

## AUSTRIA

MAINSTREAM STRATEGY ON ACCESSIBILITY	
National Action Plan on Accessibility in place	<p><b>NO – accessibility initiatives contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>Austria has a <a href="#">National Action Plan on Disability 2022-2030</a> to implement the goals of the United Nations Convention on the Rights of Persons with Disabilities, following the previous National Action Plan on Disability 2010-2022.</p>
Authority monitoring accessibility initiatives in place	<p><b>YES – accessibility initiatives led by one specific authority</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability is led by the Federal Ministry on Health, Consumer Protection and Social Affairs.</p>
Adoption of target dates to achieve accessibility initiatives	<p><b>YES – long term target date</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability covers the period 2022-2030.</p> <p>Additional link:</p> <ul style="list-style-type: none"> <li>• <a href="#">Last examination of the Committee for the Rights of Persons with Disabilities (August 2023)</a></li> </ul>
Infringement and sanction regime on	<b>YES</b>

**equal opportunities,  
non-discrimination  
and accessibility for  
people with  
disabilities in place**

**Additional information:**

- UNCRPD/+optional protocol
- Marrakesch Treaty
- Recognition of Sign Language
- Website Accessibility (Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public-sector bodies (Web Accessibility Directive).)
- Electronic Communication (Directive (EU) 2018/1972 on establishing the European Electronic Communications Code (EECC).
  - Affordable adequate broadband access
  - Emergency Services
  - Text/video relay Services
- Audiovisual media services (Directive (EU) 2018/1808 amending Directive (EU) 2010/13 on audiovisual media services (Audiovisual Media Services Directive).
  - Subtitles/live/audio
  - Signing
  - Audio description
- Public procurement of ICT products and services (HEN standard EN 301 549, V2.1.2 (2018-08) (based on and in line with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA)
- Accessibility requirements for products and services (European Accessibility Act)
  - Transposition in Austria:
    - Official publication: *Landesgesetzblatt ( LGBl. )*; Number: *LGBl. Nr. 69/2018*; Publication date: *2018-12-21*
    - [National website - ELI](#)
    - [Wiener Bautechnikverordnung 2020](#)
    - Official publication: *Landesgesetzblatt ( LGBl. )*; Number: *LGBl. Nr. 4/2020*; Publication date: *2020-01-31*
    - [National website - ELI](#)
    - [Bundesgesetz, mit dem ein Telekommunikationsgesetz erlassen \(Telekommunikationsgesetz 2021 – TKG 2021\), das KommAustria-Gesetz](#)

	<p><a href="#">(KommAustria-Gesetz – KOG), die Strafprozeßordnung 1975 (StPO), das Polizeikooperationsgesetz (PolKG), das Polizeiliche Staatsschutzgesetz (PStSG), das Sicherheitspolizeigesetz (SPG), das Wertpapieraufsichtsgesetz 2018 (WAG 2018), das Börsegesetz 2018 (BörseG 2018), das Postmarktgesetz (PMG), das Kraftfahrzeuggesetz 1967 (KFG 1967), das Funkanlagen-Marktüberwachungs-Gesetz (FMAG 2016), das Funker-Zeugnisgesetz 1998 (FZG), das Rundfunkgebührengesetz (RGG), das Fernsprechentgeltzuschussgesetz (FeZG) und das Audiovisuelle Mediendienste-Gesetz (AMD-G) geändert werden</a></p> <ul style="list-style-type: none"> <li>▪ Official publication: <i>Bundesgesetzblatt für die Republik Österreich ( BGBl. )</i> ; Number: <i>BGBl. I Nr. 190/2021</i> ; Publication date: <i>2021-10-28</i></li> <li>▪ <a href="#">National website - ELI</a></li> <li>▪ <a href="#">Bundesgesetz, mit dem ein Barrierefreiheitsgesetz erlassen sowie das Sozialministeriumservicegesetz geändert wird (Barrierefreiheitsgesetz – BaFG)</a></li> <li>▪ Official publication: <i>Bundesgesetzblatt für die Republik Österreich ( BGBl. )</i> ; Number: <i>BGBl. I Nr. 76/2023</i> ; Publication date: <i>2023-07-19</i></li> <li>▪ <a href="#">National website - ELI</a></li> </ul>
<p><b>Public Body that manages complaint about accessibility in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p><a href="#">The Social Ministry Service</a> and its nine regional offices is an authority of the Federal Ministry of Social Affairs, Health, Care and Consumer Protection. It is the central point of contact for people with assistance needs.</p> <p>The Social Ministry Service coordinates and promotes a wide range of networked services. These services are aimed at both employees and companies.</p> <p>The Social Ministry Service also determines the degree of disability and issues disability passes and parking permits.</p>

	<p>In the area of equal opportunities for the disabled, the Social Ministry Service conducts arbitration proceedings and also provides information on the removal of barriers.</p> <p>The Social Ministry Service pays pensions and compensation to victims of war and crime, among others. Support for family carers, subsidies for 24-hour care and the processing of carers' leave benefits are also important areas of responsibility.</p>
<p><b>Umbrella organisation representing more than 50% of associations for persons with disabilities in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The <a href="#">Austrian Disability Council</a> is an umbrella organisation representing about 85 member associations and about 1.4 million persons with disabilities in Austria.</p> <p>The Austrian Disability Council is politically independent and non-religious. They offer a wide range of services to member organisations, individual members and partners.</p>
<p><b>International accessibility standards incorporated into the national legislative framework</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• HEN 301 549 Accessibility requirements for ICT products</li> <li>• WCAG 2.x AA</li> </ul>
<p><b>Certification Body for accessible environments, products, or services in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p>

	<p><a href="#">WACA</a> is the first and only quality seal in Austria to make web accessibility in accordance with the international W3C guidelines (WCAG) recognisable to the outside world. This official certificate from the WACA initiative and the independent certification body TÜV Austria is intended for German and English-language websites throughout Europe and is issued in accordance with the European standard EN 301 549. The aim is to guarantee accessibility for all people on professionally tested websites, to recognise efforts in terms of accessibility on the web, and to fulfil legal requirements.</p>
<p><b>Mandatory requirement regarding accessibility courses at post-secondary level in place</b></p>	<p><b>NO</b></p>

<p align="center"><b>BUILT ENVIRONMENT</b></p>	
<p><b>Legislation requiring public buildings to be accessible in place</b></p>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>Regulation is based on the <a href="#">Austrian Standard B1600</a>. Law is in force since 2006 but no real enforcement.</p> <p>Three <a href="#">main legal instruments</a> related to this area are the:</p> <ul style="list-style-type: none"> <li>• Disability Employment Act (Behinderteneinstellungsgesetz)</li> <li>• Federal Disability Act (Bundesbehindertengesetz)</li> <li>• Disability Equality Act (Bundebhindertengleichstellungsgesetz)</li> </ul>

<b>Action plan on accessibility related to built environment in place</b>	<p><b>NO – accessibility initiatives related to built environment are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability is led by the Federal Ministry on Health, Consumer Protection and Social Affairs.</p>
<b>Authority monitoring the action plan on accessibility related to built environment in place</b>	<p><b>NO – accessibility initiatives related to built environment are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability is led by the Federal Ministry on Health, Consumer Protection and Social Affairs.</p>
<b>Adoption of target dates to achieve accessibility initiatives related to built environment</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability covers the period 2022-2030.</p> <p>Additional link:</p> <ul style="list-style-type: none"> <li>• <a href="#">Last examination of the Committee for the Rights of Persons with Disabilities (August 2023)</a></li> </ul>
<b>Official data on public buildings complying with EN17210:2010 available</b>	<p><b>NO</b></p>

<b>TRANSPORT</b>	
<b>Action plan on accessibility related to public transport in place</b>	<p><b>NO – accessibility initiatives related to public transport are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>Austria has a <a href="#">National Action Plan on Disability (NAP) 2022-2030</a> to implement the goals of the UNCRPD</p> <p>Austria also has <a href="#">guidelines on accessible public transport</a>.</p>
<b>Authority monitoring the action plan on accessibility related to public transport in place</b>	<p><b>NO – accessibility initiatives related to public transport are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability is led by the Federal Ministry on Health, Consumer Protection and Social Affairs.</p> <p>The guidelines on accessible public transport are under the responsibility of the Federal Ministry for Climate Action, Environment, Energy, mobility, Innovation and Technology.</p>
<b>Adoption of target dates to achieve accessibility initiatives related to public transport</b>	<p><b>YES</b></p> <p>The National Action Plan on Disability covers the period 2022-2030.</p> <p>Additional link:</p> <ul style="list-style-type: none"> <li>• <a href="#">Last examination of the Committee for the Rights of Persons with Disabilities (August 2023)</a></li> </ul>
<b>Legislation in place regulating built</b>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p>

<p><b>environment accessibility conditions in airport infrastructures</b></p>	<p><b>Additional information:</b></p> <p><a href="#">Bundesbehindertengleichstellungsgesetz</a>: Regulation (EC) No. 1107/2006 on the "Rights of persons with disabilities and persons with reduced mobility when travelling by air" aims to give people with disabilities and persons with reduced mobility the same opportunities to travel by air as everyone else. Equal treatment of persons with reduced mobility applies, which means that the regulation prohibits air carriers and tour operators from refusing to book and transport passengers on the basis of disability or reduced mobility when flying from an airport in the territory of an EU Member State. A derogation from this is possible if there are special safety reasons.</p>
<p><b>Legislation in place regulating built environment accessibility conditions in railway infrastructures</b></p>	<p><b>YES – based on the regulations established by PRM TSI NIP (TSI 1300/2014) and the European series of standards EN 16584, EN 16585, EN 16586 and EN 16587</b></p> <p><b>Additional information:</b></p> <p>The most important national legal basis for the railway mode of transport is the "<a href="#">Federal Act on Railways, Rail Vehicles on Railways and Transport on Railways (Railway Act 1957 - EisbG)</a>".</p> <p>In accordance with Section 42 of the Federal Act on Railways, <a href="#">ÖBB-Infrastruktur AG</a> must draw up a six-year framework plan, which forms the basis for the planned investments in the rail infrastructure, taking into account the specifications of the 2025+ target network. According to the implementation plan, all railway stations and stops with more than 1,000 travellers per day should be barrier-free by 2025.</p> <p>This work is based on:</p> <ul style="list-style-type: none"> <li>• TSI-PRM</li> <li>• Rail Passenger Rights Regulation (Regulation No. 1371/2007) This regulation governs the rights of passengers travelling by rail. It also regulates assistance for people with disabilities and people with reduced mobility.</li> </ul>



	<ul style="list-style-type: none"> <li>• Regulation on the rights of passengers travelling by bus and coach (Regulation No. 181/2011) This regulation governs the rights of passengers travelling by bus and coach. It also deals with automatic information systems, ticket machines, online ticket purchases, etc. There are also regulations for all EU countries.</li> </ul>
<p><b>Legislation in place regulating accessibility conditions of sea and inland waterway ports</b></p>	<p><b>UNKNOWN</b></p>
<p><b>Legislation in place regulating accessibility conditions of bus and coach transport infrastructure</b></p>	<p><b>YES – unknown if based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>EC (8) of Regulation (EU) 181/2011 makes it clear that, against the background of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities, rules must be created to give people with disabilities and persons with reduced mobility the same opportunities for bus and coach travel as other citizens. EC (9-11) of this Regulation clarifies that terminal managers, carriers and Member States shall take into account, as far as possible, the needs of persons with disabilities and persons with reduced mobility when designing terminals, bus and coach equipment and infrastructure in general. Chapter III of this Regulation contains the rights of persons with disabilities and persons with reduced mobility.</p> <p>Additional links:</p> <ul style="list-style-type: none"> <li>• <a href="#">OBB - Behinderung darf nicht zur Barriere werden!</a></li> <li>• <a href="#">Government of Austria: Barrierefreiheit und Verkehr</a></li> </ul>

<p><b>National Enforcement Bodies in place to monitor and enforce compliance with Passenger Rights Regulations</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">National Enforcement Bodies for Passenger Rights</a></li> </ul>
--	--

ICT	
<p><b>Entity responsible for accessibility compliance of public websites and applications in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• Federal level                             <ul style="list-style-type: none"> <li>○ Monitoring, reporting and enforcement: <u>Österreichische Forschungsförderungsgesellschaft, FFG</u> (Austrian Research Promotion Agency)</li> </ul> </li> <li>• <i>Burgenland</i> <ul style="list-style-type: none"> <li>○ Monitoring and enforcement: <u>Antidiskriminierungsbeauftragte(r), Burgenland</u> (Anti-discrimination Coordinator)</li> </ul> </li> <li>• <i>Kärnten</i> (Carinthia)                             <ul style="list-style-type: none"> <li>○ Monitoring: <u>Österreichische Forschungsförderungsgesellschaft, FFG</u> (Austrian Research Promotion Agency), authorised by the <u>Antidiskriminierungsstelle, Kärnten</u> (Anti-discrimination Office)</li> <li>○ Enforcement: <u>Antidiskriminierungsstelle, Kärnten</u> (Anti-discrimination Office)</li> </ul> </li> <li>• <i>Niederösterreich</i> (Lower Austria)                             <ul style="list-style-type: none"> <li>○ Monitoring: <u>Amt der NÖ Landesregierung, Abteilung Familien und Generationen</u> (Office of the Lower Austrian Federal State Government, Department of Families and Generations). <u>Contact information.</u></li> </ul> </li> </ul>

- Enforcement: Niederösterreichische Antidiskriminierungsstelle (Lower Austrian Anti-discrimination Agency)
- **Oberösterreich** (Upper Austria)
  - Monitoring: Amt der Oberösterreichischen Landesregierung, Abteilung Personal (Office of the Provincial Government, Human Resources Department)
  - Enforcement: Antidiskriminierungsstelle, Oberösterreich (Anti-discrimination Office)
- **Salzburg**
  - Monitoring: Dienststelle für Internetauftritte des Landes Salzburg, Amt der Salzburger Landesregierung (Division for internet sites of the regional administration of Salzburg)
  - Enforcement: Behinderung und Inklusion zuständige Abteilung des Amtes der Salzburger Landesregierung, Ombudsstelle (Department for disability and inclusion of the regional administration of Salzburg)
- **Steiermark** (Styria)
  - Monitoring: LAD – Referat Kommunikation Land Steiermark (Office of the Provincial Government, Communication Department)
  - Enforcement: Gleichbehandlungsbeauftragte(r) des Landes und der Gemeinden, Steiermark, L-GBG (Equal Treatment Officer of the federal state of Styria and municipalities of Styria)
- **Tirol** (Tyrol)
  - Monitoring and enforcement: Antidiskriminierungsbeauftragte(r), Tirol (Anti-discrimination Officer)
- **Vorarlberg**
  - Monitoring: Österreichische Forschungsförderungsgesellschaft, FFG (Austrian Research Promotion Agency), commissioned by the Vorarlberg provincial government
  - Enforcement: Landesvolksanwalt von Vorarlberg (Regional Ombudsman of Vorarlberg)
- **Wien** (Vienna)
  - Monitoring and enforcement: Stelle zur Bekämpfung von Diskriminierungen (Anti-discrimination Office)

Additional link:

	<ul style="list-style-type: none"> <li>• <a href="#">Member States' bodies in charge of monitoring the Web Accessibility Directive</a></li> </ul>
Results of accessibility compliance test on public websites and applications published	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Published Results</a></li> <li>• <a href="#">Web Accessibility Directive - Monitoring reports</a></li> </ul>
Action plan on accessibility related to ICT in place	<p><b>NO – accessibility initiatives related to ICT are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>Austria has a <a href="#">National Action Plan on Disability 2022-2030</a> to implement the goals of the United Nations Convention on the Rights of Persons with Disabilities, following the previous National Action Plan on Disability 2010-2022.</p>
Authority monitoring the action plan on accessibility related to ICT in place	<p><b>NO – accessibility initiatives related to ICT are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability is led by the Federal Ministry on Health, Consumer Protection and Social Affairs.</p>
Adoption of target dates to achieve accessibility initiatives related to ICT	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan on Disability covers the period 2022-2030.</p>

	<p>Additional link:</p> <ul style="list-style-type: none"> <li>• <a href="#">Last examination of the Committee for the Rights of Persons with Disabilities (August 2023)</a></li> </ul>
--	---

<b>Public Policies / Data Availability</b>	
<p><b>The inclusion of people with disabilities, particularly Universal Accessibility and Design for All, is promoted in the transposed laws of Directives 2014/24 and 2014/25</b></p>	<p><b>UNKNOWN</b></p> <p><b>Additional information:</b></p> <p>The 2016 amendment to the BVerG, Federal Law Gazette I 7/2016, was the first partial implementation of the procurement guidelines, in particular with regard to provisions on the involvement of and provision of services by subcontractors.</p> <p>With the Public Procurement Reform Act 2018, Federal Law Gazette I 65/2018,4 fully implemented the public procurement directives. In Austria the Federal Procurement Act 2018 (hereinafter: BVerG 2018) regulates the procedure for awarding public works, supply and service contracts as well as the organisation of competitions for contracting authorities within the meaning of Directive 2014/24/EU as well as for sector contracting authorities within the meaning of Directive 2014/25/EU.</p> <p>More information <a href="#">here</a>, <a href="#">here</a>, and <a href="#">here</a>.</p>
<p><b>Online Accessibility Information Schemes (AIS) in place at national or regional level to inform the public about the</b></p>	<p><b>NO</b></p> <p><b>Additional information:</b></p> <p>There are only the mandatory Accessibility Statements on Websites of the Public Sector.</p>

<b>accessibility of public-use buildings, ICT products or services</b>	
--	--