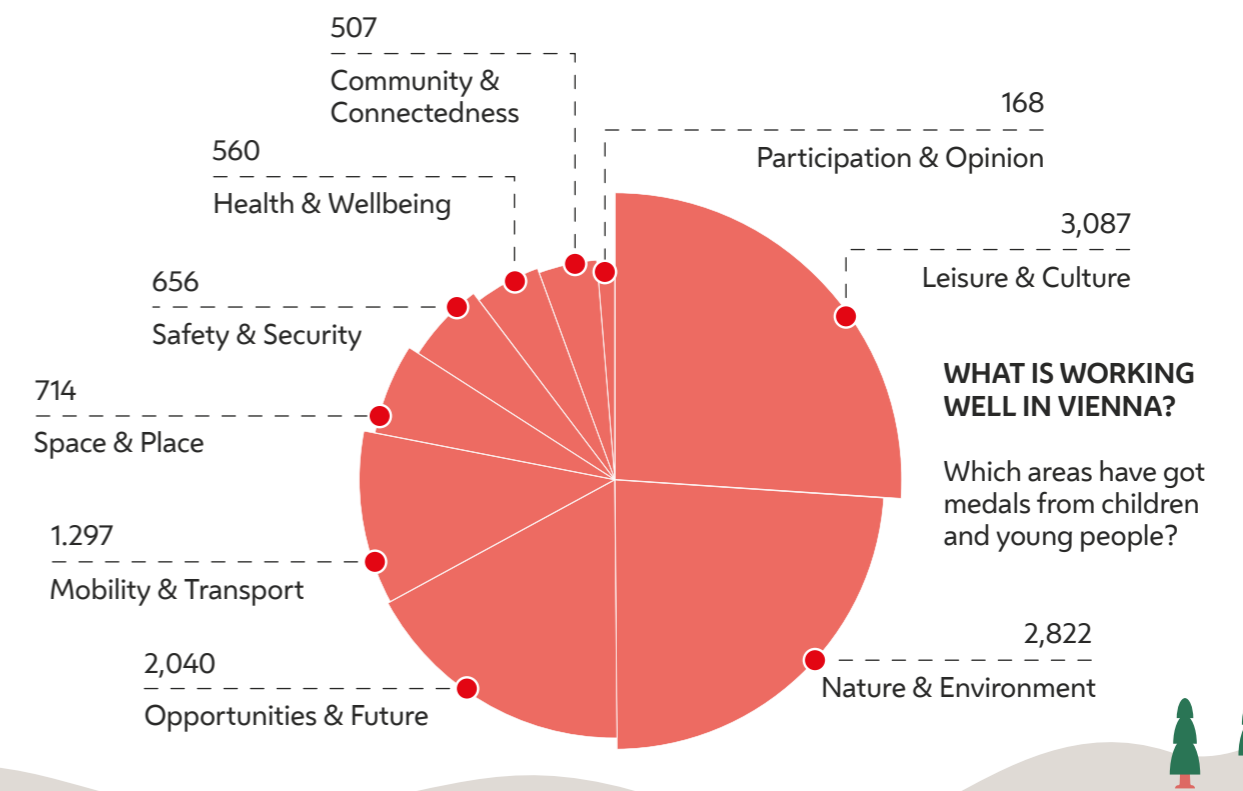


**NUMBER OF WORKSHOPS BY INSTITUTIONS**

Kindergartens	89	7%	Labour market institutions	159	12%
School context 6-10 years	460	35%	Out-of-school education institutions	62	5%
School context 10-14 years	163	12%	Children & youth welfare services	28	2%
School context 14+ years	75	6%	Special-needs institutions	56	4%
Children & youth work	217	17%			

**WHAT CAN BE IMPROVED?**

Which areas have got repair notes from children and young people?





# The goals and issues of the Vienna Children and Youth Strategy

The “assignment” given to the children and young people participating in the project was to perform a “service check” on the City of Vienna: What is working well? What is not working well? What are their suggestions for improvement? The children and young people were entirely free to choose the issues they wanted to address.

Depending on what they considered good and what they thought was not so good, the participants awarded a medal or issued a repair note to the City of Vienna, and drafted suggestions for improvement, ideas and visions. At the end of the workshops, everything was entered into the inspection reports and sent back to the city.

Finally, 45 topics from all reports were analysed and merged into nine themes, which serve as the foundation for this Children and Youth Strategy.

The following sections provide a brief description of the nine themes, including summaries of the results from the Werkstatt Junges Wien project, explanations on the City of Vienna’s position on these themes, and additional comments from the experts who have dealt with children’s and young people’s concerns.

The presentation of the results is followed by a list of measures which the city has committed itself to take.

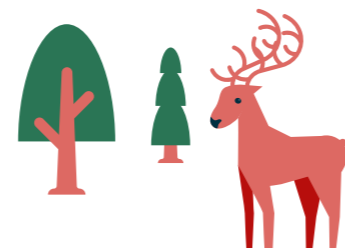
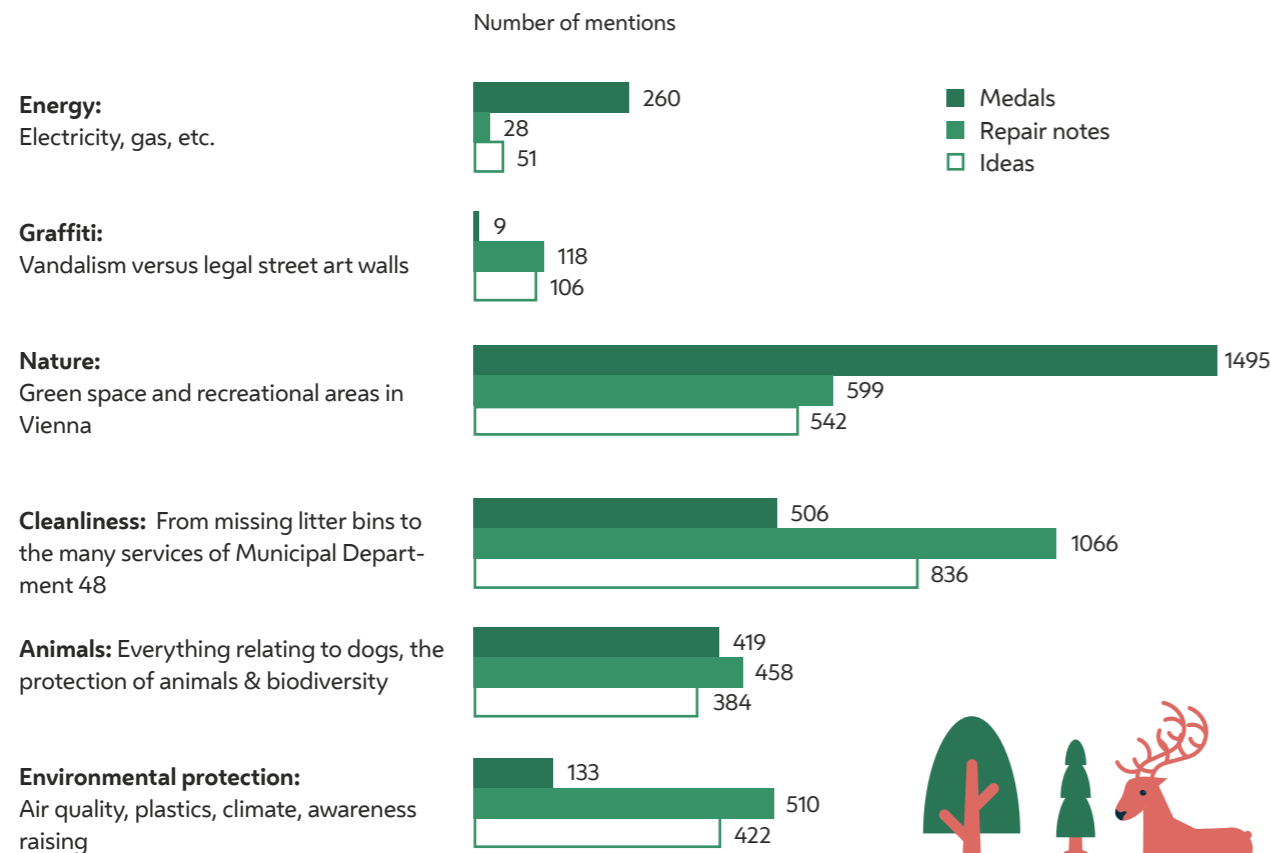


# Nature and environment



All children and young people in Vienna grow up in a clean and healthy environment and climate. They can live sustainably in their city and have many parks, green spaces, and water at their doorsteps. They are well informed about climate and environmental protection and can get active themselves.

Feedback and wishes relating to the theme of “nature and environment” were grouped into the following categories:



## RESULTS IN BRIEF: BE CAREFUL WITH NATURE, PEOPLE AND ANIMALS

Children and young people consider it very important that their everyday living environment is treated with care and they want their city to be clean and inviting. Waste and dirt should be super easy to dispose of. Green space is the biggest asset of the city of Vienna. It offers shade, improves air quality and provides a living space for animals. Children and young people want a sustainable and environmentally conscious design of public space. The city’s green space should be protected, cared for, expanded and become more accessible.

### Medals for Vienna

Vienna was particularly awarded medals for its large green areas (Wiener Wald, Lobau, Prater... ) and its parks. Positive mention was also made of the city’s cleanliness and especially of Municipal Department 48/waste collection services. Animals are especially important to children – zoos, but also wild animals in Vienna, were mentioned quite frequently.

### Repair notes

As children and young people consider it important that Vienna’s natural environment is protected, their repair notes frequently referred to environmental pollution, litter, cigarette butts etc. And although children and young people really love animals, dog fouling annoys them a lot.

### Ideas for the future

Children and young people want more green space, particularly in the more central areas of the city, and plants. They also raised many ideas on how to improve the dog fouling situation. Other wishes included more and more children-friendly litter bins, less plastic waste, lower vehicle emissions and less air pollution.

## CLEAN, GREEN AND WELL CARED FOR

Children and young people appreciate Vienna’s green space – Vienna is a city of woods, trees and fields. In contrast to many other cities, more than half of Vienna’s territory is covered by vegetation, the major part of which is woodland, followed by domestic gardens, green space on housing estates, sports grounds and recreational areas, and agricultural areas. About a fifth is accounted for by small green spaces such as parks, which were also among the most frequently mentioned positive aspects of Vienna.

Vienna’s children and young people want their city to be clean and inviting and they have a multitude of ideas in this respect. They often mentioned the pollution of the natural environment and the city and they are bothered in particular by the large number of cigarette butts, unremoved dog waste, and carelessly discarded litter on the streets, lawns or in Vienna’s waters. They want more litter bins and more frequent inspections and they want all citizens to be more careful.

Their ideas include garbage collection campaigns, reward systems and technical aids such as pick-up tools, waste robots or mobile ashtrays. They wish for more green space, particularly in areas near the city centre and in front of kindergartens and schools. They would like to green the whole city – roofs, facades, public transport stops, courtyards and streets – and they generally would like to have more trees and plants, including edible and useful plants. They are also willing to help with cleaning, planting and maintenance.

### PET CATS AND WILD ANIMALS

Animals are important to children and young people – both zoos and wild animals in large parks, forests and recreational areas were often mentioned. About one third of Vienna’s

territory is designated as a protected area under the Vienna Nature Protection Act and the Vienna National Park Act. Numerous, partly strictly protected animals live in the green spaces of the city. Children love this diversity of species.

Many families have cats, dogs and other small animals. Children and young people want to make sure that these pets and all other animals are well cared for. They are also concerned about animal welfare in zoos and parks and would like to have more opportunities to get in contact with animals – petting zoos, school dogs or a separate park for cats were mentioned in this context. On the one hand they are interested in getting information about the proper keeping of animals, on the other hand they are in favour of clamping down on people who harm animals. This also applies to illegal dog fouling – it really annoys children and young people when dog mess is not removed.

### SAVE THE EARTH, WE ONLY HAVE ONE!

Like their peers all over the world, Vienna’s young citizens place great emphasis on climate protection. Children and young people are especially concerned about plastic waste, wasting of energy, CO2 emissions and air pollution. In this respect, they clearly argue for intensifying the efforts in the private and public sectors and in addition to awareness raising measures, which they frequently mentioned, they also have a rather positive attitude towards bans and regulations. Here, the city is called upon – despite all the previous efforts it has made in this field – to consistently continue existing initiatives such as the KLIP climate protection programme, the establishment of a climate council and a climate budget, the preparation of a cross-departmental heat plan and many other measures, also on behalf of its young citizens.

# Measures

## NATURE: TREES AND PLANTS FOR VIENNA

### The City of Vienna will:

- give every child/young person the opportunity to plant a tree each year.
- promote access to urban wilderness and every school class will spend at least one day in a forest, floodplain, on a field or somewhere else in nature.
- build a forest kindergarten.
- promote the greening of facades, public transport stops and rooftops as well as vertical and urban gardening.
- enable children with disabilities to experience nature in the same way as everyone else.

## ANIMALS: PROTECT ANIMALS AND PRESERVE THE DIVERSITY OF SPECIES

### The City of Vienna will:

- promote biodiversity of animals and plants through the Vienna Species and Habitat Protection Programme "Netzwerk Natur".
- further develop information resources on animal protection for children and adults together with the City of Vienna's Ombuds Office for Animal Protection.
- limit the use of biocides as far as possible to halt the extinction of species.
- work together with its Fair Play Teams to inform citizens about animal welfare and proper dog hygiene.

## ENVIRONMENTAL PROTECTION: REDUCE WASTE – SAVE RESOURCES

### The City of Vienna will:

- ban the use of single-use plastics and palm oil for school and kindergarten meals and promote the use of seasonal and regional products produced without harm to animals.
- promote the expansion of refill stations for drinks and cleaning products as well as zero-waste shops.
- provide more information about best before dates to cut down on food waste.
- promote the re-use of products, upcycling, reusable packaging, sharing systems, the optimisation of material utilisation, and the use of waste as a secondary raw material.

## ENERGY: SAVE ENERGY AND PROMOTE RENEWABLE ENERGY

### The City of Vienna will:

- promote the use of electric cars in the public vehicle fleet and the expansion of electric car charging points.
- provide age, gender and diversity-conscious information services to raise public awareness of how to save energy and separate waste properly.
- integrate sustainability, resource conservation, and climate protection more strongly into the educational objectives of all educational institutions.
- further develop renewable energy generation in the city.

## GRAFFITI: ART NEEDS SPACE

### The City of Vienna will:

- create new space for legal graffiti walls.

### MEASURES UNDER THE THEME OF "NATURE AND ENVIRONMENT" CONTRIBUTE TO:

#### Achieving the Sustainable Development Goals:

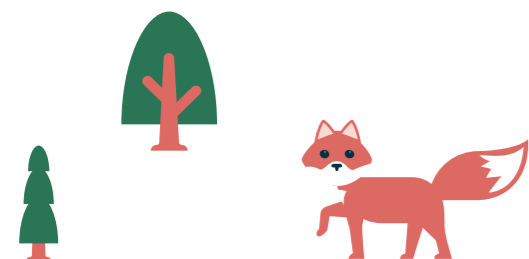


#### Implementing the Smart City Framework Strategy in the following thematic fields:

Environment, buildings, water and waste management, economy and employment, mobility and transport, energy supply, and education

#### Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:

Thematic concept "Green and Open Spaces" and thematic concept "Public Space"



## What children & young people say

*"Berry bushes at playgrounds, fruit trees, nut trees, areas near playgrounds where we can plant something and take care of it. Petting zoos near playgrounds where children are also allowed to feed the animals."*

*"Litter bins that are fun (they look like animals with their mouths open and make sounds when somebody throws something into them)."*

*"Flowers on all windows! An obligation to have flowers (to save bees and bumble bees); your right to have a window – your obligation to have flowers."*

*"Loads of cigarette butts on the ground: In Asia crows are trained to pick them up in exchange for treats. There are also many crows in Vienna."*

*"When more than 80% of the waste has been separated properly in the last 6 months, the city, or only the district with the best result, will have a party with free food and music."*

*"Dog streetwork – talk with dog owners about dog welfare and dog hygiene in the city."*

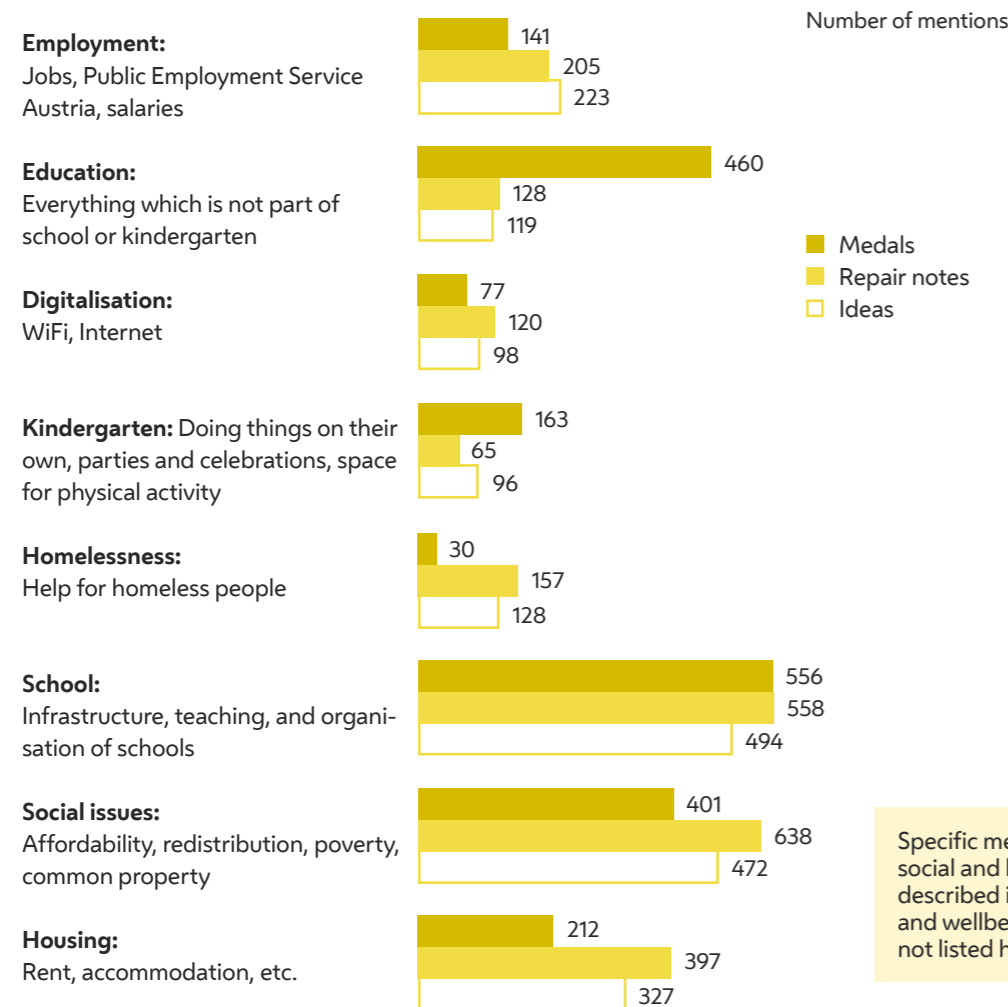


# Opportunities and future



All children and young people in Vienna can develop their interests, ideas and talents. They are supported and respected in kindergarten and school, can get an education and find a suitable job. They and their families get support if they need it and they have a good place to live. The city actively combats child and youth poverty.

Feedback and wishes relating to the theme of “opportunities and future” were grouped into the following categories:



Specific measures concerning the social and healthcare system are described in the chapter “health and wellbeing” and are therefore not listed here.

## RESULTS IN BRIEF: FUTURE-ORIENTED, AFFORDABLE AND FAIR

Kindergartens, schools and after-school care clubs are places to learn and live where children and young people want to feel comfortable and which they want to help shape. They want their needs and requirements to be taken into account in the design of schools and kindergartens. Young people want to receive fair payment for their work and want fair arrangements between employers and employees. They think it is unfair that not everybody can afford accommodation and/or that not everybody is entitled to accommodation. Children and young people consider it important that the city takes care of those who need help.

### Medals for Vienna

While schools were awarded a large number of medals, young people also have a lot of suggestions for improvement. Positive mention was made of the wide variety of educational opportunities and of the fact that all children are able to learn. With regard to the social sector, children and young people know and appreciate the many different social facilities (e.g. for refugees or homeless people) and the availability of services at no (or low) cost. In the context of housing, city-owned housing and housing in general were frequently mentioned favourably.

### Repair notes

Most repair notes from children and young people related to the (too) high cost of living. Apart from high housing costs, many areas of life, such as food, recreational activities or the internet, were seen as too expensive. Children and young people are also worried about poverty and homelessness. In the field of education, they see potential for improvement both with regard to equipment and to teaching. Issues include better technical infrastructure, more freedom or a later start of school in the morning.

### Ideas for the future

In line with this, children and young people want a greater supply of moderately-priced housing (especially for certain target groups such as young people and people who have recently moved to the city) as well as measures for homeless people – from the provision of accommodation to increased social and psychological support. They would also like to have better equipped schools, more communal places, but also more places to retreat, less noise and heat in classrooms, a greater say for pupils in decision-making, more flexibility in teaching, up-to-date content, and more freedom at school (e.g. more workshops, teaching outdoors, smaller classes).

### EMPOWERMENT AND SUPPORT RIGHT FROM THE OUTSET

The major issues mentioned by children and young people are already reflected in the orientation of the city’s educational institutions. Early childhood education in kindergarten is understood as a learning process based on self-determined action. The appropriation of the world, in the sense of a humanistic concept of education, occurs through participation in societal and cultural processes and through the assumption of responsibility.

Children are regarded as competent and active participants in educational processes. Adults monitor, analyse, accompany and facilitate these processes. Thus, educational contents are not unilaterally predefined, but are developed together with children and young people. Children learn through a variety of methods, through curiosity, trial and error, imitation and above all through play. Play allows children to try out many things with joy and motivation.

In this way, children develop an understanding of the world and of themselves. Families, kindergartens and schools are partners in providing education to children. In line with this role, the three systems jointly accompany children’s educational

career – not “for” the relevant other institutions, but for the child itself. Once they have completed kindergarten, children will embark on their next adventure when they transition to school. Primary schools also have to adopt a very personal, child-centred approach. The transition from the education partner “kindergarten” to the education partner “primary school” is a big one. All educational institutions need to place children at the centre of their activities. Children should have a say in decision-making and in shaping their learning environment.

There was a lot of positive feedback on kindergartens and libraries and on the wide variety of free educational activities for all age groups offered by different educational institutions. With regard to primary and secondary schools, children would like to have better equipped classrooms, school buildings and recreational facilities. They want healthy mid-morning snacks, sufficient opportunities for exercise and movement, more motivation, but less academic pressure from the school system. Children and young people want to explore their skills and interests in a non-violent environment. They are curious and enjoy learning.

### COMPETENT, FAIR AND OFFERING PERSPECTIVES FOR EVERYONE

Young people attach great importance to the issues of education, vocational training and “good” and sufficient jobs. Vocational training and job requirements have changed considerably over the past few years. The growing digitalisation of our living environments changes both the skills and qualifications needed for many jobs (e.g. mechanic, carpenter) and the production processes and collaboration and cooperation at work. This results in different and more comprehensive training and qualification requirements. A modern and skills-oriented school education, vocational training and/or university education

are prerequisites for a successful and stable professional career.

(Compulsory) schools must meet the new requirements by establishing appropriate curriculums, skills-oriented teaching, sound educational concepts, and through highly qualified and motivated teachers. School infrastructure must meet current standards (digitalisation, new technologies). The aim is to ensure that all young people have acquired the necessary (digital) skills and cultural techniques when they leave compulsory schooling to enable them to transition to a higher school or vocational school/apprenticeship (compulsory education or training up to the age of 18).

The rising number of young people needs to be matched by an adequate number of places at pre-school facilities, school and dual vocational training facilities. As the number of available company-based apprenticeships in Vienna tends to decrease, we need to establish a high-quality and stable supra-company apprenticeship training scheme, which is recognised by the individual companies.

To be able to successfully complete their vocational training, young people need informed support with their

career decisions and the acquisition of necessary qualifications, and guidance throughout their training. The apprenticeship companies also need support for training young people in an increasingly fast-paced work environment in order to meet formal training requirements. Extra coaching and preparation lessons for the final apprenticeship exam are concrete examples in this respect.

Due to the rapid development of technology, a stable career requires the willingness to engage in further training after the initial vocational training. This willingness should be promoted by a broad spectrum of activities and an appreciative environment.

#### NO POVERTY IN OUR CITY

Many children and young people know from their families and social environment what a home costs and how great a burden housing costs can bring on a family's budget. This issue is of particular relevance to them when it comes to their own first home and its maintenance. They consider it unfair that some people in Vienna cannot or can barely afford adequate housing, although this is a fundamental right. Especially to chil-

dren, measures against homelessness are a heartfelt concern.

They would like the city to provide support and regulations and also have concrete ideas in this respect. They say that rent should be lowered for people with low incomes. They also call for a better regulation and management of the housing market: examples mentioned include more social housing, fewer unoccupied flats, increased refurbishment of buildings, staggered rent arrangements, financial support for first homes, and that communal services performed on the property are deducted from rent.

Children and young people consider it important that the city takes care of those who need help. The basic needs of all citizens (food, housing, medical care) should be met and nobody should be discriminated against. Socially excluded people – homeless people, beggars, addicts – need the help of the community. For this purpose, we need a professional social and healthcare system which offers needs-oriented care (opening hours, access for marginalised groups, diversity awareness) and good working conditions for its staff. And we need a social and healthcare system where poverty is no criterion for exclusion.

## Measures

#### EDUCATION: ENCOURAGE AND PROMOTE

##### The City of Vienna will:

- promote the openness and integration of all educational activities and therefore establish "Bildungsgrätzl" (education neighbourhoods) all over Vienna.
- ensure an encouraging, supportive and protective basic attitude at all educational and youth institutions. This attitude needs to be reflected in the institutions' mission statements and must be put into educational practice through further training

programmes, adequate teaching materials and the definition of relevant core areas in order to guarantee that no child will be humiliated or degraded.

- increase the range of available tutoring and preparation lessons, for example for the final apprenticeship exam or the pre-academic paper written as part of the school-leaving exam at academic secondary schools. Learning spaces and support will also be offered to young people who are older than 14 years.
- involve children and young people in the refurbishment, extension and new construction of educational institu-

tions (kindergartens, schools, youth centres ....).

- work towards improving the procedures for recognising educational qualifications earned abroad and for recognising non-formal qualifications.
- support children and young people from migrant backgrounds by offering them access to German language and basic education courses and to youth colleges.
- promote multilingualism in all educational institutions in the city.
- help children and young people make smooth transitions between educational institutions.

#### KINDERGARTEN: EDUCATION AND SUPPORT

##### The City of Vienna will:

- further develop comprehensive access to elementary education.
- establish a low-threshold, benevolent and trust-based family support system in cooperation with elementary education facilities (e.g. the Early Excellence Centre, an institution which combines the services of a child-care facility with healthcare services, parent training and social integration).
- expand its cultural programme for day nurseries and kindergartens.

#### SCHOOLS: MORE FAIRNESS TO CREATE A SUPPORTIVE LEARNING ENVIRONMENT

##### The City of Vienna will:

- ensure comprehensive access to all-day schools.
- implement the Opportunities Index (an instrument for the equitable distribution of funding across schools) to ensure transparent and needs-oriented school funding.

#### EMPLOYMENT: FAIR, FIRST-RATE, TAILOR-MADE

##### The City of Vienna will:

- increase the number of available apprenticeships and the number of high-quality and stable supra-company apprenticeship facilities.
- further develop services in the fields of career guidance, education, maturity development, training and/or employment. These services will also include measures to promote personal resources and health, in order to better prepare young people for the requirements of the training sector and the labour market and to enable them

to make individual career choices.

- advise employers on how to ensure the best-possible self-determined work environment for people with disabilities.
- make sure that companies which train and employ apprentices or persons in a similar training status in another country of the European Union or a member of the European Economic Space will be prioritised for contracts.

#### SOCIAL ISSUES: FIGHT POVERTY

##### The City of Vienna will:

- examine the introduction of a basic child benefit.
- further expand the social security system and social services in order to fight child and youth poverty.

#### HOUSING: CREATE AND RENOVATE HOUSING

##### The City of Vienna will:

- continue to build and renovate affordable housing through Vienna's housing subsidy scheme.
- provide direct support via housing benefits to people with low incomes.
- help young people to move into their first home by offering practical support, housing advice and access to city-owned flats and SMART flats as part of the "JungwienerInnen" campaign for young citizens.

#### HOMELESSNESS: YOUTH-FRIENDLY SERVICES FOR YOUNG PEOPLE

##### The City of Vienna will:

- establish a special facility for young homeless people which caters to their specific needs.
- build a day centre for young homeless people, offer low-threshold day activi-

ties and establish a target-group-specific emergency shelter.

- further develop its liaison service for young homeless people in cooperation with the Addiction Support Services Vienna.

#### DIGITALISATION: MODERN AND SERVICE-ORIENTED

##### The City of Vienna will:

- also offer the services of the Vienna City Administration in digital form and will make increased use of age, gender and diversity-conscious videos to explain services and procedures.
- promote a digitalisation campaign. Vienna will equip all educational facilities, including adult education facilities, with computers, smartboards, tablets, and know-how for the digital age.
- strengthen children's and young people's media literacy.
- develop a Viennese Charter on the "Digital Rights of Children and Young People" in a participatory way.
- provide a digital learning platform.

#### MEASURES UNDER THE THEME OF "OPPORTUNITIES AND FUTURE" CONTRIBUTE TO:

##### Achieving the Sustainable Development Goals:



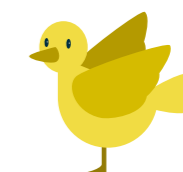
##### Implementing the Smart City Framework Strategy in the following thematic fields: Education, social inclusion

### What children & young people say

"All kindergartens should have a garden."

"Dear Mr. Ludwig, can we start school at nine o'clock please, so children can sleep longer?"

"More apprenticeships for everybody who is looking for one (no matter whether they wear a headscarf)."



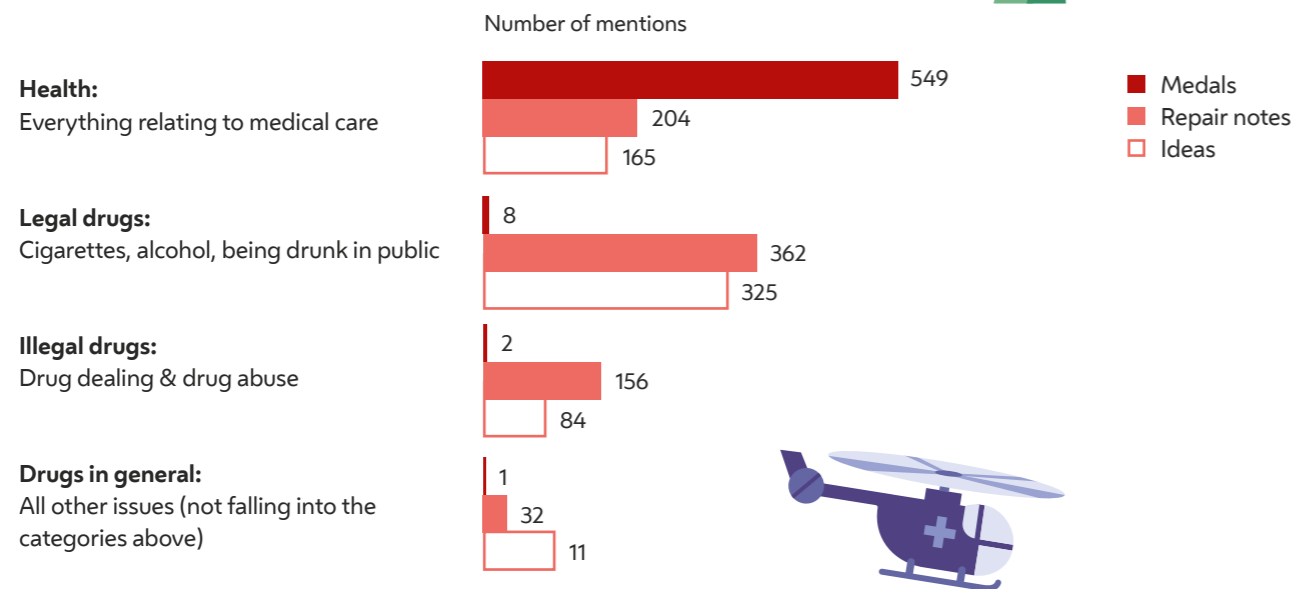


# Health and wellbeing



All children and young people in Vienna live a healthy life and feel well. They have access to doctors, hospitals and other healthcare institutions. They are protected from smoking, alcohol and other drugs.

Feedback and wishes relating to the theme of “health and wellbeing” were grouped into the following categories:



## RESULTS IN BRIEF: MORE DOCTORS AND HOSPITALS, LESS CIGARETTES AND ALCOHOL

Comments on the issue of health – i.e. medical care in Vienna – were largely favourable. When looking at the issue of addiction, it was clearly the other way round.

### Medals for Vienna

Vienna received medals for its comprehensive network of hospitals, pharmacies and highly qualified doctors, for the fact that everyone has got health insurance and has access to medicines, that everyone gets help – whether rich or poor –, and that ambulances arrive very quickly.

### Repair notes

Negative comments related to waiting times and the organisation and condition of hospitals and care facilities. Children and young people are bothered by cigarette smoke and cigarette butts on the ground. They see drunk people and drug addicts and feel intimidated, because they

often associate especially alcohol with aggression and violence.

### Ideas for the future

Children and young people would like to have more hospitals, doctors and healthcare professionals, longer opening times, more information and more children-friendly facilities and staff. They want to restrict cigarettes and alcohol as far as possible, especially in places where children are present. Healthy food offered by kindergartens and schools, but also healthy snacks they bring from home are another major concern.

### KEEPING HEALTHY AND WELL

The good health of children and young people lays the foundation for the lifelong health of the population. For this reason, we need to create the right framework and conditions that will enable children and young people to grow up in a healthy environment. Together with the healthcare sector, all policy areas thus have a shared responsibility for our children's and young people's health (Austrian Child and Youth Health Strategy, 2011)<sup>3</sup>. The health status of children and young people is influenced by so-called health determinants – the social, economic and organisational conditions for establishing and maintaining health.

These social and material prerequisites for health form part of a health-in-all-policies (HiAP) approach and are not limited to activities in the field of healthcare. They are improved by the provision of adequate food, hygiene, education, work, housing, and medical care and fostered through extensive social networks and well-functioning interpersonal relations. In this way, health potentials will be strengthened and risks of illness will be reduced.

According to the World Health Organisation (WHO), all children and young people have the right to health. Vienna has set itself the goal of ensur-

ing comprehensive physical, mental and social wellbeing for all children and young people living in Vienna. Moreover, they should become self-determined individuals, able to think critically and able to enjoy the pleasures of life, according to their individual preconditions. Thus, children and young people in Vienna have a right to sustainable bio-psycho-social health (holistic view of the individual in all life contexts). They need an environment and a system which ensures this right, and supports, promotes and – if necessary – protects and helps them.

Children and young people should be able to obtain the necessary skills to find, understand, judge and independently use (objective and accurate) health information and to make informed decisions, i.e. they should be able to develop and improve their health literacy.

### SMOKING AND ALCOHOL

Being protected against the negative effects of smoking is especially important to children, both as regards pollution from cigarette butts and with regard to health hazards. The high rates of cigarette smoking and the easy availability of cigarettes in public places is perceived as particularly negative. Non-smoking should be the established norm in our society, without smokers being discriminated against or criminalised. As societal norms are shaped by adults, the adult population must be aware of their function as role models and their responsibility for the next generation. Measures which are only aimed at children are of little effect, yet the goal is to prevent children from starting to smoke or at least to delay the age when they start smoking. Effective tobacco prevention measures contain a coordinated bundle of behavioural and structural measures and comprise the areas of tobacco prevention, tobacco control

and tobacco recovery. Children are also worried about the alcohol-friendly culture prevailing in Vienna and they say that the city should promote a responsible attitude to alcohol. For this purpose, we need to rethink our drinking and party culture. In trying to establish a party culture that prevents addiction and supports and promotes youth protection, owners of pubs or bars, festival, party and (open-air) event organisers, and associations should be sensitised to this issue so that they will assume social responsibility and contribute to promoting a responsible attitude to alcohol. Children and young people need credible adult role models, clear and consistently applied youth protection legislation, age-appropriate, factual information on the issue of alcohol, and life skills programmes which foster a responsible attitude to alcohol.

Especially with regard to alcohol and smoking, we need serious youth protection regulations based on the 3Cs: clarity, control and consistency. To ensure transparency for all parties involved, there must be clear rules which define who is responsible for controlling compliance and what the consequences will be if regulations are not complied with. We must make sure that compliance with bans on the sale and passing-on of alcohol to minors will be checked. In doing so, the focus must be placed on the responsible adults and business owners. The checks must not be motivated by wanting to punish young people nor should a debate on this issue seek to criminalise them.

### LEARNING TO BE WITH OTHERS

Children reported that they see marginalised people in public space and often feel scared because they do not know what to make of them. Vienna is a social and diverse city. Children, young people and their adult carers and role models (parents,

guardians and opinion leaders) should be supported and made aware of why people are marginalised, which social effects physical and psychological illnesses can have on people, and what it means to live together in this city in a social and solidarity-based way. These so-called urban skills are essential to ensure that the many different groups of people using public space live peacefully with and next to each other. We need to make increased efforts to remove the stigma from marginalised and ill people and change the way they are perceived by children and young people and more importantly also by their adult carers.

#### WELL CARED FOR

Vienna's healthcare system was highlighted very positively by children and young people. Room for improvement was seen regarding waiting times in hospitals, the staff situation and the sometimes lacking child-friendliness of the services. Hence, we need to expand out-patient services – both in

## Measures

#### RECOGNISE, SPECIFY AND TREAT PSYCHOLOGICAL PROBLEMS

##### The City of Vienna will:

- establish a service where young people can discuss their psychological health with psychosocially qualified counselling staff and plan further action in a free, anonymous, fast and locally flexible way.
- further develop practice-based psychological and psychiatric care for children and young people in a multi-professional setting.
- create a knowledge and expert centre and a network for children and young people with autism spectrum disorder which are integrated in the public healthcare system.
- will expand suicide prevention and prevention of self-injuring behaviour, particularly in the context of LGBTIQ.

the field of paediatrics and particularly in the field of child and adolescent psychiatry – to guarantee adequate care and reduce waiting times. The accessibility of the services needs to be improved by extending opening hours in the early morning and evening as well as on weekends and public holidays. The field of child and adolescent psychiatry should be made more attractive to win newly qualified doctors who are affiliated to the statutory healthcare system and want to work in this field.

#### VIENNA HEALTH TARGETS

The City of Vienna has adopted its own health targets to strengthen the health of its citizens. Target 1 "Increasing health equity for children and young people right from the beginning" places children and young people at the centre of the process to illustrate that society needs to take the health of young people seriously. Children should grow up in a city which sustains their health and does not

#### PROMOTE HEALTH LITERACY

##### The City of Vienna will:

- enhance the health literacy of children and young people and of those who live, learn, spend their leisure time, and work with them.
- inform children and young people about the health-related effects of climate change, so that these effects can be considered in their decision-making.
- organise training courses for the staff of health services providers, educational institutions and youth facilities to enhance the health literacy of children and young people.
- ensure the availability of health literate health services providers, educational and youth facilities which respond to the needs of children and young people and engage young people in the development of health literacy guidance.

impair it. The groundwork for growing up healthily is already laid in early childhood and behaviours acquired during the early years shape our lives as adults and influence lifelong health. Children spend their time with their families and in kindergartens, schools and recreational facilities – therefore we need to provide a healthy environment in these places. Adult carers and educational facilities should teach children how to figure out what is healthy and good for them and what is not, and should encourage them to advocate their needs. This includes nutrition literacy, sufficient exercise, positive body awareness, healthy self-esteem, prevention of violence, mental health and much more. The implementation of the Vienna Health Targets involves cooperation with many different facilities dealing with parents and guardians and children and young people to promote these issues and firmly establish projects and measures for children and young people.

- take measures to give children and young people an appetite for healthy, regional and seasonal food.
- pay attention to using child and youth-friendly language in the healthcare sector and prepare relevant guidance and training courses to improve the quality of communication.

#### MORE TIME AND MORE PEOPLE FOR HEALTHCARE SERVICES

##### The City of Vienna will:

- increase the availability of doctors and nursing staff for children and young people on weekends, public holidays, in the early morning and evening hours. A career as a paediatrician or as a child and adolescent psychiatrist will become a more attractive choice.
- increase the number of mobile nursing staff for children.
- expand its diagnostic centres for developmental disorders.

- provide more low-threshold multilingual support services for children and young people in social difficulty, with disabilities, and with chronic illnesses and their families.

#### JOINING FORCES – USING SYNERGIES

##### The City of Vienna will:

- encourage intensive and structural cooperation and collaboration between kindergartens, schools and other institutions and organisations which are responsible for the wellbeing of children and young people to support their psychological, physical and social development.
- consider in all its activities and measures the health-in-all-policies approach. This means that the needs, development and living situations of children and young people are also taken account of outside the healthcare sector and solutions are developed jointly across all sectors and fields of work.

#### MORE ACTIVITIES TO PROMOTE HEALTH

##### The City of Vienna will:

- offer easily accessible recreational activities which promote the health of children and young people, e.g. activities that encourage them to get active and that bring more sports and exercise into their school day, leisure time and daily routines.
- provide adequate, low-threshold health promotion services which enable young people to best possi-

bly maintain and promote their own health.

- offer easily accessible, comprehensible and easily applicable information, help and advice for children and young people who care for family members.
- design public open space in a way that allows sustainable and healthy mobility which is also fun.

#### SEXUALITY

##### The City of Vienna will:

- take a holistic approach to the sexual education of children and young people. Services and activities will be gender sensitive and take account of physical, emotional, social and cultural aspects.

#### ADDICTION AND ADDICTION PREVENTION

##### The City of Vienna will:

- increase youth-friendly and resource-oriented activities and measures for tobacco prevention, control and recovery. Addiction prevention and information on smoking (cigarettes as well as new alternative products such as e-cigarettes etc.) will be a compulsory part of teaching in schools.
- further promote non-smoking as the norm and curb smoking in public space by creating "no smoking" areas, especially around educational institutions like kindergartens, schools, and vocational training facilities.
- ban cigarette vending machines from the vicinity of public facilities, particularly kindergartens, schools, and

vocational training facilities.

- introduce safer nightlife concepts to make nightlife safer and establish a responsible party culture: establishment owners, event organisers and decision-makers in the political, administrative and healthcare sectors will be held accountable for ensuring a youth-friendly, responsible approach to all aspects of nightlife, including the handling of legal and illegal psychoactive substances (mainly alcohol), sexual experimenting, physical risk taking and daring behaviours.

#### MEASURES UNDER THE THEME OF "HEALTH AND WELLBEING" CONTRIBUTE TO:

##### Achieving the Sustainable Development Goals:



##### Implementing the Smart City Framework Strategy in the following thematic fields:

Healthcare, social inclusion, mobility and transport

##### Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:

Thematic concept "Green and Open Spaces", thematic concept "Mobility", thematic concept "Public Space"

### What children & young people say

*"Schools should cook fresh meals on site. The classes could take turns preparing meals: once a month + 1 cook and one teacher – for the whole school."*

*"School stress: We would like to have a relaxation and yoga room in all schools in Vienna. Every school should give children the opportunity to go there and relax in their breaks."*





# Community and connectedness

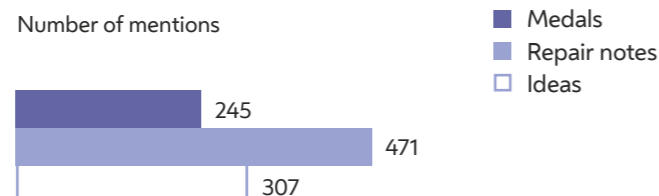
All children and young people in Vienna grow up in peace in a free environment. They form part of a community in a diverse city and contribute to fair and friendly relationships.

Feedback and wishes relating to the theme of “community and connectedness” were grouped into the following categories:



## Living together:

Everything from giving a thumbs up to diversity to complaining about homophobia



## Religion:

Places for prayer of all confessions, freedom of religion



## Children:

Child-friendly urban life



## Accessibility:

Dealing with disability



## RESULTS IN BRIEF: VIENNA BELONGS TO ALL OF US

Social diversity, interculturalism and interreligiousness, tolerance and diversity are normal for children and young people and Vienna is perceived as friendly, integrative and largely undiscriminating against newcomers.

### Medals for Vienna

Medals were awarded for the city’s cultural diversity which is reflected in its cuisines, shops, communities, festivals, events, places of faith, and cemeteries. Children and young people like friendly and honest people and the large number of activities for children offered in the city.

### Repair notes

However, there was some concern expressed about areas where living together is not working well: intolerance, discrimination, racism, and xenophobia were mentioned most frequently in this respect, as were unfriendliness and a lack of respect in general.

Children and young people also mentioned many places which are still inaccessible to people with disabilities. Examples include pavements, a lack of disabled parking spaces at city-owned housing complexes, underground stations which are difficult to access, lacking wheelchair ramps and lifts, too many stairs, too few qualified staff for children with special needs, etc. They also indicated a lack of child-appropriate and/or child-friendly services.

### Ideas for the future

Young people disapprove of hostility, aggression and violence. They want people to interact in a friendly and relaxed way in public space. Thus, everything which facilitates this kind of interaction needs to be increasingly promoted, including the

compatibility of family and work, crisis intervention, a more conscious treatment of these issues by the media, and a citizen-friendly police service. They want better accessibility and more child-friendly services and activities in all areas – from culture to transport.

## DIVERSE AND MULTILINGUAL – AND THAT’S FOR THE BEST

Vienna’s children and young people experience cultural diversity, different ethnic backgrounds, and different religions as part of normal urban life. Different people from different countries, integration and social diversity, interculturalism and migration are basically seen positively. Thus, children and young people describe a normal aspect of city life which has been substantially shaped by migration and which they consider quite natural. Vienna is multilingual and diverse – and that’s for the best.

Young people are against bans on religious practices such as the ban on headscarves. They are clearly in favour of letting women decide what is best for them. Muslims should be portrayed in a positive way to counter the negative images which are mainly conveyed by the media.

They voice a desire for belonging, which should be reflected in urban projects fostering a more positive dialogue about different ethnic backgrounds. In order to make sure that relevant projects in educational institutions, public space or the administrative sector will be conducted honestly and on a level playing field, everyone involved must be willing not only to address positive approaches and proposals for solutions, but also to speak about exclusion and discrimination.

## RESPECT – FOR EVERYBODY!

Xenophobia and racism are clearly topping the list of problems young people mentioned under this theme. According to them, social cohesion is challenged particularly by intolerance, discrimination, and racism in public space and public authorities. They explicitly mentioned islamophobia and too little tolerance for other cultures and religions. Other negative perceptions include unfriendliness and carelessness in public space. They are worried about the lack of acceptance in society, which they think is reflected in low levels of respect, politeness and friendliness, in a lack of accommodating behaviour or in the failure to smile when dealing with other people.

Children and young people un-animously criticised inconsiderate behaviour of adults towards groups of children and disrespect for elderly people. They cited effects of stress and pressure at work as the reasons why people are increasingly aggressive and thin-skinned in their reactions to others. Their answers show quite clearly how accurately young people, despite being affected themselves, perceive the relationship between frustration at work and interpersonal communication.

Although Vienna is constantly developing barrier-free access in the city, children and young people think that there are not enough child-friendly, accessible services and that there are gaps in the infrastructure. They have highlighted a number of problems in this field and they expect that the city addresses them to provide equal opportunities to everybody. As with other issues, the city should make it a standard procedure that affected groups are involved in decision-making and are able to speak for themselves.

## CAREFUL AND OPEN COMMUNICATION ON EQUAL TERMS

Children and young people attach great importance to social interaction on equal terms. Respectful and appreciative communication in public space should be promoted more strongly, in order to make people more aware of the needs of others. Children want to be respected and taken seriously and would like to see their needs reflected in the activities and plans of the city – and there is no difference between children with or without special needs.

In addition, young people explicitly want the city to advocate a relaxed approach to diversity and take position against racism by launching information campaigns in schools, on the internet and in the media. A campaign by the City of Vienna, which not only underlines a positive, inclusive approach to community and belonging and promotes participation, but also addresses existing exclusion and demonstrates that racism and xenophobia have no place in the city might be an appropriate response in this context.

The City of Vienna's own sphere of influence would be an obvious starting point for such a campaign, which should be ideally based on a city-wide cultural mainstreaming process, i.e. a process which ensures that the target group will be reached and involved as equal partners in the implementation of projects. Anti-discrimination and anti-racism efforts must be an integral part of this process which will disclose and address potential homegrown incidents of exclusion at the city administration level and effectively promote openness in the administration. Vienna is a multilingual, extremely diverse and intercultural city – these qualities must be reflected in its staff and its actions. In this way, the city may successfully establish a structural and future-oriented scheme to prevent racism.

Children and young people also link racism in public space, in public authorities and law enforcement with media campaigns which cast a suspicious light on specific groups of the population. In this context, they want the city to take a critical distance from media coverage which fuels prejudices, to take clear action against media campaigns which link ethnicity with crime, and to adopt effective measures to condemn hate speech in the media. In relation to all of these issues, children and young people clearly address a society's sense of

community, when they speak about everyday urban practices of interpersonal communication, self-determined participation of all population groups and support for conflicts. Everyone is called upon to challenge their own behaviour. Against the backdrop of a growing city, rising density and consequently increased use of public places, spaces and means of transport, this demand not only aims at increasing everybody's own quality of life, but also constitutes a very reasonable strategic measure to maintain a friendly and appreciative atmosphere in Vienna.



## What children & young people say

*"It would be great when, instead of going to school, children would spend one week a year at a facility helping poor people. They could also visit children's homes and read to children, spend their time there and donate money."*

*"Too much racism: more meeting places, such as youth centres, also for adults."*

*"Signs with jokes and poems should be attached to traffic lights to improve the way people deal with each other in Vienna."*

*"Don't make a fuss, speak with young people first."*

*"No nationalities mentioned in the media, showing respect to each other, independent newspapers."*

*"Fewer ethnically motivated police controls."*

*"Parents as role models, posters to remind people to be friendly with each other, children need you for playing, put away your mobile phone, be friendly, put away your mobile phone, put away your stress."*

*"Highlight positive behaviour, advertising campaign, public meetings for everyone where people can connect with each other."*

# Measures

## LIVING TOGETHER: COMMUNITY AND PARTICIPATION

### The City of Vienna will:

- organise one week where all Viennese pupils do something for the community instead of going to school. They, for example, help to build a community garden, tidy up their neighbourhood, visit a residential home for the elderly or play with children from refugee facilities in their neighbourhood.
- launch a media and digital information campaign together with schools, media partners and public utilities and service providers (e.g. water supply, wastewater and waste disposal, healthcare and social services, public local transport) to foster a relaxed, normalising approach to diversity, multilingualism and people of different appearance.
- help children and young people obtain Austrian citizenship. Vienna will promote measures to reduce difficulties and financial obstacles relating to citizenship.
- encourage children and young people to take ownership of their neighbourhoods. The city will promote the revitalisation of neighbourhoods, cultural activities for children in the neighbourhoods, projects to design public spaces, children-friendly community gardens and street play opportunities. Social facilities, such as children and youth work services, Fair Play Teams or the Wohnpartner neighbourhood service, will support citizen appropriation and participation.

## FAIRNESS FOR CHILDREN AND YOUNG PEOPLE: IN THE PUBLIC AND PRIVATE SECTORS

### The City of Vienna will:

- pay increased attention to the child and youth-friendliness of its services. Major enterprises and service providers of the city, such as Wiener Linien (Vienna's public transport operator), Wiener Wohnen (owner and manager of Vienna's municipal housing

complexes), Wiener Netze (electricity, gas and district heating and telecommunications network), etc., will train special liaison staff for children, young people and young adults who know how to respectfully engage with their young customers.

- will develop a quality seal for child-friendly cafés and restaurants.

## ANTI-DISCRIMINATION: SELF-DETERMINED AND RESPECTFUL

### The City of Vienna will:

- support modern and age-appropriate sexual education including information about different family types and different lifestyles and love styles as part of training and further training programmes for early childhood educators, teachers and other professions working with children and young people.
- have respect as a core value in the city. Campaigns and programmes which promote respectful relationships at all educational institutions in Vienna (from kindergartens to further training institutions) will be made permanent. These campaigns and programmes can be used to address all issues that are of concern to children and young people and to people living and working with children – from gender, ethnicity, religion to sexual orientation, poverty, bullying and discrimination.
- make every effort to further break down restricting role models. The city will initiate a review of advanced and further training materials and adjust them as needed.
- initiate a systemic review of incidents of exclusion and discrimination due to ethnicity, multilingualism, religious practice, age, sexual orientation, gender identity and skin colour in institutions of the City of Vienna and in city-funded organisations. The outcomes of this review will be used to develop strategies and measures in the fields of recruiting, personnel

development and training, multilingualism and education across all executive groups of the Vienna City Administration.

- expand the services of open child and youth work for queer young people.

## ACCESSIBILITY: INCREASING BARRIER-FREE ACCESS

### The City of Vienna will:

- provide all special-needs kindergarten groups and school classes with Euro Keys (a key which gives access to disabled toilets, wheelchair lifts and other facilities reserved for people with disability all over Europe) for disabled toilets.
- promote the disabled-accessible design and redesign of public spaces, playgrounds and means of public transport.
- further develop and expand the range of play equipment that can be used by children and young people with visual, hearing and mobility impairment.

## MEASURES UNDER THE THEME OF "COMMUNITY AND CONNECTEDNESS" CONTRIBUTE TO:

### Achieving the Sustainable Development Goals:



### Implementing the Smart City Framework Strategy in the following thematic fields:

Social inclusion

### Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:

Thematic concept "Public Space"

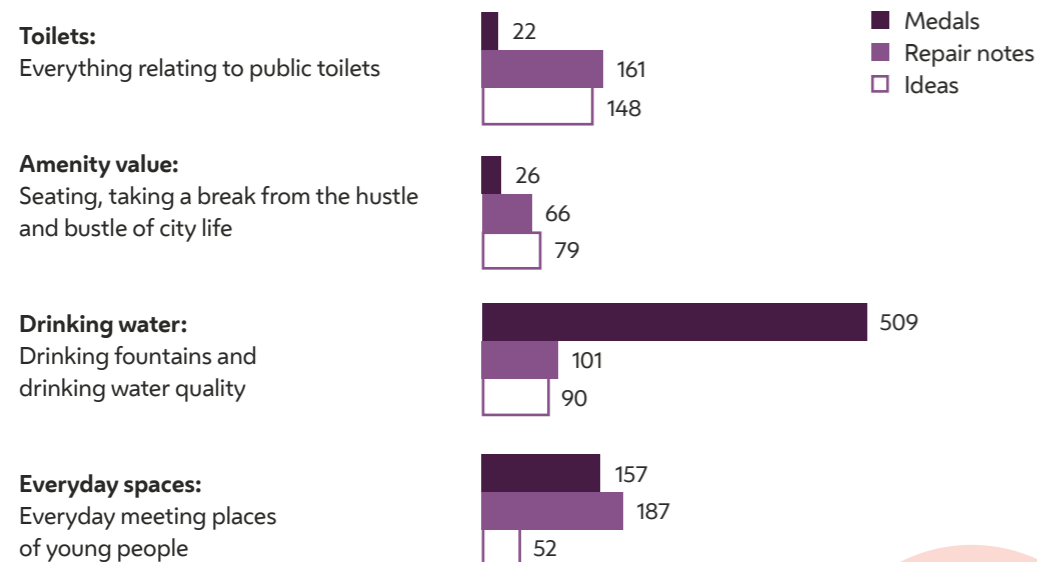
# Space and place



All children and young people in Vienna are as important as adults in all places and locations in the city. There is enough space at their doorsteps to play, move and relax.

Feedback and wishes relating to the theme of “space and place” were grouped into the following categories:

Number of mentions



## RESULTS IN BRIEF: DRINKING, SEATING AND TOILETS

Children and young people use public space more often and differently than adults, for example to play or meet friends. They have clear ideas about what it takes to raise the amenity value of public space.

### Medals for Vienna

Children and young people praised Vienna’s water as the best, cleanest and highest quality drinking water ever tasted and they awarded medals for the fact that there is enough water available in the city and that water supply in general, but also in public space is good. They positively noted that there are benches, seating and ample space to hang out, and they listed many everyday spaces where they feel comfortable.

### Repair notes

On the other hand, they noted that there are not enough public toilets and that public toilets are often not very clean or even out of service. They also stated that there are generally not enough seating facilities in public space and that there is specifically a lack of sheltered seating areas and table-bench combinations. Some places also lack drinking fountains and it was considered a problem that they are turned off in winter.

### Ideas for the future

Vienna’s young residents would like to have more drinking fountains, particularly near playgrounds or sports

grounds, more clean and free public toilets and more seating which is tailored to their needs (at children’s level, sheltered, for eating snacks ...).

## A SPACE FOR CHILDREN AND YOUNG PEOPLE

Under the City of Vienna’s Children and Youth Strategy, the theme of “space and place” covers all places where children and young people participate in public life. This includes the so-called public realm, i.e. the streets and squares, the parks, and pavements of our city. But it also includes those places which create community and accommodate daily life outside of private spaces (e.g. courtyards, playgrounds).

The Strategy’s basic assumption is the conviction that children and young people in Vienna have a right to space and place. They have access to a multitude of places which offer them the opportunity to engage in activities which are appropriate to their age and foster their development. Moreover, children and young people – like all of Vienna’s residents – have the right to occupy their own places (of retreat) in the city and thus to claim urban spaces and places for themselves, particularly so in green and open spaces.

Creating space and place for children and young people is in many ways a central task of a city; it is on their way to kindergarten or school, on playgrounds or right in front of their own

doorsteps that children and young people experience everyday situations which not only shape and influence their daily routines, but also essentially determine the development of so-called urban skills. Thus, these everyday situations have a direct impact on the confidence with which children and young people – and future adults – move around the city.

## I STAY WHERE I FEEL COMFORTABLE

An important prerequisite for claiming space and place in a city is the aspect of safety. Ensuring the subjective and objective safety of children on a city’s streets and spaces is essential for encouraging them to keep occupying and moving around the public realm. Public spaces must be safe and freely accessible to children. In addition, they should also be designed in an appealing way. In this context, “safe” does not only refer to the absence of directly perceivable threats, but also to the right conditions to spark curiosity and the wish to be in this place.

Furthermore, children and young people attach special importance to the issues of (drinking) water, spaces to hang out, and public toilets. These three issues are directly interrelated: If a place is attractive and appealing, I will stay there a little longer. To be able to stay a little longer the place needs an appropriate infrastructure, otherwise I will either retreat from public space or I will have to go to a place where I have to consume something.

## FIRST THINGS FIRST

There is a clear focus on the basic requirements mentioned above: water, spaces to hang out and public toilets. Thus, children and young people would like to have significantly more seating in public space and they also pointed out that there is not enough sheltered seating, especially in summer. They particularly noted a lack of park benches and tables in public space that would allow them to paint, play or picnic.

Although Vienna's drinking water and drinking water infrastructure received very favourable comments from children and young people, they also think that the infrastructure could be further improved and especially argued for more drinking fountains in public space. Particularly on hot summer days it is important to provide water in sufficient places in the city. They also criticised that public water fountains are turned off in winter.

The infrastructure and maintenance of public toilets completes the list of basic requirements which were mentioned most frequently. Children and young people complained about dirt, smell and toilets being out of service. In addition, they think that there are not enough free public toilets available in Vienna. A lack of public toilets was noted especially in the immediate vicinity of playgrounds. Pay toilets received negative comments. The fact that a lack of public toilets leads to people urinating in public areas was perceived as disturbing and annoying. It should be stressed that this fact may also influence children's and young people's perception of safety in public space. The wish for an improvement of public space, for example, by

creating play-on-the-way opportunities and/or an adequate design of streets and spaces, was mentioned less frequently and less specifically by children and young people than the needs described above. Yet, it is also an issue in public space and therefore also features on the list of measures which the City of Vienna will try to implement in the future.



## What children & young people say

*"There should be lawns next to pavements. If the pavement is wide enough to fit 3-4 children walking next to each other, it should be narrowed and a lawn should be planted with many flowers for bees and butterflies. Bushes could also be planted, like raspberries, blackberries, red currants or blueberries, then people can eat fruit as they go along the street and they will prefer walking to going by car. Everybody could take care of a particular area and see if the bushes grow enough fruit."*

*"Charging stations for mobile phones: next to benches in public places, 6 sockets and 2 wireless charging pads."*

*"Meeting places in winter. Park pavilions/dome."*

*"Also install benches and tables at children's level."*

*"The pavements all look the same, they are grey and dull. We want more cobblestone pavements and pavements which feature colourful mosaics/coloured stones. Make Vienna more colourful!"*

*"Too many construction sites: laboratories to regulate the noise produced by machines, soundproof fences."*

*"Clean toilets which can also be used by children."*

*"Food on the go: install tables and benches for eating."*

*"Areas in parks, where young people can sit and hang out, drinking fountains, shaded areas."*

*"I would like to have a chocolate palace on Rathausplatz."*

# Measures

## WATER AND TOILETS: MORE PLEASE!

### The City of Vienna will:

- increase the number and accessibility of public toilet facilities and provide alternative options, such as arrangements with cafés and restaurants.
- ensure access to open, near-natural waters through its water protection programme.
- continue to promote the drinking of water and develop further educational measures for this purpose.
- cooperate with children and young people to find adequate places to create additional drinking fountains and water play opportunities.
- further develop public access to drinking water at all educational facilities and provide the public with increased information on this issue.

## HANG OUT AND PLAY: BE ACTIVE IN ANY WEATHER

### The City of Vienna will:

- increase opportunities for play and activity in public space based on the ideas of children and young people.
- install new elements that promote incidental play in public space.
- reduce heat in the city through improved circulation of fresh and cool air, through an adequate design of buildings and spaces and a targeted selection of surface materials and finishes.
- provide more seating facilities installed at different heights, with different shapes and colours, which are also protected from heat, rain and wind.

- create publicly accessible snack gardens which feature food-producing plants, such as fruit trees, berry bushes and herbs.
- initiate an international comparative study that investigates young people in public space.
- increase the number of child and youth-friendly public areas without pressure to consume anything, for example by establishing Grätzloasen ("neighbourhood oases").
- extend its schemes for the greening of buildings to include measures to cool and shade the surrounding public space.
- support the participatory development of green infrastructure to prevent the immediate area surrounding schools from heating up.

## PLANNING: CHILD AND YOUTH-FRIENDLY HOUSING AND LEARNING

### The City of Vienna will:

- involve children and young people in the design of educational and residential buildings. The city will prepare guidance for planners and developers which outlines what to pay attention to in order to ensure the child and youth-friendliness of the buildings.
- include child and youth work staff in the juries of developers' competitions.
- consider child and youth work as an integral part of the urban infrastructure, particularly in urban development areas.
- ensure access to parks, public transport stops and educational facilities on short, safe, barrier-free and attractive routes.
- make accessibility a mandatory aspect of urban planning.

## MEASURES UNDER THE THEME OF "SPACE AND PLACE" CON- TRIBUTE TO:

### Achieving the Sustainable Development Goals:



**Implementing the Smart City Framework Strategy in the following thematic fields:**  
Social inclusion, environment, healthcare, mobility and transport

**Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:**

Thematic concept  
"Green and Open Spaces",  
thematic concept "Mobility",  
thematic concept "Public Space"



# Participation and opinion



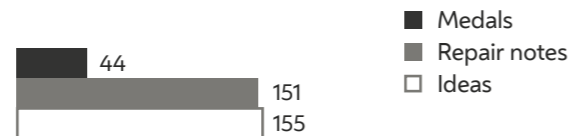
All children and young people in Vienna are involved in decisions that concern them. They get clear information, learn to form an opinion and are encouraged and supported to express their opinions freely and to take responsibility.

Feedback and wishes relating to the theme of "participation and opinion" were grouped into the following categories:

Number of mentions

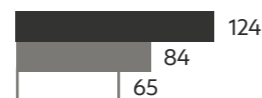
### Public authorities:

This area addresses the interface between the City Administration (in the broadest sense, ranging from the police to the municipal departments) and the citizens.



### Politics:

This area comprises all issues dealing with the structured organisation of community life in the broadest sense, including firmly established fundamental rights (children's rights, democracy, laws).



### RESULTS IN BRIEF: CHILDREN VALUE THEIR RIGHTS AND WANT MORE SUPPORT

It is good that everybody in Vienna is entitled to basic rights, but the level of child and youth-friendliness can be considerably improved.

#### Medals for Vienna

Medals were awarded to the constitutional laws applying in Austria, to the Vienna City Hall as an attractive place which is open to children and young people, and to Vienna's City Administration which is perceived as being well organised. Children and young people highlighted that every district has a District Office where you can get information and will usually get good advice and support. The City Administration staff was described as dedicated and helpful. Positive mention was also made of the many information, counselling and advisory facilities.

#### Repair notes

However, young people also frequently criticised that representatives of public authorities and/or services treated them in a disrespectful or unfriendly way – they mainly referred to the police in this context. Other issues included too much bureaucracy, too little communication with the citizens and too many broken election pledges. It was also noted that there was not always an opportunity for participation and involvement.

#### Ideas for the future

Children and young people wish that City Administration staff and particularly police officers are trained in dealing with children and young people and that there are opportunities for stress-free communication between them. They want to get a better understanding of politics and would like to have more opportunities for participation. They are more than willing to roll up their sleeves and take initiative in many areas and they would like to get support for these initiatives.

### ENABLING PARTICIPATION IN MANY WAYS

Article 12 of the UN Convention on the Rights of the Child lays down that children have the right to express their views freely in all matters that affect them and to their views being taken into account in the related decision-making process. Since 2011 this article has also been included in the Austrian Federal Constitution (as Article 4 of the Federal Constitutional Act, Children's Rights). While these constitutionally guaranteed fundamental rights are basically rated very positively by children and young people, it must be pointed out that about 300,000 under 16 year olds and about 35% of the 16 to 24 year olds are excluded from formal democratic participation either due to their age (the former) or due to their citizenship (the latter).

All children and young people show a great willingness to participate and engage. This is also illustrated by the large number of children and young people – more than 22,500 – who participated in the preparation of the Children and Youth Strategy. However, they often lack a clear idea of how a participation project can be structured and organised and of the different opportunities available to children and young people to engage in different areas of life.

Children and young people repeatedly highlighted the City of Vienna's diversity as a particularly positive feature. Above all, they appreciate the variety of activities and opportunities which are available to them. However, diversity also represents a great challenge, as it gives rise to a variety of opinions, which must be finally brought together in a broad democratic process. People have different, sometimes conflicting, opinions which also leads to controversy. We must be able to experience, tolerate and negotiate these opinions in an appropriate manner.

Child and youth participation requires a special set of general conditions, particularly in order to preserve this diversity and ensure participation opportunities for everybody. Basically, participation and opinion cannot be prescribed, but we can provide adequate conditions to enable all social groups, and especially children and young people, to participate and actively shape their future. The City of Vienna has paved the way for a cooperative and dialogue-based development of the city. For this purpose, it has prepared an overall strategy – the Smart City Wien Framework Strategy – which embraces a wide variety of thematic fields. Among other things the strategy defines how and according to which standards participation should take place.

### GIVE US THE KNOWLEDGE AND THE TOOLS

Successful participation first and foremost needs a transparent, comprehensible and easily accessible basis of information to be able to judge and assess one's own actions. Children and young people stated that it is often not clear to them where and how they can participate or who they can contact in this respect and who the actual decision-makers are. Information is not properly communicated (e.g. by public authorities). Using a mix of different low-threshold information and communication tools (both online and offline) could improve the situation.

When choosing participation tools, attention should be given to the individual lifestyles and backgrounds of children and young people in order to enable all of them – irrespective of their ethnicity, gender or social status – to participate and not only those who are well off. This also includes eliminating prejudices – which is quite legitimately demanded by children and young people – and a change in perspective when dealing with them. The focus is on young people's concerns and policy-makers who take them seriously must address these

issues, even if they are uncomfortable. On the other hand, we must not overtax children and young people by placing overly high expectations in them.

Form and language are the keys to success. Without age and socially appropriate settings (e.g. the furnishing of the room, an adequate timeframe, creative methods for identifying themes and issues) participation will not work. These processes have to be facilitated and accompanied in some way. They always involve adults (experts, politicians ...) who are not used to working with this group of the population. They have to be coached at least equally intensively as the young participants.

#### PARTICIPATION IS MORE THAN JUST VOTING

The city has made several efforts to actively engage children and young people in different projects and sometimes even involve them in decision-making processes for many years. In 2005, Vienna became a trailblazer in Europe when it allowed 16 year olds to vote in its municipal elections. But of course, child and youth participation also includes those who are younger than 16 and most importantly involves all children and young people independent of their citizenship status.

There are regular participation structures at district level and child and youth participation processes for the (re-)design of public spaces (e.g. parks). Here we can witness a wide variety of structures and methods, which also entails a number of problems and should therefore be reviewed with a view to quality assurance. For example, many projects strongly depend on the adults immediately responsible for them. The different approaches applied in different projects may cause insecurity among the persons involved. The development of uniform standards and basic principles of participation is a first step to redress this problem.

The consultations with children and young people have demonstrated that there is a creative and wide horizon where they want to participate in the sustainable and future-oriented development of the City of Vienna, ranging from ideas for their local neighbourhoods (such as the design of green and open spaces) to democratic activities (voting and assembly

rights). It is our task to support them in their efforts and to create spaces where they can meet and exchange their views and ideas. The aim is to enable them to mature in their ways of decision and participation, to enhance their capacity to act and in general to take them seriously by funding and implementing the outcomes of their engagement.



### What children & young people say

*"Children's rights need to be strengthened: create more places where children can protest."*

*"Planning new or redesigning existing playgrounds together with young people."*

*"We want to save and take part in shaping our future!"*

*"Political participation: Foreigners often cannot vote, but they have lived in Vienna for a long time: right to vote for all who live, work and pay taxes here. Politicians should do something, but for this purpose we need to vote or protest. Take action instead of discussing things for years on end."*

*"Freedom of opinion, no judgement, peaceful interaction with each other, no hate speeches."*

*"More political information at school."*

*"There's too much built-up space – plan more green space which we are allowed to use and which matches our ideas: perhaps integrate a youth spokesperson (appointed by us, the young people) in urban planning/housing development projects."*

*"Legal classes at school: Children should be informed about their rights."*

*"Idea: politicians with a heart."*

*"Children's rights – it's good to have them; attach more importance to them."*

# Measures

#### CHILD AND YOUTH MAINSTREAMING:

##### The City of Vienna will:

- consider to integrate child and youth mainstreaming, including monitoring and evaluation, across the whole City Administration. Every new legislation and every new regulation will be first reviewed to determine whether it is child and youth-friendly, i.e. good for children and young people.
- develop and examine child and youth budgeting as a tool to review all budget estimates for their relevance to children and young people.
- prepare a guide with quality criteria and standards for child and youth participation projects.
- establish a monitoring system for the implementation of the Vienna Children and Youth Strategy. Children and young people must be able to check which measures are being implemented and whether the goals and objectives are actually being accomplished.
- use the youth barometer (a manual to review chances, barriers and opportunities of young people in urban districts) to carry out regular "child and youth checks" in the municipal districts of the city.
- revise the city's communication strategy (media, social media ...) to ensure the use of comprehensible and youth-appropriate language in relevant documents and information tools.
- develop a model for a children and youth advisory board for its agencies and enterprises.

#### PARTICIPATION TOOLS:

##### The City of Vienna will:

- earmark municipal budget funds for the ideas of children and young people. Each year, children and young people can vote in different ways on how the money should be used.

- examine and create the legal framework for drafting cross-departmental child and youth participation budgets in the individual districts.
- establish a Vienna-wide children and youth parliament or, where appropriate, a children and youth convention.
- use gamification and digital tools to facilitate child and youth participation.
- develop an app for Vienna's children and young people. The app will provide children and young people with important information in a comprehensible language without having to register a profile. It will enable digital participation in votes and surveys and will provide incentives for participation.
- strengthen pupils' representatives at compulsory general-education schools by providing them with information, support, training, and networking opportunities.

#### NEIGHBOURHOOD AND LIVING ENVIRONMENT:

##### The City of Vienna will:

- increasingly establish and use child and youth participation in projects which particularly affect children and young people (e.g. the design of public space, playgrounds, educational buildings, etc.)
- increasingly integrate children and young people as experts in the evaluation and assessment of entries in developers' competitions.
- increasingly support the election of children and youth advisors to represent the interests of children and young people in city-owned housing estates.

#### PUBLIC PARTICIPATION SKILLS:

##### The City of Vienna will:

- strengthen participation skills (in general and with a special focus on child and youth participation) in the departments and agencies of the city

- by expanding the training programme of Wien Akademie, encouraging peer and cross-departmental learning, and twinning urban planning experts with experts in education.
- promote participation in all educational and youth institutions of the city, for example through morning circles, class councillors, election of representatives, role reversal activities or joint blogs. This will be accompanied by special campaigns, further training courses and materials.
- introduce a training course in digital participation for facilitators.
- continually enhance the understanding that special target groups speak for themselves by supporting associations and self-advocacy groups and their members (for example organisations addressing the issues of children and young people, ethnic background, disability, health status, religion, sexual orientation, social status, educational background or gender identity).

#### THE MEASURES UNDER THE THEME OF "PARTICIPATION AND OPINION" CONTRIBUTE TO:

##### Achieving the Sustainable Development Goals:



##### Implementing the Smart City Framework Strategy in the following thematic fields: Participation

##### Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:

Thematic concept "Green and Open Spaces", thematic concept "Public Space"





# Safety and security

All children and young people in Vienna feel safe and secure. They are protected from violence, harm, bullying and discrimination. Adults treat them with respect and take them seriously.

Feedback and wishes relating to the theme of "safety and security" were grouped in the following categories:



Number of mentions



- Medals
- Repair notes
- Ideas

**RESULTS IN BRIEF:**  
**TAKE GOOD CARE OF CHILDREN**

Children and young people experience Vienna mainly as a safe city and they feel comfortable in their environment. However, there are a few things which are of concern to children and young people: crime, bullying and rude behaviour, fear of off-leash dogs and their owners, and poor lighting, particularly in parks and on housing estates.

**Medals for Vienna**

Medals were given to the safety in the city, the blue light organisations and traffic safety in Vienna.

**Repair notes**

Yet, children and young people also raised many issues connected with crime and their subjective feelings of safety and security. They reject violence and weapons and experience aggressive and drunk people as threatening. Since children and young people are afraid of people who seem

mentally unsound and have dogs with them, they call for an obligation to leash and muzzle dogs. They often think that public lighting is insufficient, especially in parks, on playgrounds and housing estates.

**Ideas for the future**

For this reason, children and young people would like to have more trustworthy people in public space who they can turn to when there are problems. They want more street lighting and police officers who are better trained to respond to their needs.

**SECURE AND WELL PROTECTED**

The Convention on the Rights of the Child defines the safety of children and young people in a narrower sense as the protection and care for children and assigns this task to society as a whole. It stresses the right to be raised in a non-violent environment and to be legally protected from physical, mental and sexual abuse as well as from economic and sexual exploitation. Children with disabilities and refugee children and their needs for protection and assistance are mentioned separately in the Convention.

Feeling and being safe and secure essentially depends on reliable, loving relationships and a sense of belonging which must also be fostered by the city. Protection from violence and discrimination is another central task. As physical, mental and sexual violence, assaults and humiliation also occur in institutions (kindergartens, schools and after-school care clubs, sports associations, vocational training facilities, apprenticeship places ...) and families or are committed by friends or relatives, this protection must include both the public and institutional sectors and children's families, neighbourhoods and social environments.

Safety is of great importance to children and young people in Vienna, whereby their concept of safety is a very broad one: It encompasses the tasks and activities of emergency/blue light organisations, safety in public spaces, playgrounds and parks as well as traffic safety, but also includes social security, i.e. their living conditions and development opportunities. Safety from war and terrorist attacks is also of concern to children and young people.

**LIGHT, ATTACHMENT FIGURES AND RESPECT**

Children and young people are and feel safe when they are protected from crime, from unintended contact with different addictive substances, and from any form of violence in all spheres of their lives. In this context, fear of crime was raised as an issue by some young people and sometimes also by children. Young people mentioned particular places, groups or other young people that make them feel fearful, particularly when weapons, violence or an excessive consumption of alcohol or drugs are involved. Children also stated that they are afraid of aggressive people or people who seem unpredictable (and of their dogs).

Although young people are very satisfied with public lighting in Vienna, they have also made suggestions for improvement. Their ideas include technical solutions, such as motion detectors and dimmers, as well as requests for more light, especially in parks, building entrances and public places.

Children and particularly young people appreciate services such as open professional children and youth work and would like to have more "qualified" people (social workers, social educators etc.) in parks and other public places and locations. They want to have trusted people, attachment and authority figures (among others the police) who ensure a non-violent environment and who they can turn to quickly for help when there is a situation which they consider as dangerous or threatening for themselves or for others.

Young people also suggest training programmes for security forces, which should ensure appropriate relationships with young people irrespective of their looks or behaviour, because young people sometimes feel that they are treated disrespectfully and/or unfairly by the police.

**CHILD PROTECTION – EASY ACCESS, QUALIFIED ADULTS AND EMPOWERMENT**

Vienna's Child and Youth Welfare Service takes many measures to protect children and support families. Preventive work for children, young people and families in Vienna must be developed further to continually increase children's and young people's objective and subjective safety. Contact points for children and young people need to be highly visible and well known, so that they all know where to seek help when they have problems in their families or at their schools or training institutions. This requires low-threshold access to child protection institutions, the use of new media, adequate campaigns and awareness raising activities. Protection from violence and discrimination is an issue which everyone must be aware of and which must not be trivialised.

Pressure to perform and stress are central concerns of children. Bullying and discrimination in different contexts need to be recognised by adults in order to be able to respond adequately to the situation. Teachers, carers and Vienna's security forces should be sensitised to these issues. Awareness-raising and information campaigns on special issues, such as traumatic experiences and their consequences, could help to build

relationships with children and young people who come from war zones, have been persecuted or tortured, or have experienced other forms of violence and have been traumatised by them.

At least some of the comments relating to safety in public space appeared to reflect one-sided media coverage and debates commonly found in daily newspapers. Sensitive media coverage as well as information, opportunities to connect, and support for consciously tackling fearful situations might help to raise children's and young people's perception of safety.



## What children & young people say

*"You should bring together young people and police officers more often, without stress. There should be workshops with police officers at school, especially in plain clothes, because this means less stress. The police should get to know young people and foreigners better, then both sides could have more respect for each other."*

*"More lighting and safer footpaths: When it is dark in winter, we are afraid of going out alone, but we would like to engage in leisure time activities. We feel unsafe."*

*"I wished there were super heroes for the city."*

*"The police stop us for every little thing we do (e.g. because we are drinking cola). You are just walking along the pavement and suddenly there's the police. The police are called too often. Police controls on the street are annoying; police officers say 'no violence', but then they do it themselves."*

*"Emergency call boxes (like those on motorways) in non-residential areas (e.g. Wienerberg area)."*

*"The next time I see poor children, I will call an ambulance to make sure they are well."*

*"Fights, violence on the way to school, in parks: adults need to check more often."*

*"No wars. Wars are dangerous and many people die in wars."*

# Measures

### STRENGTHENING "URBAN SKILLS":

#### The City of Vienna will:

- promote relationships with and empathy for marginalised people (addicts, beggars and homeless people) through educational and further training measures for children, young people and people who work and live with them.
- strengthen and promote urban skills by encouraging children and young people, and particularly girls, to use, take ownership of and participate in public space.

### MEDIA: DEVELOPMENT OF CRITICAL MEDIA EDUCATION

#### The City of Vienna will:

- strengthen children's and young people's media literacy through educational activities in order to raise their awareness of how to deal with fake news.
- take a firm stance against hate speech and bullying, putting a special focus on digital media.

### VIOLENCE PREVENTION: PREVENTION AND AWARENESS

#### The City of Vienna will:

- develop an action plan which outlines measures, training courses and programmes to prevent and avoid violence. It will also create activities and services to help people deal with their own violent behaviour. The programmes will be directed to different groups of children, young people and adults, will be well coordinated and will be designed by experts in a playful format.

- establish a further training programme in violence prevention for child care, educational and sports institutions.

### PUBLIC SAFETY: DIALOGUE AND PROTECTION FROM DISCRIMINATION

#### The City of Vienna will:

- promote the dialogue between police, children and young people, and youth work.
- raise the profile of neighbourhood police officers.
- raise the awareness of racial, ethnic and social profiling, especially with regard to identity checks in public space and their consequences.
- advocate the establishment of an independent complaints/investigation agency of the police which can be contacted in cases of racial, ethnic and social profiling (RESP), for example, and which offers low-threshold access and a transparent complaints processing procedure.
- launch activities to inform trainee police officers about youth work and the lifestyles of children and young people. Teaching should also focus more strongly on human rights, de-escalation and non-discriminating language.
- maintain, evaluate and further develop the concept of FAIR PLAY TEAMS (promotion of mutual understanding and consideration).
- consider the installation of emergency call boxes in public space.

### CHILD AND YOUTH PROTECTION: MORE HELP FOR CHILDREN AND YOUNG PEOPLE

#### The City of Vienna will:

- provide more information on what its Child and Youth Welfare Service can do for children and young people. Children and young people will be able to use specific services at the family centres on their own. Families will receive more support at home.
- further develop socio-educational work and social work at Vienna's compulsory schools.
- expand mobile support services in young people's own homes after they transition from homelessness to permanent housing. The city will also create night shelters and transitional accommodation.
- provide more training on developmental and shock trauma for people who work with children and young people (schools, kindergartens, sports coaches, police).
- improve knowledge and skills in disaster prevention, first aid, accident prevention and safety, and psychosocial care of caregivers and children at kindergartens and schools.
- offer children and young people the opportunity to participate in "night and winter walks". On these guided tours through the city children and young people can show staff members of the responsible municipal departments and agencies where and why they feel unsafe. Together they will try to find solutions for how to improve these places/locations. These walks also provide an opportunity to discuss their own understanding

- of the difficulties faced by different groups of persons (e.g. addicts or homeless people).
- prepare an implementation plan for a child trafficking protection scheme and protection facility. The implementation is intended to reduce dependencies through continuous contact and the discussion of available choices, taking account of accommodation, psychological intensive care and legal support for victims and the sensitisation and training of and regular networking among staff who may have contact with victims of child trafficking.
- expand support services for young people who did not grow up with their families beyond their 18<sup>th</sup> birthday to facilitate their transition out of care.

### THE MEASURES UNDER THE THEME OF "SAFETY AND SECURITY" CONTRIBUTE TO:

#### Achieving the Sustainable Development Goals:



Implementing the Smart City Framework Strategy in the following thematic fields:  
Social Inclusion

Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:  
Thematic concept "Public Space"



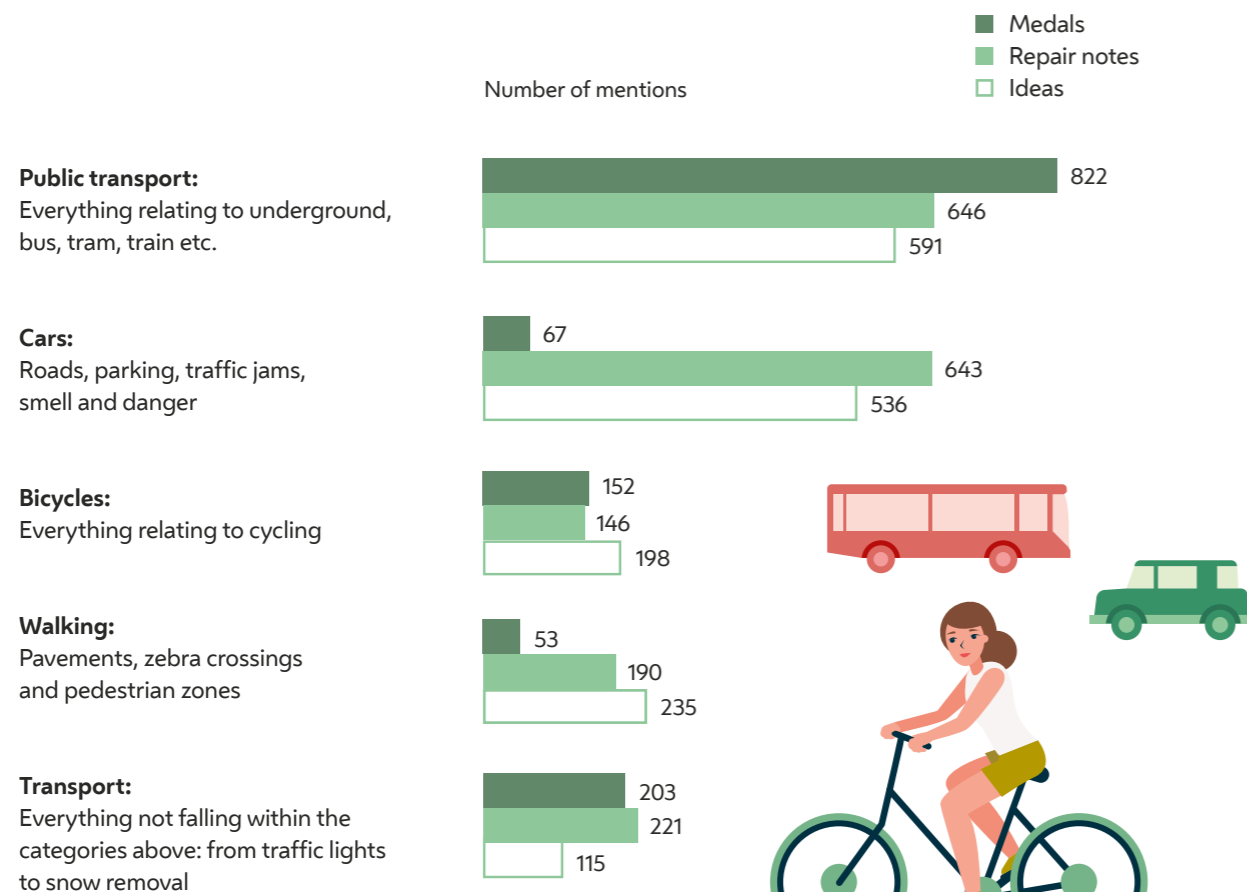
The issue of social security is addressed under the themes of "chances and opportunities" and "health and wellbeing" and is therefore not dealt with in detail here. Children and young people have also mentioned traffic and road safety in this context and have made numerous suggestions to increase traffic safety. These suggestions are described in the chapter "mobility and transport".

# Mobility and transport



All children and young people in Vienna are considered in urban transport planning and can move around safely and freely in the city.

Feedback and wishes related to the theme of "mobility and transport" were grouped into the following categories:



## RESULTS IN BRIEF: URBAN STREET LIFE

Whether alone or in groups, children and young people move around the city by public transport, on foot, by bicycle, scooter or skateboard.

### Medals for Vienna

Together with Vienna's natural environment, public transport was awarded the highest number of medals. Children and young people commented favourably on the low prices of public transport, the short intervals and stable service patterns, and the extensive nature of the network. They also offered positive feedback on the opportunities for cycling, particularly cycling as a leisure time activity, for example in the Prater area. Physically segregated cycle paths and footpaths were also rated positively.

### Repair notes

Children and young people think that there are too many private cars in the city which make too much noise, pollute the air with exhaust fumes and sometimes also cause danger. They criticised the insufficient separation of cycle paths from road traffic. Other major issues raised include waiting times at pedestrian traffic lights, very short green phases for pedestrians and a lack of zebra crossings. With regard to public transport, frequent mention was made of (poor) service intervals on particular lines at specific times.

### Ideas for the future

Children and young people want to have longer and more frequent green phases, more zebra crossings and speed limits, traffic calming areas in front of schools and kindergartens, and larger traffic islands (small traffic islands often do not provide enough space for groups of pedestrians to pause when not fast enough to cross the road in one go). Public transport services should be expanded: shorter service intervals, particularly at peak times and in the outer districts; cheaper or free public transport. They would like to have more and cheaper electric cars, car-free days, and more restrictions on petrol and diesel-pow-

ered cars. There should be more, better and wider cycle paths and gaps in the cycle path network should be closed.

## MOVING AROUND INDEPENDENTLY IN THE CITY

Vienna is a city for children and young people and this should also be reflected in its streets and public spaces. Today, children and young people grow up in a city which is heavily shaped by motorised transport. A major part of a city's street space is allocated to cars. But children and young people would like to see urban planning aim at the exact opposite. They want urban planning to be aligned with their actual daily mobility patterns. The share of 15 to 29 year olds in sustainable transport (walking, cycling, public transport) amounts to 86% and even the share of 0 to 14 year olds is as high as 76%. So, children and young people are actually role models for healthy and climate-friendly mobility.

Child and youth-friendly urban and transport planning gives children more space and encourages them to establish a habit of using environmentally-friendly means of transport. Vienna is a city where children can move around safely and confidently.

The share of active mobility is quite high among children and young people. This is good news, because physical activity is important for a healthy development and a healthy and long life. Closing gaps in Vienna's cycle path network and creating as many segregated cycle facilities as possible is absolutely essential for children and young people. We need to continually promote the creation of cycling infrastructure in front of schools and we must also expand cycling lanes on the outskirts in order to enable safe cycling also in the peripheral areas of the city. Pavements need to be wide enough, shaded and should vary in design to promote pedestrian transport. Incidental play is explicitly encouraged. Specially designed streets offer play and seating facilities. Traffic light phases need to be pedestrian-friendly to ensure pe-

destrians feel safe when crossing the road. The principle of "a city of short distances" guarantees that children can reach their destinations safely and independently. Child-friendly urban planning should first and foremost focus on the routes between homes, parks, educational facilities and public transport stops. Wiener Linien (Vienna's public transport operator) make their young passengers feel welcome, integrate their needs in their service and infrastructure planning, enable seamless and accessible interchange between different public transport services, and are therefore a strong partner for them and their accompanying adults.

## CHILDREN ARE THE PRIORITY

Traffic safety is an important prerequisite for parents to trust and enable their children to be independently mobile. Vienna will take every effort that no child will be severely injured or killed in a traffic accident. Safe roads for children are roads where motorised traffic is slow or is banned altogether. For this reason, traffic calming areas contribute significantly to the safety of children and young people. Due to children's smaller height it is vital for them that sight lines at junctions are improved and maintained. Pedestrian crossings and traffic lights should be planned to make it easier for children to cross the road and should not make it more difficult. Longer green phases for pedestrians improve their safety considerably. To increase traffic safety for children and young people riding their bicycles, cycle paths need to be segregated from pedestrians and particularly from motorised private transport. The safety of children and young people traveling in groups on public transport can be increased by providing conditions which make it easier for groups to stay together. There must be sufficient space and they have to be treated respectfully to enable them to stay together on escalators, in lifts, in stops and on carriages. In addition, a "city for children" also makes sure that adults are considerate of children and establishes a framework to this effect. While children have a great need for

physical activity, they are unable to react to the dangers of road traffic in the same way as adults do.

### ROOM FOR CHILDREN, YOUNG PEOPLE AND CLIMATE PROTECTION

Public space is attractive for children and young people when it offers enough space for playing, running around, hanging out, using a wheelchair, pushing a pram, walking and cycling – not just on designated playgrounds, but along those routes children and young people use every day. The routes between residential buildings, educational facilities and parks are of particular importance to children. They have to offer car-free areas, safe cycling paths and play opportunities. Available traffic spaces need to be distributed more fairly among the different transport modes. In consequence, when planning public space, sustainable transport modes and the related open areas need to be allocated significantly more space than is currently the case.

In Austria, the transport sector is the major contributor to climate change and, quite clearly, we cannot continue on this path. Vehicles which emit exhaust gas need to be gradually eliminated from urban space through measures such as adequate parking space management and temporary driving bans for vehicles with combustion engines. Simultaneously, all climate-friendly means of transport need to be promoted. Tram, bus and underground networks, footpaths and cycle paths should be expanded and upgraded to facilitate transition to future-oriented and environmentally compatible transport modes.

Traffic calming areas are addressed in the chapter "space and place" and are therefore not dealt with in detail here.

Due to the climate change cities are getting hotter in summer. Children are more affected by the heat than adults, as hot weather puts a greater strain on their cardiovascular system. Shading trees, plants and water provide a cooling effect. The future design of traffic spaces (cycle paths, tram tracks, traffic calming areas) should also integrate greening measures. Children and young people should have access to cool places at all times in summer.

### LEARNING ABOUT MOBILITY

Children are already mobility champions. They use greener and healthier transport modes than the average

population. In order to keep this positive habit and move around the city safely, children need to be supported by adults. Parents, teachers, public transport experts and police officers will help children learn the right behaviour in traffic. The City of Vienna supports this initiative by funding activities for all age groups. The Vienna Mobility Education Programme not only fosters safe behaviour in traffic, but also encourages pupils to use sustainable transport modes. For this purpose, everyone learning, teaching and working at a school taking part in the programme will be involved in the design of the school's environment.



## What children & young people say

*"Glass tunnel bridges across the roads, or build roads underground. The bad air from cars will then be extracted and cleaned. In addition, more trees could improve air quality. You could have an 'adopt-a-tree' programme or the opportunity to take care of individual trees on a voluntary basis or to donate money for it."*

*"Wider cycle paths, so that our parents are able to ride next to us."*

*"We want only 1 parking sticker for the whole of Vienna, so that we are able to visit everybody (grandma, grandpa, aunts, uncle...) and stay there for some time."*

*"I would like to have one day without cars in Vienna."*

*"Free hire bikes for children."*

*"Every public transport shelter deserves to have a blossoming tree in a plant pot."*

*"The Top Youth Ticket: so much city for so little money."*

*"Adults also have to stop at red lights!"*

*"Do not run into children! Much easier: simply go around them!"*

# Measures

### PUBLIC TRANSPORT: SAFE AND RELAXED TRAVEL

#### The City of Vienna will:

- introduce lower handles for children on public transport.
- raise attention for the needs of children and groups of children on public transport, for example by means of announcements, stickers and posters in means of public transport and public transport stations.
- support an increase in public transport safety training programmes for children and people who work and live with children.
- invest in accessible routes to and from public transport stops.
- introduce a free public transport ticket for kindergarten and school excursions (including an accompanying adult).

### CARS: LESS IS MORE

#### The City of Vienna will:

- increasingly use parking space management to create more public open spaces.
- design the spaces in front of kindergartens and schools together with children and young people to make them child-friendly and car-free. Where this is not possible, motor traffic should be calmed and/or banned for a period before school starts and when it finishes (school streets).
- continually work towards reallocating street space to sustainable transport modes (walking, cycling, public transport).
- improve the road safety of children through traffic calming measures and by ensuring clear sight lines at junctions.

### BICYCLES: MORE TRAINING AND SPACE

#### The City of Vienna will:

- increase the creation of segregated cycle lanes also in Vienna's outer

districts.

- support the creation of cycling playgrounds.
- facilitate access to traffic parks (places where children can learn how to behave on the road).
- ensure that kindergartens, schools and playgrounds can be easily and safely reached by bicycle.
- create more space for bicycle and scooter parking facilities in front of kindergartens and schools.
- help increase the number of successfully completed cycling tests.
- offer a comprehensive range of cycling courses at Vienna's primary schools.

### WALKING: INDEPENDENT AND WITHOUT RISK

#### The City of Vienna will:

- promote the development of green footpath networks and cool zones in residential areas.
- reduce traffic light cycle times and change traffic light phases to aid pedestrians. It will also invest in smart traffic light systems which allow longer green phases and shorter wait phases and which take account of children with impaired walking ability and of activated acoustic signals for the blind. These systems will be reviewed and, if needed, adapted, especially in areas surrounding kindergartens and schools.
- regularly update all school route maps in a modern and digital format.
- install right-turn assistance systems in all lorries of the City of Vienna's vehicle fleet.
- introduce a general right-turn ban for lorries over 7.5 tonnes without right-turn assistance system.

### TRANSPORT: ACTIVE AND ENVIRONMENTALLY FRIENDLY

#### The City of Vienna will:

- promote incidental play in traffic calming areas.

- create more temporary and permanent "cool streets".
- develop a Viennese Mobility Education Programme for all ages. The programme will be offered to all educational facilities free of charge.
- promote the safe use of scooters and skateboards in public space by establishing clear rules and providing child and youth-friendly information.
- promote the combination of different means of transport to support the use of sustainable transport modes.
- increase the user friendliness of digital mobility platforms and apps for children and young people.
- temporarily open up streets for play, for example as part of Vienna's play streets programme.

### THE MEASURES UNDER THE THEME OF "MOBILITY AND TRANSPORT" CONTRIBUTE TO:

#### Achieving the Sustainable Development Goals:



**Implementing the Smart City Framework Strategy in the following thematic fields:** Mobility and transport, healthcare

**Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:** Thematic concept "Green and Open Spaces", thematic concept "Mobility", thematic concept "Public Space"

# Leisure and culture

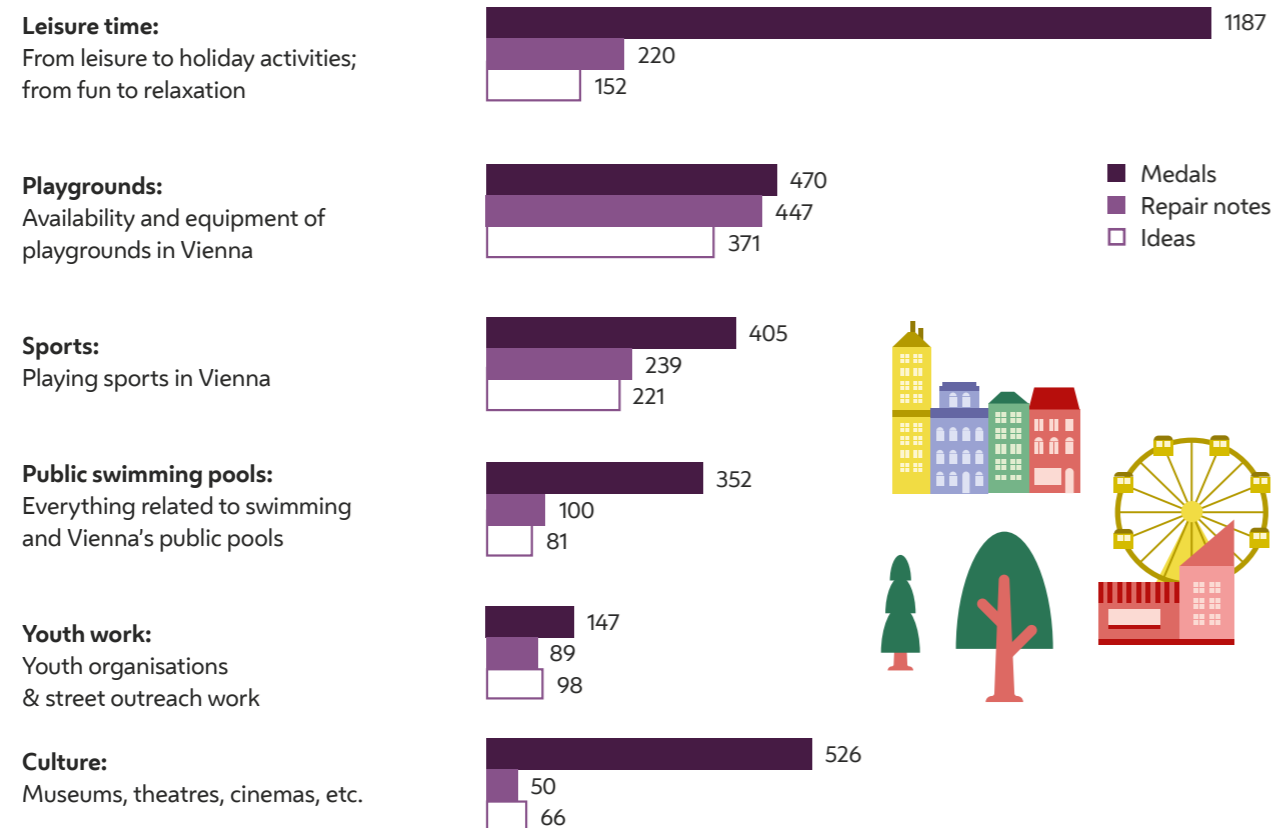


All children and young people in Vienna have time and opportunities to enjoy leisure activities, sports, games, fun, rest and recreation. They can freely participate in festivals, events and cultural activities.

Feedback and wishes relating to the theme of "leisure and culture" were grouped in the following categories:



Number of mentions



## RESULTS IN BRIEF: MORE OF THESE GREAT ACTIVITIES, PLEASE!

Children and young people are frequent and mostly satisfied users of the city's (leisure) activities.

### Medals for Vienna

The city offers a large number of leisure activities which are easily accessible. There are many picnic spots, leisure facilities and (motor skills) parks. Many activities are free. Most children and young people also spoke favourably about the general conditions (admission, suitable for groups) and services of museums and public swimming pools in Vienna. They said that there was a wide variety of cultural activities for children in Vienna. They particularly appreciate child and youth centres as places where there is no pressure to consume anything.

### Repair notes

Children and young people are happy with the available playgrounds and sports activities, but they also reported many things which could be improved, including better maintenance of existing facilities, more diversity and increased consideration of the needs of different user groups.

### Ideas for the future

Many children and young people also want more playgrounds, for example in the inner courtyards of housing blocks, or more play streets. As far as the quality of playgrounds is concerned, children want more shaded areas, more varied equipment, more motor skills parks, and more water play parks. Children and young people have many ideas how to improve the quality of sports facilities in the city: longer opening hours, football cages with (artificial) grass pitches, better equipment, including goals, flood lighting etc. With regard to recreational activities, they frequently mentioned lower entrance fees.

### DOORS TO THE WORLD

Vienna's residents live together in a large city, but they have different lifestyles. The lives of children and

young people also differ significantly in terms of family structures, social environments and financial means. Socio-political developments in Vienna make it increasingly important to provide affordable recreational activities and programmes for children and young people. Only a wide variety of activities and services enables social inclusion and participation in society.

Rising income differences and an unfair distribution of resources make it more difficult for children and young people to get easy access to recreational and cultural activities. Recreational activities, in particular, provide an opportunity to overcome social inequalities. In the context of a holistic and lifestyle-oriented education and child development support, opening doors to cultural activities, such as theatre, dance, music, literature, media or fine arts, is equally important as providing access to leisure activities like play and physical exercise. In this way, children and young people will learn how to get along in the world and how to take an active and independent role in shaping it.

### CAREFUL, CHILDREN PLAYING!

Even though the city offers a wide variety of cultural and recreational activities and provides different events, facilities, programmes and courses, children and young people need open spaces for their leisure time activities. Traffic and high building density in large cities increasingly reduce opportunities for children to roam their neighbourhoods unsupervised, play on the streets and freely explore green spaces. Occupying and moving around the city and urban spaces is no longer a natural part of city life, but always entails potential and actual risks.

In line with Article 31 of the UN Convention on the Rights of the Child – "(...) the right of the child to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts" – children want freely accessible cultural and recreational spaces. Thus, it is the

task of policy-makers and educators to provide opportunities which enable the members of a multicultural society to socialise and enjoy their leisure time.

Many children and young people live in highly structured environments. Their daily routines are defined institutionally, as they spend a lot of time in childcare settings, such as playgroups, kindergartens or schools, and summer camps or holiday care programmes during their holidays. Although educational institutions offer leisure activities as part of their after-school care programmes, children define their leisure time as a programme-free time. Programme-free times require programme-free places – above all playgrounds, which are much loved by children. Vienna offers numerous opportunities and a wide range of activities, from indoor playgrounds to motor skill parks, from adventure playgrounds to themed playgrounds, including a "fire brigade" playground. Children and young people commented very positively on playground safety and equipment and particularly highlighted fall protection systems, drinking fountains and shading trees.

As playgrounds are an essential feel-good factor for children and young people in the city, they expressed many ideas how playgrounds could be improved. All pieces of playground equipment should be in working order, be usable all day long, the whole year round, and be suitable for all age groups. They specifically suggested that broken playground equipment should be repaired or replaced more quickly, sun and rain protection systems should be installed, and lighting should be improved so that playgrounds can also be used in the evenings. Children and young people most frequently said that they would like to have age-specific playground equipment, playgrounds for toddlers, for older children, for youth and also for the elderly, high slides, large swings, spring rockers, and climbing ropes. They want playgrounds that are diverse in equipment and offer different opportunities for outdoor play.

There is no doubt that Vienna's play facilities are great, but children and young people need more of them, including play streets and inner courtyards of housing developments. And the good news is that children are willing to participate in designing their playgrounds.

#### ACTIVE RECREATION

For children and young people recreation is strongly related to physical activity and sports. Vienna offers a lot of opportunities in this field: cycling, ice skating, bowling, climbing, rowing, skiing and much more.

Vienna's swimming pools received particularly positive comments which can be summed up as follows: "attractive, great, cheap and good". Feedback on sports grounds was similar to that on playgrounds: children and young people love them and they said that the facilities offered by the City of Vienna are very good, yet there is still room for improvement. Children and young people want the facilities to be open 24 hours a day, they want flood lighting, and more diversity in equipment to serve different age and target groups. This includes height-adjustable basketball baskets or smaller football goals for younger children. Injury-proof surfaces and roof netting for football cages or lockers for mobile phones and wallets would clearly improve existing facilities. Children and young people want organisation and structure, also when it comes to recreational activities. Football cages therefore should have separate time slots for children and older young people, for example. And they also have a lot of ideas: Why not open schools' sport facilities to the public during holidays and on weekends?

#### FREE TIME IS QUALITY TIME SHARED WITH OTHERS – DINO-SAUR PARKS AND PETTING ZOOS

Visiting attractions in the city – with their kindergarten groups, school classes or families – is a special highlight for children. About 1000 medals

were awarded to the city's attractions, first and foremost to the Prater amusement park and the zoo. Yet there can never be enough of these kinds of things. Children stay creative, they want more roller coasters, petting zoos, spooky theme parks, and finally a dinosaur park – with or without the opportunity to touch the animals. Many families and schools, however, cannot afford the entrance fees for some of the attractions and therefore have no access to them. One of the reasons why museums are popular places for spending leisure time is that they offer activities for every budget.

Leisure time is something special – it has got a lot to do with community and connectedness. Young people want to meet their friends and would like to have more picnic and barbecue spots. They "often don't have that much money" and therefore are particularly fond of places where they do not have to consume anything and



### What children & young people say

*"Museums should have more things to touch – not just to look at."*

*"Themed playgrounds: unicorn playground, police playground, Lego playground, Playmobil playground just like the fire-brigade playground."*

*"More spaces, where children and young people can do art activities in public space."*

*"Twice a year, children get free entry to a theatre."*

*"Improve the quality of some playgrounds and also create areas for young people. But also for women, elderly people etc. – e.g. sports equipment or tai chi or yoga or Nordic walking in parks, etc. Free instructors? Arts and culture in parks (interactive?). Chess, playing cards, domino ... handicrafts ..."*

where they can meet their peers. This is one of the reasons why youth centres are so popular with young people.

#### LEISURE TIME IS SPENT OUTDOORS – BUT WHAT ABOUT MUSIC, THEATRE AND CULTURE?

It is particularly striking that children and young people like to spend their leisure time outdoors and really appreciate nature: the flowers in the zoo, the trees on the playground, and the grassy areas for rest and play in Prater. Yet it is also striking that children's and young people's feedback on leisure and culture included fewer comments on cultural activities in the fields of theatre, music or cinema. Perhaps children do not perceive cultural facilities, such as band practice rooms, theatre stages, concert halls or music schools, as recreational facilities. Perhaps cultural institutions should go one step further and leave their premises and take their children's and youth programmes out to children's and young people's recreational spaces: music productions in parks, artists on playgrounds, theatre in play streets or library busses in public space.

## Measures

#### LEISURE TIME: EXERCISE AND PLAY AT YOUR DOORSTEP

##### The City of Vienna will:

- make sure to maintain or create local public spaces without pressure to consume anything.
- increasingly enable streets to be also used as spaces where children can hang out, enjoy greenery, play and move about.
- increase the number of picnic and barbecue areas in the city.
- ensure accessibility and self-determined use of all recreational and cultural activities.

#### PLAYGROUNDS & SPORTS: AVAILABLE NEAR YOU ALL YEAR ROUND

##### The City of Vienna will:

- improve lighting for evening and winter use and increase shading at football cages and playgrounds.
- expand and improve ball game facilities, for example by installing roof netting, height-adjustable basketball baskets, injury-proof surfaces, lockers at football cages (for street shoes, mobile phones ...), and ball hire machines.
- examine if the sports grounds of public outdoor swimming pools can be opened to children and young people outside the swimming season.
- promote the opening of schools' sports facilities to the public during holidays and on weekends.
- integrate children and young people in the (re-)design of playgrounds.

- expand the number of themed playgrounds, such as adventure and water play playgrounds, science and motor skills parks, or a dino park.
- ensure that young people (including those with disabilities) have access to adequate equipment on playgrounds.
- enable children and young people to use a free sports facility in their neighbourhood once a week.
- maintain the range of budget-friendly swimming courses for children and young people and expand the courses for girls and women.

#### CULTURE: COMING TO YOU

##### The City of Vienna will:

- develop outreach cultural activities: culture comes to places where children and young people live or spend their leisure time. Cultural institutions will bring free or budget-friendly science, arts or theatre projects right to these places, thereby providing an opportunity for open participation in culture (music, theatre, visual arts) and for creative development among peers.
- ensure and increase the availability of concessions or free entry for children to the cultural facilities of the city (museums, theatres, zoos).

#### YOUTH WORK: RECREATION AND QUALITY

##### The City of Vienna will:

- establish open youth work and youth information more firmly in the city. The city will further develop binding

- quality criteria for city-funded organisations and associations active in this field.
- create a support scheme for child and youth work associations (associative youth work and open professional children and youth work) and cultural associations to rent cost-efficient premises from Wiener Wohnen (owner and manager of the municipal housing complexes), from housing associations, or in ground-floor zones of old private housing stock.
- introduce a digital monitoring system for the planning/control of youth work.

#### THE MEASURES UNDER THE THEME OF "LEISURE AND CULTURE" CONTRIBUTE TO:

##### Achieving the Sustainable Development Goals:



##### Implementing the Smart City Framework Strategy in the following thematic fields:

Social inclusion, environment, education

##### Implementing the Urban Development Plan 2025 (STEP), particularly the following concepts:

Thematic concept "Green and Open Spaces", thematic concept "Public Space"

# Next steps

Children and young people have the right to participate in all matters which affect them now and in the future. For this reason, children and young people also need to take a major role in the implementation, monitoring and evaluation of the Vienna Children and Youth Strategy. Simultaneously, the expertise and know-how of the city's agencies and enterprises is of great value to the project; their expertise must be another key factor that informs the implementation of the measures.

## IMPLEMENTATION:

The launch of the Children and Youth Strategy will be accompanied by a kick-off event to make the contents and goals of the Strategy known to a wider audience. The themes and topics will be presented and discussed together with the stakeholders involved and all interested parties from associations and the City Administration.

The City of Vienna's Department for Education and Youth, Division for Youth, will be tasked with coordinating the implementation of the Strategy. The previous project management unit of Werkstatt Junges Wien will become the coordination office of the Vienna Children and Youth Strategy.

Coordination will be facilitated by semi-annual steering meetings with representatives from all Administrative Groups of the Vienna City Administration.

The Werkstatt Junges Wien Advisory Group will be maintained for larger projects and can be convened or expanded as needed.

Children and youth mainstreaming will be established gradually in all spheres of the city. Every new law or regulation should first be reviewed to see whether it is child and youth-friendly, i.e. good for children and young people. The coordination office will guide the preparation of a schedule for this child and youth-friendliness assessment.

The coordination office will also develop a child and youth advisory board model for municipal agencies and enterprises in order to collaborate with children and young people in implementing the goals and measures of the Strategy.

The coordination office can initiate the implementation of measures.

Progress and results will be presented on the Werkstatt Junges Wien website.

[werkstatt.junges.wien.gv.at](http://werkstatt.junges.wien.gv.at)

## DOCUMENTATION AND REPORTING:

The implementation of measures will be documented by the coordination office. Further efforts will include developing of a child and youth budgeting scheme and preparing practice guidance for reviewing all budget estimates on their relevance to children and young people.

## MONITORING:

Implementation of the Vienna Children and Youth Strategy will be accompanied by a monitoring system. Children and young people must be able to check which measures are being implemented and whether the goals are really being accomplished. For this purpose, a Vienna-wide children and youth parliament (in coordination with the municipal districts and sponsoring organisations of existing children and youth parliaments) or children and youth convention will be established as needed.

Implementation reports will be drafted by the Children's and Youth Ombuds Office as part of its activity report, and progress is reported to the Vienna Provincial Government and the children's and youth parliaments as often as required, but at least once a year.

## EVALUATION:

Before preparing a possible new edition of the Children and Youth Strategy, the overall process and the implementation of the Strategy should be evaluated with the input of children, young people, municipal agencies and enterprises involved, and associations from the fields of education, youth work and youth welfare services. The exact evaluation purpose and the issues to be analysed, participants and stakeholders, and child and youth-friendly procedures will be defined by the coordination office and the advisory group.



We would like to use this occasion to particularly thank the advisory group of Werkstatt Junges Wien. The members of the group have accompanied the process from the first idea to the implementation and drafting of the Children and Youth Strategy with a lot of energy and dedication. They have not only offered helpful advice in their respective fields of expertise, but also built bridges, closed gaps and established valuable contacts. Without them, the Werkstatt Junges Wien project would never have reached the breadth and depth we had envisaged – for this and much more we extend our thanks to:

**Municipal Department for Vienna Kindergartens:** Doris Ertlbauer, Katrin Zell  
**Child and Youth Welfare Service:** Sabine Pikerle, Monika Steinböck  
**Municipal Department for Education and Youth:** Karl Ceplak, Michael Höflinger  
**Municipal Department for Integration and Diversity:** Ursula Struppe, Aydin Tunc  
**Vienna School Board:** Caroline Jäckl, Robert Stiedl  
**Association of Vienna Youth Centres:** Werner Prinzjakowitsch, Manuela Smernik  
**wienXtra:** Sonja Brauner  
**KiJuNetz:** Gabriele Wild  
**Representatives of the Governing Parties:** Marina Hanke, Peter Kraus  
**Office of the Administrative Group:** Aline Hoffmann  
**Project Management:** Alexandra Beweis, Bettina Schwarzmayr

The theme management groups have helped us look through and analyse the concerns, ideas and suggestions of children and young people and subsequently provided us with their expertise and experience from different domains and disciplines. By doing so, they have contributed invaluable to the Vienna Children and Youth Strategy, and we would like to thank them very much for their support.

#### **Nature & Environment**

Andrea Paukovits: Office of the Administrative Group for Environment  
 Eva Persy: Ombudsperson for Animal Protection

#### **Opportunities & Future**

Eva Krennbauer: waff, Regional Labour Market Policy  
 Eva Reznicek: Municipal Department for Vienna Kindergartens  
 Robert Müller: Municipal Department for Vienna Kindergartens  
 Vucko Schüchner: wienXtra

#### **Health & Wellbeing**

Lisa Brunner: Head of the Institute for Addiction Prevention  
 Kristina Hametner: Municipal Department for Strategic Healthcare  
 Nadine Zillmann: Head of the Department "Healthy City – Healthy Organisations" of the Vienna Health Promotion Agency

#### **Community & Connectedness**

Ilkim Erdost: Association of Vienna Youth Centres  
 Wolfgang Wilhelm: Vienna Anti-Discrimination Office for Same-Sex and Transgender Lifestyles  
 Aydin Tunc: Municipal Department for Integration and Diversity

#### **Space & Place**

Barbara Slotta: Office of the Administrative Group for Urban Planning

#### **Participation & Opinion**

Wencke Hertzsch: Executive Group for Construction and Technology  
 Werner Prinzjakowitsch: Association of Vienna Youth Centres

#### **Safety & Security**

Karin König: Municipal Department for Integration and Diversity  
 Sabine Pikerle: Municipal Department for Child and Youth Welfare  
 Monika Steinböck: Municipal Department for Child and Youth Welfare  
 Gabriele Wild: Juvivo representing KiJuNetz

#### **Mobility & Transport**

Petra Jens: Vienna Mobility Agency  
 Matthias Scheid: Project Manager "Multimodal Mobility" with Wiener Linien (Vienna's public transport operator)

#### **Leisure & Culture**

Nicole Abdel-Qader: Municipal Department for Education and Youth  
 Jutta Hofer: wienXtra  
 Karoline Iber: Children's Office of the University of Vienna

# Thank you!



A participation process like Werkstatt Junges Wien also involves a lot of organisation, communication, publications, events, and generally a vast number of strings that have to be pulled in the background. Many members of the wienXtra staff supported us with knowledge, dedication and commitment and also offered their logistic expertise to help us with the process leading to the Vienna Children and Youth Strategy. We are deeply grateful for their efforts. A successful strategy development process needs to be effectively integrated with the departments and agencies

of the City Administration. The staff of the Department for Education and Youth have supported us tremendously in this context and we would like to thank them for the many tips, contacts and pieces of advice we have received from them. More than 1,300 workshops also mean hundreds of educators, youth workers, group leaders and other adults without whom this process would not have been possible. They have ordered our materials, adapted them for their groups, discussed them with children and young people, noted down their feedback and sent it back to us – on a

voluntary basis, without being given any extra time or money for this purpose. We have counted on them and our expectations have not only been not disappointed, but have been exceeded by far.

This effective cooperation was also made possible by the high-quality and lovingly-crafted facilitator's guide which Daniela Gruber-Pruner and Michaela Schüchner have designed for and with us.

**Thank you!**

## Our thanks also go to all project partners:

Area52 - Austrian Players League  
 Balu & Du  
 Bildungsdirektion für Wien  
 Bildungsgrätzl LeoMitte / Leopoldstadt  
 BIM - Bildung im Mittelpunkt GmbH  
 Büchereien Wien  
 Come In  
 Die Wiener Volkshochschulen  
 Diözesanjugendreferat / Evangelische Jugend Wien  
 Familienbund Wien  
 Familienzentrum „friends“  
 FAmOs - Regenbogenfamilien  
 GB\* - Gebietsbetreuung Stadterneuerung  
 Gemeinnützige Interface Wien GmbH  
 Institut für Erlebnispädagogik  
 IZ - Vielfalt, Dialog, Bildung  
 Jugend in Meidling - Verein für Betreuung im Park  
 JUNE - Verein zur Förderung der Jugend und Jugendarbeit in Essling  
 JUVIVO  
 Juzes Stadlau  
 Kiddy & Co - Verein für kreatives Spiel und Kommunikation  
 Kinderbüro der Universität Wien  
 Kinderfreunde Brigittenau  
 Kinderfreunde Leopoldstadt  
 Kolping Österreich  
 Kuratorium für Psychosoziale Dienste (PSD)  
 Kuratorium Wiener Pensionisten-Wohnhäuser  
 KUS - Netzwerk für Bildung, Soziales, Sport und Kultur  
 Kindergärten  
 Kinder- und Jugendhilfe  
 Bildung und Jugend  
 Gesundheitsdienst  
 Integration und Diversität  
 Stadtentwicklung und Stadtplanung  
 Architektur und Stadtgestaltung  
 Energieplanung  
 Stadtteilplanung und Flächenwidmung Innen-Südwest – Stabstelle B BürgerInnenbeteiligung und Kommunikation  
 Wirtschaft, Arbeit und Statistik



Strategische Gesundheitsversorgung  
 Technische Stadterneuerung  
 Wiener Wasser  
 Soziales, Sozial- und Gesundheitsrecht  
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 Abfallwirtschaft, Straßenreinigung und Fuhrpark  
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 Sale für alle  
 Sozialistische Jugend Wien  
 Sucht- und Drogenkoordination Wien  
 UniClub  
 Verein Multikulturelles Netzwerk  
 Verein „Rettet das Kind“ - Landesverband Wien  
 Verein Wiener Jugendzentren  
 Verein wienXtra  
 Verein Zentrum Aichholzgasse  
 Verein zur Förderung der Spielkultur  
 Wien Kanal  
 Wiener Antidiskriminierungsstelle für gleichgeschlechtliche und transgener Lebensweisen  
 Wiener Gesundheitsförderung gemeinnützige Ges.m.b.H - WiG  
 Wiener Hilfswerk - Kinder- und Jugendbereich, Projekt Zweit.Hand  
 Wiener Jugenderholung  
 Wiener Kinderfreunde  
 Wiener Kinderfreunde Aktiv  
 Wiener Kinderfreunde Kindergärten und Horte  
 Wiener Krankenanstaltenverbund (KAV)  
 Wiener Pfadfinder und Pfadfinderinnen  
 Wirtschaftsagentur Wien  
 WUK Bildung und Beratung  
 Zeit!Raum - Verein für soziokulturelle Arbeit, Wien  
 ZOOM Kindermuseum



**“I would like to have  
a chocolate palace  
on Rathausplatz.”**



