

ADMINISTRATION IN BRIEF

SERVICES AND DATA

CREDITS

Publisher: Federal Chancellery,
Division III – Civil Service and Administrative Reform
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Layout: Jarmila Böhm
Print: Remaprint
Version: May 2006

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EU AT

THE ORGANISATION OF
AUSTRIAN ADMINISTRATION

THE ORGANISATION OF AUSTRIAN ADMINISTRATION

The organisational variety of the Austrian administration is derived from two principles:

- I from the constitutional basic principle of the *Federation*
- I and from the principle of *local self-administration* of Austrian municipalities

These two principles result to an administrative structure consisting of three levels of subdivisions each with corresponding administrative organisations:

- I at *central government* level the **Federal Government**
- I at *federal level*, the **federal state administrations** of the nine States of Burgenland, Carinthia, Lower Austria, Upper Austria, Salzburg, Styria, Tyrol, Vorarlberg and Vienna
- I and at *local self-administration* the **municipal administrations** of 2,359 Austrian municipalities

All over Austria there is also a network of 99 administrative districts, which are not independent territorial authorities but are rather organisation-

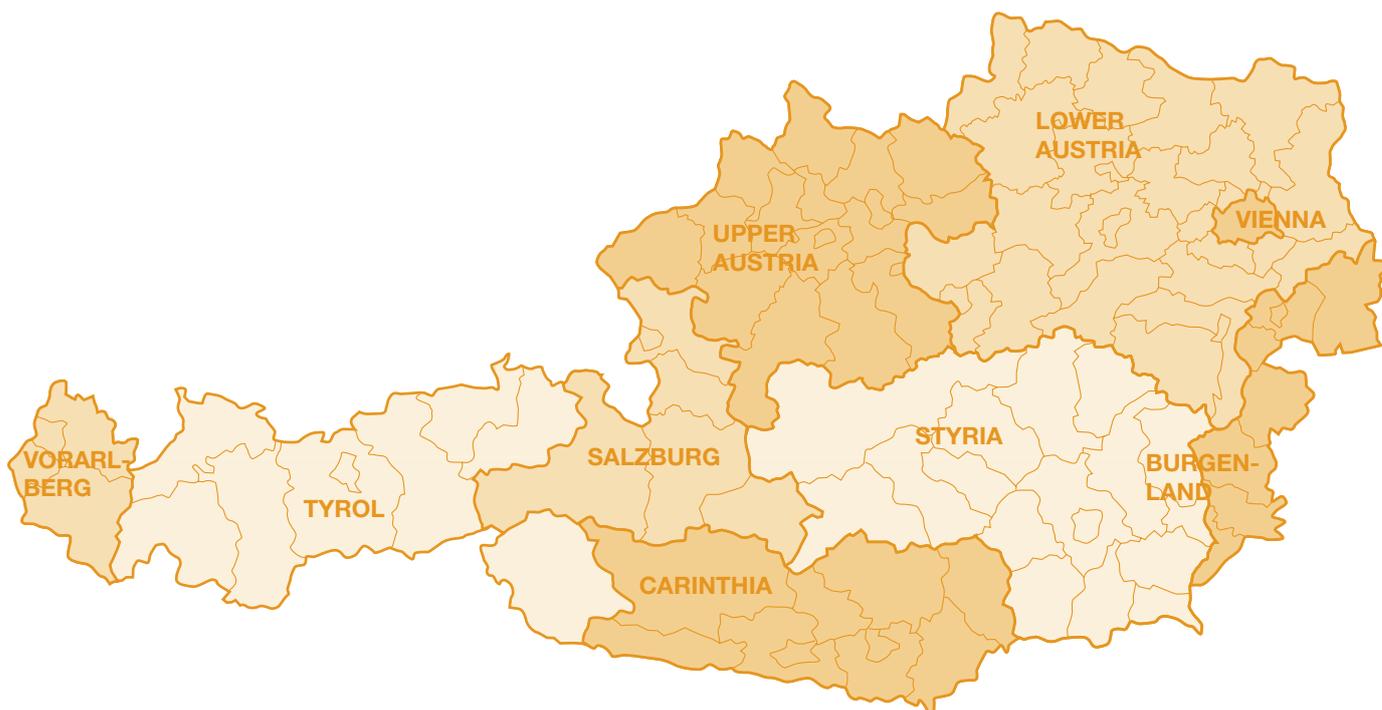
ally integrated in the federal state administration (as district authorities) or within the greater city. As such, Austria can be said to have a *four-tiered administrative structure* throughout: Federal Government – Federal States – Districts - Municipalities

THE FEDERAL GOVERNMENT

The Department Principle

The Federal government is the largest administrative organisation in Austria. It is under the leadership of the *Federal Ministers*, who preside as monocratic organs of a particular department. The number of Federal Ministers and consequently of the departments is variable – currently there are twelve. *State Secretaries* can be appointed for political support and for representation in parliament or at European level.

Other than the Federal Chancellor, who is also supported by his own department, there are Federal Ministers for *foreign affairs*, for *education, science and culture*, for *finance*, for *health and women*, for *the interior*, for *justice*, for *defence*, for



agriculture and forestry, environment and water management, for social security, generations and consumer protection, for transport, innovation and technology and for the economy and employment. Currently there are seven State Secretaries active in five ministries.

As a whole, the Federal Ministers make up the *Federal Government*. The *Federal Chancellor* is the chairman of the Federal Government and as such, exercises the central function. As heads of the Federal Chancellery, he has the same rank as all other Federal Ministers. This clearly demonstrates the prevailing distinct “department principle” of the Federal Administration.

Federal Ministries and subordinate agencies

Each Federal Minister’s department consists of a *Federal Ministry* (also called *Central Offices*), where strategic decisions such as draft bills are prepared, and the *subordinate agencies*. The latter is a collective name for all kinds of organisational establishments. In this way, finance offices are subordinate agencies just as police inspectorates or even individual schools are.

The size of individual departments varies greatly as a consequence. Traditionally, large departments are the ones concerned with education and security agendas. In particular, the dimensions are as follows:

STAFF SIZE OF FEDERAL DEPARTMENTS (2005)

Ministry	Central Office (Ministry)	Other (subordinate) Ministerial area	whole Ministerial area
Federal Chancellery	740	125	865 (0,6 %)
Foreign Affairs	627	756	1.383 (1,0 %)
Education, Science and Culture	975	42.523	43.499 (32,6 %)
Finance	743	10.575	11.317 (8,5 %)
Health and Women	459	91	550 (0,4 %)
Interior	1.307	30.316	31.623 (23,7 %)
Justice	249	11.090	11.339 (8,5 %)
Defence	1.078	23.093	24.171 (18,1 %)
Agriculture and Forestry, Environment and Water Management	891	1.788	2.680 (2,0 %)
Social Security, Generations and Consumer Protection	550	674	1.224 (0,9 %)
Transport, Innovation and Technology	688	280	968 (0,7 %)
Economy and Employment	1.046	1.962	3.008 (2,3 %)
Others	661	–	661 (0,5 %)
Total	10.014 (8 %)	123.273 (92 %)	133.287 (100 %)

THE ORGANISATION OF AUSTRIAN ADMINISTRATION

The structure of a ministry

The twelve Austrian Federal Ministries (including the Federal Chancellery) are subject to standard organisational basic principles. They are divided into *divisions*, and for the most part have between 50 and 150 employees. The divisions are themselves divided into *departments*. Depending on the case, several departments can be combined into *groups* or *areas*. Subdivision of departments into sections is also possible. Additionally, *Secretaries General* are established in some areas as are personal offices of Federal Ministers or State Secretaries around the political leadership of a ministry. The actual *structure of the organisation* and distribution of responsibilities (division of tasks) is laid down by each individual Federal Minister internally. The *running of the organisation* occurs in all ministries through an electronic file system (ELAK), which has completely replaced the “paper file”.

“Disincorporation” from the Federal Government

In the last decades, various legally independent establishments were founded outside of the Federal administration. This occurred through so-called “disincorporation”, in which a governmental establishment was converted into a legally independent institution or a company under company law on the basis of a special law. In the course of a disincorporation process, the staff – while maintaining its rights – is also transferred to the disincorporated establishment. Also, financial funds are separated from the government budget. Financing and control relationships with the relevant Federal Ministry continue to exist, of course.

The spin-off process began in 1969 with the disincorporation of the government owned Postal Savings Bank and currently includes around 100 companies and institutions following the disincorporation of the postal service, museums and theatres, employments offices, banking supervisory authorities, all universities and many other government establishments.

FEDERAL STATE ADMINISTRATION

In contrast to the Federal Administration, the administrative apparatus of the nine Federal States are not organised according to the branch system. The *state government* as a leadership organ of the state administration basically acts as a committee, although many aspects are still delegated to individual members for decision. There are no separate State Ministers with or without portfolios as administrative assistance, but rather a common *State Government Office*. Internal affairs of the Office are led by the *State Governor* as chairman of the State Government (at political level) and the *Head of the State Government Office* (at administrative level).

Most of the 99 District Administrations are also part of the State Administration. Outside the 15 larger cities, which act as administrative districts, there are 84 *District Authorities* established as administrative districts throughout Austria, and which play a leading role especially in national administration. District authorities are led by one of the persons nominated as *District Governor* by the State Government.

Furthermore, State Administrations also have *subordinate agencies* and numerous disincorporations from State administration have taken place. State hospitals especially have been going through a process of legal independence over the last few years.

MUNICIPALITIES

From the 2,359 municipalities, only 50 towns have more than 10,000 inhabitants and 85% of all municipalities have less than 3,000 inhabitants. Since the size and capacity of a municipality is not considered in task setting, a distinct structure of cooperation has developed amongst Austria's municipalities. As such, many *municipal associations* are founded especially when concerning high investment and employment opportunities, in order to enable more efficient management. 15 of the largest Austrian cities play a very specific role among the municipalities: they are *cities with their own statute*. This means that on top of their municipal responsibilities, they also hold the function of administrative district.

The municipal offices are under the leadership of the *Mayor*, who is elected by the *Municipal Council* representative organ or directly by the citizens of the municipality. An office leader generally referred to as *Municipal Secretary* or *City Office Director* takes care of the administrative leadership (Chief Magistrate in cities with their own statute).

Many municipal responsibilities fall under the *provision of subsistence* and concern the creation of educational, social, environmental and cultural infrastructure.

PUBLIC ADMINISTRATION TASKS

The modern administrative state is long past being a simple sovereign state which administers state tasks with commands and force. The Austrian administration is more an administration of services with distinct fields of activity such as in the social, health, education and cultural areas as well as a support administration. The classic differentiation between a sovereign administration and non-sovereign administration is therefore in a context of a material analysis of tasks with continually reduced significance.

Task distribution

In the distribution of administration tasks to territorial authorities, the way in which the state administration acts plays a determining role. This is because the division of competencies of the Austrian constitution only applies to the state administration. Aspects observed in the legal entities outside the state administration are not subject to this strict distribution regime. It is sometimes referred to as the "private sector administration", because the State acts like a private company in this context. All non-state administration affairs can therefore be come under the jurisdiction of territorial authorities, which in practice could lead to double-tracking in the administration of services and support. The distribution of tasks within territorial authorities is something undertaken mainly by Federal Ministry law or by classification by State governments or Municipal Councils.

Indirect and direct administration

A special form of fulfilling tasks within the scope of the State Administration is that efficiency is the main principle of *indirect administration*. This means that state affairs of the state administration are basically under the jurisdiction of provincial State Administration organs – mainly district authorities; The Federal State District Authority therefore acts for the provincial Federal State as well as the central government. Instructions from the responsible Federal Minister are of course also authoritative in indirect state administration. Exceptions to this principle only exist for certain responsibilities: financial administration affairs, the security police as well as military and foreign affairs are dealt with directly by the (subordinate) state agency.

THE ORGANISATION OF AUSTRIAN ADMINISTRATION

PUBLIC ADMINISTRATION REFORM

In the last few years, administrative reform has reinforced activities. Within the central administration, a strategic approach was chosen, which would initially provide for an evaluation of tasks. To this purpose, a group of experts was commissioned with examining existing administrative tasks and to scrutinize them critically (Report by the *Task Reform Commission* 2001). Consequently, targeted measures to *optimise structure and services* were proposed, based on objectives of benefiting from potential staff and budget cuts, but at the same time ensuring the quality and efficiency of administrative services.

A reform focus brings increased use of modern technologies to the advantage of citizens as well as of achieving the savings objectives. A special e-government law creates the foundation for widespread e-government services. Both citizen-oriented applications such as “finance online” as a communication level for tax issues and the introduction of the electronic file (ELAK) are prime examples of this.

In order to optimise the administrative organisation, distinct decentralisation measures were taken. In this way, making the strict regime of budget law more flexible for operatively active organisational units (through the so-called flexi-clause) will facilitate management. Through “disincorporations” from the government administration organisation, legally independent and responsible “companies” are created, whose public services are produced more efficiently.

Around 150 innovative government reform projects are combined in the Administrative Innovation Programme (VIP) are subject to collective controlling. As a result it becomes clear that 66% of the projects are fully implemented and 15% of projects have reached a degree of implementation of more than 50%. All reform measures of the last 6 years put together have already yielded cumulative savings of over 7 billion Euros.



EU AT

THE PUBLIC SERVICE
IN AUSTRIA

THE PUBLIC SERVICE IN AUSTRIA

Administration staff – the public service – consists of the persons who are employed by an Austrian territorial authority. Fulfilling government tasks naturally has high social significance. Civil servants have the special requirement to ensure that impartiality, efficiency and abidance to laws count as the main characteristics of the public service in Austria, just as the efficiency of the administration and its freedom from corruption.

Dimensions of the public service

Quantitatively speaking there are – calculated as full time employees – a total of 384,200 public servants in Austria. Only 35% of public servants are employed by the Federation (Federal Service). 65% are Federal State and Municipal employees (State and Municipal Service).

PUBLIC SERVICE EMPLOYEES IN ALL TERRITORIAL AUTHORITIES

Federation	133,300	(35 %)
Federal States (incl. Vienna)	180,500	(47 %)
Municipalities	70,400	(18 %)
Total	384,200	(100 %)

Around 62,000 teachers of the compulsory education system are also employed by the Federal States (State teacher), whose salaries are not paid by the relevant State but by the Federation.

(all staff data based on full-time equivalents; Federation data from 2005, otherwise 2004)

Officials and contractual staff

There are two types of public employment: employment under *public law* as *officials* based on a government act and basically designates a permanent position, as well as employment under *private law (contractual)* as *contractual employees*, based on a service contract and is the similar as that of a private sector employee. In many areas though, there are no great differences between the service regulations for officials and those for contractual employees.

The status of official comes from the historical prototype of a civil servant, but nowadays more than half of all employees are contractual employees.

Structures of the public service

Detailed information on specific work, training, income and gender specific structures for the whole public service is not possible since a corresponding standard analysis is still in progress. The data provided below on the *Federal Administration* does provide a certain general idea.

FEDERAL EMPLOYEES ACCORDING TO WORK GROUPS (2005)

Administration	49,300	(37 %)
Federal teachers	36,000	(27 %)
Executive service	29,200	(22 %)
Military	14,700	(11 %)
Judges and Public Prosecutors	2,300	(2 %)
Others	1,800	(1 %)

MIDDLE FEDERAL EMPLOYEE INCOME ACCORDING TO WORK GROUPS

Judges and Public Prosecutors	60,296 €
Teachers	43,065 €
Executive service	39,433 €
Military	32,571 €
Administration	26,158 €

(yearly salary in Euro, income data as median values from 2004)

ACADEMIC – EMPLOYMENT IN FEDERAL SERVICE (2005)

Male academics	19,400	(51 %)
Female academics	18,600	(49 %)
Total	38,000	(100 %)

Academic quota	29 %	

(basis: full-time, year average)

Training trainees in the various work groups rates very highly in the civil service, just as providing for the disability plan positions does.

The public employer

The public employers in the formal sense are the territorial authorities. The basis of public employment is formed by special service regulation laws for employment both under public law and private law and govern all relevant conditions in great detail. Both for the government service and the State and Municipal services of each Federal State, there are specific legal foundations that are independent of each other's relevant parliament government or state legislator. This leads to numerous service regulatory systems in Austria.

Personal responsibility in the government belongs to the individual Federal Ministers. The coordination of staff management and the preparation of service regulation laws and other standards is based in the Federal Chancellery.

Personnel management and controlling

Post diagrams are the instrumental tools for personnel management in the public service. In this set of figures, which is very effective as a formal part of the yearly official budget, the highest permissible number of employees and individual institutions are assigned through the setting of *permanent posts*. Both new recruits and reassignments are only possible provided there is a vacant permanent post. Also, the maintenance of budgeted financial staff expenses must be ensured.

The task of *personnel controlling* consists of the most up-to-date observation of developments resulting in extra costs in the staff sector, in order to gain personnel relevant knowledge and to be able to take targeted measures to steer the staff. Data collected in the course of personnel controlling allow an orientation to international data and form a good basis for staff demand planning.



THE PUBLIC SERVICE IN AUSTRIA

Social partnership in the public service

The social partnership that is decisive throughout economic and social levels is moulded in the public service itself. It is based on problem solving in partnership and ranges from yearly salary negotiations to the review of diverse relevant standards.

As trade unions of the public service part of the *Austrian Trade Union Federation* (ÖGB), the **Union of Public Services (GÖD)** has 230,000 members and the **Union of Municipal Employees** has 165,000 members (incl. the retired employees).

In each organisational area of the administration, there is a fully differentiated system of **personnel representation** concurrent to the “in-service” employee representation system, which has varied legal information and codetermination rights of personnel representation. The results of personnel representation elections are decisive for the political power relations within the trade unions of the public service.

Admission into the public service

Staff selection in the public service has two criteria that must be fulfilled: To guarantee objective staff recruitment and ensuring high quality. New recruits therefore usually have to go through *public invitation to competitions* and take corresponding *suitability examinations*. Only for special requirements, which can only be provided by a small number of applicants, does a full recruitment interview suffice. The strict education principle traditional in the public service is today – at least for contractual employees – much more flexible.

Careers and functions in the public service

In Austria, long and life-long careers within the public service are still very common – but leaks to private sector employment are becoming more common. For high leadership functions, not only does a public competition take place, but a selection recommendation by an independent appraisal commission also forms the basis of the personnel selection. Top official positions in the public administration, such as the lead of a Ministerial Division, are only assigned for a maximum of five years.

In the public service, there is an express requirement to promote the careers of women. Also, international experience is valued when pursuing a career in European and international institutions.

Personnel development

For over 10 years, the public service has established modern *personnel development*. The following objectives are the focus of this:

- | Increasing the qualification level of all employees
- | Supporting leadership and motivation
- | Supporting personality development
- | Improving the communicative company culture

In order to implement these objectives, different measures have been taken. Other than improving and expanding education and further training, new personnel development instruments have been created, such as employee discussions, internal “job exchanges”, corporate identity measures up to modern organisation of the workplace.

Salaries

There is a great variety of salary systems for employees of different Austrian territorial authorities. Currently, for most of the government service, there is a system with guaranteed advantages combined with job-related bonuses for well-performed functions. Further allowances or so-called “extra-pay” must take special service conditions into consideration. This salary system is based on a widespread analysis of employment in individual positions regarding their valency (job valuation).

Retirement

The pension system for federal officials with a different concept than that of the general system of retirement was standardised in 2005 in the course of the so-called “pension harmonising”, so that for the first time and throughout Austria, the foundation for a standard pension system was created. The reconciliation of the retirement provisions previously under other dimensions to the general regime was carried out only for Federal State and Municipal officials.



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FEDERAL ADMINISTRATION
SERVICES AND DATA



Federal Chancellor
Wolfgang Schüssel



State Secretary
Franz Morak



State Secretary
Karl Schweitzer

MAIN RESPONSIBILITIES

- Government policy and coordinating the administration
- Fundamental issues of Austrian membership in the European Union and OECD issues
- Constitutional issues
- General affairs of the government administration and administrative management, especially ensuring administrative services that are close to citizens, efficient, economical, and purposeful; administrative reform, E-Government
- Public service personnel issues, including service regulations, salaries, pensions, government position diagrams, education and further training, personnel development
- Media
- Providing legal information to the public
- Arts, and State theatres
- Sport

STAFF AND BUDGET 2005 ¹⁾

865 employees

Administration operating expenditure:	40 m €
Staff expenditure:	39 m €
Total expenditure:	627 m €

CENTRAL OFFICE STRUCTURE

- Division I** General Matters
- Division II** The Arts
- Division III** Civil Service and Administrative Reform
- Division IV** Coordination
- Division V** The Constitutional Service
- Division VI** Sport

IMPORTANT UNITS

- Austrian State Archives
- Austrian Communications Authority

AMONG OTHERS, RESPONSIBLE FOR

- Statistics Austria
- Wiener Zeitung GmbH
- Print Media Austria AG
- Federal Theatre Holding GmbH
- State Sports Services GmbH

Coordination of government policy

The scope of responsibilities and public information activities of the Federal Chancellery covers a wide range. However, in the first half of 2006, the Austrian Presidency of the European Union Council took a front position.

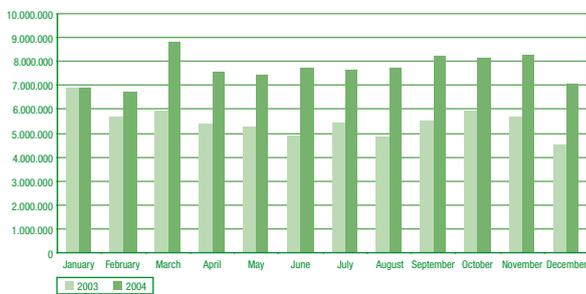
This included organising and carrying out all Council meetings in collaboration with relevant ministerial divisions, jointly representing the Council with other EU organs and representing the EU to third countries and international organisations. Work is done in the numerous EU committees such as working and coordination groups, at the political level in the European Council, in the Council of Ministers, and at government level in around 250 committees and working groups. Citizens' everyday concerns form the focus of attention: economic and social prosperity, environmental protection, freedom and security, trust in Europe, strengthening the role of the European Union in the world and the challenges of globalisation.

Other important fields of activity of the Federal Chancellery lie in the areas of the arts, culture, as well as media and ICT. In sports, there are many large sports events other than the preparations for the football European Championship in 2008. In order to create optimal conditions, the focus will be on a lean but strong administration, whose reforms have led to numerous prizes and have put it in second place in Europe in the area of e-government.

Increased use of Internet platform help.gv.at as “public service assistant”

The “online public service assistant” www.help.gv.at covering all public services has been welcomed. Already popular because it is easy to understand and use even for people with little experience with the Internet, as of autumn 2005, help.gv has also been freely available to persons with disabilities. The Internet platform is structured according to “life situations” and is continually updated; other than basic information, there are also downloadable forms and increasingly, there is also the opportunity to complete administrative procedures online. 8 million information pages are accessed every month, and one of the most common operations is calling up forms. Currently, help.gv provides 2,800 forms, 22% of which as online administrative procedure forms. User questionnaires show a high level of satisfaction with the service.

NUMBER OF HITS ON www.help.gv.at



Up to date and user friendly – Federal Law online

The Federal Chancellery’s legal database contains the Republic of Austria’s legislation as well as High Court and Administrative Court decisions. Law amendments are added to the original version of the law, whereby despite the complexity (for complete amendments or general amendment instructions of the legislator), the processing times (from its announcement up to availability online) have been greatly reduced since 2001. Not least because the data is so up to date and due to its user friendliness, hits to the site have almost tripled since 2001: to an average of 111,360 hits per day.

Federal Law	2004

New/amended legislation	1.656

Number of documents	236.507

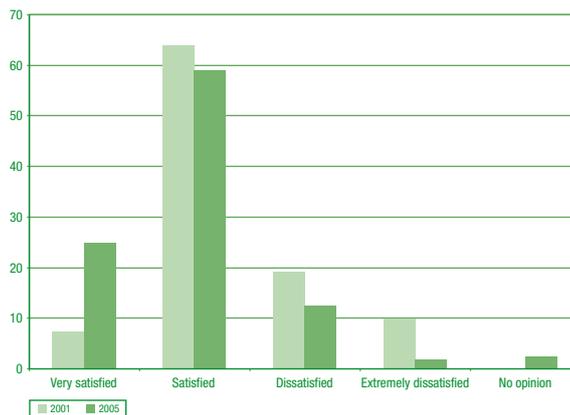
Processing time per Federal Official Gazette in days	50

Average number of hits per day	111.360

Pioneer project “electronic file” – increasing efficiency and reducing costs

Faster, more efficient, clearer: the introduction of the “electronic file” (ELAK) is already replacing 2 million paper files and saving 6.8 million Euros. 8,500 Federal Ministry employees are currently working with ELAK, and processing citizens’ applications and internal administrative affairs are carried out exclusively online. The streamlining potential is enormous: Electronic data transfer saves around 24 million transportation movements per year; the processing times are reduced by 12%. And the user’s satisfaction also increases.

SATISFACTION IN PERCENTAGE



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Federal Minister
Ursula Plassnik



State Secretary
Hans Winkler

MAIN RESPONSIBILITIES

- Executing foreign policy
- Issues relating to international law and international organisations
- Development cooperation, coordination of international development policy
- European Union legal affairs and coordination of all EU affairs
- Integrations and foreign trade policy
- Foreign representation in Austria
- Austrian representation abroad, protection of Austrian citizens abroad
- International cultural relations

STAFF AND BUDGET 2005 ¹⁾

1.383 Employees

Administration operating expenditure:	128 m €
Staff expenditure:	70 m €
Total expenditure:	380 m €

CENTRAL OFFICE STRUCTURE (MINISTRY)

- Division I** Central Affairs
- Division II** Political Division
- Division III** Integration and Economic Policy Affairs, Coordination in EU Affairs
- Division IV** Legal and Consular Division
- Division V** Cultural Policy Division
- Division VI** Administrative Affairs, Infrastructure
- Division VII** Development Cooperation and Cooperation with Central and Eastern European States; Coordination of International Development Policy

IMPORTANT UNITS

- 111 Representational Authorities (Embassies, permanent representation in international organisations, General Consulates and cultural fora) in 81 states
- 276 Honorary consular representations in another 54 states

AMONG OTHERS, RESPONSIBLE FOR

- Austrian Development Agency GmbH (implementation of projects and programmes of the Austrian Development and Cooperation with the East initiative)

Austrian EU Presidency first half of 2006

In the first half of 2006, Austria led the European Union Council for the second time since its entry into the EU. The focus of work is on citizens' real concerns:

- Promoting employment and growth in Europe,
- ensuring the specific European life models in the globalised world,
- consolidating citizens' trust in the European project and
- Europe's role as a stronger and more dependable partner in the world.

The EU Council Presidency is also a considerable organisational challenge for Austria, other than the task content: All over the world, the coordination of a multitude of conferences, more than 150 meetings, many of which at minister level, all to be organised in Austria. The objective is to offer conference guests the best working conditions.

Twelve informal minister meetings are taking place in Austria. Austria also leads the presidency of the committees preparing these conferences. These include the weekly conference of the Permanent Representation Committee, which comprises of ambassadors of EU member states (ASTV II) or of their representatives (ASTV I), as well as around 200 regular committee and working group conferences.

Rapid assistance in emergencies – further reductions in processing times

With the introduction of the electronic form, processing times for the procedure for financial support for Austrians in need abroad has been reduced to a third of the time in the last five years. Now, the procedure takes – from application to payment of monies – an average of 15 hours, and with current process optimisation, this is to be reduced to 12 hours.

	2002	2003	2004
Processing time of financial transfer services in hours	21	18	15

Improved Information

With the restructuring of the Foreign Ministry's Website and the publication of comprehensive travel information, a continual increase in access has been achieved in the last three years.

	2002	2003	2004
Monthly hits to FMFA's homepage	23.190	47.580	over 60,000

Foreign Culture – increasing interest

The number of events presenting contemporary Austrian culture – music, theatre, literature and film – abroad has increased in the last few years, as has the number of visitors.

Music	2000	2004
Number of musical events	728	998
Number of visitors in thousands	271	365

Theatre and literature	2000	2004
Number of literature lectures and theatre performances	480	755
Number of visitors in thousands	186	209

Film	2000	2004
Number of film showings	170	394
Number of visitors in thousands	43	129

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EDUCATION, SCIENCE AND CULTURE



Federal Minister
Elisabeth Gehrer

MAIN RESPONSIBILITIES

- Schools (general schools, vocational schools) including
 - School maintenance, foundations
 - Education and training such as teacher examinations
 - Nurseries and care centres
- Academia (Universities, colleges) scientific research including
 - study grants
- Cultural affairs, especially,
 - Federal Ministries and Austrian National Library
 - Protection of monuments
 - Libraries
 - Folk culture and education
- Cultural affairs

STAFF AND BUDGET 2005 ¹⁾

Total:	43.499 Employees
of which school teachers:	35.680 Employees
Administration operating expenditure:	591 m €
Staff expenditure:	2.265 m €
Total expenditure:	9.070 m €

CENTRAL OFFICE STRUCTURE (MINISTRY)

- General Matters** Staff development and central organisational affairs; budget, scope, public relations, support
- Division I** General school system, educational planning, international relations
- Division II** Vocational education
- Division III** Staff and school management, legislation
- Division IV** Culture
- Division V** General pedagogical affairs, statistics and IT, adult education
- Division VI** Scientific research, international relations – science
- Division VII** Universities, colleges

IMPORTANT UNITS

- Schools
- State School Councils
- Pedagogical Colleges
- Federal Monuments Office, Education and Cultural Affairs Office

AMONG OTHERS, RESPONSIBLE FOR

- Universities
- Federal museums, Austrian National Library, arts and cultural foundations
- Science Academy

European Higher Education – teacher training to conform to Bologna process too

Universities, colleges and pedagogical colleges all award the degrees of Bachelor, Master and Doctorate. In this way, Austria is observing the Bologna Process, in which 45 states have committed to a system of mutual recognition of degrees.

With the coming into force of the new Higher Education law in April 2006, teachers in elementary, secondary and special schools, in vocational schools, vocational middle and secondary schools and those in religious education are to be trained or given further training at higher education level. The curriculum for bachelor's degrees in pedagogical colleges will come into force in October 2007. The training and further education tasks until now spread out in 51 academies and institutes are to be concentrated into 8 higher Federal education establishments and several Catholic further education establishments. Teaching studies in pedagogical colleges will lead to a Bachelor of Education (Bed), which will entitle graduates to teach in the compulsory education system.

For the purposes of lifelong learning, constructive continuing education Masters studies may be completed in pedagogical colleges, a technical college or a university. Universities are planning to start granting bachelors and, after two more years of studies, masters for teaching posts in general and vocational secondary schools from 2008.

Level of education rising – higher percentage of secondary school graduates

The number of Austrians who have completed a secondary school is continually rising. In 2004, the share of secondary school graduates in their year group was 39.7% (38,802 graduates), compared to only 28.1 % in 1991 and 37.2% in 2001. A further rise is forecast for the coming years, and this should increase to 45% by 2020.

The level of education in secondary schools is high: in 2004, the teacher-student ratio was 10.2 pupils per teacher in general secondary schools and 9.0 in vocational middle and secondary schools. The average number of pupils per class has remained relatively constant at 24.4 in general secondary schools and 24.3 in vocational secondary schools.

“e-grants” – service-oriented, more time for advice

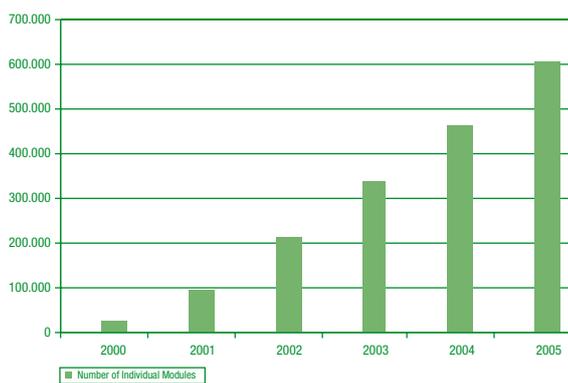
Around 170 million Euros were spent on study grants in 2004. The e-grant enables customer-friendly and fast processing of grant applications and leaves the study grants authority employees more time for advice and information: students do not need to submit any documents with their application – the required data is automatically called up. The entitlement to further cover is also automatically examined. Out of 53,686 applications in the 2005/2006 winter semester, as many as 27,554 are extension applications that are automatically dawn up. The expense and processing times for applications has been reduced from 47 days (1999) to 20 days (2003).

	2001/02	2002/03	2003/04
Applications	58.493	59.076	62.498
Approvals	40.837	44.001	46.304
Share of advice time out of total work time	5,44%	9,39%	11,50%

ECDL well underway – computer driving license also “barrier-free”

With 602,806 single examinations until now, the European Computer Driving License (ECDL), in its fifth year of existence in Austrian schools, has become a success from which both young people and employers benefit. Under the patronage of the FM Education, Science and Culture, learning material for persons with special needs have been made available electronically under the scope of the project “Barrier-free ECDL”.

ECDL IN SCHOOLS – INDIVIDUAL MODULES EXAMINED IN TOTAL



Protection of monuments – preserve and protect

The protection of monuments, the preservation of historical and culturally significant objects, is (in the first instance) the task of the Federal Monument Office. Other than these official tasks, it also fulfils scientific and advisory tasks.

	2002	2003	2004
Number of support projects	1.178	1.261	1.515

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Federal Minister
Karl-Heinz Grasser



State Secretary
Alfred Finz

MAIN RESPONSIBILITIES

- Financial system and financial adjustment
- Drawing up Federal budget and managing the budget; Budget and financial controlling (also for disincorporated government entities)
- Budgetary affairs with the European Union
- Government expenditure and contributions: methods, levies, contributions, financial (administrative) criminal law
- Customs
- Finance and financial policy, especially
 - Currency, credit, savings, banking and insurance companies
 - Stock exchange
 - Capital and monetary transactions
- Government property, especially
 - State credits, government liabilities and financial debts
 - Government controlling interests
- Supervision of companies

STAFF AND BUDGET 2005 ¹⁾

11.317 Employees

Administration fixed expenditure:	341 m €
Staff expenditure:	521 m €
Total expenditure ²⁾ :	2.007 m €

CENTRAL GOVERNMENT STRUCTURE (MINISTRY)

- Division I** General Matters
- Division II** Budget
- Division III** Economic policy and financial markets
- Division IV** Taxes and customs
- Division V** Information Technology
- Division VI** Tax policy and substantive tax law

IMPORTANT UNITS

- Finance offices
- Federal Financial Agency

AMONG OTHERS, RESPONSIBLE FOR

- ÖIAG
- Federal Theatre Holding GmbH
- Financial markets supervisory authorities
- Bookkeeping agency
- Federal Procurement Agency GmbH

Comprehensive reform of finance administration

The largest reform process in the history of the Austrian finance administration affects around 7,000 employees. The main objectives are to streamline procedures, to cut down on delays and to intensify the fight against fraud: 80 finance offices have been merged and reduced to 41 economic areas, 2 instead of formerly 4 hierarchic levels make processes simpler and clearer. A general team structure forces team work and common responsibilities. In this way, for example, average processing times for employee tax assessments have been reduced from 45 days in 2000 to 25 days (2004) – the reimbursement of contributions to citizens is now made more speedily.

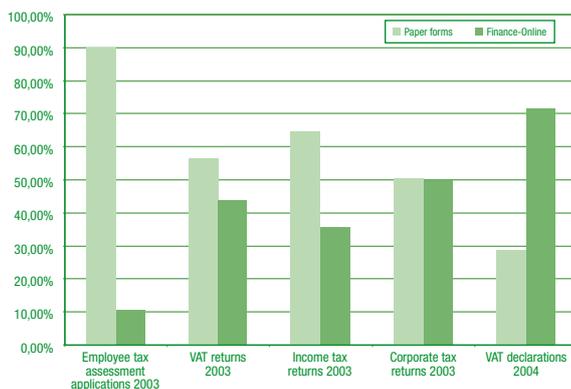
Federal Central Purchasing Department

The creation of a Federal Purchasing Company (BBG) as a subsidiary of the FM of Finance aims at faster and more effective purchasing in order to contribute to reducing the public budget. Even of the State and all its services is the main customer of the BBG, outline agreements or advisory services are also available to the Federal States and local authorities. One of the BBG's express objectives is to introduce modern technology into procurement. In this way, general demand may be covered by Internet. Electronic purchasing volumes will amount to an estimated 50 million Euros from 2007.

Online procedures advancing – 10 million requests per month

Finance Online enables procedures, such as employee tax assessments or income tax assessments, to be carried out fully electronically. This is a service valued not least by accountants and tax advisors with around 10 million transactions per month in the last few years and which replaces trips to government offices. Around a third of VAT returns are made online.

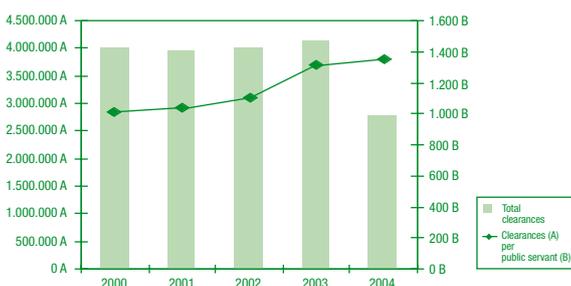
DISTRIBUTION OF TAX RETURNS, OF APPLICATIONS AND TAX ASSESSMENTS (FINANCE-ONLINE/PAPER FORMS)



Improved customs service and increased control efficiency

Despite decreasing personnel levels, customs have been significantly speeded up: average settlement times in 2002 were 72 days for appeal settlements and refunds and 60 days for customs approvals, these went down to 46 and 42 respectively in 2004.

TOTAL CLEARANCE (IMPORTS-EXPORTS-FORWARDING)



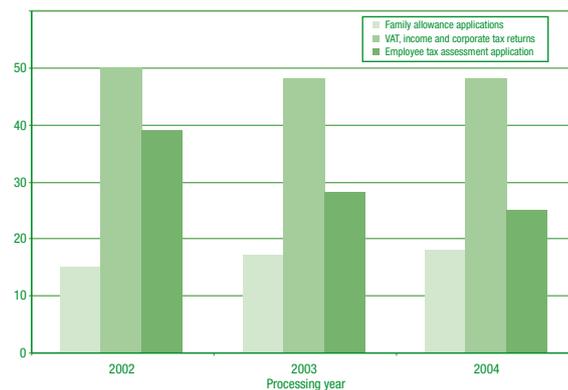
Efficiency and savings – Federal Bookkeeping Agency

The newly created Federal Bookkeeping agency, which replaces the originally 70 accounts departments, enables the overall provision of accounting services under minimal use of resources and the same level of service. Through the bundling of administrative resources, more efficient control of personnel and the nationwide use of standard software, an optimal structure could be created. It enables significant synergy effects and considerable savings. A comparison with the total expenditure for this operation shows a measurable savings potential as of 2005 of 29.7 million Euros yearly. Further continuous reductions in staff expenditure will add to this figure.

Optimisation of procedures and processes – increasing procedural speeds

Settlement times are estimated from the time of application at the tax office up to notification. The phase of rearrangement of the organisational structure started in 2003 and the accompanying shorter processes result in a more cost effective and faster run of procedures.

PROCESSING TIMES FOR TAX RETURNS AND APPLICATIONS (IN CALENDAR DAYS)



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HEALTH AND WOMEN



Federal Minister
Maria Rauch-Kallat

MAIN RESPONSIBILITIES

- Health policy and healthcare, especially,
 - Structural policy and planning; organisation, development and supervision of the healthcare system
 - Service-oriented financing of healthcare services
 - Health and accident insurance (legislation and supervision)
 - Doctors, dentists and pharmacists
 - Public healthcare administration staff (education, training and further training)
 - Healthcare, support and long-term care
 - Alcohol and drug prevention
- Veterinary services
- Consumer health, especially,
 - Food safety, nutritional controls and hygiene
 - Biotechnology
 - Genetics
 - Veterinary affairs
 - Animal protection
- Women's affairs, especially
 - Women's policy and support
 - Equal opportunities

STAFF AND BUDGET 2005 ¹⁾

550 employees

Administration fixed expenditure:	34 m €
Staff expenditure:	27 m €
Total expenditure:	623 m €

CENTRAL OFFICE STRUCTURE (MINISTRY)

- Division I** Central organisation, health policy coordination, health, medical, insurance and accident insurance legal affairs.
- Division II** Women's issues and equality
- Division III** Healthcare
- Division IV** Structure policy and consumer health

IMPORTANT UNITS

- Federal Institute for Medicine
- Equal Opportunities Counsellor
- Federal Equal Opportunities Commission
- Border Veterinary Service

AMONG OTHERS, RESPONSIBLE FOR

- Austrian Agency for Health and Nutritional Safety GmbH

"e-card" gets international recognition – practicable for both doctors and patients

Requests for health insurance certificates from service providers and the administration associated with it has become a thing of the past following the introduction of the e-card. Patients' entitlement to benefits is always up to date and can be consulted directly - reminders resulting from non-submission of a health certificate can be greatly reduced. For doctors, billing becomes easier since the data in the e-card server can be accessed directly through the doctor software. If the e-card is linked to an electronic signature, it can be used for electronic public service procedures. 11 countries have shown interest in the method developed in Austria.

Women business mentoring programme – all-sector networking

In January 2004, the Women-business mentoring programme began with the intention of building up an Austrian network of mentors, who exchange information and support each other in their work, and in this way support women with well-tryed and efficient strategies in their career planning. In the Federal States, the regional mentoring points were set up as contact points for interested mentees, and which put them in contact with mentors and where the mentoring pair is looked after. By the end of 2005, over 48 mentoring points were accompanying 1,650 mentors and mentees.

Drug approval procedure simplified through direct collaboration

The higher percentage share of positive appraisals without reports of defects compared to previous years is less due to improved quality of applications documents but rather to the approval method changed in 2003. Now, additional claims are forwarded directly to the applicant instead of having negative first assessments sent back to the approval authorities. In this way the process for missing or lacking documents submitted for appraisal are made more customer friendly and the administration significantly simpler.

	2002	2003	2004
Appraisals in national proceedings	827	776	933
Appraisals in European proceedings	931	1.252	1.296
Total	1.758	2.028	2.229

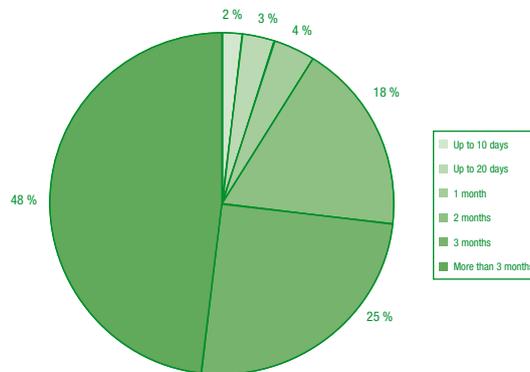
Communication oriented to target groups forces preventive medical checkups

Fortunately, the number of Austrians going for preventive medical checks is rising: from just 899,000 in 2003 to around 929,000 in 2004. In order to effectively establish this important health policy instrument, a comprehensive programme staggered according to age for preventive medical checkups was developed. The mother-child pass successfully propagated since 1974 served as an example, which led to a considerable reduction of infant mortality. The aim of age-specific health passes is to make people appreciate healthy living and at the same time to draw attention to unhealthy living habits. In 2005, 110,000 youth health passes and 120,000 senior health passes for the 60+ were produced and circulated; in 2006, the adult health pass followed for the 40- and 40+.

EEC job appraisals “one-stop” principle implemented

Due to EU expansion, the treaty between the EU and its member states and the Swiss Confederation, the general increased migration within the EU as well as the creation of new jobs and job descriptions in Austria, the number of applications for work permits for medical professions other than doctors has shot up by 611% between 2001 and 2004. In order to accelerate the procedure and to increase community relations, the so-called “one-stop” process for certain procedures was implemented, which means a work permit may be obtained within half a day instead of 4-6 months until now. Although the first quarter of 2006 also showed an increase in procedures completed, the implementation of this new procedure has enabled massive acceleration.

PROCEDURE DURATION FROM APPLICATION TO APPROVAL



Duration of procedure in 2005

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Federal Minister
Liese Prokop

MAIN RESPONSIBILITIES

- Interior security
 - Prevention
 - Road safety
 - Fighting criminality
 - Fighting terrorism
 - Upholding the constitution
- Civil defence, national and international disaster relief
- Crisis management
- Migration and asylum
- Elections
- Civilian service

STAFF AND BUDGET 2005 ¹⁾

Total:	31.623 Employees
of which executive services:	26.330 Employees
Administration fixed expenditure:	341 m €
Staff expenditure:	1.263 m €
Total expenditure:	1.893 m €

CENTRAL GOVERNMENT STRUCTURE (MINISTRY)

- Division I** Resources
- Division II** General Directorate for Public Safety
- Division III** Law
- Division IV** Service and Controls

IMPORTANT UNITS

- Federal Police (with over 1,000 Police Stations)
- COBRA task force (special unit)
- Security Academy
- Federal Office for the Protection of the Constitution and the Fight Against Terrorism
- Federal Bureau of Criminal Investigation

Lasting breakdown of bureaucracy – “team04 – the new executive”

Following comprehensive preparations, the trendsetting restructuring of the executive directly applied to FM of the Interior was decided in 2004: The security bodies of the security executive (security, criminal service, police) running in parallel but with approximately the same powers and responsibilities were brought together into the Federal Police as of 1 July 2005. 9 State Police units took the place of 45 command units, under which there are 83 district and 27 city police units (of which 14 in Vienna). The lasting breakdown of bureaucracy by flattening hierarchy levels, eliminating multiple tracks and streamlining workflow ensue from this largest modernisation in the history of the Austrian executive. Executive officer in administrative positions relieved and can be increasingly employed in external services.

The reorganisation is accompanied by a comprehensive personnel development and management programme: the training and further training follows according to a standardised concept within the scope of the Security Academy. Special attention is to be given to health and psychological care; an early work time model (flexitime) is to be introduced. Above all, child care and teleworking are to be pushed so as to support female employees.

Preventive measures in street traffic reduce the number of road fatalities

In order to increase road safety, breath alcohol testers are increasingly used as a preventative measure, and drivers are obligatorily tested in traffic accidents involving injuries. Accordingly, the number of alcohol tests is constantly on the increase: the increase from 122,225 in 1999 to 177,565 in 2004 corresponds to a rise of 45.3%. The strengthening of preventative measures and controls contributes to a considerable reduction in the number of road fatalities.

	2002	2003	2004
Road fatalities	956	931	878
Alcohol tests	133.586	156.721	177.565

Migration – fast processing illegal immigration goes down

In the fight against illegal migration, great progress was made through the restructuring of controls. Asylum applications are dealt with much faster following the establishment of two “initial accommodation centres” and the streamlining of procedures. Improved information in third countries leads to a more limited number of asylum applications and consequently to a higher approval rate. The care of asylum seekers has been hived off.

	2002	2003	2004
Recorded illegal immigrants	48.436	45.126	38.530
Deportation	7.059	7.531	6.378
Residence ban	16.691	15.057	9.132
Asylum applications	39.354	32.359	24.634
Asylum approvals	1.073	2.084	5.208

Fight against criminality – tracking the investigator

The number of reported punishable acts in Austria has risen by 23% from 1999 to 2004. The work of investigators has equalled high demand: the total number of investigated suspects has risen by more than 17% in the same period. From the 643,648 cases recorded in 2004, 245,389 were solved and as a result 247,425 suspects investigated, and crime statistics therefore show an Austria-wide clear-up rate of 38.1% for 2004.

	2002	2003	2004
All recorded judicially punishable acts	591.584	643.286	643.648
Investigated suspects	210.713	229.143	247.425

Fundamental instrument – the Central Register (ZMR)

The Central Register (ZMR), the largest electronic administrative register in the country, is one of the most important pre-requisites on the way to a comprehensive e-government. It offers information on all registered places of residence in Austria. The Internet-based ZMR (with corresponding access rules) logs around 120,000 hits daily.

Transactions	approx. 52 million
Changes	approx. 2.5 million
Average response time	approx. 1.1 seconds
Average processing time for registration	approx. 4–5 minutes

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Federal Minister
Karin Gastinger

MAIN RESPONSIBILITIES

- Civil law
- Judicial criminal law
- Civil and criminal law jurisdiction
- District Attorney authorities
- Punishments; Execution
- Resocialising
- Judicial administration of the courts
- Lawyers and notaries

STAFF AND BUDGET 2005 ¹⁾

Total:	11.339 Employees
of which	
Judges and Public prosecutors ³⁾ :	2.270 Employees
Court officers:	3.010 Employees
Administration fixed expenditure:	334 m €
Staff expenditure:	471 m €
Total expenditure:	976 m €

CENTRAL GOVERNMENT STRUCTURE (MINISTRY)

General Matters

- Division I** Civil law division
- Division II** Criminal law division
- Division III** Administration and personnel division
- Division IV** Correctional and Clemency division
- Division V** Penal Institutions

IMPORTANT UNITS

- Courts
- Public Prosecutors
- Judicial Institutions

AMONG OTHERS, RESPONSIBLE FOR

- New Start Association (probation office)

Landmark e-government – electronic document collection

The global switch from documents collections of land and companies registers to electronic data form that took place in 2005 – the process is to be completed in 2006 – represents an outstanding step and one that sets an example in Europe in the implementation of e-government.

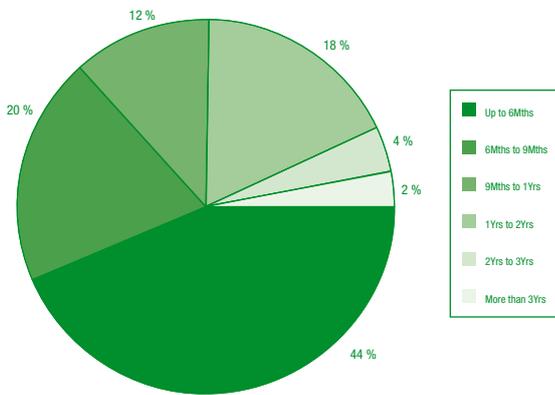
The progress has come as a result of the fact that all judicial documents in the register of companies are stored electronically, and no longer requires the enclosure of paper documents in applications for entry into the register of companies. The electronic document archive of the Austrian notary's office, the cyberDOC, now plays a central role since one of the methods of compiling electronic judicial document collections is „calling for” documents in an electronic archive from a public law body. The switch will lead to significant administrative simplifications and savings in time and costs for SME's above all, especially for company foundations and transfers. The networking with document archives of the Austrian notary's office is a classic example of synergy.

Austria has also become an international pioneer in electronic public administration thanks to the newly created edict data too.

Fast justice – average duration of proceedings sinks

When proceedings drag, this causes great financial and physical burden to parties, in extreme cases they also lead to the objective becoming unobtainable or no longer relevant (such as when the accused goes into bankruptcy during the proceedings). The figure shows: Courts work especially fast – most cases are settled within a few months.

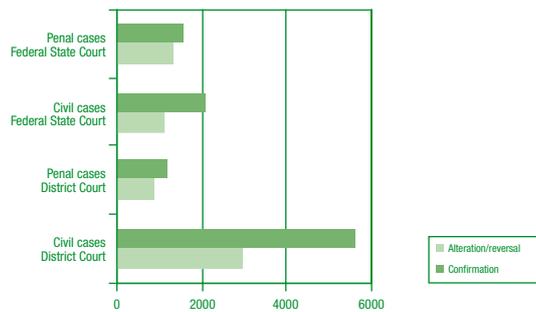
PROCEDURE PROCESSING TIMES



Quality of the administration of justice – acceptance still high

Despite increasing complexity of laws and court proceedings, the percentage of decisions appealed against is low. The quality of decisions has increased in the last few years: surveys show that judges are seen as particularly friendly and competent by the population. This is also reflected in the acceptance of decisions: only one decision in five is appealed. Most contested appeals are asserted in appellate courts: out of around 8,500 appeals in civil cases, 5,600 are dismissed by the district court and the initial decision asserted.

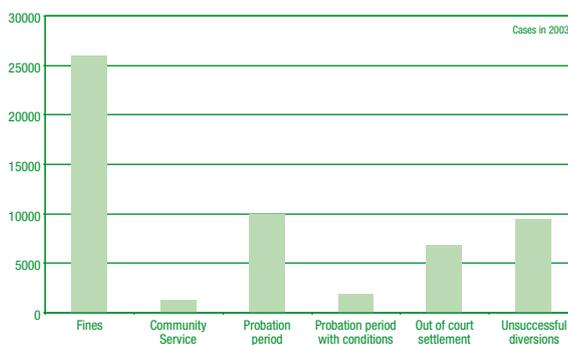
HIGH QUALITY IN ADMINISTRATION OF JUSTICE



Diversion as an alternative to punishments – new instrument accepted

In previous years, it has become more and more common to try and keep first time offenders from re-offending through socially constructive sanctions such as community service. These “diversions” are widely accepted: around 54,000 persons every year are offered a diversion, and almost 45,000 accept it.

DIVERSION AS AN ALTERNATIVE TO PUNISHMENT



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Federal Minister
Günther Platter

MAIN RESPONSIBILITIES

- Military defence and air space surveillance – operative and tactical leadership of Federal Armed Forces
- Solidary participation in European security and defence policy (ESDP) measures as well as in international peace-keeping efforts and humanitarian aid (peace-keeping, humanitarian aid or disaster relief in foreign missions)
- Protection of constitutional institutions and democratic freedom; maintenance of interior order security
- Assistance in minor incidents and accidents

STAFF AND BUDGET 2005 ¹⁾

Total:	24.171 Employees
of which military service:	14.720 Employees
Administration fixed expenditure:	290 m €
Staff expenditure:	848 m €
Total expenditure:	1.810 m €

CENTRAL GOVERNMENT STRUCTURE (MINISTRY)

- **Division I** Directorate General
- **Division II** Controlling Directorate
- **Defence Staff**

IMPORTANT UNITS

- Land force command
- Air force command
- Austrian international operations command
- Special operations force command
- Service support Command
- Command and control support command (after the reform only two commands left)
- Agencies and Academies
- Museum of Military History

AMONG OTHERS, RESPONSIBLE FOR

- SIVBEG – Strategic Real Estate Exploitation, Consultation and Development Corporation m. b. H

Comprehensive Military – “Federal Military Management 2010”

The objective of reform in the Austrian Armed Forces is to ensure operational capabilities for adequate Austrian military participation in multi-national conflict prevention and crisis management. The “Austrian Armed Forces Management 2010” project provides the scope for the creation of the structural foundations from a legal, personnel, material, infrastructural and financial point of view. With the reform, the decisive step towards a military instrument to serve the future national and international tasks within the scope of a European security and defence policy is taken.

The aim of the military reform is to strengthen the Austrian Armed Forces’ capabilities in military core tasks and to provide a service-oriented administration with flexible organisational solutions. The structures are to ensure the fulfilment of domestic and foreign tasks and consist of extensive united structured troops to a total strength of around 50,000. Despite a reduction in land-based forces and an increased number of forces deployed abroad, at least 10,000 soldiers are to be made available for domestic deployment. In the peace-keeping missions of the ground forces, numbers in smaller units are to be reduced by 30% and in the air forces by around 40%.

Order, security and assistance at home and abroad

National armed defence as well as disaster relief are the top priorities of Austrian defence policy. This protection is increasingly provided internationally, above all in Europe. Austria also follows a security and defence policy aimed at the prevention and containment of crises and conflicts. The Austrian Armed Forces support the executive in the surveillance of the Burgenland national borders and offers relief services in natural catastrophes at home and abroad. Last year, 847 deployed military staff served more than 15,000 work hours in relief missions.

Austria took part in 14 international peacekeeping missions in 2004 as well as disaster relief missions abroad. In March 2004 alone, the Austrian Armed Forces increased their troops to around 600 soldiers in Kosovo due to the serious security situation. On this occasion, a rapid response unit (professional and regular soldiers, no military service soldiers) of the forces for international operations recently put in place was set up, which is now continually available, mostly for missions abroad. By the end of 2004, a personnel capacity of around 700 persons in such rapid response units was reached and in this connection, the Austrian participation in European security and defence policy has decidedly widened room for negotiation. Further examples of international disaster relief are the earthquake in Iran and the tsunami in the Indian Ocean.

Indicator	Figure	2000	2001	2002	2003	2004
Assistance at national borders	Number of illegal border crossers caught by the AAF	6.143	10.857	10.516	7.157	6.782
Disaster relief missions	Number of troops deployed (in Austria)	5.105	1.416	18.983	2.449	847
Disaster relief missions	Number of work hours served (in Austria)	60.490	12.216	795.849	38.837	15.101
Disaster relief missions	Number of flight hours	387	374	633	1.146	57
Operations and relief missions abroad	Number of foreign operations	17	14	15	20	19
Operations and relief missions abroad	Number of troops in foreign operations	1.170	2.151	1.954	1.902	3.128

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AGRICULTURE AND FORESTRY, ENVIRONMENT AND WATER MANAGEMENT



Federal Minister
Josef Pröll

MAIN RESPONSIBILITY

- Agricultural policy and law
- Forestry policy and law; torrent and avalanche obstruction
- Order in internal market for agricultural, food and forestry products; ruling imports and exports of agricultural goods
- Water law and water management
- Hunting and fishing
- Environmental protection policy and environmental protection; Environment Ombudsman, environmental compatibility testing
- Waste management
- Nature and landscape protection; protection of species and plants

STAFF AND BUDGET 2005 ¹⁾

Total:	2.680 Employees
of which teachers in agricultural and forestry schools	420 employees
Administration fixed expenditure:	181 m €
Staff expenditure:	109 m €
Total expenditure:	2.577 m €

CENTRAL GOVERNMENT STRUCTURE (MINISTRY)

General Secretary

- Division I** Legal & Parliamentary Services
- Division II** Sustainability, rural areas
- Division III** Agriculture and nutrition
- Division IV** Forestry
- Division V** General Environmental policy
- Division VI** Environmental Engineering and waste
- Division VII** Water

IMPORTANT UNITS

- Federal Office for Wine-Growing
- Federal Wine Cellar Inspection Office
- Federal Agency of Water Management
- Agricultural Schools and Research Institutes
- Forestry service for torrent and avalanche control
- State Gardens Vienna and Innsbruck
- Federal Institution for Agricultural Economy
- Federal Research Centre for Agriculture in Alpine Regions
- Federal Agency and Research Centre for Forests

Conservation of rural areas as living and economic spaces

Important tasks in agriculture and forestry include the preservation of rural areas as living and economic spaces, the creation of general conditions for sustainable forest cultivation and fulfilling the mission of protecting against natural elements such as torrents, avalanches and erosion. The training and further training of people working in agriculture and forestry is another task area of the department. In addition, 3,500 pupils in secondary schools and 130 students of the Agricultural Academy are trained.

Rural space very significant for Austria

Rural space in Austria is of above-average significance. That is not just down to its area – around 78% of the Austrian population lives in rural areas – but also its function as residential, economic and leisure areas. Competitive agriculture is absolutely necessary in order to have vital rural areas. Fulfilling this role, Austria is the EU leader in converting

AMONG OTHERS, RESPONSIBLE FOR

- Agricultural Market Austria
- AGES - Austrian Agency for Health and Nutritional Safety GmbH, Austrian Agency for Food Safety
- Austrian State Forests AG
- Spanish Riding Schools – Company under Public Law
- Federal Environmental Agency GmbH (Centre for Environmental Protection and Environmental Control)

sustainable and environmentally oriented agriculture and supports operations with compensatory subsidies and compensation amounting to 1.760 billion Euros per year, of which 1.163 billion Euro are EU funds. In the future too, the European Commission is to allocate Austria a considerably over proportionate share in the total funds for rural development. Based on this, the “Green Pact for Austrian Agriculture”, the programme for rural development policy from 2007 to 2013, aims at the conservation of all rural agriculture close to nature and strengthening competitiveness of rural operations. Other than supporting alpine agriculture and the environmental programme, particular attention will be given to education and investment. The environmental programme supports around 134,000 operations, and around 105,000 operations receive alpine agriculture support.

Reducing environmental burdens

The aim of the environmental policy is to reduce environmental burdens and to ensure environmentally-friendly and sustainable development, especially through measures to protect the atmosphere, to promote renewable energies, nuclear policy and to protect from radiation and transport.

Operationally, Austria has set climate policy as a key priority. As part of this, investments are to be made to promote renewable energies and the efficient use of energy. From 2000 to 2005, around 5,400 projects were supported with 271 m Euro. The implementation of these projects has brought about a yearly reduction in CO₂ emissions of over 3.1 m tons of CO₂.

With the klima:aktiv programme, the reduction of energy consumption and the more efficient use of electricity and other energies are also stepped up. By lowering the demand for energy, CO₂ outputs will drop. A large part of the klim:aktiv programme therefore attempts to establish economical and efficient use of energy in construction, businesses, in the production and sale of devices and through more economical driving styles.

Austria is promoting organic fuels from an environmental and energy policy consideration faster and more ambitiously than prescribed by the EU. Other than reducing dependence on fossil fuels, organic fuels make a significant contribution to the protection of the atmosphere (5.75% admixture brings a reduction of 1m tons of CO₂ emissions). Organic fuels provide local and European agriculture with new market opportunities and create important incentives for investment in new production facilities.

Protection and efficient use of resources

In the area of environmental technology and waste management, the department is following a policy of protection and efficient use of resources, avoidance, optimal exploitation and secure disposal of waste, securing and cleaning up potentially contaminated areas and contaminated soil as well as promoting environmental management systems for businesses and organisations.

Water – protection and safety

Protection from natural threats is another focus, whose significance was made clear in the disaster years of 2002 and 2005. This area is supported by 100 million Euros of state funds. Due to extreme weather conditions, the funds were increased this year. Other than the protection from the natural threat that is water, ensuring the high quality of our water is the focus of the ministry’s activities. Successful protection of water as a resource includes preserving ground water at drinking water quality.

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SOCIAL SECURITY, GENERATIONS AND CONSUMER PROTECTION



Federal Minister
Ursula Haubner



State Secretary
Sigisbert Dolinschek

MAIN RESPONSIBILITIES

- Social policy
- Social security
- Welfare; care and disability, long-term care and social assistance
- Family policy and support
- Youth policy and welfare, youth support and upbringing
- Seniors policy
- Consumer policy and protection

STAFF AND BUDGET 2005 ¹⁾

1.224 Employees

Administration fixed expenditure:	41 m €
Staff expenditure:	51 m €
Total expenditure ⁴⁾ :	7.509 m €

CENTRAL GOVERNMENT STRUCTURE (MINISTRY)

- Division I** Support functions, IT, EU and international affairs
- Division II** Social Security
- Division III** Consumer Protection
- Division IV** Care, disabled, support and social welfare
- Division V** Youth, family, men and seniors policy affairs (generations)

IMPORTANT UNITS

- Federal Social Services Office (9 Federal State offices)
- Child and Youth Ombudsman
- Care Ombudsman
- Counsel for the disabled

Equal opportunities package for the disabled

The equal opportunities package for the disabled that came into force on 1 January 2006 standardises the ban on discrimination on the basis of a disability. Protection from discrimination applies to physical, mental, emotional and other disabilities as well as their dependants and extends itself to direct or indirect discrimination and harassment. The legal consequences of discrimination are material and immaterial compensation for damages.

Federal law governs the ban on discrimination in the public service and in interaction between private entities and the provision of goods and services. In employment, the ban on discrimination based on a disability was implemented in the form of an amendment to the Disabled Employment Act. The scope covers employment law, civil service law and the rest of employment.

For advice and support for affected persons, an equal opportunities counsel for persons with disabilities has been put in place. He is also a member of the Federal Disabled Advisory Council, which advises on disability issues.

Federal Office for Disability Affairs – integration in the work place

The Office for Disability Affairs is available for persons with disabilities as a central contact point for integration on the work place. The unemployment rate amongst disabled people is more or less constant, which is positive in view of general developments on the overall job market. The measures to create and guarantee jobs are showing visible success. In 2004, 5,461 disabled persons found jobs. Furthermore, 3,214 jobs were secured and 3,451 were brought into the job market.

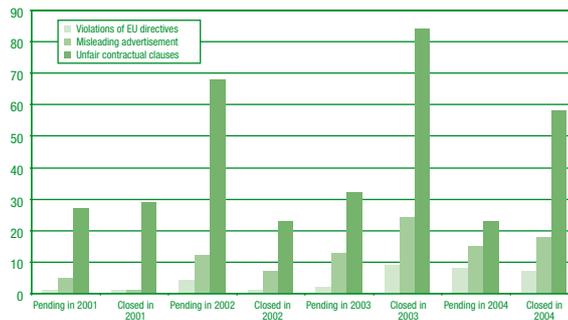
	2002	2003	2004
Jobs obtained	4.901	4.070	5.461
Job secured	2.330	2.665	3.214
Entries into job market	950	2.067	3.451

Consumer Protection – fighting anti-consumer practices

For the preventative enforcement of laws, market organisation and the protection of collective consumer interests, warnings and if necessary class actions against the use of illegal clauses in companies' General Conditions of Business, against misleading advertisement or against violations of EU consumer directives are employed. In 2004, 129 warnings and class actions were processed; 46 were pending; 83 were settled. Only two cases were completely lost.

Facts (consumer legal problems) requiring judicial clarification are observed more and more often. In legal questions with political interests, with the risk of high costs in connection with low amounts involved and anti-consumer practices of a company or a whole sector, the FM for Social Security, Generations and Consumer Protection can take on contingent liability for expected costs of legal action so that the consumer does not run any risk in the cost of legal action.

PENDING/CLOSED COLLECTIVE LAWSUITS/WARNINGS



Family advice and service – easier access, faster help

Since 2000, family advisory centres have been set up in order to provide care to all: 73 new advisory centres were created, and in parallel the support budget for specialist advisory centres for specific problems such as violence, divorce or family planning was doubled. With around 450,000 consultations, one third more consultations took place in 2005 than in 1999. The number of clients rose by 20% in the same period.

The family service as a telephone consultancy concept (and reinforced by e-mail contact) primarily provides information on financial affairs and legal issues, but the free service number is also used as a Hotline for central issues, such as child care money, parent training, or pensions. In 2005, 18,000 contacts were recorded.

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TRANSPORT, INNOVATION AND TECHNOLOGY



Vice-Chancellor and
Federal Minister
Hubert Gorbach



State Secretary
Helmut Kukacka



State Secretary
Eduard Mainoni

MAIN RESPONSIBILITIES

- Transport policy and infrastructure
- Transport – railways, shipping, air transport
 - Austrian Federal Railways
 - Waterways
 - Flight safety
- Vehicles
 - Federal roads (planning, construction, maintenance)
 - Traffic police
 - Accident investigation
- Postal and telecommunications services
- Economic-technical research and research support; focus on national research programmes – Council for research and technology development
- Patents

STAFF AND BUDGET 2005 ¹⁾

968 employees

Administration fixed expenditure:	66 m €
Staff expenditure:	51 m €
Total expenditure:	2.290 m €

CENTRAL STRUCTURE (MINISTRY)

- Division I** Presidency and Coordination
- Division II** Roads and Aviation
- Division III** Innovation and Telecommunications
- Division IV** Rail, Water Transport and Transport
Labour Inspector

IMPORTANT UNITS

- Federal Transport Agency
- Patent Agency

AMONG OTHERS, RESPONSIBLE FOR

- Motorways and Expressways Financing Co. Ltd. (ASFINAG)
- Austria Motorways and Expressways AG
- Austrian Federal Railways Holding AG (OeBB); Railway Infrastructure Services Financing Co. Ltd.
- Austro Control, Austrian Civil Aviation Co. via Danube – Austrian Waterways GmbH
- Austrian Research Centres GmbH
- AustriaTech - Federal Agency for Technological Measures Ltd.
- FFG Austrian Research Promotion Agency mbH
- FWF Austrian Science Fund
- aws – special bank for business promotion and development

Supporting research – structural reforms

With the creation of the Austrian Research Promotion Agency (FFG) in 2004, the organisational structure of Austrian research and technology policy was thoroughly reformed. The agency combines formerly separate agencies, uses synergies and simplifies access to support. Within the scope of the Offensive Programme I for the years 2001 to 2003, special funds for research and development of 508.7 m Euro was made available, within the scope of the Offensive Programme II in 2004, 180 m Euro, around 45% of which was administered by the FM for Transport, Innovation and Technology. Research support is focussed on the creation of a new research infrastructure (centres of excellence), the foundation of high-tech companies, having international groups base themselves in Austria and the creation of new models of co-operation between basic research and applied research, but also includes supporting technological fields of the future such as air and space travel, transport, information, energy, environmental and nano technologies.

Road Safety Fund

The Austrian Road Safety Fund was set up to promote road safety. The Fund draws its resources from the road safety contribution paid by individuals to reserve a particular vehicle registration number. This income is used to improve safety in road transport. The number of projects allocated was more than doubled in 2004 in comparison with the previous year.

Transport employees – increasing safety through Transport Labour Inspector

Through targeted preventive and control measures as well as advisory services, work accidents and the accident rate amongst railway, tram, cable railway, postal and telecommunications company, airport, aviation company and shipping company employees was considerably reduced: The number of work accidents fell to 1783 from 1999 to 2004 (minus 27%), and at the same time the accident rate fell 7.9 percentage points (minus 18%).

	2002	2003	2004
Number of inspected companies	705	587	518
Number of employees registered in inspections	39303	37792	41574
Number of inspections carried out	1121	1092	1050
Number of complaints	2850	3262	2914

Telecommunications Offices

The role of the telecommunications office is grant, modify and revoke telecommunications and radio licenses and supervise telecommunications facilities and radio networks. Furthermore, they undertake examinations of amateur radio operators and grant aircraft radio or ship radio certificates. Radio surveillance has the purpose of ensuring smooth functioning of the radio network and compliance with permissions to operate a radio network. Due to efforts and information work carried out by the telecommunications authorities, the number of devices found to be in violation of the law and therefore temporarily confiscated has fallen by 70% from 194 to 58 since 2001. The official licensing system for radio facilities was replaced by the system of self-certification and notification. Accordingly, the producer conforms that he has complied with all technical standards and the devices function according to regulations. He notifies the authorities of this (notification). The authorities then have the task of ensuring that only certified devices are on the market, by carrying out targeted market surveillance.

	2002	2003	2004
Information to be dealt with	25713	27070	28387
Amateur radio operator examinations	188	193	187
Radio operator certificate examinations	1290	1154	1142

Road Safety

The Federal Transport Agency is the national technical motoring competence centre. Its field of activities ranges from the development of new surveillance opportunities (distance reading of exhaust emissions), technical checks of model registrations, substance classifications of hazardous goods and vehicle and load checks using mobile check units (HGV) up to technical analysis of the cause of accidents. On average, 1125 vehicles are examined per employee every year. The percentage share of vehicles not-fit for use of the total number has remained constant at around 38%. By examining the technical conditions of motor vehicles, a more important contribution to improving road safety is made.

	2002	2003	2004
Vehicles examined per employee/year	1.198	1.223	1.070

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ECONOMY AND EMPLOYMENT



Federal Minister
Martin Bartenstein

MAIN RESPONSIBILITIES

- Economic and structural policy
- Trade law and industrial research; trade and services
- Operational job training and further training
- External economy
- Employment market, law, employee protection, labour inspection; Employee legal entity representation; unemployment insurance
- Mining; Energy; Electricity
- Building, house and residence; support of house building
- Tourism
- State structural engineering (requirement and investment planning, space management); administration of government buildings and real estate; historical buildings

STAFF AND BUDGET 2005 ¹⁾

3.008 employees	
Administration fixed expenditure:	128 m €
Staff expenditure	127 m €
Total expenditure:	5.604 m €

CENTRAL STRUCTURE (MINISTRY)

- Centre 1** Economic policy, innovation and technology
- Centre 2** Foreign trade policy and European integration
- Division I** Companies
- Division II** Labour market
- Division III** Employment law, Labour inspection
- Division IV** Energy and mining
- Division VII** Tourism, Historical objects

IMPORTANT UNITS

- Labour Inspector
- Federal Procurement Office
- Federal Competition Authority
- Federal Office of Weights and Measures

AMONG OTHERS, RESPONSIBLE FOR

- Public Employment Service (AMS)
- E-Control
- Austrian Business Agency
- Bundesimmobiliengesellschaft mbH (BIG) (national property and real estate manager)
- Österreich Werbung (Austrian tourist board)
- Schönbrunn Castle Cultural and Operating Company m.b.H, Schönbrunn Zoo GmbH
- Austrian Research Promotion Agency mbH

Service checks – legal alternatives to illicit work

With the introduction of service checks (DLS) at the beginning of 2006, a legal and attractive alternative to a widespread form of illicit work was created: services in the home, such as housekeeping services, child minding or garden work. This area is a growing field with considerable potential – estimates show that more than 150,000 persons currently work in private households, but only around 10,000 are legally employed. The DLS is intended for such work and is limited to a one month maximum but can be issued repeatedly.

The employer acquired service checks at kiosks, post offices or directly from the insurance institution (entrusted with the transfer) for railways and mining. In the purchase price, social security contributions and administration costs are included; holiday entitlement and other payments are settled with the hourly rate (to be agreed, but must be above a lower limit). The employee submits the DLS at their local social insurance office and receives the transferred money. In this way, they are insured against accidents and even with a small income can have the benefits of a voluntary health and pensions insurance.

The system is to be evaluated after one year in operation and further improved if necessary.

Public Employment Service – One-Stop Shop

Despite the difficult job market situation over the last few years, the AMS has been able to ensure good and fast integration of the unemployed into the job market. The number of vacancies at the AMS has been kept constant over the last few years, whereby more than two thirds of vacancies are filled very quickly. The share of vacancies listed at the AMS has been rising continually since 2001.

	2002	2003	2004
Found work within one month (in %)	23,6	24	24,5
Found work within three months (in %)	67,5	68	67,4
Found work within six months (in %)	91,5	92,9	91,6

In order to build up the friendliness of the service, the AMS has developed a new organisational model for regional offices, which is adapted to service requirements. As a result, around 70% of clients are provided their unemployment benefit and job announcements on a one-stop shop principle.

	2002	2003	2004
Number of filled vacancies with support of AMS	257.427	256.008	254.081
Number of vacancies filled within 1 month with support of AMS in %	70,5	71,9	67,2

Quality, efficiency and effectiveness – TQM in labour inspection

In 2003, within the scope of the “TQM in Labour Inspection” project, the core tasks of the Labour Inspector was defined in the form of products, a set of indexes was developed and in 2004, were put under a field test for their usability prior to Austria-wide implementation. In 2005, the elevation into all Labour Inspectorates was started as an instrument to measure and control the quality, efficiency and effectiveness. In 2004, the Labour Inspectorate carried out their official functions in 73,500 companies and external work (construction) sites. A total of 47,900 companies and 14,600 work (construction) sites were inspected. From the 182,000 official duties, almost two thirds (117,600) were inspections. Furthermore, Labour inspectors took part in 20,400 official hearings.

	2003	2004
Official acts	178.497	181.996
of which inspections	120.571	117.647
Participation in official hearings	18.952	20.385
Other activities	38.974	43.964
of which: previews of projects	9.817	10.733
Other support and advisory discussions	16.766	19.598
Work hygiene testing and sampling	833	942

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Notes:

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- 1) Staff figures in full time equivalents (Status: December 2005), budget figured in accordance with government estimates 2005, administration fixed expenditure include all operational expenses (material, rents, maintenance, telephone, mail, official travel, expense allowances etc.), but no transfer payments and investment expenditure; staff expenditure include activity expenditure exclusive of employees in external establishments.

 - 2) Financial administration only (Budget chapter 50)

 - 3) Including judicial office guards

 - 4) without social security (Budget chapter 16)

