



Twinning Project UA/47b

IMPLEMENTATION OF THE BEST EUROPEAN PRACTICES WITH THE AIM OF
STRENGTHENING THE INSTITUTIONAL CAPACITY OF THE APPARATUS OF THE
UKRAINIAN PARLIAMENT COMMISSIONER FOR HUMAN RIGHTS TO PROTECT
HUMAN RIGHTS AND FREEDOMS

REPORT

on the results of the study visit to Austria

Activity 2.2.2. A study visit with a view to exchanging experience as regards activities of the Ombudsperson on elimination of detected human rights violations, control procedures over fulfilment of Ombudsperson's recommendations, response to the ombudsperson's acts of submission on elimination of detected human rights violations.

Participants:

Olena Chorna, Alona Vygonska, Anatoliy Pazychuk, Nataliia Kashynska, Valentyna Kumeda, Liubov Zhuravska, Oleh Bodnar, Oleksandr Marchenko, Angelina Makarkina, Kseniia Rondiak

Kyiv, 2017

1. General information

This report on the results of the study visit (SV) was developed within the framework of Twinning Project UA/47b "Implementation of the best European practices with the aim of strengthening the institutional capacity of the Apparatus of the Ukrainian Parliament Commissioner for Human Rights to protect human rights and freedoms". The main purpose of the study visit to Austria was to get familiar with the functioning of the legal system in Austria, the activities of the Ombud Institution, exchange experience and best practices in the application of methodologies and procedures for human rights monitoring.

The following institutions were visited during the study visit:

- **Ludwig Boltzmann Institute of Human Rights** (introduction to the work of the Institute);
- **Federal Administrative Court** (introduction to the Court practice in the spheres of data protection and access to public information, review of the decisions of the Austrian data protection authority);
- **Data Protection Authority** (general review of the procedures of exercising control and investigation of claims in the sphere of personal data protection);
- **Austrian Ombudsman Board** (general review of the activities of the Austrian Ombudsman Board);
- **Ombud for Equal Treatment** (introduction to the work of the Ombud for Equal Treatment, review of the procedure for handling individual complaints through mediation, detection of discrimination during monitoring visits);
- **Constitutional Court of Austria** (introduction to the activities and competences of the Constitutional Court, procedure and terms of decision-making, competences of the AOB to apply to the Court);
- **Ombud for Equal Treatment of Persons with Disabilities** (General review of the activities and handling of complaints);
- **University of Vienna** (Presentation on the Master's programme in human rights);
- **POLIS – The Austrian Centre for Citizenship Education in Schools** (presentation on the activities of POLIS, including helping teachers to bring citizenship and human rights education into classrooms);
- **Federal Equal Treatment Commission – Ministry of Health and Women's Affairs** (general review of the activities);
- **Austrian Federal Chancellery** (introduction to the activities concerning assessment of draft laws, development of draft laws)
- **European Union Agency for Fundamental Rights (FRA)** (introduction to the activities, role in the EU).

2. Assessment and results

Following the study visit (SV) Agenda the representatives of the Secretariat of the Ukrainian Parliament Commissioner for Human Rights got familiar with the activities of various bodies of the Republic of Austria, performing human rights protection functions in relevant areas. The structure of such bodies is significantly different from the system of the relevant Ukrainian bodies and institutions. At the same time, SV participants saw positive impact and became convinced of the positive results of the work of the system of various Austrian human rights protecting institutions.

The report highlights the best ideas and practices, in the opinion of SV participants.

2.1. Equality

Austrian network of equality bodies is made up of bodies responsible for equality at the level of Lands (provinces) and the Federal level. At the Federal level, functions of the equality bodies are fulfilled, in particular, by the Ombudsman for Equal Treatment of Persons with Disabilities, the Ombudsman for Equal Treatment, and the Federal Equal Treatment Commission, whose activities were studied within the framework of the SV. At the same time, distribution of competences on discrimination issues between the Federal authorities is complex; the distinction is made on the grounds (according to which discrimination is prohibited), areas (e.g., provision of services, employment, education, etc.), sectors (private, public). In addition, it should be noted that the main emphasis in the work of the equality bodies has been made on employment and sex. Equality institutions have an independent status, although are established by the executive authorities. Decisions of the equality bodies are not binding.

The Austrian practice of having several Federal equality bodies and specialized ombudsmen with clear distribution of competencies proved its effectiveness. On the other hand, in Ukraine issues of discrimination at all areas and on all grounds are addressed by a single equal treatment body. In addition, in accordance to the standards of the Council of Europe, the Commissioner has all competences and functions of the equal treatment body and human rights promoter (awareness raising activities), as well as quasi-tribunal body (investigating and solving cases of discrimination). Austria's experience in building the equality bodies network can be taken over through the reform of the internal structure of the antidiscrimination units, employment of the required number of staff and establishing close cooperation with government ombudsmen: Commissioners of the President of Ukraine, whose activities in one way or another affect equality issues (Commissioner for people with disabilities, Commissioner for gender policy). Thus, it would be possible to achieve the effect of the "united antidiscrimination front".

The procedure for complaints handling by Federal Commission is clearly stipulated in the law. The procedure includes verification of the circumstances of the alleged violation, reported by the applicant, preparatory meeting, and oral hearing. It should be noted that during the procedure, the principle of reversal of proof is

applicable. The procedure for consideration of a complaint about discrimination by the Commissioner for Human Rights should be improved, in particular with regard to the specific character of discrimination issues.

When conducting proceedings, the Austrian Ombudsman Board acts as mediator, whose primary task is to reconcile the parties and to lead them to voluntary restoration of the violated right. Positive experience of mediation procedures carried out by the Austrian Ombudsman for Equal Treatment could be useful for the Ukrainian Parliament Commissioner for Human Rights.

The annual dialogue between the federal minister and non-governmental organizations on equal treatment is important for the interaction between the state structures dealing with equality issues and civil society. The forum usually discusses the work of the commissions on equal treatment and the discrimination issues faced by society. Despite the fact that the Ukrainian Parliament Commissioner for Human Rights closely cooperates with non-governmental organizations dealing with issues of equality in day-to-day work, such annual dialogue could be a unifying platform for Ukrainian civil society organizations working with equality issues, an opportunity to summarize the results of cooperation throughout the year and identify key areas of cooperation for the next year, etc.

2.2. Personal data protection

During the meeting with the representatives of Austrian data protection authority, the SV participants had a chance to get in-depth understanding of the legal and institutional framework of personal data protection in Austria.

In particular, the participants got familiar with the main provisions of the Austrian personal data protection legislation. Particular attention was paid to the organizational structure of the Austrian data protection authority, its tasks and powers, including the procedure for handling complaints in the area of personal data protection and other procedural issues.

Particular attention was paid to the new challenges arising from the entry into force in 2018 of the General Data Protection Regulation, as well as changes to the Austrian national legislation in this regard. Thus, the attention was paid to the new competences that the Authority will get in the field of personal data protection in Austria in connection with the entry into force of the aforesaid regulation.

SV participants saw benefits in establishing separate state body that would monitor compliance with the Ukrainian legislation in the area of personal data protection.

Another relevant issue is improving Ukrainian legislation in the field of personal data protection in order to bring it in line with the provisions of modernized European personal data protection legislation (in particular, the General Data Protection Regulation). Introduction of amendments to the Law of Ukraine "On Personal Data Protection" with the aim of improving its provisions and eliminating shortcomings that arise during practical application would be a positive step.

2.3. Access to public information

Discussions during meetings showed that in Austria there are no problems with regard to citizens' right to access to public information. The State does not have control mechanism to ensure access to public information by bringing to administrative responsibility, which operates in Ukraine. Austrian citizens can appeal against the decision on access to public information in an administrative manner, as well as file a claim to the court.

In accordance with the Austrian legislation, the public authorities are obliged to provide information about their activities. At the same time, ensuring the right to information should not block the main activities of such entities.

In Austria the response to a request for information should be provided within 8 weeks.

At the same time, taking into account the topicality and public interest in this or that information, in Ukraine the time for consideration of requests is much shorter (5 working days). In certain cases, the term may be extended up to 20 working days.

Austria has a number of laws that regulate special procedure for obtaining information of different categories.

The peculiarity of legislation in the field of access to information in Austria is the existence of provisions on "right abuse". Thus, according to these provisions, information may not be provided if the request is obviously "improper", "in frivolous way", that is, not for the purpose of obtaining information, but for launching the process of consideration of the corresponding request by the processor.

Given the frequent cases of abuse of the right to information in Ukraine, in particular, submission of dozens and hundreds of requests by one requestor during a short period (one day, week, etc.) or the periodic filing of requests for the same information, it would be advisable to amend the Law of Ukraine "On Access to Public Information" regarding the restriction of the right to information in relevant cases.

At the same time, the relevant changes should not only introduce the notion of abuse of the right to information, but provide for a clear procedure for limiting the right. In order to make an objective consideration of the relevant cases, the decision on the existence of the fact of abuse of the law must be taken by a specially authorized body.

Since, according to international standards, the Ombudsman's decision have advisory nature, and are not binding, an Information Commissioner may become such an authority.

Establishing such body in Ukraine could not only solve the problem with regard to the implementation of arbitration in cases of abuse of right, but also a number of other issues, in particular, imposing penalties for violation of the Law of Ukraine "On access to public information", the obligation for information processors to renew the right at request of an institution, etc. (which is not typical for the Ombudsman institution).

It is necessary to mention publication of information in Austria. In particular, the information in the form of open data in Austria should be published on a single web-portal.

In Ukraine, information processors are required to publish information in the form of open data on a single web portal, and on their own website, which leads to

duplication and imposes additional burden on information processors. Control over the fulfilment of such obligations is vested upon the Secretariat.

Given the aforesaid, in order to avoid duplicating of publication of the same information in different sources, it would be appropriate in Ukraine to oblige the information processors to publish information in the form of open data only on a single web-portal. The operation of such a portal should be properly ensured, in particular, the possibility to store very large amounts of information, ensure smooth operation, low risk of interference of third parties into portal operation, etc.

2.4. Regarding the court proceedings

The Federal Administrative court in Austria has two chambers, one of which specializes in dealing with cases related to personal data protection; the other considers cases involving the right to access to public information.

At the same time, the delimitation of the competences of judges in these areas may complicate the process of balancing interests (private life and the right of society to receive information of public interest) during the consideration of relevant cases.

Effective means used by Austrian Ombudsmen Board to respond to the facts of violations of reasonable deadlines for consideration of cases by courts are written recommendations sent to the courts. An important aspect in this relation is the Ombudsman's suggestion to justify in a specified period in written form why, for example, the court session is not been appointed at all or is carried out untimely, etc., as well as to explain the reasons for non-compliance with the recommendations of the Ombudsmen Board.

2.5. Regarding the activity of the Constitutional Court

During the SV participants met the representatives of the Constitutional Court of Austria, which was founded in 1920, was the first Constitutional Court in the world to be separated from the rest of the justice system, fulfilling the function of deciding on the compliance of legislative acts with the Constitution of the country and declaration of invalidity of acts.

Verification of laws regarding their constitutionality is the core of constitutional justice, but during the SV it was found that constitutional control deals only with those provisions of the law, constitutionality of which was questioned by in accordance with the procedure established by the law or those which the Constitutional Court has to apply during consideration of a particular case.

In its turn, the relevant claim can be addressed to the Constitutional Court by the authorized state authorities, including, in particular, judicial bodies, namely the Supreme Court, any court of second instance, administrative courts of first instance and the Administrative Court at the federal level.

The undoubtedly positive experience is granting to individual citizens the right to appeal to the Constitutional Court regarding the constitutionality of laws. Thus, in the event that the court of general jurisdiction does not file claim for verification of the constitutionality of the law, a person who is a party in the case in a court of first instance and who claims violations of his rights in regard to the application of an unconstitutional norm by a court can question the provision in the Constitutional

Court. At the same time, it should be noted that the peculiarity of Austrian constitutional justice is the absence of a "constitutional complaint" directed against decisions of courts of general jurisdiction. That is, the protection of the fundamental rights by the Constitutional Court is carried out only in case of interaction of a person with the executive power, and does not provide such protection in case of interaction of a person with the judicial power.

In addition, the participation of a lawyer is an important condition for the proper organization of the process of verification of constitutionality of the law on citizen's claim, which facilitates professional preparation of documents for referral to the Constitutional Court.

Also, the special feature of Austrian constitutional justice is that the Constitutional Court when delivering its decision is governed directly by the provisions of the European Convention on Human Rights, which in Austria is not only an international treaty, but also forms part of the national Constitution. Thus, the task of the Constitutional Court is to conduct a dialogue with the European Court of Human Rights and to apply the practice of the aforesaid court in order to obtain a unified interpretation and application of the European Convention on Human Rights at the national and supranational levels.

If the Constitutional Court declares the law unconstitutional, the abolition of such law applies as general rule only for the future. The exception is the case, which became the basis for initiating the process of checking the constitutionality of the law. The law declared unconstitutional cannot be applied to such case; in addition, the Constitutional Court may extend this rule at its own discretion and to other episodes of the case that took place in the past.

The Constitutional Court of Austria is authorized to set a deadline for the entry into force of the revised law, which cannot exceed 18 months. During this period, an unconstitutional law shall be applied to prevent the emergence of gaps in legislation until settlement of the relevant issue by the legislator.

In its turn, establishing in Ukraine of procedure for the abolition of a law or certain provisions of the law, if they are declared unconstitutional, will prevent the emergence of gaps in legislation related to the adoption of such decisions by the Constitutional Court, and will lead to a unified approach to the application of such laws and will enable decide on the appropriate issue in accordance with the norms of the Constitution.

In addition, the revision of laws by the Constitutional Court directly on the basis of the provisions of the European Convention on Human Rights and the practice of the European Court of Human Rights will prevent further decisions against Ukraine related to violation of rights and freedoms through the application of such laws at national level.

2.6. Regarding human rights education

SV participants pointed out on citizens' legal awareness which was immediately recognized and confirmed throughout the visit to Vienna.

Consciousness runs through all stages of the law-making process, namely the law-making initiative, development, coordination, discussion, revision, adoption of the draft normative and legal act, and manifests in norms of law. A fairly high level

of legal consciousness of every member of Austrian society ensures the proper implementation of legal norms.

Legal awareness is closely linked with legal culture as a system of legal values that correspond to the level of legal progress achieved by the society and reflects in a legal form the state of individual freedom, other social values.

In this context, educational activities of teachers and constant work of experts on increasing the citizens' sense of justice, starting from school age are extremely important.

And as it was found out during the SV to Austria, such work is very in-depth, which is the basis for the legal culture in general.

In particular, in Austria, children are educated about human rights already at elementary schools. The training is conducted in the form of interactive exercises, which greatly facilitates the process of perceiving and understanding new information by children. Such training helps to recognize person's rights and the rights of others, forming a sense of respect for the rights of other people from childhood. As a result, this leads to the formation of a person with an appropriate level of legal awareness, readiness to comply with laws, fair attitude to the realization of their rights.

Training of teachers is carried out by the Austrian Center for Civic Education in schools, which recruits the best experts in the pedagogical, human rights and other fields.

In addition, the University of Vienna already for several years has been a master's program in human rights.

Students enrolled in a two-year program have the opportunity to learn international standards in human rights sphere, enshrined in all conventions of the UN and the European Convention on Human Rights, as well as get acquainted with the mechanisms of human rights protection for further application in practice. The lecturers are both university teachers and leading international experts, experts in human rights protection area.

In view of the above mentioned, it would be useful for Ukraine to introduce human rights education program starting from elementary school on a regular basis (instead of devoting only one week to human rights topic).

Considering the fact that the activities of the Ombudsman's Office include educational activities, the Ombudsman's Institution should take an active part in the development of programs and giving individual classes, etc.

2.7. Cooperation with Civil Society organisations. Interaction with media

Meeting with the representatives of the above-mentioned Austrian institutions prove that all the organizations visited during the SV closely cooperate with civil society institutions: they conduct common events, promotional activities and legal education campaigns. At the same time, it should be noted that the institution of the Ombudsman of Ukraine has also established effective interaction with representatives of public and international organizations. The key principles of the activity of the Office of the Ombudsman of Ukraine were proclaimed in 2012: openness, transparency and cooperation with civil society institutions. As a result, today we have strong support from human rights NGOs. According to the results of the visit, the idea is to continue such cooperation, especially focusing on joint law-education

activities, raising legal awareness of citizens, conducting information and education activities aimed at specific target groups.

Regarding cooperation with the media, the representatives of the visited institutions shared their practice of publication of information notices highlighting activities on web resources, providing comments on various issues to the media.

During the visit to the Austrian Ombudsmen Board (AOB), the SV participants had an opportunity to get familiar with the positive practice of promoting Ombudsman's work by highlighting the position of AOB on the application of legislation in different areas, illustrating it with examples of real situations and cases under consideration on TV broadcasts on central television in the prime time. Thus, each broadcast is devoted to a specific concrete example of the problem which was communicated to AOB, and this practical case shows the mechanism for protection / renewal of rights. Undoubtedly, this approach has tangible educational effect for the population, bringing attention to everyone's rights and mechanisms for protection of the rights. TV broadcasting in the prime time allows covering the legal issues by educational activities targeting a wide audience of viewers. This experience is especially interesting and worthwhile for implementation.

AGENDA

Attention: Participants need to bring a passport with them during all meetings!

Sunday, 19 November 2017	
	Arrival in Vienna
Monday, 20 November 2017	
Pick up at 08:15	<p>MEININGER Hotel Wien Downtown Sissi, Schiffamtsgasse 15, 1020 Vienna (Google Maps coordinates: https://goo.gl/maps/7siTnyc17zQ2)</p> <ul style="list-style-type: none"> ▪ Pick up of all study visit participants by Mr. Carlos Gómez del Tronco, Ludwig Boltzmann Institute of Human Rights
08:45 – 10:00	<p>Ludwig Boltzmann Institute of Human Rights, Freyung 6 (Schottenhof), 1. Hof, Stiege 2, 4th floor seminar room, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/y7fa5kVVdY72)</p> <p>Meeting with Mr. Christian Wawrinec, Project Manager, Department for European Neighbourhood and Integration Policy</p> <ul style="list-style-type: none"> ▪ Welcome session and short introduction to the work of the Institute ▪ Taking care of administrative affairs (discussion of study visit agenda, distribution of per diems etc.)
10:45 – 12:30	<p>Federal Administrative Court, Erdbergstrasse 192-196, 1030 Vienna (Google Maps coordinates: https://goo.gl/maps/t6EVZaV45mn)</p> <p>Meeting with Dr. Eva Souhrada-Kirchmayer, Judge</p> <ul style="list-style-type: none"> ▪ Court practice in data protection and access to public information ▪ Complaints against decisions by the Data Protection Authority
	<i>Lunch break</i>
13:45 – 16:00	<p>Data Protection Authority, Hohenstaufengasse 3, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/vxUhu1mnFB72)</p> <p>Welcome by Dr. Andrea Jelinek, Head of the Data Protection Authority</p> <p>Meeting with Dr. Matthias Schmidl, Deputy Head of the Data Protection Authority and Ms. Christiane Lackner, Legal Advisor</p> <ul style="list-style-type: none"> ▪ General review of the activities of the Data Protection Authority ▪ Handling of complaints ▪ EU and Austrian legal framework in the sphere of personal data protection ▪ EU General Data Protection Regulation and Directive 2016 ▪ Interactions with institutions responsible for insurance of the access to public information ▪ Procedures of exercising control and investigation of claims in the sphere of personal data protection ▪ Educational and awareness raising activities in the sphere of personal data protection

Tuesday, 21 November 2017

Pick up at 09:15

MEININGER Hotel Wien Downtown Sissi, Schiffamtsgasse 15, 1020 Vienna (Google Maps coordinates: <https://goo.gl/maps/7siTnyc17zQ2>)

- Pick up of all study visit participants by **Mr. Christian Wawrinec** and **Mr. Carlos Gómez del Tronco**, Ludwig Boltzmann Institute of Human Rights

10:00 – 12:00

Austrian Ombudsman Board, Singerstrasse 17, Festsaal 2nd floor, 1010 Vienna (Google Maps coordinates: <https://goo.gl/maps/LtNkDRua5s32>)

Meeting with **Dr. Peter Kastner**, Deputy Chief of Cabinet of Ombudswoman Dr. Brinek, and **Mr. Dominik Hofmann**, Legal advisor

- General review of the activities of the Austrian Ombudsman Board
- Handling of complaints
- Interactions/relationships with courts including criminal cases
- Ombudsman activities at regional level (regional representation)
- Role of the AOB in the Austrian legal system
- Further exchange of experiences and best practices concerning methods and procedures for monitoring of the observance of human rights

Lunch break

13:45 – 16:00

Ombud for Equal Treatment, Taubstummengasse 11, 1040 Vienna (Google Maps coordinates: <https://goo.gl/maps/reGsh457Zas>)

Meeting with **Ms. Constanze Pritz-Blazek**, Head of Department for Equal Treatment irrespective of Ethnicity, Religion or Belief, Age or Sexual Orientation in Employment and Occupation

- Handling of individual complaints and monitoring of cases of discrimination
- Possibilities of mediation
- Effective implementation of recommendations
- Data base of the OET and how data is used when targeting different stakeholders
- Austrian situation with provision of equal rights and opportunities for women and men
- Activities at regional level (regional representation)
- Cooperation with legislative bodies
- Interactions with other institutions working in the antidiscrimination area
- General situation with provision of non- discrimination principle, methods to combat discrimination, settlement of conflicts

Free time

19:00 – 21:00

Welcome dinner with Prof. Hannes Tretter, Scientific Director of the Ludwig Boltzmann Institute of Human Rights and Twinning Junior Project Leader, and colleagues at the typical Viennese restaurant **Gastwirtschaft Huth**, Schellinggasse 5, 1010 Vienna (Google Maps

	<i>coordinates:</i> https://goo.gl/maps/Crznk9kh5J82
--	---

Wednesday, 22 November 2017

Pick up at 09:00	MEININGER Hotel Wien Downtown Sissi, Schiffamtsgasse 15, 1020 Vienna (Google Maps coordinates: https://goo.gl/maps/7siTnyc17zQ2) <ul style="list-style-type: none">▪ Pick up of all study visit participants by Mr. Carlos Gómez del Tronco, Ludwig Boltzmann Institute of Human Rights
09:45 – 12:00	<u>Constitutional Court</u> , Freyung 8, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/fxgD75UfFQD2) Welcome by Dr. Brigitte Bierlein , Vice-President Meeting with Dr. Reinhild Huppmann , Chief of Protocol, International Affairs and Protocol <ul style="list-style-type: none">▪ Presentation of the organization and activities of the Constitutional Court and
	<i>Lunch break</i>
Pick up at 13:20	In front of <u>Ludwig Boltzmann Institute of Human Rights</u> , Freyung 6 (Schottenhof), 1. Hof, Stiege 2, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/y7fa5kVVdY72)
14:00 – 16:00	<u>Ombud for Equal Treatment of Persons with Disabilities</u> , Babenbergerstrasse 5/4, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/fD2JyndJPLM2) Meeting with Dr. Hansjörg Hofer , Ombudsperson for Equal Treatment of Persons with Disabilities <ul style="list-style-type: none">▪ General review of the activities▪ Handling of complaints▪ Possibilities of mediation▪ General situation with provision of non-discrimination principle, methods to combat discrimination, settlement of conflicts▪ Effective implementation of recommendations from the perspective of an organization focusing on disability▪ Activities at regional level outside Vienna (regional representation)

Thursday, 23 November 2017

Pick up at 08:15	MEININGER Hotel Wien Downtown Sissi, Schiffamtsgasse 15, 1020 Vienna (Google Maps coordinates: https://goo.gl/maps/7siTnyc17zQ2) <ul style="list-style-type: none">▪ Pick up of all study visit participants by Mr. Carlos Gómez del Tronco, Ludwig Boltzmann Institute of Human Rights
9:00 – 10:30	<u>Master of Arts in Human Rights Programme</u> , University of Vienna, Universitätsring 1, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/xvKKvQudj6D2) Meeting with Mr. Georges Younes , Study Programme Manager <ul style="list-style-type: none">▪ Presentation on the study programme▪ Guided tour through the University of Vienna▪ Discussion and exchange of ideas

<p>11:00 – 12:00</p>	<p><u>POLIS – The Austrian Centre for Citizenship Education in Schools</u> Meeting with Ms. Dorothea Steurer Venue: <u>Ludwig Boltzmann Institute of Human Rights</u> Freyung 6 (Schottenhof), 1. Hof, Stiege 2, 4th floor, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/y7fa5kVVdY72)</p> <ul style="list-style-type: none"> ▪ Presentation on the activities of POLIS, including helping teachers to bring citizenship and human rights education into classrooms
	<p><i>Lunch break</i></p>
<p>Pick up at 13:00</p>	<p>Pick-up in front of <u>Ludwig Boltzmann Institute of Human Rights</u>, Freyung 6 (Schottenhof), 1. Hof, Stiege 2, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/y7fa5kVVdY72)</p>
<p>13:30 – 15:00</p>	<p><u>Federal Equal Treatment Commission – Ministry of Health and Women’s Affairs</u>, Minoritenplatz 3, Sitzungssaal II (EG 20), 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/xLrrJNDqv9H2)</p> <p>Welcome by Ms. Ines Stilling, Head of Section IV – Women’s Affairs and Equality</p> <p>Meeting with Ms. Claudia Hillebrand, Dr. Barbara Schönher and Ms. Sandra Ulrich, Division IV/3 – Equal treatment in the private sector and federal institutions</p> <ul style="list-style-type: none"> ▪ Handling of complaints and monitoring of cases of discrimination ▪ Situation with provision of equal rights and opportunities for women and men ▪ Interactions with other institutions working in the antidiscrimination area ▪ General situation with provision of non-discrimination principles, methods to combat discrimination, settlement of conflicts ▪ Overview of activities and distribution of competences between different bodies on equal treatment issues

<p>Friday, 24 November 2017</p>	
<p>Pick up at 08:15</p>	<p>MEININGER Hotel Wien Downtown Sissi, Schiffamtsgasse 15, 1020 Vienna (Google Maps coordinates: https://goo.gl/maps/7siTnyc17zQ2)</p> <p>Pick up of all study visit participants by Mr. Christian Wawrinec, Project Manager, Ludwig Boltzmann Institute of Human Rights</p>
<p>9:00 – 10:30</p>	<p><u>Austrian Federal Chancellery</u>, Ballhausplatz 2, Room 339, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/9bv14vcGv3M2)</p> <p>Meeting with Dr. Ronald Faber, LL.M., Deputy Head of Section 5 (Constitutional Service) and Head of Division 5/V (International and Other Administrative Affairs)</p> <ul style="list-style-type: none"> ▪ Mainstreaming human rights in public policy ▪ Activities of the constitutional service, especially matters relating

	to coordination with Federal Ministries
10:30 – 12:00	<p><u>Austrian Federal Chancellery</u>, Ballhausplatz 1, Room 225, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/9bv14vcGv3M2)</p> <p>Meeting with Mr. Daniel Medimorec, Division 1/11 (Digital Affairs and E-Government)</p> <ul style="list-style-type: none"> ▪ Bilateral cooperation in the field of E-Government and E-Democracy
	<i>Lunch break</i>
13:15 – 15:00	<p><u>European Union Agency for Fundamental Rights (FRA)</u>, Schwarzenbergplatz 11; 1040 Vienna (Google Maps coordinates: https://goo.gl/maps/YY5csz1imPN2)</p> <p>Meeting with Dr. Mario Oetheimer, Head of Sector Information Society, Privacy and Data Protection</p> <ul style="list-style-type: none"> ▪ Brief introduction to FRA and presentation of activities in the field of information society, privacy and data protection <p>Meeting with Dr. Niraj Nathwani, Programme Manager - Legal Research, Equality and Citizens' Rights Department</p> <ul style="list-style-type: none"> ▪ Presentation of FRA activities in the fields of equality and non-discrimination
15:30 – 16:30	<p><u>Ludwig Boltzmann Institute of Human Rights</u>, Freyung 6 (Schottenhof), 1. Hof, Stiege 2, 4th floor, 1010 Vienna (Google Maps coordinates: https://goo.gl/maps/y7fa5kVVdY72)</p> <p>Debriefing with Prof. Hannes Tretter (tbc), Scientific Director of the Ludwig Boltzmann Institute of Human Rights and Twinning Junior Project Leader, and with Mr. Christian Wawrinec, Project Manager, Department for European Neighbourhood and Integration Policy</p> <ul style="list-style-type: none"> ▪ Study visit debriefing and feedback session

Saturday, 25 November 2017

	<i>Departure for Kiev, Ukraine</i>
--	------------------------------------



Ukraine and the EU
together for the human rights



Ludwig Boltzmann Institute
Human Rights