

Conciliation proceedings

The goal of free conciliation proceedings is to come to an amicable agreement within three months (or within one month in the case of a redundancy/layoff or dismissal). The possible deployment of subsidies is also examined in such situations.

Conciliation proceedings have the effect of delaying all deadlines set by the law. The Disability Ombudsman advises and supports people with disabilities during conciliation proceedings, and if necessary can also take part as a trusted third party. In addition, the Federal Social Welfare Office also offers free mediation services.

If no agreement can be reached, it is also possible to proceed to legal action in court.

However, conciliation proceedings are intended to avoid court cases whose outcomes are often unpredictable, and which constitute a financial risk for those affected.

Contact

Disability Ombudsman,
Babenbergerstraße 5/4, A-1010 Vienna

telephone: +43 1 711 00 extension 86 22 21

fax: +43 1 711 00 extension 86 22 37

e-mail: office@behindertenanwalt.gv.at

www.behindertenanwalt.gv.at

Consultation Hours:

Monday-Friday 08.00-12.00 a.m. or by appointment

Publishing information:

Media Owner and Publisher:

Behindertenanwaltschaft, Babenbergerstraße 5/4, 1010 Vienna • **print:** Federal Ministry of Labour, Social Affairs and Consumer Protection • **Place of production:** Vienna



DISABILITY OMBUDSMAN



Dear Readers,

I am very pleased to be able to offer you my support in issues of equality as part of my function as Disability Ombudsman. Particularly in

times of economic difficulties, it is important to set new priorities in the integration of people with disabilities into the world of work. One of my most important concerns is to strengthen the 'right to work' by ensuring that there is employment available for all employees with disabilities which is safeguarded by social legislation, and by increasing the range of training and further training measures on offer for young people with disabilities. In addition I promote the improved integration of people with disabilities into leisure-time activities and accessibility in public areas. As the Ombudsman for Equality Issues, me and my team are happy to provide information and help if you feel discriminated against because of your disability in terms of the federal legislation on the equal treatment of people with disabilities. You can be sure that I will deal with your concerns with absolute confidentiality.

With kindest regards,

Hansjörg Hofer,
Your Disability Ombudsman

The work of the Disability Ombudsman

The Disability Ombudsman is responsible for providing advice and support to people who feel discriminated against in the meaning of the Federal Disability Equality Act or the Federal Disability Employment Act. To this end, the Disability Ombudsman holds consultation days throughout Austria and is independent and not subject to directives in his activity. If necessary, the Disability Ombudsman advises and supports people with disabilities during conciliation proceedings, and if necessary can also take part in them as a trusted third party. The Disability Ombudsman is also a member of the Federal Disability Advisory Board, which advises the Minister of Social Affairs Wolfgang Mückstein on all important issues concerning people with disabilities.

Protection against discrimination

To whom does protection against discrimination apply?

- People with disabilities
- Persons who are discriminated against because of their close relationship to a disabled person

Where does protection against discrimination apply?

- In employment relationships
- In other areas of the world of work (e.g. careers advice, vocational education and training and retraining)
- Access to publicly available goods and services (e.g. shops and supermarkets, restaurants, banks, doctors' practices, at events, on public transport, websites, taking out an insurance policy, access to a person's home, general leisure-time activities such as the cinema, theatres and swimming baths)
- Within the sphere of responsibility of the federal administration (e.g. the school system, access to federal buildings which are open to the public)

Which legal consequences does discrimination have?

Violations of the ban on discrimination can lead to an entitlement to compensation, and in employment law can also entail a right to benefits which a person would have otherwise received. Legal action can be taken to claim these entitlements. However, before taking legal action in court, conciliation proceedings at the Sozialministeriumservice (previously the Federal Social Welfare Office) are obligatory.