

AUSTRIA

Federal plan for older persons

According to Sect. 11 § 2 of the Federal Older Persons Act (*Bundes-Seniorengesetz*), the federal advisory board for older persons, which forms part of the Ministry for Labour, Social and Consumer Protection Affairs, is in charge of making policy suggestions for social measures, economic measures, health policy measures, housing policy measures and cultural measures for older persons. Moreover, it is in charge of elaborating a long-term plan for older persons.

On December 5, 2011, the advisory board unanimously adopted a federal plan for older persons. It is based on scientific analysis and is a cornerstone in Austria's policy regarding older persons. Representatives of older persons actively participated in the drafting of the plan. The Council of Ministers dealt with the federal plan in a meeting on January 31, 2012, and adopted the plan in a meeting on March 20, 2012.

It is the plan's highest priority to create, conserve and increase life quality of older persons and/or certain groups among them. Life quality thereby refers to the existence of certain objective living conditions as well as of a subjective feeling of satisfaction and well-being. The plan shall in particular level inequalities and make older persons more active.

The federal plan, for example, deals with issues raised in Part II of the Council of Europe's Draft Instrument on Human Rights of Older Persons. It names measures against discrimination on the ground of age which aim, *inter alia*, at bringing the issue of age discrimination into public discussion. The plan also recommends sensibilization measures in order to make evident that age discrimination is not a rare phenomenon. Moreover, it aims at making positive experiences of older persons on the job market more visible. In addition, the plan lists certain measures against multiple discrimination of women.

The federal plan for older persons, however, also contains measures and recommendations concerning self-determination, capacity to act, societal and political emancipation, violence, social security, care, education, job market, health, intergenerational relations and infrastructure.

National quality certificate for elderly and care homes

The national quality certificate for elderly and care homes is based on a unified and objective process for assessing the quality of services in elderly and care homes in Austria. It aims at making visible the quality of elderly and care homes and at creating incentives for the improvement of quality. In the process of certification, care homes are in particular assessed as to whether the daily routines are organized to meet the needs of the persons living in the institution and as to how satisfied persons living in the institutions and employees are with the living and working conditions.

Austria established a project which is implemented in care institutions for older persons who suffer from dementia. The project targets health professional and their management and aims at achieving greater awareness for gender equality among patients taking into account their gender dependent needs and different life stories.

Creating a regional expertise for counseling older persons in cases of violence

Older persons, who are victims of violence, quite often refrain from turning to institutions for victim support. Rather, they prefer to contact various interest groups for older persons where they issue their complaints. The Ministry for Labour, Social and Consumer Protection Affairs therefore organizes workshops in order to interlink such interest groups and institutions for victim support, regional services, elderly and care homes, the medical sector, authorities et al. Moreover, these workshops aim at creating a regional expertise in counseling older persons in cases of violence.

It is the aim to create – by the means of regional advisory points – a large number of low level contact points, to increase the knowledge about possibilities to gain professional help and to guarantee an excellent counseling in cases of violence.