



Racism Report 2004

Case Report of Racist Incidents and Structures in Austria



In co-operation with

**die Bunten, Deserteurs- und Flüchtlingsberatung, Fair Play, Forum gegen Antisemitismus,
Grün-Alternative Jugend Wien, Grüne Vöcklabruck, Helping Hands Graz,
WITAF-Arbeitsassistenten für Gehörlose**

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Contents

Preface..... 3

Statistics 4

Cases

- Public space 5
 - Refusal of Service in pubs, discotheques, restaurants 14
 - Racist Graffiti in Public Space 16
- Police 18
- Other Authorities and Public Institutions 20
- Work 23
- Housing 25
- Against ZARA 27
- Annual Reports of individual Organisations 32

List of Contributing Organisations 48

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www.zara.or.at

- 5 years ago ZARA was founded.
- For 5 years ZARA has provided counselling to both victims and witnesses of racism.
- For 5 years ZARA has monitored racism and racist incidents.
- For 5 years ZARA has published the annual Report on Racism, the only source of information on racism available in Austria to such a broad public.

For 5 years the Austrian federal government has consistently denied any financial support to ZARA's counselling centre for victims and witnesses of racism.

- Victims and witnesses of racism must not be left alone with their experiences, the injustice they suffer and the humiliation.
- Racist acts of discrimination and racist structures must not be left unchallenged.
- Racism is not the victims' problem but calls for the attention, civil courage and response of all people.
- In a country where the state doesn't feel responsible for the fight against racism, civil society must act!
- The daily counselling of victims and witnesses of racism is made possible with the help of our members and with generous donations.

ZARA is currently supported by 69 paying members — **this is good but not good enough. Please support our work by becoming a member of ZARA.**

Please make donations to ensure that the next victim of racism can turn to ZARA for help.

STOPP RASSISMUS

ZARA-Mitgliedschaft
75 Euro/Jahr
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Preface

Included in the Report on Racism are such cases of discrimination, incidents and assaults reported by victims or witnesses to which the following definition of the ZARA counselling centre applies:

Racist discrimination means that a person is discriminated on the basis of his/her colour of skin, language, appearance, religious belief, nationality or origin. This includes: discrimination, verbal or physical assaults when in search of work or housing, in pubs and restaurants and shops, by public and private institutions, in the public space and by the media.

All such incidents that took place in Austria between January 1 and December 31, 2004 and were reported to the ZARA counselling centre for victims and witnesses of racism and to other Austrian organisations were taken into consideration for inclusion in this Report on Racism.

A sensible selection was made from app. 1,000 cases.

The cases presented in the Report on Racism 2004 provide a small, qualitative insight into the wide field of racism existing in Austria, they are, however, by no means representative with regard to the actual quantity of racist incidents in Austria!

Many organisations and individuals contributed to the Report on Racism: Their reports are earmarked with the organisation's respective logo.

If you want our work against racism to continue, please become a member of ZARA!

*Verena Krausneker & Patrick Zesar
editors*

PS: The german edition of this report includes several articles on the topic „Racism & Economy“ and on the current legal situation in Austria regarding racism. For budgetary reasons, these texts were not translated into English. Please refer to the German report or write us an e-mail if you have questions about it: presse@zara.or.at



Die Bunter



Deserteurs- und
Flüchtlingsberatung



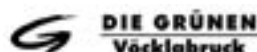
Fair Play



Forum gegen Antisemitismus



Grün-Alternative Jugend
Wien



Grüne Vöcklabruck



Helping Hands Graz



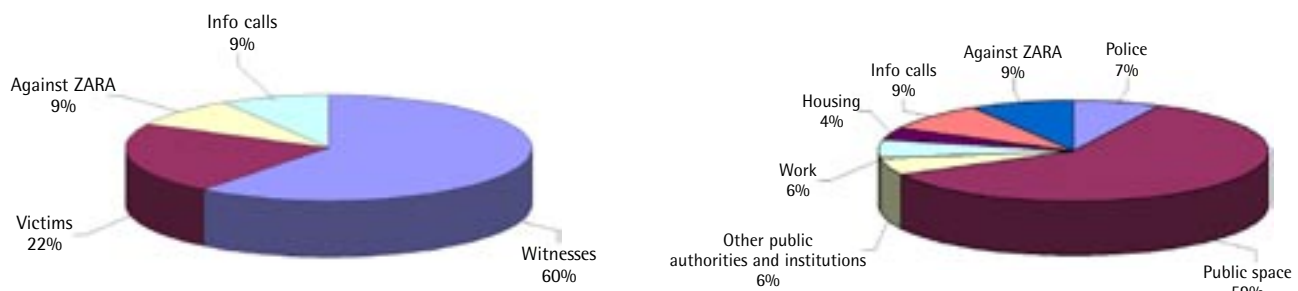
WITAF-Arbeitsassistenten für
Gehörlose

Statistics

In 2004 ZARA registered a total of 907 racist incidents.

46% of clients were women, 46% men (the remaining 8% concerned anonymous reports by individuals and reports by organisations).

In 2004 the proportion of witnesses among ZARA's clients amounted to 61%. 22% of those reporting cases were directly affected themselves. 9% of the cases were directed against ZARA, another 9% were requests for information, material and addresses. For more details see the chart.



- **Public space** refers to all incidents in places open to a not clearly defined circle of people such as the street, public transport, shops, etc. This Report includes a special chapter on graffiti as 266 of the 544 cases reported from within the public space were racist graffiti.
- **Police** includes all reports related in some form to the police—usually to individual officers.
- **Other public authorities and institutions** refers to incidents occurring between individuals and public authorities and institutions (except the police) and/or their representatives such as government offices, courts and prisons, schools, etc.
- **Housing** refers to reports about incidents in the field of housing.
- **Work** refers to incidents related to 'work' in the widest sense—the job market, looking for work, colleagues, job advertisements, etc.
- **Info calls** are calls from people asking for information. They are not described in this report.
- The section **Against ZARA** refers to letters, e-mails and telephone calls directed against ZARA, against ZARA's work or against individual members of staff.

Remarks

- In the case descriptions the Report focuses mainly on the facts and circumstances. Subsequent counselling, support activities, counter-measures and other work carried out by members of the ZARA team or other counsellors is—if at all—only briefly described.
- It is part of the ZARA counsellors' job to check on the one hand the truth of incidents reported to them and on the other to also see the situation from the point of view of the 'opposing party' or a third party. However, counsellors cannot guarantee that all information they receive—from various sources—corresponds to 'the truth'. The Counselling Centre for Witnesses and Victims of Racism exists to serve individuals—in accordance with the mission set out by ZARA itself. Priority is given to the interests of the individual contacting the counselling centre, yet the reports should not be questioned per se on this account. They are most certainly looked at critically but our primary aim is to take them seriously.

Public Space

ZARA On Währingerstraße, Vienna, Mr. M. observes the passenger of a car opening the window while driving 1 past two men with dark skin and shouting "Fucking nigger pig".

ZARA Mr. A. is insulted by two young men while doing his shopping in a supermarket. One of them says "black 2 shit", the other calls him "monkey". Mr. A. prompts them to follow him outside. The two are visibly astonished that Mr. A. understood what they were saying. He spends about 10 minutes waiting for them outside the shop while the two men stay inside and keep an eye on him. They eventually leave the shop and disappear without saying another word to Mr. A.

ZARA In March 2004 Ms. N. together with a colleague is on a train home. All of a sudden a middle-aged woman 3 insults her by calling her "nigger". Ms. N. and her colleague ignore the insult but the woman carries on and lets out a torrent of insult and hatred for almost five minutes. Ms. N's (white) colleague eventually tells the woman to shut up. After that the woman stops. Ms. N. tells ZARA what she found most frightening was the fact that all the other passengers on the train made a point of not listening.

ZARA On February 22, 2004, Mr. N. and Mr. D., two teenagers of African origin, are travelling on the Viennese 4 Underground. They are verbally assaulted by a teenager who is obviously a skinhead and in the company of three girlfriends: "You refugee", "You fucking nigger". D. asks: "What do you want?" The four carry on taking the piss and when D. says to the teenager: "You fucking white pig", the skinhead gets out a big knife intending to attack D. One of the girls stops him at the last moment. N. and D. manage to overwhelm the attacker and to get hold of the screw-driver one of the girls got out to hit them with. At the next station the driver stops the train. Like D. he'd also alarmed the police who appear shortly afterwards and arrest the skinhead. Even in the presence of the police his behaviour remains aggressive and when asked why he was carrying a knife, he answers that he wanted to attack Turks and "Yugos" at the Club 'Gasometer'. The police's behaviour towards N. and D. is correct.

ZARA On November 8, 2004, Mr. O. drives his taxi along a bus lane in the direction of the city centre. When the 5 bus lane ends to turn left, he wants to change to the right side lane to carry on straight ahead. Another driver not only hinders him from changing lanes but blocks his way altogether. The man gets out of his car and abuses Mr. O., calling him "Bimbo", "nigger", "fuck off", "piss off back to Africa", "these niggers think they can do anything." Next he goes to trunk of his car and gets out a big stick and threatens Mr. O. with it. It's only when the female passenger in his car tells him to get back in that he lets go and drives off. Mr. O. takes a note of the car's license number. A member of staff at ZARA writes everything down to report it to the police but Mr. O. decides against a report because he doesn't want his address to be known and attract further problems.

ZARA Ms. E. is an Austrian citizen who converted to Islam and wears a head scarf. One day she's sitting with a 6 friend in the garden of the coffee bar belonging to Kunsthalle Krems. Suddenly Ms. E. hears her friend saying: "Do you think you're being funny?" After the two women had left the place, her friend tells her that a man sitting at the table next to them used her scarf to clean his glasses and was winking triumphantly at another man at his table.

ZARA While travelling on a train from Graz to Vienna Ms. K. and Mr. C. witness a group of football fans in the 7 dining car who in spite of being under police supervision sing neo-Nazi songs and don't give a toss about the other passengers. Ms. K. and Mr. C. file a complaint with the OEGB (the Austrian public railway company) and want to report back to ZARA as soon as they receive acknowledgement from the OEGB. It turns out though that the police had already reported the skinheads so that the case is only documented by ZARA.

ZARA In August 2004 Mr. J. observes three men at Maurer Hauptplatz in Vienna who at first chant "Austria" 8 and "Rapid" and eventually go on to screaming "fucking Africa" and "we'll build an Underground from here to Auschwitz".

ZARA In June 2004 Mr. U. brings in leaflets he found stuck underneath the windscreen wipers of cars parked in 9 the 4th Viennese district. In one of the leaflets which is entitled "Yugos and Turks are human beings like Austrian nationals?—What an outrageous lie!" foreigners are accused of not being racist against the Austrian population only when they "are prostitutes, when they want to sell us their drugs or take advantage of us." One should think about "whether our politicians, do-gooders, antifascist hypocrites and observers of racism oughtn't to be either locked away in an asylum or put on the electric chair." The second leaflet asks why prior to elections certain Viennese politicians

have their photograph taken at "gay balls" or in presentable non-multicultural gay pubs but not in "gay pubs of the multicultural reality"; the answer is readily provided claiming that these pubs are "nothing but dens for gay callboys". The case is documented by ZARA.


- 10 **ZARA** Mr. N. calls ZARA's attention to a pub in Vienna's centre called "Funky Monkey". The pub's logo includes a "Negroid" monkey with human features. All around the pub the walls are covered in xenophobic graffiti while the pub itself is a popular hangout for supporters of the extreme right wing. Also the nearby restaurant "Pizzeria del Popolo" is visited by them regularly. Neo-Nazi slogans such as "foreigners out", "national resistance rules here", "Heil Hitler", "Sieg Heil", "Juda verrecke" (Jews go to hell) are constantly heard around there. ZARA writes letters of complaint to both locations but never receives an answer.
- 11 **ZARA** On April 23, 2004, Ms. T. observes two men at an Underground station who are apparently drunk. They push another man around who has dark skin. When she interferes they look at her in a threatening way. Because she's frightened she quickly leaves the station.
- 12 **ZARA** Mr. C. reports witnessing an incident at an Underground station: A Nigerian man is brutally beaten by 3 teenagers. He interferes with the help of another man and succeeds in ending the beating. The victim is taken to hospital, Mr. C. files a report with the police. He is not sure whether it was "only" a case of mugging or a racist act. ZARA thanks him for the report and documents the incident.
- 13 **ZARA** Mr. G. is riding the Underground and notices two black men cleaning the carriage. When he addresses them about it they call him a "bloody white bastard". Mr. G. turns to ZARA and asks for documentation that Austrians too may become victims of racism.
- 14 **ZARA** Late morning in a supermarket: Student B. hears an elderly woman who on top of her voice abuses an immigrant: "Piss off back home, you fucking foreigner, go back to your mummies." To B. it is not clear why she yells at him. The insulted man disappears towards the cashiers. At this moment a middle-aged man walks up to the woman and says: "Well done! At last someone says something. We shouldn't put up with anything from this garbage!" This turns into a loud and mutual acclaim as to how "unfortunate the Austrians all are", etc. It turns out that the man used to be a policeman: "I've been with the police for thirty years, let me tell you. Last year they stole two of my bicycles and broke into my car. It gets worse all the time and nobody does anything about it." More people join them to add their racist bits. Eventually the student B. brings himself to saying something: "Oh no, they pay nothing. Here at the supermarket they get their VAT back in cash and they pay no income tax." For this he is rewarded with nasty remarks and he decides to leave.
- 15 **ZARA** One evening in mid-August 2004 Ms. N. travels on a 43 tram. An obviously very drunk man attacks a black man with racist insults: "Bimbo, nigger, drug dealer—that's all they are. They should be taken away, all of them; nobody has any idea what is allowed into the country ..." etc. No-one reacts to any of this. After trying to ignore the drunk for a while, she eventually walks up to him and demands that he refrains from his racist insults. As expected, the man starts insulting her instead while none of the other passengers come to her aid. The drunk eventually gets off the tram.
- 16 **ZARA** Ms. D. is sitting on a streetcar when two men get on. The older man A. is very aggressive and seems to be drunk; he insults and provokes the younger one, B. He keeps uttering incomprehensible stuff and insulting B. in a racist manner. Ms. D. finds the situation unbearable and calls to A. to leave B. alone. A. is very surprised by this interference and looks at Ms. D. as if she's mad. Now another man with two children gets involved and tries to calm A. down. He just ignores him and carries on with his insults. At the next station A. and B. get off, apparently to deal with the matter undisturbed. Ms. D. is both outraged and shocked by the other passengers' behaviour and the way they merely look on instead of (re)acting. When she describes the incident to ZARA she's still very upset and emphasises how important it was that ZARA carried on its work.
- 17 **ZARA** On February 17, 2004, at 9 am Ms. N. is walking down Mayerhofgasse in the 4th Viennese district. Walking towards her is an African followed by two teenagers who eventually pass him on the right hand side; one of them looks like a skinhead. "They were walking next to him as if they knew him", Ms. N. says. While she passes them, one of the teenagers hits the man in the back saying something to him which she couldn't hear. She didn't talk to the victim because he just kept on walking. "He was really afraid." Ms. N. calls the EUMC-office and is referred to the Boltzmann Institute for Human Rights who advise her to contact ZARA.

ZARA On July 16, 2004, Mr. A. observes a man at Praterstern who while passing a dark-skinned man (27 years old, Jamaican, as it turns out) rams his elbow into the man's chest. Numerous witnesses sitting on park benches also observe the incident. At first the Jamaican responds verbally and wants to know what this is all about. After another blow by the attacker he too becomes violent. Mr. A. rides up to them on his bicycle and stops right next to them. Noticing that all the other people were also witnessing the incident, the attacker quickly leaves. 18

ZARA Ms. K. reports several racist assaults against her: At a bus stop a homeless drunk complains to a young woman that Ms. K. was a disgrace to Austria for wearing a headscarf and that she should "piss off to somewhere else". On the streets Ms. K. is insulted and called a "dirty swine" and a "Turkish swine", people throw money at her feet and spit at her. 19

ZARA In January 2004 Mr. K. is walking up the stairs of an Underground station towards the exit when he notices three men behind him who approach him. Suddenly he's pushed by one of them. He turns around and asks in English: "What's your problem?" They don't answer him but one of them says: "Fuck you Nigger." Next one of the men takes him into a headlock while the other two hit him on the head with an object. A couple passing them scream at the three men to leave Mr. K. alone which they eventually do. They run away. Mr. K. leaves the station without calling the police. A counsellor at ZARA explains to Mr. K. that a report to the police was very unlikely to succeed for lack of witnesses but that he would contact Mr. K. in the event that witnesses did eventually turn up. 20

ZARA In September 2004 while trekking in the "Alpentierpark Pfänder" in Vorarlberg a watchful ornithologist discovers a sign about the dwarf goat with the following information: "(...) it is often the only productive livestock of various negro peoples." Thomas Kinz, the director of the Pfänderbahn's zoo, has never wasted a thought about the wording—and doesn't see why he should. "What's wrong with that?" he answers to an inquiry by the daily newspaper "Der Standard". Following massive protests by a number of organisations he announces in an e-mail: "We removed the sign before the article was published, deleted the wording in question and will remount the corrected sign. It was never our intention to hurt or insult anyone. If this was the case we would like to apologise to the person/s concerned." 21

ZARA A former volunteer at ZARA reports an ice-cream parlour in the 21st Viennese district offering a sundae called "Topfen-Neger" ("cream cheese nigger"). In a letter to the parlour's owner ZARA explains the derogatory and discriminating meaning of the term "nigger". After receiving the letter the owner contacts ZARA arguing that the naming of the sundae was very old and that by using the name she had no racist or discriminating intentions in mind, that she did, however, honour our letter and would change the name of the sundae. 22 

ZARA Ms. A. informs ZARA of the ice-cream parlour "Francesco" in Vöcklabruck which sells ice-cream called "ice-cream nigger". The two letters of complaint sent by ZARA are ignored by the parlour. 23

ZARA ZARA's attention is called to a racist product labelling. The label on the front of a package with flower seeds says "Golden Nigger". ZARA sends a letter of complaint to the producer of the seeds who apologises and guarantees that in 2005 this label will no longer be included in his product line. 24

ZARA Ms. N. informs ZARA by telephone that the Vorderkaiserfeldenhütte (a trekkers' rest) in the Tyrolean mountain range Kaisergebirge offers a drink called "Nigger" (a mix drink of beer and Coke). An ice-cream parlour on the main square in Kufstein, Tyrol, also offers a plate or drink called "Nigger". The facts are documented by ZARA. 25

ZARA Mr. M. reports an incident in his home town Dechantskirchen which found its way into the newspaper "Kleine Zeitung": In March 2004 the owner of a guest house in Dechantskirchen wants to rent vacant rooms to asylum seekers. "Concerned" citizens start collecting signatures opposing the project. On March 19 a group of app. 100 people visits the small town's mayor and hands him a list with 500 signatures opposing the innkeeper's intention. The mayor starts reading aloud a letter he sent to the Ministry of Interiors. The letter lists the reasons why refugees were not wanted in Dechantskirchen. Among the arguments brought forward were "invasion of the private sphere" and "disturbance of tourism". One man at the meeting calls out: "All we can expect from this rabble is rape and drug dealing. We don't need that", to which the others applaud enthusiastically. "I especially moved away from Vienna and now they're sending this garbage after me (...)" an enraged woman shouts. "No-one here is a racist or hates foreigners", someone explains to the journalists who are making a note of everything. The mayor doesn't object the statements. Later he tries to explain why he didn't intervene against the innkeeper's project sooner: "I have to stick to the law. But don't you worry—I'm on your side." Then he promises to forward the list of signatures to the Ministry in Vienna. ZARA writes a letter of protest to the mayor but he never replies. 26t

- 27 **ZARA** Ms. K. asks for documentation of the following: In June 2004 the small community of Puch in Salzburg agrees after lengthy and heated discussions to accommodate 30 asylum seekers for a preliminary period of one year in the refugee home run by Caritas. Shortly afterwards the mayor receives postcards with xenophobic slogans and violent threats against the refugees. The sender demands that the community's decision be suspended. Since the threats made against the refugees are so massive the mayor decides to get the local police involved. In addition, a report against unknown perpetrators for attempted severe coercion and baiting is filed with the public prosecutor's office.
- 28 **ZARA** On June 19, 2004, in Traiskirchen, Lower Austria, a 45 year old man who is apparently drunk sets his dog after a 17 year old asylum seeker from Afghanistan for addressing an 18 year old girl. The dog bites the young man's arm while the 45 year old man also attacks him with a switch-blade knife. The victim has to be taken to hospital. The attacker is reported to the police. ZARA documents the article about the incident published on the website www.orf.at as well as the racist commentaries posted to the site and related thereto.
- 29 **ZARA** In April 2004 Mr. C. reports an anonymous leaflet which was distributed to the inhabitants of the community of Bad Sauerbrunn. In a racist and degrading manner, the leaflet virulently baits asylum seekers: "Asylum seeker = murderers and criminals." Black people are portrayed as drug dealers across the board who abuse the Austrian welfare state.
- 30 **ZARA** Mr. I. reports an article by www.derstandard.at: In June 2004 the Vienna Criminal Court dismisses a lawsuit filed by Hans Dichand, the publisher of the daily Kronenzeitung, against the daily "Der Standard" for publishing a commentary by Hans Rauscher in which he ascribes a quote to Erich Schumann according to which the "Krone" communicates "anti-Semitic and racist insinuations". Schumann is an associate and manager of the German media group WAZ which owns 50% of "Kronenzeitung" (Dichand owns the other 50%). In court, Rauscher concedes having "made a mistake". In an article published in January by the magazine "News", Schumann in actual fact talked of "severe nationalist and anti-Semitic hints". Twice Rauscher quoted him correctly, in August, however, only "from memory" using the term "racist" instead of "nationalist". After having monitored the "Krone" and its contents for many years he is not prepared to revoke any of the three statements. The judge rules in his favour. In order to illustrate her decision she quotes relevant "Krone" contents from app. 60 pages of documentation submitted by Rauscher and Maria Windhager, the Standard's legal attorney.
- 31 **ZARA** In an interview with "Der Standard" in May 2004, Bishop Krenn speaks of Europe's "Islamisation". Krenn: "Today the ones committing terrorist acts are with a few exceptions Muslims. Hence, terrorism is somehow always connected to Islam." Prior to the "Pilgrimage of the peoples", Krenn goes on to a full-scale attack against Islam. "If we look at the big crises around the world, they are somehow all connected to Islam", he justifies his opposition against an EU-membership of Turkey. "Islam is a vital and in part also very aggressive type of religion. This in mind we cannot say we don't pay attention. It is simply impossible for Islam and Christianity to be reconciled in a political union (...) Today we are prey to this intolerant ideology of Islam all over the world." The Islamic community in Austria as well as other organisations reacted sharply to the Bishop's racist and Islam phobic statements. However, to no avail. When in the autumn of 2004 bishop Krenn did have to "abdicate"—it wasn't because of his recurrent racist statements but because of the "sex affair" at the seminary of St. Pölten.
- 32 **ZARA** Ms. S. reports the following incident: Two white men, presumably drunk and with a German shepherd, are standing next to a tram stop insulting the other people waiting there. When two Africans attempt to get onto the tram, one of the two blocks their way daring them to pass him. The two Africans smile at him and still try to get on; one of the white men rams his shoulder into the chest of one of them making him almost fall. Now the two Africans run away and are pursued by the two attackers who shout "fucking niggers, etc.". When they eventually give up their hunt they return to the stop making triumphant faces.
- 33 **ZARA** Ms. P. sends ZARA a prospectus of "Excalibur City", a shopping centre at the border crossing Kleinhaußsdorf. The category Toys offers a "nigger" which is a stereotypical dark-skinned soft doll wearing a short skirt made from bast fibres. Ms. P. asks us to do something about it. We send a complaint e-mail to the company but never receive an answer.
- 34 **ZARA** Ms. H. reports that in spite of repeated protests racist postings to the online forum of the daily "Die Presse" are not deleted. ZARA writes a letter of complaint which is ignored by the website's operators.

ZARA Mr. K. reports that among the garden dwarfs offered at the rural market in Baden he detected two African child figures, both of them of a height of app. 1.50 metres and labelled as "assorted Negro children". Mr. K. sees in this offer an assault on human dignity. ZARA sends a letter of complaint to the company which is never answered. 35

ZARA Ms. T. reports to ZARA that her 18 year old son from Columbia was beaten up by neo-Nazis. The three thugs were arrested by the police. Ms. T. is given detailed legal advice by ZARA's legal experts and she asks for documentation of the incident. 36

ZARA Mr. S. sends an e-mail. On October 11, 2004, he witnesses a slow driving fire engine in the 9th Viennese district with a fire-fighter leaning out of the window and for no apparent reason shouting at a group of Africans: "This is our future, you fucking nigger idiots!" Mr. S. sends a letter of complaint to the Vienna Fire Brigades and to the Citizen Service of the City of Vienna, but so far there has been no reply from either with regard to the incident. 37

ZARA A witness reports to ZARA having witnessed three young men beating up a dark-skinned man so badly that he had to be taken to hospital where he needed stitches on his nose and upper lip. The witness believes it was a racist incident. ZARA includes the case for documentation purposes. 38

ZARA In a mail distribution on May 5, 2004, Heinz-Christian Strache, the head of FPÖ Vienna, warns of an "inrush of Roma threatening the city of Vienna". According to Strache the "enormous migration wave" of Roma from Eastern European EU countries to the West was indeed an issue that needed dealing with. ZARA documents his statements as part of our monitoring of the media. 39

ZARA At the end of August 2004 a discussion is started about black prostitutes working the streets around Westbahnhof in the 15th district. It is initiated by the Vienna FPÖ who rants about the fact that the City of Vienna enables asylum seekers to work the streets legally. A neighbours' initiative is formed at first expressing their justified annoyance with being bothered by the punters but soon the debate is turned into an across the board racist manifestation and it becomes clear that the whole issue is about black prostitution. Among other things the neighbours' initiative demands that asylum seekers shouldn't be entitled to work the streets. Rallies are organised with racist statements such as "nigger sluts" being heard and small children being used to carry posters saying "Ban on Driving for Punters" or "1234—Prostitutes—OUT". 40


ZARA The online daily www.derstandard.at reports an incident which took place on May 29, 2004, at the Viennese theatre Rabenhof and left a member of staff of the Festival injured by a group of drunken hooligans. During the intermission of "Heimatkunde 34" a play dealing with the events of the Austrian civil war in February 1934 and produced especially for the Vienna Theatre Festival, four drunks start disturbing the show. According to witnesses the attackers shouted anti-Semitic and extreme right-wing slogans and performed the Hitler salute. 41

ZARA In June 2004—presumably during Whitsuntide—a memorial honouring the victims of National Socialism in Villach is defiled by unknown perpetrators: 17 glass plates with the names of 64 victims, their dates of birth and death as well as the way they were killed etched upon the glass were completely demolished. The "Memorial of Names" erected in 1999 by the initiative "Verein Erinnern" is to honour the memory of all the women, men and children who were murdered by the Nazis in the area of Villach between 1938 and 1945. The ombudsman of "Verein Erinnern" suspects political motives behind the crime. And since the hardness of the glass called for a tool such as a hammer, it is likely that the assault was planned in advance. The memorial had already been demolished once before in March 2003 and also then the perpetrators were never found out. 42

ZARA ZARA is asked by the action committee "Black People in Public" to document the racist and undifferentiated reports concerning the issue of prostitution on "puls TV". In the show entitled "Domestic prostitutes against black African asylum seekers", the word is given exclusively to Austrian prostitutes who accuse "black African prostitutes" of behaving aggressively towards them. The show doesn't include a single statement by a "black African prostitute". 43

ZARA Mr. K. reports numerous incidents affecting his Latin American wife: On the streets she's insulted by school children who call her "fucking nigger slut". In the public swimming pool she is called "fucking nigger slut" and "nigger whore"—again by school children while their teachers just look on. During a church visit with her two children she's thrown out of the church under shouts of "foreigners out" while her children are called "foreign brood". Mr. K. is told by his neighbours to "... better take his Turkish wife and get out because we don't want no foreigners." One day Mr. K. parks his car in a zone restricted for loading and unloading and leaves his wife to wait for him inside the car; when he returns 10 minutes later he comes across the following scene: A park watchwoman is hammering on the car 44

with both her fists screaming: "Damn foreign rabble, piss off home, don't park your car here, piss off you whore." He and his wife are repeatedly harassed by the police who insist on inspecting the living conditions although they have neither legal nor any other reason to do so. ZARA documents the incidents (some of them happened a while back) and informs Mr. K. of the legal possibilities should something similar happen again to him and his wife in future.

- 45  **ZARA** Ms. D. who is working in a centre for young people informs ZARA of the free newspaper "Our St. Pölten" which was shown to her by a teenager of Turkish origin. In it there is a picture of his parents' shop and a text caption saying "our townscape deserves something else". The teenager had already complained to the newspaper but wasn't taken seriously. ZARA writes a letter of complaint to the paper. A member of staff informs us of his intention to pay a personal visit to the shop and to apologise to the teenager's parents for the "misunderstanding". The meeting takes place.
- 46 **ZARA** On May 6, 2004, several Slovene organisations in Carinthia receive letters of an alarming nature with regard to the "Verbotsgesetz", the law banning National Socialist agitation. They were posted in Graz by individuals calling themselves "J. Wagner" and "A. Löhr". Investigations are initiated by the State police. In one of the letters it says: "In the year 2004 we, the Action of National Socialists Graz, profess to fascism. Our actions are directed in particular against asylum seekers, economical refugees and those who assist them to become naturalised, against foreign pubs, associations and similar institutions, against left-wing parties and their system press. We demand a freeze on immigration and the deportation of all foreigners! Responsible: Mission Force ANS Graz." The letter features swastikas and "foreigners out" slogans and the annotation "NSDAP/AO: Box 6414, Lincoln, USA". The second letter comes from the "Legion Wasa", an apparently Swedish organisation of right-wing extremists and NS supporters. The letters are sent to the Institute for Slovene Folklore, the Central Association of Slovene Organisations and the Cultural Associations in Klagenfurt as well as in Eberndorf (District Völkermarkt).
- 47 **ZARA** In June 2004 Ms. C. takes part in a mountain climbing course in Italy organised by the Alpenverein during which she hears other participants making anti-Semitic and Islam phobic remarks. One participant says for instance that today's generation of 30 and 40 year olds no longer show an interest in the past. Another participant of app. 70 years of age seizes the opportunity to lament about the fact that no-one talks about the NS era anymore: about the "Jew era" as he calls it. It was the Jews who exploited the poor Austrian farmers with their extortionate interest rates, but this was no longer talked about. Another participant adds that "the Jews needn't be surprised if they're exploited by others ..." When Ms. C. interferes by calling these remarks anti-Semitic the others justify their statements by claiming that they only represented reality. On another day at breakfast their guide remarks that he was woken really early by the church bells. The same participants respond he should be relieved that he wasn't woken by the Muezzin. When another participant says that the call of the Muezzin was actually beautiful they say nothing more.
- 48 **ZARA** Ms. B. and her 4 guests from Spain are sitting in a restaurant in Vienna. Shortly after their arrival two middle-aged men enter the restaurant. They sit down at the table next to them and have two dogs with them, one medium-sized fighting dog and a slightly smaller terrier. They don't put the dogs on the lead and allow them to move around the restaurant without a muzzle. The dogs also come to Ms. B's table. She and her guests don't feel threatened but disturbed because they don't want the dogs near them while eating their meals. The older dog-owner keeps calling his dog to his side but only with preliminary success. Ms. B. eventually asks the men politely to put their dogs on the lead. The younger one answers: "No need to worry. My dog doesn't like half-breeds!" Ms. B. doesn't believe her ears and asks whether he's just called her friends half-breeds. To this the older man replies (using the German informal—and impolite—you): "You heard alright. My friend is a right-winger." Although Ms. B. is completely aghast she explains in a matter-of-fact tone that she had no understanding for this kind of behaviour. Now the older of the two becomes very unfriendly and aggressive. Ms. B. asks the waiter for another table saying that she and her guests didn't want to have to eat near such people.
- 49 **ZARA** Ms. M. and a friend are crossing an underground passage at Dr.-Karl-Renner-Ring. There the two women observe an elderly man yelling at a boy of Turkish origin and threatening to hit him. Another man is with him and also yelling, while two women are standing next to them and seem to be amused by what's going on. Ms. M. demands of the elderly man to leave the boy alone. The man looks at her and shouts: "What do you want, you fucking Communists?" Now the two women who are with the men also start yelling at Ms. M. and her friend. The man turns back to the boy and spits at him. Ms. M. wants to stop him and threatens to call the police. At this the two men do leave the boy alone but put on a very aggressive behaviour towards the women and direct their insults against them. Before they finally leave shouting insults the elderly man performs the Hitler salute and spits Ms. M's friend in the face. It is only after the four have left that other people approach the young women and the boy to ask whether

everything was okay and could they help. Ms. M. describes the incident in an e-mail to ZARA and says at the end that she was extremely shocked by the way people just looked on.

ZARA Mr. M. from Vienna is on his way to a public phone box when he's attacked and mugged by seven unidentified perpetrators. They yell "fuck nigger" at him, beat him and rob his money, 75 Euro, and his mobile. Mr. M. doesn't want to involve the police as his chances for success were minimal, but he wants his case to be documented. 50

ZARA At 1 am on December 28, 2003, Mr. N. is attacked at the Underground station of Südtirolerplatz by two skinheads. He is employed by a company called Pfaffinger and cleans the station after operations are ceased for the night. A witness calls the police. Their behaviour is correct and they arrest the two attackers. Several days later Mr. N. receives a summons to appear for questioning at the police station Margareten on January 26, 2004. In the summons he's called the "accused". On March 7, 2004, he's again attacked by skinheads. Mr. N. believes it's an act of revenge perpetrated by the two skins of the previous attack. He again calls the police, but the four teenagers manage to get away unidentified. Mr. N. asks us to find out whether the police made a mistake by summoning him as the "accused" and how proceedings against the two skinheads were progressing. The matter is settled and Mr. N. is eventually summoned as a witness. He hasn't contacted ZARA since. 51

ZARA On January 5, 2004, after heavy snow-falls, Mr. D. helps his wife who is the building's caretaker to remove the snow. Because of the holidays their son is also helping. A car is parked on the sidewalk. The family removes the snow around the car hoping the driver will show up soon and leave. When he does appear after app. one hour Mr. D. asks him to remove the car. The man tells him he'd only been in the building for five minutes and not to get aggravated. Mr. D. corrects him saying that it had been at least an hour. The man interrupts him yelling: "Listen, you Turkish shit! I'm not taking any shit from foreigners. You can fuck off!" and pushes Mr. D. off the sidewalk. Mr. D. stumbles to the ground and is attacked by the man. When the son and wife try to help him they're also attacked by the man. In the meantime the attacker's girlfriend who lives in the building has joined them. The man says to her that he was beaten up but she tells him: "From what I see here, I find it difficult to believe you," to which he answers: "What's the matter? Are you changing sides? Go on, get back upstairs, I'm telling you!" The police arrive and take down the evidence. All three members of the family are severely injured and there are several witnesses confirming the circumstances of the offence. Yet, this doesn't prevent the violent perpetrator from filing legal proceedings against Mr. D. for bodily harm. When the matter goes to court Mr. D. is cleared of all charges. The public prosecutor appeals nonetheless, but Mr. D. is also cleared in the court of appeal. Mr. D's charges against the perpetrator are still pending in court. 52

ZARA In April 2004 Ms. J. reports a group of skinheads. Twice a week this group of about ten teenagers between the age of 14 and 15 marches down Weinberggasse in the 19th district carrying metal bars and baseball bats. They chant something about Turks and "Kanakenklatschen" (bashing Turks). This happens regularly from midnight until three in the morning. The other people on the street always change to the other side of the road. One weekend they urinate against the walls of buildings and bawl "Deutschland hoch" (cheers to Germany). In addition, dubious dog poisonings take place and a cat is found tied to a tree and tortured. The police do nothing about it. She is told by Mr. Kopetzky, the district's deputy head, that he was aware of the problem but to try and solve it with street workers was "a joke". We decide to write a letter of complaint to the district's head. He promptly replies saying that apart from dealing with this issue through street workers, it was also addressed in meetings with the police, the so-called "security forum". After that the case is not pursued further as Ms. J. can no longer be reached by ZARA. 53


ZARA In August 2004 Mr. A. reports that during a football game on May 16, 2004 between SV Weitra and USV Groß Gerungs, a player of USV Groß Gerungs saluted the opponent's fans by raising his arm in a "Hitler salute". The game was continued without any consequences for the player. ZARA writes to the club's board of directors asking for an explanation which arrives promptly: After heated discussions the player in question (the team's youngest) received a formal warning informing him that he would be excluded from the club without further notice if something like this or similar were to happen again. It was argued that the player wasn't kicked out immediately because "he may have been driven to the wrong attitude by circumstance related to either family (...) or work (...) the club therefore wants to help him to get back on the right track." The board of directors believed that the player should be given a second chance. ZARA accepted the argument. The fact that the incident was dealt with in such openness rather than trying to cover it up and the intention by those in charge to try and solve the matter in a constructive way, shows a sensitive approach to both the issue at stake as well as to the incident itself. 54



- 55 **ZARA** Ms. K. lives in a block of council flats where she is known for not putting up with racism and xenophobia—a recurrent issue at block in question. On July 5, 2004, someone ruins the hood of her car by scratching a swastika of 50 x 50 cm in size on it. Mr. K. asks ZARA to document the case and doesn't contact us again.
- 56 **ZARA** On September 6, 2004, in an article in the daily newspaper "Kurier" the head of the FPÖ's Viennese branch, Heinz-Christian Strache, tries to explain to the public the meaning of the foot and mouth disease (translator's note: the following is a word play on the disease's German term "Maul- und Klauenseuche", "maulen" meaning to complain and "klauen" to steal): "Wenn osteuropäische Arbeiter im Westen arbeiten müssen, maulen sie. Wenn sie nicht arbeiten können, klauen sie." ("When Eastern European workers have to work in the West, they mouth complaints. When they can't work, they steal.") This is reported to the Vienna Public Prosecutor's office by the lawyer H.; on October 13 they respond saying that the charges were dismissed "because the behaviour reported is not punishable in court." Mr. H. asks ZARA to document the matter.
- 57 **ZARA** The magazine "Wir Wiener—Das Bürgermagazin" (Us Viennese—the Citizens' Magazine) which is published by the "Association for Citizen Information" devotes its entire October 2004 edition to Heinz-Christian Strache, the head of the FPÖ Vienna. Almost every single page features "reports" of a racist, discriminating and inhumane nature. A thorough investigation by ZARA's legal experts concludes that legal proceedings were not possible because all the statements in question remained "just about" within the legally allowed framework. Since the City of Vienna had placed an advertisement in the magazine ZARA sends a letter of protest to the City Council for Integration. In the reply we're informed that the City of Vienna will never again place an advertisement in this publication.
- 58 **ZARA** On Shrove Tuesday 2004 the community of Ybbsitz, district Amstetten, Lower Austria, declared itself a "Negadorf" (nigger village) for the day; one of the events that day was a concert on the main square called "Negamusik Ybbsitz" (nigger music Ybbsitz). A storm of protest reaches the mayor. According to the Niederösterreichische Nachrichten the mayor doesn't have a problem with the term "nigger village"; he says: "The discussion around the naming of the event shouldn't be exaggerated—it's carnival time." The event takes place as planned and only afterwards he sends a letter to the protesting organisations and individuals apologising for the terms "Negadorf" and "Negamusik": "Clearly, the choice of terms by the organisers wasn't fortunate. Also there was never an intention to hurt people's feelings because of their colour of skin. It is, however, true that we totally underestimated the abusive dimension of these terms. In order to prevent prejudice and polarisation between people of different colours of skin, I will in future take particular care within my responsibilities with regard to the choice of such terms."
- 59 **ZARA** The following are excerpts from an OTS mailing on February 16, 2005 by the "Ring Freiheitlicher Jugendlicher" (FPÖ youth organisation) entitled: "Statements by Caritas President Küberl cruel and contemptuous. The left-wing Catholic's latest demands are impertinent". "... The fact that last week Küberl, the self-proclaimed upholder of moral standards, once again patronised Austrians in terms of "their lack of helpfulness" can only be seen as the impertinence of an arrogant personality (...) Küberl continuously calls the negative attention by daring to vilify those who finance thousands of fake asylum seekers with their arduously earned money (...) Küberl needs to be asked whether he sees Austrians as second class citizens and what happens to his compassion as a Christian when it comes to those who fall victims to black African dealers or other criminals. Frankly, the population's patience has reached an end, the boat is full and refugees from Muslim states ought to seek asylum in places such as Saudi Arabia. It's a wealthy state of the same religion and thus it would be ensured that the Christian character of Austria is maintained—something which also ought to be in the interest of the Caritas President, provided he still considers himself a Christian. In ancient Rome those who sinned against the people's wellbeing were banned. It is a shame that ancient customs such as this don't exist anymore (...)."
- 60 **ZARA** At a press conference on February 16, 2004, the FPÖ vehemently voiced its opposition against the right to vote for foreigners in Graz and Linz. "Beware of the beginnings", Magda Bleckmann, the F's General Secretary, said in a call for vigilance and warned of elective foreign dealers. She was supported by the then deputy head of the Vienna FPÖ, Heinz-Christian Strache. As a negative example the two referred to the active and passive suffrage of foreign residents on the district level which was adopted in Vienna last year. "In Vienna an African dealer who is registered with Caritas for a mere five years is entitled to vote and stand for election", says Bleckmann. This couldn't be "in anyone's interest". Bleckmann also feared the candidature of ethnic electoral lists. She pointed out that in the capital soon about 127,000 immigrants would be entitled to vote and that app. 80,000 of them came from Turkey. "The Turks occupied Vienna already twice before, now they have their foot in the door." In Strache's view suffrage "is the obligation and the right of the citizen and it must stay like that." ZARA writes a letter of complaint to Bleckmann to which she doesn't reply.

ZARA In the summer of 2004 ZARA receives a press release distributed by the Centre for Migrants in Tyrol (ZeMiT) 61 about an article in the parish circular of Achenkirch in which the priest of Achenkirch describes Islam as an "avalanche descending upon the vacuum of Europe. The vacuum of childlessness is currently filled by other peoples who will eventually demand political power in proportion to their size ... Islam wants to turn Europe Muslim ... No-one can guarantee that in a Europe dominated by Islam, radical forces will not come to power and that European Taliban will not want to convert Europe into a 'radical' Islamic country ... Jews and Christians would at best become "Dhinnis" or second-class citizens, in the worst case they would be enslaved or persecuted." The head of ZeMiT is bewildered by the priest's racist baiting and demands a clear renunciation by the church. We also received a number of outraged calls from the inhabitants of Achenkirch. ZARA is asked to document the statement issued by ZeMiT.

ZARA In December 2004 Mr. Z. reports a speech by the MP Helene Partik-Pablé (FPÖ) to the plenary assembly in 62 Parliament. In a subordinate clause she says the following: "... and if we continue to allow black African dealers to seduce our children ..." ZARA documents the incident.

ZARA Ms. F. calls ZARA's attention to the General Forum of Vorarlberg Online. In order to suggest chat topics 63 and to write contributions users of this website don't have to register. There are topics such as "Turkish cemetery in Hard", "Foreigners Pro and Contra", "What is a do-gooder?", "Once more Turk: This time Shot in the Head", "News from the Multi-Culti Front". Under the heading "Integration Impossible" the following postings are found: "It's time for some cleansing. Us Vorarlberger ought to get organised like we did in the past, and close down the meeting places of the murderers, rapists and terrorists as well as of all the Turks (...) Moreover, we want corporal punishment for all Austrians who gorge themselves with Kebabs!" Or: "It can be said with 99% certainty of every violent offence that it was committed by a Turk! And if it says "Austrian", it's in most cases a naturalised Turk." A ZARA member of staff contacted the editors of Vorarlberg Online and called their attention to this contribution. They thanked her for it and deleted the entire section "Integration Impossible". In future they will monitor the forum more closely for racist and discriminating statements and are grateful for outside indications. 

ZARA The media reported the following incident: On the first weekend in October, M., a participant of the 64 German reality show Big Brother, first relates a disgusting joke about women without showing the least remorse and then goes on to telling four anti-Semitic jokes and several Turkish jokes—all in front of the camera and the three other participants there who instead of telling him off have a hearty laugh. At "Premiere" (the channel broadcasting Big Brother live) no attempt is made to play down the incident. Consequently, the two editors in charge of the show who allowed for this to happen are fired without notice. (At RTL, another channel broadcasting Big Brother, the passage was cut while the participant M. was given a formal warning.) A few days after the incident, M. is kicked off the show—according to Premiere for other reasons. The case is documented by ZARA as part of our media monitoring.

ZARA In August 2004, Mr. F. reports that the magazine "Wels im Bild" (a local monthly in the Upper Austrian 65 town Wels) publishes racist text passages. After revising the texts, a letter of complaint is sent to the editors who don't respond. Subsequently a number of protest letters are sent to local companies advertising in the magazine and thus contributing to its financing. Now, the editors of "Wels im Bild" react and claim they never received our letter. In a meeting with the chief editor ZARA presents all the questionable passages while at the same time the May edition of the magazine is thoroughly revised revealing no racist or discriminating texts or passages. The meeting goes very well and it is agreed that the matter would be dealt with more carefully in future and plans are made to organise an awareness raising seminar for all editors in 2005. The Wels Initiative Against Fascism also started a campaign against the magazine, see <http://derstandard.at/?id=1961269>.

ZARA In August 2004 Mr. T. reports an article published by the district magazine "NÖ Anzeiger Hollabrunn" and 66 written in a clearly racist language. ZARA's letter of complaint remains unanswered. The magazine quotes the mayor of Hollabrunn saying: "Every year when the Roma/Sinti are on their way to a big meeting in Hungary they pass through Hollabrunn. This has to be tolerated for up to 48 hours." The "NÖ Anzeiger Hollabrunn" has been using racist terms and wordings in all its reports about this event since the year 2002. More details can be found in a report on [www.derstandard.at](http://derstandard.at/?id=1766202) under <http://derstandard.at/?id=1766202>.

ZARA On July 13, 2004, the sports section of the daily "Krone" features a "dual image puzzle" with the following 67 motive: A European is sitting in a pot while an African with more than obvious features is stirring the pot and a sign in front of the inn is saying "Here the Chef is cooking". Mr. W. calls ZARA's attention to the picture puzzle. A ZARA member of staff writes a letter of complaint to the "Krone" board of editors and for once a positive reaction follows: It is assured on part of the paper that in future no such drawings will ever be published again. The editor apologises for having failed to prevent the publication. The reply letter is forwarded to the client.

- 68 **ZARA** During the electoral campaign for the mayor of Bad Gastein in Salzburg, a flyer by the ÖVP (Austrian Conservative Party) appears which in the opinion of the parish doctor attacks asylum seekers with its title: "Stop the asylum seeker flood". Upon our inquiry, Mr. Steinbauer, the ÖVP candidate, insists that he is not an "enemy of foreigners" and that he merely wants to prevent a "ghetto threatening to evolve" in Böckstein where according to him the population's proportion of foreigners was already quite high due to the home for asylum seekers. In response to an inquiry to the ÖVP Salzburg, ZARA receives a statement which again emphasises the problem of the "threatening ghetto". The flyer's racist wording is justified with the "hectic times of the final days of the electoral campaign" and a thus resulting "unfortunate hand" in the wording of the flyer. No-one held any negative feelings for the asylum seekers already residing in Böckstein, they only wished to prevent the accommodation of additional people. ZARA documented the incident along with the relevant reports in the media.
- 69 **ZARA** In March 2004, Ms. H. sends us an article published in the district journal of Vienna's 4th district's about dealers in which the term "dealer" is only referred to "black Africans" and in which the hard work of the police is repeatedly highlighted. Ms. H. agrees to an intervention by ZARA but before this takes place the author of the article contacts ZARA herself. She has received so many complaints about her article that she wants to find out more about the subject. A very constructive meeting takes place in which all the problematic sections of the article are being revised and discussed. The journalist promises a more sensitive approach to the subject in future.
- 70 **ZARA** Ms. S. reports to ZARA that a crossword-puzzle magazine contains the term "Bantu-Neger" (Bantu nigger). ZARA writes a letter of complaint to the board of editors who right away respond with a written apology which is forwarded to Ms. S.
- 71 **ZARA** Mr. H. reports that he keeps coming across racist postings on the website www.websingles.at. Under the heading "profile" users for example state: "3 of my most positive characteristics: proud, intelligent, white" and under "my life's dream": "An Austria free of scum." Under "short description": "Punks, gays, communists ... are on our black list, 3 of my most positive characteristics: Nice, helpful, racist". ZARA contacts the operator of the platform who promptly reacts and disables the profiles in question. He also assures us that he will continue to monitor the platform for such contents.
- 72 **ZARA** On January 19, 2004, Ms. S. informs us that she keeps coming across racist postings in various Internet forums and asks for documentation. ZARA intervenes the same day by contacting the public broadcasting company ORF and the daily Kurier: ORF reacts promptly, the contributions are deleted, the users disabled. Kurier responds the same day and also deletes the racist postings from its forum.
- 73 **ZARA** On July 26, 2004, Mr. W. reports a user profile he discovered on the Internet site of E-Media which shows photos of Adolf Hitler, swastikas and SS symbols. ZARA reports the site to the Federal Office for the Protection of the Constitution and the Fight against Terrorism and calls their attention to a possible violation of the law banning National Socialist agitation. Following the documentation of the profile's content, the site's operators are informed. They react promptly by immediately deleting the profile in question.
- 74 **ZARA** ZARA is informed of a user profile on www.uboot.com; its content is aggressively hostile to Turkish people. ZARA forwards the complaint to the operators of the site and the user is immediately removed from the forum.
- 75 **ZARA** The Viennese agency "ideenmanufactur" which organises a fund-raising auction on behalf of a counselling centre for foreigners receives the following, non-anonymous e-mail: "The native German speaking population of Vienna is indeed very glad that you don't receive any public funding—and that's how it has to remain. Your hypocritical dealings have nothing to do with social commitment—instead you're accomplices of international refugee traffickers seeking to gain political recognition. It is thanks to you that the indigenous population has to arm itself with firearms to ward off gangs of thieves from the East and that hordes of drug niggers endanger our children—all of them asylum seeker scams imported and supported by you." ZARA documents the incident.

Refusal of Service in Pubs, Discos, Restaurants

- 76 **ZARA** In May 2004 Mr. W. is standing outside the Viennese Club "Bricks" and witnesses how the bouncer very politely informs an African man that he has orders from his boss not to allow Africans into the club. The African man replies just as politely that he'd been inside the Bricks many times before, that there never had been any problems

and that he was a personal acquaintance of the African waiter working there occasionally. The bouncer says he's sorry but that it was an order from "the top" to no longer grant entry to Africans. Mr. W. who's been standing next to them wants to know whether entry is denied to Africans only. The bouncer replies this wasn't the case and that only last week he'd denied entry to some people from Dublin. Mr. W.: "So it's Africans and Dubliners?" The bouncer: "They were blacks from Dublin." When Mr. W. points out that it was illegal to apply racist entry criterions the bouncer argues: "That's not racist. We were also told to no longer allow Turks in because of recent problems." Another African joins them confirming that recently he too hadn't been allowed into the "Bricks" anymore.

ZARA In June 2004 Ms. J. wants to spend a night out with her husband Mr. A. and their friend Mr. S. at the Club 77 "La Floridita". Her husband and Mr. S. are both of Tunisian origin. The three are well dressed, neither drunk nor impolite. Yet, the bouncers refuse entry to Mr. A. and Mr. S. When asked why they refuse to state a reason. When Ms. J. points out that she's been coming to "La Floridita" for years, one of the bouncers says he'd allow her and her husband in but not their friend. Ms. J. keeps insisting that the three should be let in and all of a sudden the bouncers claim that Mr. S. had been banned from the Club on a previous occasion. That's not true because Mr. S. had never been there before. The three decide not to carry on this discussion and to go to the "Havanna Club", another Club Ms. J. has been visiting for years. She and her husband did a dance course there. But there as well Mr. A. and Mr. S. are not allowed in. Again Ms. J. wants to know the reason but the bouncer doesn't reply, he just shrugs at her. Ms. J. and Mr. S. are outraged by these incidents. The same night Ms. J. writes an e-mail to the managements of the two Clubs and the next day she reports the incidents to ZARA. With regard to "La Floridita", a clarifying conversation took place in the meantime in which both the manager and the bouncers apologised. With regard to the "Havanna Club", a report was made in accordance with EGVG (Introductory Law to the General Administrative Procedures Act).

ZARA In July 2004 Ms. M. goes out with an Austrian girlfriend, two more Austrian friends and her husband P. 78 who is from Nigeria. They decide to go to the "Havanna Club". The bouncer allows all of them in with the exception of Mr. P. When asked why the bouncer just shrugs and says for no particular reason. After he's been informed by Ms. M. that they were married, Mr. P. is allowed in but only under the condition that Ms. M. stays with him. Ms. M. and her husband no longer want to enter the Club.

Two days later the couple and an Austrian couple they're friends with want to go to the disco "Andagio"; again only Mr. P. is asked whether he'd been to the place before. Ms. M. and their friends want to know why the bouncer he only asks Mr. P. The bouncer says nothing.

ZARA Ms. H. reports that in August 2004 she witnessed how 3 dark-skinned men were denied entry to the disco 79 "Andagio". At first they're told: "Entry is only granted to regulars", then "the place is packed". Ms. H. who is leaving the place tells them that the place wasn't packed at all. ZARA sends a letter of complaint to the Andagio's management. See also the report on <http://derstandard.at/?id=1717905>

ZARA In September 2004 Mr. B. wants to enter the pub "Babu" but is stopped by the bouncers. Mr. B. who had 80 arranged to meet his wife there insists on being let in. A guest who is leaving the place and realises what is going on offers his membership card to Mr. B. but the bouncers tell him that the membership card wouldn't help him either. One of them says to Mr. B. that he wasn't allowed in because he was a nigger. Mr. B. gets very upset and points to a poster saying "Be together". At this stage the bouncers grab hold of Mr. B. and throw him to the ground. Mr. B. is slightly injured. He insists on calling the police. After their arrival they speak to the manager of the place and eventually ask Mr. B. to go home and not cause any trouble. Mr. B. turns to ZARA where one of the counsellors explains possible options for action to him (e.g. a report according to EGVG/Introductory Law to the General Administrative Procedures Act). Mr. B. doesn't contact us again.

ZARA On November 14, 2004 the President of the African Cultural Association Wiener Neustadt and one of his 81 colleagues are denied entry to the pub "Sternberg" in Wiener Neustadt on the grounds of their colour of skin. In response a vigil against racism is organised in front of the pub on November 20 with the participation of a lot of people. The pub denies any accusations of racism.

ZARA B. is 17 years old and an A-level student. He was born and raised in Vienna. His mother is Austrian, 82 his father is originally from the Ivory Coast. One evening B. and a friend decide to go to the disco "Nachtschicht Donauplex". Contrary to the people before him, B. is stopped by the bouncers. B. reaches for his I.D. but the bouncer without looking at B. just says: "I can't let you in because of past problems with certain groups of people and if I don't know you, if you're not a regular or on our guest list I can't let you. So, step aside please." B. reports the incident to ZARA and asks for documentation.

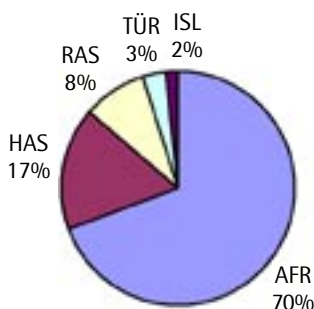
- 83 **ZARA** On September 2nd, 2004, Mr. R. who is 18 years old and was born in Vienna (after his parents had come from Iran) and his 25 year old cousin from Iran want to go to the disco "Nachtschicht Donauplex". They'd been there many times before and had never come across any problems. This time, however, he and his cousin are stopped at the door. When asked why they're told: "The clothes are fine, great shirt, great trousers, great shoes ... but too much multi-culti isn't good either." A discussion ensues with one of the bouncers who tells them that lately there'd been problems with "certain groups" and that they wanted to set a limit by allowing only a small number of foreigners in. They could argue all they wanted, they still wouldn't be admitted. Mr. R. is angry and wants to see the manager of the "Nachtschicht Donauplex". A few days later a meeting takes place in which the manager apologises for the bouncer's behaviour and offers Mr. R. free entry in compensation for the misunderstanding.
- 84 **ZARA** In September 2004 the teenager S., his brother as well as some Austrian and three Brazilian friends want to go to the Club "Soho 2". While he, his brother and their Austrian friends are admitted to the Club without a problem, the three Brazilian friends are denied entry on the grounds that they were too young. Even though they not only look younger but are in fact younger, no-one asks S., his brother or their Austrian friends for an I.D. Once inside the Club the young people notice that apart from the bouncer there are no dark-skinned people to be seen anywhere.
- 85 **ZARA** Because of regular complaints concerning a number of certain venues, on December 11, 2004 ZARA together with channel pulstV carries out a "Lokaltest", i.e. a test of the pub and club scene in Vienna. The pattern of the test is always the same: A white majority Austrian, an Austrian of Persian origin and an Afro-Austrian all of them in the same neutral outfit individually approach a venue. The bouncers can neither see the cameras nor other people. As soon as the test persons have left the place and gone, the reason for denial of entry is asked. 7 venues (of altogether 14 that gave reason for complaints) were tested. Result: The majority Austrian and the Austro-Persian were admitted everywhere, the Afro-Austrian was denied entry to 2 places ("Excess" and "Buddha"). At the "Floridita Bar" our test persons were let in but 2 Turkish men who came immediately after them were refused. At the "Havanna Club" the black test person was asked where he was from before being admitted. i.e. on that evening in 3 of 7 venues it was decided arbitrarily not to admit the non-majority men. When confronted by the test team the following arguments were raised: "I'm myself half Croatian, so I can't be racist." "Some days Orientals fit in better, on other days blacks—depending on the music and the atmosphere." "I have 20 Jews in there, you can come in and see for yourself. So don't tell me I have racist entry criterions." "I've been to Israel, I get on with Jews and Palestinians." "Well, we do have a dress code" (which during our discussion obviously didn't apply to about 30 guests passing us). "That he didn't get in tonight was just bad luck. No hard feelings." "The bouncer is black himself." "I've got everything in my place. Jews, niggers, Persians, Austrians." PulsTV and derstandard.at report. See: <http://derstandard.at/?url=/?id=1898894>

Racist Graffiti in Public Space

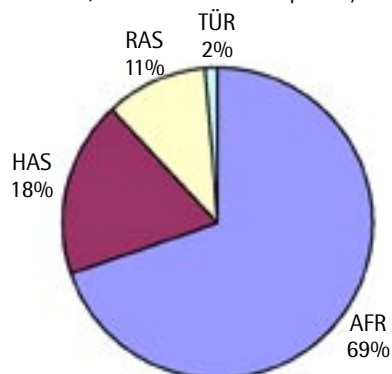
See also the report on <http://derstandard.at/?id=1747554>

Over the last four years the ZARA documentation of graffiti has witnessed a huge increase in racist graffiti concerning "black" Austrians, African asylum seekers or immigrants from Africa. They range from "Fuck Nigger", "Niggers out" to "Kill Niggers". From a legal point of view the invitation to kill is defined as baiting and considered a criminal offence—according to § 283 StGB (Criminal Law). The public display of swastikas and anti-Semitic graffiti is prohibited by the ban on National Socialist agitation while other graffiti (including unauthorised painting over!) are considered wilful damage to property.

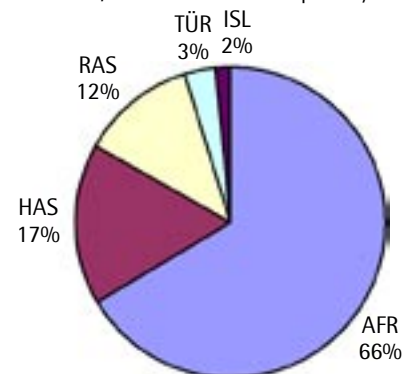
2002
A total of 59 graffiti were reported
(15 of which in vehicles of the Wiener
Linien / Vienna Public Transport System)



2003
A total of 203 graffiti were reported
(21 of which in vehicles of the Wiener
Linien / Vienna Public Transport System)



2004
A total of 266 graffiti were reported
(51 of which in vehicles of the Wiener
Linien / Vienna Public Transport System)



AFR Against African men and women
HAS Swastikas and anti-Semitic

ISL Hostile to Islam (Islam phobic)
TÜR Hostile to Turkish men and women

RAS Racist (unspecific)

These statistics are by no means representative for the actual quantity of graffiti in Vienna. Tendencies with regard to the graffiti's contents can be seen from their respective percentage.

It is impossible to record the geographical frequency of graffiti as the reports depend to a large extent on witnesses. In 2003 for instance, due to a high motivation on the part of witnesses most of the graffiti were reported in the 2nd Viennese district; in 2004 an increasing number of reports were related to the Vienna Public Transport System.

Meaning and Significance of Racist Graffiti

Considering that the functioning of a city's public space is ruled by a system of signs and signals graffiti have tremendous symbolic power. A city produces information by way of advertisements, illuminated advertising, posters, graffiti, street names, etc. Graffiti are quickly produced and function as message bearers. Because they are not subject to any control worth mentioning racist graffiti, depending on the circumstances, may be perceived as freedom of expression. The extreme frequency of racist graffiti and the fact that they are often not reported for a long period of time and thus not removed may also suggest to society that they are somehow "legitimate".

The critical approach to dealing with manipulations in the public space differs from person to person. With regard to racist graffiti ZARA very often gets to hear "... I don't even notice them anymore" or "... it does bother me but I can't do anything about it."

The permanent visibility of racist graffiti and related thereto their imperceptible and worrying legitimisation in the public space prompt a number of critically minded people to report graffiti to ZARA week after week and to ask for their removal. The way in which people in our society are either confirmed or humiliated and discriminated by racist graffiti shows that racism is produced by language and that it works. On the other hand, to people who don't concern themselves with the issue, such graffiti may even signal: "... if nothing is done about it, it's probably true" For each of these reasons ZARA believes in the absolute necessity of consistent removal.

Witnesses

ZARA works for and with people who don't want to lead their lives in the awareness that racism remains unchallenged. Witnesses who resist racist graffiti strive to contain the emergence of racist stereotypes and negative attributions. Time and again ZARA is told by tourists how appalled they are by the racist graffiti they come across around Vienna. They stress Austria's past in the Holocaust and point out the similarities between the anti-Semitic baiting at the time (e.g. "Jews Out") and today's racist graffiti ("Niggers Out"). This clearly shows that there are people in and outside Austria who perceive graffiti with great concern. Unfortunately the broader public is still more aware of the large number of graffiti than of ZARA's work or of the commitment of other institutions such as the Wiener Linien to fight them.

Removal by all means—but how?

Some people who communicate their disgust with racist graffiti to ZARA are themselves full of ideas how to respond to and deal with these racisms. Some argue in favour of coordinated and widely applied activities to paint over the graffiti, others change individual letters to change the meaning of the graffiti. Another suggestion is to have racist graffiti removed and replaced with a notice saying that a racist graffiti had been removed in this particular spot in order to make the counter action just as visible as the racist act itself. One of the most recent ideas is to make the graffiti disappear in an abundance of other graffiti and to create a space which no longer leaves any room for individual texts transporting a message either by way of its content or optical presentation. This idea is primarily related to schools where those in charge find that as soon as graffiti have been removed they almost immediately reappear. ZARA's STOPP RACISM stickers were also used to simply cover graffiti. The problem with these strategies is that all these activities are considered wilful damage to property. ZARA is therefore unable to recommend them.

What does ZARA do about it?

If graffiti are reported to ZARA, information about the location and content should be as precise as possible (number of the tram or U-Bahn carriage, address ...). ZARA volunteers record the content, location and type of graffiti and organise—if possible—a photographic documentation. In a next step the authorities in charge and/or the owner of a building are asked to remove it. After some time monitoring takes place to see whether the graffiti is still in place. If necessary, the whole process is started from scratch. ZARA considers cases of graffiti as resolved only if the graffiti has actually been removed.

Christa Markom is currently writing her PhD. She works as an assistant teacher at the Institute for Social and Cultural Anthropology at the University of Vienna. She is also a volunteer at ZARA where she works within the field of documentation and removal of racist graffiti.

Please report racist graffiti to: office@zara.or.at

Police

- 86 **ZARA** Mr. D. who is originally from Ghana works behind the bar of an inner city pub. Because of recurrent problems with the manager his employment is ended. When Mr. D. wants to enter the premises because of wages still owed to him, the security officer not only blocks his way but even says: "If you don't leave, I'll shoot you." Mr. D. calls the police. Two officers arrive but they refuse to record the evidence and tell Mr. D. to go home. Mr. D. is not prepared to let the matter rest and calls the police again. The same two officers reappear, behaving noticeably more aggressive towards Mr. D. and asking him if he wanted problems. The ZARA counsellor informs Mr. D. that we could refer the matter on his behalf to the complaints officer in charge. Mr. D. however decides not to do anything.
- 87 **ZARA** Mr. X., an under aged asylum seeker from Liberia, and his friend Y. are taking a walk around Vienna. While Y. enters a supermarket with an unidentified man, Mr. X. waits outside. All of a sudden he is grabbed from behind by several men in plain clothes and pushed to the ground. He's told to open his mouth in order to check his oral cavity for hidden drugs. Mr. X. obeys without the least resistance and nothing is found. In the course of the official act his legs, head and neck are injured. On the way to the station another plain clothes policeman hits him in the face. In front of the station he's brutally pushed against the wall and his cap is pulled over his face. Only after repeated pleas by the horrified youth the cap is removed back to his head. At the station no further assaults take place. ZARA reports the case to the Independent Administrative Court and files a complaint against the officers involved in the arrest; in addition, criminal proceedings are started for bodily harm. A lawyer takes on the case and represents Mr. X. free of charge.
- 88 **ZARA** Mr. H. reports an incident at a shopping centre in Leoben which involved his friend who is originally from Angola. He is asked by two plain clothes police officers to show his passport. Since he only had his personal I.D. on him he showed that. The officers also want to have a look in his backpack. They find a filofax which he'd just bought. Mr. H's friend is asked whether he'd stolen it to which he replies that of course he hadn't. As he's not sure whether the officers behaved correctly he contacts ZARA to find out about the legal options. He adds resignedly that he was obviously controlled because he's black and because of the high proportion of criminal activities within the "Black Community" but the fact that he was considered a thief still angers him. A ZARA counsellor informs Mr. H. and his friend about the legal possibilities, in particular about the Security Police Law and the legal authorities granted to police officers as well as about the possibilities to file a complaint.
- 89 **ZARA** Mr. B. is of African origin and reports the following: On March 23, 2004, around 6 p.m. an "Aktion scharf" (fierce roundup) takes place at the Underground station Lerchenfelder Straße. Public Transport ticket controllers and police officers are blocking the top of the escalator and control everyone for their tickets. Mr. B. has an annual ticket; he shows it to the controllers and no further problems ensue. But one of the police officers addresses him with the obvious intention of provoking him. He eventually says to him: "Go home, nigger!" Mr. B. asks for the police officer's number. After ZARA sent a letter to the complaints' department concerning the violation of Guidelines, mediation takes place to settle the matter out of court the outcome of which is satisfying for Mr. B.
- 90 **ZARA** During a police roundup at a famous "Hash Café" in January 2004 Mr. G., an asylum seeker from Iran, is arrested for possession of drugs. He admits smoking Cannabis but the officers want to charge him with more. At the trial two teenagers testify that Mr. G. also sells drugs. In the course of the arrest Mr. G. is slightly injured on his foot by the officers while one of the officers tells him that he'd not get "asylum in Austria even in his dreams." By the time Mr. G. contacts ZARA it is too late for a complaint to the Independent Administrative Court. For the criminal proceedings we recommend a lawyer to Mr. G.
- 91 **ZARA** Mr. H. is an officially recognised refugee from Afghanistan. He applies for a "Konventionspass" (a passport in accordance with the Convention on Refugees) at the aliens' police. There he is told in a lapidary way to "first learn German properly". (NB: Mr. H. speaks German well enough to get by). ZARA sends a letter to the aliens' police asking for an explanation. We receive a written reply denial is made that the incident ever happened. Following further interventions on behalf of the client, Mr. H. eventually receives his Konventionspass. Mr. H. doesn't want to take the matter any further but asks ZARA to document the case.
- 92 **ZARA** Ms. A. is originally from former Yugoslavia and has problems with her neighbours. She reports that due to his origin her son had already on several occasion been kicked out form the yard and the playground. In August 2004 an incident takes place in the council block's washhouse. She uses the washhouse outside the admissible hours and is seen by a neighbour who informs the other tenants. Two middle-aged men come up to Ms. A. and want to know what

she's doing there at this hour, she's insulted by them and told "to get her act together and speak German properly". Ms. A. feels intimidated and threatened by the two men's aggressive manner and calls the police. In the meantime the two men receive reinforcement by two more tenants. When the police arrive they listen to the testimony of those present but in spite of Ms. A's insistence they won't make a report. At the station no-one is prepared to record the incident either. By now Ms. A. feels even more intimidated because neither her fears nor those of her son are taken seriously. ZARA sends a letter of complaint to the police and files a report with the public prosecution office but so far without a response. A complaint at the district's citizen support centre results at least in a personal meeting.

ZARA On a morning in January 2004 Mr. T. is on his way to his car which is parked in the street he lives on. While walking along he is arrested by two police officers who believe he is the person who on the previous day had wilfully scratched all cars on the street. Mr. T., the only immigrant living on this street in the 13th district, explains that his car was also scratched. Apparently however, several of the inhabitants had seen an "Arab" which seems reason enough to the officers to arrest Mr. T. ZARA accompanies Mr. T. to the interrogation. Later a meeting is organised with the complaints officer and the commander of the department at which we're told that everything was fine and that it was probably just a misunderstanding. Nonetheless Mr. T. receives a penalty court order. Another meeting takes place with the complaints officer. ZARA writes an appeal on Mr. T's behalf against the court order which is subsequently suspended. 93

ZARA On August 24, 2004, Mr. G. reports the following: At 6:30 pm several police officers cross the green on Vienna's Heldenplatz and approach a group of Africans to take them to a collection point. The roundup is exclusively directed against people with dark skin. Mr. G. and several other people follow the officers to observe what is going on. App. ten African men and women are taken inside a police van where they obviously undergo a search for drugs. In the course of the activity their papers are also thoroughly checked. Because of the number of witnesses present the impolite treatment of the people concerned and the quite racist statements made initially soon stop and the control is carried out correctly. ZARA expresses its thanks for the report and documents it. 94

ZARA For the second time in a week Ms. K. witnesses a police roundup at the Vienna Heldenplatz. All people with dark skin have their I.D. checked and are apparently subject to personal searches because they are led one by one to a police van with a search cabin. When Ms. K. wants to know what's going on, the police tell her that it's none of her business, to move on or else she'd be checked as well. Only when an increasing number of people express their interest in the incident, they are referred to the officer in charge. He informs them that it was a roundup in search for drugs. When he's asked why only people with dark skin are checked, the officer doesn't answer. 95

ZARA On August 19, 2004, Ms. L. reports that she keeps observing police controls at the Votivpark in Vienna and that they are exclusively directed against people with dark skin. Backpacks are searched for no apparent reason and sometimes the people concerned are told to leave the park. When no searches take place, the park is observed by the police. It is however clear that the police activity is exclusively directed against black people. ZARA documents the report. 96

ZARA Ms. M. witnesses an arrest during which four officers force a young man with black skin to lie on the ground and freeze him. A passer-by tells her that the four men who had not identified themselves as police had also beaten the young man. The passer-by had already called the police. After another ten minutes two uniformed officers arrive and take the young man with them. The same incident is reported to ZARA by another witness. With the approval of the two witnesses ZARA writes a letter to the Federal Police Department. It turns out that there is no record of the incident. ZARA then sends a letter to the Federal Ministry of Interiors and is currently awaiting a reply. 97

ZARA On April 27, 2004, Ms. P. is sitting on a park bench in the Vienna Resselpark and eating her lunch; sitting next to her is a group of men who are quietly doing the same. She assumes that they are immigrants. A police officer walks up to the men and without saying a word he picks up one of the rucksacks and searches it. Finally he says: "Pack off!" upon which the men pack their lunch and leave. Unfortunately the police officer disappeared too quickly for Ms. P. to ask him for the reason of his behaviour. Ms. P. writes a letter of complaint to the Minister of Interiors, Mr. Strasser, and contacts ZARA. ZARA writes a letter of complaint to the Federal Police Department which promptly replies: "... because of your report a complaint investigation was initiated. The location mentioned by you is regularly patrolled by officers of different units as part of drug patrols, among them by the police dog department. In the course of our investigation all members of the police stations of the first and the fifth district were questioned with regard to your complaint. The incident in question couldn't be attributed as none of the officers had any memory of it. The internal records showed no evidence either that any such official act took place ...". 98

In principle police officers are entitled to search persons suspected of a criminal offence—also against their will, i.e. forcefully. In this particular case, however, it is not clear why the officer carried out the search. And since the witness testifies that the officer did it without first questioning those concerned or telling them why he did it, it stands to reason that he may have violated the Security Police Law and the applicable Guidelines. On the basis of the witness' report alone and without being able to identify the officer in question we couldn't undertake further legal steps and had leave the matter after our inquiry to the Vienna Federal Police Department.

- 99 **ZARA** On April 5, 2004, Ms. T., a social worker, informs us of a 17 year old refugee in her care—Mr. C. from Nigeria—who was assaulted by the police. Ms. T. turns to us for help because Mr. C. had no health insurance and needed to see a doctor willing to help in such emergency situations. ZARA tells her of a committed doctor. Mr. C. comes to ZARA for counselling and describes what happened: In the course of an identity check at Reumannplatz he is stopped by the police and taken to the station. When the officers want to take his photograph Mr. C. wants to know the reason and asks to see a lawyer. The officers tell him that they had to take his picture because he was black and therefore suspected of drug dealing. When Mr. C. eventually puts up physical resistance to having his picture taken the situation escalates. Mr. C. ends up with fairly severe injuries and in addition he is faced with criminal proceedings for civil disorder and severe bodily harm. We agree to organise legal help and file a complaint with regard to the Police Security Act's Guidelines and admissible measures at the Independent Administrative Court. This results in the court agreeing to supply legal help to Mr. C. The ZARA lawyers investigate the possibility of a legal complaint but they consider it unpromising and advise the client against it. In spite of this ZARA sends a letter of complaint to the Vienna Federal Police Department and organises a mediation talk between the officers in question and Mr. C. Although the station's complaints officer is very friendly and willing to co-operate, the officers involved in the incident show no serious willingness to talk. Mr. C. decides against filing a complaint against them and asks instead to be indemnified and held harmless. The trial against Mr. C. takes place at the beginning of June. ZARA sends an observer. The trial is carried out correctly and without racist discriminations. Mr. C. is sentenced to 3 months in prison on parole for three years. The court also rules that this sentence is not to be shown on a certificate of good character which is important for future employment! Both the prosecutor and Mr. C. accept the sentence.
- 100 **ZARA** During a ZARA "Lokaltest" in December 2004 an incident with the police occurs. Two female ZARA volunteers (light-skinned) are on their way home with two persons of black skin. Their car is stopped—according to the officers—for a "traffic check". For no apparent reason the persons sitting in the car are also asked for their nationality. The two black men have to show their I.D., the two light-skinned women don't. When asked for the reason the officers claim that according to the aliens' law the police are obliged to carry out controls under suspicious circumstances—and reason for suspicion was given as "due to the colour of skin of the two passengers it had to be assumed that they weren't Austrian citizens". Moreover, one of the officers adds, "if I were an Austrian in Africa for sure I'd be checked as well." Before driving off the ZARA volunteer Ms. V. asks the officers to bear in mind that there were also Austrians with black skin. A complaint regarding the Police Guidelines is considered but not carried out because of the possible expenditure involved. ZARA documents the incident.
- 101 **ZARA** At the beginning of August 2004, Mr. K. (African) is arrested in the course of a roundup. He reports that he was eating in a restaurant when he was suddenly grabbed by several police officers and pulled away from the table; at the station he was physically assaulted and completely undressed and afterwards about 250 Euro were missing from his purse. A trial takes place—against him. He's accused of civil disorder and of having sold drugs. At the first hearing in January 2005 he is cleared of the first offence. ZARA volunteers are observing and recording the proceedings.
Another incident is already reported under: <http://derstandard.at/?id=1733806>

Other Authorities and Public Institutions

- 102 **ZARA** On a bus of the Wiener Linien (Vienna Public Transport) Ms. L. observes the following: during a check for identity a female passenger wearing a headscarf has none and readily admits it to the controller. He addresses the woman with the impolite German "you" (i.e. du instead of Sie) apparently feeling entitled to do so because of her foreign origin. There are two more controllers who address the woman in the same impolite way when they get off the bus with her. ZARA writes a letter to the Wiener Linien asking for an explanation. A member of staff at the customer service contacts ZARA saying that the controllers in question deny everything. She did, however, seize the opportunity to instruct all members of staff to conduct their controls in a more polite and correct way. Furthermore

the Wiener Linien advise us to inform the woman concerned to always ask for the controller's number in such a case; this would help identify the controller in question and make it impossible for him to deny the charges as it was also in the interest of the Wiener Linien that their employees applied the right tone.

ZARA On the morning of September 23, 2004, Mr. P. observes several ticket controllers of the Wiener Linien and 6 police officers at an Underground station checking people entering or leaving the station. Mr. P. notices that only people with dark skin are controlled. His girlfriend made a similar observation two weeks earlier when the controls were also directed exclusively against dark-skinned people. ZARA documents the report. 103

ZARA Ms. A. contacts ZARA by telephone and asks for documentation of the following: Her neighbour, Mr. M., has problems with the youth welfare office. Mr. M. is Nigerian and has lived in Vienna for 5 years. He is married and the father of 3 children. When one of his brothers gets married he and his wife and their youngest child fly to Nigeria; during their absence a niece takes care of the two older children. On their return, Mr. M. and his wife are informed by the youth welfare office that their children had been taken to a crisis intervention centre because of accusations against Mr. M. for maltreatment. Ms. A. assumes that one of the women working at the Kindergarten of the two older girls denounced him for racist reasons at the youth welfare office. Mr. M. and Ms. A. come to ZARA for counselling. They talk about the Kindergarten teacher and the fact that she claims Mr. M. was involved in drug dealing. When his niece was taking care of the children during his visit to Nigeria, the Kindergarten teacher presumed that he was in prison. Mr. M. already went for counselling with a family lawyer. 104

ZARA Ms. T. reports to ZARA that a teacher at a Viennese Gymnasium keeps making racist and sexist remarks during class. Her daughter who has the courage to confront him about his statements finds herself alienated by him. ZARA sends a letter of complaint to the school's principal who responds immediately and assures that she will initiate an investigation and take appropriate measures in co-operation with the Vienna School Council. In the fall the teacher receives an official "warning" but is allowed to carry on teaching. The father of another child in the same class sends a letter to ZARA and others defending the sexist and racist teacher. At the end of the school year 2003/2004 the student who set the ball rolling leaves the school because she is not prepared to tolerate her teacher's behaviour. At the principal's request ZARA carries out an awareness raising course with the school's entire teaching staff. 105

ZARA At the beginning of 2004 Mr. K. points to an article published in the city magazine "Falter" in which the President of the Vienna Youth Welfare Office, Renate Balic-Benzing, is quoted of having said to under-aged asylum seekers from Africa: "These arseholes poison our children ..." Shortly afterwards the Vienna Green Party also informs ZARA of the incident. ZARA sends a letter to Grete Laska, the Vice Mayor of Vienna, asking for a statement. We are told that the matter had been referred to the magistrate's internal disciplinary commission. The proceedings there have no consequences. In August 2004 ZARA is informed that another disciplinary procedure had been started against Balic-Benzing and that the circumstances of the case were forwarded to the Public Prosecution Office. Apparently she'd passed a directive according to which no application for custody should be made for unaccompanied refugees who were older than 14 years of age. This clearly violates the legal provisions stipulating that custody is to be also granted to teenagers older than 14. Again, the proceedings end without consequences. 106

ZARA Two incidents are reported to ZARA by the Intervention Point against Domestic Violence; they came to the attention of Ms. X, one of the counsellors: 107

- A Kurd from Turkey tries to rape his wife. In the subsequent criminal proceedings the judge acquits the defendant commenting: "That's Turkish love".
- A Serbian woman jumps out of the window because she's threatened by her husband. The husband is given a minimal sentence on the grounds—as the judge puts it—that "in such social environments people say all the time that they'll commit suicide!"

ZARA Ms. G. reports to ZARA that her niece who is a middle school student was handed the following song text in music class (the text is in Viennese dialect and rhymes): "Every Zulu Nigger has a bedside carpet but we have nothing ... Every Kongo Nigger has braces but we have nothing ... Every Southern Frenchman has knickers but we have nothing ..." After ZARA sent a letter of complaint to the school, the principal's reply belittles the text as a "carnival joke" and denies any discriminating background. A personal letter by the music teacher follows in which she says that she wasn't aware of the discriminating connotation of the term "Nigger". ZARA forwards the replies to Ms. G. 108

ZARA In November 2004 Ms. N. visits a post office in the 20th district where she observes a man with black skin who is at first completely ignored by the staff; several clerks are engaged in a loud conversation (among other things someone says: "How good it'd be if Hitler was still around") and when the client is finally served he's insulted 109

with statements such as: "You Niggers are all dealers anyway" and "go back home, you bush nigger". Ms. N. asks ZARA to intervene. A letter of complaint is sent to the Postal Services. The management of the Complaints Department appreciates our letter and reacts by circulating an information sheet to all members of staff about discrimination and the disciplinary procedures resulting from such discriminations.

- 110 **ZARA** In 2004 we receive an increasing number of complaints by victims and witnesses concerning the racist behaviour of the ticket controllers of Badner Bahn (a local train travelling between the centre of Vienna and the nearby town of Baden). In December 2004 alone four persons reported selective controlling on the grounds of colour of skin. The people controlled were insulted and pressurised. The racist and discriminating behaviour was directed against Africans as well as all passengers of "obvious" foreign origin while white majority Austrians were granted the right of "post-stamping" tickets that hadn't been stamped at the time of the control. In addition, members of a private security company and police officers regularly get on the Badner Bahn to exclusively control people with black skin. One passenger reports that "several times a week the police simply round up all dark-skinned passengers travelling on the Badner Bahn and take them off the train". The Wiener Lokalbahnen AG (Vienna Local Railway Company) responds to ZARA's request for a statement by saying they regretted the incidents but at the same time confirming the existing prejudices and defending the controllers' behaviour. In the response the controls were justified among other things by the nearby refugee camp of Traiskirchen. Even after a "de-escalating seminar" announced by the Wiener Lokalbahnen AG for the controllers of the Badner Bahn, complaints keep coming in at ZARA's. A report is also published on [www.derstandard.at](http://derstandard.at/?id=1935098) under <http://derstandard.at/?id=1935098>
- 111 **ZARA** FMs. and Mr. G. (he is from Gambia) contact ZARA and report the following: They've just been to a job interview and are on their way home on the Badner Bahn when four police officers ask to see Mr. G's papers. At the station Vösendorf the couple has to get off the train. There Mr. G. is told that he will be put under preliminary arrest because there was something wrong with his papers. Ms. G. asks the officers why they controlled only her husband. She's told that it had to do with his black skin and that they had to control all "foreign looking" people because of the nearby refugee camp in Traiskirchen. The officers furthermore inform Ms. G. that her husband would be taken to the station and that she was welcome to follow them there although there wouldn't be much point because he'd be kept under arrest for deportation. Ms. G. is very upset and unsettled; yet, when she arrives at the station Mr. G. has already been released. "Unfortunately" as she's told by the officers, there was nothing on hand against him. The couple decides not to do anything about the officers in question because they fear problems and more harassment. A report was also published on [www.derstandard.at](http://derstandard.at/?id=1935098) under <http://derstandard.at/?id=1935098>
- 112 **ZARA** In February 2004 Mr. S. who is married to a black woman (from Kenya with Austrian citizenship) and believes that his wife is mobbed for racist reasons asks for documentation of the following: His wife studies at a training centre near Vienna to become a nurse for the care of the elderly. Her first year of studies went very well but now in her second year there are growing problems. After failing an exam his wife is at first not allowed to repeat the exam, then the decision is revoked and she passes it. After that one of her teachers tells her that "it's not on" for her to complain about teachers or grades. From then on the same teacher whose two courses she has to attend, keeps asking her all the time: "What does this mean? What do you say to that? Do you know it?" She fails the exam by this particular teacher as well as the re-examination a month later. Mr. S. speaks to the school's principal and to the teacher in question who tells him that he had the medical responsibility and if he were to ask himself if he wanted to be taken care of by Ms. S. he would come to a negative conclusion. He also says: "She doesn't speak German properly" and "I'm under the impression that she doesn't understand what I'm saying." He also claims that the other students were complaining about Ms. S. (Ms. S. has lived in Austria since 1995 and successfully completed several German courses at the university.) After a personal conversation with the principal Mr. S. doesn't contact ZARA again.
- 113 **ZARA** Ms. D. is the principal of a special needs school with students from many different backgrounds. After half-term a black student is expected to attend the school for the first time (a 13 year old boy from Nigeria). Somehow this information got through to his future classmates who react with racist remarks and aggression. Since the Nigerian student was suspended from his former middle school because of his aggressive reactions to racist hostilities from his schoolmates, Ms. D. asks for advice how to prepare the form teacher and the classmates for the arrival of the new student. After a meeting with a ZARA counsellor Ms. D. contacts the Ministry of Education.
- 114 **ZARA** Ms. S. has a 14 year old daughter who's just started going to vocational school. There she is insulted by her classmates as "Nigger" and told "Go back to from where you came from". Ms. S. talked to the form teacher and the principal of the school. After these meetings the situation calmed down and improved. Ms. S. asks for documentation of the circumstances and exchanges her experiences with the ZARA counsellors.

ZARA In April 2004 Ms. L. accompanies her sister-in-law who is three months pregnant and suffers from severe pain in the abdomen and bleeding to the Hospital Kaiser Franz Josef-Spital in Vienna. Ms. L. translates for her sister-in-law. The doctor on duty can't see any bleeding and doesn't believe the patient. Ms. L. asks him what could be the matter with her sister-in-law who is obviously in severe pain. The doctor asks the patient whether she'd had sexual intercourse; when she affirms the question the doctor says: "Your sister-in-law is in so much pain because Turkish and Arabic men screw too hard" and underlines his words with corresponding gestures. He also adds that these men betray their wives. Ms. L. counters that he couldn't generalise like that. Now the doctor asks her whether she was Austrian. When Ms. L. says, yes, the doctor gets all wound up saying that lots of foreigners who were granted Austrian citizenship didn't even speak German properly. After a counselling meeting with Ms. L., ZARA writes a letter of complaint to the doctor and his superior; this leads to a mediation talk at the hospital with the participation of the doctor, his superior, a doctor from the EU project "migrant friendly hospital", Ms. L. and a ZARA member of staff. At first the doctor denies having made any of the remarks and for a while it is his word against that of Ms. L. He eventually admits that there had been misunderstandings and that he hadn't meant for things to come to that. He repeatedly apologises to the women. At the end of the meeting he promises to avoid misunderstandings of the kind in future. 115

ZARA Helping Hands Vienna send ZARA the following appeal by the Public Prosecution Office Vienna and asks for publication in the Racism Report. 116

... der sich nach wie vor unverändert
überwiegend nach Osten und Süden in Österreich befindet.
Begründet Verdachtsmomente, obwohl er hier angest. Arbeits-
losenunterstützung bezieht (Tatsache: ...)
... Es ist daher gestattet zur Verhängung einer
Freiheitsstrafe geboten, unrechtmäßig bedingten Straf-
nachlass (Teile von Geld wegen) zu widerrufen, um
auch in seinen Kreis klarmachen, dass sich die
Republik Österreich nicht als Schutzdienstleistungs-
für ausländische Rechtsbrecher sieht.

Work

ZARA Mr. O. from Nigeria was employed by a cleaning company for three months. After an assignment at a farm- 117
ers market in the beginning of 2003 he is dismissed. The following reason for dismissal is given: "I'm sorry, but I don't
know either why we have to fire you. We were told all blacks must go." Several days later his wife accompanies him to
his workplace where they are told: "Bad work performance. I can't always go for someone to interpret ... there's a lack
in communication ... I'm sorry—I mean he was always polite, always please and thank you and all, but it just didn't
work out with blacks. The client complained about the blacks ..." The ZARA team initiates a mediation talk with the
company's manager and Mr. O.; a ZARA member of staff is also present. Afterwards it is agreed that Mr. O. would be
re-employed. Until the time of writing, however, no other job has been offered to Mr. O. by the cleaning company.

ZARA Ms. H. from Senegal has lived in Austria since 1996. For the last 3 years she's worked for a cleaning company 118
and was assigned to a team cleaning the offices at UNO City. She is content with her work and gets on well with
her superior. But there are ongoing problems with her headwoman, Ms. I. from former Yugoslavia. Ms. I. is constantly
criticising her performance and doesn't answer her questions. Initially Ms. H. is in charge of cleaning the rooms on
the 4th floor of the UN building, then she's relocated to the 7th and finally to the 9th floor without being told why.
Ms. H. believes that Ms. I. is behind it all and feels unaccepted because of her colour of skin. Ms. H. is under severe
psychological stress, suffers from sleep disorder and nervous attacks. ZARA writes a letter to the superior and arranges
an appointment for Ms. H. at "peregrine" in order for her to get psychological assistance. Ms. H. is very grateful and
makes use of the assistance.

The company is very co-operative and agrees to a mediation talk. In its long and intensive course it turns out
that the conflict between the headwoman Ms. I. and Ms. H. can't be resolved. Ms. H. is therefore asked to work in
another team. Ms. H. asks for time to think about it. In the end she declines the offer as her experiences so far and
the resulting psychological stress are too severe.

ZARA Mr. M. from Iran is in search of employment as a receptionist. He's been applying to corresponding adver- 119
tisements and suspects the reason for receiving negative responses is related to his being a foreigner. His two most
recent applications have particularly added to this impression. After he contacts ZARA inquiries are made at the two
Viennese hotels in question. At the first hotel we are told that they were looking for a female receptionist and obvi-
ously Mr. M. didn't fulfil the requirement. The manager of the second hotel phones ZARA after receiving the letter of
complaint: At first Ms. R. speaks in a calm and matter-of-fact manner. She explains that her hotel employed many
migrants and that ZARA was abusing the Equality and Equal Opportunity Law. Eventually her outrage and anger
become increasingly obvious. She accuses ZARA of acting "like a sect", and in any case, she as the employer was

perfectly entitled to choose the people she wanted to employ. She keeps interrupting the ZARA counsellor and ends the conversation by saying that she'd return the Racism Report we'd sent to her.

- 120 **ZARA** Mr. M. from Lebanon has Austrian citizenship. He contacts us because of problems with his training. The AMS (employment office) found him a training position as an electro technician at Siemens. During training jokes are made about foreigners and the others treat him in an arrogant way. On the way home he's beaten by another participant of the training course. Yet, it is Mr. M. who has to leave the course. Mr. M. already reported the attacker to the police. He comes to ZARA for counselling but doesn't want to do anything about it until he's been assigned another training position by the AMS.

- 121 **ZARA** Mr. E., a Jordanian citizen, is discriminated in a racist manner at work. He's employed at a shipping company, during his first year only part-time and for minimum wages and he's repeatedly told that there wasn't enough work to extend his hours—even though two Austrian workers are employed full time in the same period. At work he's insulted by his co-workers, they ridicule him because he doesn't drink alcohol, and call him "Camel herder" or "Arab arse". The situation gets more and more tense and escalates one day during lunch break when he's beaten up by two colleagues. This results in a sick leave for six weeks after which his employment is amicably ended. In January 2005 the case was forwarded to the Equal Opportunity Commission—Senate II for investigation whether discrimination on the grounds of ethnic origin and religion applies in accordance with the GlBG (Equality and Equal Opportunity Law).



- 122 **ZARA** Mr. M. drives a taxi in Graz and reports that the central office for the service number 878 keeps procuring so-called "Inländer Taxis" (taxis with Austrian drivers). Even when Mr. M. is the first in line at the taxi stand the rides are given to his Austrian colleagues. ZARA refers Mr. M. to the Anti Racism Hotline of Helping Hands in Graz because they can intervene on site.
- 123 **ZARA** Mr. O. from Africa has worked at the same Viennese company for 7 years. 3 years ago he got a new superior who from the very beginning has been addressing him as "Bimbo" or "Nigger". Although the superior had been told from the top to refrain from such discriminations he keeps insulting Mr. O. In addition he's started to threaten him with dismissal. On February 2, 2004 Mr. O. is called to see his boss who presents him with a written warning due to non-compliance with instructions by his superior. Mr. O. refuses to sign it. 2 months later he is fired without notice because of repeated non-compliance with the instructions of the warehouse manager. Mr. O. contacts "Arbeiterkammer" (Chamber of Labour representing workers' interests) where a letter is written on his behalf and arrangements are made to represent him in possible court proceedings. ZARA also prepares a letter to be sent to his company to arrange a mediation talk but before the letter is sent, the company itself offers such a talk. In the course of the meeting it is agreed to change the dismissal into an amicable one and apologies are made to Mr. O.
- 124 **ZARA** Ms. P. reports to ZARA that she was employed as a waitress at the Café St. and dismissed 3 days later. The owner lets her know through the manager: "You can't carry on working here, you don't fit our concept because your skin is too dark." A ZARA member of staff writes a letter to the Café. The owner phones ZARA as soon as he gets the letter and is shocked by it. Ms. P. doesn't want any further talks with the owner of the Café; for her it's enough that he reacted and that ZARA documents the case.

- 125 **ZARA** Ms. L. is from Poland, she is an Austrian citizen and has lived in Austria since 1981. She is in her last term of studying psychology and applies for a part-time position offered by a Viennese association for the care of mentally ill people. The organisation's deputy head turns her application down saying following: "We are sorry to tell you that in your particular case we have a major problem with your accent." Since, however, he never conducted an interview with Ms. L. he couldn't possibly know in the first place whether she spoke with an accent. We send a letter of complaint to the organisation whose head eventually offers a personal meeting. We accompany Ms. L. to the meeting. In the course of the meeting the head of the organisation apologises for the misunderstanding and the wording of the letter, she explains, however, that due to the mental disability of the children and adults looked after by her institution the attendants are often "mocked". It had already happened several times that attendants were eventually left completely unnerved because they were reduced to their accent and could no longer reach the patients. Hence,

the head merely wanted to protect Ms. L. from this kind of experience. Ms. L. replies that she would have preferred coming to that decision herself. The head of the organisation agrees and an internship is arranged with the option of prolonged employment.

ZARA Mr. A. reports that at Wirtschaftskammer XX (Chamber of Commerce) most people of non-Austrian origin fail to pass the taxi driver exam. The questions are asked in a low voice and in dialect. Even the simplest questions are asked using complicated terms and special legal vocabulary. Austrians on the other hand are failed only if they prove to be completely incapable. ZARA sends a letter of complaint to the Wirtschaftskammer and is still awaiting a reply. 126

ZARA In January 2004 a man from Carinthia phones the ZARA office. Without saying his name he expresses his lack of understanding for the excitement over advertisements wanting "Austrians only". He wanted to be able to choose the people himself if he was looking for someone for his flat or for a job and if he had a job vacancy he wanted Austrians only. He'd had "only bad experiences with foreigners", they'd "steal, tell lies and betray". The man refuses to listen to the arguments to counter his position. 127

ZARA Mr. B., head of an advertising and marketing agency, complains about ZARA's procedure in cases of advertisements for "Austrians only". A client of his was reported for refusing to employ foreigners. He doesn't understand why we are doing this arguing that as an employer it was his good right not to employ foreigners. He doesn't care about the counter arguments or legal framework provisions. He says that ZARA now has "an enemy". 128

ZARA ZARA receives a harsh letter by one of the legal experts of the daily "Kurier" in which he explains that advertisements for "Austrians only" were admissible by Austrian law. One of ZARA's legal experts writes an expertise on the existing legal situation and sends it to him. 129

ZARA At a supermarket a female cashier informs customers that she was closing her cash register. A customer shouts at her telling her to be "glad that she's allowed to work here at all" and "to go back home if she doesn't like it". "It's only foreigners here, one doesn't feel like being in Austria anymore." 130

ZARA Ms. T. has been working illegally in an Austrian restaurant for a year. Ms. T. is married to a man with Austrian citizenship. Recently she received a working permit. The owner of the restaurant takes all her papers and promises to take care of the working permit. He makes her work all day long but whenever it's time for payment Ms. T. has to beg for it. She hasn't received her wages for May and June 2004. Her boss says: "But you're a nigger without proper papers, what you need money for?" We advise her about legal steps and offer to accompany her to Arbeiterkammer but when Ms. T. doesn't contact ZARA again we decide to document the case and not undertake further steps. 131

Housing

With regard to advertisements for "Austrians only", see also the Racism Report 2003 and the report under <http://derstandard.at/?id=1784513>

ZARA The District Support Centre (Gebietsbetreuung) Kalvarienbergviertel reports to ZARA that an inhabitant within their area had found a racist letter lying in front of his door. It was inside an envelope with the following racist text: "Why don't you stay in Africa? Nobody asked you to come here! You come here and seduce our young people to take drugs—destroy their lives (...)" 132

ZARA Ms. R. reports the following racist abuse: On a Friday evening she can hear shouting from the stairways and the word "Hitler" being mentioned. Mr. N., a notoriously quarrelsome neighbour and an alcoholic, is shouting at a young Turkish family who only recently moved into their apartment: "I'm Hitler in person, I'll exterminate you, you foreign scum pigs! I know how I'll get you people expelled!" He also appears to want to physically assault the new neighbours. Ms. R. gets involved and tries to de-escalate the situation. Another neighbour takes the side of the violent bully and two more neighbours also join them. Eventually Ms. R. calls the police who only take note of the incident. Since there had been previous complaints against Mr. N., Ms. R. wants to involve the customer service centre of Wiener Wohnen (the authority in charge of council house flats) to solve the problem. With the support of ZARA, Ms. R. and the father of the family file a report. 133

- 134 **ZARA** Mr. W. contacts the Wiener Mietwohnzentrale (a subletting agency) to register his flat for subletting. He is asked whether he wanted to exclude certain nationalities. When he wants to know what this was about and mentions that such exclusions would violate the Law against Discrimination, he's told that the agency just wanted to avoid possible conflicts between tenant and landlord from the start. Many landlords had come across problems with Africans for instance because the flats were often stormed by the police and damaged. Therefore the Mietwohnzentrale asked landlords about "undesired" nationalities in order to save Africans looking for housing from conflicts. Mr. W. asks ZARA for documentation of the circumstances.
- 135 **ZARA** Ms. and Mr. E. come to ZARA for counselling because of their neighbours' children. They keep insulting Mr. E. by calling him "Nigger". The couple also makes a report against a teenager who aimed his football on purpose in the direction of Ms. E. and hit her in the head. ZARA contacts the relevant District Support Centre which agrees to take on the matter between the E's and the neighbours' children.
- 136 **ZARA** Ms. S. and her partner Mr. K. who is originally from Africa contact ZARA because of ongoing racist discrimination. The couple lives in a council block in the 15th district in Vienna. The tenants' representative who obviously can't come to terms with having a black African living in "her" house is mobilising the other tenants against the two. Eviction reasons such as "inappropriate behaviour" and "annoyance due to noise" are made up to get Ms. S. and Mr. K. out of the building. In the end eviction procedures are started at the District Court; the decision is still pending.
- 137 **ZARA** Ms. T. phones ZARA and reports the following: Mr. A., an African acquaintance of hers, has lived in Vienna for the past 6 years and worked as an artist. From one day to the next he is told to move out of his apartment. The reason given by the district's officer in charge is that he wasn't wanted for being an African. Neither Ms. T. nor Mr. A. himself want ZARA to intervene but merely ask to document the case.
- 138 **ZARA** Mr. B. contacts ZARA because his stepson who is of African origin is threatened with eviction. Mr. B. is the main tenant of the flat, his stepson the subtenant. In the eviction letter it says that Mr. B. wasn't allowed to have subtenants and that in addition the apartment was apparently shared by "several Africans". Mr. B. suspects racist motives. The ZARA member of staff suggests that Mr. B. contacts the property management and that he should refer back to ZARA to discuss further proceedings in case the property management didn't co-operate. Mr. B. doesn't contact ZARA again.
- 139 **ZARA** Mr. O. from Nigeria and Ms. K. from Austria are married and had just found an apartment. A date for moving in is arranged with the landlady, they are given the keys to the flat. On the day of moving the couple find that the lock had been changed and that they can't enter the flat. Ms. K. contacts the landlady who tells her that she hadn't known that her husband was black. Without informing the couple she'd involved a lawyer and deposited the keys to the new lock with him. When they arrive at the lawyer's office to pick up the keys, the lawyer's secretary informs them that "90% of black Africans are the scum of Africa!" The landlady who is also there repeats this statement. In the subsequent meeting with the lawyer the landlady states that she'd made very bad experiences with previous tenants. They had been Africans and were all dealing with drugs. She goes on to explain that she wasn't racist; she'd studied in Kenya for six years but her fellow students there remained "at home in Kenya to build up the country". After the couple hand copies of their documents to the landlady's lawyer they are given the keys. Ms. K. and Mr. O. are very desperate and frustrated because wherever they've lived so far in Austria they've come across massive problems with both landlords and neighbours. A ZARA member of staff gives the couple the details of a lawyer working with ZARA and advises them of their legal possibilities. Ms. K. and Mr. O., however, merely want their case to be documented.
- 140 **ZARA** While visiting an apartment in August 2004 with a real estate broker Ms. X. comes across a landlady who upon seeing her dark-skinned companion says: "We don't let to foreigners!" When her outrage has calmed down, Ms. X. contacts the manager of the real estate company and reports the incident to him. He is grateful for the report and says that in future the company will refuse to broker flats for this landlady.
- 141 **ZARA** Mr. A. is of Arabic origin and has lived in a council flat for years. A neighbour has been harassing Mr. A. and his family both verbally and physically for months. He calls the police for no reason claiming that the children were too noisy. He grabs Mr. A. by the neck and threatens to kill him. He keeps ringing Mr. A's intercom-bell screaming into the microphone: "Foreigners out". One day Mr. A. finds a letter on top of his push chair in the stairway with the following words (translator's note: the German original is full of grammatical and spelling mistakes): "You haven't apologised until this day. Through my lawyer I've started eviction proceedings against you, have a look at the code of law, you not only insulted me but the Austrian Republic by shame of the nation and stop the noise molestation then

everything can be talked about. Yours sincerely, xxx." When the District Court informs Mr. A. that there is nothing he can do about his violent neighbour, a ZARA member of staff sends a report of the circumstances to the Public Prosecution Office in Vienna asking to start investigations due to dangerous threat. In addition, the District Support Centre and Wiener Wohnen are contacted. The Support Centre takes on the case and tries to arrange a meeting for conflict settlement with Mr. A. and his neighbour. The neighbour refuses to take part. With the support of the District Support Centre which agreed to do so after ZARA inquired Mr. A. applied for a new flat at Wiener Wohnen.

ZARA Ms. R. is of Yugoslavian origin. She lives in a block of freehold flats in the 14th district in Vienna. Among 142 the app. 80 flat owners only three are not of Austrian origin. Ms. R's children often play in the block's yard. This is explicitly allowed by the property management's rules provided certain requirements such as rest periods, using a fenced off area etc. are met. Although the children stick to these rules, one of the neighbours keeps trying to stop them from playing and calls them "stupid Tschuschn" (translator's note: a derogatory term in Viennese dialect for foreigners). ZARA advises Ms. R. about the legal possibilities. Ms. R. turns to the property management and asks ZARA to document the case.

ZARA Mr. A. and his wife live in an apartment which was found for them by a refugee organisation. Several 143 months ago a new neighbour moved in and shares the toilet in the hall with Mr. and Ms. A. The new neighbour causes problems from the very beginning; he leaves the toilet soiled, listens to loud music all night long and shouts on top of his voice. He keeps abusing Mr. A. and his wife with racist remarks. Mr. A. makes several attempts to solve the problems by talking directly to the neighbour but eventually he decides that he has no other option but to contact the property management. Still, the situation doesn't change; the neighbour draws swastikas on the toilet's walls and writes "Nazi" on Mr. A's door. Ms. A. feels increasingly threatened by the neighbour and his behaviour. When the police was called for the first time, the harassment stops for a short while. One evening—Mr. A. is not at home—the neighbour is having a party. He blocks the apartment door of the A's and hinders Ms. A. from using the toilet. She calls the police but the officers take the neighbour's side. A month later the situation escalates when the neighbour punches Ms. A. in the face. Other neighbours are standing in front of Ms. A. to protect her. The police arrive and tell everyone to go back to their apartments. Ms. A. is taken to hospital. Currently criminal proceedings against the neighbour are pending. ZARA documents the case and recommends to Mr. A. to protect himself by means of an injunction.

Against ZARA

For many people ZARA is a source of information. The ZARA counsellors are contacted because of their expertise and experience in dealing with various forms of racist discrimination. Sometimes such contacts and/or inquiries take on rather ambiguous forms—either because they're provocative challenges or because allegations are raised with the request for commenting or invalidating. At ZARA all these attempts of contacting us are seen as an opportunity to start a dialogue. In recent years ZARA as the organisation as well as the people working for ZARA have increasingly become the target of aggressive and threatening messages. They are directed at us either anonymously or non-anonymously by telephone, letter or e-mail. The following is a selection:

INTERNET

ZARA In March 2004 the following e-mail is sent to ZARA and subsequently forwarded to the Dokumentationsarchiv 144 des Österreichischen Widerstandes (DÖW, Documentation Centre of Austrian Resistance): "PiSS off you ZARA pigs. All of you should be exterminated or gassed!!! Just like all the nigger pigs, Saujuden (Jewish pigs), Turks and all the other scum. Do you know the difference between a pizza and a Jewish pig?? No. The pizza doesn't scream when it's shoved into the oven!!! HA HA HA!!! Just you wait. We'll get you all. SKINDHEADS 88 WIEN"

ZARA In August 2004 ZARA receives an e-mail abusing and discrediting one of our members of staff. Although 145 the e-mail is sent anonymously, a technical investigation enables us to identify the sender via the IP-address.

Following examination by ZARA's legal experts a report is made for defamation and insult. At the time of writing the court's investigations as to the real identity of the sender are ongoing.

- 146 **ZARA** In December 2004 ZARA receives an increasing amount of racist e-mails with falsified sender addresses. Direct threats against ZARA members of staff are also being made. For instance, one member of staff with dark skin receives an e-mail with the subject line: "Little nigger return to Africa". Investigations result in establishing that the e-mail was sent from a computer at the University for Economics in Vienna. The university's IT department assures their co-operation and starts internal investigations. Shortly before the deadline of the Report for 2004, ZARA is informed that the university decided to abolish the possibility of sending anonymous e-mails from the library's public computers via the internal mail-server. ZARA thanks the university for their co-operation.
- 147 **ZARA** The following e-mail is sent to ZARA: "EVERY REASONABLE AUSTRIAN/GERMAN LONGS FOR THE TIME WHEN THOSE WHO SUPPORTED MIGRANTS AND THEIR VIOLENCE WERE MOST SEVERELY PUNISHED; I'M ALMOST SURE: THE DAY WILL COME—AND YOUR NAMES ARE KNOWN!"
- 148 **ZARA** On January 16, 2004, ZARA receives the following anonymous e-mail:
 "Racism—the magic word to organise secure jobs for a few breadless and characterless individuals and financed by our tax money. ZARA receives public funding, i.e. my money as well. Yet, I have to subordinate to ZARA's will which for example expects me to accept the presence of one or more niggers in a pub. What's with the RIGHT of Austrians to be among themselves in the pub?? (...) You're taking money from the very State you then—by means of documented circumstances—denounce as racist!! (...) Food for thought: Chinese, Japanese, Philippines, Thais and all the rest of the Asians are also foreigners or am I wrong?? In spite of the insistent inquiries among friends and acquaintances I couldn't find anyone who had anything against these people!! Could it be that these people are polite and quiet and well integrated, that they do their work and haven't the least ambition to force their culture upon us, the host country? To which I must add that this culture is by far superior to the Turkish culture and actually quite interesting for us (...)"
- 149 **ZARA** In response to the circular sent out as part of ZARA's campaign "Stop Racism", Mr. M. sends the following e-mail: "(...) why don't you just take your bimbos, Tschuschn, cumin Turks home with you? There is plenty of want and misery in our own population. Take care of them first. From many years of experience as a worker I know that the biggest racist is a foreigner. For them we're shit Austrians at home in shit Austria. Spare me your do-gooder scam. Do something useful in your lives and get an honest job."
- 150 **ZARA** Mr. T. sends us the following e-mail: "You demand laws against racism. In other words whether I wanted to or not I'd be forced by law to arse up to every foreigner or otherwise taken to court. First of all we don't need such laws and secondly we get them only because of organisations like yours who with the least knowledge of reality support all foreigners, no matter whether they're criminals or dealers."
- 151 **ZARA** Another e-mail by Mr. T.: "Now we've got it in writing—we are a people of racists, especially when it comes to blacks. 1400 black dealers arrested, one of them fixed to the ground by the police until he died when of course he was actually completely harmless. (...) Something needs to be done against the Austrians' impertinence. What a cheek for them to think they can stay among themselves! Foreigners must be entitled by law to go to the pub of their choice even though this wouldn't apply to Austrians if they wanted to go to the pubs of foreigners. A great thanks to the City of Vienna and the Federal government for subsidising organisations like ZARA with Austrian tax money."
- 152 **ZARA** In January 2004, Mr. F. sends the following e-mail to ZARA: "I often see ticket controllers who only control Austrians or light-skinned people and turn a blind eye on blacks or just pass them without checking their tickets ... so, what am I supposed to do? Write down the name of the controller, send it to you and you then start proceedings against him for being a racist? Or are you just there for counselling and does one have to make a report oneself? Awaiting your reply ..."
 ZARA replies and asks Mr. F. to report actual cases since only then we could look into what was feasible. He doesn't write back.
- 153 **ZARA** Mr. S. sends us the following e-mail: "(...) my brother was punched in the eye by a Turk; my father was insulted and abused by a Turk after he had caused a traffic accident und blamed my father; I was threatened and humiliated by Niggers; perhaps you could also analyse the behaviour of the so-called foreigners instead of constantly bashing just the Austrians."

ZARA ZARA receives the following anonymous e-mail: "The Racism Report 2003 was mentioned in the TV feature "Hohes Haus" (translator's note: live reports from Parliament). Without wanting to dwell on this comic report, there is one passage I can't ignore: "In 2003 the asylum politics of the Ministry of Interiors was entirely driven by racist motives." I fully appreciate the "racist" measures undertaken by the current Minister of Interiors and his predecessors for contributing to containing the ongoing massive and despicable burdens of foreign scum and their harassments. Without these measures we'd have suffocated by now in the multi-cultural rabble (...)" 154

ZARA In July 2004 Ms. H. sends us the following e-mail: "Racism—what is it exactly? As long as people who are living in our country on the backs of us taxpayers refuse to integrate, as long as they don't assimilate and deal with drugs (the percentage of blacks being very high as I'm sure you know) they will remain unwanted! At least that's how I see it! If I move to a foreign country with a different culture I have to adapt; first of all I have to learn the language and respect the laws of that country! (...) And anyway, when I see these figures in the summer covered from head to toe, I feel disgusted! If they want to live their religion and manifest it by all means, they should go back home. In Turkey for example they're not wanted, that's why they all come here! (...) People who have lived in Austria for 1 year and not learned our language have no place in our country! Incidentally I'm almost sure that you'll never reply to my e-mail. Organisations like yours would have no right to exist were it not for our foreigner problems!" 155

ZARA replies with arguments to each of the prejudices. Ms. H. replies again, she doesn't however refer to our answer but merely repeats her prejudices. ZARA decides against carrying on this discussion.

ZARA In October 2004 ZARA receives the following e-mail: "My name is (...), I've lived in Vienna all my life. I grew up free of care and without a worry. Now I'm almost 30 years old and I'm dismayed by the increase in foreign immigration. I must add that I'm not xenophobic. I'm not at all against foreigners. But unfortunately the number of immigrants from former Yugoslavia and Turkey is growing (...) In spite of this being constantly belittled, it is a fact that the more foreigners come here the bigger the crime rate. Compared to other countries Austria is very small. We already took on so many refugees. It's enough!!! (...) Regrettably racism will spread again. The living space is getting more and more cramped. Eventually one starts to resist (...) THE BOAT IS FULL!!!" 156

ZARA replies by referring to the data concerning migration published by Statistics Austria after which the sender doesn't contact us again.

ZARA In November 2004 ZARA receives the following anonymous e-mail: "(...) more than 50% of particularly severe crimes are therefore committed by aliens (i.e. Muslims); considering that app. 10% of the population are foreigners this means that foreigners in Austria are by 500% more criminal than the rest. What do you say to that, you who support Muslim criminals and use donations to protect them? Are we Austrians to tolerate everything? My mother no longer dares to go shopping on her own, to go to the bank on her own, her friends feel the same—is this your dream? That all Austrians have to live in fear????? (...) I hope Strasser (translator's note: former Minister of Interiors) sends the State Police after you to investigate who exactly you support; for me as an Austrian it's a disgrace that there are people like you who foul their own nest, who support human rights but would silence their own people if they are against this multi-culti madness like the one in Holland!!! You are a disgrace!! Concerned regards from one who wants to live in peace but has to fear for his life". 157

ZARA ZARA receives the following e-mail: "you fucking informers and bashers of your own country. This unnecessary organisation wastes millions in tax money for the stupid bashing of upright citizens who dare to say the truth and do so in public: Niggers out of Austria, niggers back to Africa, foreigners out of Austria, deport all asylum seekers." 158

ZARA In November 2004 ZARA receives the following anonymous e-mail: "(...) we will ensure that all those endearing Southerners come to enjoy their unjustified benefits and may study at the expense of the Austrian population and lead a nice life. NO TO STUDY FEE REMITTANCE FOR YUGOS! P.S. We pray to God—provided there is one—in the name of justice that "human beings" like the receivers of this e-mail will PAY EXTRA and get their just punishment as do-gooders. May their sons and daughters and they themselves be run over by the multi-culti barrel!!!—AND THEY WILL." 159

ZARA In December 2004 someone "messes about" with the contact form on ZARA's webpage and sends us a range of heavily racist statements directed primarily against "foreigners" and "niggers". An excerpt: "turks tschuschen niggers", "the riff raff tschuschn turks niggers destroy our beautiful country." 160

ZARA The organisation "Gedenkdienst" (a service in memory of NS victims) forwards an e-mail which arrived on their server in May 2004: "I HATE you, you are the evil of the earth, you are the dirt of humankind, you are scum." 161

PHONE CALLS

- 162 **ZARA** In September 2004 a woman phones the ZARA office and abuses the members of staff as "riff raff unwilling to work" and as "criminal pack of foreigners"; after having said "Heil Hitler!" she puts down the phone.
- 163 **ZARA** Immediately after the presentation of the Racism Report 2003, a man phones the ZARA office saying we should also look after Austrians as he himself was consistently abused by "Tschuschn" (foreigners). Initially he's demonstratively matter of fact but then he becomes increasingly emotional and eventually puts the phone down.
- 164 **ZARA** The following anonymous message is left on the private answering machine of a ZARA member of staff: "Foreigners out!"
- 165 **ZARA** The following anonymous message is left on the private answering machine of a ZARA member of staff: "(...) we've given them a new home and they must behave accordingly. But they want to act like the masters and that's just not on. When I'm in a foreign country I have to keep the laws and not insult the population. (...) And half the dealers recently arrested are Africans. Austrians must protect their children."
- 166 **ZARA** A woman phones the office and asks whether ZARA had ever thought about how racism evolves. Foreigners were abusing her as "whore" and "slut"—did we report that as well? Where is she supposed to turn to? She had "so much experience with foreigners" and therefore "knew so much better than ZARA". There were so many foreigners at Rothschildpark, it was really bad. After the ZARA member of staff waited for the woman to finish, she wants to say something in response but the woman keeps interrupting her. Eventually the member of staff manages to explain to her that Austrians were also turning to ZARA and that ZARA wasn't only there for "foreigners". The woman replies the Austrians turning to ZARA were for sure those who had only bad things to say about Austria. She gets increasingly aggressive and starts yelling about "foreigners, Turks" etc. The volunteer ends the conversation.
- 167 **ZARA** On April 5, 2004 a woman phones the ZARA office without wanting to give her name. She says, she didn't understand why ZARA "is only committed to foreigners". As an Austrian she felt consistently discriminated by foreigners. Foreign children were actually a lot less well behaved, most Africans were dealers, etc. Without awaiting a reaction by the ZARA member of staff and before putting the phone down she says: "I had to get my frustration off my chest!"

Ich bin dabei...

...weil wir gemeinsam mehr erreichen können.

Sie leben in Österreich und besitzen keine österreichische Staatsbürgerschaft oder haben diese erst während Ihres Aufenthaltes erworben?

Sie kommen zwar aus Österreich, leben aber derzeit in einem anderen Land? Oder Sie engagieren sich in Beratungsstellen oder Initiativen für und von MigratInnen?

... dann sind Sie bei uns in der Interessengemeinschaft (IG) **work@migration** genau richtig.

work@migration - die Interessengemeinschaft für MigratInnen der GPA



GPA- und IG-Mitglieder haben's besser. Überzeugen Sie sich selbst:

www.gpa.at <> www.interesse.at



Advertisement

POST

ZARA We receive an envelope addressed "To the criminal asylum" ZARA. Inside the envelope we find numerous articles on the subject "Africans are Drug Dealers", most of them from the daily Kronen Zeitung. 168

ZARA Several times ZARA receives bulky envelopes without a return address and addressed to the "Idiots' organisation ZARA". Inside are newspaper articles from various print media about drug dealing and asylum seekers. 169

ZARA In April 2004 ZARA receives a hand-written letter with the following excerpts: "Whenever there are problems they always involve fellow citizens of Turkish origin. They think Austria is theirs and they're allowed to do anything. (...) We've rebuilt this country and given them a new home. So they too must keep our laws and prohibitions. Explain that to these people instead of right away fanatically screaming "racism". 170

Sometimes ZARA is also explicitly praised which is very important for the entire team and very motivating:

"Dear ZARA team: I just visited your website for the first time and wanted to thank you for your civil courage and bravery."

On December 23, 2004, M. writes: "... I admire your persistency and tenacity to keep your work going in spite of the adverse financial circumstances!"

In October 2004, ZARA receives the following e-mail: "Dear ZARA team! Respect for the wording of your codex of behaviour when dealing with the police. Being a police officer myself, I believe to be in a position to judge that your text is VERY professional. At last there is a text which doesn't just castigate the evil police but shows in a simple and comprehensible way how to behave properly if one thinks an officer has made a mistake (and who can claim never to have made a mistake?). Respect!"



Der **Republikanische Club - Neues Österreich** ist ein urbaner Ort der Begegnung, der inhaltlichen Diskussion und Brennpunkt kritischen Potentials. Wünschen Sie regelmäßige Zusendungen unseres Veranstaltungsprogramms, senden Sie uns ein E-Mail an: repclub@repclub.at. www.repclub.at, Rockhgasse 1, 1010 Wien.

Annual Reports of various Organisations



Forum gegen Antisemitismus (Forum against Anti-Semitism) Survey 2004

The war in Iraq and its consequences have added to the sentiment within the extreme right-wing scene against the Jewish population while another factor (as put forward in numerous relevant publications) is the scene's perception of the US as just a prolonged arm of "Israeli Jewish" politics. Expressions such as "USrael" or "JEW ESS EY" (in phonetic imitation of the English pronunciation of "USA") can be frequently found and they are used more or less directly to keep alive the myth of a worldwide Jewish conspiracy. The obvious extreme right wing partisanship in Iraq is based on the comparison of the war in Iraq with the "allied bombing terror" at the end of World War II—a comparison which is often referred to in relevant publications. We also observed a noticeable increase in event activities: for instance a number of Skinhead concerts took place in Austria—often without the least disturbance—after organisers in Germany saw themselves under mounted pressure by the authorities and the police. But apart from concerts there were also other events serving as a platform to make contacts and to pass on information to members. The recent "39th Political Academy" of the extreme right wing organisation AfP (Working Group for Democratic Politics) for instance caused an uproar when it became known that speakers made anti-Semitic and other statements which clearly violated the "Verbotsgesetz" (the ban on NS agitation) and not only alarmed the Authority for the Protection of the Constitution and the Fight against Terrorism and the Austrian Parliament but also prompted the Israelitische Kultusgemeinde (Jewish Community) to start legal proceedings.



According to the EUMC survey about xenophobia and racism in Europe which was published in the spring of 2004 after a delay of one year there was on the one hand a general decline in xenophobic assaults and on the other a noticeable increase in the number of anti-Semitic incidents. The media tend to relate this increase to Islamic anti-Semitism which since the beginning of the 2nd Intifada has shown a sharp upsurge. In addition there is a growing tendency to over-encode the conflict in the Middle East with religious motives while the Islamic discourse is in part riddled with anti-Jewish passages in the Koran and in part with stereotypes going back to Christian anti-Judaism. The recent report of the Office for the Protection of the Constitution also identifies an increase in Islamist and extremist ideologies in Austria. According to the report many Muslims feel that the fight against terrorism is at the same time a fight against Islam giving rise to the presumption that the risk of radicalisation will grow in Austria in the coming years.

In 2004 the Forum registered a total of 232 anti-Semitic incidents

- 9 insults
- 51 graffiti
- 1 threatening phone call
- 38 anti-Semitic postings on the Internet
- 3 damages to property
- 7 abusive letters and phone calls
- 4 physical assaults
- 5 distributions of anti-Semitic texts
- 4 other
- 110 threatening letters

Examples of the incidents reported to the Forum:

Letters of abuse and threatening content

- 171  On January 24, 2004 a Jewish youth organisation in Vienna receives an e-mail in reference to the television programme "Jüdische Woche TV" (Jewish Week TV) on channel VOX. The sender calls the programme a piece of propaganda and wants to know among other things "what are you doing against the Jewish terror rule in Israel?" Moreover, in his eyes anti-Semitism is "nothing but the result of Israeli-Jewish crimes against humanity".
- 172  In mid October 2004 the Jewish Museum in Vienna receives a letter from the "Anti-Semitic Alliance Germany". The letter was posted in Germany and refers to the exhibition "Jewish Personalities on Austrian Postal Stamps"; it suggests manufacturing toilet paper with pictures of Jewish personalities.

Postings



On October 19, 2004 the following text is posted to www.kurier.at: "I'm thrilled! The President of Nazi Israel is visiting Austria! The same Israel where liability of kin is merrily resurrected by murdering 150 Palestinians and destroying dozens of home in the last two weeks ALONE. This is liability of kin—unadulterated!!! Israel proves to be a model as to how the third Reich functioned at least in its onset. And: Austrian politicians as the boot-lickers of Israeli Nazi 'politicians'. Modern 'politics': One criminal is haunted (e.g. Saddam Hussein), the other criminals (SSharon and his bands of war criminals) receive a red carpet welcome. NB: If 2 are doing the same, it's not the same! It's NOT always the way it seems!! So, don't categorise, okay? :)" 173

Graffiti and Damage to Property



On January 8, 2004, the words "Sharon, you arse" are carved on the door to the office of VJHÖ (Association of Jewish University Students). 174



On January 19, 2004, the Concentration Camp Memorial in Hinterbrühl (Lower Austria) is wilfully damaged. Unidentified perpetrators sawed off a memorial plate and sprayed the word "Lie" on a memorial stone. During the night of June 13, 2004, the Memorial is again defiled. The text of the memorial is sprayed over in black and made illegible, the bilingual memorial plate is removed and several graffiti are found: "Zion verrecke" (Zion to hell), "Friedmann" and "Lie". 175



During the night of September 20, 2004 the Theodor Herzl Memorial in Vienna is vandalised. The stone plate is completely demolished and the adjacent wall is sprayed with graffiti saying "Stop Zionism, Victory for Intifada!" The memorial plate which reminds of the monumental pioneering work by the writer Herzl on behalf of the Jews will be reproduced by the City of Vienna and re-erected. 176



On November 20, 2004, a graffiti saying "Death and Hatred to the Jew FAK" is found on the tram No. 33. 177

Insults and Physical Assaults



On March 13, 2004 a Jewish birthday party is celebrated with app. 40 guests at the "Lounge Club" in Vienna. At about 11 pm fifteen skinheads try to storm the building and get to the room on the second floor but they are stopped by the security officer on the first floor. After about 10 minutes they leave again. 178



Late in the evening on March 16, 2004 a Jewish man is on his way home from a temple in Große Mohrengasse. He is approached by two men; they wish him a good evening and follow him all the way home. As soon as the man has reached his flat, the men start shouting from below "Where's the Jew? Where's the Jew?" The Forum advises the man to report the incident to the police. 179






On April 29, 2004 a non-Jewish man is assaulted for wearing a small sticker with the Israeli flag and the words "Solidarity with Israel". On tram No. 9 someone behind him shouts: "Fuck those guys, fuck the whole of Israel." The person carries on screaming: "I'm a Palestinian and I'm an anti-Semite. I hate all Jews and if this guy has a problem with it, he better comes over here and I'll stick his flag up his arse ..." and "The entire tram stinks because of a single Jew, just like Austria stinks of Jews." For fear of being physically assaulted, the man doesn't turn around. The other one keeps abusing him and accuses the "fucking Jews" of not paying taxes, to want to get richer all the time and to suppress all others. After about ten minutes the Palestinian gets off at Schweglerstraße, positions himself in front of the window where the other man is sitting and screams: "What's the matter, fucking Jew? Get off, you coward!" threatening him with physical violence. Not a single other passenger reacts or interferes throughout the entire attack. After talking to the Forum the victim reports the incident to the police. 180



On July 7, 2004 a situation in Villach turns violent: Ms. W. is visiting a colleague from work when the ex-wife of another colleague together with her partner and son wants to enter the flat by force. When the colleague tries to protect Ms. W. he is beaten to the ground. The police record the incident but do nothing else. An interesting detail: The attacker is the daughter of a former high ranking SS officer. She's been threatening and insulting Ms. W. for some time already calling her "Frau Muzicant" (translator's note: Ariel Muzicant is the President of the Jewish Community) and she admits to having observed the victim, taken her picture and stolen from her. 181

Dissemination of anti-Semitic Texts

- 182  On April 7, 2004 thousands of flyers with the words "The Jews are to be blamed for everything" are found all over Siebenbrunnenplatz and Johannapark in the 5th district in Vienna. Whole stacks of flyers were left on Siebenbrunnenplatz (Source: DÖW).
- 183  On May 23, 2004 the newspaper "Kleine Zeitung" (Styria) publishes an extremely anti-Semitic caricature by Petar Pismestrovic. Underneath the drawing which equates Nazi methods with Israeli war politics it says: "Then and now—past and present". Both the Jewish Community Graz and the Forum send letters of protest to the editor. A week later a letter arrives at the office of the Jewish Community Graz addressed to "Mr. High Jew Gerard Sonnenschein" (the President of the Community), the return address is given as "SS-Obersturmbannführer i.R.G.M."
- 184  At the end of June members of staff at the Vienna AKH (General Hospital) receive e-mails with German National Slogans. Two doctors report them to the Forum. In the Subject line of the e-mails it says "What Germany needs are German children!" and added is a link to a radical right-wing website. They suspect the assistant of one of the heads of department because she'd made similar revisionist remarks on previous occasions. The legal department of the hospital had already been informed of the incident.


Report of the Deserteurs- und Flüchtlingsberatung (Counselling for Military Deserters and Refugees)

As in recent years our clients are confronted in particular with institutional racism as a consequence of their legal situation and their status as Non-Austrians. This refers especially to the limited (for asylum seekers de facto impossible) access to the labour market, the law regulating the granting of asylum (fortunately in part revoked) and the increasing illegalisation and criminalisation of foreigners living in Austria.

At the same time our clients are frequently confronted with discrimination on the individual level. For many abuse and racist insults are a part of their daily lives. The search for housing also puts them in a difficult situation as there the institutional and the individual levels start to interact. Since asylum seekers without accommodation who only have a certificate qualifying them as homeless no longer receive basic financial help, a lot of people are desperately in search of private housing. Most of them, however, are in no position to pay the contract fees and/or security deposits. Also, many fall victims to unscrupulous landlords and end up paying too much rent for tiny flats. The majority experience outright rejection when in search of housing just because of their status as foreigners and because of external features identifying them as such.

Another problem is the dealing with the authorities. Difficulties are repeatedly encountered in public offices and also with the police but those concerned are as a rule too intimidated to do anything about it. They often ask us to refrain from an intervention for fear of encountering difficulties in the future.

Asylum seekers are also repeatedly confronted with selective controls on public transport because of their colour of skin or other external features. This is particularly apparent on the Badner Bahn where the controllers systematically look out for asylum seekers. Since most of the time they can't afford to buy a ticket they receive one fine after the other which is often multiplied by the additional fine in case of payment failure. This creates absurd amounts of debts making a financially stable future in Austria impossible for them. The Wiener Linien keep rejecting our petitions for a payment dispense—at best they grant payment in instalments. Due to the de facto impossible access to the labour market and the financial misery resulting from the fines a growing number of asylum seekers are pushed into criminal activities.

- 185  Mr. N. from Ruanda is sitting in a café in the centre of Vienna when app. 10 police officers enter the premises. They control several people for their I.D. and also check Mr. N's valid residency permit card. He is hand-cuffed and taken to the station without being told why. He asks the officers several times to tell him the reason but they ignore him. As Mr. N. only speaks French and only very little English or German he has no idea what is happening to him. He's locked up in a cell for the night and the following morning he is falsely (!) informed that his asylum proceedings were over. Next the officers try to convince him to telephone the embassy of his native country in spite of the fact that for an asylum seeker to contact the authorities of his/her native state could result in ending his/her asylum proceedings.

Mr. N. refuses to do so out of fear and argues that he doesn't know the ambassador and has nothing to say to him. After this Mr. N. is released, again with no reason given.

Mr. N. turns to the Deserteurs- und Flüchtlingsberatung where he's received assistance for some time. His counsellor tries to find out by telephone why Mr. N. was arrested and held overnight. In spite of several attempts it is impossible to get hold of the officers in charge. Since Mr. N. doesn't want to pursue the matter any further she lets it be for the time being. Two weeks later Mr. N. is in the same café, this time with several friends. Again the police arrive; while one of the officers is frisking Mr. N. he drops some coins from Mr. N's pockets to the floor. The officer orders Mr. N. to bend down and pick them up. He refuses remarking that he hadn't dropped them. One of Mr. N's friends eventually picks them up and places them on the table. Now the officer tells Mr. N. in a very impolite way to put them in his pocket which he does. He is arrested for the second time, again without being told why. At the station no interpreter is called and after a short period he is released again. Again it is completely unclear why he was taken to the station in the first place. When the Deserteurs- und Flüchtlingsberatung inquires by telephone the following reason is given: Not all of the officers were equipped with radio sets, so they couldn't compare data on site. At any rate, his was a normal case of frisking which took a mere 20 minutes. In the same telephone conversation Mr. N's counsellor confronts the officer with the circumstances of the first arrest (at a different station) and wants to know what may have been the reason for it. The officer replies that no-one was kept over night without a reason. When the counsellor explains that Mr. N's asylum proceedings were ongoing and that the arrest was therefore not justified the officer answers: "Well, I suppose it must have been for drugs then."



Mr. F. is an asylum seeker from Africa and a client of the Deserteurs- und Flüchtlingsberatung. One day he and some friends are sharing a meal at the home where he's staying when all of a sudden the police storm into the room and hand-cuff everyone in it. Next everyone is blind-folded and told to sit on the beds while the police search the room. A certain amount of drugs is found. At the station Mr. F. tries to justify himself but no interpreter is provided. Eventually after being beaten and threatened to be locked up for a longer period of time he is forced to sign a confession. He has no idea what the confession says. When he comes to us for counselling the "confession" is translated to him; in it he admits the possession of a smaller amount of drugs. With our assistance Mr. F. who has no police record and doesn't want to take on an offence he didn't commit, applies to the court for legal help because he can't afford a private lawyer. But because of his confession and the small amount in question he's denied legal help; and because of the circumstances he is without a chance in court and is convicted. 186



Mr. U. and Mr. W. from Somalia are waiting for the night bus; they are the only ones waiting at the station. The driver of the night bus slowly approaches the station and suddenly accelerates again and drives off. Apart from the humiliation they had to spend another half hour in the cold and wait for the next bus. 187









Around Christmas Mr. R. from Gambia who is seeking asylum in Austria crosses a zebra crossing in the 20th district. When he's half way across the road the pedestrian light turns red. At the other side of the road a police officer is waiting for him and in spite of his attempts to explain he is fined with 70 Euro. He comes to us for counselling because of the obvious inadequacy of the fine and files an appeal. In addition the case was forwarded to ZARA. 188





In November 2004, Ms. H., an Austrian citizen of Chilean origin, is on a tram in Linz going in the direction of Auwiesen. She is sitting in the front of the carriage when a ticket control takes place. A man with black skin goes to the back and wants to get off at the next station. The controllers start screaming and follow him outside where they throw him to the ground and call the police. The tram waits for the police to arrive, then the controllers get back on; they come back to the front to talk to the driver and start abusing foreigners: "This fucking nigger riff raff, all of them dealers anyway. The foreigners should all get the fuck out of Austria. They all live off our money and taxes anyway." The men keep talking like this for two more stops. Then Ms. H. gets up to get off. She is not only outraged by the remarks of the controllers but also by the other passengers who just whisper in agreement or make similar racist remarks. Eventually she says to the controllers: "Will you stop speaking such nonsense, you haven't any idea what it's all about." Promptly Ms. H. is also insulted: "You foreign whore go back to where you belong." Since Ms. H. is a friend of one of the members of staff at the Deserteurs- und Flüchtlingsberatung she calls us and asks us to document the case. 189





Report by Helping Hands Graz


- 190  The Austrian partner of an Austrian of African origin calls us to complain about the insurance company "Grazer Wechselseitige" (GRAWE). The young couple wanted to take a lease for a restaurant/pub venue and had already paid the key money. Two days before the signing of the contract was due a representative of the GRAWE informed them that they couldn't lease the venue as they "didn't want an African" and because the venue shouldn't become an "Africans' pub". We contact the legal department at GRAWE where these remarks are sharply condemned and we're promised that the matter would be settled internally. After this unpleasant experience the couple is no longer interested in the lease; also because they fear ongoing troubles. Another problem arises with the refunding of the key money as the contract for the lease was never signed. The former lease-holder refuses to return the key money. Following further counselling with us and legal intervention the money is eventually returned to the couple.
- 191  Ms. J. has worked as a dishwasher for Airst at the airport for almost a year. She is the only dark skinned person in the kitchen. Ms. J. becomes ill; shortly after her return from the hospital her superior phones her and demands that she appears at work immediately. She tells him she is in pain and needed to stay longer at the hospital. When she's threatened with the loss of her job Ms. J. goes to work in spite of the pain. There she's handed a document and told to sign it. When Ms. J. wants to know what the document is about her superior replies: "If you (using the impolite you) don't sign this you have to work an extra two weeks for your wages." Ms. J. doesn't want to sign the document and says she needed to find out about her rights first. After trying in vain to phone a friend and ask for her help, the intimidated woman signs the piece of paper. As soon as she's done so, she's told she was no longer wanted and to go home. Ms. J. contacts us. We accompany Ms. J. to the Arbeiterkammer (Chamber of Labour); there we describe how she was pressurised and that due to her little knowledge of German she didn't understand what she was signing. We're told that there was nothing we could do. Our letter to Airst is answered saying that they were an international company and not aware of any guilt in the matter.
- 192  Mr. P., an Austrian citizen of Arabic origin, visits the pub "Orange" in the university quarters in Graz. After some time he is approached by the pub's security officer. "It's closing time, you (using the impolite you) have to leave." Paradoxically, Mr. P. is the only one told to leave. His friends are allowed to remain in the pub. Mr. P. who was the only one still sober is no longer allowed to enter the venue. We ask the manager of the "Orange" for an explanation and are told that neither he nor his security officer was a racist and that his own grandfather was of foreign origin. And apart from that, it had been closing time at the time in question. Mr. P. doesn't want to attract problems and declines from making a report.
- 193  Mr. C., an Austrian citizen of Hungarian origin, wants to visit his favourite pub "Chiwago" after not having been there in a long time. At the door he's surprised to find out that the pub has started to charge an entry fee, so he asks the bouncer about it. When the bouncer hears the foreign accent he hesitates and eventually says that entry to the pub was only permitted in the company of a lady. Mr. C. points out that most of the people entering were on their own. To this the bouncer replies that they were regulars. Mr. C. eventually asks to see the manager. After hearing his complaint the manager refers to the high number of people already inside while all the while more guests enter the place. The manager talks to the bouncer and Mr. C. is finally allowed into the pub. Mr. C. contacts us saying that the reason why he wasn't allowed in at first was most likely to do with his foreign accent. We inform him of the legal possibilities and Mr. C. makes a report against the pub.
- 194  Ms. P. and her husband of Albanian origin visit the discotheque "Rudolfs" on a weekend night. Ms. P. passes the foyer without a problem while her husband is told: "You're not allowed in." When they want to know the reason they're both told to leave the premises. The couple is outraged and contacts us. Because of the meagre evidence we suggest that they go back to the disco with another bi-national couple and see if they too are denied entry. Ms. P. agreed to report back to us.
- 195  Mr. K. has been employed as an assembly-line worker at Magna for some time and shares his workplace with other foreign colleagues (primarily from former Yugoslavia). When he started working there, the colleagues weren't particularly happy about having to work with an African and told the head of the department so. When he didn't pay attention to their racist remarks they started insulting Mr. K. as "Nigger". Mr. K. ignored them and concentrated on his work. His colleagues got angry and wrote a petition asking for "the dismissal of the nigger" because they didn't want to work with "one like him". Mr. K. contacts us, we inform the shop steward. Now we're preparing an awareness raising project for both the workers and their superiors which will include information about the Equality and Equal Opportunity Law.


 Family J. has lived in a co-operative residential estate for some time. The couple and their three small children are the only ones there with black skin. Complaints start coming in by the neighbours who claim the children were too noisy "trampling around" all night. Ms. J. denies this and says her children were always in bed by 8 pm. Next her trolley which she had always left in the stairway gave reason for complaints. Hence, Ms. J. made an effort to always fold the trolley or to leave it in the cellar. The family tried everything to not inconvenience their neighbours. The neighbours still weren't happy and complained to the co-operative's management which immediately sent a letter to the J's threatening to annul the tenancy agreement. The J's came to us with this letter. We contacted the co-operative and are informed of a petition for the exclusion of the family from the estate which had been signed by almost all the tenants. Since the co-operative also believes that the reason behind the problem is the other tenants not wanting to live next door to Africans we arrange to carry out an inter-cultural mediation. In the end, however, the mediation doesn't take place for lack of money. 196


 Mr. R., Austrian citizen of African origin, comes to see us and tells us about his neighbour who keeps calling him "arsehole nigger" and rings his doorbell for every trifle. In one instant his children are making too much noise, in another he has too many guests. Since no-one else ever complains about him Mr. R. is convinced that she has a problem with his colour of skin. She threatens to call the police and at one stage she even wants to drag him to the station herself. We contact the property management; they are already aware of the tensions and write a letter to the woman. Ever since it's been quiet and the neighbour makes an effort to avoid Mr. R. 197









 We are phoned by an outraged Austrian real estate broker who "only wants to tell us about the way things are". He reports that he is not allowed to broker apartments belonging to GRAWE (the insurance company Grazer Wechelseitige) to fellow citizens of foreign origin, particularly not in Idlhofgasse. He says he felt terrible having to tell migrants that they couldn't have the flats. And today he "hit the roof" when he had to reject a young couple with a new-born baby. We ask GRAWE for an explanation and are told that a quota system had been introduced and that because of it and because of "bad experiences" only a certain number of "foreigners" was tolerated. 198


 Ms. V. who is of Croatian origin wants to insure her new car. She knows someone working at the GRAWE 199 department for vehicle insurances and asks him to make her an offer. When he presents her with an insurance rate for her car, she agrees and signs the contract. 15 minutes later he phones her back and says he'd ignored the fact she was a "foreigner". A higher rate applied to foreigners and in certain categories GRAWE didn't accept "foreign" clients at all. Ms. V. is appalled and reports these discriminating circumstances to us. Together with Ms. V. we write a letter of complaint to the board of directors and are still waiting for a reply.


 Ms. K., an Austrian citizen of African origin, has been working as a kitchen help for over a year in the 200 restaurant "Goldene Drei Kugeln". One day at work Ms. K. suddenly starts to feel ill and asks to be allowed to go home. The chef is not happy about it but after a vomiting attack he lets her go. The next day Ms. K. sees a doctor who diagnoses stomach flu and issues a sick-leave certificate for a week. The same day her chef calls her and tells her to come to work or else she'd be fired. Ms. K. explains her situation. He tells her if she didn't come back in three days he'd have no choice but to dismiss her. On the third day Ms. K. (in spite of being ill) returns to work. She is visibly exhausted and after two hours her fore worker sends her back home. The chef isn't there. Ms. K. now pays heed to the doctor's order and stays at home for the remainder of her sick-leave. When she comes back to work her chef is already waiting for her and wants her to sign a document. Ms. K. says to him that she didn't understand why she had to leave since she hadn't done anything wrong to which the chef replies (using the impolite form): "Sign and get out!" Without knowing the content of the document Ms. K. signs it and leaves. She turns to us. When we explain to her that she had signed an amicable termination of her employment contract and had therefore no legal claim she is shocked. We accompany her to the Chamber of Labour to describe these recurrent cases and to highlight the fatal exploitation of this legal option on behalf of the employers.


 A month later we are told of an absolutely identical case (see the previous case, Ms. K.) by Ms. S., Austrian 201 citizen of African origin, who was on sick-leave for a longer period of time because of severe uterus surgery. She was phoned to sign an amicable termination of her employment contract because her illness was no longer tolerated. Ignorant of her labour rights Ms. S. signs the document.


 We are told that a highly pregnant Austrian of black skin had to work night-shifts in the kitchen of the 202 restaurant "Goldene Drei Kugeln". Also, employees were forced to work without breaks and threatened to be fired if they didn't obey. We inform the labour inspectorate.


- 203  Mr. A., an Austrian citizen of Italian origin, has worked in the kitchen of the "Goldenen Drei Kugeln" for four months. For some time he's noticed that the chef keeps approaching one of his colleagues with obvious immoral intentions. To help her Mr. A. goes up to the chef and says: "In my country this kind of behaviour is forbidden. It's called sexual harassment at work." The chef looks at him and laughs. The next day the chef calls Mr. A. and hands him a document for the amicable termination of the employment contract (like in the previous cases). Mr. A. signs it because he doesn't want to work in a place like that and waives his rights. He reports the incident to us because he wants the grievances at the "Goldenen Drei Kugeln" made public.
- 204  Mr. A. from Nigeria needed to have his Nigerian driving licence commuted to comply with Austrian regulations which includes passing a practical and theoretical exam (computer test). In Nigeria he worked as a truck driver and wants to continue working in his profession in Austria. He passes the practical test without any problems. To the computer test he is accompanied by an interpreter who translates the questions for him. Because of the translation his reaction rate is far too long. He explains that this is to do with being asked the questions in English and not in his mother tongue. The psychologist present remarks to the interpreter: "They have a bad capacity of reaction anyway!" and issues a negative traffic psychological expertise. This means that Mr. A. has to wait for a whole year before he can take the test again not to mention the significant costs involved. We are contacted by the interpreter and told about the circumstances. When we want to intervene Mr. A. tells us not to for fear that then he wouldn't ever get a license. We suggest a private expertise but Mr. A. declines that as well because it would involve the courts.
- 205  Mr. M. from Senegal contacts us because of similar problems with the traffic psychological expertise (see previous case, Mr. A.). He took the test already three times each time having to pay the relevant fees and has been waiting for his Austrian driving license for two years. He was also a truck driver before he left his country and he would easily find work in Graz but not without a driving license. He says he's under the impression as if there was some sort of agreement not to issue licenses to Africans and that he couldn't think of another explanation for the procedure in this country. We decide to talk to the authorities in charge. This, however, is of no consequence; we're merely told that "the laws are strictly kept". In the meantime Mr. M. has immigrated to the UK where his original driver's license is accepted without additional tests.
- 206  The Franziskushaus reports that teenage asylum seekers in their care are denied entry to the pub "WON" on the grounds that "asylum seekers are not allowed in!" The manager of the place replies to our letter of complaint by phoning us and saying that his pub was multi-cultural but that "entry was refused to sleazebags". We inform the Franziskushaus about the telephone conversation and about the possibility of a report.
- 207  We are informed by a woman who is originally from Bosnia that her son is continuously insulted in school by fellow students as "Yugo" and ostracised in class. We advise her to talk to the form teacher and tell her about the possibility of carrying out an awareness training in class. After the meeting with the form teacher the other teachers start paying attention to the problem and they talk about it in class. Since then the boy is integrated and no longer insulted.
- 208  Ms. R. calls us. She is married to a man from Africa and they're currently looking for an apartment. They come across a broker who refuses to rent to fellow citizens of foreign origin. When we ask for an explanation we're told by the broker that the owner didn't want to rent his flats to migrants because of "noise", "intense cooking smells", bad payment morale and so on. Upon request by Ms. R. we send a response to the broker informing him that this kind of behaviour is unlawful.
- 209  We are informed by ISOP (Innovative Sozialprojekte/Innovative Social Projects) of children with black skin who were not admitted to the schools of their choice. The reason given was: "You don't live in this district" which clearly didn't apply to students of Austrian origin. ISOP suspects that some schools want to keep the proportion of migrants as low as possible. The only option left to parents is to register their children in schools with a migrant proportion of more than 50%. We contact the school inspectorate and they promise to look into the matter.
- 210  Three years ago Mr. E., an Austrian citizen of African origin, married an Austrian woman out of love. Unfortunately the marriage didn't last and after several attempts to save it the couple agreed to separate. They were divorced on amicable grounds. There didn't seem to be a problem until his ex-wife reported him to the police because of "fictitious marriage" claiming that he paid her for marrying him. Now Mr. E. has to prove to the Public Prosecutor that they got married out of love.


 Ms. J., advanced in pregnancy and dark-skinned, is crossing a road when she's attacked by a group of school girls who throw projectiles at her. When she turns around to find out what is going on, they make fun of her calling her "Nigger" and throw a more solid projectile which is directly aimed at her belly. Ms. J. feels a pain and immediately calls the police. The girls want to run away but Ms. J. catches one by the hand and holds on to her. A melee ensues during which Ms. J. slightly injures one of the girls. At this moment the police arrive and separate the three. When our client wants to explain the circumstances a police officer claims not to understand any English and only questions the girls. The case is reported to the Juvenile Court and we accompany Ms. J. to the hearing. The proceedings are closed without a judgement. Ms. J. tells the judge that from now on she'll be afraid of ever calling the police again; the judge just shakes his head and makes an effort not to understand. 211

 Mr. M. is dark-skinned and works as a taxi driver in Graz. One night he takes a drunken man home. Upon arrival the passenger gets out remarking: "I don't pay Niggers." When Mr. M. gets out of the car to see where the drunken passenger is going, the latter runs towards him and hits him in the face. Mr. M. contacts the central office, they call the police. When the officers arrive, Mr. M. explains the circumstances. They go to get the passenger who after hitting Mr. M. disappeared into his house. The police officers record the incident. When Mr. M. asks the officers about his legal options they tell him: "There aren't any!" Mr. M. replies: "So, if I don't like someone I can just punch him in the face as well?" 212


 Mr. N. is continuously insulted by his elderly neighbour with remarks like "you Niggers all have AIDS anyway", "piss off back home" and "you all stink". One day when the neighbour says to his wife: "You fucking niggers" he's had enough and replies: "Get lost!" In order to settle the matter he goes to see the police. After describing the situation which had been going on for half a year, the officers just chuckle and send him home. Two weeks later he receives a fine amounting to 80 Euro; his neighbour had made a report against him claiming he'd threatened her. We make an appeal and are proven right. We write a letter to the neighbour. Mr. N. decides to take a lawyer to be better prepared for similar incidents in future. 213

 A pub owner of African origin has to tolerate unusually frequent and intense controls of his venue by the police. For his guests this means an unacceptable harassment and the frequency of the controls is incomprehensible. The pub owner files a complaint at the UVS (Independent Administrative Court) and is proven right. This year the police controls start all over again and the owner considers filing another complaint. At the same time he rightly questions the efficiency of such complaints and informs the media. We seek an appointment with the police. There we are told that the procedure is intended as a deterrent for dealers but also as a measure to pursue suspicious facts. It is agreed to revise the practice and to find a compromise. 214

 We're informed of the following incident: Two police officers stop a black teenager on a bicycle. He has to remove his shoes and socks and empty his pockets. A complete body check is carried out. Eventually the officers let him carry on. The witness is convinced that the control was carried out only because of the boy's colour of skin. When we inquire at the police we're told that at the time a roundup was carried out in a nearby park. 215


 Mr. O., an asylum seeker of dark skin, tries to find seasonal work in a rural area. The farmers interested in such workers are listed in a folder. It's a hot summer day and after walking for a long time he feels thirsty and knocks on the door of a house. An elderly man opens the door. When Mr. O. asks for a glass of water in English, the man bangs the door shut. Mr. O. carries on walking, disappointed and still thirsty. After 15 minutes a police car stops next to him. The police officers jump out of the car, grab hold of him and hand-cuff him. He is taken to the station. There Mr. O. is interrogated into the night and told to undress in front of a female officer. Mr. O. has no idea what he is charged with. When the officers find nothing on him, they let him go. Mr. O. comes to see us. We inquire at the station. Two months later Mr. O. receives a summons as a witness because of investigations against the officers. 216

This clearly shows that more needs to be done in terms of raising the awareness among police officers. Because of the many bad experiences with migrants in their daily routine they tend to make generalisations in their judgements. This is particularly apparent with regard to personal controls considering that the number of controls involving persons of black skin is unproportionally high.




 Mr. H. (dark skinned) is shopping for a present for his wife in the centre of Graz. When he wants to cross the bridge to Südtirolerplatz he is stopped by two police officers who want to see his passport. He readily shows the document. Next he's told to follow them to a side street. Mr. H. gets scared and wants to know why. The officers refuse to explain and repeat their demand. When Mr. H. freezes in shock one of the officers grabs him by his arm 217

and pulls him in the desired direction. Mr. H. takes hold of the officer's hand to indicate that he's hurting him and to let go. This is misunderstood by the officer who twists his arm to the back and handcuffs him. Mr. H. is taken to the station and a few days later he is charged with civil disorder and unruly behaviour. We file an appeal which is ruled out.

This case clearly shows that African men and women in particular are terribly frightened of the police; they too have made many bad experiences and know that a simple police control can lead to major problems. Therefore a more polite behaviour by the police would be of great importance to prevent misunderstandings and to avoid the impression of "bad intentions from the start". In addition, migrants need to be better informed about their rights and duties when subjected to a police control.

- 218  Wir sind vom Elternverein sowie LehrerInnen einer Schule eingeladen worden, über unsere Diskriminierung zu sprechen. Wir receive an invitation by the parents association and the teachers of a school to talk about our work against discrimination. This was prompted by the following: The students were about to have their graduation ball and a group of students chose the "Eastside" for everyone to go to afterwards. Several students opposed the choice because two of their fellow students were of dark skin and didn't want to go to a disco which was known for not admitting foreigners. After our presentation a heated discussion takes place. One group of students vehemently argued that "foreigners" had no place in Austria. The conflict in the two classes can't be solved; the resistance of the "Eastside" advocates grows with every attempt to counter their arguments because they are convinced we wanted "to convert them to tolerance". We end the discussion by saying that discrimination is really only understood when one is subjected to it oneself and feels the helplessness. Two weeks later the form teacher phones to tell us about the decision arrived at. After one of the students who insisted upon the "Eastside" dyed his hair black and was denied entry (in spite of being a regular) because he "looked like a foreigner" the students agreed on a different venue. Thus, a majority Austrian became a victim of the "Eastside's" discrimination policy.

Women as victims of double discrimination

- 219  Ms. M. of Czech origin met an Austrian man while still in the Czech Republic. Being a talented musician she accepted his offer to come and live with him in Graz and study at the Graz Academy of Music. They lived together well and when Ms. M. got pregnant with twins they decided to marry. She interrupted her studies to stay at home with the children. After a while her husband started drinking and became aggressive. Ms. M. was convinced it was "only a phase" and that things would calm down again. Even when her husband became violent she tolerated his behaviour. One day he attacked her physically and screamed he never wanted to see her again and that she should go back to where she came from. He handed her the children and a few things and threw her out of the house. Ms. M. was devastated; she fled to a friend's place, contacted the Czech consulate and came to see us for legal assistance.
- 220  Ms. L., an Austrian citizen of Ukrainian origin, was married to a police officer. In the beginning he didn't have a problem with her origin although his parents weren't particularly happy about him getting married to a "foreigner". In time the remarks about his Ukrainian wife became increasingly frequent both at work and at home and included statements such as: "I wonder where you met her", "she's only after your money", "the ones from the East are all sluts anyway", etc. He was annoyed by it and talked to his wife about it. After a while he became more and more reserved and so extremely jealous that his wife wasn't allowed to leave the house anymore unless to do the shopping. Sometimes her husband would come back from visiting his parents feeling frustrated and beat her. She says she tolerated that because he clearly didn't come to terms with the rejection of her by his parents and his environment. However, when after one of his "outbursts of frustration" she lost their child (miscarriage) she left him and came to us for help.
- 221  Ms. V. met her husband in her native country Slovakia. He spent two years working there and they lived together happily. When he was supposed to return to Austria he asked her to marry him and come with him. Ms. V. consented to his proposal and was very attracted by the idea of being able to continue her studies in Austria. After her arrival in Austria he said it was too expensive to finance her studies and that she should work as a cleaner which she did. When she brought home her first wages, he decided she didn't make enough money and forced her to work more. On the first of each month she had to deliver her wages which he justified by saying: "You're in the West now and you have to work off the visa I got you!" Ms. S. couldn't believe her husband had changed so much and that he treated her like a slave but she also didn't know anyone to turn to for help. One day her husband came home with another woman, told her she'd done her duty and threw her out of the apartment. Ms. V. spent the night on a park

bench and returned to the apartment the next day. Her husband refused to turn over her documents. By chance she met a woman who helped her and took her to see us.



Five years ago Ms. J. who is originally from Ghana married an Austrian and came with him to Austria. She had a son. After three years of marriage her husband told her he had to go to England for work and that she should stay in Austria. When her husband stopped being in touch with her and didn't care for their son any longer she tried to phone him but he refused to talk to her. Ms. J. told him that she needed his residency registration and proof of income to prolong her visa. He refused to help her. Desperate Ms. J. came to us and told us what had happened.



Report by Grünalternative Jugend Wien (GAJ/Green Alternative Youth Organisation)

In 2004 we concentrated our work against racism on the documentation of racist graffiti in the 7th district in Vienna and on vandalism directed against the Marcus Omofuma Memorial Stone including its continuous cleaning.

Racist Graffiti in the 7th District in Vienna

Activists of the GAJ kept documenting racist graffiti in the 7th district both in writing and through photography for a period of almost a year. As this was done over a long period of time we were able to establish an overall survey of racist graffiti within this limited public space. The results are alarming indeed: We registered a total of 164 graffiti. In the course of the year only 10 were actually removed. App. 80% of the graffiti attacked African /Afro-Austrian women and men with sayings such as "Niggers out!" and "Kill niggers". A number of sayings which had been removed, painted over or crossed out reappeared in the same place and/or on the same building.

Another alarming factor—apart from the extent and the aggressiveness of the graffiti against Africans/Afro-Austrians—is the obvious systematic approach with which they are being spread. The graffiti are systematically distributed along and beyond the entire district's larger streets and connecting streets (all of them very busy during the day). Since their script is often very similar it is possible to detect actual "routes" followed by the racists. If it weren't for the private initiative of individuals these graffiti would largely remain unchallenged in the public space. Individual shop owners also make an effort to remove them—either on their own accord or after receiving notification. In most cases the graffiti reappear shortly after the wall of a shop has been cleaned.

The GAJ follows the example of ZARA and uses this data to notify owners of buildings and shops and (if possible) property managements by sending them a letter and asking them not to tolerate racist graffiti on their building walls.

Xenophobic stickers of RFJ (Ring Freiheitlicher Jugend/ FPÖ Youth Organisation)

Since the summer of 2004 activists of the GAJ Vienna have continuously removed the increasing number of xenophobic stickers spread in the public space by the RFJ. In white writing on a red background the RFJ agitates against foreigners with the following saying: "The red Indians weren't able to stop the immigrants ... today they live in reservations!" This slogan was first introduced in 2001 by Horst Jakob Rosenkranz, the editor of the extreme right-wing magazine "fakten". Now it's become the slogan of the RFJ which adds at the bottom: "AUSTRIA first—an initiative of Ring Freiheitlicher Jugend". "Austria first" was also the motto of the FPÖ's "Referendum against Foreigners" (1992/93). Around Christmas time the sticker appeared in massive numbers in Siebensterngasse when the whole area becomes a big open air Christmas market.

Stickers and Graffiti against the Turkish population and against Islam

Activists increasingly register graffiti and stickers baiting Muslims and people of Turkish origin. In the summer we discovered and removed self-made stickers with the following saying (translator's note: the German is grammatically incorrect and on first sight almost unintelligible): "What girls that get involved with Turks and other coloureds?" Parallel to initial discussions about Turkey's EU membership in the autumn, corresponding anti-Turkish stickers were documented and removed. The unidentified baiting includes polemic titles such as "Turkish Friendship?", "Protect Europe's Human Rights", "Do we want Europe's women to be treated like that?", "Muilt-Culti in Turkey as well?" and incomplete, polemically used "quotes" from the Koran against Turkish women and men and against Turkey's accession to the EU. A slightly less subtle approach is followed by the extreme right-wing Arbeitsgemeinschaft für demokratische Politik (AfP/Working Group for Democratic Politics) referring to the occupation of Vienna in Ottoman times: "Turks before Vienna in 1529, Turks before Vienna in 1683, Turks in Vienna in 2004. Our resistance remains

firm!" In the same period we register an increase in racist graffiti. In addition, racist graffiti such as "Niggers out" etc. are often crossed out and replaced by anti-Islamic slogans.

The Memorial Stone for Marcus Omofuma—a target for Racists

Background: On May 1, 1999 while being deported Marcus Omofuma is tied down and his mouth pasted over with tape. He dies a terrible death of suffocation. Later the Austrian officers involved will testify not to have "noticed" the death struggle which went on for about half an hour.

The Marcus-Omofuma Memorial Stone, a sculpture created and financed by the sculptress Ulrike Truger reminds of this assault. In October 2003 the artist erected the Memorial Stone next to the Vienna Opera house without getting permission from the authorities who immediately plan to remove it. In co-operation with the Greens of the 7th district a new site is eventually found on Mariahilferstraße just outside the Museumsquartier.

During an event in the summer of 2004 activists of the GAJ Vienna notice that the monument had been defiled with three white "K's" (i.e. Ku Klux Klan) and decide to clean it. In a conversation with the artist it turns out that the stone had become the target of racist graffiti already on several previous occasions. She had to have the monument cleaned and replace the memorial plate which had been repeatedly torn down. Shortly afterwards the stone is painted over with white gloss paint and again smeared with the three "K's". Together with the artist a temporary "packing activity" is planned to "protect" the memorial but also to create a new image with regard to the topic "racist violence against Marcus Omofuma"; on September 2, the memorial is covered in fabric.

Since then the destructions of the "packing" have been on-going. Three days after the activity, parts of the fabric and the info-sheets attached to it were torn down. Every attempt to cover the stone and to attach information was followed by wilful destruction. Finally, the memorial plate embedded in the stone was covered in tar. When the fabric covering the memorial was torn down for a second time within a few days, the monument had to be completely re-packed. Assaults take place non-stop until the end of October, the time when the memorial needed to be completely re-covered for the second time.

At the end of October, the GAJ Vienna decides to clean the stone. During an anti-racist rally on November 30, almost exactly a year after its erection outside the Museumsquartier, the memorial was presented without graffiti. Nine days later the memorial plate is again covered in tar.

Parallel to all these activities, the Greens represented in the district's council file a motion to improve the illumination of the memorial which is adopted at the end of 2004. In future the site will be illuminated with flood lights.



The Greens in Vöcklabruck report:

The Disco "Nightlife" in Vöcklabruck systematically discriminates foreigners and Austrian citizens who could be of foreign origin. We're first alerted to this policy by foreigners living here; their testimony is subsequently confirmed by a number of teenagers.

In a first step we visit the Disco and talk to the manager. No, he says, at Nightlife no-one is discriminated. When we confront him with a list of incidents and the fact that there was some discrepancy between his statement and the actual discriminations taking place, the manager replies that it might be related to the bouncers. But this shouldn't be a problem as he'd already dismissed this particular security company and appointed a new one which was to start work in a week. Things should get better by then.

The same evening we put his "non-discriminatory policy" to the test. A group of four Albanians and three Africans approach the entrance of the Disco, we follow them. The entire group is rejected by the cashier as well as by the bouncer. We insist on seeing the manager. When he finally comes to the door and sees us he signals to his employees to let us all in.

We keep testing the Disco's policy for several months. Foreigners arriving without an escort are systematically denied entry irrespective of whether they arrive in larger or smaller groups. If they're accompanied they're let in.

A next step takes place; we decide to talk to the authorities on the provincial government level to find out about legal options. It turns out that they already knew of the Disco's discriminating policy because of previous reports. We're told that since a change in ownership had taken place in the meantime and no further complaints had been made to the authorities the case had been considered settled. The authorities in charge prove to be open-minded and supportive. We're told that in each case of discrimination separate reports could be made against the cashier, the bouncers, the security manager and the manager of the venue.

As a next step the provincial government's authorities recommend another meeting with the manager and to advise him that if he wasn't prepared to actually put an end to his discriminating policy, consistent and regular reports would follow against each and everyone involved.

Our meeting with the authorities results in another very positive aspect. The civil servant in charge intends to visit a training seminar for bouncers because he wants to make this type of training available to all bouncers working in the district of Vöcklabruck. The training includes sub-topics such as social competency, conflict resolution, legal rights and duties and discrimination. We hope that in the Racism Report of 2005 we'll be able to report of a positive outcome.



FAIRPLAY
Many Colours. One Game

Racist Incidents in Austrian Football

Reports compiled as part of the campaign "FairPlay. Many Colours. One Game" by the Wiener Institut für Entwicklungsfragen und Zusammenarbeit (VIDC / Vienna Institute for Development and Cooperation Issues); see also www.fairplay.or.at.

In the spring and autumn season of the national Austrian Football League a number of racist and anti-Semitic incidents took place. Since FairPlay doesn't undertake systematic monitoring and has to rely on reports by third parties (including the media) and on what we experience ourselves, the following cases only serve to illustrate the situation; they are by no means complete, particularly not with regard to football events outside of Vienna. Regrettably, racism and anti-Semitism continue to be a permanent occurrence in Austrian football. Yet most alarming is the way such incidents are left unchallenged by the officials. Ignoring the problem and hushing it up will not solve it. On the contrary, this failure to deal with racism signals tolerance to the visitors of the games. If therefore racist and anti-Semitic and sexist incidents continue to take place in the stadiums, the officials shouldn't pretend surprise—they themselves serve as the model.



FAIRPLAY
Many Colours. One Game

March 2004

At the Derby between the two Viennese clubs FK Austria and SK Rapid at Horrstadion on Sunday, March 7, 2004 (1:1) several fans of Rapid mocked Austria Wien's Nigerian defence player, Rabiou Afolabi, by making monkey sounds.

223



FAIRPLAY
Many Colours. One Game

May 2004: Accusation of racism against Kühbauer not pursued any further.

During a Federal League match at Pappelstadion between SK Sturm and SV Mattersburg on May 1, 2004 the black Sturm player Franck Silvestre attacks Dietmar Kühbauer—visible for all TV viewers—by spitting at him. Hannes Kartnig, the President of SK Sturm, accuses Dietmar Kühbauer, the Captain of Mattersburg, of having provoked Silvestre's misbehaviour himself by insulting him in a racist way. After the game Kartnig said to Kronen Zeitung that Kühbauer, a member of the Austrian national team, had been "winding him up and I could clearly hear myself how he insulted Rabiou with racist abuse. He called him and Silvestre a black sow." The Austrian Press Agency APA quoted Kartnig as saying: "I personally heard him making a racist remark to Rabiou." (SK Sturm player Amadou Rabiou is from Cameroon.) Michael Petrovic, the Sturm coach, said to Kleine Zeitung: "Silvestre is a model player. Kühbauer wound him up with racist insults. Otherwise Franck would never flip it like that." When Thomas Kornhoff, the Federal League's manager, demanded an investigation, the League's President, Peter Westenthaler, refused to second it. It is incomprehensible why the incident wasn't pursued any further and why neither Franck Silvestre nor Kühbauer were suspended by the penalty division of the Austrian Federal League. Normally, a player guilty of severe lack of sportsmanship would be suspended for 4 to 6 games. Since Silvestre's spitting attack remained unsanctioned it stands to reason that racist provocations were indeed part of it. Neither the SV Mattersburg nor Kühbauer himself made any comment about the accusations. The accusation raised by SK Sturm Graz after the game against SV Mattersburg that Frank Silvestre had become the victim of discrimination wasn't pursued any further by either the Federal League or Sturm Graz.

224



FAIRPLAY
Many Colours. One Game

May 2004: "Jew Swines" at the Vienna Derby

On May 2, 2004, at the Vienna Derby of SK Rapid against FK Austria Wien, for the first time in a long period the unspeakable fan choirs chanting "Jew Swines" could be heard again. On the left stands a group of 10 to 20 Rapid fans started chanting the very words that had seemed to have disappeared from the stadium for good after massive efforts by both the club's management and the established fan clubs. The shouting didn't catch on and remained limited to a minority but no steps were taken against the group. The two fan attendants of the Viennese police standing nearby obviously felt no need to intervene when the anti-Semitic shouting took place.

225



FAIRPLAY
Many Colours. One Game

July 2004: Discriminating provisions in amateur football concerning foreigners are maintained

As of July 1, 2004 the Austrian Football League (ÖFB) changed the provisions concerning the use of foreigners in Austrian youth (16 plus) and amateur football. Now three foreigners are allowed per team

226

instead of the previous two but at the same time EU citizens were included as "foreigners". This regulation is not only questionable from a legal point of view but it's also unique in Europe. Normally the eligibility to play depends on a residence permit. FairPlay and international institutions such as the European Council and UEFA called on the Austrian Football League to change these discriminating provisions.

A small success for FairPlay: In future foreign youths who were registered in an Austrian club while still children or younger than 16 can no longer be restricted from playing. Alexander Rakowitz, sports director of FavAC and ombudsman of Rad Wien, still thinks that this isn't far reaching enough: "In actual fact all the special provisions in amateur football concerning foreigners ought to be removed." Mustafa Iscel, President of Vienna Türkücü, agrees with him referring to a case in his club: "One of my players is a Turkish citizen who was born in Vienna except that he didn't start playing until he was an adult. The foreigner provision applies to him and that's just wrong." Felix Kunej, the ombudsman of the newly found multi-ethnic club Remax Döbling, also believes that the provision "isn't optimal" and that it completely ignores Vienna's reality with its large ethnic communities: "They treat us as if what we're doing is just a hobby." Another novelty of the foreigner provision is the possibility of registering a club as one that consists of foreigners only ("Ausländerverein"). "But in such a club only three Austrian players would be allowed. That's absurd", says Alexander Rakowitz referring to the practice of the Viennese Football League. Mustafa Iscel calls this provision "a mere cosmetic correction. In the end this would lead to purely ethnic clubs and that in turn would be counter-productive to integration." The club Royal Persia which started playing in the Viennese League only in the last season was offered to register as "Ausländerverein" but according to the Royal ombudsman Houman Zadeh this option doesn't make sense "because the majority in our club are Austrians." Conclusion: In Vienna not a single club had itself registered as "Ausländerverein" and from our point of view this is not even surprising. The reality is a mix of citizenships with the Austrian citizenship outweighing all others. To want to separate them is not only impossible but also not wanted by anyone. The discrimination carries on!

227



August 2004: Anti-Semitism on August 1, 2004 at Derby FK Austria—SK Rapid

Previous to the Vienna Derby on August 1, anti-Semitic graffiti were sprayed on parts of the Western stands of the Horrstadion. The words "Frank Strohsack Synagoge" (translator's note: a German word play with the name of the FK Austria club owner Frank Stronach calling the home stadium of his club a synagogue and changing his surname to 'straw sack') remained there for two months. The webpage www.sport1.at reported: "During the night before the game unidentified Rapid fans visited the Horr Stadium and sprayed the Western stands with SCR graffiti and the slogan 'Frank Strohsack Synagoge'."

The UEFA Action Plan against Racism which consists of ten rules and was adopted with the network "Football Against Racism in Europe" unmistakably says under Rule 8: "... racist graffiti on the Stadium's premises must be immediately removed".

During the 269th Vienna Derby at the sold out Horr Stadium anti-Semitic and racist slogans were shouted without any consequences so far. In the first ten minutes of the game "Jewish pigs" was shouted several times from the Eastern stands with the majority of the hardcore Rapid fans participating. The shouts were clearly audible. In the second half of the game a small group of Rapid fans started singing the infamous "Underground song" ("We'll build an underground all the way to Auschwitz"). By chanting "Ivo Vastic Kosovo" attempts were also made to insult the former national team player of Vienna Austria who is originally from Croatia.

228



September 2004: Homophobia by defence player Ehmann

After a game between GAK and FKA Austria on September 12, which was broadcast live on television, the GAK defence player Anton Ehmann made a discriminating statement about homosexuals. In an interview broadcast by ATV plus in its football programme "Volltreffer", Ehmann said that football was a man's sport and even though there were women teams it was really a game for men. But then there were those "homos who keep falling down and foul others all the time. They're totally unfair, those homos".

The Internet site www.sport1.at commented the incident as follows: "GAK captain Toni Ehmann left a negative impression when after the final whistle he complained about the playing style of Ivica Vastic calling him a homo. 'He's always really rough on others and tries to get free kicks by putting on a show. There should be a camera showing only him. Then everyone would see his dirty play' Ehmann said."

229



September 2004: FK Austria Magna—Legia Warschau on 16.9.2004

In September 2004 FairPlay receives an e-mail by a fan of FK Austria describing the following incidents in the Austria fan sector at the Vienna Ernst Happel Stadium during the game FK Austria Wien against Legia Warsaw: "During the game racist slogans were chanted and supported by hundreds of Austria fans. 'You're just seedy car thieves!', 'Those who don't jump are Poles!', 'Eastern Bloc Turks!', 'Fucking Foreigners!' (this was only shouted by individuals). I watched the game from the Austria fan sector. Several men behind me kept cracking racist jokes and were laughing or waiting for others to laugh. A wide spread slogan was 'Those who don't jump are Poles!'"

Whenever the Austria players made mistakes individual comments such as 'fucking foreigners!' etc. could be heard. Obviously these football fans shouldn't be seen as the only danger. There are also those who have an interest in such racist escalations. But what's really at stake is to demonstrate that fans chanting: 'Those who don't jump are Poles!' create a particular attitude and provoke hatred."



December 2004: FK Austria Wien against SV Salzburg, December 4, 2004, Horrstadion

230

On Monday, December 6, 2004 the daily paper Der Standard reported the following: "It would've been a perfectly normal Saturday evening had it not been for the 42nd minute in which the Honduran player Maynor Suazo was shown the red card and excluded from the game which led to the Stronach remark 'oh well, eleven against ten'. And had it not escalated later when Peter Assion, Salzburg's coach, instigated a 'racism debate'. After Suazo had fouled Vastic, referee Wolfgang Falb showed him the yellow card. Suazo kept on complaining, went up to Ernst Dospel and attacked his face with his fingers. For Falb this was reason enough to exclude him from the game. Later Suazo apparently complained to Assion 'about racism'. Dospel—when confronted with this—said this was a clear allegation: 'I only said what anyone would say in such a case. piss off!' Assion: 'Don't get me wrong, I don't want to accuse anyone of racism! For once Stronach couldn't be blamed.'"

On December 6, 2004 the daily Presse wrote: "The firebrand from Honduras first fouled Vastic and later touched Dospel's nose. One could claim that Falb didn't show a particularly sure instinct. After the game, Peter Assion, Salzburg's coach, made severe accusations: 'Before yellow-red, Suazo was repeatedly insulted in a racist way because of his colour of skin.' Austria's captain Dospel rejected this: 'I only told Suazo twice to piss off ...' Not particularly dignified either."



Report by WITAF-Arbeitsassistentz für Gehörlose (Work Assistance for the Deaf)

Discriminations against deaf people are mostly related to language—either to sign language or to speech deficiencies. Hence, the group of people who use sign language and are discriminated on the grounds of language are part of the Racism Report's focus.

Due to WITAF's specific area of activity the following report highlights discriminations against deaf people taking place at work and in professional training.

Professional Training

Deaf people are still excluded from a number of professional trainings as the law continues to regard handicaps affecting the senses as a criterion for exclusion. This legal provision applies mainly to the social professions. Since it is often deaf women who are interested in professional training as Kindergarten teachers, Kindergarten assistants, aides for nurses etc., they are "doubly" discriminated. The deaf woman for instance whose case was already described in the Racism Report of 2002 has still not been given the opportunity to attend the training of her choice, i.e. as a Kindergarten assistant.

Another example concerns a professional training school where according to the principal the profession of a computer programmer was "unsuitable" for the deaf. In this case it was only thanks to the insistence of the company training the young deaf woman concerned that she was allowed to continue attending the professional training school.

At Work

The discrimination deaf people are confronted with at work is often related to their mother tongue, i.e. Austrian sign language. The counsellors at the Work Assistance are frequently told that the other employees at work feel bothered by the use of sign language. Deaf people are repeatedly told that since they live in a hearing world they should communicate in loud speech. Although loud speech would be possible for many deaf people it would limit their ability to communicate and put them at a disadvantage as opposed to sign language which allows them to communicate without barriers.

In 2004 there was yet another company not making use of sign language interpreters claiming that deaf employees didn't need to be informed about everything and they would sooner or later "grasp" what was really essential.

The employment of disabled members of staff is subsidised by the state. The purpose of this financial assistance is to compensate for a deficiency in output on part of the employee or for additional expenses on part of the employer. Some companies, however, misunderstand this target-oriented subsidising policy as became obvious when the head


of a company said the following to the Work Assistance: "... do you have more of these cheap workers? I get money for them and they never speak and that means they can work even more."

We're also repeatedly confronted with the following statements by hearing superiors and/or people in leadership positions: "... this person can't speak and doesn't read particularly well. What am I supposed to do? I don't need people like that." This statement clearly shows that hearing people often expect deaf people to be good readers. But due to bad schooling and a lack in information many deaf people don't know a lot of terms and foreign words. The education system currently available to deaf people doesn't use Austrian sign language but tries to teach the second language German without referring to another linguistic basis. The result is that many deaf people have major language problems.

A young deaf man for instance told the Work Assistance: "... my boss gave me a book to read which describes the machine I'm working on in great detail. I tried very hard but I don't know most of the words. When I told my boss about it he replied: 'But that's not possible, I mean, you're not an idiot, are you?'" In a meeting with counsellors of the Work Assistance sufficient information was supplied about the schooling of deaf people in order to correct such images and ideas—not to be able to read and write well in German doesn't automatically mean that someone is an idiot.

Die Buntten

In August 2004, Ms. U. who is an Austrian citizen decides to visit the outpatient department of Otto Wagner Hospital because she hadn't been able to sleep properly for several days. She takes a taxi. When the driver goes very fast and doesn't react to her repeated pleas to slow down, she asks him to stop. Upon getting out of the taxi Ms. U. thinks she may not have enough money on her. Instead of agreeing to take her to a cash dispenser the driver takes her to the next police station and forcefully drags Ms. U. into the station. There her backpack is taken away from her and the taxi driver is paid with her money (of which there was enough in her purse after all). After the taxi driver had left, two male officers grab Ms. U. by her arms to prevent her from leaving. In the station's lobby they undress the upper part of her body and carry out a body check. Ms. U.'s arms are twisted round her back resulting in a complicated bone fracture which needed emergency surgery. During a first court hearing more than a year after the violent assault the verdict confirms that the injury was caused at the station. But since the police officers summoned as witnesses testify that the officer accused of the assault was on patrol duty at the time in question he is discharged. No further investigations are undertaken although the victim can clearly identify him.

- 231  Mr. S. from Egypt has lived in Austria for 14 years. In Egypt he was a student of linguistics, in Vienna he worked in the restaurant business. He has suffered from Hepatitis C for more than a year and undergoes treatment which consists of a therapy debilitating the entire organism. In July 2004 he is involved in an incident with the police: In the course of a manhunt at an Underground station two police officers demand to see his I.D. which he readily shows. One of the officers walks off to talk into a walkie-talkie. In the meantime a third

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officer of a force of eight police present at the station joins him and the other officer. Without any apparent reason Mr. S. is hand-cuffed and kicked to the ground. Mr. S. cries: "I'm ill. Heart problems." One of the officers says: "Better watch out or else he'll have a heart attack" to which another one replies: "It'll be one less then." While Mr. S. is dragged to the police car he falls unconscious. When he comes to, he finds himself at the police station. He is completely undressed and pushed to the floor. When he no longer reacts someone says: "Maybe he's swallowed drugs." After a medical check in which not a trace of drugs is found the doctor diagnoses acute severe depression. Mr. S. is transferred to a hospital where he's kept for a week and treated for shock symptoms. After his release he has to continue treatment as an outpatient for another two months. Mr. S. files a report against the officers which is found insufficient and turned down. He himself is, however, fined with an administrative fine for unruly behaviour in public and a report is made against him for civil disobedience. He is found guilty.

Die Bunter Mr. O., a 19 year old asylum seeker from Nigeria has lived in Vienna since February 2002. After a visit 232 to a discotheque in 2003 he is shot and injured by a "madman" in the centre of Vienna. To remove the bullet from his abdomen he has to undergo complex surgery. To the first hearing in court he is still summoned as a witness. By the time of the final hearing in May 2004, however, he is summoned as the accused charged with having sold drugs to the man who shot him. The original circumstances are no longer investigated and the attacker is no longer charged. Four drug addicts incriminate Mr. O. who as he keeps reaffirming would not recognise him in an identity parade. The court finds him guilty. Next he receives an official notification by the alien police informing him that—under the assumption that his continued presence in Austria would present a danger to the public peace, order and safety—he was banned from residency in the country for a period of ten years. Appeals are made against both the verdict and the ban on residency. In the court of appeals the public prosecutor and the judge both find that the accusations made against Mr. O. are completely unjustified and the case is dismissed.

Die Bunter Mr. N. from Nigeria served a prison sentence at the prison Stein in Krems. On August 19, 2004, a fight 233 broke out between Mr. N. who at the time received psychiatric treatment and another inmate, Mr. W. An officer intervened and sent both of them back to their cells. Next a commando of eight officers in full equipment stormed into Mr. N's cell who instinctively reached out for a kitchen knife. The officers used pepper spray against him and CN gas which in scientific literature is described as very toxic and likely to kill in closed rooms. The officers beat N. using their fists and sticks and leaving him severely injured. They put hand-cuffs on him, shackled his feet and took him to another cell in the "cellar" where they continued to beat him. The doctor on duty eventually gave him an injection (Valium). Then all went quiet in the cell until an emergency doctor is called and found the inmate dead. Karin Miklautsch, the Minister of Justice, praised the officers for their "courageous" intervention and expressed her full sympathy for the precarious situation they were in—Mr. N. who was HIV-positive had cut himself and eleven of the fifteen officers assaulting him had come into contact with his blood.

110 JAHRE



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List of Contributing Organisations



Die Bunten

1090 Wien, Rotenlöwengasse 12/1, Tel.: (01) 96110 29, Fax: (01) 317 35 61, Mo-Fr: 10-12 am

E-Mail: redaktion@buntezeitung.at, Homepage: www.buntezeitung.at

The association "Die Bunten" founded in 1999 by migrants of many different nationalities to defend themselves against discrimination and racism. The magazine "Die Bunte Zeitung" was first published in April 2000 as a platform for political issues in the field of migration. Since the summer of 2004 the magazine includes a column called "Shadow Report" which regularly informs about discriminations against asylum seekers/migrants. "Bunte Zeitung" is also conceived as a project enhancing integration on the level of society and social politics: The magazine is sold on the streets by asylum seekers. They are members of the association and receive assistance with legal and health problems. They are also offered German courses free of charge and occasionally Die Bunten offer courses in radio and newspaper journalism as a means for self empowerment. An event series called "Buntes Frühstück" (colourful breakfast) offers migrants and Austrians an opportunity to meet. In addition, topics with regard to migration politics are dealt with in seminars and other events.



Deserteurs- und Flüchtlingsberatung (Counselling Service for Military Deserters and Refugees)

1010 Wien, Schottengasse 3a/1/59, Tel.: (01) 533 72 71, Fax: (01) 532 74 16, Open counselling: Wednesday 6-7:30 pm, Office hours: Mo-Thur, 10 am-4 pm. E-Mail: deserteursberatung@utanet.com

Legal advice for asylum seekers/refugees and assistance in the event of social problems. Main focus: desertion, illegalisation, unaccompanied under aged refugees. Additional service: German courses, Public Relations work, networking.



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1040 Wien, Möllwaldplatz 5/3, Tel.: (01)713 35 94-93, Fax:(01) 713 35 94-73, Mo-Fr starting at 10 am

E-Mail: fairplay@vidc.org, Homepage: www.fairplay.or.at bzw. www.farenet.org (international)

FairPlay was founded in 1997 as an anti-racist initiative and to carry out activities in Austrian football. FairPlay is the central co-ordinating office of the European network Football Against Racism in Europe (FARE).



Forum gegen Antisemitismus (Forum against Anti-Semitism)

1010 Wien, Seitenstettengasse 4, Tel.: (01) 531 04-255, Fax: (01) 531 04-980

E-Mail: info@fga-wien.at, Homepage: www.fga-wien.at

- **Monitoring:** The Forum monitors activities of organisations of both the extreme right wing and the extreme left wing as well as Islamist extremists; it observes the development of these scenes in Austria and in neighbouring countries and it registers anti-Semitic and anti-Israeli incidents. In order to facilitate these activities the Forum receives its information from various public media but relies mainly on reports by the population.
- **Information:** The Forum informs the members of the Jewish Community by contributing a monthly article to the Community magazine "Gemeinde" and by sending out its own circulars and publications (e.g. newsletter) with reports about incidents in Austria and around the world.
- **Support:** The Forum serves as a contact point for people who want to report anti-Semitic incidents or who became victims of harassment and threats. It documents these incidents and supports those affected by them with personal meetings in which joint steps are considered and carried out. It also offers legal advice if necessary.
- **Contacts:** The Forum is in contact with other organisations and individuals fighting anti-Semitism and racism to exchange information and to undertake joint activities if necessary.



Die Grünen Vöcklabruck (Green Party, Vöcklabruck)

4840 Vöcklabruck, Obere Buchleitenweg 4, Tel.: (07672) 22 154, Fax: Ext. -9

Homepage: www.voecklabruck.org. Topics: Poverty, young people, culture, environment, traffic



Grünalternative Jugend Wien (Green Alternative Youth Movement Vienna)

1070 Wien, Lindengasse 40, Tel.: (01) 521 25/242 od. 243, Fax: (01) 526 91 19

E-Mail: info@gajwien.at, Homepage: www.gajwien.at

Open plenary meeting: every Thursday at 6:30 pm. Office hours: Mo-Fr, 3-6 pm.



Helping Hands Graz / Anti-Racism Hotline

8010 Graz, Schlögelgasse 9/9, Tel.: (0316) 873 81 55, Hotline: (0699) 11 33 84 02

Contact: Daniela Grabovac

The anti-racism hotline in Graz was first installed in 2000 to provide rapid and around the clock counselling to both victims and witnesses of discrimination. Thus, the clients are not restricted to formal office hours and they can be immediately referred to a legal expert. Contact is made by phoning the hotline under 0699/11 33 84 02 or by phoning 0316/873 8155 during consultation hours; a counsellor is available 24 hours to answer the calls, clarify the circumstances and take the relevant steps. The anti-racism hotline offers a simple and fast opportunity for first contact. In case of severe problems, upon request by the callers and in the event of violent discrimination and assault all further counselling is of course carried out by a member of the team on a face to face basis. An appointment at the office is then arranged to provide detailed information and to initiate possible further steps.



WITAF—Arbeitsassistentz für Gehörlose Wien & NÖ (Work Assistance for the Deaf, Vienna and Lower Austria)

1010 Wien, Postgasse 16/3. Stock, Tel.: (01) 216 08 15 12, Fax: (01) 216 08 15 20

E-Mail: office@witafaass.at, Homepage: www.witaf.at, Contact: Mag. Natascha Zickbauer

Counselling and support for deaf people or people with a severe hearing disability looking for a job or having problems at work.



ZARA—Beratungsstelle für Zeuginnen und Opfer von Rassismus (Counselling Centre for Witnesses and Victims of Racism)

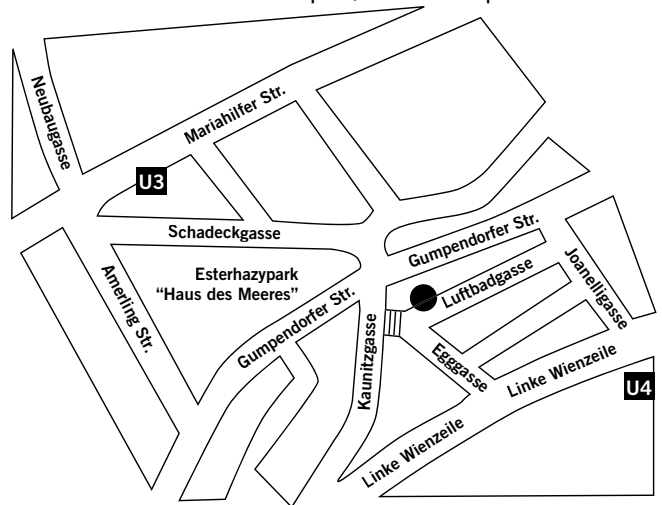
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E-Mail: office@zara.or.at, Homepage: www.zara.or.at. By appointment Mo-Wed: 10 am–2 pm., Thur: 5-7 pm.

Socially and legally trained counsellors, who are specialised in information and intervention in cases of racial discrimination, offer a free service to clients. ZARA offers information and counselling to both witnesses as well as victims.

Legal measures, intervention, accompaniment through the process of clarifying a case or through court proceedings are just some of the services offered by the ZARA team.

- ZARA gives information about legal and other measures against racist abuse or violence.
- ZARA supports clients and accompanies them through a mutually agreed course of action.
- ZARA systematically documents all incidents reported by witnesses.
- ZARA also offers training, information material about racism and visits/presentations at educational institutions—for the range of activities offered see www.zara.or.at.



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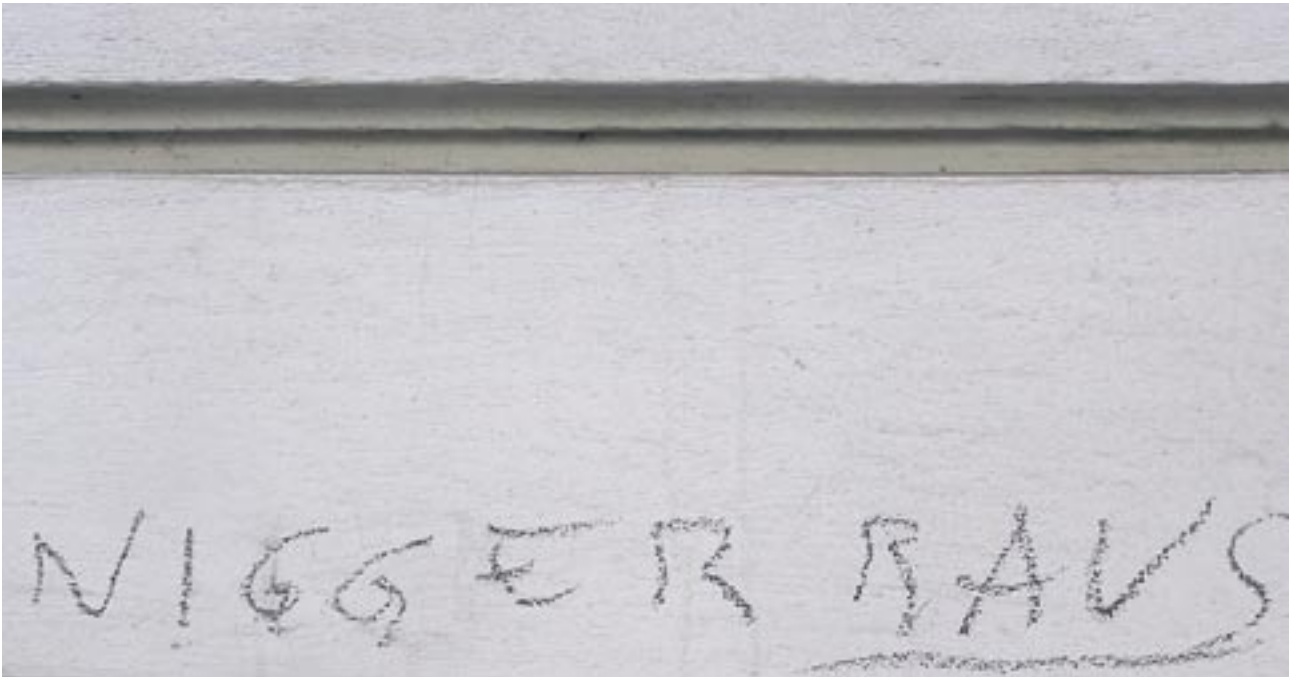
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(Dr. Wolfgang Schüssel) (Dr. Jörg Haider)

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