



International Cultural Youth Exchange



# *NATIONAL PROFILE* *AUSTRIA*

**2020-2021**



***What about spending 6 months or a year in the heart of Europe, in Austria? This National Profile provides you with information of the country, on the ICYE program and on what you may expect and what is expected from you.***

***So, after reading this profile, we hope that you take the chance to find out about the secrets of Kaiserschmarrn, Vienna and Austria itself.***

***We'd love to meet you soon in person.***

*-The ICYE Austria Team*

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# 1 - Geography

**Österreich** (Austria) is one of the many land-locked countries in the heart of Europe. About **8.5 million** people are living on an area of **84. 000** sq. km. Most of Austria is shaped by the **Alps** range (up to at most 4000 m altitude), the north by the **Danube** valley with its surrounding hills, and the eastern fringe is formed by steppe-like plains who lead into Hungary. Neighboring Countries are:



**North:** Czech Republic and Germany

**West:**  
Switzerland  
and Liechtenstein



**East:** Slovakia and Hungary

**South:** Slovenia and Italy

Austria is divided into **9 federal states:**

Wien, Lower Austria (Niederösterreich), Upper Austria (Oberösterreich), Burgenland, Styria (Steiermark), Carinthia (Kärnten), Salzburg, Tirol (Tirol + Osttirol) und Vorarlberg.



## 2 – Climate

Due to its location the climate is moderate with warm summers and rich of snow winters.

**Summer** you will find a warm and dry weather with high temperatures of 35° C and pleasantly mild nights.

**Autumn** weather falls in with the middle of September. From then on be prepared for rain, fog, cloudy days and rather cold and wet weather between 5 and 10 degrees centigrade of average.

**Winter** sees mostly rain and overcast weather in the plains, but heavy snowfall followed by bright sunshine in the Alps with temperatures ranging from about 0° down to -20°C on a very cold day. (About half of your exchange year will be winter so it will be appropriate to wear warm clothing. You should bring warm sweater with you or you can buy a winter sweater in Austria because it's cheaper and probably easier to get than in your country).

**Spring** jumps in from the South-West usually quite on time, by the end of March. From these days on a moderate and mild weather can be felt.



## 3 - History

“Ostarrîchi” is the first mentioning of Austria (nowadays Österreich in German that means “Eastern Empire”) in a document dating from 996. From then on it was ruled by the Babenberger, and 1278 through 1918 the Habsburg dynasty. For a long time, the Habsburgs ruled the “German” (Holy Roman) empire as well as Spain including its overseas colonies (the Americas and Philippines).

The Habsburg Family had a main role in the History of Europe with its policy of marriages and became one (if not the most powerful) of the most powerful families in Europe with members in almost all Crown houses in Europe dominating great parts of Europe therefore America.

In 1918 after having been defeated in First World War the Habsburg monarchy broke apart and the family had to resign from the throne. Following these events Austria became a small republic with her present borders, that was ruled by a democratic government.





Between the two World Wars, Austria struggled with her newly created economic, structural and political problems, but failed to solve them. The political parties fought vehemently without looking for a consensus. After a short civil war in 1934, the Austro-Fascists took over and led the country into tragic events. For Adolf Hitler, Führer of Nazi-Germany – who himself was born in Austria close the German border –, it was easy to

occupy the republic of Austria in 1938 without resistance. Austria became annihilated in the German "Reich". The population as well followed as endured the Nazi-politics which persecuted political opposition and members of minorities, among which especially the Jewish and Roma ("gypsy") people, communists and others had to suffer; hundred thousands were killed in concentration camps.

The end of the Second World War found the Austrian cities -like most in Europe- in shatters. Although even before the end of the battles the second republic of Austria was acknowledged by the allied forces, it kept occupied until 1955. Since then, Austria declares itself a neutral country, which is not allied with any superpower.

During the Sixties and Seventies Austria recovered economically and brought social welfare and political stability to her people since the political parties looked for agreements across the different ideologies. This political spirit helped in the new situation between the Western and the Communist block and neutral Austria became place for international meetings and negotiations. In the late Seventies this made Vienna the third UN-City and funds her talent to bring people from different cultures and ideologies together.

The late Eighties saw Austria become one of the economically most stable countries in Europe, which enabled to country to manage well through various economic crises. The greater impact on our people had the breakdown of the Communist block and the opening of the borders to the East, which first welcomed turned -fostered by right-wing politicians- into mistrust and animosities against immigrants. The influence of right-wing populism affected a restrictive law for foreigners.

In 1995, Austria became member of the European Union, and since its beginning in 2002, it is a member of the Euro zone. Austria at the moment is one of the most prosperous country in Europe, known as one of the safest countries in the world.



## 4 - The Political System

Austria is a federal parliamentary republic. Political power is practically in the hands of four institutions:

- the European Union (some fields of political decision-making are EU affairs)

- the Austrian government (for infos of current government visit Wikipedia)
- and the “social partners” like the labor unions, chamber of commerce etc. who are also involved in political decision-making.

(If you want to know more about The Political System, such as the government, the social partnership, legislation... You can read it in <http://www.austria.org/the-state-governments/>)

## 5 - Economy

### Energy – Grist to Industry's Mills

About one third of the Austria's energy consumption is covered by the national energy industry. Up to 70% of the energy comes from renewable sources such as water. Industry, which still is considered to be the national growth engine, is made up of mainly small and medium-sized enterprises.

### A First-Class Services Sector

The services industry is Austria's fastest growing industrial sector. About one sixth of Austria's three million wage and salary workforce is employed in the trade and industry sector.

### Europe's Deli Shop

7.5 million hectares of land are used for agriculture with cattle farming contributing 30% to the agricultural value-added business. Austria boasts an incredible 18,500 organic farms adding to the country's reputation as Europe's deli shop. 47 % of Austria is forested. Besides water, wood plays a more and more important role as renewable source of energy.

### Exports: Wine & More

Among the insiders of the wine business, and despite being only a small wine growing country, Austria has gained an excellent reputation for producing some top-scoring wines. About 32,000 wineries produce an average of 2.5 million hectoliters of wine per year.

Export is regarded as vital to Austrian economy. Main export commodities are machinery and equipment, motor vehicles and parts, paper and paperboard, metal goods, chemicals, iron and steel; textiles, foodstuff. Austria's top-ten export commodities make up two-third of the entire export volume. Most exports go to other EC countries (mainly Germany), about 15% go overseas.

## 6 - Welfare

- Education from kindergarten, to school and university is mostly free of charge for all Austrians.
- Child labor is forbidden
- Social security as health-care, unemployment-aid, financial support for families, and pensions are covered by taxes that are to be paid throughout the time working.
- Special services help permanently unemployed, handicapped, families with three or more children.
- Working time is usually between thirty-five and forty hours a week. On Saturdays offices, schools, and the like are generally closed; all shops including big stores close on Saturday noon and don't open again until Monday morning.

(If you want to read more about Welfare of Austria you can read it in <http://www.austria.org/the-welfare-state/>)

## 7 – Transportation

The most common means of transport within Austria are train, car and buses. The road system is well developed with good roads to every little village (even in the mountains).

Vienna is the only city with subway but there are cities like Graz, Linz, Salzburg or Innsbruck you can find a net of busses and trams (Straßenbahn).

Also if you will be here in summer and you're planning to travel in all Austria we recommend you buy the Summer Ticket. It cost 39 euros if you're less than 26 years old and 69 euros if you're more than 26 years. With this ticket you may take all the trains in Austria during the summer (06/07/xx – 13/9/xx).

(You can look for more information about tickets of Vienna in <https://www.oebb.at/>)



## 8 - Culture

Austrian culture is not only historical names like **Mozart, Strauss, Schiele or Freud**. Culture also includes food, dialects of German language and traditional customs which you will get to know when coming to Austria, rather than visiting the sites of Mozart's life or see all paintings of **Klimt**.



Austrian history has worldwide fame and this is a reason for millions of tourists to visit Vienna, Salzburg or other cities. This, of course, is a very superficial and a reduced perspective on

the Austrian culture. The beauty of historical architecture, music, paintings or literature, are things that you can find in Austria but surely there is much more than that. Try to discover yourself what is the heartbeat of Austria.

Here you can find a link to a video that a participant of one of the Grenzenlos program made. Enjoy!

<http://www.youtube.com/watch?v=0E0F214kvJY>

## 9 - Food

If you are used to spicy food, then probably you'll miss all that in Austria. But otherwise you'll enjoy the best sweet foods!



The most traditional Austrians breakfast is muesli, dark bread with butter, jam, cheese, or ham. Also we normally eat warm meals at noon, sometimes in the evening, too. Favorite dishes are meat, vegetables, potatoes, rice, or pasta, but also heavy meals like the famous **"Knödel"** (dumplings) which can have different sizes and are made of flour with cheese, meat, fruits or yeast, sweet or salty. A very special delicacy for

non-Austrians! Austrians also like different soufflés or pancakes for a main dish. A particular Austrian custom is to eat sweet things (without meat) as a main dish. Desserts are often heavy, sweet, and delicious. There are many different sorts of chocolate cakes (like the famous **"Sacher Torte"**) and pastries.



The most common drinks in Austria are wine, beer, and apple juice - some provinces offer their specialties to special guests, which are really delicious. A popular habit is to mix wine or juices with sparkling mineral water to make it a lighter drink.

Generally it can be said that Austrians like to eat and drink much, so don't be surprised if you put on some kilos! Still be aware that cooking is different from family to family.

## 10 - Family Structure

It's hard to give a concrete description of how the Austrian family looks like because like in any other country there is no typical family. To give an idea however of what you might expect we want to describe some of the main characteristics of an "average Austrian family: We distinguish between two types of families, the conservative family and the so called modern family.

The conservative family practices Austrian traditions, cultural activities and religious habits like church on Sunday. The community of the family is center of their lives and they would like to present their culture to other people. They are used to their way of living and do not easily tend to change their life-style and family-customs but their friendliness will help you to get along with them, even if they could be a bit narrow-minded due to their principles.

The modern family appears to be more open-minded. They are rather interested in the cultural life aside from classic opera and theater, the free and open (alternative) education of their children, and they are open to travel around. You can have interesting discussions with these families on how to lead a good modern life...

There are some families that are vegan or vegetarian. This is common, specially in cities. So you might get use to not eating meat as much as you do in your country.

## 11 - Situation of Foreigners in Austria

The biggest foreigner populations in Austria besides from Germans are Turks and The Balkans (Serbia, Croatia, and Bosnia and Herzegovina). They are mainly centered in the bigger towns and came to Austria in the sixties, the years of big economic growth and need for foreign workers. During the last years unknown waves of some hundred-thousand refugees came to Austria from the battled territories of the Balkan and the Caucasus, but as well from the Middle East, Afghanistan, and from Africa. These immigrants, workers or refugees don't have the same social and political rights as the Austrians.

Particularly Vienna has a multi-cultural population. Beside the immigrant workers there are many foreign students and also political refugees seeking asylum. Austria has been a traditional country to receive refugees from Eastern Europe. During the last decade there also came refugees from Turkey, Iran, Afghanistan, Syria, Irak and others. Many of these refugees who seek political asylum want to emigrate further to other western countries.



# ABOUT ICYE AUSTRIA (GRENZENLOS) and the Program



## 1 – About Grenzenlos

Grenzenlos is a “non-profit”-organization and as such it is recognized by the Government of Austria. The official carrier of the Grenzenlos is the General Assembly (GA) which is convened once a year and consists of all the members. The GA then elects a board of managers at least four members. It has a monthly meeting and is responsible for administration and program-planning as well as for important decisions that cannot be postponed until the next GA. Grenzenlos implements several international and local educational and mobility programs, ICYE being one of them.

The office of Grenzenlos is in Vienna.

Each exchangee coming to Austria will have a Mentor (volunteer) who are usually returnees from the ICYE program and they can support you with your personal adaptation. All the exchangees have a **staff contact person** from the office in charge of the administration and implementation of the program.

## 2 - Who is who in Grenzenlos

Grenzenlos has **9 Staff Members** (full and part time) and 1-2 interns a year although 4 work in the ICYE program. The co-workers (most of them returnees) are volunteers that support Grenzenlos by the planning and implementation from the yearly activities/programs. They as well try to enable other young people to live a similar experience through ICYE.

The current board of Grenzenlos (2019)

- **Sandra Heimberger** **President**

### ICYE Staff:

• <b>Sara Paredes</b>	ICYE General Director/ ICYE Outgoing Coordinator
• <b>Miguel Tabera</b>	ICYE Incoming Coordinator
• <b>Carlos Gauna</b>	StePs and ICYE Outgoing Coordinator for funded program
• <b>Theo Stanislaus</b>	StePs program

## 3 - Being an Exchangee

You come to live for one year or for 6 months in a place where cultural patterns and family customs may be quite different from those you are familiar to. We cannot outline what your experience will be like, because each of you is an individual and customs vary from place to place. Former exchangees have collected a few suggestions for exchangees coming to Austria:

***Be curious and eager to learn.***

***Be quick to observe but slow to judge.***

***Do not be afraid to be corrected (Your mistakes can teach you a better understanding of your environment).***

ICYE is a project, an opportunity for those willing and able to invest their initiatives, their creativity, their ideas, their patience and respect. Try to be as open minded and flexible as possible, these are characteristics that will help you during your time in Austria

You will learn to take responsibility for yourself as well as for others, to get to know yourself better, learn a new language, understand the Austrian way of living to some extent, make friends with other cultures and from other continents, be independent. You will most likely change a lot during your exchange period.

## 4 - The first days in Austria

At your arrival in Austria you will be welcomed by Co-workers from ICYE. You will be 1 up to 2 days in Vienna and then in the orientation camp, which last 1 week. The language course will be given during the first month; it will be probably during the camp or in the office. During the camp you will have the chance to get to know the rest of the exchangees as well as some of the ICYE Co-workers. During this week we will try to give you some basic knowledge of German language, Austrian culture and what you can expect during your time abroad, but also the “Dos and Don’ts” and how ICYE works in Austria.

After the camp you will travel to your project or host house where you will be received by a coordinator from the project or family member. They will show you your room and give you some information on the rules, customs and about the work in the project.

## 5 – Host Project/ Voluntary Work

The Austrian projects can be found in the icye homepage or in our work profile. Please take in account that changing a project it’s very difficult. We expect you to learn and to adapt yourself into the project and to respect the rules given by them. Even though you will have routine tasks to fulfill, you will be able to plan and to implement different activities during your projects. The working hours go around 30 to 36 hours a week.



## 6 – Accommodation

Your accommodation will be given by the host project (meaning the project will organize a Host family/accommodation) or Grenzenlos will organize an accommodation. You may get a single room or share a room with another volunteer. Whatever your hosting situation is, you may feel that adjusting to it is quite hard. Remember, however, that this experience is just as new to the people surrounding you as it is to you.

### Tips from past exchangees:

- Don’t compare your accommodation with the accommodation of other volunteers. Every place is different.
- Try to integrate in the place you live and where you work
- Be tolerant!
- If you don’t like something, say it at the moment, and say things straight
- Help as much as you can in the host project
- Keep your room clean
- If they give you something as a present - say thank you and take it

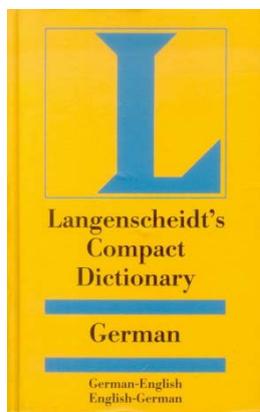
- Ask for the rules of the house
- If they give you responsibilities – respect them.

Recommendation: you can bring presents for new friends and host project - something typical from your country.

## 7 - German Language

### Kannst du Deutsch sprechen!

Language will be one of the main obstacles you will have to overcome in order to really live and understand Austrian culture. Although we provide a German course during the orientation camp, this will definitely not be enough. It would be of great advantage for you to get the basic ideas of our grammar and pronunciation before leaving your country and getting a German course while you are already in your project (which is not covered by the program).



If you can get a German grammar and a dictionary it will help you a lot, not only in the beginning, but throughout the whole year, just to look up things you forgot, or didn't really understand at first.

Austrian is a variation of the German language and as such slightly different from the written language, especially in pronunciation. Austrian might be sometimes pretty hard to understand, especially in the western part of the country.

If you want to study German and take a course in Austria, you will have to look for one in your town or near towns. Attending German language courses counts as leisure-activity and so should not interfere with your work at the project. Costs for language – and other special courses have to be paid by the exchangeees themselves. The prices of the courses are a little bit expensive but it depends of which institute and program (Semester, Trimester or intensive) do you want to take. Also, we recommend you that if you are planning to study in Austria you will need a certificated about your knowledge of German. You can do the test in the University of Vienna.

## 8 - Health and Insurance

All exchangeees who want to come to Austria will have a different insurance than the Dr. Walter ICYE general insurance. The Austrian government only accepts specific insurances appointed by them and Dr. Walter is not one of them. Without this insurance the volunteer will not get the visa or the residence permit.

The insurance is booked by Grenzenlos and will be charged to you by your sending NC. The Austrian based insurance provider is **UNIQA** and the product is called **Feel Safe – Student Health Insurance Basic** (<https://www.feelsafe.at/>).

**Was does this insurance cover? This is only a health insurance and it only covers the costs of medical care due to illness (including hospital and doctor's bills and medication) and accidents were the personal is not responsible for the accident.**

### What is not covered by this insurance (compared to Dr. Walter)?

This insurance is **NOT a Third-Party-Liability** insurance: it doesn't cover damage caused by the exchange to property or to a person.

This is **NOT an assistance service insurance** meaning, return trips to your home country due to illness will not be covered.

**Return trips to your country due to the death of close relative will not be covered by this insurance.**

The Sending NC will provide you with the detail description of the UNIQA insurance.

The costs of the insurance per month depends on your age. Here you can find the list of the costs:

AGE	Per month
18-27	60€

For Austria there is only one recommended vaccination (not mandatory). The one against ticks (in German "**Zecke**", those are a very small, black kind of bugs who suck blood .The loss of blood is minimal and therefore not the danger, but they can spread a deadly brain disease-) Our insurance does not cover the vaccination, only the treatment if you already are affected. So please get the vaccination in your home country or be prepared to pay about 70 € when you get it here.

## 9 - Visa and other Official Documents

All exchangees who intend to stay in Austria for more than 3 months and up to 12 months need to make an application in their country or in Austria.

- **Visa D:** is for volunteers staying in Austria exactly up to 180 days. This visa can be applied in the Austrian embassy in your country (or the Austrian embassy in charge of your home country). Costs of the Visa D are around 100-150€ (this depends on each embassy). **Participants coming for 6 months: age limit of 18 to 27 year of age.**
- **Residence Permit:** "AUFENTHALTSBEWILLIGUNG" is for volunteers staying in Austria for more than 6 months and up to 12 months. This can only be applied when you are already in Austria. The costs of the residence permit are between 170€ and 200€ (depending of where you live in Austria). **Participants coming for longer than 6 months up to 12 months – age limit of 17 -21 years of age.**

### STAYING IN AUSTRIA FOR NO LONGER THAN 180 Days

In order to get a VISA D to Austria all exchangees must apply from their hometown (or from the nearest AUSTRIAN Embassy). This would be for example in the case of the residents from Ecuador and Bolivia.

### STAYING IN AUSTRIA FOR LONGER THAN 6 MONTHS AND UP TO 12 MONTHS

**Schengen Visa needed:** In order to receive the residence permit in Austria all exchangees that need a “Schengen Visa” must apply in the Austrian embassy in their country (or the nearest Austrian embassy).

Here is a link where you can find which countries need a Schengen Visa:

[https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/borders-and-visas/visa-policy/apply\\_for\\_a\\_visa/docs/visa\\_lists\\_en.pdf](https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/borders-and-visas/visa-policy/apply_for_a_visa/docs/visa_lists_en.pdf)

**No Schengen Visa needed:** Those participants who don't need to apply for a Schengen Visa, can enter Europe with a tourist visa for 90 days (e.g. Honduras, Costa Rica, Taiwan, etc.). **While already in Austria the volunteer will apply for the residence permit with the help of Grenzenlos.**

The following documents will be sent **to your sending organization:**

- Invitation Letter to the Consul/Embassador from Grenzenlos (explaining the goals and basic information of the program)
- “Aufnahmebestätigung” Letter of Acceptance from Grenzenlos
- “Verein Registerauszug” from Grenzenlos
- Letter from the Project that he/she is accepted
- Insurance Confirmation Letter

**a. Process for those who need Schengen Visa:**

**Apply at the nearest Austrian consulate. The following documents must be presented to the Austrian Consulate by the exchangee:**

- A passport (valid to the end of the exchange year)
- A “To whom it may concern”- letter from the IO
- 1-2 identical passport size photographs
- Birth Certificate (Original and Translated in GERMAN/ legalized or with Apostille)
- Police Record (Original and Translated in GERMAN/ legalized or with Apostille)

**Other documents: in case the consulate asks for other documents, the sending organization should contact Grenzenlos.**

**b. Process for those who don't need a Schengen Visa:**

You travel with a tourist visa (no application needed in your home country). You must bring the following documents to Austria:

- Birth Certificate (Original and Translated in GERMAN/ legalized or with Apostille)
- Police Record (Original and Translated in GERMAN/ legalized or with Apostille)
- 1-2 identical passport size photographs
- A passport (valid to the end of the exchange year)

*Please send us the birth certificate and police certificate scanned via E-Mail after it has been certified and translated so we can check if everything is in order.*

**It is very IMPORTANT that the exchange brings all the original documents correctly certified and translated. When she/he arrives, we will immediately start with the Visa procedure (for those staying 12 months) and we have 90 days to get the residence permit. If after those 3**

**months there is something missing and the person has not yet received the residence permit, he/she must return to her/his home country.**

Remark: If you have any doubts please contact us [icye@grenzenlos.or.at](mailto:icye@grenzenlos.or.at) or [miguel.tabera@grenzenlos.or.at](mailto:miguel.tabera@grenzenlos.or.at)

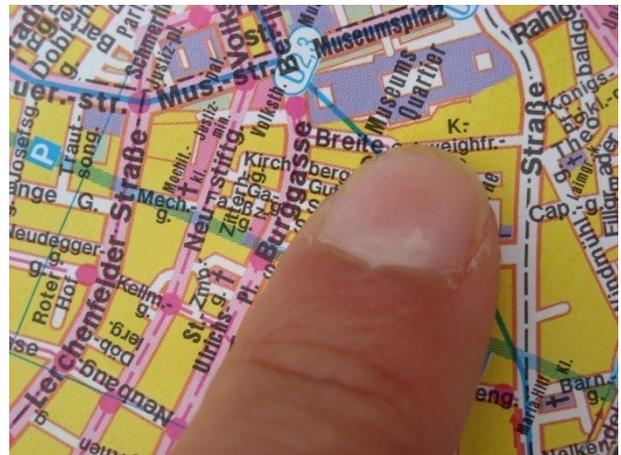
Any change or prolongation of the visa can only be done at the Austrian embassy or consulate in the exchange home country. **Austrian foreigner-laws have become some of the strictest and most restrictive throughout Europe.** For that reason, there will be no chance to prolong your stay in Austria over the one-year-period. Nor will you be able to move to another member country of the European Union after your visa has expired, as they all agreed in the treaty of Maastricht that every illegal foreigner will be deported to the port of entrance, that is in your case Vienna, and then back in his/her home-country. The only exception in this law are EU - or EFTA-citizens and to some extent citizens of the USA.

**The exchange will only be granted a visa if he/she signs the Grenzenlos agreement (see in this National Profile) which guarantees that every single exchangee will return to his/her home-country at the end of the exchange period. This is a very serious obligation and breaking it would severely endanger you, ICYE-Austria and its program.**

## 10 - Traveling, Driving, and other Regulations

Coming to a small country like Austria you will certainly get to know some of its neighboring countries or even travel to remoter areas in Europe. Still, keep in mind, that you do not come to Austria as a mere tourist but as a volunteer. Thus, traveling, though possible, cannot be your main priority in your exchange-year.

Traveling, in general is limited to four weeks for 12 month exchangees and 2 weeks for 6 months exchangees and you can take those weeks whenever you want but please you will have to **inform the project a few of weeks** before in order to avoid problems with respect of the schedule work of the project. Anyway, we think that traveling can be a way of getting additional information about the host-country by meeting people of other regions of Austria. If you have a driver's license, it does not mean that you can drive within Austria. The only way is if you have an international license. Remember: the insurance will not cover any damages caused by the exchange while driving.



**The use of illegal drugs is prohibited in Austria and as well not be allowed while you are participating in the ICYE Austrian Program. If there is any proof that you have been using illegal drugs during your exchange period, you will have to return to your home country. See Agreement below!**

## 11 - Money

Austrian ICYE bases its budget on the participation fee of the Austrian exchangees. Similarly the money you pay stays in your country and is used by your National Committee.

The Austrian committee pays for your travel and participation expenses connected with ICYE-meetings and activities.

**The pocket money per month will be 75 Euros.**

Approximate costs of common items in Euro	
a daily newspaper	For free to 3 Euro
a stamp (within Europe)	75 cents
a pocket book	5 Euro
ticket for the movies	4 – 10 Euro
cigarettes	4,50 Euro
train ticket (Wien-Salzburg, 317 km)	Starting at 30 Euro
1 l milk	1 Euro
1 kg bread	1,5 Euro
¼ kg butter	1,5 Euro
Phone call (1 minute within town)	30 cents
Overseas call (1 min.)	differs/ Whatsapp free☺
trousers	35 Euro and more
a coke (in a bar/restaurant)	2 Euro to 3 Euro
a coffee (in a bar/restaurant)	2 Euro to 3,5 Euro
a coke (in a shop, 0,33 l)	80 cents
a single ticket in Vienna	2,2 Euro
a 24 hours ticket in Vienna (Just if you live outside of Vienna)	7.20

## 12 - Program during the Exchange

- PROGRAM

During the year you will participate in meetings, camps and seminars organized by the ICYE:

- the language and orientation camp (in September or February)
- the Mid Year Camp (in December or in May)
- the evaluation-camp (in May or in December)

If other meetings or seminars are foreseen, you'll get the information once you are in Austria.

**WHAT TO BRING:** If you have special skills, it would be nice of you to share them with the people in your host-country. Please, bring information from and about your country like music, clothes, CDs, games, jokes, books, movies, etc. You will need them in the orientation-camp and during the whole year! If you know any typical dishes of your country this will also be a nice sharing experience with your host family, friends, etc.

- We are looking forward to meeting you in Austria

## Agreement – Code of Conduct / Rules and Regulations (ICYE Austria)

The success of your exchange program will depend on your clearness of the rules and regulations but most importantly on your attitude. We all want to have a positive experience so please read the code of conduct carefully and sign at the end the page.

Terms:

\*Hosting Organization= ICYE Austria = Grenzenlos

\*Sending Organization= The ICYE organization in my host country

\*Host Placement= Host project where I do my voluntary service

### General Conditions

1. I am aware that I am part of an international volunteering program. I have read and understood the **rules and regulations** for incoming volunteers in the National Profile (including this agreement) and Work Profile of Austria, the agreement/contract of my sending organization and the ICYE Federation's Guide for Exchangees. I agree to respect them and follow them.
2. I understand that the **preparation** seminar(s) from my sending organization, as well as the Orientation Seminar, Mid-Term (only for 12-month volunteers) and Final evaluation seminars run by ICYE Austria are compulsory.
3. Upon arrival in Austria I must have:
  - a. A **return air ticket** to my home country.
  - b. An **entry visa** or the necessary documents to get the visa in Austria.
4. The acceptance of a volunteer's application by the sending organization and ICYE Austria and the issuing of their Austrian visa is made on the basis that the volunteer has made full and complete disclosure of all the information as requested in the **candidate application** and **health certificate** forms (and other documents during the application period). Especially medical, psychological or legal background or any special needs must be shared, to enable us to provide a proper support and for the protection of the volunteer and any other person involved in the program. All medical conditions have been revealed, including any prescribed medications. **Any non-disclosure of information can result in the cancellation/expulsion of the program and in extreme cases, the repatriation of the volunteers to their home country at their own cost.**
5. I will do my best to try to learn, as much as possible, the local language which is **German**.
6. I will try to **adapt** and will respect the local way of life and the culture of my host country during my Exchange program.
7. I will not use **ANY illegal drugs** for recreational purposes during my volunteering program. If I need to use any controlled medication for medical reasons, I will inform ICYE Austria and the sending organization about it and show a proper prescription from a doctor.
8. I will timely inform my **ICYE contact person(s)** in Austria of any **problems** between myself and the project or Host Family (or other type of accommodation) in order to guarantee their support.
9. I will **treat** my **contact person and any co-workers** from ICYE Austria and the sending organization with respect and I will maintain an open communication with them to facilitate their work and their support to me and all the people involved in my Exchange period.
10. I will follow the **conflict resolution process/steps (Grievance Procedure)** with the hosting (and sending) organization and I will follow the instructions given to me in case of conflict with any stakeholders involved in the Exchange Program e.g. with my host project, family, etc.
11. In case of **emergency/crisis (e.g. personal / emotional crisis, crisis in the family, crisis in the region or country)** I will follow the crisis response checklist from ICYE Austria. I will contact immediately (and stay in constant contact with) the sending and hosting organization and I will strictly follow the instructions given to me by them.

12. I will be the person responsible for my **sexual health** during my exchange program in the hosting country and I will follow all the safety recommendations given by the ICYE organizations. I will inform both the hosting and sending organization in case of contracting a dangerous sexual disease or in the case of pregnancy.
13. I am as well responsible for my **mental and physical health** and I will not put myself in a dangerous situation that might affect me physically and/or mentally. In case my mental and physical health are being compromised, I will inform the sending organization and ICYE Austria, I will listen to their suggestions and allow them to support me.
14. If I'm the **victim** of any type of sexual, physical or psychological abuse, or sexual harassment, I will inform immediately my hosting organization (and if needed my sending organization) to get psychological and or legal support. The ICYE organizations will respect my privacy and confidentiality.
15. I am aware that I must respect and obey the Austrian **laws** and will avoid trouble with authorities.
16. I will **follow the rules of my host family** (or any other type of accommodation) which includes curfews, respectful communication, cleaning rules and any other regulations.
17. I accept that changing accommodation is possible but only under necessary conditions and after the hosting organization analysis the case, mediates and authorizes a change.
18. I will remember that I am a volunteer and an **ambassador** of my country.
19. I will not drive **ANY motorized vehicle** during my volunteering program (unless agreed upon with my sending and hosting organization). I am aware that my insurance will not cover any damage I cause, or any injuries inflicted on myself or others while I'm driving.
20. **Photos:** Please ask the people before you make any photos. Take images of people that are dignified and respectful and that do not present them as victims, vulnerable or submissive.

### Host Placement

21. I will follow the rules of my host project which includes assisting to the project for minimum of 20 hours and for a maximum of 40 hours per week. The project will establish the working hours. I will be on time, respect the rules and regulation of the project for my own safety and the safety of others and in case of sickness, I will timely inform the project about my absence.
22. I am prepared to accept the assignment given to me by project, as long as it does not conflict with the volunteer's ethics or religion).
23. I am aware that my projects might be in rural area and not necessary in a city.
24. I accept that changing project is possible but under necessary conditions and after ICYE Austria mediated and authorizes a change.
25. I understand that ICYE Austria has a mediation process to follow if any issues arise at my project, and that if the solutions put in place do not lead to a successful resolution, that either the project or ICYE Austria can end my placement at the project within a 4-week timeframe.
26. I am aware that in some cases I may be required to work on weekends, as long as up to 2 days free during the week.
27. If I do not attend to the project or refuse to go to the project, and I have no good reasons for it like sickness, then the visa can be revoked by the local authorities. If I do other activities that are not voluntary (working jobs) then my visa will be revoked by the local authorities.
28. I will treat the children, clients, staff and any other person from the project with respect regardless of race, color, sex, language, religion, political or other opinion, national, ethnic or social origin, disability or other status. Do not develop physical or sexual relationships with the people from the project.
29. I will not act in ways intended to shame, humiliate, belittle or degrade anyone from the project or otherwise perpetrate any form of emotional abuse.

30. I will not discriminate against, show unfounded differential treatment to, or favor particular participants/staff/clients/children of the projects.
31. Protect the safety and privacy of children/clients/staff/ of the project and their families by not using identifiable images in the media or internet or using them in any way which reveals their location. Please ask them before taking any photos or videos.

When working with children, young people and/or vulnerable people:

- Be aware of persons vulnerability and be aware of your position.
- Be aware of situations which may present risks (taking film/photo or interviewing for work purposes/reporting).
- As much as possible, be visible in working with children and young people. Do not spend time alone with children/youngsters away from others including taking a participant away from the project alone or having meetings alone. If privacy is needed, other staff member(s) must be aware and a door must be left open.
- Do not behave physically in a manner that is inappropriate (for example fondle, hold, or touch the children in a culturally insensitive way) or behave sexually.
- Do not act in ways that may be abusive, exploitative, physically or emotionally harmful or act in ways which places a child or a young person at risk of this.
- Do not condone, or participate in behavior of the children or young people which is illegal, unsafe or abusive.
- Do not use corporal punishment or otherwise physically assault children/youngster.
- Do not allow a child/a young person to be systematically neglected and do not fail to protect them from any harm that you are aware of.
- Do not abandon your professional distance (role of volunteer) by taking on a personal caring role such as by becoming a personal donor or a godparent.

#### **Travel Time**

32. I understand that ICYE is not a travel agency and that I am not supposed to travel longer than then specified time by the minimal conditions (*12-14 days for 6 months; 30 days for 12 months*).
33. I agree to coordinate any leave from my project with ICYE Austria, my host project and my host family; I will have to request leave with my project and ICYE Austria at least 2 weeks in advance.
34. I am aware that my vacations cannot interfere with my responsibilities within my project and ICYE Austrians official activities.
35. I am aware that I cannot leave the country for vacations (or any other reason) without informing my contact person at ICYE Austria (this helps us support you during any crisis).

#### **Pocket Money**

36. I'm aware that the pocket money I will receive every month is to cover my daily additional expenses, the amount of pocket money I will receive is an amount determined by the ICYE Federation. Pocket money will be transferred or given to the volunteers personally every month around the 15<sup>th</sup> of the month. Given Pocket money in advance is not permitted since July 2018 (only in cases of emergency).

#### **Insurance**

37. I am aware that in Austria the insurance I will have is only a medical insurance and it will be booked by ICYE Austria. This is not the same insurance that ICYE offer (Dr. Walter) and in Austria only certain insurances are accepted for the visa.  
This insurance is NOT a Third-Party-Liability insurance: it doesn't cover damage caused by the exchangee to property or to a person.

This I NOT an assistance service insurance meaning, return trips to your home country due to illness will not be covered. Return trips to your country due to the death of close relative will not be covered by this insurance.

At the end of the program years I confirm that I will unregister myself from Austria (ABMELDUNG – Meldezettel) so the insurance can be cancelled. If not done so, I will have to pay any extra costs for the insurance to ICYE Austria.

38. I am informed of the fact that my medical insurance will expire when my exchange year comes to an end and that from then on ICYE Austria will have no further obligations towards me.

*I hereby confirm that I have read and understood the above rules and information. I also confirm that I'm aware that not following this agreement/code of conduct or acting against it during my voluntary service, can lead to the cancellation/expulsion from the program and the return to my home country. I have read this document carefully, and agree to abide by its content and conditions during my voluntary service.*

**Name of the volunteer:** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date and Place:** \_\_\_\_\_

**ICYE AUSTRIA**

**SIGNATURE:** \_\_\_\_\_

**Date and Place:** \_\_\_\_\_

**Grenzenlos Office:**

**Address: Wien 9., Heiligenstädter Straße 2 (bei U6-Station Nußdorfer Straße)**

**Postal Address: Latschkagasse 1/4, 1090 Wien, Austria**

**Phone: +43 (0)1 315 76 36**

**Emergency Mobile: +43 (0) 650 315 76 36**

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