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AMTSFÜHRENDER STADTRAT FÜR
SOZIALES, GESUNDHEIT UND SPORT
VON WIEN

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VIENNAS PLEDGE TO THE EUROPEAN PILLAR OF SOCIAL RIGHTS INVOLVEMENT IN PRINCIPLE NO 17.
INCLUSION OF PEOPLE WITH DISABILITIES

Short political message/introduction

The City of Vienna is committed to ensuring and promoting the inclusion of persons with disabilities across various aspects of society and city policies.

Accessibility

Vienna continuously improves accessibility in public spaces through scientific research, innovative technology, and comprehensive measures. Public transport is largely barrier-free, with accessible underground trains, buses, streetcars and stations. New projects include barrier-free emergency intercoms and real-time sign language avatars for service alerts.

Information accessibility is a priority, with screen reader applications and easy-to-understand language. Healthcare services are expanding assisted communication tools, and all public facilities must meet strict accessibility standards. A structured plan ensures accessibility improvements across Vienna's 1,259 city-owned properties. Online services, home adaptation support, and e-government options further enhance accessibility.

Inclusion Strategy

Since 2004, the Vienna Anti-Discrimination Act has set binding accessibility standards. The "Inclusive Vienna 2030" strategy goes further, aiming for a city without barriers and promoting equal opportunities and a holistic approach, combining social, ecological, and economic sustainability while prioritizing individual needs. Developed with extensive public participation, it defines 12 key areas, 55 specific measures, and a roadmap for implementation by 2030. Vienna invests in services supporting people with disabilities, including housing assistance and employment programs. The strategy also emphasizes universal design, inclusive education, and barrier-free communication. Awareness campaigns foster diversity, while participation and self-determination are strengthened through training, networking, and peer services.

Broader Benefits

Accessibility measures benefit all residents, not just people with disabilities. Ramps, elevators, and traffic calming improve mobility for parents with strollers, older individuals, and cyclists. Easy-to-read language enhances information access for those with learning difficulties or limited language skills. E-government services simplify administrative tasks, and inclusive cultural events enrich community life.

Quality and Sustainability

Vienna's Monitoring Centre ensures compliance with human rights for people with disabilities. Stakeholders actively participate in planning, quality assurance, and policy recommendations. The Vienna Social Fund's Customer Council provides direct feedback to improve services.

Participation of Persons with Disabilities

Vienna institutionalizes self-advocacy and interest group involvement in decision-making. Regular consultations on urban planning and service development ensure inclusive policies. The Vienna Social Fund client council is a forum of persons with disabilities giving feedback to the city administration regarding service development.

Women with Disabilities

The Vienna Department for Women's Affairs focuses on services for women with disabilities, raising awareness of their specific needs, while supporting the City of Vienna's ongoing efforts to promote gender equality in all activities.

Awareness and International Cooperation

Vienna operates a Barrier-free Competence Centre advising developers and individuals. Awareness initiatives train city employees in accessible communication. The city shares best practices through networks like EUROCITIES and the European Social Network.

Inclusive Cultural and Recreational Spaces

Vienna prioritizes accessibility in all public spaces and cultural programs to promote social participation. One highlight is the Wien Museum, reopened in 2023, which exemplifies inclusive design with tactile guidance, sign language resources, and barrier-free facilities.

Accessibility in Sports

Vienna provides barrier-free sports infrastructure, including fully accessible sports halls, pools, and upcoming facilities like the Sport Arena Wien, designed with input from para-athletes. Municipal swimming pools feature adapted changing rooms, lifts, and free entry for accompanying persons. The city also funds inclusive sports clubs and events.

Commitment to an Inclusive City

The City of Vienna exceeds legal requirements to ensure accessibility is integrated into all urban policies. By fostering an inclusive society, Vienna continues to enhance its quality of life for all residents.

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