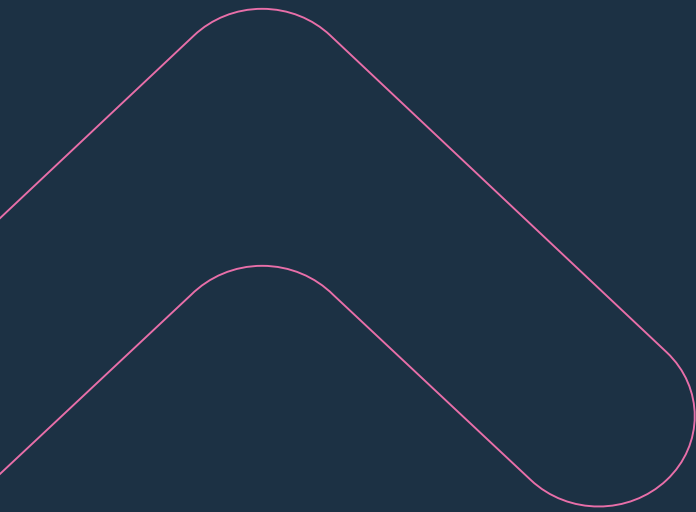




European Capital  
of Democracy

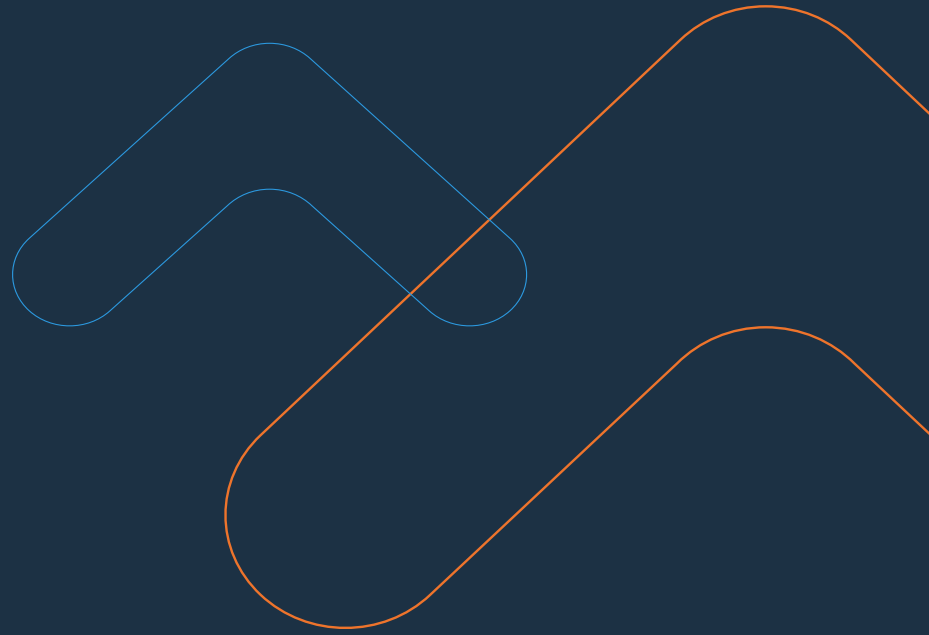


ECOD APPLICATION

# Vienna

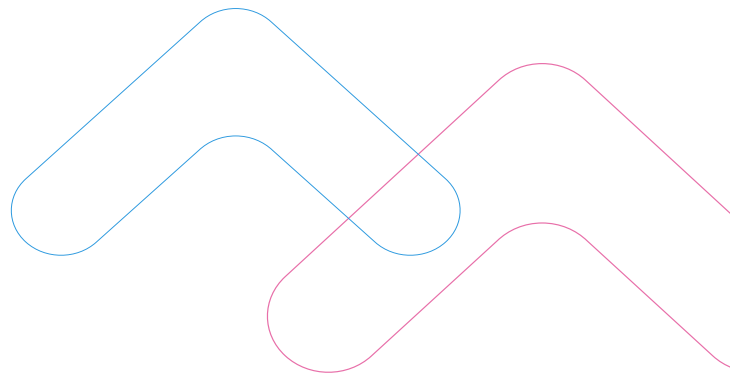
November 2023

# Supporting Documents



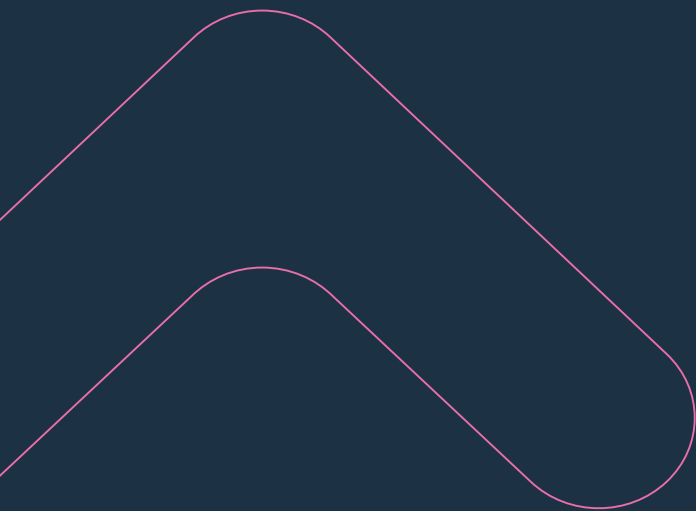
- [ECoD Compliance Guidelines](#)
- [ECoD Confidentiality Agreement](#)
- [ECoD Data Processing Agreement](#)
- [ECoD Data Security Guidelines](#)
- [Council resolution for participation](#)

# Content



ECOD APPLICATION VIENNA

# Mission Statement





# Mission Statement



## The Viennese Way: Empowered Democracy in the Most Liveable City

### Teaser

Together we want to create a participatory, social and climate-just city. We make this possible by working for more co-creation, participation and deliberation, simply for more democracy. Our goal is to make the most liveable city also the most democratic. We do this by opening up our top-down processes and enriching them with democratic innovations that build on citizens' needs and ideas.

### Summary

The multiple crises of our time present us with challenges in terms of democratic politics, both as a traditional city administration and as a pluralistic community. Previous approaches are no longer sufficient on their own, and solutions for the future call for new ideas that complement proven methods of the past. The achievements of the so-called Red Vienna (interwar period) show that politics and administration provided for Vienna's citizens: with affordable, communal housing, the expansion of health care, education and public transport, and social welfare. This public welfare-oriented modernisation from above has proven successful for Vienna and its citizens: Today, Vienna stands internationally for the highest quality of living and social justice.

At the same time, the framework conditions, dynamics of influence and mechanisms of action are changing. The challenges are more complex, the crisis of democracy is palpable, the need for action is becoming more acute: whether in the fight against climate change, in questions of social justice, against polarisation in society and the loss of trust in politics. For sustainable solutions, the experiences and needs of the Viennese people must be heard and participation and co-decision-making must be made possible. In between proven strategies and new approaches, between top down and bottom up, we see one thing above all: potential for empowering democracy.

We combine the best of both approaches, use synergies and benefit from the knowledge of the many. Our task as a city is to enable more voices and participation, to balance different interests and to actively involve those who do not or rarely get involved. We can only change and empower democracy together: Building on the tradition of a successful city administration, we open up urban design from above and enable permeability for issues, ideas and implementations from below. The high quality of service and stability of the city administration will be maintained and a new culture of participation will be initiated, supported by an administration and politics open to participation.

# Mission Statement

## Summary

We are convinced that the development of democracy must be co-creative, participative, deliberative and direct. For this, we need decision-makers who are willing to share decision-making power and Viennese who are willing to take responsibility. To this end, we create opportunities for participation and co-decision-making, open access, empower people, promote self-determination and build competencies. We align democracy in Vienna in a future-oriented and innovative way, create spaces for experimentation and learning, share knowledge, network and cooperate. We consistently develop Red Vienna, which has brought solutions and improvements for people, by jointly shaping a participatory, social and climate-friendly city and advancing the expansion of democracy.

## Democratic Ambitions

Actively driving forward the transformation of democracy and working together to create a participatory, social and climate-friendly city means strengthening competencies, empowering people and sharing decision-making power. We design the necessary negotiation processes to be transparent, participatory, dialogue-oriented and cross-media. To this end, we provide resources and create framework conditions.

The three concrete project ideas make their contribution to this:

The City of Vienna is designing a Democracy Hub for 2024 as a central municipal hub for information and advice. Through activities and multipliers, the hub will have a strong impact within the city, will empower and create awareness externally, bundle information, make it accessible and advise Viennese citizens. In addition, we are designing an advisory board for participation and empowerment, which is made up of politicians, administrators, civil society, academics and citizens and provides decision-makers with advice and guidance. In this way, we are creating new internal administrative structures for the development of democracy in Vienna.

With the Democracy Lab project, we are planning a participatory place for networking, exchange, empowerment and innovation from 2024. We will create a space for experimentation, joint learning and negotiation processes by building and supporting a community of citizens, civil society, politics, administration, science and business. Here we want to make democracy tangible and strengthen the self-efficacy and self-determination of Viennese citizens.

The institutionalisation of the two-year Vienna Climate Team pilot project based on a participatory budget, is our third project. With this, we continue a multi-stage participation process with outreach, co-creative and deliberative elements in the city administration focusing on sustainability and climate. We are thus creating real opportunities for involvement and co-decision-making and enabling participation approaches that can also be applied in other processes and projects. In this year-long process, we pay particular attention to social inclusion, diversity and equality by actively reaching out to people who would be less likely to engage in political processes themselves:

# Mission Statement

## Democratic Ambitions

Young people, people experiencing poverty, people at risk of exclusion, people with disabilities, etc. For the expansion of democracy, we build on proven experiences and would like to open up further processes through the project ideas, as well as establish standards and frameworks for innovative participation processes. In doing so, we pay particular attention to bringing people together and creating further opportunities for co-creation. This is how we promote dialogue, strengthen political, social and cultural participation and social cohesion in the city. We initiate a new culture of participation and create negotiation spaces so that Viennese citizens can participate in important decision-making processes as co-creators.

## Achieved Successes

With its high-quality work and regular awards, the City of Vienna demonstrates the importance of sustainable, social urban design that incorporates the needs of the people living in the city into the development of goals and strategies. The strategies of the City of Vienna, such as the Smart Climate City Strategy Vienna, the Climate Roadmap, the Cultural Strategy, the Vienna Health Goals or the Digital Humanism put people at the centre of action and aim at maintaining the high quality of living in the city. In this context, participation has been successfully anchored in the most important strategy papers in recent years as the basis for goal-oriented action. The practice of involving stakeholders and experts in strategy development must now be further expanded by involving those directly affected. One first showcase example is the Children and Youth Strategy directly involving more than 22,000 young people.

The strategy's central project has already been piloted: the Participatory Children and Youth Million gave young people in Vienna the chance to contribute their ideas and develop them into feasible project outlines in co-creative workshops. The decision as to which projects would be implemented with a budget of one million euros was made by the young people themselves through online voting. This result was formally confirmed by the existing Vienna-wide Children's and Youth Parliament.

Another example is the Inclusive Vienna 2030 program in which people with disabilities participated in strategy development. The Customer Council of the Vienna Social Fund, the self-representation of people with disabilities in social institutions, was also involved. This approach exemplifies the importance of social justice: Vienna aims to offer everyone equal opportunities and equal access to services and benefits, regardless of origin, gender, income, or sexual and religious orientation. Affordable housing is one of the key factors for a high quality of living in Vienna. In municipal housing, the City of Vienna pays attention to a mixed residence structure and the opportunity to help shape one's own living environment. One example of this is the Culture Lab Municipal Housing, where social workers support conflict and community work and implement participatory projects with residents: for example, a self-organised newspaper, a choir and a theatre group, as well as creative upcycling art projects made from trash.

# Mission Statement

## Achieved Successes

However, the development of democracy also requires awareness and communication: The Austrian Democracy Day 2023 makes an important, publicly effective contribution to the transfer of knowledge about current developments in democracy. Within the city administration, we have an exchange format with the so-called Forum Participation, which was also involved in the participatory development of the application.

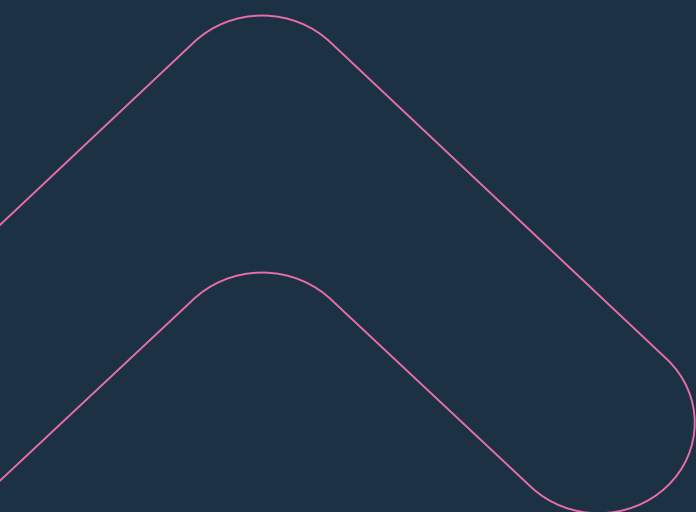
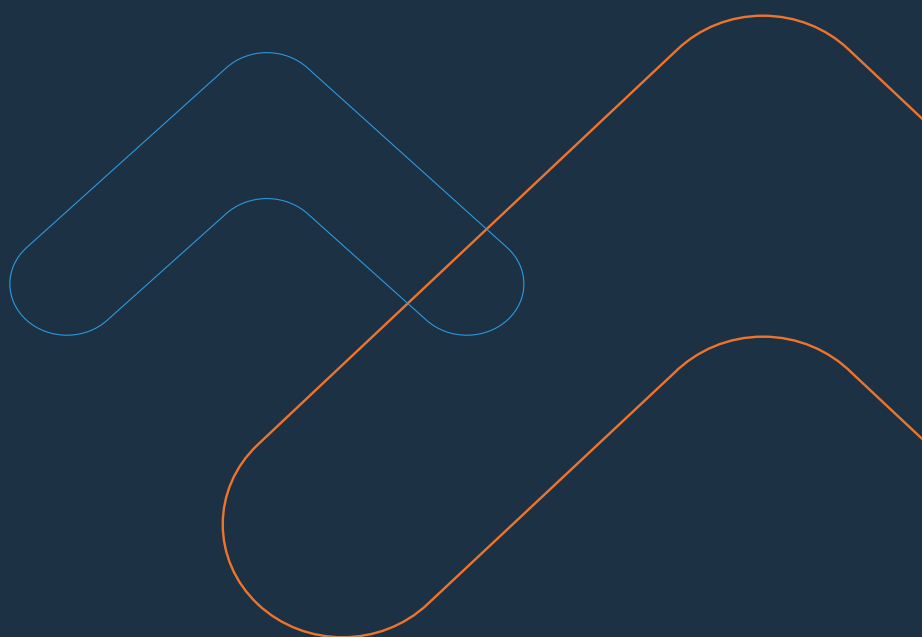
## Future Challenges

The City of Vienna is facing major challenges such as the climate crisis, the digitalisation and democracy crisis, which are changing the city. As the city with the highest quality of life, we want to actively address these in order to preserve the historic achievements of Red Vienna and transform them together for the future. First, the climate crisis: the Smart Climate City Strategy and the Vienna Climate Roadmap state that the city will be climate neutral by 2040. The continuation of the Vienna Climate Team is an example of how we are not only managing this socio-ecological transformation technically, but also making the Viennese into co-creators, thus strengthening their sense of responsibility and belonging. In doing so, we pay attention to social justice and ensure a climate-social urban transformation by supporting vulnerable people who are particularly affected by the climate crisis and addressing them in a low-threshold manner: Young people with concerns about the future; immigrants without formal opportunities to participate; people affected by poverty and at risk of exclusion with little formal participation. Second, digitalisation: polarisation, fake news, digital mobilisation or artificial intelligence challenge us as a democratic society. With the premise of Digital Humanism, the City of Vienna is focusing on people-oriented digitalisation. For democracy, this means that we expand digital participation opportunities and work to ensure that tools and artificial intelligence support digital dialogues and discourses in the sense of democratic opinion-forming and exchange. Third, the crisis of democracy: trust and interest in politics and political institutions are declining, and demands for more political responsiveness and opportunities for participation are increasing. In addition, Vienna has a democratic deficit, with more than one third of Viennese citizens without formal voting rights, and this number is increasing due to immigration. In order to proactively counter this crisis of democracy, political reforms and an expansion of democracy are needed: With the Democracy Lab, we are creating a space for innovation in order to jointly develop new framework conditions and to supplement representative democracy with participatory, deliberative and direct democratic elements. These and other challenges present us with major tasks. The vast experience and expertise within the city have created an attitude of always knowing that the best solution has become established. But this approach is changing: more and more processes that used to be top-down are now being opened up and linked to the bottom-up ideas and needs of Viennese. With the Democracy Hub and the advisory board, we promote and strengthen this city-internal participation culture and provide new structures and ways of participation and empowerment.



ECOD APPLICATION VIENNA

# Projects



# Vienna – Project 1

EVENT | REGULAR | 15.01.2023 - 30.11.2023

[HTTPS://WWW.DEMOKRATIEMONITOR.AT/DEMOKRATIETAG/](https://www.demokratiemonitor.at/demokratietag/)

## Austrian Democracy Day 2023

### Brief Description

The future of democracy has become uncertain. In Austria, the Austrian Democracy Monitor launched by SORA shows a slump in trust and a growing participation gap. The Austrian Democracy Day - an annual democracy event - sees itself as a forum and motor for democratic discourse in Austria. It addresses a broad public and involves laypersons as well as students and experts from different fields of practice. It brings science and practice into discussion with the aim of constantly reassessing the quality of democracy, highlighting warning signals in the development of democracy and raising awareness of democracy in Austria as a whole. Admission is free and open to all.

### Detailed Description

The project consortium includes a portfolio of partners including: Austrian Democracy Monitor, Central European University Vienna, FES Regional Office for International Cooperation (Vienna), SORA, and Wiener Zeitung as media partner. The methodological approach is inspired by „Ciência Viva“ in Portugal and works with the concept of Science2Society, establishing proximity and dialogue instead of one-way media communication. In different formats and settings (e.g. panel discussions, world café, workshops, etc.) the participants from science, politics, administration, civil society and practitioners will get into conversation and exchange. In addition to the linguistic exchange, artistic projects and receptions will be integrated into the process. For example, in 2023 there will be a cooperation with the artist Victoria Coeln on the topic of „Viennese Glimpses of Light“, in which there will be light projections on selected democratic places in the city. The long-term goal of the project is to establish the democracy event as an annual event in Vienna and thus create an exchange space that brings together different perspectives. The venue of the Democracy Event is the Central European University (CEU) Vienna. The Democracy Institute of the CEU is one of the leading institutions in democracy research with over 100 publications per year. The venue offers: Auditorium and Glass Hall for 160 people, state-of-the-art technology and simultaneous interpretation, classrooms for workshops and breakout sessions and ensures connection to a vibrant international scientific community.

# Vienna – Project 1

## Detailed Description

The 2023 in-depth theme is entitled „Manipulation - Polarisation - Resistance: On the Future of the Media Public Sphere.“ The topic will be approached from different perspectives in three thematic blocks: 1) How polarised are we actually? Polarisation companies and the crisis of the media public sphere. 2) Brave new media world? Challenges and perspectives for the fourth estate. 3) Media twilight: Are we losing the common reality?

## Contribution

Particularly noteworthy is the cooperation between SORA - CEU - FES and Wiener Zeitung. Each institution contributes top competences in its field - together they create an event with high topicality and high visibility. The Austrian Democracy Day brings together people with different backgrounds. It focuses on current challenges to democracy and discusses possible solutions to strengthen our democracy. Through different formats of knowledge transfer and discourse, we also want to raise democracy awareness in the city of Vienna and Austria. In doing so, we rely on broad cooperation and collaboration in order to reach as many people as possible. There is no comparable event in Austria so far.

## Target Groups

People from interest groups, administration, political organisations, science and research, NGOs, education, companies, students and generally, people interested in politics. Furthermore, it is planned to involve the population in the vicinity of the venue, the 10th Viennese district of Favoriten, for future Democracy Days. We expect approximately 200 people on site, another 1,000 via live stream, another 10,000 via media coverage and social media.

## Collaboration

Admission to the event is free. Barrier-free access to the CEU venue will be provided. Broad comprehensibility for laypersons is a core concern of the project. Interactive and dialogic elements will be offered to engage the audience. One of this year's panels, jointly organised by the City of Vienna and SORA, will involve city-wide actors on the topic of „Participation and Resistance“ (working title) with young Viennese people. The panel will focus on the perspectives of young people in the area of conflict between protest movements and the culture of participation.

## Communication

Promotion online / social media in the channels of the consortium partners as well as posters on site. Pre-event press conference and pre-event interviews. Support of the event by a social media team. Post-event media coverage and in the consortium partners' own media.

# Vienna – Project 1

## Communication

Monitoring / evaluation: Quantitative: number of visitors, use of live stream, access statistics reporting / social media. Qualitative evaluation by the consortium partners.

## Project Setup

One project manager per consortium partner and long-term commitment by the management structures of the consortium partners. Integration of departments in the conception and organisation of the content (e.g. CEU Events Department, Social Media Team).

## Description

The Democracy Day is basically aimed at interest groups, administration, political organisations, science and research, NGOs, the education sector, companies, students and people interested in politics. In planning is the design of the Viennese panel with relevant civil society initiatives that are active in the above-mentioned range of topics in Vienna.

## Budget

<b>Planning Costs</b>	Content conception and regular coordination in the consortium	20,000€
<b>Operating Costs</b>	One-day event at CEU Vienna, in Auditorium and Glass Hall, Class Rooms, simultaneous translation, live stream, catering	60,000€
<b>Communication Costs</b>	Advertising, public and media relations, homepage	20,000€
<b>Total Budget</b>		<b>100,000€</b>

## Funding

The project is mostly financed independently by the project consortium. For the Austrian Democracy Day 2023 there is a cooperation incl. a small funding between the project consortium partners and the City of Vienna.



# Vienna – Project 1



## Programme Year Integration

The project consortium has set itself the goal of holding the Austrian Democracy Day as an annual event. Accordingly, we would also like to plan a Democracy Day in the ECoD program year 2024 and 2025. In addition to this event day, further activities and co-operations in the City of Vienna could be planned and implemented around this day in the program year.

## Democracy Dimension

Empowerment

# Vienna – Project 2

**BEST PRACTICE | PERMANENT**

[HTTPS://WOHNPARTNER-WIEN.AT/ZUSAMMENLEBEN/KULTURLABOR-GEMEINDEBAU](https://wohnpartner-wien.at/zusammenleben/kulturlabor-gemeindebau)

## Culture Lab Municipal Housing

### Brief Description

The Culture Lab Municipal Housing (“Kulturlabor Gemeindebau”) promotes a participation-oriented, interdisciplinary cultural practice in Vienna’s municipal buildings. The formats of the Culture Lab Municipal Housing are intended to strengthen the creative activity of the residents. The art projects are to be developed in dialogue between residents and artists. This method of production is intended to encourage residents to become actively creative in the cultural space of the municipal housing. In the shared experience of the different presentation formats of the art projects, the (semi-public) cultural space of the municipal buildings will be opened up and made tangible not only for residents of the municipal buildings, but also for all culturally interested people in Vienna.

### Detailed Description

The Culture Lab Municipal Housing is a cooperation between the departments of Housing, Urban Renewal and Women as well as Culture and Science. The Culture Lab Municipal Housing is located at wohnpartner (Neighbourhood Service of the City of Vienna for municipal buildings) and is financed by funds of the City of Vienna Culture. It functions as a production office for the development and implementation of art and cultural projects by, for and with residents of municipal buildings as well as national and international artists. The Culture Lab Municipal Housing creates the framework that artists need in order to develop innovative productions (collaboratively with residents). An early and long-term involvement of residents is strived for, with life experiences and stories serving as a poetic basis for artistic production.

Sociocultural work in the applied formats arouses interest in art and culture (invitation to participate, cultural mediation, workshops). In this way, this work contributes to cultural participation and creativity development. Art sharpens the senses and refines the process of perception. In this way, the Culture Lab Municipal Housing contributes to cultural education. Through these experiences and confrontations with art, people are prepared for the debate about cultural values and norms in society.

# Vienna – Project 2

## Detailed Description

It is important for the Culture Lab Municipal Housing to offer a mixture of different cultural and artistic forms of expression. Aspects such as aesthetics, ambience and atmosphere play an important role. Our working methods: - (Historical) research - Activation and network building - Dramaturgical support in the creation of artistic concepts - Intercultural work (action and mediation) - Creating social situations, creating social in-between spaces, setting people in motion. Work and impact of the Culture Lab Municipal Housing: - Encounter with and through contemporary art formats. - Artistic excellence in community building. - Encounter through art makes it possible to experience that diversity in society is enriching. - Art and culture are part of a comprehensive education. People who, due to the realities of their lives, have no experience with artistic works are invited to become acquainted with them.

## Contribution

Historically, Vienna has always pursued the strategy of enabling a mixed resident structure in subsidised housing and especially in the municipal housing complexes. The Culture Lab Municipal Housing sees itself in this tradition and develops cultural formats that promote dialogic social mixing in the use of the (semi-)public urban space. The cultural formats open up the extended urban space for residents as well as for all interested Viennese. Themes of the neighbourhood are taken up, other perspectives are opened up and society is made tangible as something that can be shaped.

## Target Groups

All residents of Vienna's municipal buildings (approx. 500,000 people) and all interested Viennese. People from 179 different countries of origin live in the municipal buildings, including Barbados, the Maldives, Djibouti and Panama. Most people with a different first language than German come from Turkey, Serbia and Montenegro, Poland, Bosnia and Herzegovina, Romania and Egypt. In principle, people with low income live in Vienna's municipal housing, but not exclusively.

## Collaboration

Due to the institutional connection of the Culture Lab Municipal Housing to the Neighbourhood Service of the City of Vienna for Municipal Buildings, a potentially area-wide presence in all municipal buildings in Vienna is given. The topics of the residents are permanently negotiated in dialogue with the employees of wohnpartner and can thus be short-circuited with the topics of artists via the Culture Lab Municipal Housing or cultural formats are developed from them in dialogue. With regard to the sustainability/impact of the formats, the colleagues of the neighbourhood service remain present on site and ready for dialogue. In this way, formats can be further developed through dialogue.

# Vienna – Project 2

## Communication

Through its integration into the network of the City of Vienna, Culture Lab Municipal Housing communicates via the relevant channels. The Culture Lab Municipal Housing has a homepage and uses the usual social media channels (Facebook, Instagram, Youtube). However, a central approach is to bring the stage locally, i.e. we show presence and build on word of mouth as the most important means of communication. Through area-wide presence of the neighbourhood service, we can contribute to this locally. Wohnpartner has been working with the instrument of impact orientation since the beginning. The cultural formats of the Culture Lab Municipal Housing are also evaluated with artists and local partners.

## Project Setup

The Culture Lab Municipal Housing project team is part of wohnpartner (Neighbourhood Service of the City of Vienna for municipal buildings). It organises project development, implementation and communication. The employees of wohnpartner take care of the activation of the residents in the municipal buildings and support the implementation of the projects. Projects are developed together, which are implemented independently or with the support of artists.

## Description

In addition to working with local residents and initiatives, artists and cultural professionals are important cooperation partners. Together with organisations like Art in Public Space (“Kunst im öffentlichen Raum”, KÖR) or collectives like HandmitAuge or Rhizomatic Circus we develop projects. We also cooperate time and again with the Association of Vienna Youth Centers, Fair Play Teams and the property management company Wiener Wohnen. In the past we also cooperated with universities, e.g. Music and Art University of the City of Vienna (MUK), dieAngewandte, the Music and Minorities Research Center (MMRC) at the University of Music and Performing Arts Vienna (MDW) or the Kunsthalle Vienna (institution for international contemporary art and discourse).



# Vienna – Project 2

## Budget

<b>Planning Costs</b>	The infrastructural side of the Culture Lab Municipal Housing (central personnel costs and employees in the individual districts, office, communication) is financed by wohnpartner.	295,740€
<b>Operating Costs</b>	Budget for the artistic development and implementation of the projects is provided by the Department of Cultural Affairs of the City of Vienna.	140,000€
<b>Total Budget</b>		<b>435,740€</b>

## Funding

The project has not received any special funding.

## Programme Year Integration

The diverse and varied activities of the Culture Lab Municipal Housing can easily be integrated into the program year. For example, a Theater Lab Municipal Housing is currently being conceived, in which people from the municipal housing will be formed into an amateur theatre group through a diverse workshop program and a theatre production will be developed together with professional theatre professionals. Another project is the Nattō HOUSE: It is based on an ecological-solidarity concept of society, which consists of a wide range of participation models. In these models, health-promoting interaction and nutritional measures are tested in combination with artistic knowledge transfer. Through the Culture Lab Municipal Housing, even broader target groups are thus reached and the general impact and participation in the program year is increased.

## Democracy Dimension

Community

# Vienna – Project 3

**BEST PRACTICE | PERMANENT**

[WWW.KUNDINNENRAT.FSW.AT](http://WWW.KUNDINNENRAT.FSW.AT)

[WWW.INKLUSIVES.WIEN](http://WWW.INKLUSIVES.WIEN)

## Customer Council of the Vienna Social Fund

### Brief Description

The overall goal of the project was the democratic election of a representative body of the customers of various services of the Vienna Social Fund (“Fonds Soziales Wien”, FSW). The FSW is a privately organised fund with a non-profit purpose of the City of Vienna. It was important for the project to be participatory even before the election and to involve people with disabilities and other important stakeholders in the project development from the beginning, thus following the principles of the UN Commission on the Rights of Persons with Disabilities already in the planning phase.

### Detailed Description

The project had several concrete goals: A participatory development for the election of the FSW Customer Council; realisation of the election; development of the rules of procedure; acquisition of at least 20 candidates as well as target group oriented information of the eligible customers; election participation of at least 10%; establishment of the elected FSW Customer Council; training of the elected representatives. The core of the project was the consistent, participatory approach at all levels. Communication with customers was always at eye level - decisions were made together with them rather than about them. Since a comparable election had never been held in this form in a major city before, the FSW Customer Council had the potential from the very beginning to fill the idea of inclusion with more life and to be a model for other cities. There were no specific requirements for candidacy. In addition to being at least 18 years old, the only requirement was to receive a benefit from the FSW Disability Assistance Fund. In order to be able to provide reliable information to eligible voters and candidates, the information and election material was formulated in simple language throughout. In addition, care was taken to the visual design of the communication material. An important instrument for the participatory implementation of the project was the monitoring group consisting of eight customers of different FSW Disability Services, who regularly gave feedback on planned implementation steps and communication measures. The feedback was incorporated into the project planning. The low-threshold character of the election was ensured by the fact that voting took place directly in the daytime structural facilities supported by the FSW.

# Vienna – Project 3

## Detailed Description

When this was no longer possible due to the COVID-19 pandemic, eligible voters were sent barrier-free voting cards including accompanying letters in plain language so that they could vote by mail. The interest shown by customers in standing for election was extremely high. In order to also address and activate people with high support needs, accompaniment was offered. This was successful, as the composition of the committee is very diverse, both in terms of the services used and the type of impairment. Among the 14 elected members are people with learning disabilities, a non-verbal client, a deaf client, a blind client, two clients with Down syndrome and clients with physical disabilities. The direct communication via self-advocacy groups in supporting organisations, the close communication with all persons and stakeholders involved in the project, the clarification meetings with the persons interested in candidacy as well as the support offered to both the candidates and the board are considered to be key success factors for the high participation. The voter turnout of 16.5% exceeded expectations. Another significant project goal was also to create greater awareness of democratic processes and elections. Some clients stated that they had voted for the first time in their lives in the election for the FSW Customer Council, which is a success in terms of democratic policy, and not only for the FSW. Because with such a pioneering success, people with disabilities can be encouraged to participate more in elections.

Today, the FSW Customer Council is an established body: In the FSW, rules of procedure regulate the cooperation, but also beyond that, the council is omnipresent and known in the field of disability assistance. This is reflected in the numerous networking meetings with self-advocacy groups, the participation in projects such as the strategy development „Inclusive Vienna 2030“ as well as the annual meetings with the interest group of people with disabilities, the umbrella organisation of Viennese social institutions and political representatives.

## Contribution

The central background to the project was the UN Convention on the Rights of Persons with Disabilities (UNCRPD). Article 29 „Participation in political and public life“ states that „persons with disabilities shall participate effectively and fully in political and public life on an equal basis with others“. This participation is to be ensured „directly or through freely elected representatives, which includes the right and opportunity to vote and to be elected.“ A democratic, directly elected body that follows this requirement did not exist in Vienna before. With the election of the FSW Customer Council, we implement the UNCRPD: People with disabilities should be more involved in active public debate by enabling and promoting „participation in non-governmental organisations and associations that deal with the public and political life of their country“.

# Vienna – Project 3

## Target Groups

The target group for the election of the FSW Customer Council were customers of the FSW Disability Services. The project activities and co-operations addressed the entire field of disability assistance, interest groups of people with disabilities, self- advocacy groups and other interested parties.

## Collaboration

For the implementation of the project we cooperated with several partners and external organisations: Equalizent - Training and Consulting Ltd., queraum. Cultural and Social Research, AWZ Soziales Wien GmbH, Austrian Sign Language (ÖGS) interpreters, Umbrella organisation of Viennese social institutions, FSW-funded supporting organisations, Representation of the interests of people with disabilities. In the ongoing operation of the FSW Customer Council, we are currently working together with the Democracy Center Vienna, which supports the Council in organisation and coordination. Furthermore, we are exchanging experiences with the province of Tyrol, where a similar elected body is active. With this project, we have created a showcase model that can also be implemented in other Austrian provinces or European cities.

## Communication

The central anchor in communication is the website [www.kundinnenrat.fsw.at](http://www.kundinnenrat.fsw.at), where all content is offered in simple language. During the development of the homepage, attention was paid to a target group-oriented design and a barrier-free structure. For the election campaign, personal campaign videos were shot with all candidates, in which they could present themselves and their concerns. Like all videos throughout the project, these were subtitled and translated by a sign language interpreter. In order to inform voters and candidates, the election material was formulated in simple language throughout. Low-threshold accessibility has been ensured through barrier-free polling stations, election documents in simple language, sign language interpreting, etc. During the election, there was intensive communication and exchange with the self- advocacy groups in the supporting organisations of the FSW as well as close communication with all persons and stakeholders involved in the project.

## Project Setup

A project manager, a project staff member and the Corporate Communications and Legal staff units were involved in the intensive project launch and implementation of the election. The Reporting and Statistics staff unit provided support in compiling the voter register. In addition to this project team and internal support, there was a steering group for planning and conducting the election. Furthermore, during the entire period (8 meetings in total) there was also a support group consisting of people with disabilities. On the part of the Vienna Social Fund, one employee is currently in charge of the ongoing support and monitoring of the Customer Council.

# Vienna – Project 3

## Description

As already mentioned under Cooperation, there was a large number of collaborations with civil society organisations and representatives. A key factor in the project was the involvement of supporting organisations, which, for example, provided premises as polling stations or supported the dissemination of information. Civil society was also represented in both the monitoring and steering groups.

## Budget

<b>Planning Costs</b>	Planning the election	20,000€
<b>Operating Costs</b>	Implementation of the election, implementation of various information events	70,000€
<b>Communication Costs</b>	Information material on the election and candidates, mailings, moderation of meetings (implementation and development of rules of procedure)	50,000€
<b>Extra Budget</b>	Training of the elected candidates	70,000€
<b>Total Budget</b>		<b>210,000€</b>

## Funding

The project was funded by the regular budget of the City of Vienna.

## Programme Year Integration

In 2025, the next election for the FSW Customer Council will take place. This election could thus be integrated into the ECoD program year and raise awareness for the rights, participation and self-advocacy of people with disabilities. In addition, it is planned to develop further participatory projects of the program strategy Inclusive Vienna 2030 in the program year.

## Democracy Dimension

Participation

# Vienna – Project 4

BEST PRACTICE | REGULAR | 01.09.2021 - 14.10.2022

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## Participatory Children and Youth Million

### Brief Description

The Participatory Children and Youth Million is one of the 193 measures from the Children and Youth Strategy in which children and young people can contribute ideas for projects via an online platform. These ideas are implemented with funds of one million euros from the city budget. In the first pilot year, around 250 ideas were submitted, which were then reviewed by employees of the City of Vienna's departments and discussed in joint co-creation workshops with the young idea submitters, revised and shaped into concretely implementable projects. Subsequently, Vienna's children and young people had the opportunity to vote on these projects in an online voting system. This resulted in 20 winning projects confirmed by the Children's and Youth Parliament and which will now be implemented with funds from the Participatory Children's and Youth Million by the responsible departments of the City of Vienna, again with the participation of the idea submitters.

### Detailed Description

In June 2020, the Vienna City Council adopted the city's first Children and Youth Strategy. To do justice to the right to appropriate participation of children and young people, which is part of the Austrian Federal Constitution and the Convention on the Rights of the Child, children and young people must be heard on all matters affecting them and their opinions must be taken into account. This is implemented by the Vienna Children and Youth Strategy. The Children and Youth Strategy builds on the experience gained from Young Vienna Workshop, the largest child and youth participation project in Vienna's history.

More than 22,500 children and young people contributed ideas and suggestions for the future of the city. For the first time, the Children and Youth Strategy bundles measures from all of the city's ministries, departments and companies, driven by the shared vision of making Vienna the most child- and youth-friendly city. The Participatory Children and Youth Million is one of these 193 measures, which reads as follows: „In Vienna, money in the city budget is reserved for the ideas of children and youth. Every year, children and young people can vote in different ways on how this money should be used.“

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## Detailed Description

The Participatory Children and Youth Million is intended to ensure that children and young people can implement their project ideas. In the fall of 2021, the City of Vienna allocated one million euros for the first time to children's and young people's ideas, setting new standards when it comes to the participation of children and young people. From September to October 2021, all Viennese between the ages of 5 and 20 were called upon to contribute their ideas for Vienna on the online platform "junges.wien". In the next step, the responsible departments and districts of the city examined all ideas that met the submission criteria for their feasibility in a quick check. In a total of six co-creation workshops in May and June 2022, attended by representatives of the City of Vienna, the idea submitters, delegates from the Children's and Youth Parliament and representatives of the districts, concrete projects were developed from the ideas. Subsequently, the departments of the City of Vienna provided the projects with cost estimates. Finally, in September and October 2022, an online vote took place in which all children and young people between the ages of 5 and 20 based in Vienna could participate and publicly vote on the projects. A total of 3,117 children and young people voted and chose 20 winning projects, which will now be implemented with 1 million euros of the city budget. The result of this vote was presented to the third plenum of the Children and Youth Parliament and ratified by the delegates.

## Contribution

Both the Participatory Children and Youth Million as one of the 193 measures of the Children and Youth Strategy and the Young Vienna Workshop as a precursor project for the development of the Children and Youth Strategy are based on the principle of self-empowerment of young people. Young Viennese should (be able to) stand up for their concerns and be heard in matters that affect them. The employees of the departments of the City of Vienna support children and young people with their expertise in order to realise the concerns of Vienna's children and young people.

## Target Groups

The target group consists of all children and young people between the ages of 0 and 19 who live in Vienna. As of 2022, that was around 370,000 people. More than 300 children and young people were involved in submitting ideas, and 3,117 young people between the ages of 5 and 20 were involved in the online voting. For the pilot year, this is already a considerable number of young people who participated. For future years, we have set ourselves the goal of reaching even more young people.

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## Collaboration

One of the guiding principles of the Vienna Children and Youth Strategy and, more specifically, of the Participatory Children and Youth Million is to enable participation for all children and young people who live in Vienna. In order to ensure a broad participation of different target groups of young people, we work very closely with educational institutions in and out of school as well as with various civil society organisations for children and youth. We use the expertise of educators and people who work with children and young people in different contexts. For this purpose, we have developed our own toolbox of methods, which is used by our cooperation partners in their own workshops and events.

## Communication

Communication about the Participatory Children and Youth Million takes place via different channels or approaches in order to draw the attention of large parts of the Viennese population to this project and to motivate young people to participate. During the idea submission phase and the voting phase, the Press and Information Service of the City of Vienna, the Office of the City Council for Education, Youth, Integration and Transparency and WIENXTRA-Junges Wien, the coordinating office for the Vienna Children and Youth Strategy, run joint campaigns both online and offline to call for these two phases and promote the project. Apart from the media public relations work, we provide information material and cooperate with several stakeholders and multipliers of the school and extracurricular institutions and associations of children and youth work.

## Project Setup

The coordination office for the Vienna Children and Youth Strategy, WIENXTRA- Junges Wien, is located at WIENXTRA. Apart from WIENXTRA, the Department of Education and Youth as well as the office of the administrative group Education, Youth, Integration and Transparency of the City Administration are continuously involved in the project conception and organisation. In addition, various committees meet at regular intervals to ensure continuous coordination with external partners, political representatives and representatives of the other administrative groups of the City of Vienna.

## Description

We are constantly networking and working closely with multipliers, such as the Education Directorate for Vienna, associations of open child and youth work, the City of Vienna kindergartens, child and youth welfare, the Department for Integration and Diversity and others. Co- operations such as these, as well as the involvement of civil society associations and organisations, above all the open and associative Viennese child and youth work, are groundbreaking for the success of the project. The intensive cooperation with partners exists in all phases of the project, from the submission of ideas to the evaluation of the Participatory Children and Youth Million process.



# Vienna – Project 4

## Budget

<b>Planning Costs</b>	Some basic costs are already covered through ongoing subsidies as well as ongoing personnel expenses within the city administration. Apart from that, the following planning costs are incurred for the Participatory Children and Youth Million.	45,000€
<b>Operating Costs</b>	Conception, development, programming, adaptation, graphic design and support of digital tools for contributing, evaluating and commenting on and coordinating ideas and projects, implementation of events including fees, materials and catering.	75,000€
<b>Communication Costs</b>	Due to the cooperation with municipal communication departments, these costs are not taken into account here, but concern the advertising and support of the process up to the online voting of the Children and Youth Million by the coordination office.	20,000€
<b>Extra Budget</b>	Provided by the City of Vienna for implementation of the projects.	1,000,000€
<b>Total Budget</b>		<b>1,140,000€</b>

# Vienna – Project 4

## Funding

The City of Vienna provides one million euros from the city budget for the projects of children and young people from the Participatory Children and Youth Million. The 20 winning projects of the Participatory Children and Youth Million 2021/22 will now be implemented with these funds by the responsible departments of the City of Vienna.

## Programme Year Integration

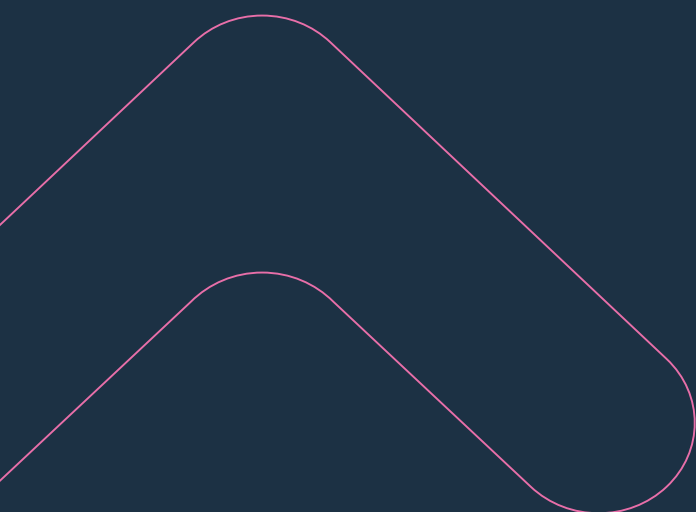
After the successful pilot year, the Participatory Children and Youth Million will now be implemented (bi-)annually. The one- year process cycle of the project could be integrated into the ECoD program year. The different phases (idea generation, co-creation, voting) as well as the presentation of the winning projects in the context of a summer festival could enrich the program year as important and exciting activities and put a conscious focus on the importance of the participation of children and youth.

## Democracy Dimension

Participation

ECOD APPLICATION VIENNA

# Project Ideas



# Vienna - Project Idea 1

## DEMOCRACY DIMENSION: SUSTAINABILITY

### Institutionalisation of the Vienna Climate Team pilot project

#### Challenge

As a systemic problem, climate change is a major challenge for traditionally acting, representative democracies and administrations. Measures are also often associated with politically risky decisions. New forms of decision-making, new processes and formats are needed at the administrative level and in dialogue with the public. Overall, climate protection measures must be supported by citizens in order to be effective. Democratic innovations such as the Vienna Climate Team can help to involve more people in decision-making processes and to design solutions that are effective and supported by many. Cross-administrative cooperation, projects and measures are also boosted. We strengthen the understanding of the population for compromise decisions and contribute to raising awareness in the field of climate protection. Investment is made in those projects that are accepted by the population and contribute to climate neutrality. People from different socioeconomic and social backgrounds are guided to jointly and fairly share limited financial resources according to different priorities. It also aims to reach those who would otherwise not be reached, for example, because they are excluded in elections. When people have the right to participate in decisions that affect their living environment, they become owners of these processes.

#### Solution

The Vienna Climate Team launches projects for a liveable climate-neutral Vienna across sectors and topics. It builds on existing approaches such as participatory budgeting and combines them into an innovative, cross-media and holistic participation process. The project runs along an activation and participation cycle of approximately one year: In the first step, ideas are submitted by Viennese citizens.

# Vienna - Project Idea 1

## Solution

For this purpose, a digital participation platform as well as outreach and playful activation formats are used. Local multipliers are identified and recruited as partners in order to address target groups that are particularly difficult to reach. In a co-creative process between the idea generators, the city administration and the districts, these ideas are turned into initial project sketches. Finally, a representative jury of citizens decides which projects will be implemented with the budget (approx. 20 € per district resident). Citizens are thus part of a transformative process that goes hand in hand with a change in participation culture and urban design. After a 2-year pilot process in six districts, the project will be included and institutionalised in the standard process of the City of Vienna from 2024. Through a firm anchoring and fixed structures, we create more clarity for all participants and ensure a long-term commitment to the importance of this innovative participation project.

## Impact

In the first pilot year, over 1,000 ideas were submitted and more than 200 participants took part in the co-creation workshops. 52 citizens, drawn from a representative sample, selected the 19 winning projects from 102 project outlines. The evaluation shows that people can be reached who have not yet been reached. The feedback of the 50 experts from 20 departments of the City of Vienna was equally positive. They appreciated the early exchange and dialogue with the citizens, which turned out to be constructive on all levels. We would now like to standardise this strong impact by institutionalising the project. With the Vienna Climate Team, we will enable citizens to become co-creators in the future in a clear process with transparent rules and firm anchoring within the city administration. We expect to reach even more Viennese citizens in the future through the continuation of the project, the involvement of further districts and the increasing awareness of the project. With the institutionalisation, we are also generating a long-term effect in the administration: We are establishing processes for faster action, decision-making and implementation in the same way as we are further expanding participation knowledge through increased interdepartmental communication and cooperation. The experience gained will be transferred to other projects and enable more co-creative and deliberative processes in the future.

## Implementation

We are currently planning to institutionalise the Vienna Climate Teams from 2024, which means that sufficient resources will be made available within the city and appropriate budgetary and personnel structures will be established. We will also secure the implementation budget of around 20 € per district resident and invest in the climate-protecting project ideas of Viennese citizens.

# Vienna - Project Idea 1

## Implementation

Based on the experiences and the evaluation, standardised process, participation and communication packages will be put together in the future with those things that have proven successful, such as phased implementation in a one-year cycle, outreach on-site formats, interactive and co-creative workshop settings, lottery procedures and citizen juries, as well as a collaborative work process across all necessary departments. The composition of these elements and the further pacing of the districts are currently being designed. The communication and public relations for the project will be carried out in the usual form via an information and activation campaign, which will be played out via the City of Vienna channels, a project website and participation platform of the City of Vienna. This will be supplemented by information materials that will be available on site or used in the course of the implemented activities. The implementation is also connected with the transfer of the participation standards from the project to other projects and plans of the city, since new standards were set here.

## Support

The implementation of the project for the institutionalisation of the Viennese Climate Teams needs above all political and internal city support, which is secured by a municipal council resolution. For the conceptualization of the institutionalisation, an international exchange would also be interesting, especially with projects that have made a comparable process from pilot project to permanent institutionalisation and anchoring. In the implementation of the overall project, a number of partners are working together on behalf of the City of Vienna: Participation and communication agencies, opinion research institutes in the course of the lottery procedure, agencies for events and logistics, etc. In addition, of course, we also want to constantly develop the process further, learn together and improve one or two things. This also includes the digital infrastructure, as such a process with 1,000 to 2,000 submitted ideas is very labour-intensive. It would be exciting to examine ways in which not only citizens could use the digital participation platform in the future, but it could also be better used for internal administrative collaboration.

## Video Link

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## Images

N/A

## Democracy Dimension

Sustainability

# Vienna - Project Idea 2

## DEMOCRACY DIMENSION: PARTICIPATION

### Democracy Hub

#### Challenge

The City of Vienna has many different offers and opportunities, especially at the local level, to get involved and help shape the city. But a major challenge for the Viennese is that there is no central point of contact that bundles information and activities and presents them transparently. As a result, many people remain uninformed and often do not even know about the diverse opportunities for participation. Furthermore, apart from submitting a petition, there are currently only a few opportunities to initiate bottom-up projects and ideas. As a result, many feel unheard and frustrated. This leads to a loss of trust in the city administration and political institutions. Internally, the challenge is to establish a new structure and culture of proactive and dialogue-oriented participation and co-creation. Currently, there are a few city departments that are already very participatory.

But there are still many others that are not yet doing it or are gaining initial experience with it. Therefore, there are currently different levels of knowledge, different approaches and qualities of the participation projects. In addition, knowledge, expertise and advice for innovative participation projects and processes often have to be brought in from outside. But here, too, we are faced in part with a saturated market with recurring offers.

#### Solution

To ensure that the expansion of participation opportunities in the City of Vienna is successful, we are creating a central hub with the Democracy Hub. We empower by providing a comprehensive range of information, advice, exchange and competence building. This Democracy Hub has a strong impact on the city administration by establishing a network of multipliers and participation experts within the city.

# Vienna - Project Idea 3

## Solution

Together we want to learn from each other, exchange, network and support each other, strengthen our competencies through training and develop common standards of participation. The Democracy Hub will also accompany and support processes and projects in an advisory capacity and, if necessary, implement cross-cutting projects itself. For Viennese citizens, the Democracy Hub is the single point of contact for questions about democracy, participation and empowerment. In addition, digital options are to be used to bundle information and simplify communication and transparency.

Alongside the hub, an advisory board for participation and empowerment is to be established in the city administration. This will be made up of people from politics, administration, science and civil society as well as citizens. This advisory board will serve as an interface between the Democracy Hub and the decision-makers in politics and administration and provide advice, permeability and empowerment.

## Impact

Through the Democracy Hub, we want to reach internal multipliers and create a continuous exchange of knowledge and information. This will create a broad network that promotes a culture of participation in the city administration and implements it in the individual departments. The quality of participation projects will thus increase, not least through the development and consolidation of common standards. The Democracy Hub should also have an external effect and be a central information and contact point for all interested Viennese. This requires different offers and target group-specific communication.

Multilingualism, simple and visual language should create an inclusive information offer. Together with the advisory board, the Democracy Hub ensures that top-down processes are opened up and permeability is created for bottom-up initiatives. Through the cooperation and interaction of different stakeholders from politics, administration, science and civil society, participation and empowerment are promoted. This network fosters innovation by increasing cross-departmental collaboration and public-private cooperation. In doing so, we create empowerment and real opportunities for co-creation.

## Implementation

The Democracy Hub will be designed in 2023. Implementation from 2024 onward will be carried out in iterative steps to ensure stable and sustainable anchoring and high-impact implementation. In the first step, the Democracy Hub will be established internally in the city with all the required structures and processes to create the necessary framework and build workflows. The next major milestones after the establishment of the Democracy Hub will be to expand and activate the city's internal network of multipliers and to develop and launch the information and advisory services.



# Vienna - Project Idea 3

## Implementation

Subsequently, the offer will be communicated and made known - both within the city and to the public. Various measures are planned, such as a central internet platform, a newsletter and channels in the social media, as well as various formats for networking and community building. Another important task of the hub will be trend scouting, i.e. the detection and observation of developments in the field of participation culture, participation methods, etc. The hub will also be responsible for the development of the city's own network.

Furthermore, the ongoing development and use of the digital participation platform of the City of Vienna is of particular importance. In parallel to the Democracy Hub, the advisory board for participation and empowerment will also be conceived in 2023 and implemented in 2024 as an accompanying and steering body for the expansion and further development of Viennese democracy.

## Support

At the beginning of the project implementation, the Democracy Hub needs above all broad political support for sufficient backing. In order to successfully establish and anchor the hub within the city administration, it also needs support and commitment from decision-makers within the city administration. In addition, we would like to exchange with similar hubs and central coordination offices of cities in order to create a network in which people can exchange ideas and learn from each other. For the advisory board, the project needs support from other collaborations with people from civil society, existing participation projects and academia. In turn, broad political support is needed to establish and implement the advisory board in the city administration with sufficient resources and competencies. In addition, a network of cooperation partners and contractors will be established, who can cover different competences and services in order to compensate for the lack of internal expertise.

## Video Link

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## Images

N/A

## Democracy Dimension

Empowerment

# Vienna - Project Idea 3

## DEMOCRACY DIMENSION: PARTICIPATION

### Democracy Lab

#### Challenge

The challenge is insidious and ongoing. Representative democracy is in crisis: more and more people are becoming alienated from politics, losing trust and no longer feeling represented and heard. The perceived gap and lack of responsiveness between people's needs and political representatives leads to frustration and political apathy. In addition, the Internet and digital media have permanently changed communication and interaction between people - and not only for the better: Polarisation and mobilisation lead to strong fragmentation and filter bubbles. The most important form of participation, voting, seems ineffective to some, or many are simply excluded from it these days. In Vienna, more than 30% of the Viennese population is not allowed to vote - and the number is constantly rising due to immigration. But even with innovative participation processes, the challenge remains not only to involve and reach those who are active and involved anyway, but also to hear the quiet ones, i.e. those who cannot and do not want to form and articulate themselves. The challenge for citizens is that there is hardly any permeability for their ideas, initiatives and concerns in everyday political life. Initiatives or civil society organisations have a hard time getting their wishes into the political system to the decision-makers in politics and administration.

#### Solution

With the establishment of a Democracy Lab, we actively counter the crisis of representative democracy: We create a space for empowerment, innovation and experimentation. Through this low-threshold and open offer, we enable all Viennese to actively participate in the shaping and development of democracy.

# Vienna - Project Idea 3

## Solution

We develop solutions through co-creation, participation and deliberation. The Democracy Lab is intended to serve as a safe space for testing ideas, new approaches and methods of participation. As a learning and experimentation space, the focus is on creativity, curiosity and a culture of making mistakes as a vehicle for gaining knowledge. In the Democracy Lab, user-centred solutions for large as well as small challenges are conceived and tested together using innovative practices. We want to try things out, learn and implement them together. In this way, we make an important contribution to strengthening the democratic resilience of our city. The Democracy Lab will also be a space for networking and meeting. The establishment of a community of practice that meets regularly, exchanges ideas, and supports each other in an advisory capacity will be initiated. Many different perspectives from politics, administration, science and civil society will be incorporated. By inviting the European community to Vienna, we encourage the international exchange of experience and learning from each other.

## Impact

We think of the Democracy Lab as a central place for participation, empowerment and innovation. Together with a community of people interested in democracy from politics, administration, science and civil society, we want to work on new ideas and test innovative solutions for more participation.

The aim is for citizens to become more actively involved in democratic processes in a low-threshold way through the informal setting and to experience the fun of participation. It also enables direct participation and strengthens understanding of political decisions and decision-making processes in general. By practising democratic dialogue, justifying one's own opinion, and actively listening to others, the Democracy Lab promotes the exchange of different perspectives and opinions, leading to broader consensus and viable solutions. Through practical exercises and discussions, democratic skills such as critical thinking, empathy and the ability to compromise are developed. In the long term, the Democracy Lab also aims to create partnerships and collaborations, as well as innovative solutions that make the current political system more permeable and responsive to citizens' concerns and ideas. The project contributes to strengthening the confidence of Viennese citizens in politics, empowering people and developing innovative ideas to expand and complement representative democracy.

# Vienna - Project Idea 3

## Implementation

The Democracy Lab will be conceptualised in 2023 and the necessary framework and resources will be created within the city administration. The project is scheduled to start implementation in 2024, together with the Democracy Hub.

1. At the beginning of the implementation of the project, several points will be important: For the Democracy Lab, we are looking for a physical space to create a fixed meeting and exchange place for the community. This must be low-threshold and can be rented and used by many different initiatives as well.
2. At the beginning of the project we will invest a lot of resources in communication and building up a network and initiating co-operations and collaborations. I.e. invite people from politics, administration, science and civil society, bring them together and convince them with consistent, interesting activities to be part of the Democracy Lab.
3. First offers and opportunities for participation will be developed in the conception phase.

Together with the community we would like to plan and implement further activities. We want to show that we are serious about innovation and participation.

## Support

For the implementation of the Democracy Lab, we need above all a large network to build a community and also to find a suitable location for the premises of the Democracy Lab. In the initial phase of the project we would also like to network and exchange with other initiatives and similar good-practice examples in Europe to learn from their experiences and at the same time build our own network. In the long term, the project will also benefit from and be supported by cooperation with partners from academia, civil society, politics and also business. For this, the project needs good communication and, especially at the beginning, the support of existing networks. We would like to set accents and work co-creatively through formats such as Design Thinking Sprints, Hackathons or Open Bar Camps. In addition, we are also looking for cooperation and collaboration opportunities with existing events such as the Austrian Democracy Day or the Digital Days of the Digital City of Vienna. Especially through the premise of Digital Humanism, we would also like to advance the digitalisation of democracy and the democratisation of digital tools in Vienna.

## Video Link

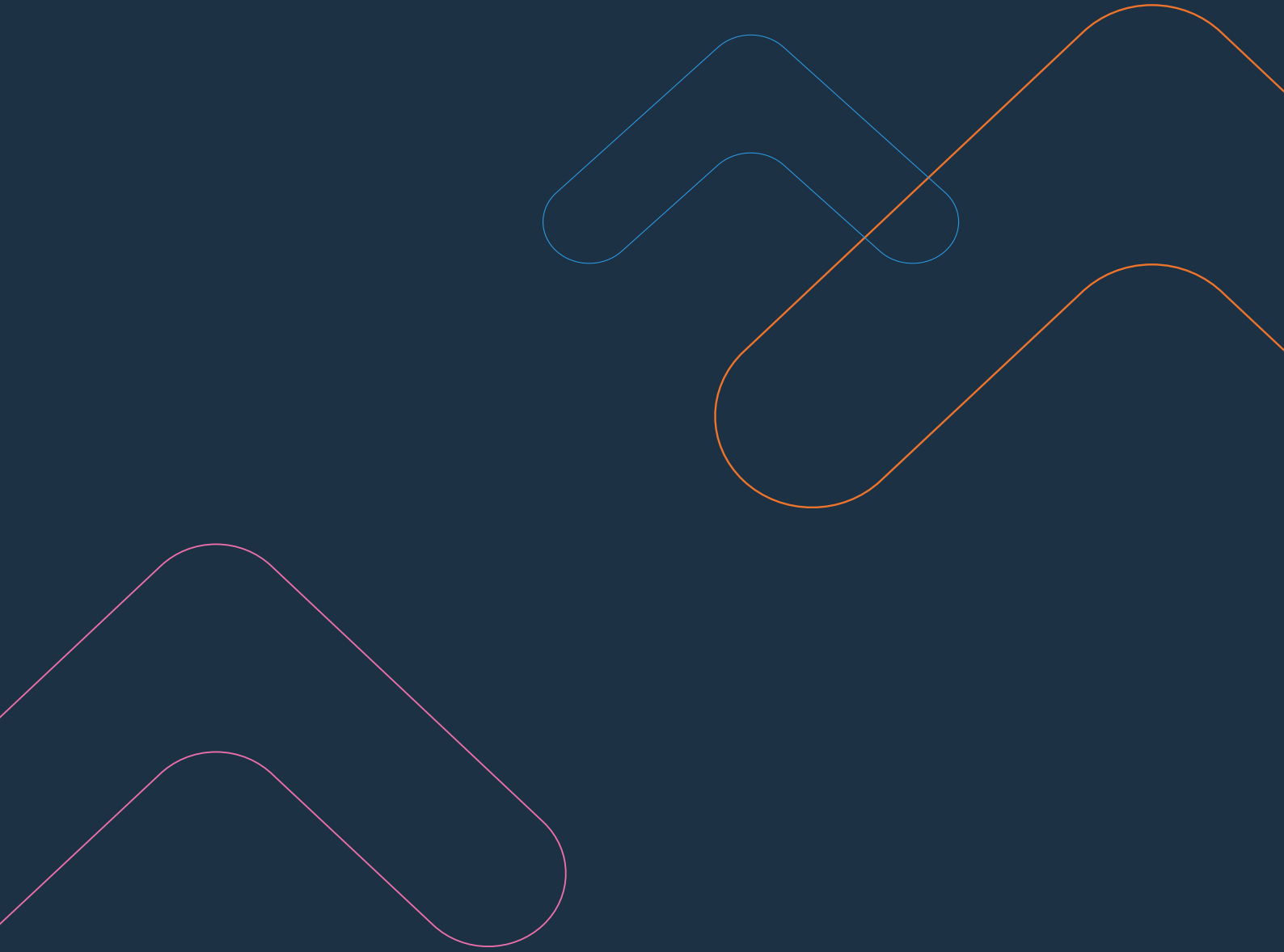
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## Images

N/A

## Democracy Dimension

Participation



**European Capital  
of Democracy**