

 Federal Ministry  
Republic of Austria  
Social Affairs, Health, Care  
and Consumer Protection

MEETING  
DESTINATION  
VIENNA  
NOW • TOGETHER

  
FEANTSA

BAWO  
Wohnen  
für alle

FEANTSA FORUM 2024

# site visits & working spaces

17th & 18th June | Vienna, Austria

# 17.06

## working spaces

### Meet the European Impact Housing Network

#### Semi-Open

The European Impact Housing Network is an innovative and collaborative initiative that aims to address the pressing issue of housing across Europe. The network is composed of 7 organizations around Europe, already channeling impact investments into social and affordable housing.

This event is a meeting of the network, to deep dive into some of the most urgent topics like impact measurement and evaluation, the relationship with public authorities. The meeting will see a guided discussion and the mapping of available strategies and initiatives within the network.

The meeting is open to the network members and to other experts in the field and to other organizations interested in the network.

# 17.06 site visits

## **Sozial- und Rückkehrberatung für obdachlose EU-Staatsbürgerinnen: Social and return counselling for EU citizens** Caritas der Erzdiözese Wien

Triester Straße 33/2.Stock, 1100

- » Initial clarification and information about the residency situation in Austria
- » Information about emergency supplies (food, clothing, medical care for people without health insurance)
- » Clarification of claims and support options in Austria
- » Return advice and support when returning to the country of origin
- » Perspective planning
- » If possible, accommodation in an emergency shelter
- » Help with submitting applications and obtaining lost documents
- » Support in dealing with financial problems (e.g. instalment payment agreement)
- » If necessary, referral to other facilities

Website: <https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/beratung/sozial-und-rueckkehrberatung>

## **Sophie - Beratungszentrum für Sexarbeiterinnen: "Counselling and local assistance for sexworkers"** Volkshilfe Wien

Sozial betreutes Wohnhaus, Franziska Fast, Gumpendorfer Gürtel 6, 1080

- » Counselling and local assistance for sex workers
- » Our services address current and former sex workers.
- » Multilingual counselling. All topics concerning sex work.

Website: <http://www.sophie.or.at/english/>

## **Betreutes Konto: Assisted Account** **Schuldnerberatung (FSW)**

### **Am Schweizer Garten 1, Objekt 2/EG, 1030**

The Social Fund Vienna Supervised Account (FSW Supervised Account) is an offer from FSW debt advice in cooperation with selected banks. The target group for an FSW-managed account are people:

- » who are primarily registered in Vienna, and
- » are over 18 years old, and
- » are in a care relationship, and
- » who have difficulty identifying and maintaining payment priorities, and
- » as a result, are at risk of homelessness.

*Website: <https://www.schuldnerberatung-wien.at/>*

## **Case Management/Delogierungsprävention** **Wiener Wohnen Kundenservice**

### **Rosa-Fischer-Gasse 2, 1030**

Wiener Wohnen has a team of social workers who work for the company to help tenants who are threatened with eviction and have not yet contacted Wiener Wohnen ("Case Management"). The aim is to avoid losing your home, for example by creating an instalment plan. Sometimes you just have to explain that the rent has to be paid monthly and is now due.

The highest priority is given to families with children under 18, pensioners and young adults aged 20 to 30. For whatever reason, those affected often fail to find out about solutions or support options in a timely and independent manner. Case management offers support and help here.

*Website: <https://www.wienerwohnen.at/mieterin/handlungsfelder/mietzinsrueckstand.html>*

## **P7 - Wiener Service für Wohnungslose + Tageszentrum Hbhf: Counselling and Day Centre**

Caritas der Erzdiözese Wien

Wiedner Gürtel 10/ 1.Stock, 1040

P7 – Service for the homeless operates in cooperation with the Vienna Social Fund (Fonds Soziales Wien) and works as an initial contact point and social counselling center for homeless people over the age of 18.

P7 maintains an overview of the free capacities in the homeless shelters of the Viennese homeless aid, and organises the framework for communication and the regular exchange between the institutions involved.

Website: <https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/beratung/p7-wiener-service-fuer-wohnungslose>

<https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/tagesaufenthalt/tageszentrum-am-hauptbahnhof>

## **Go On! Login!: Vielfältige gesundheitsfördernde Angebote für wohnungslose Menschen**

LOGIN

Weiglasse 19/4-6, 1150

LOGIN, founded in 2002, is a non-profit association to promote health and create supportive social networks. The focus is on a social understanding of health: a “state of [...] physical, mental and social well-being”. Sport and exercise are used in a targeted manner for social purposes and to improve health and health literacy. Combined with therapeutic, mindfulness-based and many other health-promoting activities and the social contact point loginBase, the association provides a wide range of support and development options.

Website: <https://www.loginsleben.at/home.html>

## **Chancenhaus Wurlitzergasse Unterbringung für Erwachsene und Paare - Accomodation for adults and couples** Obdach Wien (FSW)

### **Wurlitzergasse 89, 1170**

Moving in as an opportunity: In principle, Obdach Wurlitzergasse is open to all homeless adults and couples – even without a current funding permit. You can usually live in the Chancenhaus and receive care for up to three months. This gives you the opportunity to develop future prospects and work on personal goals from day one.

The team at the Chancenhaus provides support, for example, in clarifying requirements and subsequent housing options. It is also available to help with questions about money, health or coexistence: What to do if you have financial difficulties? How do I deal with crises? Who do I contact if I have health or mental problems? We also offer support with applications, dealing with authorities and finding accommodation. When people leave the Chancenhaus, they do so with clarity about their possibilities and future prospects.

Equipment and additional offers: The furnished single and double rooms are divided into living groups that have toilets and washrooms. In addition, communal kitchens invite you to cook for yourself. The large laundry room is open to all residents. Common rooms, such as the Viennese living room, offer space for exchange and leisure activities. A fitness room is available for sports enthusiasts.

*Website: <https://www.obdach.wien/p/wohnen-wohnhaeuser-wurlitzergasse>*

## **FEM: Health Centre for Women, Parents and Girls** Institut für Frauen- & Männergesundheit

### **Klinik Floridsdorf, Brünner Straße 68/A3/Top 14, 1210**

FEM is a health centre for women, parents and girls. Our mission is to promote and support a health-conscious lifestyle. We offer support and counselling for a variety of questions and problems regarding your physical and mental health.

*Website: <https://fem.at/englisch-information-in-english/>*

## **neunerhaus health centre: Health Centre, Mobile Doctors, and Health Phone**

neunerhaus Gesundheit GmbH

**Margaretenstraße 166/EG, 1050**

The neunerhaus health center is located on Margaretenstrasse in Vienna's 5th district. The health center includes a doctor's practice, a dentist's practice, social work advice and support as well as the mental health practice. neunerhaus mobile doctors are also deployed in Vienna homeless assistance facilities. The neunerhaus health center offers medical help and advice for homeless, homeless and uninsured people - free of charge and, if necessary, anonymously. If there are language barriers, video interpreting supports translation into (almost) all languages.

*Website: <https://www.neunerhaus.at/gesundheit/>*

## **neunerhaus Housing First und Mobil betreutes Wohnen: Housing First and Mobile Assisted Living**

neunerhaus

**Ullmannstraße 37-39 , 1150**

Housing First and mobile assisted living aim to place users in their own, long-term and affordable apartment as quickly as possible or to secure the apartment. On this basis, self-determined living becomes possible again for people who have experienced homelessness and homelessness.

*Website: <https://www.neunerhaus.at/ueber-neunerhaus/unsere-arbeit/wohnen/>*

## **Hafen\*Frauen.Wohnen.Ankern: The Hafen\* is a Social-Ecological Women's Housing project**

Volkshilfe Wien

Heiligenstädter Straße 172/1, 1190

Set sail and arrive in a safe, temporary port! The Volkshilfe Wien hafen\* was built and furnished exclusively for women. In this social-ecological, multi-story residential building, residents not only find freshly designed, modern and affordable living space, but also a strong community.

Women from all walks of life find a home here. Whether you are a student, a mother or a pensioner – the hafen\* offers a home for all women. The property includes 28 apartments and 9 rooms, as well as space for neighbourly living. For example, gardening together or having a cosy get-together on the roof terrace with a view over Nussdorf.

Website: <https://www.volkshilfe-wien.at/frauen-hafen/>

## **VinziDorf Wien: Accommodation for Male Alcoholics**

Vinzenzgemeinschaft Eggenberg

Boergasse 7, 1120

The VinziDorf Vienna is a permanent hostel for homeless male\* alcoholics. In VinziDorf Vienna, residents\* can live as they please without wanting to change it. In addition to meeting basic needs, it is also important to provide support with everyday things. The VinziDorf Vienna is a home for homeless people and offers a home until the end. Offer:

- » permanent housing provision for homeless men\*,
- » Covering primary needs (living in individual residential units, supply of clothing, hygiene products and warm meals),
- » Confirmation of primary residence for each resident\*, efforts to obtain social insurance and a regular income
- » Accompaniment or support in financial matters, with offices and authorities, in the health sector
- » Support in personal care
- » Social network (opportunity for employment, conversation and advice from full-time and volunteer employees)

Website: <https://www.vinzi.at/vinzidorf-wien/>



## **neunerhaus Peer Campus: Peer Work in Vienna's Homeless Assistance System**

neunerhaus

**Margaretenstraße 166/ 1 Stock, 1050**

Peers are employees working in homeless services who were once homeless or homeless themselves. In the Peers certificate course for homeless assistance, peers learn how to use their experiential knowledge in peer work to support other people affected. After completing the course, peers usually work together with different professional groups - such as social workers, carers or doctors. Peer work brings the perspective of users into the team.

Formerly homeless and/or homeless people are trained at the neunerhaus Peer Campus. The Peer Campus also offers further training that supports peers in their jobs. The Peer Campus also organizes exchange and networking meetings and is a contact point for peers, teams, managers and interested parties.

*Website: <https://www.neunerhaus.at/ueber-neunerhaus/unsere-arbeit/peercampus/>*

## **neunerimmo Soziales Wohnen: Social Housing Management Working with Housing First Principles**

neunerhaus

**Hermi-Hirsch-Weg 3, 1120 Vienna**

neunerimmo brokers affordable housing between the real estate industry and social organizations. Professional rent monitoring promotes housing stability and rental security. neunerimmo rents living space for starter apartments and provides social housing management and support.

neunerimmo is a partner in the development of innovative construction projects to adapt living space to the needs of people affected by poverty.

*Website: <https://www.neunerimmo.at/>*

## **Haus Noah: Single Apartments, Elderly Former Homeless** Caritas der Erzdiözese Wien

Heustadelgasse 38, 1220

In our House Noah we offer up to 112 women and men of advanced age a socially supervised place to live as part of the Vienna Homeless Aid.

You can live with us in furnished small apartments with a bathroom and kitchenette. Our team responds individually to your needs and supports you comprehensively with advice and support.

Our range:

- » 112 barrier-free individual apartments and disabled-friendly apartments
- » Women's living area with separate entrance
- » Advice and support from social workers
- » Residential care
- » Consultation from a general practitioner and a psychiatric specialist once a week
- » Support from health advisors
- » Excursions, festivals and individual leisure activities

Website: <https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/wohnhaeuser/fuer-menschen-mit-gesundheitlichen-problemen/haus-noah>

## **Obdach Ester: Day Centre for Women** Obdach Wien (FSW)

**Maria-Lassnig-Straße 1, 1100**

Homeless and homeless women (with or without children) find a first point of contact at Shelter Ester 365 days a year. The facility includes a safe room, showers, a laundry room, computer stations, a relaxation room and a kitchen for cooking yourself. Basic foods such as pasta and rice, drinks, coffee and tea and bread are available to visitors free of charge. Men are not allowed. The offers are adapted to the current situation.

Advice and support: social workers address all the women's questions in individual discussions: How do I find a place to sleep? Where can I request support? Who will accompany me on the way to my own apartment? Who can I contact if I have health or mental problems?

Various leisure activities such as yoga, painting workshops, etc. as well as joint excursions offer the homeless women variety in their everyday lives.

Website: <https://www.obdach.wien/p/obdachlos-tageszentren-ester>

## **FrauenWohnZimmer und FrauenWohnZentrum: Day Centre and Accommodation for Women**

Caritas der Erzdiözese Wien

### **Springergasse 5, 1020**

The Caritas Vienna Women's Living Center offers women over the age of 18 a roof over their heads and an open ear for their concerns.

We focus on your individual emergency situations and needs. You are welcome with your life story at the Women's Living Center. The FrauenWohnzimmer, a day center for women, is also housed here. We specifically address our offer to women who have difficulties in other facilities or who cannot (or cannot) be accepted by other facilities. We also offer a place to sleep for women who suffer from addiction or who do not want to part with their pets.

We offer a number of emergency beds for one night, which we can assign directly (if the allocating offices, such as the P7 - Vienna Homeless Service, are closed).

*Website: <https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/wohnhaeuser/fuer-frauen/frauenwohnzentrum>*

## **a\_way - Notschlafstelle für Jugendliche: Shelter for Youth** Caritas der Erzdiözese Wien

Neumayrgasse 4, 1160

a\_way is an emergency shelter for teenagers and young adults between the ages of 14 and 20. No matter why you're on the streets - whether it's homelessness, a fight in the family, alcohol or drug addiction or another crisis situation - at a\_way you can rest for a few days and clear your head. A registration is not necessary.

Staying overnight in a\_way is anonymous and free. In principle, you can stay at a\_way for up to five nights a month. If you want, the social workers can then refer you to other accommodations. If you need more time and want to sustainably improve your living situation, you can also stay longer in a\_way stabilization living. Social workers will be happy to advise and accompany you and support you in solving your problems.

Our range:

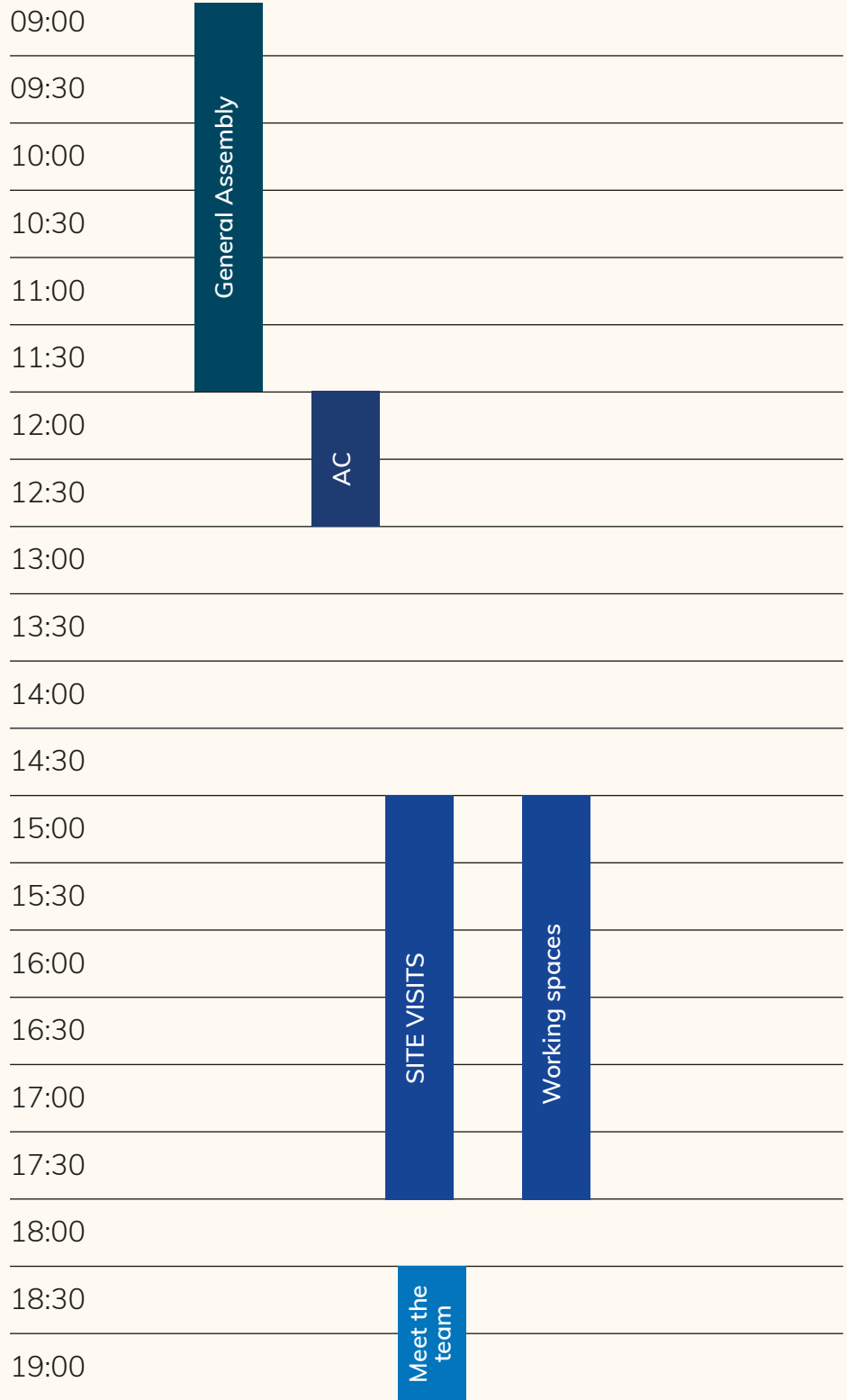
- » 10 emergency accommodation beds for young people
- » 8 beds in stabilization living
- » Free overnight stay in emergency accommodation
- » Eating, showering, washing clothes, clothes, etc.
- » Advice, support and information in the event of problems
- » Mediation and support to offices and social institutions
- » Help with finding work and a place to sleep
- » Leisure activities (TV, internet, games, table football)

Who can stay with us?

Adolescents and young adults between 14 and 20 years of age with an acute need for a place to sleep. No matter what the reason is for you to be on the street, at a\_way you can rest for a few days.

Website: <https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/notschlafstellen/a-way>

# visual timetable - 17.06



# visual timetable - 18.06

09:00	OPENING PLENARY							
09:30	OPENING PLENARY							
10:00	OPENING PLENARY							
10:30	OPENING PLENARY							
11:00	OPENING PLENARY							
11:30	Roma living in informal settlements	Making the right to adequate...	Energy Poverty	Limited Profit...	Impact Investment ...	Cancer-less	AI	
12:00						Trans Homeless-	Experts by Experience	
12:30								
13:00								
13:30								
14:00								
14:30	Renovations for homeless services	Services supporting women in Homeless-	Decriminalising Homelessness	Unaccompanied Minors	Youth Homelessness	Prison leavers	Social housing	
15:00						Mixed Living	Support for migrants	
15:30								
16:00								
16:30								
17:00	CLOSING PLENARY							
17:30	CLOSING PLENARY							
18:00	CLOSING PLENARY							
18:30	CLOSING PLENARY							
19:00	CLOSING PLENARY							