

March 2021 Edition



Racism Report 2020

Analysis of racist attacks and structures in Austria





„WEIL WIR
MITEINANDER SO
VIEL MEHR SIND.“

{MITEINANDER} MENSCH SEIN.

So sehr wir starke, eigenständige Persönlichkeiten schätzen, so sehr zählt auch der Respekt gegenüber anderen. Im Miteinander liegt das Wesen unseres Menschseins. Deshalb unterstützen wir in unserem 45. Jubiläumsjahr Initiativen, die Menschen unterschiedlicher Herkunft, Religion oder Weltanschauung, Alt und Jung, Gesunde und Kranke miteinander in Kontakt bringen. Mehr dazu unter dm-miteinander.at

 dm.at



HIER BIN ICH MENSCH
HIER KAUF ICH EIN

„Rassismus gedeiht da,
wo er geleugnet wird.“

Doudou Diène



www.stopline.at

Meldestelle gegen sexuelle Missbrauchsdarstellungen
Minderjähriger und nationalsozialistische
Wiederbetätigung im Internet

Eine Initiative der

ispa
Internet Service Providers Austria



OBV
Meine Versicherung

Mit der ÖBV
durchs Leben

Tel. 059 808 | service@oebv.com

Seit 1895 versichern wir das Leben

Wir, die österreichische Beamtenversicherung, sind ein Versicherungsverein auf Gegenseitigkeit und heute sind wir für alle da. Unsere KundInnen sind gleichzeitig MiteigentümerInnen des Unternehmens. Das ermöglicht uns ein nachhaltiges Wirtschaften.

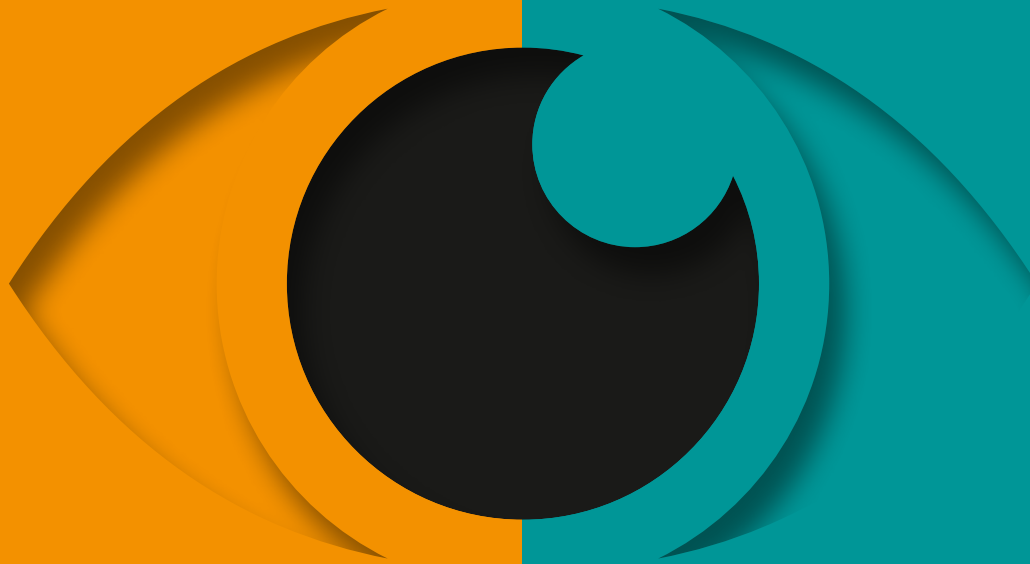
Vertrauen auch Sie auf einen österreichischen Spezialisten.
Wir bieten individuelle Lösungen für Sie und Ihre Familie.

Wir sind sehr gut

Danke an unsere Kundinnen
und Kunden für ihre Weiter-
empfehlung.



Meine Versicherung. www.oebv.com



DOKUMENTATIONS- UND BERATUNGSSTELLE ISLAMFEINDLICHKEIT & ANTIMUSLIMISCHER RASSISMUS

dokumentiert, berät, vermittelt Betroffene von antimuslimischen Rassismus
weiter und bietet Bildungsveranstaltungen an.

DOKUSTELLE

Islamfeindlichkeit & antimuslimischer Rassismus



Web www.dokustelle.at
Mail office@dokustelle.at
Tel 0676 40 40 005



@dokustelle

Deine Spende für die Antirassismuserbeit

Dokumentations- und Beratungsstelle rassistischer Angriffe
IBAN: AT12 2011 1840 1418 4700 BIC: GIBAATWWXXX

Eintreten gegen Antiziganismus!

Romano Centro hilft.

Empowerment, Beratung, Abbau von Vorurteilen
für Betroffene von Antiziganismus.

Bitte vereinbaren Sie einen Beratungstermin unter 01 749 63 36

Workshops, Trainings, Information

für Verwaltungsbeamt*innen, Lehrpersonal,
Student*innen und Schüler*innen

Anfragen an office@romano-centro.org

Romano Centro - Verein für Roma

Homannsthalgasse 2/Lokal 2, 1030 Wien

www.romano-centro.org



ROMANO  CENTRO

BLACK VOICES

DAS ANTI-RASSISTISCHE
VOLKSBEGEHREN

JETZT UNTERSCHREIBEN!

in jedem Gemeinde- bzw. Bezirksamt
oder online per Handysignatur



www.blackvoices.at



[@blackvoicesvolksbegehren](https://www.instagram.com/blackvoicesvolksbegehren)



Black Voices Volksbegehren



AK | **100**
JAHRE
GERECHTIGKEIT

Gerechtigkeit
ist gekommen,
um zu bleiben.

Die Arbeiterkammer setzt sich seit 100 Jahren für die Rechte der Arbeitnehmerinnen und Arbeitnehmer ein. Sie steht für soziale Gerechtigkeit in Österreich.

Damals. Heute. Für immer.

asyl aktuell das magazin der asylkoordination österreich



Foto: UNHCR

Konsequent informativ – Gegen Propaganda, Halbwahrheiten und institutionellen Rassismus

- Viermal im Jahr Informationen aus erster Hand
- Hintergrund/Reportagen/Analysen
- **Probenummer gratis**
- Jahresabo (vier Hefte) € 20,-

Bestellungen
asyl aktuell
Burggasse 81/7
A-1070 Wien
langthaler@asyl.at
www.asyl.at
T 01 53 212 91-12



Du
willst Stories
„mit scharf“ ?

Dann
abonniere biber –
Und Zahl soviel Du
willst!



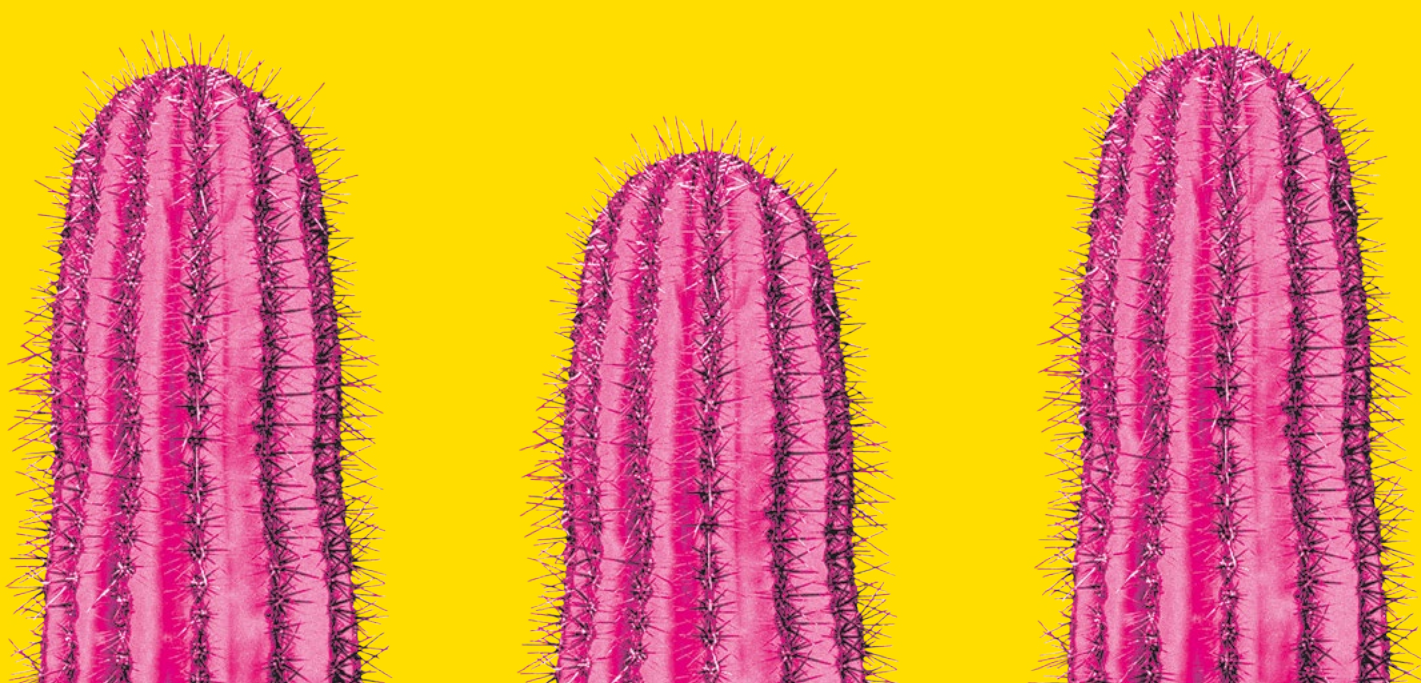
Für noch mehr
scharfen Content
folge biber auf
Instagram:
dasbiber

Wir schicken dir Biber 7x pro Jahr in dein Postkastl. Du musst uns weder deine Seele verkaufen, noch wollen wir dir dein letztes Hemd rauben. Das Beste an der ganzen Sache ist nämlich: DU entscheidest, wie viel das kosten soll. Mehr auf www.dasbiber.at/abo

STICHT HERAUS

OKTO

8



SEIT 15 JAHREN

Österreichs erstes Community TV hat es kapiert:
Es gibt ein Leben jenseits des Mainstreams. Fernsehen ist wild, gefährlich,
voller Oktoleranz und Liebe zum Medium. Jetzt und in Zukunft.



www.gpa.at/mitgliedwerden

ICH MACH MICH STARK!

Mit meiner Gewerkschaft.

- für gute Arbeitsbedingungen
- für faire Bezahlung
- für mehr Sicherheit im Job
- Arbeitsrechtsschutz
- Berufshaftpflichtversicherung bis Euro 100.000,-
- Beratung zu Arbeitsrecht, Arbeitszeit, Einstufung, Karenz, etc.



Heavy Pedals



www.heavypedals.at
info@heavypedals.at

ALL COLORS ARE BEAUTIFUL

T +43 1 353 0 353
F +43 1 353 0 353 55



STOPP DER GEWALT AN FRAUEN!

FRAUEN.SPOE.AT



Sensitive Use of Language:

In this report, the term Black is capitalised and the term *white* is written in lower case and italics. This approach was chosen to show that these are not biological classifications or even skin colours but social constructs – see “We Do Not Have a Problem with Racism!” by Dilber Dikme, p. 34. The term Black is a self-designation that refers to the shared experiences of certain people. The term *white* is written in italics to underline that it refers to the social, economic, and political privileges of certain people and their more powerful position in society. In line with a sensitive use of language,

the racist words n****, g****, and m*** as well as N-word, G-word, and M-word are only implied in order to not reproduce them. We know that recently there has been a broader discussion about whether the substitute term g**** should be avoided, as it can be re-traumatising, or whether it can be avoided at all, as this form of racism still needs to be named. At the time of going to press, there was no consensus on this, but we will continue to follow the discussion and adapt our use of language accordingly.

Imprint

Media owner and publisher:

Association ZARA – Civil Courage & Anti-Racism Work
(Verein ZARA – Zivilcourage & Anti-Rassismus-Arbeit)

Editors-in-Chief: Meike Kolck-Thudt, Philippe Schennach

Data analysis: Karin Bischof, Samuel Hafner,
Meike Kolck-Thudt

Editorial staff: Nina Augustin, Karin Bischof, Dilber Dikme, Theresa Exel, Lukas Gottschamel, Samuel Hafner, Sophie Haidinger, Katarina Hollan, Caroline Kerschbaumer, Barbara Liegl, Meysara Majdoub, Bianca Schönberger, Leo Urlesberger

Guest contributors: Asma Aiad, Efua, Mugtaba Hamoudah, Melanie Kandlbauer, Jenny Simanowitz

Translation (English version): Daniela Schmid

Copy editors (German version): Natascha Ettenauer,
Dieter Schindlauer, Pia Zhang

Advertising sales and media cooperation:

Beata Bartha, Hannah Dobler, Philippe Schennach

Graphics and layout: Ulrich Frey & Fabian Lang,
DERGESTALT, Studio für Mediengestaltung

Print: Gugler GmbH, Melk/Donau

Photos (unless stated otherwise): Asma Aiad,
Johannes Zinner

Any views expressed by named authors in articles do not necessarily reflect the views of the media owner.

The printing of the ZARA Racism Report 2020 was financed by the Austrian Federal Ministry for European and International Affairs as well as by the sale of advertisements.

Kindly supported by:



The ZARA Counselling Centre for Victims and Witnesses of Racism as well as the ZARA Racism Report 2020 are supported by:



Druckert nach der Richtlinie „Druckerezeugnisse“ des Österreichischen Umweltzeichens. gugler* print, Melk, UWZ-Nr. 609, www.gugler.at



Contents

12 Editorial

14 Statistics 2020

16 Key Issue: Black Lives Matter

- 16 Decades of Fighting Racism – Mugtaba Hamoudah
- 18 Like, Share, Comment: Social Means Against Racism – Samuel Hafner
- 20 Interview: “2020 Was the Year of Uncomfortable Conversations” –
Noomi Anyanwu, Simon INOU, Noreen Mughal
- 24 Black Voices: It’s Time to Fight Racism! – Melanie Kandlbauer, Asma Aiad
- 26 White Privilege – Meaning, Mechanisms, and Ways of Deconstruction – Efua
- 28 Talking with Children About Racism – Jenny Simanowitz

30 Special: Coronavirus

- 30 Racism and the Coronavirus Crisis – Caroline Kerschbaumer

32 Spheres of Life 2020

- 34 “We Do Not Have a Problem with Racism!” – Dilber Dikme
- 36 ZARA Counsellors 2020

38 Racist Incidents

- 38 Internet
- 44 Public Sphere
 - 49 Racist Smearings
- 52 Goods and Services
 - 53 Living and Neighbourhood
 - 56 Retail, Gastronomy, and Other Commercial Services
- 60 Public Authorities and Institutions
- 64 Politics and the Media
- 68 Police
- 74 Employment and Entrepreneurship
- 78 Racist Reactions to Anti-Racism Work
- 79 Civil Courage

80 ZARA Training

- 80 Ally is an Action Word – Bianca Schönberger
- 81 Training Materials: Picture Memory

85 Glossary

91 Partner Organisations

Editorial

Caroline Kerschbaumer, Barbara Liegl, and Bianca Schönberger
Managing Directors
of ZARA and
ZARA Training

Caroline Kerschbaumer is a legal expert and a graduate of the European Master for Human Rights and Democratisation, and she was a member of the Human Rights Advisory Board. Since 2009, she has been active at ZARA: She has been a trainer for many years, most recently, she was the head of the ZARA Counselling Centre, and since September 2019, she is one of the two managing directors of ZARA.

Barbara Liegl is a political scientist and a human rights expert. Since November 2006, she works for the Ludwig Boltzmann Institute of Fundamental and Human Rights, where she heads the programme lines (In)Equalities & Non-Discrimination and Asylum & Migration. Besides, she is one of the two managing directors of ZARA since 2019.

Dear readers,

we are very happy to present ZARA's 21st Racism Report for the year 2020. The last year was a year of crisis that highlighted racist structures even more than usual. Accordingly, the focus of this Racism Report is on Black Lives Matter, a movement that is present and important not only in the US but also in Austria. At ZARA, an increased awareness of racism has become evident. For example, there was a significant higher number of reports of racist incidents on the internet. In June 2020 alone, when the Black Lives Matter demonstrations took place in Vienna, the ZARA Counselling Centre received more than 400 reports of racist incidents – more than ever before in over 20 years of anti-racism work at ZARA! Furthermore, racist police violence finally became a topic in the mainstream media in 2020 and discussions on structural racism that shapes our society are no longer exclusively led by the “usual suspects”. And there has been an increased focus on issues such as *white* supremacy, *white* privilege, and *white* fragility in different areas of society.

This development was also reflected in the prevention work of ZARA Training. In the days and weeks after the killing of George Floyd, numerous people turned to ZARA asking for a workshop format for “allies” to learn more about structural racism, to get involved in the Black Lives Matter movement, and to carry the issues it has pointed out into everyday (working) life. As a result, the workshop “How to be an Ally – Ally is an Action Word” was developed and held for the first time in July. Today, this workshop

format has become an integral part of our prevention work.

At ZARA, we also intensively reflected upon ourselves: on the one hand, to deepen our examination of structural racism and the role of *white* people in anti-racism work and, on the other hand, to find out how we as an organisation can best possibly support the Black Lives Matter movement with our expertise and resources in order to be effective together and overcome existing racist structures in Austria.

The huge resonance that the Black Lives Matter movement generated in early summer was certainly also due to the pandemic, as the coronavirus crisis quickly revealed structural discrimination and made racism more visible and tangible. Anti-Black racism, racism against people seen as Chinese as well as racism against refugees, anti-Muslim racism, antiziganism, anti-Semitism and general racist conspiracy theories surfaced more strongly than usual in 2020. The virus was instrumentalised by many people, sometimes even systematically, to stir up racist prejudices and to mobilise fears.

The terrorist attack in Vienna on 2 November – an attack on democratic values and the unity of our society – has also contributed to fuelling prejudice against Muslims, anti-Muslim racism, and Islamophobia. In this context, politicians have a great responsibility to ensure that an attack like this is not misused to reinforce prejudices and divide our society.

However, the year 2020 has also brought some positive developments for ZARA: Racism was more commonly talked about in the media, which has led to an increased willingness to donate to the Counselling Centre for Victims and Witnesses of Racism. We would like to take this opportunity to warmly thank all our members and donors! In such challenging years like 2020, when we experience a significantly heavier workload, we depend on donations to be able to continue our work with the professionalism we are used to.

Another milestone for our work is a series of legal changes within the framework of the legislative package against hate on the internet, which came into force on 1 January 2021. During the legislative process, we were able to successfully contribute our experiences from our work with counselling victims of racism. For the first time, some of ZARA's main demands, such as an extension of the paragraph on incitement

to hatred, were passed into law, which makes it easier to protect those affected. This also includes the possibility for those affected by online hate to get legal and psychosocial process support – a service that ZARA will offer in cooperation with WEISSER RING in 2021. The next step is to make these new legal possibilities known and invest in prevention work in order to effectively combat hate on the internet.

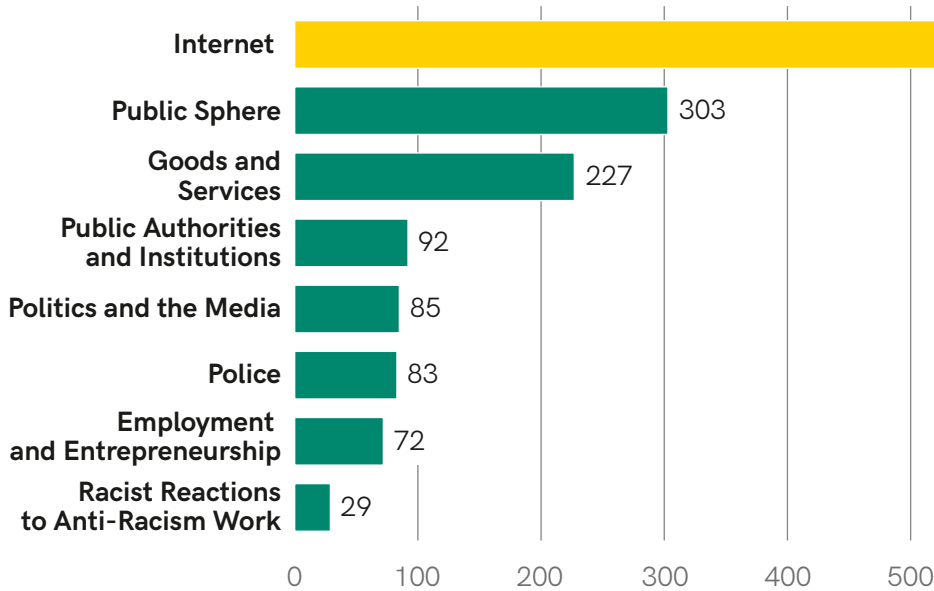
The issue of structural racism will continue to be central to our work in 2021. We will continue to need fellow campaigners who involve themselves in anti-racism work, with whom we can take a stand against racism and discrimination. Civil courage is more important than ever before to stop racism in its tracks and show those affected by prejudice and hate that they are not alone. Finally, we will closely watch the actions of the current government, from which we expect at least one thing this year: the implementation of a national action plan against racism. ■

Bianca Schönberger studied contemporary history and politics in Tübingen and Oxford and has worked for various international and developmental organisations. Since February 2014, she is the managing director of ZARA Training.



What else did ZARA experience in 2020? How many telephone counselling sessions were conducted? Which social media posts were the most popular? How many online meetings were held? In our annual report, you will find answers to these and many other questions.

STATISTICS 2020

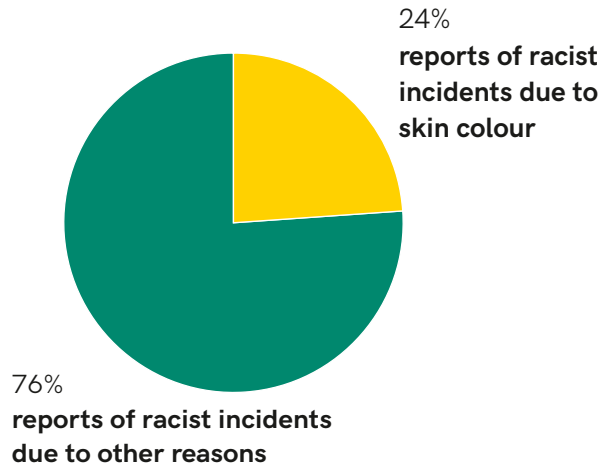


3,039 times in 2020, people experienced, perceived, and reported racist incidents to ZARA.

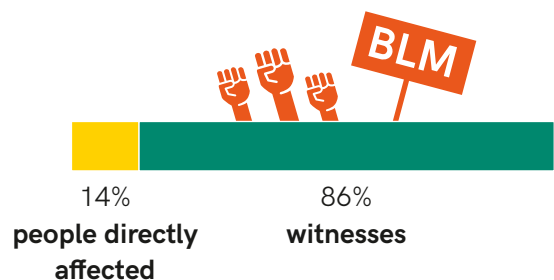
That are 1,089 more reports than in the previous year.

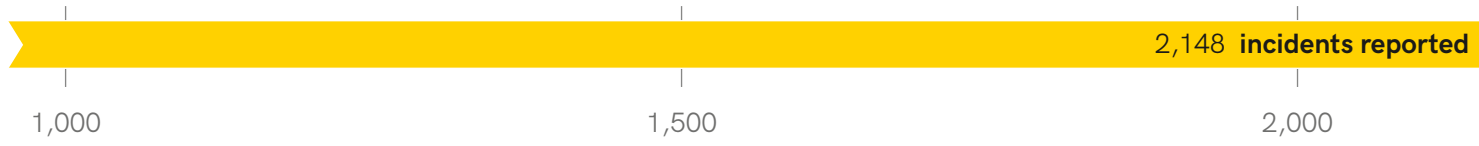
A quarter of all reports were related to racism explicitly directed against Black people and people of colour due to their skin colour.

Within the categories "employment and entrepreneurship" and "access to goods and services", one-third of all reports were related to racism directed against Black people and people of colour due to the colour of their skin.



In 2020, many people were aware of racism and online hate: 86% of the racist incidents were reported by witnesses, 14% were reported by people directly affected.





The number of reports concerning racism on the internet **has doubled** compared to 2019. The massive increase in reports concerning incidents on the internet can be attributed to the following reasons:

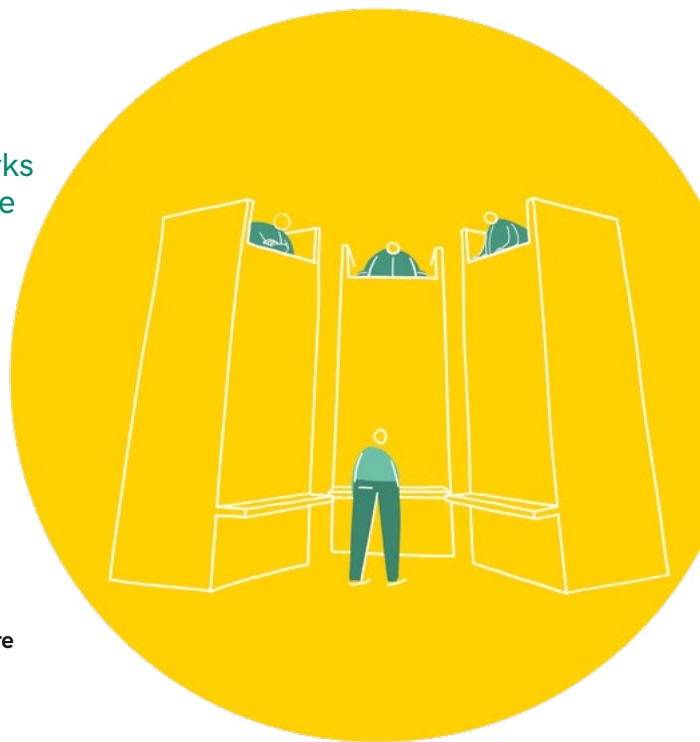
- increased media coverage of racism and online hate racism and hatred on the internet
- people spending more of their time online due to Covid-19
- Reporting racism on the internet is now relatively easy (a screenshot including the time and the exact source/URL are sufficient).

Institutional Racism: Allies Wanted!

“People often tell us about openly racist remarks and derogatory comments when dealing with state authorities and educational institutions. Personal conversations with ZARA counsellors provide relief, but those affected often shy away from taking further steps because stopping racist behaviour within institutions is difficult. However, it is not the responsibility of those affected but of the institutions themselves to prevent racist misconduct and, thus, the abuse of power – and to put an end to both.”



Dilber Dikme, Head of the ZARA Counselling Centre



1,298
legal and
non-legal measures

Apart from counselling and case documentation, **1,298** times, the ZARA counsellors also took legal and non-legal measures, such as writing reports, complaints, letters of intervention, and requests to remove racist content on social media platforms, in 2020.

Decades of Fighting Racism

On 4 June 2020, 50,000 people took to the streets of Vienna to show solidarity with Black people all over the world, to stand up against racism and *white* supremacy, and to mourn the deaths of the many Black people who have fallen victim to our racist system. Although anti-racist work has been carried out in Austria for decades, this was one of the biggest demonstrations in recent times. It was triggered by the murder of George Floyd at the hands of four *white* police officers: He was choked until he lost consciousness and died shortly afterwards. Sadly, Black people losing their lives due to racist police violence is not only a common issue in the US but one of the harshest forms of violence that characterise our racist system worldwide.

The Black Lives Matter movement was sparked in 2013 when three strong women took it upon themselves to stand up against structural violence against Black people and POC (people of colour). Alicia Garza, Patrisse Cullors, and Opal Tometi wanted to protest against the acquittal of George Zimmerman, who fatally shot Trayvon Martin while he was on the phone with his girlfriend on his way home – thus the hashtag #BlackLivesMatter was born. However, the year 2020 was particularly gruesome. First, there was Breonna Taylor, who was shot by three *white* police officers during a “search” while asleep in her bed. The police officers had stormed her flat in the middle of the night without knocking or identifying themselves as police officers. This incident deepened existing wounds that could not heal due

to the recurrent police violence against POC. And, especially in Austria, people felt helpless as they were far away from the events and did not know how to show solidarity.

Moreover, new wounds were opened when Ahmaud Arbery, a young Black man, was shot dead on the street by two *white* men. Then, the question arose as to what he could have done to make the killers resort to such means. And the answer was that, apparently, being Black is reason enough to experience violence. He was merely jogging. In broad daylight.

After this killing, resentments grew, and the feeling of helplessness, at least on my part, intensified. To do something about this and to show solidarity, Black people in Vienna went jogging together. The slogan on their white T-shirts was simple but very meaningful: “I run with Ahmaud Arbery.” After all, Ahmaud was not running alone; Black people have always been disadvantaged, degraded, and attacked. By a system that has brought an early end to far too many lives.

George Floyd was a Black man who walked into a shop – so far, so inconspicuous. Then, the cashier accused him of trying to pay with fake banknotes and called the police. The four police officers who arrested him forcibly fixed him to the ground. Several witnesses started filming with their smartphones, and their videos showed how a police officer pressed his knee on Floyd’s neck. For six minutes, George Floyd pleaded for help in vain, then he lost his breath, lost his consciousness, and finally suffocated: “Please, I can’t breathe. My stomach



Mugtaba

Hamoudah is 20 years old, studies economics, and is an activist. In his column “Blickwechsel” for the magazine “Datum - Seiten der Zeit”, he shares perspectives that have no place in mainstream society’s discourse. Furthermore, he co-organised a Black Lives Matter demonstration in Vienna.

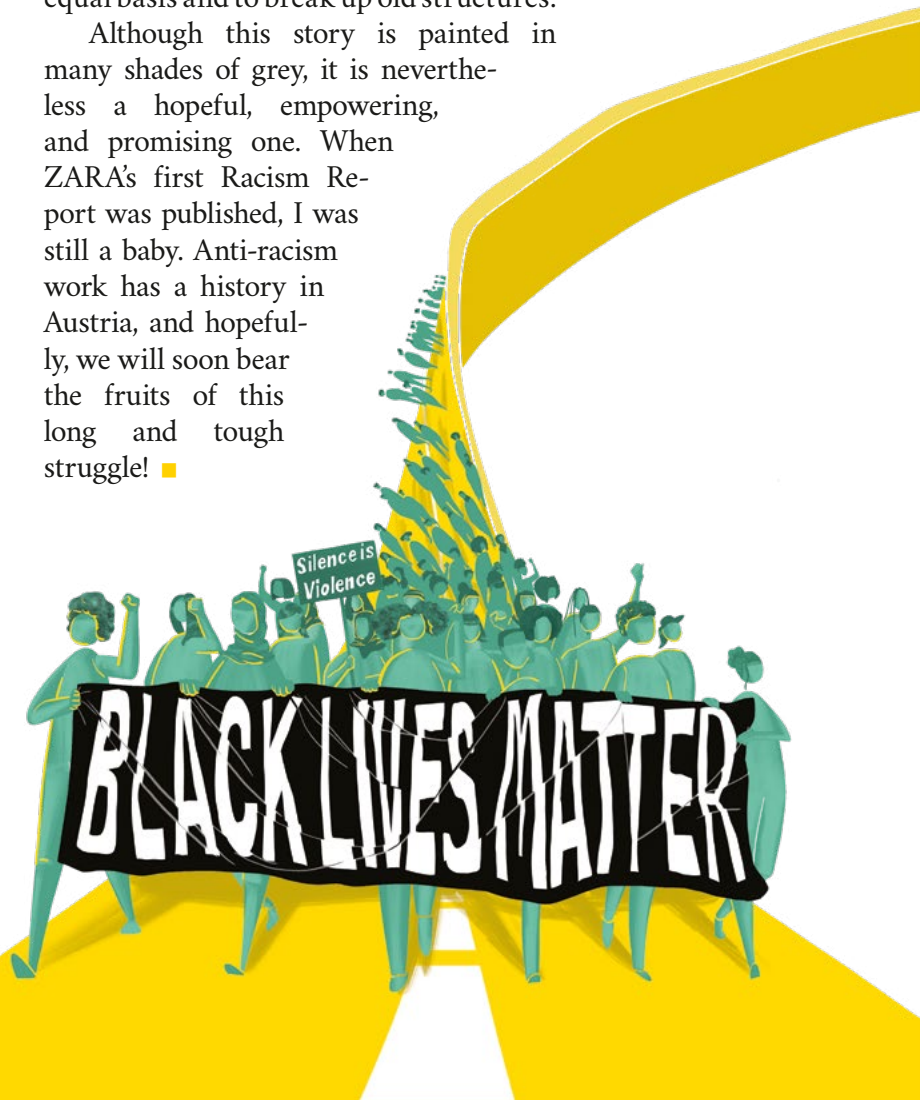
hurts. My neck hurts. Everything hurts. They are going to kill me.” Although this was not an isolated incident, the rapidly spreading videos shocked many people, especially many *white* people. The video that showed the official act, or rather the murder, was shared all over social media. However, it is highly problematic that this video was necessary for *white* people to become aware of the experiences that activists and Black people have been talking about all along. And we are not even talking about homelessness or hurdles in the labour market and in the health care system but murder. It took a video of a Black man fixed to the ground pleading for his life for six minutes for people to believe what Black people were saying all along – to believe that Black people have suffered from the effects of our racist system every day.

As a result, people took to the streets again, not only in the US but all over the world. In Vienna, for example, Black activists and *white* allies organised a demonstration planned for a maximum of 2,000 people within a few days. Until then, no one had paid attention to the concerns of Black people, but Vienna made a strong statement that day. 50,000 people marched the streets to express their anger. But it didn't stop there; further protests took place in Graz, Linz, and other cities. If we add up all the demonstrations, there were about 100,000 demonstrators all over Austria.

The demonstration in Vienna was very emotional. On stage, there were activists who at

the turn of the millennium had fought for a memorial for Marcus Omofuma. Next to them, there were many young people, some of whom had not even been born at that time. Also on stage was Mireille Ngosso, of whom I can proudly say today that she is now the first Black Viennese councillor. The Black Voices Referendum was born from the energy of this demonstration, and it called for a long-overdue national action plan against racism to finally enable Black people and POC to participate in our society on an equal basis and to break up old structures.

Although this story is painted in many shades of grey, it is nevertheless a hopeful, empowering, and promising one. When ZARA's first Racism Report was published, I was still a baby. Anti-racism work has a history in Austria, and hopefully, we will soon bear the fruits of this long and tough struggle! ■



Like, Share, Comment: Social Means Against Racism



Samuel Hafner is involved in the [Black Voices Referendum](#) and is responsible for its social media presence. He is currently doing his community service at ZARA. Already during his work for the Action of Critical Students (Aktion kritischer Schüler*innen) and the Vienna Regional Student Council (Wiener Landes-schüler*innenvertretung), fighting against discrimination was a central concern for him.

In recent years, social networks have changed our society massively, in many areas, unfortunately, also negatively. Hatred on the internet, polarisation, agitation, and fake news are just a few keywords to name here. At ZARA, we experience the dark side of social media every day in the context of our Counselling Centre #AgainstOnline-Hate (#GegenHassimNetz). However, in 2020, the extraordinary dynamics of the Black Lives Matter movement have once again highlighted some positive facets and developments on the various social media platforms.

Over the past year, many have asked themselves why the racially motivated killing of George Floyd by a police officer has caused such an immense social reaction, as, unfortunately, Black, indigenous, and people of colour (BIPOC) often lose their lives in the context of police violence. One explanation for this is that George Floyd's death was made known and visible all over the world with the help of current means of documentation and communication, as the entire incident was recorded and then published unfiltered by the then 17-year-old Darnella Frazier.

"If it wasn't for me, four cops would've still had their jobs, causing other problems. My video went worldwide for everyone to see and know."

Darnella Frazier

This is a very important point because it was only with the help of social media that this incident could be spread so widely. This finally resulted in the biggest anti-racism protests in a long time. And these again relied on social media and, for example, used certain hashtags to highlight and document police violence against Black demonstrators. In general, low-threshold online communication channels make it easy to organise active political participation. However, we must not forget that right-wing extremist and racist groups also use these means. The Institute for Strategic Dialogue, for example, confirmed in a study that in German-speaking countries, right-wing extremist groups gained the most followers on social media during the coronavirus pandemic.¹

Due to the developments of the Black Lives Matter movement during the rest of 2020, anti-racism educational work became more relevant as well. The issue

¹ Institute for Strategic Dialogue: Crisis and Loss of Control. German-Language Digital Extremism in the Context of the COVID-19 Pandemic. <https://www.isdglobal.org/wp-content/uploads/2020/12/ISD-Mercator-Report-English.pdf> (2020)

of racism was more present in the minds of many people, and the demand for easily accessible information increased. Many new information sites were founded, and already existing ones got a wider reach. Examples of this in Austria are the Instagram accounts [@redefinieracism](#) by Camila Schmid and [@zu.oft.gehoert](#) (“heard too often”) by Barbara Abieyuwa Adun. On these accounts, you can find simple explanations of important terms, historical information, tips how to become active, and reports by people directly affected. It is particularly important that these accounts are run by people affected by racism, as this gives BIPOC a platform in the public sphere that is, unfortunately, all too often denied to them in the classical media. In addition, due to the increased influence of digital anti-racism work by those affected, there is a trend towards more conscious and active listening on the part of those not affected. All too often, when it comes to the issue of racism, it is talked about and not with those affected; but this is changing, partly due to the low-threshold access to social media.

“I get a lot of encouragement and support. Many people say that my account has opened their eyes. I am grateful for the now very large community that I have been able to build up, and I am happy if it continues to grow and the message reaches more people. However, I would like people to realise how much work – unpaid and emotionally destructive work – is behind this.”

Camila Schmid

Moreover, thanks to social media, everyone can now make a personal contribution to the fight against racism. With a few clicks, in a matter of seconds, you can, for example, share a post with important content. At best, this can reach people who have not yet dealt with certain issues or who simply did not know about a certain account before. And subsequently, these people can use their reach to reach even more people. Because one thing is clear: Education and awareness-raising are two essential keys to creating a society that is critical and, at best, free of racism.

Finally, we must bear in mind that despite the many positive and easily accessible possibilities in social media networks, the dangers and negative aspects must never be forgotten. After all, the platforms are large profit-oriented companies that make their own rules and often make it difficult to enforce legal regulations to protect users. Social media is a place where hatred, racism, and incitement are very present – and many of those affected experience this every day. As with many technological achievements, it is how we use them that matters. Therefore, awareness must be raised that the fight against racism on the internet must be conducted actively and consistently. Hatred and racism must also have consequences in the online world. And: We all need to show civil courage on the internet. But if the internet has taught us one thing in recent years, it is this: We can all contribute and do something! ■



Become active against hate on the internet – with our new counterspeech tool **Quick Counter (Schneller Konter)**.

Schneller Konter

"2020 was the Year of Uncomfortable Conversations"

For a long time, people in Austria have been fighting to have racist brand names, logos, and street names – in short, racist designations in public spaces – changed because the reproduction of racist stereotypes in the form of films, advertisements, brand, drink, and food names contributes to the further perpetuation of racism. In 2020, there was finally some movement around the issue, but there is still a long way to go. Samuel Hafner and Katarina Hollan (ZARA) talked to Noreen Mughal (activist), Noomi Anyanwu (Black Voices Referendum), and Simon INOU (publisher of "fresh Magazine") about the slow-turning wheels of change and partial successes in redesigning or renaming racist brand logos and names.



Noomi Anyanwu

is the spokesperson and initiator of the first anti-racism referendum in Austria, the [Black Voices Referendum](#), which aims for the implementation of a national action plan against racism. She is a student and has been politically active since the age of 15. The issues of anti-racism and feminism have always been a motivation for her.

Racist brand names and logos reflect a social tolerance of racism, as they carry values. What impact do you think racist brand names and logos have?

Noreen Mughal: Especially in Vorarlberg, racism, in general, is a big problem. But it is not addressed because it is not seen as a problem. You can see this especially in the debate about the *M*brauerei*: The name and the logo are justified by stating that the surname of the owner and founder of the company is *M*-word*. This reasoning relativises this word, the use of a caricatured representation of an entire population group, and this insult in the society of Vorarlberg. Therefore, the name and the logo are not perceived as problematic.

Noomi Anyanwu: If you see certain structures, names, or designations in the public spaces, and people on a political level position themselves in favour of them and do nothing against them, then this is an encouragement for some people to use these designations as well.

For decades, there have been initiatives to rename racist street and business names, etc.; but decision-makers and other actors sometimes oppose this. Many people then believe that it is not racist and think: "Okay, this person in politics is also in favour of it, and it's still called *M*brauerei* or *M*apotheke*. Then it can't be so bad. It's simply part of our tradition." That is very dangerous because it normalises racist language.

Simon INOU: "Tradition is the preservation of fire, not the worship of ashes" – this is a favourite saying of Gustav Mahler. It shows what civil society understands by "tradition" and what conservative society understands by "tradition". We are talking about the negligence of the traditions of non-*white* people here. If we do not point out that Austria is no longer a *white* country, politicians will continue to assume it is. For at least 300 years, we have known that it is no longer like that, but school textbooks do not teach this knowledge. If we as a civil society show that this view is wrong and fight

against it, the majority of society and the decision-makers should understand that there are certain issues that we can only solve together.

How much are traditions worth if others feel offended by them? Why is it accepted that people are hurt and degraded in order to uphold alleged traditions?

Noreen: Some people already feel hurt when their traditions are questioned in some way because they feel that, by this, their identity is being attacked. For me, there is no conclusive explanation as to why some people insist that these traditions must be maintained, even if they hurt other people. I think it is mainly due to insecurity that people define themselves by these traditions. The pain of other people is completely ignored.

Noomi: It is about people's basic fear of change, of changing the way they live or think. At the same time, holding on to traditions is also strongly based on the general racist system and, related to that, on the fear of losing power. When people start to express doubts about this system, those who are in a more powerful position feel attacked. Additionally, there is the expectation that people will adapt instead of learning from each other. It is difficult for the *white* majority society to learn from people who are not considered equals. People often

talk about integration but never about inclusion. It is completely overlooked that Black people have been living in Austria for 300 years and that this is also our tradition.

INO: When I am abroad, I am considered an Austrian; this was the case, for example, when I once won an award on behalf of Austria. National Socialism and Hitler are part of Austria's history and are also part of "being perceived as an Austrian". Whether we like it or not, as Austrians, we all share this history. We have to be able to say: "Dear people, this country is racist, and we have to do something about it together." Black Voices addresses this: It is not about only Black people fighting racism but about "all of us doing it together".

How is the situation in Vorarlberg? Why is this issue so polarising?

Noreen: In my opinion, this is due to the conservative mindset that has been established for centuries and is difficult to change. Many people in Vorarlberg don't want to think in a new, cosmopolitan way; they hold on to their old traditions and customs.

INO: They do not want to change their mindset when it comes to racism. If we take a look at the technology level, many people and companies in Vorarlberg are rethinking and changing – but not



simon INOU is a journalist, media critic, head of education at [Radio ORANGE 94.0](#), and editor of "fresh Magazine", the first [Black Austrian Lifestyle Magazine](#). INOU has long addressed racism in the public sphere, has initiated campaigns to change the logo of Meisl and M*brauerei, and has received national and international awards for his work.

when it comes to the fight against racism. When I started this discussion in 2009 and made the “No-Mohr Logo” proposal in 2012, I was hit by a shitstorm. I only wanted to draw attention to the fact that the *M*brauerei* has a unique opportunity to develop anti-racist programmes throughout Vorarlberg. In the US, it would be completely different. There, people would respect the criticism, form a committee, actively work against racism in relation to the logo throughout the country, and initiate a discussion. This is what I would have expected. I am happy that today the discussion comes from within, from within Austria, not from me, who is “from Africa”, as I have always heard. Young Austrians have to address and criticise these issues and discriminations and say: “We want to live in a society where we are no longer discriminated against every day.”

Noreen: That’s right! For the first time, this discussion has actually arisen within Vorarlberg. I would like to see myself as part of Vorarlberg, but through this discussion, we became aware again that not only I, with my obviously non-*white* appearance, but also other people who openly criticise the brewery are explicitly excluded from being part of Vorarlberg. We are considered foreigners. Vorarlberg’s innovations are only supposed to benefit the majority society and not the minorities because many people think: Why should the minorities be given any space at all? They do not contribute – to put it stupidly – anything to the economy.

Noomi: We should especially consider the fact that actors from Vorarlberg were also heavily involved in the transatlantic slave trade and profited from it. That is a discussion that some people are not yet ready for, especially companies like *M*brauerei*. They are not prepared to deal with the history of Vorarlberg and their own history.

Noomi, can you tell us about the conversations about changing the logo and the name of the M*apotheke?

Noomi: Mireille Ngosso and I were invited by the owner, Mrs. Marosi, to discuss the issue. We talked about the history of the pharmacy and racism in Austria in general. From this conversation, you could see really well how people who are not affected by it discuss racism. In the beginning, she was very sceptical, did not want to change the name under any circumstances, and wondered why she, of all people, was criticised; after all, she was willing to talk about it. At first, she thought the name was an appreciation and not a discriminatory colonial term. But since she has realised that she was mainly supported by right-wing conservatives, she was open to reconsidering her position. However, the fear of losing profits and the costs involved in changing the name were also issues. It was a long process, but then it happened actually relatively quickly: Within four hours, she changed her opinion, and now she will rename the pharmacy. It was a successful conversation.

INOu, you have fought for so long for the change of logos and brand names. How do you see the developments in 2020?

INOu: I am very happy because I am no longer alone. There is momentum now. It is encouraging to see examples such as the *M*apotheke* in Vienna. Mrs. Marosi is really a very courageous person. In the same week, the owner of an *M*apotheke* in Graz refused to change its name. He thought that changing the logo would cost him too much money in terms of CI (corporate identity). Mrs. Marosi’s step is an important one that perhaps helps the majority society to better understand the underlying structures.



Noreen Mughal

is a student and currently in her final year of high school. She was born in Vorarlberg and still lives there today. Noreen raises awareness about racism and runs numerous anti-racism workshops. In June 2020, she was the main organiser of the *Black Lives Matter* solidarity rally in Vorarlberg.

Why is it so difficult to come to terms with the past and admit mistakes?

Noomi: No one wants to have uncomfortable conversations, but they are necessary to break up these structures. You have to sit down and reflect on yourself. Many people do not want to open up to that, do not want to be so vulnerable. After all, it is painful to admit your privileges and perhaps give space to other people. 2020 was the year of uncomfortable conversations, precisely because of Black Lives Matter. I also saw that in the discussion in the context of the *M*apotheke*. But in the end, and this is the important thing, there was a feeling among us that there really is solidarity now. And it was nice to see the three of us, from different age groups, one *white* person and two Black women, taking this step together.

Noreen: It takes a lot of courage. It is painful and unpleasant to deal with your own history for the first time and admit to yourself that it is part of a structural, racist construct and that

we were socialised in such a society. I doubt whether there is then the courage to push for the necessary changes. I would say that pain, power, and a lack of awareness are the primary reasons why it is so difficult.

INO: The Black Lives Matter movement in Austria has changed a lot. In 1999, Black communities in Vienna first started demonstrating after Marcus Omofuma's death. It was mainly Black people and people from NGOs who took part. Two weeks after this demonstration, *Operation Spring* took place, the largest police raid of the Second Republic against people of African origin, whom the media profiled as drug dealers. When I look at the situation today and see 100,000 people marching the streets across the country to protest for Black Lives Matter, a lot has changed. Twenty years ago, that would have been impossible. We can no longer deny that there is a young generation saying: "No, not with us anymore. We want a different Austria." And that is what motivates me to keep going on. ■

The interview is printed here in an abbreviated, condensed form – [you can listen to the whole interview as a podcast.](#)

Listen to the interview

Measures taken by ZARA against racist brand names and logos

In 2020, ZARA received around 30 reports concerning racist logos, brand, company, street, and product names. In many cases, it was decided, together with the reporting person, to send a letter of intervention (→ Glossary, p. 85) to the competent body. Racist hotel, restaurant and company names were reported according to the Introductory Act to the Administrative Procedure Acts (EGVG (→ Glossary, p. 85)). This law prohibits, for example, discrimination on the basis of skin colour, national or ethnic affiliation, and other protected characteristics, when entering premises or shops or in the access to services intended for use by the general public. ZARA believes that Black, indigenous, and people of colour will naturally expect less favourable treatment in places that have, for example, a racist logo and are, thus, prevented from entering these places or from using certain services.

In the case of racist logos in advertisements, complaints were filed with the Austrian Advertising Council. The Austrian Advertising Council tries to raise awareness and can ask companies to stop certain advertising campaigns.

In the wake of the Black Lives Matter movement, several international companies have announced that they will change their logos and brand and product names because they see them as a reminder of centuries of oppression and discrimination. In Austria, a chocolate cake and crisps have been renamed.

It's Time to Fight Racism!

“How many cases does an organisation like ZARA have to register year after year for racism to finally be taken seriously in this country? How long do people of colour have to put up with the racist populist rhetoric of politicians who divide our society?”



Melanie Kandlbauer is responsible for the content management of the [Black Voices Referendum](#) and is involved in the BAYO Empowerment School for Black Children (BAYO Empowerment Schule für Schwarze Kinder). She studied education and philosophy and is currently completing her master's degree in ethics focusing on anti-racism and anti-discrimination.

Emmeraude Banda, Spokesperson of the Black Voices Referendum

The murder of the African-American George Floyd on 25 May 2020 triggered a worldwide shock and a wave of protests and debates that remind us how deeply racist structures and certain ways of thinking are rooted in our society. Not only in the US but also in Austria, many people are exposed to racism in various areas of their lives every day.

It is not only everyday racism such as racist insults, racist smearings on walls, or physical attacks that those affected are confronted with. Racism is structurally and institutionally embedded in Austria and manifests itself in racial profiling, unequal educational opportunities, and racist laws, such as the headscarf ban, which was overturned by the Austrian Constitutional Court. In Austria, racist ways of thinking and racist attitudes are currently openly practised even in politics and, thus, by the people and institutions who actually are responsible for standing up against racism.

At the same time, voices are growing louder in civil society racism should no longer be tolerated. And so, in the course of the Black Lives Matter demonstrations and solidarity rallies, an estimated 100,000 people gathered to protest against police violence and racism.

This momentum gave rise to the idea of the Black Voices Referendum. The vision was to keep the discourse surrounding racism going in Austria – but also to develop concrete measures on how we as a society can confront these structural injustices.

“The Black Voices Referendum is a place for all people who have always been told that they do not belong here and anyone else who wants to fight back against these injustices.”

Noomi Anyanwu, Spokesperson of the Black Voices Referendum

Black Voices is a non-party initiative that emerged from the Black Movement Austria (Schwarze Bewegung Österreichs). But not only Black people suffer from racism in Austria. Racism manifests itself in many different ways, for example, as anti-Semitism, anti-Muslim racism, antiziganism, or anti-Asian racism. Therefore, the referendum is by and for

all those who are affected by racism and want to end racism in our society.

“An estimated 100,000 people took part in the BLM demonstrations across Austria; people who experience racism themselves but also many others who wanted to show their solidarity. It is time to turn this solidarity into action and take it to the legislators. It is time to keep at it and to demand change and equality!”

Asma Aiad, Spokesperson of the Black Voices Referendum

To achieve a discrimination-free coexistence in our society, a lot has to be done, and it has to be done in a targeted way. As early as 2001, Austria committed itself to implementing a national action plan against racism at the World Conference against Racism in South Africa. To date, this has not happened. Therefore, we demand the introduction of a national action plan against racism and the implementation of anti-racist measures in the areas of education, labour market, health, police and the legal system, representation and the public, and flight and migration.

Together with Black people, people of colour (POC), and anti-racism experts, the Austrian Parliament should address the structural challenges and barriers caused by racism and implement the central demand of the referendum: to ensure the equal participation of Black people, POC, and people with a migration background in all areas of Austrian society.

For this reason and because racism in Austria can only be fought by society as a whole, the Black Voices Referendum is a movement by and for everyone!

Our central demands are:

Education

Teachers and students need to unlearn racism and learn anti-racism instead.

Representation and the Public

Black people and POC are just as much a part of society as everyone else living in Austria. We have to acknowledge this, be it in the media, in politics, or in the cityscape!

Health

The health care system must ensure health equity and adequate health care for all people. Therefore, medical research and teaching must focus on all groups of people.

Labour Market

Employers, companies, and businesses need to establish diversity as an integral part of their corporate culture and ensure a racism-free work environment.

Police and the Legal System

Within the police and the legal system, racist incidents must be consistently punished, and those affected must be supported adequately.

Flight and Migration

A humane migration policy is the basis for an inclusive society. To achieve this, the following objectives are important: respect for human rights, active assistance for refugees, and avoiding incitement against migrants.

Say no to racism, sign the Black Voices Referendum: now at the municipal office or by mobile phone signature. ■



Asma Aiad is a spokesperson of the [Black Voices Referendum](#). She completed her bachelor's degree in political science and is currently studying at the Academy of Fine Arts, where she is completing her master's degree in gender studies. She is an activist, youth worker, and artist. In her activist and artistic work, she deals with anti-racism, feminism, and the deconstruction of stereotypes.

You can find the detailed demands on the website of the [Black Voices Referendum](#).

Black Voices Referendum

White Privilege

Meaning, Mechanisms, and Ways of Deconstruction



Efua studied International Development and currently works as a social counsellor at the [Diakonie Refugee Service](#) (Diakonie Flüchtlingsdienst). She also is a designer with her own label [DesignsbyEfua](#) (IG: [dbyefua](#)) and is involved in social media, sponsorship, fundraising, and public relations for the Black Women Community (Schwarze Frauen Community).

“No justice, no peace”, this is what countless protesters worldwide demanded after the brutal killing of George Floyd on 25 May 2020. Of course, this was not the first time a Black person died due to police violence, but this time, there was a video that went viral, allowing more people than ever to witness such an act of violence. If it had been a *white* man, there would have been no need for a video to draw attention to the incident. The question is rather whether it would have happened at all.

If we take a closer look at this terrible incident and try to find a systematic, institutional, and historical context, it is impossible not to consider the concept of *white* privilege.

“History is filled with examples of the purposeful construction of a systemic structure that grants privileges to white people and withholds them from others.”

Francis Kendall

Due to our past, which is not only shaped by Eurocentric structures but is also reproduced and perpetuated by them, we are constantly confronted with the colonial racist notion of *white* supremacy. Anne Graefer describes the phenomenon of *white* privilege as a circumstance through which “one

belongs to the right (i.e., dominant) group and therefore has advantages – without any merit – in many situations that others do not have”.

Specifically, the term “privilege” implies certain advantages. One advantage, for example, is being able to make decisions without having to involve those who are affected by them. Furthermore, it also is advantageous when history is told predominantly from a *white* perspective, especially in schools or in an educational context. These examples illustrate that having privileges means having access to power and resources. Often, such advantages are only visible to those who do not benefit from them.

In her book “exit RACISM”, the scientist Tupoka Ogette explains how important it is to change perspective in order to recognise that we all live in a system constructed by *white* people. This makes you feel “normal” as a *white* person, and this is how you are perceived by your (*white*) environment. In the social, political, and economic spaces created, people who deviate from this norm are seen as “foreign” and are often labelled with negative attributions.

That does not mean that *white* people do not have to overcome hurdles in life and cannot have a hard time as well. However, they do not experience

disadvantages and discrimination due to racialised attributions. Since this issue is often met emotionally, Tupoka Ogette states that it is important to clarify what it is really about when we address the issue of *white* privilege. On the one hand, it is urgently necessary to acquire knowledge about privileges and learn about the mechanisms behind them, and, on the other hand, we need to create structures that enable the deconstruction of racist privileges and discrimination.

The images that we saw in the context of the killing of George Floyd were unfortunately not new for many Black people, and, at the same time, depictions of abused Black bodies are always highly re-traumatising. Countless Black people have been tortured and killed through slavery and police violence. In her 1989 article “White Privilege, Unpacking the Invisible Knapsack”, the American scientist and anti-racism researcher Peggy McIntosh explains and names the mechanisms of invisible privileges that *white* people carry around, as if in an “invisible backpack”, simply by virtue of being *white*. These can be consciously or unconsciously woven into thought patterns and have always contributed to socialisation.

Furthermore, she designed a self-experiment exercise to show what privileges *white* people enjoy and to point out situations in which people affected by racism and discrimination experience disadvantages (Ogette, 2020, pp. 68–69, quoted from McIntosh, 1989). As a reader,

you now have the opportunity to become more aware of your own privileges. To do so, read the following statements:

- I feel welcome and “normal” in the usual areas of public, institutional, and social life.
- I have the choice to deal with racism if (and when) I want to.
- Strangers do not constantly question me about my skin color and my family history / family tree.
- If the police stop me or control me, I can be sure that my skin colour is not the reason.
- Me being in Austria is considered normal and self-evident, and no one is surprised about my knowledge of the German language.

By now, some people have realised that it not only takes the Black, indigenous, and people of colour (BIPOC) community to initiate change but that the whole world needs to get involved to fundamentally change the existing racist structures. Rethinking, relearning, questioning critically, and listening carefully are the first steps in the right direction to take responsibility as an ally¹. In times when there are so many means of gathering information through the internet, this also includes taking a look at ourselves, informing ourselves about racism and *white*

Internet sources:

GRAEFER, Anna:
“Die (un)sichbare Norm. Was ist eigentlich White Privilege?”.
 (as of 23/1/2020)

McINTOSH, Peggy:
“White Privilege, Unpacking the Invisible Knapsack”.
 (as of 23/1/2021)

Literature:

OGETTE, Tupoka:
 “exit RACISM, rassismuskritisch denken lernen”.
 8th edition, June 2020. UNRAST-Verlag Münster.

¹ Ally is the term used to describe *white* people who reflect on and actively fight their own racism, do anti-racist work, and/or engage actively in the context of racism.

Talking with Children About Racism



Jenny Simanowitz

grew up in a secular Jewish family in South Africa. She left South Africa because she did not want to live under the apartheid system. She is an international communication trainer, author, and performer, has written two books on communication, and has published numerous articles in international magazines and newspapers.

I was born and raised in South Africa during apartheid. I lived in a society where racism was not even called racism because the vast majority of the *white* people took their privileges for granted. But what then made me think differently and fight racism all my life?

One of my childhood memories may hold the key to this. One day, when I was six years old, I was riding on a bus with my mother. The bus was very crowded, and we were both standing. Suddenly, the bus hit the breaks, I slid forward, and my hand touched the scarf of a Black woman sitting in front of us. I whispered to my mother: “Now I have to wash my hand because I touched that Black lady’s scarf.” My mother immediately hissed at me: “What are you talking about? You sound like a nationalist!” I remember feeling ashamed of what I had said. This memory does not only show how uninhibited my mother was even in public but also that I had already picked up certain prejudices. At the same time, I already knew that the nationalists – the racist government of the time – were bad, hence my shame when being compared to them. How many attitudes and prejudices reside already in the mind of a six-year-old child!

This experience showed me that it is necessary to start early with an anti-racist education – at home, in kindergarten, and at school. As a young child, I took on the opinions of the people around me.

But when my mother, whom I loved and wanted to be loved by, criticised me for what I said, I realised that it was not okay. In young children, attitudes are usually not based on personal experience or even reflection but on role models. Therefore, in order to build a non-racist society, it is essential that every person who works with children addresses their own (and others’) prejudices and reflects on their own actions. If we want to strengthen our children’s beliefs and teach them to fight racism, we as parents and educators need to be role models and build an environment where our children love and trust us enough to follow our example.

When we are in contact with different cultures and people of different ethnicities, our children are motivated to do the same. This diversity becomes part of their identity. Some children are affected by racism; others are behaving in a racist way themselves. As educators, we may have both groups in the same class, which can be challenging. However, trust and affection are the keys to open communication.

It is important to remember that communication goes beyond words. Facial expressions and especially micro gestures also have a strong effect on other people, as they are often perceived unconsciously and are directly linked to our emotions. Students notice exactly how their teachers interact with their classmates, for example, if something changes their facial expression or tone of

voice when talking to Black children.

Conversations about racism and discrimination will differ between families and teachers. Although there is no one-size-fits-all approach, science is clear: The earlier you begin to talk about these issues with children, the better. For example, as young children start to notice and point out differences between the people around them, you might say: "Yes, it's great that we are all so different!" Make diversity the norm!

Even in kindergarten, it is possible to promote a positive attitude towards diversity and enjoy differences. With children of primary school age, you can talk about how to stand up for their friends and classmates if they experience discrimination. At home, you can introduce the concept of civil courage early on as a family value. As the child grows older, you can openly discuss racism as seen in news reports and everyday events (such as the murder of George Floyd) and point out stereotypes and racial prejudice in the media and books. Conversations about racism should be appropriate to the adult's personality, the child's age, and the relationship. A golden rule is to always acknowledge what the child feels. How we talk about racism also depends on whether we are talking to victims or perpetrators. We can act on two levels: On the one hand, we can make clear that there is zero tolerance for any form of racism or discrimination

and that racist language hurts, and, on another level, an open, non-moralising climate allows for exercises, games, and discussions in which racist attitudes and prejudices are explained and challenged.

It is beyond the scope of this article to present such exercises and games, but there are many exercises and games concerning this topic that are pedagogically valuable. Furthermore, imagination is a doorway to empathy and can be used to raise awareness of racist behaviour.

Questions such as:

- "How did that make you feel?"
- "Why do you think so?"
- "How would you feel if someone said that to you?"

Age-appropriate books that portray people from different ethnic groups and cultures or films in which actors who do not belong to the majority society play main characters enable a more open view of the world.

For our children to live according to the words of Maya Angelou:

„For we are more alike my friends than we are unlike!“ ■

Here, you can find games and exercises that promote diversity and inclusion:

Tebalou

Diversity Spielzeug

Baobab

Racism and the Coronavirus Crisis

“Like the old manifestations, this form of racism is closely linked to experiences of crisis. Therefore, the conditions for it to gain strength are especially good when crisis is permanent. The lubricant of racism is the social fear that is conveyed to people: Under the influence of the corresponding propaganda, fear turns into hatred”, wrote the right-wing extremism researcher Andreas Peham in the ZARA Racism Report 2019, not yet suspecting how relevant this statement would be in 2020. The Covid crisis has made the weaknesses of our institutions and systems more visible and already existing social inequalities more noticeable. This also applies to the phenomenon of racism: The virus



Caroline Kerschbaumer is a legal expert and a graduate of the European Master for Human Rights and Democratisation. Since 2009, she has been active at ZARA: She has been a trainer for many years, most recently, she was the head of the ZARA Counselling Centre, and since September 2019, she is one of the two managing directors of ZARA.

was instrumentalised by many people, sometimes systematically, to stir up racist prejudices and to mobilise fears.

Especially during the first lockdown, the ZARA Counselling Centre received an increasing number of reports of racist discrimination with reference to the coronavirus. In total, more than 400 incidents related to the coronavirus were reported to ZARA in 2020. In the be-

ginning, there were more reports of discrimination due to a perceived Chinese origin. Later, the discriminations reported were mainly directed against refugees and Muslims. These are the same socially constructed groups that in Austria were already affected by racism to an above-average extent. Here, the systematic nature of racist discrimination becomes visible: The same enemy stereotypes are repeatedly instrumentalised to deliberately stir up fears. They are associated with the coronavirus crisis and spread particularly rapidly in a time characterised by insecurities. Groups are constructed and played off against each other, creating an “us against them”.

These phenomena have an international impact – also on a structural level.¹ Worldwide, it was found that people with a history of flight or migration as well as Black, indigenous, and people of colour (BIPOC) have above-average Covid-19 infection rates and often suffer more severe courses of disease. In Denmark, for example, the risk of contracting Covid-19 was three times higher for people with a migration background than for people without a migration background.²

The reasons for this phenomenon are manifold and not new: Structural discrimination leads to barriers in the access to health insurance and the health system – for example, due to insufficient primary care in areas where mainly BIPOC live. As a result, pre-existing conditions are often not recognised or

¹ European Union Agency for Fundamental Rights (FRA): Coronavirus Pandemic in the EU – Fundamental Rights Implications (June). <https://fra.europa.eu/en/publication/2020/covid19-rights-impact-june-1> (2020)

² FRA: Coronavirus Pandemic in the EU – Fundamental Rights Implications (Sept.-Oct.). <https://fra.europa.eu/en/publication/2020/covid19-rights-impact-november-1> (2020)

treated – including chronic stress illnesses that can be triggered by experiences of racism. In addition, BIPOC and people with a history of flight or migration more often work in system-relevant jobs where working from home is not possible, such as in supermarkets, for delivery services, or in the area of health care. Other consequences of structural discrimination, such as cramped housing conditions or poverty, can also increase the risk of contracting Covid-19. Coronavirus-related unemployment also particularly often affects people with a history of flight or migration.³

In addition, the Fundamental Rights Agency found that Rom*nja and *Travellers* are disproportionately affected by lockdowns. For example, through home-schooling for children who do not have the appropriate facilities (e.g., internet access), the right to equal quality education was no longer guaranteed. Furthermore, an increase in antiziganistic hate speech has been noted across Europe.⁴

Amnesty International confirmed in a study⁵ that the coronavirus-related measures reinforced existing structural racial discrimination. For example, it was found that an above-average number of Black people were affected by Covid-19 police checks in England and France.

As Judith Kohlenberger reported, existing access barriers to the health system for migrants in Austria were reinforced by an insufficient and belated translation of coronavirus-related information into various languages.⁶ Furthermore, the fact that people with a history of flight or migration are more affected by the pandemic was used by some Austrian politicians to condemn these groups of people as guilty in a sweeping way, giving even more emphasis to racist structures.

The great uncertainty brought about by the coronavirus crisis also provides an ideal breeding ground for conspiracy theories. Often, known conspiracy theories that draw on anti-Semitism, anti-Muslim racism, and Islamophobia are now linked to the coronavirus. In the answer to a parliamentary question in December 2020, the Ministry of the Interior acknowledged the existence of a far-right scene within the Coronavirus conspiracy theorists. In addition to this, anti-Semitic manifestations are becoming more concrete.

Despite all these negative developments, ZARA was also able to observe displays of solidarity and mutual support among many people, especially during the first lockdown. The year 2020 clearly showed how important solidarity and civil courage will be moving forward. ■

³ Centers for Disease Control and Prevention: Health Equity Considerations and Racial and Ethnic Minority Groups. https://www.cdc.gov/coronavirus/2019-ncov/community/health-equity/race-ethnicity.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fracial-ethnic-minorities.html; <https://www.oecd.org/berlin/presse/die-coronakrise-darf-nicht-zur-integrationskrise-werden.htm> (Version: July 2020)

⁴ FRA: Coronavirus Pandemic in the EU - Impact on Roma and Travellers. <https://fra.europa.eu/en/publication/2020/covid19-rights-impact-september-1> (2020)

⁵ Amnesty International: Policing the Pandemic. Human Rights Violations in the Enforcement of Covid-19 Measures in Europe. https://www.amnesty-international.be/sites/default/files/bijlagen/policing_the_pandemic_-_final.pdf (2020)

⁶ Judith Kohlenberger: Fehlender Gesundheitszugang von Migranten schadet allen. <https://cms.falter.at/blogs/thinktank/2020/05/13/warum-gefluechtete-besonders-corona-gefaehrdert-sind/> ("Falter", May 2020)

Spheres of Life 2020

Terms and Definitions

The following chapter contains anonymised case reports of racist incidents from all spheres of life. With the publication of these case reports, ZARA is acting right in the middle of the anti-racist dilemma, where it sometimes is necessary to reproduce racisms and racist language in order to make racism visible and, thereby, to be able to fight it.

Internet lists all incidents that take place on the internet. This includes online media, websites, online forums, social media, video platforms, and blogs.

Public Sphere describes all incidents that take place in public and publicly accessible spaces, such as streets, traffic areas, parks, and means of public transport. Racist smearings are contained within this chapter because the incidents of racist smearings reported to ZARA mostly take place in the public sphere.

Goods and Services (including Living and Neighbourhood) documents any incidents related to the access to and the supply with goods and services, such as in venues and stores or by other service providers.

Public Authorities and Institutions collects incidents that occur in administrative bodies, educational institutions, and other municipal institutions (except police).

Politics and the Media includes any racist incidents on the part of or spread by politicians or political parties and their bodies and the traditional media (print, radio, and television), both online and offline.

Police includes all incidents that are connected in any way with the security administration and with public security bodies.

Employment and Entrepreneurship relates to racist incidents associated with work and employment relationships, e.g., labour market, job search, working conditions, working environment, job ads, and so on.

Racism as a Reaction to Anti-Racism Work refers to intimidations directed towards ZARA and other anti-racism organisations, both online and offline.

Civil Courage contains a selection of best practice examples of civil courage. The incidents contained in this chapter are meant to inspire others and to show that it actually makes a difference when someone has the courage to stand up for people who are treated unfairly.

The good thing is: Civil courage is something that you can learn!





ZARA's Values











The systematic documentation of racist incidents makes them more visible and has therefore been very important to ZARA from the very beginning. Among other things, it shows that there is a need for action if we as a society want to develop in a way that is fit for the future.

At ZARA, people who experienced racist incidents receive competent legal and psychosocial support. The interests and concerns of the people who contact the ZARA Counselling Centre are our first priority: Their statements are met with trust and understanding, and they are taken seriously. We constantly see that the experiences of people who are directly and systematically disadvantaged by racism – due to the social structures and power relations created and maintained by it – are all too often ignored or simply denied. ZARA does not want to be a part of this under any circumstances.

If they have the relevant information and the client's consent, our counsellors always endeavour to also take into account the "opposite party's" or a third party's point of view. But even then, our counsellors cannot guarantee that the information provided to them – from various sides – is always "truthful". However, it is also not adopted uncritically.

With the publication of case reports of racist incidents, ZARA is acting right in the middle of the racist dilemma, where it is sometimes necessary to reproduce racisms and racist language in order to make racism visible and, thereby, to be able to fight it.

What does ZARA do?

-  (Legal) counselling
-  Relief and/or strengthening interventions
-  Reporting to the police, the public prosecutor's office, or the NS Reporting Office
-  Exchange/coordination with partner organisations, lawyers, authorities, and other parties involved
-  Drafting of complaints, appeals, statements, applications, and letters of intervention
-  Accompaniment (e.g., to court hearings, arbitration talks, authorities, and police interrogations)
-  Referral to other organisations, counselling centres, and doctors (in order to obtain medical reports)
-  Requests to delete hate posts on social media platforms (as a normal user and as a Trusted Flagger)
-  Requests to remove smearings in the public sphere
-  Awareness-raising/public relations work
-  Access to files
-  Documentation



“We Do ~~Not~~ Have a Racism Problem!”

Racism is a human-made construct to hurt, humiliate, exclude, and exploit others at various levels and, in the worst case, to even take their lives. **When those affected by racism defend themselves and demand their right to dignity, respect, equality, and participation, they are often quickly portrayed as troublemakers, too sensitive, a danger to democracy, or even slanderers in order to silence them – there is a system to this!**



Dilber Dikme is a legal expert who has focused on fundamental and human rights issues during her studies in Vienna and Paris. She has worked in this context for many years, among others for a victim protection organisation and most recently for a law firm. Since 2019, she is working at ZARA, and since January 2020, she is the head of the ZARA Counselling Centre.

Whether consciously or unconsciously, a common response to an accusation of racial discrimination is to delegitimise the perspective of the people who have been discriminated against. I remember a case where a young Black father's son was depicted in a racist way by his kindergarten teachers. The father did not immediately speak out against the depiction but, instead, showed it to his closest (*white*) friends without comment to see what they thought of it. All of them unanimously thought the depiction to be racist and completely unacceptable. Only after this, the father was encouraged to raise this sensitive issue in the kindergarten. But instead of goodwill, understanding, or an apology, he was accused of exaggeration by the kindergarten management: His child simply looked like it was “artistically” depicted, and one should not talk about racism in this context. In the end, the management advised the father to look for

another care facility for his son because they felt offended by his statement.

This case highlights two common aspects that can often be observed when people who experienced racism stand up against it:

→ *White* people often think that they have the power of interpretation when it comes to how racism should be defined. Moreover, *white* people sometimes take the view that they are entitled to judge which emotional expressions are allowed and which are not allowed for people directly affected by racism. Thus, it is no surprise that those affected are sometimes uncertain in their assessment of whether an incident was racist or not.

→ Many people affected experience **secondary victimisation** when they take the time and energy to address or fight racism. They are intimidated through insults, threats, reports to the police, dismissals, house bans, or – as described above – by suggesting that they should simply look for another care facility if they do not like something. **There is a system to this as well!**

Many people find it impossible to believe that they themselves, their colleagues,

or the structures in which they are comfortably embedded could be racist: **"We are not racists!"** and **"Racism does not exist here!"** are the indignant statements one hears when one dares to call a spade a spade. Confronting oneself and one's own racist socialisation is unpleasant and requires substantial effort to be aware of it. It is often more comfortable to belittle "the others" and continue to have a high opinion of oneself. However, it is exactly these uncomfortable conversations that are important to uncover and question racist structures.

At ZARA, we are used to these defensive reactions when we support people affected by racism. The more powerful and influential the persons and institutions who feel attacked are, the greater the effects of their defensive reactions can be.

But we must not and cannot let this intimidate us. We must continue to make the voices of all those heard who are otherwise willingly ignored. Racism usually takes place where there are no witnesses or where there is a conspicuous power imbalance between the victims and the perpetrators and where the victims are, therefore, deliberately intimidated. Thus, we cannot limit ourselves to documenting cases and supporting victims in cases where video evidence can be provided or "impartial" witnesses can be named.

It is our task to publicly address racism that occurs hidden from the public eye.

In our counselling work, thorough questioning is very important; we do not blindly believe every statement. Whenever we have the relevant information and the consent of the person concerned, we also try to talk to the other side about the incident and, thus, offer them the opportunity to take a stand, reflect on their behaviour, and, at best, make amends. In cases where this is not possible, we can only represent the side of the person affected. ZARA is not a court and does not denounce anyone by name; therefore, all incidents in this Racism Report are presented anonymously.

For more than 20 years, ZARA has been looking where no one wants to look and saying what no one wants to hear. **Because keeping silent about racism means that nothing changes - this harms us as a society and especially those who are directly affected by it.**

And that is why we intervene again and again. And not only us! **The ZARA Racism Report 2020 is proof that there is a system to racism but also that there are more and more people who stand up against it, either because they are tired of being affected by it or because they want to show solidarity with those affected. My sincere thanks goes out to all of them! ■**

ZARA Counsellors 2020

The ZARA counsellors work every day to guarantee support for people directly affected by and witnesses of racism. This report is based on their counselling and documentation work and, thus, on their experiences and expertise. Due to the enormous increase in the number of racist incidents reported, the work of the ZARA Counselling Centre was particularly challenging this year. Therefore, we also want to thank our committed volunteers who have supported and enriched the team in the past year!

Unfortunately, **Laura Darvas** and **Nour El-Haj-Khalil**, who are both volunteers at ZARA, could not join us at the photo session for these pages - but their names shall also be mentioned here.

Maria Al-Mahayni

Volunteer

I want to let people affected know that they do not deserve the negative experiences they have made and that they are not responsible for them. Even if you know this, subconsciously, it is often difficult to let go of it.



Anna Warnung

Volunteer

I want to support those affected in asserting their rights and in fighting against discrimination and racism. I am proud to contribute to a fairer society as a member of the ZARA team.

Franziska Beer

Volunteer

I want to live in an equal and respectful world of solidarity. This is why I stand up against discrimination, racism, and exclusion - which are still far too common in our society.

Sophie Haidinger

ZARA Counsellor

I want to point out legal and other options for action against racism to those affected so that they can defend themselves in the best possible way against the racist discrimination they have experienced. The self-determination of my clients is of particular importance to me.

Dunia Khalil
ZARA Counsellor

I want to create more awareness of anti-racism and support those affected in standing up against it. Furthermore, it is important to me to show the perpetrators that racist behaviour does not go unpunished!

Theresa Exel
ZARA Counsellor

Letting people feel that they are not alone with their concerns and that they can always count on a sympathetic ear and supportive advice is essential for me in my daily work in the fight for more equality.

Dilber Dikme
Head of the ZARA
Counselling Centre

I hope that ZARA can contribute to empowering those affected and to helping them to assert their rights. Awareness-raising work is also important for more and more people in our society to perceive racism as what it is, name it, and fight against it.



Lukas Gottschamel
ZARA Counsellor

Both heart and brain: I am happy to give this in the hope that it is of value.

Meysara Majdoub
ZARA Counsellor

Being there for those affected is my greatest goal. Listening to them, providing relief for them, and empowering them empowers me and motivates me for my work.

Nina Augustin
ZARA Counsellor

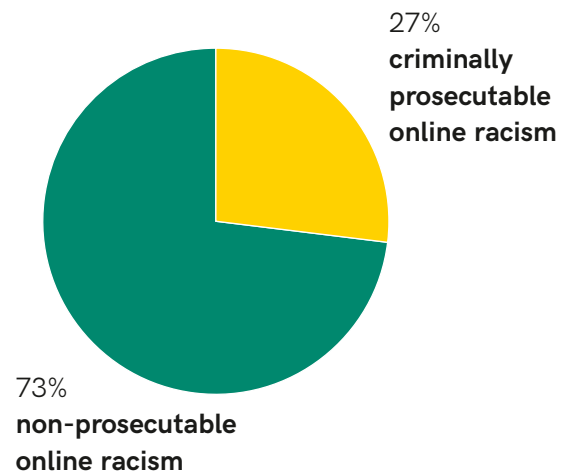
My goal is to listen carefully to those affected as well as to witnesses in order to be able to offer them the support they want and need. It is important to me that they feel taken care of and respected in their concerns.

Internet



This chapter contains a selection of the 2,148 incidents reported to ZARA that took place on the Internet. This includes online media, websites, online forums, social media, video platforms, and blogs.

According to the initial legal assessment of the incidents reported to the ZARA Counselling Centre, legally relevant (prosecutable) incidents of hatred primarily concerned incitement to hatred, insults, and violations of the Prohibition Act (Verbotsgesetz).



"ZARA's demand for an extension of the paragraph on incitement to hatred was implemented with the legislative package against hate on the internet. Thanks to this, individuals are able to legally defend themselves more easily against inciting insults. It is important that with this provision, the courts and not the social media platforms decide when the limit of what can be said has been crossed."



Lukas Gottschamel, ZARA Counsellor

1 Antiziganistic comment on Facebook

A witness reports a post on Facebook that deals with celebrations and events by Rom*nja in connection with the coronavirus to ZARA. Under the post, there are more than 100 comments, many with racist content. A ZARA counsellor documents the comments and requests the removal of some of them. One comment even contains the very discriminating Z-word. Therefore, the ZARA counsellor also reports this comment to Facebook. Shortly afterwards, ZARA receives a message from Facebook stating that the corresponding antiziganistic comment containing the Z-word has been deleted. (→ Sensitive Use of Language, p. 10)




What did ZARA do?

 (Legal) counselling  Request for the removal of hateful comments on Facebook  Documentation

2 Shitstorm after a post by a Muslim woman

C. is an activist and visibly a Muslim woman. She published an article on a feminist blog in which she talks about intersectionality and discrimination. The blog's owner also promoted the article on her personal Instagram profile with a picture of C. A few weeks after the publication, several Instagram profiles suddenly comment on the picture with the N-word and other hateful comments which fall under the Prohibition Act (→ Glossary, p. 85). C. has already reported the relevant comments and profiles to Instagram, and they were deleted. A ZARA counsellor gives C. legal advice and conducts a strengthening intervention. After several talks, C. decides not to take legal action but to actively raise awareness against racism herself instead. The ZARA counsellor documents the incident and encourages C. in her decision to actively stand up against racism.


What did ZARA do?

 Strengthening intervention  (Legal) counselling  Documentation

3 Inciting comments against refugees

At the beginning of the year, T. reports the comments under a news article on Facebook to ZARA as a witness. The article talks about the situation at the Turkish-Greek border and the around 17,000 refugees waiting there. Below, there are numerous inciting comments, containing, for example, pictures of a nuclear bomb being dropped, animated firing machine guns, and marching soldiers firing shots from rifles. T. contacted ZARA because he wants the comments documented and removed. A ZARA counsellor collects the relevant links, screenshots, and information and sends them to the NS Reporting Office (→ Glossary, p. 85), which deals with inciting content on the internet. The ZARA counsellor also posts a counterstatement (→ Glossary, p. 85) to the comments stating clearly that the death of many people is portrayed as a good thing and calling on people to refrain from such behaviour. In addition, the ZARA counsellor reports the comments to Facebook for deletion. However, the comments are initially not deleted by Facebook. As this decision is untenable from the ZARA counsellor's point of view, he reports the comments as a Trusted Flagger (→ Glossary, p. 85). This time, the report is successful, and the inciting comments are deleted.

What did ZARA do?

 Reporting to the NS Reporting Office  Request for the removal of hateful comments on Facebook (also as a Trusted Flagger)  Awareness-raising work  Documentation

4 Holocaust-denying comment on Facebook

Y. reports a Holocaust-denying comment on Facebook that violates the Prohibition Act (→ Glossary, p. 85) to ZARA. A ZARA counsellor gives Y. legal advice and reports the comment to the NS Reporting Office. (→ Glossary, p. 85). In addition, she

also sends a deletion request to Facebook, whereupon the comment is deleted.

What did ZARA do?

i (Legal) counselling **x** Request for the removal of hateful comments on Facebook **i** Reporting to the NS Reporting Office **d** Documentation

5 Racist term in an exercise sheet on an online learning platform

U. contacts ZARA and reports that a racist maths exercise sheet from an online learning platform containing the N-word is being used at her daughter's school. U. does not want to complain directly to the teacher, as she has already voiced criticism several times and has the impression that the teacher since then has treated her daughter differently. She also believes that even a complaint by ZARA would be traced back to her. Therefore, she wants to wait until the end of the school year before raising the issue with her daughter's teacher. However, it is important to her that a letter of intervention (→ Glossary, p. 85) is sent to the site operator, as the platform is often used by parents and teachers. This could at least prevent children and parents from having negative experiences with this exercise sheet in the future. Therefore, a ZARA counsellor writes a letter of intervention to the site operator. She points out the discriminatory dimension of the word and the possible effects on children and asks for the exercise sheet to be removed. As she does not receive a reply, she asks again. By the time of going to press, the site operator has neither responded to the letter nor removed the exercise sheet.

What did ZARA do?

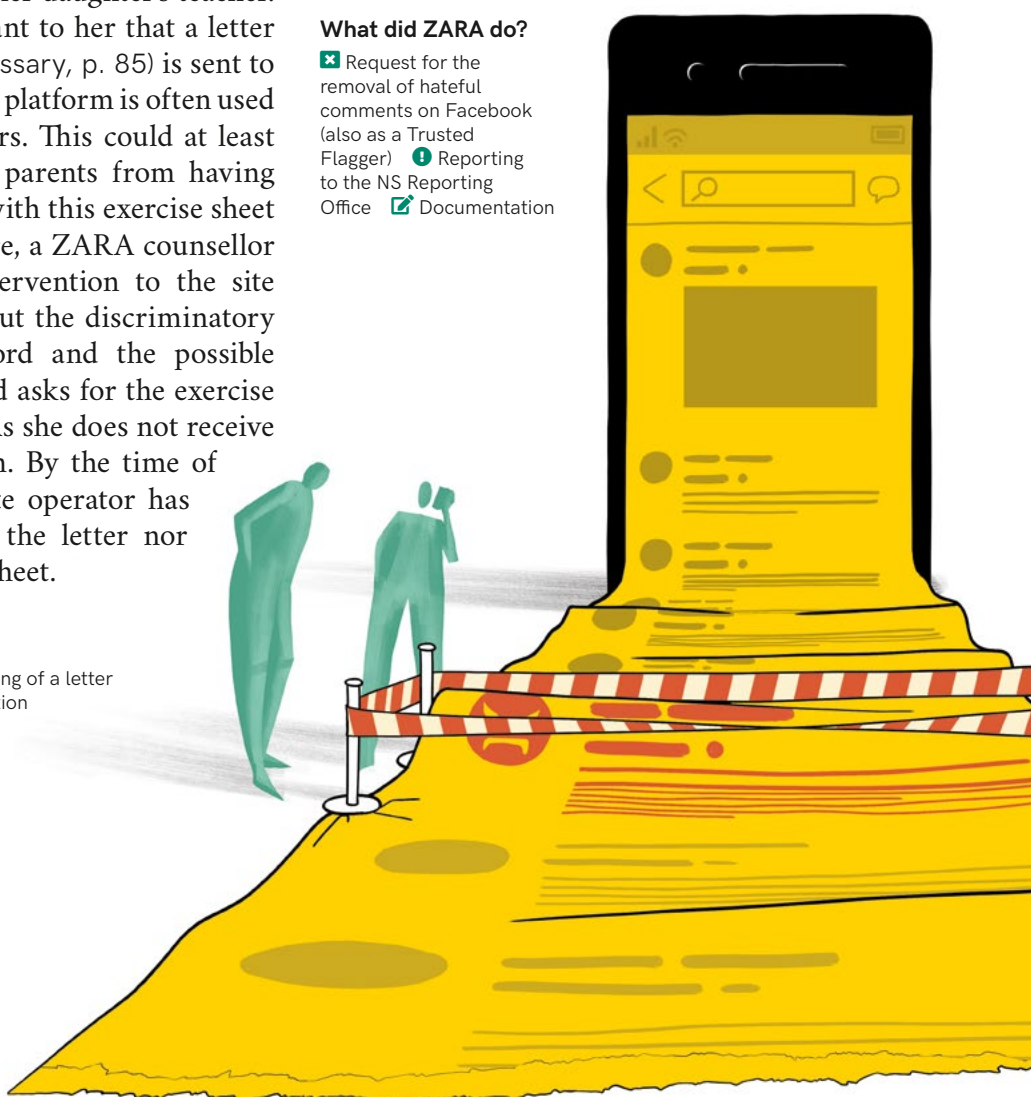
d Relief intervention **d** Drafting of a letter of intervention **d** Documentation

6 Anti-Muslim racist comment on Facebook

In connection with the terrorist attack in Vienna, M. reports a video on Facebook to ZARA. Below it, there are more than 100 comments, many with racist content. A ZARA counsellor documents the comments and asks Facebook to delete some of them. In one comment, a user makes racist remarks against Muslims. The ZARA counsellor checks the criminal relevance of this comment and reports it to the NS Reporting Office (→ Glossary, p. 85) on suspicion of incitement to hatred (→ Glossary, p. 85). In addition, ZARA sends a deletion request to Facebook. Shortly afterwards, ZARA receives a message from Facebook stating that the comment will not be deleted. ZARA then asks for the removal as a Trusted Flagger (→ Glossary, p. 85). At the time of going to press, ZARA has not received an answer from Facebook.

What did ZARA do?

x Request for the removal of hateful comments on Facebook (also as a Trusted Flagger) **i** Reporting to the NS Reporting Office **d** Documentation



KNOW YOUR RIGHTS

Legislative package against hate on the internet: changes for victims and witnesses

The new legislative package against hate on the internet is an important step towards extending and strengthening the protection of victims. The changes also implement some of ZARA's demands, which have been voiced for many years. Most of the new provisions came into force on 1 January 2021.

Here, we present a selection of some changes.

Incitement to hatred

The scope of application of the offence of incitement to hatred has been extended. Certain insults by individuals are now also covered by the offence of incitement to hatred if they were made on the basis of an (ascribed) group membership.¹

Cyberbullying (→ Glossary, p. 85)

Now, the one-time publication of, for example, nude photos can also be qualified as incitement. Nevertheless, the corresponding post must be retrievable for a longer period of time to be considered unlawful under this provision.²

New procedure: Mandate procedure³

The new mandate procedure (→ Glossary, p. 85) allows persons affected to assert injunctive relief for serious violations of personality rights on the internet at low cost using a form. This makes it easier for those affected by hate on the internet to assert their rights. ZARA can provide support during this procedure.

Right to information

In case of offences with private prosecution, the person affected must, in principle, investigate the perpetrator himself/herself. Victims of defamation, insults, or an accusation of a criminal offence "on the internet" that has already been dismissed can now file an application for investigation of the suspect with the regional court⁴, whereby the court can order investigative steps by the authorities. This facilitates the legal prosecution for those affected.

Process support in cases of hate on the internet

Persons who experience persistent persecution, cyberbullying, or incitement are now entitled to legal and psychosocial process support⁵. Victims of defamation, insults, and libel may also receive legal and psychosocial process support if, based on certain indications, it can be assumed that the offence was committed online.⁶

¹ In accordance with Article 283 paragraph 1 subparagraph 1 of the Austrian Criminal Code (StGB)

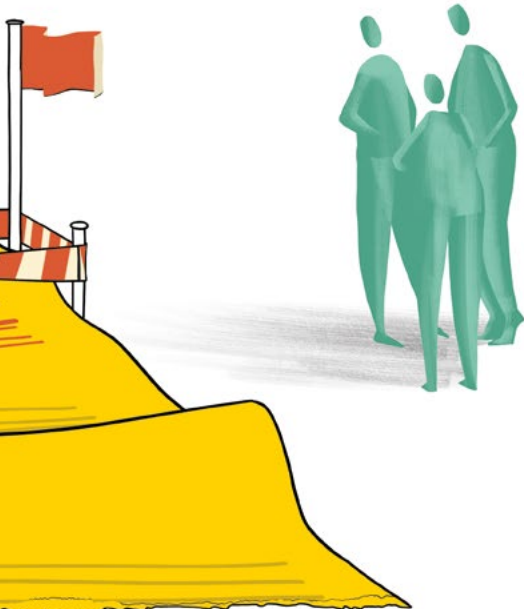
² In accordance with Article 107c of the Austrian Criminal Code (StGB)

³ In accordance with Article 549 of the Austrian Civil Procedure Code (ZPO)

⁴ In accordance with Article 71 paragraph 1 of the Austrian Criminal Procedure Code (StPO)

⁵ In accordance with Article 66b paragraph 1 lit c of the Austrian Criminal Procedure Code (StPO)

⁶ In accordance with Article 66b paragraph 1 lit d of the Austrian Criminal Procedure Code (StPO)



In so-called independent media proceedings, certain persons are now also entitled to psychosocial and legal process support (Article 41 paragraph 9 of the Austrian Media Act, MedienG → Glossary, p. 85).

Limitation period for Media-Content Offences (→ Glossary, p. 85) (Article 32 of the Austrian Media Act, MedienG):

The shortened one-year limitation period now no longer applies to the contents of retrievable periodic electronic media (e.g., websites). Instead, the general, usually extended limitation periods under the Criminal Code apply, which is an improvement for those affected. The statute of limitations still begins with the first distribution of the content in the country.

KNOW YOUR RIGHTS – TAKING INCITEMENT TO HATRED AS AN EXAMPLE (ARTICLE 283 OF THE AUSTRIAN CRIMINAL CODE, STGB)

Inciting comments and comments that violate human dignity are prohibited on the internet as well. The internet is not a lawless space.

This means that anyone who assumes that inciting comments and comments that violate human dignity are permitted as an exercise of freedom of opinion is mistaken. Austrian law⁷ provides for exceptions to the principle of freedom of opinion when it is no longer a matter of opinion but, for example, incitement to hatred⁸ (→ Glossary, p. 85) or a violation of the Prohibition Act (VerbotsG (→ Glossary, p. 85)). The offence according to the Prohibition Act is described in more detail in the section “Know your rights” in the chapter *Racist Smearings* (→ *Racist Smearings*, p. 50).

Basically, Austrian criminal law is applicable if the offender is physically present in Austria, if the success (i.e., the results of the action) takes place in Austria, or if the success is intended to take place in Austria.⁹ This also generally applies to criminal offences committed on the internet. If the relevant website is located on a server abroad or the offender is not located in Austria, this makes prosecution more difficult.

According to previous jurisprudence on the offence of incitement to hatred, “incitement” is defined as “a tendentious appeal to existing feelings or passions inciting hate and contempt”.¹⁰

In accordance with Article 283 of the Austrian Criminal Code (StGB), the following persons are liable for prosecution on the grounds of incitement to hatred:

§ 283. (1) Whoever publicly, in a manner such that it will be accessible to a large number of people,

incites or instigates to commit a hostile act against a church or religious community or any other group of persons defined by criteria of “race”,¹¹ skin colour, language, religion, world view, nationality, descent or national or ethnic origin, gender, a disability, age, or sexual orientation or against a member of such a group explicitly on account of his or her belonging to such a group;

incites against a group defined in sub-paragraph 1 or a person¹² because of his or her belonging to such a group in a manner violating human dignity and likely to

⁷ In accordance with various international legal regulations on the protection of human rights

⁸ In accordance with Article 283 of the Austrian Criminal Code (StGB)

⁹ In accordance with Article 62 in conjunction with Article 67 of the Austrian Criminal Code (StGB)

¹⁰ Decision of the Austrian Supreme Court of 28/1/1998 with the reference number 15 Os 203/98; decision of the Austrian Supreme Court of 23/5/2018 with the reference number 15 Os 33/18v

¹¹ Since the term “race” denotes a social construct, it is put in quotation marks.

¹² The inclusion of individual persons being protected under sub-paragraph 2 was newly introduced by the legislative package against hate on the internet on 1 January 2021.

disparage or to discredit this group or person in public opinion [...]

... shall be liable to up to two years of imprisonment.

The protected group of persons includes (socially constructed) groups as well as individual members of such groups that are defined according to the presence or absence of certain criteria. With regard to racist incidents, this includes people or groups of people defined by the (ascribed or actual) presence or absence of the criteria of skin colour, language, religion, nationality, descent, and national or ethnic origin. Groups such as *migrants, refugees, and asylum seekers* fall within the scope of this law as well.

This means that it is forbidden to incite or instigate violence or hatred against such a group or members of such a group (sub-paragraph 1). Persons who have the intention to violate someone else's human dignity by insulting such a group or a member of such a group in a manner likely to disparage or discredit this group in public opinion are liable to prosecution as well (sub-paragraph 2). Such acts are punishable if they are committed "publicly in a manner such that it will be accessible to a large number of people". According to jurisprudence and doctrine, "publicly" refers to about ten people, and a "large number of people" indicates around 30 people.

The higher punishment¹³ shall apply if the inciting statements become accessible to a "broader public". A group of around 150 people fulfils the requirements of a broader public; thus, hate propaganda and incitement to hatred on the internet or in the course of well-attended public events fall within this scope.

If such an inciting action results in the use of violence against a group or a member of such a group, it is potentially punishable with a higher punishment¹⁴. Furthermore, the dissemination of hate and inflammatory propaganda "in an approving or justificatory manner" is prohibited¹⁵, provided that it is accessible to a broader public, e.g., also via printed publications or broadcasting. This clearly regulates that not only the independent composing of inflammatory material but also the dissemination of hateful content (e.g., on the internet) is prohibited. Merely "reporting something with a critical intention" is not covered by the law.

The limitation period amounts to five years.

What can I do concretely?

In any case, you can report the incident or content to ZARA. ZARA will examine the incident and, if necessary, report it to the police, the NS Reporting Office, or the public prosecutor's office. In order to obtain the removal of inciting comments on the internet, ZARA usually contacts the operators of the relevant websites and draws attention to the general terms and conditions (→ Glossary, p. 85) or the community standards and/or the criminal relevance of the comments. The operators are obliged to delete any posts or comments that violate criminal law when they are informed about them. If the relevant contents knowingly remain accessible, the operators of the website may be prosecuted under criminal law.

It is important to provide a screenshot or a link to the corresponding comment or content. The screenshot must include information on the exact date and time when the comment was posted.

¹³ In accordance with Article 283 paragraph 2 of the Austrian Criminal Code (StGB)

¹⁴ In accordance with Article 283 paragraph 3 of the Austrian Criminal Code (StGB)

¹⁵ In accordance with Article 283 paragraph 4 of the Austrian Criminal Code (StGB)

Public Sphere



This chapter contains a selection of the 303 incidents reported to ZARA that took place in the Public Sphere. Public Sphere describes all incidents that take place in public and publicly accessible places, such as streets, traffic areas, parks, and means of public transport. Racist smearings are contained within this chapter because the 60 incidents of racist smearings reported to ZARA mostly took place in the public sphere.

“The reproduction of racist stereotypes in the public sphere – for example, in the form of street, business, or product names – contributes to the further entrenchment of racism. Right now, we should ask ourselves: Do we stay stuck in the past, or do we let go and shape a racism-free future together?”

Philippe Schennach, ZARA Public Relations



“The M*gassen must be renamed. Contrary to various claims, renaming them does NOT destroy the memory of the history of African people in Vienna – on the contrary: There are definitely non-discriminatory and inclusive ways to remember it. Let us, Black, indigenous, and people of colour, have our say and decide how we want to commemorate our Viennese ancestors after centuries of discrimination that still persists today. The M-word should be considered the European version of the N-word. We are not m**rs.”



Camila Schmid, Activist
[@redefinracism](#) (Instagram)






Ally is an Action Word!
Support the petition to
rename the M*****gasse(n)

7 Racist physical assault in an underground station

M. calls ZARA and reports that his mother was beaten from behind in an underground station by an unknown man with a full carrier bag. The victim herself and M. have the impression that the incident was intentional and due to an ascribed Asian origin of the woman. M. describes that it is impossible that it was an accident because it was a very hard blow, and there would have been enough room to avoid it. A ZARA counsellor conducts a strengthening intervention and advises M. in detail. M. and his mother only want the case to be documented and do not want to take any further steps.

What did ZARA do?





 Strengthening intervention  (Legal) counselling
 Documentation

8 Racist assault on children on a bus

L. and B. are school children and on their way home in a bus when a man takes a seat next to them and insults them severely. He shouts at the children and tells them to leave because he does not want to catch the coronavirus. B. flees, but L. remains seated at first. Now, the perpetrator threatens him, continues to call him racist names, and shouts that they should leave the bus. Neither the bus driver nor the other passengers intervene. When the man shows signs of becoming violent towards the children, L. also flees. Completely frightened, the children leave the bus before their stop. When their father hears this, he contacts ZARA. He is horrified by the incident and by the fact that no one has helped his children. A ZARA counsellor conducts a strengthening intervention with him and advises him on legal options for action. The father thanks the ZARA counsellor and tells her that the family would like to consider together whether they would like to take further steps and, if necessary, contact ZARA again. In any case, the father wants the

incident and the witnesses' passivity to become known to the public. Finally, due to the increased number of reports and especially because of the incident mentioned here, ZARA is doing more public relations work regarding Covid-related racism that mainly affects people who are considered to be of Chinese origin. ZARA draws attention to the increased number of reports in connection with the pandemic and, referring to this incident, calls for more civil courage.

What did ZARA do?

 Strengthening intervention  (Legal) counselling
 Public relations/awareness-raising work
 Documentation

9 Serious anti-Semitic insults in public

K. is eating ice cream with his children. They take the ice cream to the courtyard of a shopping centre next to some residential buildings. Suddenly, some residents start swearing at K. from a balcony. Although there are several people in the courtyard, they insult only K. Anti-Semitic swear words can be heard. As K. does not wear any recognisable religious signs, he suspects that he has been classified as a "foreigner" because of his appearance. K. asks the insulters what they have against Jews, but he is continuously insulted, and his children get scared, so they leave the courtyard. Now, police officers arrive and talk to the people on the balcony. They then tell K. that they have accused him of threatening them. K. describes what really happened, and three witnesses confirm his statement. Although it was a racist insult and therefore the police are responsible, the police officers do not see themselves as responsible. Two witnesses interfere and insist that the police must take action. After the incident, K. contacts ZARA. To him, it is very important that the incident is not swept under the carpet. A ZARA counsellor calls the police and finds out that no criminal charges had been brought but that the police had assumed that this must have been an administrative offence.

In any case, K. now wants to report the incident to the public prosecutor's office (→ Glossary, p. 85). It is agreed that K. writes down the facts in detail so that the ZARA counsellor can prepare an exposition of the facts (→ Glossary, p. 85). After only a few days, K. contacts ZARA again and tells in dismay that he is now being prosecuted for making a dangerous threat (→ Glossary, p. 85). Upon request, the ZARA counsellor recommends various lawyers. After some time, the ZARA counsellor asks K. again what happened afterwards. K. tells ZARA that the case against him had been dropped and that he is not satisfied with the way the police have proceeded. K. and the ZARA counsellor agree on further counselling. K. is particularly interested in information on whether criminal proceedings can be initiated against

the people on the balcony and promises to send an exposition of the facts as a basis for this counselling.

What did ZARA do?

- 🟢 Relief intervention
- 🟡 (Legal) counselling
- 🟠 Contact with the competent police inspection
- 🟡 Coordination with a lawyer
- 🟢 Documentation




10 Anti-Muslim racist insults in an underground train

In an underground train, F. experiences anti-Muslim racist insults and is associated with terrorist attacks. This incident puts a lot of stress on F. He contacts ZARA and tells a counsellor that he has been living in Austria for more than ten years and has already experienced many racist incidents. The ZARA counsellor conducts a relief and



strengthening intervention with F. and informs him about possible legal options. However, he does not want to take any further steps for the time being. To him, it is important to be able to talk to someone about racist incidents. F. would like to contact ZARA again if he experiences racist incidents in the future. F. thanks the counsellor for her time and says that he is very glad that there is a place like ZARA to turn to. He would also like to volunteer with ZARA in the future.


What did ZARA do?

 Relief and strengthening intervention
 (Legal) counselling  Documentation

1 | Severe damage to a Rom*nja and Sinti*zze memorial

A public authority informs ZARA that a memorial for Rom*nja and Sinti*zze in Salzburg was severely damaged. The memorial was erected in memory of the Rom*nja and Sinti*zze that fell victim to National Socialism. The damage has already been reported to the police. A ZARA counsellor documents the incident.

What did ZARA do?

 Documentation

1 | 2 Racist prejudice against Black people

U. goes shopping in a small shop. As required by law, she is wearing a mouth-nose mask. U. hears a woman say to the shop assistant that she has just been frightened and thought the shop was being robbed. She then looks at U. again for a moment and adds loudly: “And she’s BLACK too!” U. is completely perplexed and speechless. When U. pays, the shop assistant tries to cheer her up and tells her not to take the other customer’s statement seriously and not let it spoil her evening. U. is grateful for the intention behind the words, yet, she is sad, and the incident bothers her a lot. Therefore, she reports the incident to ZARA. A ZARA counsellor conducts a strengthening intervention, documents the incident, and confirms that reports like this are very important to draw attention to the issue of racism. The ZARA counsellor offers to be available for further questions and discussions, but for U., it is enough that the incident is documented.

What did ZARA do?

 Strengthening intervention  Documentation

KNOW YOUR RIGHTS

Racist insults

Racist insults can be reported to the police!

It is a punishable offence to insult someone racially, to grab or tear off someone’s headscarf, to racially mock someone and to pull someone’s hair, to slap someone, e.g., because of his or her religion, to spit on or

mock someone because of his or her origin, and to insult people because of their skin colour on the internet.

Insult: Offence with private prosecution

*Insults*¹, in a legal sense, are mockeries, bodily mistreats, or threats of bodily harm towards another person *in the public*. *In the*

¹ In accordance with Article 115 of the Austrian Criminal Code (StGB)

public means that the insult must take place in front of at least three persons, the person directly affected (according to the legal text, the “victim”) and the offender not included. Insults are to be punished with a custodial sentence of up to three months (or, alternatively, a fine).

In general, an insult is considered an **offence with private prosecution**. This means that the offender is only prosecuted by the public prosecutor’s office at the request of the person directly affected (according to the legal text, the “victim”). The downside of such a private prosecution is that the complainant has to bear the costs of the criminal proceedings if the offender is discharged and that the complainant has to lead the process himself or herself. **This means that persons directly affected are confronted with a high risk of costs in the case of an offence with private prosecution.**

Racist insult: Offence prosecutable upon complaint

But if an insult is **racially motivated**, e.g., with reference to the skin colour, the ethnic origin, or the religious affiliation of the insulted person, it becomes a so-called **offence prosecutable upon complaint**².

The particularity of an offence prosecutable upon complaint is that the public prosecutor’s office has to prosecute the offence *ex officio*, which means that it has to initiate criminal proceedings, provided that the person affected has given consent. **In the course of such proceedings, the person affected does not bear the risk of legal costs.** This means that, even if the offender is discharged, the person directly affected (according to the legal text, the “victim”) does not have to pay any legal costs.

To be qualified as a racist insult, it must be directed against a member of a certain group – defined by criteria such as skin colour, language, religion, etc. – (see also explanations on incitement to hatred in the chapter *Internet* (→ *Internet*, p. 38)) explicitly due to his or her affiliation to this group. Also (constructed) groups such as “foreigners”, “migrants”, “refugees”, and “asylum seekers” fall within the scope of this law. The racist expressions must be “likely” to disparage or discredit the offended person in public opinion.

What can I do concretely?

Persons that have been racially insulted may file charges with the police or submit an exposition of the facts to the public prosecutor’s office and combine it with an “authorisation to prosecute”.

ZARA offers support in doing so as well as advice during the proceedings.

If the public prosecutor’s office concludes that the insult does not qualify as an offence prosecutable upon complaint, the person affected may still try to proceed privately against the offender.

The problem with assaults in the public sphere is that offenders often remain anonymous and cannot easily be investigated. A complaint against unknown offenders to the public prosecutor’s office at least serves to make such incidents public and to ensure that they appear in official statistics.

According to the International Convention on the Elimination of All Forms of Racial Discrimination (CERD), there is also an increased duty on the part of the police and public prosecutors to investigate such racist incidents with particular attention.

² In accordance with Article 117 paragraph 3 of the Austrian Criminal Code (StGB)

Racist Smearings

2 out of 10 of the reported incidents of racism that took place in the public sphere concern racist smearings.



13 Anti-Black smearing in a bar

S. discovers a racist smearing containing the N-word on a wall in a bar and points it out to the staff. As the staff does not take any further action, S. turns directly to the management of the bar and asks them to remove the smearing as soon as possible. The management apologises for the incident and assures S. to remove the smearing immediately. S. then contacts ZARA and reports the incident. She is appalled by the passive behaviour of the staff and wants the incident to be documented in any case. A ZARA counsellor conducts a strengthening intervention with S., thanks her for her active behaviour, and documents the case.

What did ZARA do?



 Strengthening intervention  Documentation

14 Antiziganistic smearing on a playground

By email, K. reports an antiziganistic smearing on a playground. A ZARA counsel-

lor documents the incident and reports the smearing to the City Service of Vienna (→ Glossary, p. 85) with the request to remove it quickly. The City Service of Vienna soon reports back to ZARA that the smearing has already been removed.



What did ZARA do?

 Reporting of the smearing and request for removal
 Documentation

15 Islamophobic smearing on a building container

Via its anonymous report form, ZARA receives a photo of a building container that is smeared with a slogan equating Islam with a disease. The report states who owns the container, its location, and that the person reporting it wishes the smearing to be removed. A ZARA counsellor contacts the owner, informs him about the smearing, and asks for it to be removed. The very next day, ZARA receives a pleasing answer: The container has already been cleaned.

What did ZARA do?

 Reporting of the smearing and request for removal
 Documentation

KNOW YOUR RIGHTS

Racist smearings

A racist smearing may legally be classified as damage to property as well as an offence according to the Austrian Prohibition Act (VerbotsG (→ Glossary, p. 85)), according to the Introductory Act to the Administrative Procedure Acts¹ (EGVG (→ Glossary, p. 85)), and, in case of incitement to hatred² (→ Glossary, p. 85), according to Article 283 of the Austrian Criminal Code (StGB (→ Glossary, p. 85)).

Ban on National Socialist symbols

Smearings in the public sphere that contain swastikas, SS runes, or National Socialist slogans or symbols are always punishable if the offenders have the intention to act according to NS ideologies or to endorse NS crimes.

If the intention stipulated in the Prohibition Act (promotion of National Socialist ideologies) is lacking and there is, therefore, no conviction, offenders may still be punished – according to the EGVG³.

According to the EGVG, there is an administrative fine of up to 2,180 euros for the dissemination of National Socialist ideologies in the sense of the Prohibition Act. The Prohibition Act provides for custodial sentences of up to 20 years.

In addition to National Socialist symbols, the use of certain other symbols, such as those of the Grey Wolves, the Ustasha, or the Islamic State, is also prohibited. This is regulated in

the Symbols Act (SG) and is punishable with a fine of up to 4,000 euros and, in repeated cases, of up to 10,000 euros.

Damage to property

Article 125 of the Austrian Criminal Code (StGB) regulates the offence of **damage to property**. According to it, whoever destroys, damages, defaces, or makes unusable the property of someone else commits an act of criminal damage to property. Smearings are mostly considered to be cases of defacement – as they often represent a not insignificant change to the outer appearance of an object. At the same time, this change must be so severe that the removal requires a certain effort. If the “lowest threshold” is not exceeded, e.g., if a small area of a glass wall is painted with a water-soluble pencil, it is not considered damage to property.

The fine depends mainly on the damage caused. In the case of simple damage to property, the maximum sentence is six months of imprisonment or, alternatively, a fine. If the damage exceeds an amount of 5,000 euros or was done to a church, a grave, or a building that is protected as a historic monument, the maximum sentence is two years of imprisonment. If the damage exceeds an amount of 300,000 euros, the sentence ranges from six months to five years. In principle, any smearing – regardless of its content – can constitute damage to property. In the case of explicitly racist or inciting smearings, however, there are also the special aggravating factors according to article 33 paragraph 1 sub-paragraph 5 of

¹ In accordance with Article III paragraph 1 sub-paragraph 4 of the Introductory Act to the Administrative Procedure Acts (EGVG)

² For more information on the offence of incitement to hatred, see → Know your rights - Taking Incitement to Hatred as an Example (Article 283 of the Austrian Criminal Code, StGB), p. 42

³ In accordance with Article III paragraph 1 sub-paragraph 4 of the Introductory Act to the Administrative Procedure Acts (EGVG)

the Austrian Criminal Code (StGB), which apply in the case of “racist, xenophobic, or other particularly reprehensible motives” and requires a higher punishment.

What can I do when I notice (racist) smearings?

Smearings are – in case they are considered to be damages to property – so-called offences prosecuted *ex officio* (→ Glossary, p. 85). This means that the police are obliged to file charges upon gaining knowledge about them. Unfortunately, this does not happen systematically.

Smearings can be reported by anyone who notices them to a police station or, by means of an exposition of the facts (→ Glossary, p. 85), to the public prosecutor’s office. Even if the identity of the offenders may not be investigated, such complaints are useful for statistical purposes.

ZARA offers support in doing so.

In any case, ZARA is happy if people report smearings in order to document them and to be able to recognise the system behind them if there is one. ZARA will then try to obtain the removal of the smearing and document the content, location, and type of the smearing.

In case of a report to ZARA or a complaint with the police, it is important **to indicate the location and the content of the smearing as precisely as possible**, and, if possible, **a photo of the smearing** should be sent along. ZARA counsellors will contact public

institutions or relevant private contact points (e.g., the City Service of Vienna⁴, Wiener Linien, the house management) to request the removal of the smearing. Most of the institutions forward the request to the competent body if they are not responsible and inform ZARA accordingly. For example, the City Service of Vienna (→ Glossary, p. 85) arranges the removal of smearings in the public sphere. If the smearing is placed on private property, the owners are contacted and asked to remove it.

Caution should be exercised if someone wants to remove or cover a smearing autonomously.

Painting or gluing over something comes to mind as an immediate creative remedy against smearings. However, you have to be very carefully when it comes to such means.

If a racist smearing is painted over and, thereby, additional damage is caused because, for example, a smearing is painted over with a non-water-soluble paint that is difficult to remove, the person who painted over the racist smearing commits damage to property. Therefore, it is strongly advised not to choose this option. It is safer to report smearings to ZARA, and in fact, the majority of the smearings reported are removed quite quickly and in accordance with the law.

It is allowed to paint over a discriminatory smearing or a symbol of this sort with something easily removable, such as chalk, or to cover the smearing with an easily removable sticker.

⁴ www.wien.gv.at/kontakte/stadtservice/kontakt

Goods and Services



This chapter contains a selection of the 227 incidents reported to ZARA in connection with Goods and Services. Goods and Services (including Living and Neighbourhood) documents any incidents related to the access to and the supply with goods and services, such as in venues and stores or by other service providers.

4 out of 10 of the incidents of racism reported in connection with the access to goods and services concern the own living environment.



“Compared to last year, the incidents reported in the category Living and Neighbourhood have increased by almost a third. In a year when people have been instructed to retreat to their closest living environment, racist attacks in one’s own living environment are particularly unacceptable.”

Photo: Dar Salma







Meysara Majdoub, ZARA Counsellor

Living and Neighbourhood

16 Racist insults due to nationality

One day, when T. is taking her dog for a walk near her flat, she is racially insulted by a woman because of her nationality. The woman has already insulted T. in the past. T. is afraid of the woman and has already told her so. The racist insults have even been witnessed by several people in the neighbourhood, but so far, no one has intervened. Therefore, T. turns to ZARA and asks for support. A ZARA counsellor discusses the legal situation with T., in particular regarding the requirements for filing a complaint due to a racist insult (→ Glossary, p. 85). She also offers T. support in filing a complaint or writing an exposition of the facts (→ Glossary, p. 85) to be submitted to the public prosecutor's office (→ Glossary, p. 85). T. gratefully accepts ZARA's support.

What did ZARA do?



 Strengthening intervention  (Legal) counselling
 Support in preparing an exposition of the facts to be submitted to the public prosecutor's office  Documentation

17 Racist letters in the mailbox

S. lives with a host family. For some time, the family has been receiving racist letters that make it clear that S. is not welcome in the village from the authors' point of view. They write that he should "go back to where he came from". The letters also contain the racist N-word. S. has already experienced racist insults (→ Glossary, p. 85) several times and feels frightened by the letters. He does not know what to do. After he has not been taken seriously by the police, he turns to ZARA. A ZARA counsellor conducts a strengthening intervention and gives him legal advice. She suggests that S. could file another complaint with another police station or report the

incident directly to the public prosecutor's office (→ Glossary, p. 85) by means of an exposition of the facts (→ Glossary, p. 85) and offers her support in doing so. She also offers to write a letter to the mayor of the village. S. thanks ZARA for the information and the offers of support and now feels encouraged to take appropriate steps himself for the time being. He announces that he will keep ZARA informed.

What did ZARA do?






 (Legal) counselling  Strengthening intervention
 Documentation

18 Anti-Black racism in neighbourhood

D.'s children tell her that another resident of their building always deliberately walks his dog very close to them. D. tries to comfort her children and does not approach the man because she is worried that this could make the situation worse. One day, D. meets the man herself. He also walks the dog very close to her. D. asks him to watch the dog. Upon this, the man insults her and tells her to "go back to her country". He lets the dog off the leash, orders it to bark at D., and hits D. with the leash. She runs away and wants to call the police, but the man chases her and snatches her phone from her hand. When he notices that someone is watching and filming from the second floor, the man tries to drag D. around a corner. He injures D., but she is able to free herself and escapes. The police and an ambulance are called. Since the incident, the family has been afraid that another assault may occur. In addition, the man reports D. for assault after the incident. D. turns to ZARA. She wants to be left alone from the man, and she wants her family to be safe. A ZARA counsellor conducts a relief intervention with D. and accompanies her to an appointment with Wohnpartner, who then write several letters to the man. He





does not react but leaves the family alone. The ZARA counsellor also accompanies D. to the police interrogation, which she finds very supportive.

What did ZARA do?

-  Relief intervention
-  Accompaniment to Wohnpartner
-  Accompaniment to the police interrogation
-  Referral to a doctor in order to obtain a medical report
-  Documentation

statements. A ZARA counsellor notices that the rental agreement seems unlawful in several respects and recommends contacting a rental law advice centre. In addition, he offers support in obtaining a review under the Equal Treatment Act (GIBG (→ Glossary, p. 85)). H. first wants to know whether he has to leave the flat and initially concentrates on the rental law counselling. In parallel, the ZARA counsellor sends a letter of intervention to the landlady in which he addresses the legal provisions of the Equal Treatment Act. The landlady does not react to this. After the rental law issues have been clarified and the criminal proceedings against H. have been discontinued, the ZARA counsellor, at H.'s request, contacts the Litigation Association of NGOs Against Discrimination (→ Glossary, p. 85) to clarify whether the case can be taken to court. The facts of the case are now being examined by the Litigation Association of NGOs Against Discrimination.

What did ZARA do?

-  Documentation
-  (Legal) counselling
-  Drafting of a letter of intervention
-  Referral to the Litigation Association of NGOs Against Discrimination (Klagsverband zur Durchsetzung der Rechte von Diskriminierungsopfern)

19 Racist statements by a landlady

H. rents a flat. The landlady regularly comes to the flat unannounced, opens drawers and doors, and films the flat. Once, she claims that it is a very untidy flat and states that she, therefore, wants to quit his tenancy. When H. replies that the accusations are not truthful and that a court should decide on the matter, the landlady says they can go to court because no one in Austria is interested in him. She then also tells him that he should "go back to his country of birth". In fact, the landlady sues H. for eviction and reports him to the police. H. turns to ZARA, sending video and audio material that confirms his

www.zara-training.at

ZARA Online Workshops

In cooperation with the Amnesty Academy



Ally is an Action Word

It is not enough just to "not be racist" - in addition to taking a clear stand against racism, it is necessary to actively stand up against racist structures together and show civil courage.



10-20 persons



9 April 2021
16:00 - 20:00

Civil courage

Civil courage is the courage to intervene in "unpleasant" situations in public. Courageously standing up for others and acting with civil courage can be learned and trained.



10-20 persons



7 May 2021
16:00 - 20:00

KNOW YOUR RIGHTS

Discrimination in the housing market and the neighbourhood

The Equal Treatment Act (GIBG (→ Glossary, p. 85)) protects against discrimination on the grounds of ethnicity in the access to and supply with housing. Furthermore, the Equal Treatment Act also prohibits advertising for flats in a discriminatory way or letting third parties do this. This also refers to discriminatory additions in advertisements, such as “only for nationals”, or when certain language skills are stated as a prerequisite.

What can I do concretely against discrimination in the housing market?

If a person is discriminated against in the access to housing, he or she has the possibility to have the Equal Treatment Commission (→ Glossary, p. 85) determine the existence of a discrimination on the grounds of ethnicity or gender. No costs arise from this, but a decision by the Commission is not legally binding.

ZARA offers support in filing a complaint according to the Equal Treatment Act as well as during the proceedings. Persons affected may also contact the Ombud for Equal Treatment (→ Glossary, p. 85). Please note: In the context of housing, ZARA offers support in cases of racial discrimination; the Ombud for Equal Treatment is also dealing with discrimination on the grounds of gender.

What can I do concretely against discrimination by landlords and landladies or neighbours?

Action can not only be taken against discrimination in the provision of housing but also against harassments (→ Glossary, p. 85) suffered, e.g., in the form of racist statements. Harassments on the part of the landlord or the landlady are included therein, and the Equal Treatment Act can also be applicable in the case of racist assaults on the part of a neighbour. In these cases, the Equal Treatment Act provides for claims for damages; this means, e.g., compensation for material loss as well as for the personal impairment suffered.

Persons affected also have the possibility to file a civil suit with a court according to the Equal Treatment Act to claim compensation. However, the complainant has to bear the risk of costs in this case.

ZARA can refer some cases of discrimination to the Litigation Association of NGOs Against Discrimination (→ Glossary, p. 85). If the Litigation Association decides to take on the case, the person affected will be represented by it in the proceedings before court to enforce his or her claims under the Equal Treatment Act. The Litigation Association may also assume the risk of cost during the proceedings.

Retail, Gastronomy, and Other Commercial Services

20 Admission denied due to skin colour

Z. wants to go to a nightclub together with five friends. At the entrance, the four *white* people are let in without any problems but not the two Black people – without any further explanation. After asking several times, they are told that there is an explicit instruction not to let them in. However, the two are only visiting Vienna and have never been to the club before. In the end, the entire group of friends leaves the venue. Z. then writes a letter of intervention (→ Glossary, p. 85) to the club and also contacts ZARA, where she receives legal information and is encouraged to continue showing civil courage. Shortly after this, Z. receives a reply from the manager of the club. He apologises and says that something like this must never happen. He assures her that he will talk to the security company and his employees so that something like this will not happen again.

What did ZARA do?

 (Legal) counselling  Documentation

21 Anti-Black racism by restaurant guests

B. and her family regularly eat at a fancy restaurant. One evening, they are insulted with the N-word by guests at another table. The insult is clearly directed against a member of B.'s family. The family is shocked by the insult. B. tries to talk to the guests at the other table, but they are in no way understanding and now insult the whole family with a National Socialist expression. Therefore, the family turns to the restaurant's management. The management reacts promptly, expels the other guests from the restaurant, and apologises to the

family for their “alcohol-induced” behaviour. However, the racist insults are not discussed at all. Although the family feels that the management's reaction was right, they are disappointed that they did not find clearer words and the incident was merely attributed to alcohol consumption. Therefore, the family contacts ZARA to report the incident. A ZARA counsellor conducts a strengthening intervention and informs B. about the legal situation and possible options for action. B. decides to write a letter to the restaurant herself, pointing out the unwillingness to name the racist incident as such. She also wants to report the racist insult (→ Glossary, p. 85) to the police. B. thanks ZARA for the legal information and support.

What did ZARA do?




 (Legal) counselling  Strengthening intervention
 Documentation

22 Racist statue in front of a shop

A shop owner puts up a statue reflecting racist stereotypes in front of her shop every day. G. witnesses this and is shocked and annoyed by this statue. When she tries to talk to the shop owner about it, she is brusquely dismissed and insulted. After this incident, G. becomes active, contacts various state agencies, and turns to ZARA with the wish to have the statue removed. After the counselling session, a ZARA counsellor sends a letter of intervention (→ Glossary, p. 85) to the shop owner, explaining and showing with visual material why this statue is part of a racist tradition, and asks the owner not to put up the statue anymore. Furthermore, he points out the legal provision which prohibits racist discrimination and racist denial of access

and that if the statue is not removed, further steps are planned, such as contacting the human rights coordinator of the regional state. The owner replies very rudely to this letter, showing no willingness to reflect. When the ZARA counsellor tells G. about this answer, she is angry but also surprised because the statue has not been put up again since the letter of intervention. G. thanks ZARA for the support and says that she will get in touch if the statue is put up again.

What did ZARA do?



 (Legal) counselling  Drafting of a letter of intervention
 Documentation

23 Racist refusal of admission due to skin colour

S. is denied to buy a ticket. When S. asks about the reason, the cashier says that there is a business rule to not sell tickets to “people with dark skin” and he has to abide by it. S. is very angry and calls ZARA. For him, it is not about compensation but about the company knowing that they are not allowed to do this. Therefore, a ZARA counsellor writes a letter describing the incident and informing that this is forbidden under the Equal Treatment Act (GIBG (→ Glossary, p. 85)). A few days later, the manager calls ZARA and apologises for the incident. She explains that there had been complaints about a certain person and that the cashier had apparently confused S. with this person. Whether there were actual similarities between the persons or the confusion was due to a unifying racist view of people with non-*white* skin colour is not discussed. She states that the choice of words had not been okay and that there is no such business rule. She offers to send S. a voucher to show him that he is welcome as a guest.

The ZARA counsellor informs S. about this conversation. S. is pleased about the answer and gladly accepts the voucher.

What did ZARA do?

 (Legal) counselling  Drafting of a letter of intervention
 Documentation

24 Forcible ejection from a bar due to skin colour

D. and F. want to attend an event together with some friends. They have already passed the bouncers, paid the entrance fee, and are now waiting in front of the cloakroom for another friend. Suddenly, a staff member approaches D. and F. and says: “Not the two of you!” and “You can’t get in looking like that!” He is only addressing the two Black men; their *white* friends are allowed to go on. A long discussion ensues because D. and F. do not understand why they are not allowed in after they have already paid the entrance fee. The friends show solidarity with D. and F. and do not want to attend the event without them. Upon this, the bouncers become violent towards D. and F. and push the group towards the exit. Suddenly, another staff member approaches them and says: “What are the fucking N***** doing here?! Throw them out already!” D. and F. are forcibly thrown out of the location. They turn to ZARA, where they receive comprehensive legal and psychosocial advice from a ZARA counsellor. D. and F. decide to bring the case before the Equal Treatment Commission (→ Glossary, p. 85) with the support of the ZARA counsellor. The ZARA counsellor prepares a corresponding complaint and submits it.

What did ZARA do?

 Relief intervention  (Legal) counselling
 Support in preparing a complaint to the Equal Treatment Commission  Documentation

KNOW YOUR RIGHTS

Racist refusal of admission

If a person is denied entry to, e.g., a bar or a club because of his or her ethnic origin, he or she can take legal action¹ against the security staff and the venue.

Equal Treatment Act

The Equal Treatment Act (GlBG (→ Glossary, p. 85)) provides that people who are discriminated against on the grounds of ethnicity when trying to gain access to goods and services may contact the Equal Treatment Commission to have it determine the existence of a discrimination. Furthermore, they may also enter into a civil suit to assert their right to compensation.

If there is a connection between the (alleged or actual) ethnicity and the refusal of admission, those affected are entitled to compensation for the material loss and the personal impairment suffered. In addition, the law provides that persons affected must only have reasonable proof that they were refused admission on discriminatory grounds (relief of the burden of proof (→ Glossary, p. 85)). The venue concerned, on the contrary, must prove that other, permissible reasons existed for denying admission. If there were no permissible reasons (e.g., unsuitable clothes, inappropriate behaviour), persons affected would be able to credibly demonstrate that they were denied entry on discriminatory grounds in the course of a procedure before the Equal Treatment Commission.

ZARA supports those affected in proceedings before the Equal Treatment Commission

and can also represent them in any such proceedings.

Proceedings before the Equal Treatment Commission are free of charge; however, a decision by the Commission is not legally binding.

Letter of intervention

If the person affected so desires, ZARA can first send a letter of intervention to the venue in question and ask for a statement regarding the incident. In some cases, depending on the venue operator's reaction or that of the security company involved, an out-of-court settlement may be reached, for example, through a clarifying talk or an apology on the part of the venue.

Civil law

Alternatively, or additionally, persons affected may also file a civil suit; however, the complainant has to bear the risk of costs in this case. Under certain circumstances, the case may be taken on by the Litigation Association of NGOs Against Discrimination (→ Glossary, p. 85), which will then represent the person affected in the proceedings before court and also bear the risk of costs.

Introductory Act to the Administrative Procedure Acts (EGVG)

An administrative penal provision² of the Introductory Act to the Administrative Procedure Acts (EGVG (→ Glossary, p. 85)) stipulates that anyone who discriminates against other persons and prevents them from entering premises or from obtaining services

¹ According to Article III paragraph 1 sub-paragraph 3 of the Introductory Act to the Administrative Procedure Acts (EGVG) and Part III (Articles 30 to 40c) of the Equal Treatment Act (GlBG)

² According to Article III paragraph 1 sub-paragraph 3 of the Introductory Act to the Administrative Procedure Acts (EGVG)

intended for use by the general public on the grounds of “[...] skin colour, national or ethnic origin, religious denomination, or a disability” commits an administrative offence punishable with a fine of up to 1,090 euros.

Corresponding charges have to be filed with the district administrative authorities (→ Glossary, p. 85) or, in Vienna, the municipal district authorities. This administrative offence is classified as a so-called offence *ex officio* (→ Glossary, p. 85), meaning witnesses of the incident and not only those directly affected may also report the incident. Police officers who themselves witness incidents that could fall under this administrative provision have to make an official record of the incident as a possible offence *ex officio* and must forward it to the competent authorities. They also have to file a report if they are made aware of such an incident.

If desired, ZARA will assist in drafting a report or will itself submit a written report to the authorities.

Persons reporting incidents like this do not bear any costs during the proceedings; however, these proceedings have the disadvantage that they (or ZARA) may not be party to the case (→ Glossary, p. 85) and, therefore, have no right to be informed about the outcome. Compensation for the person discriminated against is also not provided for according to the Introductory Act to the Administrative Procedures Act.

Whoever repeatedly violates this provision of the Introductory Act to the Administrative Procedure Acts may have their trade licence taken away; however, ZARA is not aware of any cases in which this actually happened.

ZARA Online Workshops for NGOs, Companies, and More

ZARA
TRAINING

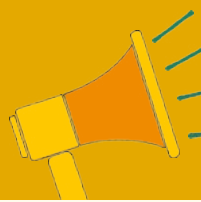
Ally is an
Action Word

HOW
TO BE
AN ALLY



Digital
Civil Courage

Anti-Bias and
Diversity Training



Civil Courage

Argumentation
Training



Know Your
Rights

ZARA Training offers target group-oriented and individually tailored training courses, workshops, and projects.

Book a workshop now

www.zara-training.at

Public Authorities and Institutions



This chapter contains a selection of the 92 incidents reported to ZARA that involved Public Authorities and Institutions. Public Authorities and Institutions collects incidents that occur in administrative bodies, educational institutions, and other municipal institutions (except police).

Almost 50 percent of the racist incidents in dealing with public authorities and institutions that were reported to ZARA took place in connection with (vocational) education.



"The German support classes are not an efficient support measure. Schools are forced to systematically separate pupils on the basis of their language skills, which bears the danger of feeding racist structures. In order to break up racist structures, it is important not to establish 'us' and 'them' groups. It is easier to learn a language if this is made possible within a class community."



Caroline Kerschbaumer, Managing Director of ZARA

"The so-called German support classes exclude children instead of supporting them. That is why we offer teachers in particular – but also all other people interested in the education of our children – the chance to set an example with their signature. Our demand: Let children learn together!"



Ali Dönmez, Speech Therapist and German as a Foreign and Second Language Teacher






Ally is an Action Word! Support the petition for the abolition of German support classes

25 Racist statements against Asians

In the course of an exchange programme, students from Austria visit an Austrian university together with students from an Asian partner university. Suddenly, an Austrian student makes racist statements against the Asian students and lightly slaps one of them in the face. The Austrian student A. shows civil courage: She points out the student's misbehaviour, who then flees the building. Afterwards, A. reports the incident to the university management. They apologise for the student's misbehaviour and assure A. that internal measures will be taken. Together with the person affected, A. also reports the racist insult (→ Glossary, p. 85) to the police. However, the police refer A. to the civil courts. Therefore, A. turns to ZARA. A ZARA counsellor thanks A. for her courageous action, conducts a strengthening intervention, and discusses possible options for action with her. The counsellor explains A. the legal basis and that it is actually possible to report the incident to the police. She suggests filing another report at a different police station. Alternatively, a report can also be made directly to the public prosecutor's office (→ Glossary, p. 85) by means of an exposition of the facts (→ Glossary, p. 85). A. thanks ZARA for the advice and says that she will again try to file a report with the police. At the time of going to press, ZARA has not heard from her yet.

What did ZARA do?

 (Legal) counselling  Strengthening intervention
 Documentation

26 Racist reading materials in class

C. is the mother of three Black children. Among the reading materials of one of them, there is a book in which slavery is portrayed as normal and racist swear words (N-word) are used. While reading it, her

child gets angry and feels hurt. Therefore, C. talks to the teacher about the materials. However, the teacher does not seem to understand what C. is talking about. Instead, she defends the choice of the book and underlines that it is world literature. As the discussion with the teacher did not lead to a positive result, C. turns to ZARA. During the counselling consultation, she reports that her children often have to deal with racism and spontaneously describes ten other racist situations her children have been confronted with in the past. Furthermore, she says that one of her children once asked her: "Do you think I tell you everything that happens to me?" The incidents concern racist harassments on the sports field, at work, and in many other areas. C. is sad that her children regularly have to experience racism and explains that her children deal with it very differently. She also says that it is a difficult balancing act for her between her desire to be active as a mother and the respect for her children's individual way of dealing with racist incidents. Regarding the current incident, C. would like ZARA to send a letter to the school inviting the teacher to reflect on the reading materials. She has high regards for the teacher and knows that she tries very hard and likes her child. Nevertheless, it is important to her that the letter from ZARA gives an impulse to look more sensitively at the reading list and the images in one's own head. A ZARA counsellor promises to draft a letter and send it to the teacher in consultation with C.

What did ZARA do?

 (Legal) counselling  Relief intervention
 Drafting of a letter of intervention  Documentation



27 Anti-Semitic and racist remarks by a pupil

The teacher V. turns to ZARA and tells that a pupil in her class proudly calls himself a racist and makes racist and anti-Semitic statements and insults both in a class WhatsApp group

and at school. Sometimes, he addresses the general public, sometimes his classmates. V. is shocked by this behaviour and asks ZARA for a legal assessment. As the school is also considering an expulsion, she wants to clarify the school's options for action. A ZARA counsellor explains that it is very important to address phenomena such as racism and anti-Semitism at school and to communicate clearly that such statements are not accepted. By that, the school climate can be significantly influenced and those affected experience solidarity. In addition,

further options for action are discussed. The counsellor also mentions two other counselling centres that can be contacted in cases like this: the Extremism Information Center (→ Glossary, p. 85) and the Initiative for a Non-Discriminatory Education System (→ Glossary, p. 85). V. thanks ZARA for the comprehensive counselling and will contact ZARA again if there are any further questions.

What did ZARA do?

 (Legal) counselling  Documentation

KNOW YOUR RIGHTS

Racist discrimination in the area of education¹

The education sector is a juristically and psychologically very complex area when it comes to the right to equal treatment. On the one hand, this is due to the different regulations established by the Federal Government and the regional states; on the other hand, the education sector does not make it easy to take legal steps against teachers.

But there is protection from racial discrimination and disparagement on the part of pedagogical staff in the field of education. When it comes to racist discrimination on the part of a teacher against a pupil, this constitutes a violation of the Equal Treatment Act (→ Glossary, p. 85) or the corresponding regional state laws (e.g., the Vienna Anti-Discrimination Act (→ Glossary, p. 85)).

As in other cases of discrimination, in the case of discrimination on the part of a teacher, a claim of damages arises. However, it is important to know that damages may not be claimed against the teacher personally

but against the corresponding legal entity (federal government / regional states) as such incidents fall into the jurisdiction of the public liability law (→ Glossary, p. 85).

In the framework of a claim of damages, the desired changes of behaviour may only be introduced indirectly. But in addition to the respective equal treatment acts, there are also other norms that may be relevant, such as disciplinary consequences (e.g., reprimands, fines, dismissals) or even criminal provisions (e.g., in the case of insults).

What can I do concretely?

Initially, there is always the possibility to try to seek dialogue with the offender and/or to report the incident to the superior of the offender. ZARA supports persons affected by accompanying them to such meetings or by drafting written statements.

Apart from that, it is also possible to take legal action. One relevant legal basis, which is often applicable in cases of discrimination in the education sector, is the Equal

¹ The legal situation in the context of state authorities and institutions is complex and very broad. Therefore, this issue of the Racism Report focuses on the area of education as an example.

Treatment Act (GIBG (→ Glossary, p. 85)). This will be discussed in more detail here by way of example:

In order to assess whether a violation of the Equal Treatment Act took place, the incident may be brought before a court and/or the Equal Treatment Commission (GBK (→ Glossary, p. 85)). Each procedure has its advantages and disadvantages (e.g., risk of costs, liability, etc.). There is no risk of costs in connection with a procedure before the Equal Treatment Commission; however, its decisions are not necessarily enforceable. In the framework of a procedure before the Equal Treatment Commission, ZARA may take over the representation and can assist in the formulation of written submissions. Furthermore, ZARA provides information on all relevant legal aspects in the course of counselling consultations so

that the persons affected are able to decide whether they want to take further steps and, if so, which they prefer.

After a procedure before the Equal Treatment Commission (actually also simultaneously), there is also the possibility to file charges with a court. However, in the course of proceedings before a court, the complainant bears the risk of costs. In order to obtain a court decision, charges have to be filed within three years after the incident took place. Unfortunately, the laws only ever provide for monetary benefits as a consequence. Alternative and more creative solutions would be useful for changing the climate and the behaviour. However, schools can address racist incidents, raise awareness, and provide information in everyday school life. ZARA Training offers various school workshops and trainings in this context: www.zara.or.at/de/training

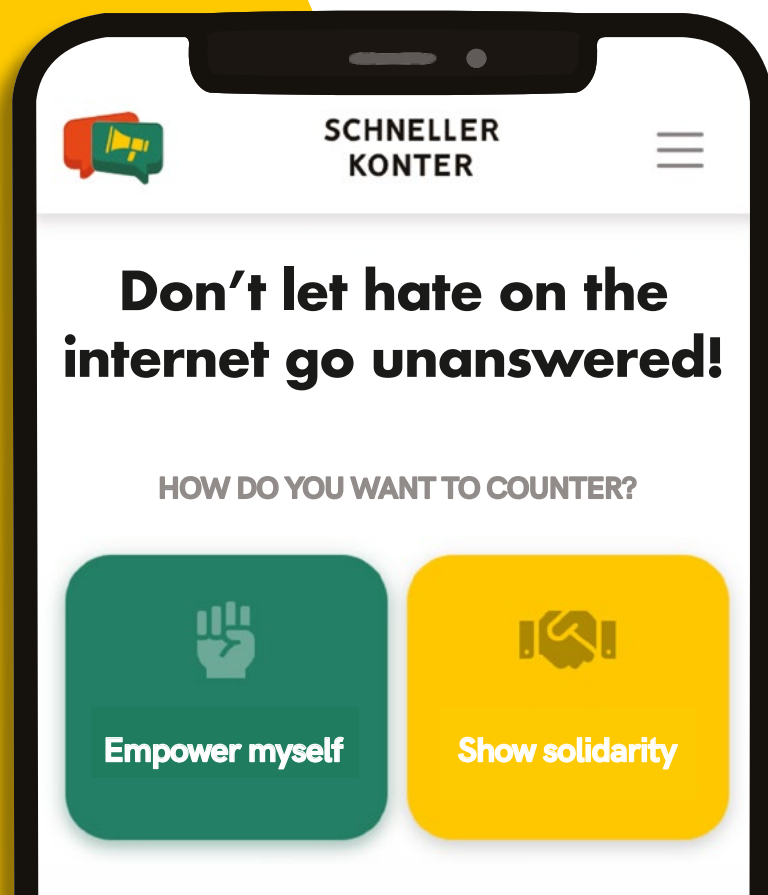
www.schnellerkonter.at

You have experienced or observed hate on the internet and want to take action against it?

Compose a creative counterstatement here.



ZARA



Politics and the Media



This chapter contains a selection of the 85 incidents in the sphere of Politics and the Media reported to ZARA. Politics and the Media includes any racist incidents on the part of or spread by politicians or political parties and their bodies and the traditional media (print, radio, and television), both online and offline.

“If we do not make it clear that Austria is no longer a *white* country, the country’s politics will continue to assume just that. If we, the civil society, keep pointing out that this view is wrong and stand up against it, the majority society and the decision-makers should understand that there are indeed challenges to be met. Challenges that we can only solve together.”

simon INOU, Journalist

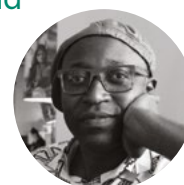


Photo: Luciana Siegenthaler

“This referendum offers a special opportunity for the fight against racism in Austria. We can really make a difference, but we need a collective effort to initiate change. So, support the referendum and motivate your friends to do the same!”



Samuel Hafner, Black Voices Referendum and Civil Servant at ZARA

Photo: Benno Kossatz



Ally is an Action Word!
Support the Black Voices
Referendum

28 Racism against a person identified as Chinese on TV

On spotting a dancer whom he identifies as Chinese, a presenter of the broadcast of the Vienna Opera Ball says: “There is also a healthy Chinese person on the dance floor.” The incident is reported to ZARA by an anonymous reporter with the request to document it. In the following days, the programme is heavily criticised by many users on social media as well. A ZARA counsellor documents the incident. In general, at the beginning of the coronavirus pandemic, ZARA registered an increase in reports of racism against people identified as Chinese. Therefore, the ZARA public relations team draws attention to this phenomenon by means of press releases and social media posts and calls for civil courage.

What did ZARA do?




 Documentation  Public relations work

29 Racist reference to skin colour in a court report

X. sends a court report published by a daily newspaper that reports on a trial regarding several robberies committed by two youths to ZARA. In particular, X. criticises a section of the report that states that the youths are Austrian citizens but their skin colour reveals that they are “not only of European descent”. Furthermore, the judge is quoted who advised the youths to react differently to racist insults in the future and to be above such things. Even though a racist dimension was obviously discussed during the trial, it is not mentioned in the report. The skin colour is only referred to to portray the youths as “foreign”. A ZARA counsellor writes a letter of intervention to the editors of the newspaper in which he explains the racist dimension of the report very precisely. He questions the definition of a “European origin” and the importance of the skin colour in the report. Unfortunately, ZARA does not receive a response to this letter. In addition, the ZARA counsel-

lor reports the article to the Press Council (→ Glossary, p. 85). The Press Council’s reaction shows that several readers have already shown civil courage and reported the court report. Although the Press Council decides not to initiate proceedings, it believes that the criticised section should have been worded more sensitively. Therefore, the Press Council sends a letter to the newspaper and calls on the editor-in-chief to act more sensitively in the future and avoid problematic formulations.


What did ZARA do?

 Documentation  Drafting of a letter of intervention
 Reporting to the Austrian Press Council

30 Unobjective link between Covid-19 and “people with a migration background”

An online newspaper published an article that creates an unobjective link between an increased number of Covid-19 cases and “people with a migration background” and suggests that this is due to an above-average number of violations of the law. Only a parenthetical remark suggests that coronavirus clusters are rather due to large common households. Within an hour, the comment function below the article has to be deactivated because of numerous inciting, insulting comments. B. is shocked by the way of reporting, reports the article to ZARA as a witness, and asks for ideas on how to proceed against it. As B. reported the article anonymously, it is unfortunately neither possible to contact B. nor to answer the questions asked. Possible options of action would be to send a letter to the editors or – if possible – formulate a counterstatement (→ Glossary, p. 85) in the comments and express criticism of the unobjective, racist reporting. Note: *As this medium is only published online, the Press Council (→ Glossary, p. 85) is not responsible.*

What did ZARA do?

 Documentation

31 Inciting statements by a former politician

Several witnesses report various problematic statements by a former politician in an interview with an Austrian TV station to ZARA. The former politician made racist and inciting comments about Chinese people in connection with Covid-19. The interview is available on the TV station's website as well as on its YouTube channel. A ZARA counsellor requests the removal of the video from YouTube as a normal user and as a Trusted Flagger (→ Glossary, p. 85). However, it is not removed. The ZARA counsellor then also reports the video to the NS Reporting Office (→ Glossary, p. 85).

What did ZARA do?

i (Legal) counselling **✕** Request for the removal of hateful comments on YouTube (also as a Trusted Flagger) **i** Reporting to the NS Reporting Office **📄** Documentation

32 Racist newspaper article about a mass fight

A. contacts ZARA by telephone and reports a problematic newspaper article. A ZARA counsellor informs A. about possible options for action and asks A. to forward the newspaper article in order to better assess it and, if necessary, take further steps. The article that A. sends to ZARA reports on a mass fight: The choice of words and the emphasis on the ethnicity of those involved gives the reader the impression that ethnicity is particularly important or even typical in connection with incidents like that. Therefore, the ZARA counsellor reports the article to the Press Council (→ Glossary, p. 85). The Press Council informs ZARA that it will not initiate proceedings but shares ZARA's criticism. They already wrote to the newspaper editors asking them to be more sensitive in their wording in the future and avoid resentments. The letter is also published on the Press Council's website. The ZARA counsellor informs A. about the outcome.

What did ZARA do?

i (Legal) counselling **🗉** Reporting to the Austrian Press Council **📄** Documentation

KNOW YOUR RIGHTS

Racist media coverage

One-sided, racist reporting in the media is often legally elusive and, therefore, not prosecutable. Newspapers can decide for themselves which reports and (allowed) opinions they publish. As long as there are no violations of the rights of individuals, e.g., through defamation, incitement to hatred (→ Glossary, p. 85), or a violation of the presumption of innocence or the Prohibition Act (VerbotsG (→ Glossary, p. 85)), legal steps are often not promising.

However, the Austrian Press Council¹ (→ Glossary, p. 85) offers the possibility to initiate proceedings in connection with a possible violation of the media-ethical principles of the Code of Honour of the Austrian Press. The Code of Ethics (according to its definition) contains rules for the daily work of journalists intended to ensure compliance with journalist professional ethics. Regarding the protection against discriminatory and racist reporting, i.e., against generalising suspicions and disparagement, point 7.2 of the Code of Ethics states the following:

Any discrimination on the grounds of age, disability, gender, ethnicity, nationality, religion, sexual orientation, worldview, or any other reasons is inadmissible.

The Press Council decides on reports in print media and on websites that can be attributed to these media. The Press Council is not responsible for online media.

What can I do concretely?

Private individuals always have the possibility to contact the media owners in order to protest against racist reporting and to point out that such opinions are rejected by the readership. If the incident is reported to ZARA, ZARA counsellors can provide assistance or undertake this step on behalf of the reporting person. If possible, links, screenshots, the name of the print medium as well as information about the content and time of publication should be provided.

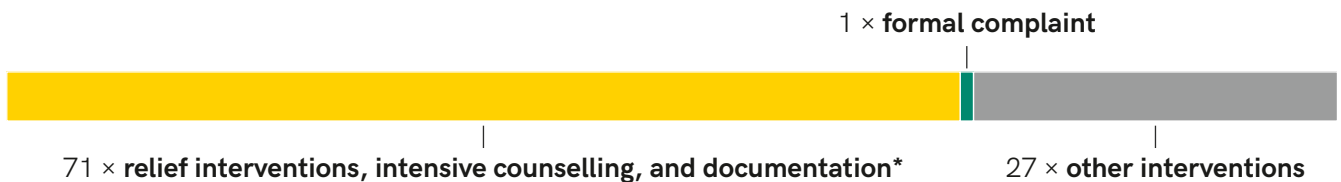
¹ Decisions of the Press Council are available on its website: www.presserat.at.

Police



This chapter contains a selection of the 83 incidents reported to ZARA that involved the Police. Police includes all reports that are connected in any way with the security administration and with public security bodies.

In 71 cases, ZARA's services were concentrated on relief interventions, intensive counselling, accompaniments, and documentation.



* Multiple answers included

“The lacking chances of success, the fear of secondary victimisation by the police, and the substantial effort of money, time, and nerves are all considerable obstacles in the way of making a formal complaint against racist police conduct. Therefore, we demand:

The financial risks in connection with procedural and guidelines complaints must finally be eliminated, and low-threshold mediation talks are needed when it comes to complaints. Above all, every complaint and complainant must be taken seriously.



Everyone must be sure that they can protect themselves in the event of police misconduct and that low-threshold access to justice is ensured.”

Caroline Kerschbaumer, Managing Director of ZARA

33 Racist statements based on ethnicity at a police station

One evening, police officers ask K. for his identity and then take him to the police station because they suspect him of having taken drugs. Meanwhile, K.'s father is very worried about his son because he cannot reach him by phone. When he finally talks to him, he hears police officers in the background calling his son racist names and ordering him to speak German. K.'s father is deeply shocked by the insults and the reason for stopping his son. Later, a public health officer takes K.'s blood. In the course of this, the public health officer calls K. an "incompetent idiot", not even capable of making a fist; such a thing would be "typical of foreigners". After this, K.'s father contacts ZARA to report the incident. He clearly expresses how wrong the racist behaviour towards his son was in his eyes. A ZARA counsellor informs K.'s father about the legal situation under the Directive for Interventions by Members of the Public Security Services (RLV (→ Glossary, p. 85)) and possible further steps. However, K.'s father does not contact ZARA again afterwards.

What did ZARA do?





 (Legal) counselling  Strengthening intervention
 Documentation

34 Racially motivated administrative penalty

B. contacts ZARA by telephone and reports that he and a friend were stopped by the police while cycling and received a ticket with a penalty of 140 euros. The reason given was that he had jumped

a red light, although he and several witnesses testified that the light was still green. A few months later, B. nevertheless receives an administrative order with a penalty of 400 euros by post for various minor administrative offences (e.g., because he had no bicycle bell), about which he was not informed during the official act. B. suspects a racist motivation on the part of the police officers, as the tone during the official act was very brisk and the fines are unusually high. B. is desperate and does not know how he is supposed to pay the penalty. He only receives 40 euros pocket money a month and cannot afford to pay 400 euros. A ZARA counsellor helps B. in drafting an appeal against the administrative order. B. is very happy and grateful for ZARA's support.

What did ZARA do?







 (Legal) counselling  Strengthening intervention
 Support in drafting an appeal against an administrative order  Documentation

35 Inappropriate, racist police behaviour

During an outdoor party, another guest repeatedly harasses O. and eventually beats him severely. The police are called, but the perpetrator runs away and observes the further proceedings from a distance. When the police arrive, O. is obviously injured, yet, the police first ask him rudely what is going on and whether he carries a weapon. One police officer says that O. had probably only come to Austria to drink. O. points out that the perpetrator is standing nearby but is ignored. Then, the paramedics arrive, and O. tells them that his nose hurts and

that he wants to be examined in a hospital. The police officers make fun of this, and one of them tells O. to be quiet, as, after all, he is not a child. The other police officers in the background are laughing. A friend of O., who is a nurse and has witnessed the incident, says that this is not the right way to treat an injured person. He is then separated from O. and told to be quiet, or he will also get into trouble. The police and the paramedics leave again without taking O. to a hospital. Some time after the incident, O. receives an order to pay a high administrative penalty. O. wants to do something about the penalty and, therefore, comes to ZARA for a counselling appointment accompanied by a social worker. O. says that he has not committed the offences he is accused of. After a legal counselling, they decide that the ZARA counsellor will have a look at the files and talk to two witnesses to clarify the accusations. Both witnesses confirm that the accusations are not truthful and that they are prepared to give evidence. The ZARA counsellor assists in drafting an appeal that O. sends in due time with the support of the social worker. At the time of going to press, no decision has been made on the appeal.

What did ZARA do?



 (Legal) counselling  Documentation  Relief intervention  Drafting of an appeal against an order  Talking to witnesses  Access to files

36 Racist description of an injured person

After G. has become the victim of an assault, the paramedics and the police arrive, and an officer takes G.'s details and his statement. When the police officers speak about G. within earshot, they use the N-word to describe him. This incident is reported to ZARA by several witnesses. One of the witnesses is someone who knows G. personally. The witness would like to have information about possible options for action in such a situation. A ZARA counsellor informs the witness about the possibility

of filing a complaint with the Citizen Information Service (→ Glossary, p. 85), which is something that everybody is entitled to do. In addition, the ZARA counsellor explains that G. can also file a guidelines complaint (→ Glossary, p. 85).

What did ZARA do?

 (Legal) counselling  Documentation

37 Racist statements and violence during an official act

D. is a social worker and reports serious racist incidents against her young clients during an official act to ZARA. The young people were stopped by police officers and then taken to the police station. There, they experienced racist insults, humiliations, and physical assaults. Both the social worker and the ZARA counsellors are shocked by the severity of the incident. The verbatims from memory, which were made available to ZARA, were written by the victims together with the social workers immediately after the incident. They describe the incident very precisely and in detail. The ZARA counsellors offer counselling appointments for the young clients to discuss possible legal steps, such as filing procedural and guidelines complaints (→ Glossary, p. 85). However, the young people ultimately decide not to seek counselling and not to file formal complaints. They are afraid that this could expose their families to reprisals and negatively affect their residence status. For D., it is very important that the incident is at least documented.

What did ZARA do?

 (Legal) counselling  Documentation

38 Police officer refuses to record a complaint due to racist reasons

An unknown man beats M. in a tobacconist's for no reason. She wants to report the incident to the police immediately afterwards, but

the police officer in charge only copies her residence card and does not want to record the report. In addition, he repeatedly says things such as: “But in Austria, it is like this ...”, “According to AUSTRIAN law, you cannot do anything”, and “In AUSTRIA, you cannot do anything if you are not injured.” On the same day, M., together with her partner, files a complaint against the police officer. She also turns to ZARA, where she receives legal and

psychosocial counselling. A few weeks later, a meeting with the police officer and his supervisor takes place. At M.’s request, a ZARA counsellor accompanies her to this appointment. M. finds the meeting to be constructive and is satisfied with its outcome.

What did ZARA do?

 (Legal) counselling  Relief intervention
 Accompaniment to the police  Documentation

KNOW YOUR RIGHTS

What are the police entitled to do?

Every identity check by the police must have a clear legal basis. In Austria, there is no general obligation to provide evidence of identity. However, Article 35 of the Austrian Security Police Act (SPG) and Article 118 of the Austrian Criminal Procedure Code (StPO) establish a variety of cases in which police officers are allowed to check a person’s identity: For example, if, on the basis of certain facts, it is to be assumed that a person is in some way connected to a criminal offence or may be in a position to give information on such an offence, this person is obliged to cooperate in the establishment of his or her identity. Thus, both suspected offenders and witnesses of a criminal offence may be forced to cooperate in identifying themselves.

Furthermore, it is stipulated¹ that

“a law enforcement officer has the right to establish the identity of a person if there is

the urgent suspicion that a serious crime could occur at the place where the person in question is currently situated.”

The executive authorities have made greater use of this provision in recent years to carry out identity checks in heavily frequented areas (i.e., bus stops, public squares, pedestrian zones, etc.), regardless of whether the suspicion that a serious crime could occur existed.

The Security Police Act² (SPG (→ Glossary, p. 85)) also stipulates the legal grounds for carrying out identity checks in the area of travel (i.e., in trains, train stations, on motorways, in airports, etc.). On the basis of these provisions, identity checks of persons, for example, on trains, are carried out regularly. Being controlled only because of one’s skin colour or ethnic affiliation is, however, not provided for in the law and is considered **unlawful ethnic profiling** (→ Glossary, p. 85).

¹ In accordance with Article 35 paragraph 1 sub-paragraph 2 lit a of the Security Police Act (SPG)

² Especially in Article 35 paragraph 1 sub-paragraphs 6 and 7 of the Security Police Act (SPG)

Attention: In some cases, identity checks are also provided for in the Aliens' Police Act (FPG): Non-Austrian citizens³ must either carry a travel document with them as proof of their legal residence or keep it in a place from which they can fetch it without one hour. Identity checks of non-Austrian citizens (according to the law "aliens") are permissible if there is the suspicion that their presence on federal territory may be illegal.

The principle of proportionality (Security Police Act – SPG)

The Security Police Act defines the so-called **principle of proportionality**⁴: According to this principle, police officers must choose from the methods which they are entitled to use during official acts the one which is expected to cause the least harm to the person being controlled.

What can I do concretely in case of racist police violence?

Option 1: Procedural complaint

If there is no legally permissible basis for an identity check or if it only takes place due to ethnic profiling (→ Glossary, p. 85), the person affected may file a so-called procedural complaint. **ZARA offers support in doing so!**

The complaint is to be submitted to the responsible regional administrative court (→ Glossary, p. 85) within six weeks. A procedural complaint can not only be filed against violations of the Security Police Act (SPG) but also against violations of constitutionally guaranteed rights, e.g., the prohibition of torture and inhuman or

degrading treatment⁵, the right to respect for private and family life⁶, or the Federal Constitutional Law on the Protection of Personal Freedom.

In proceedings in connection with procedural complaints, independent judges decide whether the intervention of the police officers in question was unlawful. Procedural complaints are always directed against the responsible supervisory body; the individual police officers merely act as respondents and are not directly affected by the regional administrative court's decision. Once a trial has taken place before the regional administrative court, the police officer in question may, however, be subject to consequences under service law. However, persons affected have no influence on police-internal disciplinary proceedings and are not informed about such steps. A claim to compensation is not provided for in these proceedings.

A procedural complaint entails a considerable risk of costs for complainants if the court finds that there was nothing unlawful about the police officers' conduct.

Option 2: Guidelines complaint

The so-called Directive for Interventions by Members of the Public Security Services (RLV (→ Glossary, p. 85)) represents a kind of **code of conduct for law enforcement officers**. If police officers fail to comply with it, it is possible to file a so-called guidelines complaint.

The Directive for Interventions by Members of the Public Security Services, for example, states that law enforcement officers have

³ According to the legal text "aliens"

⁴ In accordance with Article 29 of the Security Police Act (SPG)

⁵ In accordance with Article 3 of the European Convention on Human Rights (ECHR)

⁶ In accordance with Article 8 of the European Convention on Human Rights (ECHR)

to refrain from any action liable to give the impression of bias on their part or that might be perceived as discrimination on the grounds of gender, skin colour, national or ethnic origin, religious beliefs, political opinion, or sexual orientation. Furthermore, law enforcement officers are obliged to use the German polite form of address “Sie” (instead of the familiar second person singular “Du”) where this corresponds to social conventions and for all persons who wish to be thus addressed. The persons affected by an official act must, upon request, be informed about their rights and the purpose of the official act⁷, unless the purpose of the act is obvious or if explaining it would prevent the police officers from fulfilling their tasks. Victims of criminal offences or persons who, for physical or psychological reasons, are not able to realise that an official action is taking place are to be treated with special consideration.

Furthermore, the Directive for Interventions by Members of the Public Security Services provides⁸ that persons entitled to information or to request the presence of a person of trust or a legal advisor must be informed of these rights. In addition⁹, police officers must disclose their official identification numbers to persons subjected to official acts upon request, which should preferably be handed out in written form.

A guidelines complaint can either be submitted to the competent supervisory body or the respective regional administrative court within six weeks.

The competent supervisory body must investigate the accusation and then has to inform the complainant in writing whether

there was a violation of the Directive for Interventions by Members of the Public Security Services. The competent state police department also has the possibility to organise a meeting between representatives of the police department and/or the police officer involved and the complainant. If the person concerned is satisfied with the course and outcome of this so-called mediation talk (→ Glossary, p. 85), the guidelines complaint procedure is closed. If, however, the complainant is not satisfied with the talk and its outcome, the supervisory body has to provide a written statement as described above.

If the statement denies that a violation occurred or if no statement is delivered within three months of the complaint being filed, the complainants may demand an assessment of the complaint before the competent regional administrative court. The regional administrative court then has to initiate proceedings to determine whether any directives have been violated. The proceedings before court are carried out in a manner similar to that of a procedural complaint. As in the course of a procedural complaint, there is a considerable risk of costs for the complainant in the course of such proceedings, which often prevents persons affected from allowing their complaint to be subjected to judicial review.

In both cases, ZARA can assist in filing the complaint and offers support for complainants during the proceedings. In some cases, ZARA may also assume the cost risk via a legal aid fund set up specifically for this purpose, which is used according to defined criteria.

⁷ In accordance with Article 6 of the Directive for Interventions by Members of the Public Security Services (RLV)

⁸ In accordance with Article 8 of the Directive for Interventions by Members of the Public Security Services (RLV)

⁹ In accordance with Article 9 of the Directive for Interventions by Members of the Public Security Services (RLV)

Employment and Entrepreneurship



This chapter contains a selection of the 72 incidents reported to ZARA that took place in the sphere of Employment and Entrepreneurship. Employment and Entrepreneurship relates to racist incidents associated with work and employment relationships in the broadest sense, e.g., labour market, job search, working conditions, working environment, job ads, and so on.

"It is striking that more than 50% of the reports in the context of employment and entrepreneurship relate to racist discrimination or harassments on the part of superiors or people higher up in the hierarchy. This makes it particularly difficult and risky for those affected to claim their rights. Obviously, there is a need for more information about the obligations of employers because there is a legal obligation for superiors to ensure a discrimination-free working environment.






ZARA provides information about the legal possibilities and – if desired – support in taking legal steps. Employees especially appreciate ZARA's offer of relief and strengthening interventions."

Sophie Haidinger, ZARA Counsellor

39 Racist insults due to nationality by a customer

T. is a salesman. Time and again, he is subjected to disparaging statements at work concerning his pronunciation and nationality. One day, a customer even shouts at him and calls him racist names. There are many people in the shop who witness the customer's outburst. They show civil courage and intervene on T.'s behalf. The management also reacts in solidarity and correctly, immediately expelling the customer from the shop and even banning him from the premises in writing. This incident emotionally affects T. so much that he retreats over the next few days. Therefore, a friend of T.'s contacts ZARA. A ZARA counsellor informs him about possible further steps and offers to support him in proceedings under the Equal Treatment Act (→ Glossary, p. 85). Furthermore, ZARA informs T.'s friend about institutions where T. can get psychological support. T.'s friend thanks ZARA for the information and the support. He will pass the information on to T. and contact ZARA again if T. wants to take further steps.

What did ZARA do?




 (Legal) counselling  Referral to organisations offering psychological support  Documentation

40 Anti-Black racism by customers

A. works as a temporary worker in a grocery shop. One day, several customers make disrespectful comments towards A. and speculate about her nationality based on her skin colour. A. makes it clear that a person's skin colour says nothing about their nationality. However, the customers continue to ridicule her. A. tells her superiors about the disrespectful behaviour and the racist remarks, but they show no understanding. They say that one should never lose a customer and that she should not be so sensitive – according to them, she has overreacted in the situation. Then, a supervisor says: “Well, would you rather end this right now?” Pressed with this question, A. agrees to end the employment relationship by mutual consent. An acquaintance of A. then

writes a letter to the management of the grocery shop and asks for a statement. The management regrets the incident and describes the behaviour of the supervisors as “unfortunate”. Upon this, A. contacts ZARA. A ZARA counsellor conducts a strengthening intervention and provides information about the legal aspects and options for action, especially under the Equal Treatment Act (→ Glossary, p. 85). The ZARA counsellor offers her support if A. wants to take appropriate steps. A. asks for documentation of the incident and thanks the ZARA counsellor for the information and the empowering conversation. As she will move to another country soon, she does not want to take any legal steps.

What did ZARA do?

 (Legal) counselling  Strengthening intervention  Documentation

41 Racist insult by a patient

H. contacts ZARA by telephone. She says that in her many years of working as a nurse in a nursing home, she has gotten used to some elderly patients talking about her skin colour – many patients have dementia and are no longer of sound mind. However, there is one patient who is completely healthy and insults and belittles H. again and again. Recently, such an incident happened in front of other patients and colleagues. H. feels this to be an increasing burden and asks for legal advice. A ZARA counsellor conducts a strengthening intervention and informs her about possible options for action. At the client's request, the ZARA counsellor writes a letter of intervention (→ Glossary, p. 85) to the employer. As a consequence, the nursing home now pays greater attention to ensuring a discrimination-free working environment for H. The patient is given a warning, and H. no longer has to look after her. H. thanks ZARA for the support.

What did ZARA do?

 Strengthening intervention  (Legal) counselling  Contact with the employer  Drafting of a letter of intervention  Documentation

42 Racist assault during work

The taxi driver P. is racially insulted by some passengers during a ride (“N****, drive faster!”). A little later, one of the passengers opens the door and throws up on the street. When P. stops and gets out to ask the passenger if everything is alright, another passenger hits him in the back. P. then calls the police and another taxi driver to help him. Suddenly, one of the passengers hits him so hard in the face that he faints. The police arrive, record P.’s details, and question him. P. is very upset after the incident and contacts ZARA. As P. has already been to a hospital and a public health officer and has called in a lawyer, the ZARA counsellor concentrates on the psychosocial aspects. Among other things, he recommends P. to contact the organisation WEISSER RING (→ Glossary, p. 85) if he wants psychosocial support during the process. P. thanks ZARA and says that he will also contact the Taxi Driver’s Guild. It is important to him that taxi drivers receive adequate protection and support in such cases.

What did ZARA do?

 Relief and strengthening intervention  Documentation

43 Racist assault at work

F. and one of her superiors have a friendly relationship. At some point, however, her superior starts making racist “jokes” about her skin colour. As a result, other colleagues also make racist remarks. After F. points out to her colleagues that this makes her uncomfortable, the remarks stop. However, she does not mention this to the superior because she is afraid that this will have a negative impact on her working relationship. It is important for her to be able to keep her job. However, when another superior starts to address her only as “Black woman”, she turns to ZARA, where she receives legal and psychosocial counselling. A ZARA counsellor informs A. about the possibility of submitting a complaint to the Equal Treatment Commission (→ Glossary, p. 85) and about the fact that the employer is obliged to ensure a working environment free of discrimination and harassment. After this, F. feels empowered and first wants to talk to her superiors herself. She asks for a few tips on how to conduct a conversation and will contact ZARA again if she needs further support.

What did ZARA do?

 (Legal) counselling  Psychosocial relief intervention  Documentation

KNOW YOUR RIGHTS

Discrimination in the field of employment and entrepreneurship

The Equal Treatment Act (GIBG (→ Glossary, p. 85)) provides protection against discrimination on the grounds of ethnicity, religion, worldview, sexual orientation, or age in the field of employment and entrepreneurship. The term *employment and entrepreneurship* refers to, among others, applications, promotions, remuneration, and the termination of employment relationships. This means that all these areas are covered by the protection against discrimination.

What can I do concretely?

Option 1: Equal Treatment Commission

If a person is discriminated against in any of these areas, he or she can claim a violation of the Equal Treatment Act. The discrimination only needs to be substantiated, while the (potential) employer must prove that another motive was decisive for what happened.

Every person affected has the possibility to have the Equal Treatment Commission (GBK (→ Glossary, p. 85)) determine whether a discrimination took place.

ZARA supports persons affected during this procedure, which is free of charge, and may represent them before the Equal Treatment Commission.

Option 2: Civil suit before a court

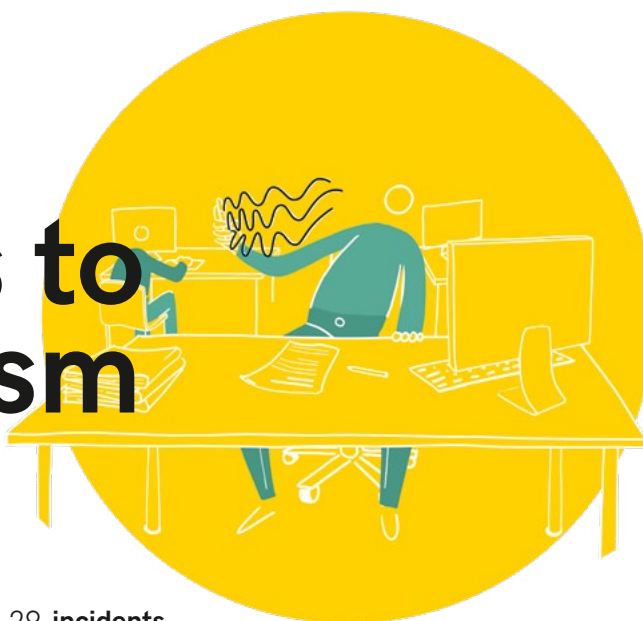
In addition, persons affected have the possibility to file a civil suit. Contrary to decisions of the Equal Treatment Commission, which can only make recommendations, a court ruling is legally binding – which means that an adjudged compensation must actually be paid. If this is not the case, the payment can be legally enforced. However, in the course of this procedure, there is a substantial risk of legal costs that the complainant has to bear.

In some cases, the Litigation Association of NGOs Against Discrimination (→ Glossary, p. 85) might take on the case and assume the representation before court as well as the risk of costs.

Out-of-court settlement

As a first step, ZARA often tries to reach an out-of-court settlement together with the client. With a letter of intervention, ZARA will draw the entrepreneur's attention to the fact that his or her behaviour constitutes a violation of the Equal Treatment Act and urge him or her to pay compensation or apologise, depending on what the person affected desires. Thereby, the person affected has the possibility to avoid a costly procedure.

Racist Reactions to Anti-Racism Work



This chapter contains a selection of the 29 incidents reported to ZARA involving actors active in the field of Anti-Racism Work. **Racism as a Reaction to Anti-Racism Work** refers to intimidations directed towards ZARA and other anti-racism organisations, both online and offline.

44 Hateful Facebook comment

Worldwide, the onset of the Covid-19 pandemic in 2020 was misused as an occasion for racist harassments against Asians and people identified as Asian. Because many racist incidents related to the coronavirus are reported to ZARA, the public relations team draws attention to the phenomenon with a Facebook post and calls for civil courage. One user reacts with a hateful comment, stating that he has never noticed anyone with “Asian looks” being discriminated against – but: *“Guys like ZARA are not able to keep their mouth shut just to make headlines. Swindlers.”* The ZARA public relations team responds with a counterstatement (→ Glossary, p. 85): *“We just wanted to set the record straight: We are not able to keep our eyes and ears shut, and that is why we, unfortunately, perceive that racist incidents are a part of everyday life for many people. And: What makes headlines here is racism itself, if you please.”*

What did ZARA do?

- 👁️ Public relations/awareness-raising work
- 📄 Documentation

45 Racist mass emails

Within just a few weeks, ZARA receives more than 200 emails from one and the same person. The emails are usually addressed to many recipients and characterised by anti-Muslim racism and hatred against refugees. ZARA contacts the sender in order to stimulate a thought process. To do so, a ZARA counsellor analyses some statements, names racisms, and suggests books that can raise awareness of one’s own racism and show the effects of racism. He also offers a telephone conversation. And, indeed, a telephone conversation takes place after this. The ZARA counsellor again points out the racist content, whereupon the sender says that he has “not intentionally” acted in a racist way and has just forwarded much of the content unread. The ZARA counsellor recommends not to forward any unread messages and to have a look at the recommended books. The sender agrees to do this. After some time, the ZARA counsellor asks again if the sender has already read the books, and the sender confirms his intention to read them.

What did ZARA do?

- 📖 Recommendation of literature on racism
- 📄 Documentation

Civil Courage

This chapter contains a selection of best practice examples of civil courage. The incidents contained in this chapter are meant to inspire others and to show that it really makes a difference when someone has the courage to stand up for others who are treated unfairly. The good thing is: Civil courage is something that you can actually learn!



46 Removal of racist smearings

R. contacts ZARA and reports racist smearings in a residential building. The smearings contain anti-Semitic and anti-Black racist content. R. is shocked by this and wants to do something about it. A ZARA counsellor documents the incident, conducts a strengthening intervention, and informs R. about the legal possibilities. She suggests contacting the property management of the building and request the removal of the smearings. Upon this, R. contacts the property management and informs them about the smearings. Some time later, ZARA is pleased to hear from R. that the racist smearings have been removed by the property management. ZARA thanks R. for her action and encourages her to continue to show civil courage in the future.

What did ZARA do?

 (Legal) counselling  Strengthening intervention  Documentation

47 Saleswoman showing civil courage

S. reports the following incident to ZARA. She works as a saleswoman in a renowned clothing shop. When she is showing several purses to a regular customer, another customer approaches her. The regular customer identifies the other customer as being of Chinese origin and makes racist remarks: “Now she’s touching the purses with her coronavirus fingers.” The shop assistant is shocked

and immediately shows civil courage, saying that she does not tolerate racist remarks. Her words do not fail to have an effect. The regular customer is ashamed and apologises to those present. The ZARA counsellor encourages S. to continue to stand up against racism in the future and thanks her for reporting the incident.



What did ZARA do?

 (Legal) counselling  Documentation

48 Changing racist structures

L. calls ZARA and reports that there are racist decision-making structures in the company where he works and that he wants to do something about this. L. and a ZARA counsellor discuss which racist structures L. perceives, who could decide on possible changes, and whether other people also have a wish for change. Some time later, L. contacts ZARA again and reports that there was broad agreement with his wish for change and that he has already been able to discuss the issue with the management. The management was cooperative and has already drafted a concrete plan. L. is very pleased that he has been able to get this important change underway. The ZARA counsellor thanks L. for his courageous commitment against racism in the workplace.

What did ZARA do?

 Strengthening intervention  (Legal) counselling  Documentation

ZARA Training

Ally is an Action Word

The Black Lives Matter movement that has been highlighting violence against Black people and people of color in the US since 2013 went viral after the killing of George Floyd early last summer, sparking off a broad debate on structural racism and police violence.

The media coverage and the discussion about the origins and aims of the movement highlighted how Austrian society is also intertwined in a racist system that has its roots in colonialism and whose attributions and images are still powerful. At the same time, many people were interested in taking a closer look, learning more about the context and the possibilities for action against racism, and actively engaging as allies to promote anti-racist values, solidarity, and equal treatment. Thus, in the summer of 2020, the new ZARA workshop “How to be an Ally – Ally is an Action Word” was developed in the context of the Black Lives Matter movement. The interest in such further training came and still comes from very different areas of society – private individuals, NGOs, associations, and companies want to show solidarity and actively stand up for values critical of racism.



Bianca Schönberger studied contemporary history and politics in Tübingen and Oxford and has worked for various international and developmental organisations. Since February 2014, she is the managing director of ZARA Training.

The workshop title “How to be an Ally – Ally is an Action Word” points out that active action is needed to overcome systemic racism. It is not enough just to “not be racist” – in addition to taking a clear stand against racism, it is necessary to actively stand up together against racist structures and show civil courage. This is also emphasized by the activist and author Tupoka Ogette:

I see ally as a verb rather than a noun. It is something that is renegotiated every day and in every situation. The decision has to be made every single time. Therein lies the chance to do better next time. But it is also up to you to actively and consciously take yourself accountable again and again. Even when things get difficult. Even when nobody else is looking. Even if you have to leave your comfort zone.

On the following pages, we have compiled some inputs and reading tips. And we join Tupoka Ogette, who in June 2020 called on allies: “Stay awake. Stay loud. Keep it moving.” ■

[Listen to the radio interview about “How to be an Ally” with Karin Bischof and Margot](#)

[Kapfer, who developed the workshop.](#)

[Listen to the interview](#)

Training materials for your classes:

Picture Memory

In light of the Black Lives Matter movement, ZARA Training, together with mediators from the Kunsthalle Wien, developed a participatory exhibition about monuments in the context of the exhibition series Space for Kids in the summer of 2020. The aim of the exhibition "Denk(dir)mal - It's your Mo(nu)ment!" was to promote participation in the field of art, raise awareness of racism, discrimination, and the colonial past, and create greater diversity through artistic redesign, creative additions, and restaging. Among others, visitors asked themselves the following questions: Who has been honoured with a monument in the past, and who has been forgotten thus far? Which moments in history do we want to or should we remember together? For whom or what would you want to build a monument? And what would your monument look like?

To accompany the interactive exhibition, the exercise guide below was developed to raise awareness of the issues of racism and diversity. Have fun with it!

The aim of this exercise is to encourage critical reflection about

- ... how images are staged and their possible unconscious effects.
- ... which people and historical events seem memorable and which do not.
- ... who is represented in what form in public.

Duration

ca. 30 minutes

Materials

Foiled pictures of various monuments.

[Here you can find pictures of monuments.](#)

Instructions

In small groups of ten people: Each group sits together around a table or on the floor. Pictures of various monuments are placed in the center of the group:

- **Task 1:** "Find two pictures that match." The groups work out which pictures match best. The pictures are, of course, not identical, but pairs can be formed according to self-defined criteria.
- **Task 2:** "In pairs, present a pair of matching pictures and give reasons for your selection." The pictures should be visible for everyone in the center or can be attached to the blackboard using magnets.

Attention: There is no right or wrong when it comes to the choice of the picture pairs. The students should feel encouraged to take a careful look and then give reasons for their choice. If other groups come up with other suggestions for pairing, you can ask them to explain their reasons.

Possible leading questions

- What criteria did you use to put together this pair of pictures (e.g., there is a horse on both of them; the people portrayed are both musicians; the photos are black and white)?
- Do you know the monument? Where is it?
- Who is portrayed?
- In which posture is the person portrayed?
- Which symbols are used?
- Is there a reference to a historical event?
- From which era/time does the monument date?
- What else can be seen?
- Could the pictures also match another one of the pictures? Why?

Discussion questions

The pictures show monuments in Vienna. According to the Oxford Dictionary, a monument is a "building, column, statue, etc. built to remind people of a famous person or event." A monument serves as a memorial, is visible in public space, and also reveals what is commemorated in a certain place:

- What do these monuments tell you about Vienna?
- Who is portrayed?
- And how?
- Which historical events are memorable?
- Who is not portrayed, whose story is not told?
- What do you think are the reasons for this?

Further tasks

In groups of two or three: Imagine you are sculptors and your city or municipality gives you the opportunity to work on the existing statues. You can either design a completely new statue or add to or partially change an old one. Find a picture of a statue and discuss your designs with the help of the following questions:

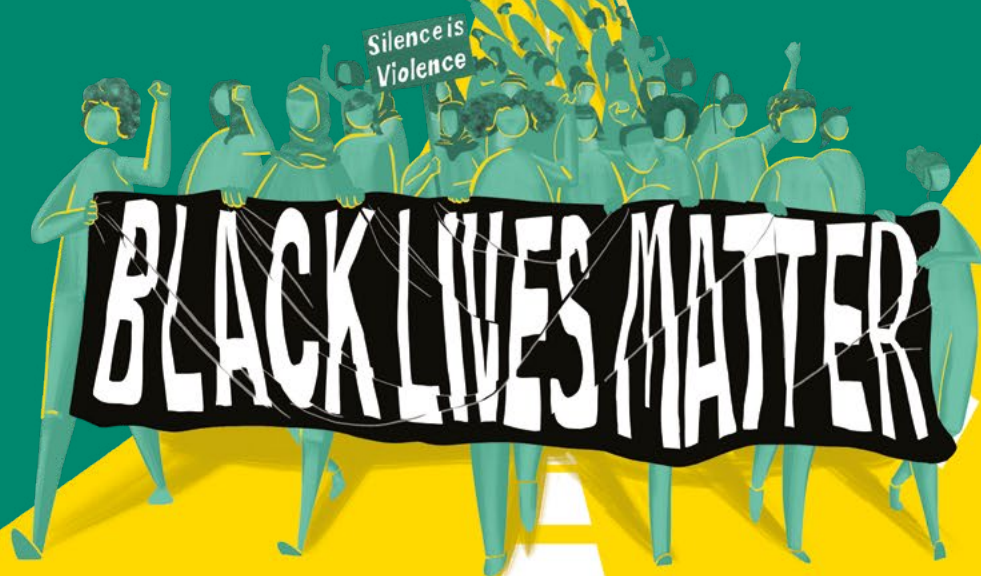
- Which perspective is not present and should be added?
- Who is not represented?
- What text or materials do I want to use and why?

Literature recommendations: How to be an Ally – Ally is an Action Word

Eddo-Lodge, R. (2017): **Why I'm No Longer Talking to White People About Race.**
DiAngelo, R. (2018): **White Fragility: Why It's So Hard for White People to Talk About Racism.**
Sauseng, J.; Prugger, D.; Kübler, L. (2020): **Broschüre "Allyship in Action"** https://www.uibk.ac.at/ma-gender/downloads/allyship-in-action_online.pdf.
Hasters, A. (2019): **Was weiße Menschen nicht über Rassismus hören wollen, aber wissen sollten.**
Ogette, T. (2018): **exit RACISM. Rassismuskritisch denken lernen.**

Wiesböck, L. (2018). **In besserer Gesellschaft. Der selbstgerechte Blick auf die Anderen.**
Fereidooni, K. / El, M. (2017): **Rassismuskritik und Widerstandsformen.**
Castro Varela, M. / Mecheril, P. (2016): **Die Dämonisierung der Anderen. Rassismuskritik der Gegenwart.**
Mecheril, P. et al. (2010): **Migrationspädagogik.**
Melter, C. / Mecheril, P.(2009): **Rassismuskritik Band 1.**
Sow, N. (2008): **Deutschland Schwarz Weiß.**
Der alltägliche Rassismus.
Terkessidis, M. (2004): **Die Banalität des Rassismus.**

HOW TO BE AN ALLY



8 INPUTS AND TIPS

1 Listen

Take the experiences of those affected by racism seriously. Do not just listen to relativise but to learn from other people's experiences.

2 Inform and educate yourself

Take responsibility and inform and educate yourself. Search for resources, follow activists and experts on social media, and check out our literature recommendations!

3 Recognise and admit your privileges

Become aware that because of your *whiteness*, you are treated better than others in many situations and that you benefit from it!

4 Use your privileges

Use your privileges (time, networks, money, influence, etc.) for change and advocate in your environment to name and end racism once and for all.

5 Strengthen other voices

Make your platforms and spaces available to those affected and help them spread their messages – pass the mic!

6 Name racism and act against it

If you perceive racism in class, among friends, or in public, then courageously stand up for others. Don't look away, become active, and get involved – show civil courage!

7 Raise awareness in your environment

Lead discussions, be argumentative, share your knowledge, and win allies!

8 Keep at it

Even if there are no big demonstrations right now and the issue receives less media attention, racism is real and present. Don't stop fighting for solidarity and equal treatment!

Glossary

In alphabetical order

Anti-Discrimination and Equal Treatment Offices of the Austrian states (Antidiskriminierungs- und Gleichbehandlungsstellen der Länder)

These are bodies funded or operated by the respective state governments and that provide independent, confidential, and free advice to those affected by discrimination.

Austrian Criminal Code (Strafgesetzbuch – StGB)

The Austrian Criminal Code is a body of law that regulates the core matters of criminal law in Austria; it specifies punishable conduct and the penalty to be imposed in a given case.

Austrian Press Council (Österreichischer Presserat)

The Austrian Press Council is a self-regulatory body of the Austrian print media. It is, for example, responsible for drawing attention to grievances in the press and to counteract them. When media-ethical violations are reported to the Press Council, it may initiate investigations in the course of which it determines whether the publication in question complies with the guidelines laid down in the Code of Honour of the Austrian Press. → www.presserat.at

Citizens Information Service (Referat für Bürgerinformation)

The Citizen Information Service is an organisational department within the police. It provides telephone and written information to citizens, including legal information, and deals with general complaints.

City Service of Vienna (Stadtservice Wien)

The City Service of Vienna is responsible for a wide range of issues in Vienna. ZARA contacts the City Service in order to obtain the removal of racist smearings. → www.wien.gv.at/kontakte/stadtservice

Civil Courage (Zivilcourage)

Civil courage is the courage to intervene in unpleasant situations in public. Depending on one's own limits and abilities and the wishes of those affected, intervening can mean looking closely, offering support to those affected, or getting support or help. Acting with civil courage is also important in the online world!

Counselling and relief interventions (Beratungs- und Entlastungsgespräche)

ZARA offers comprehensive, free, and, if requested, anonymous (legal) counselling to all people who turn to the ZARA Counselling Centre because they or people around them are affected by racial discrimination and/or online hate. The first consultation serves to communicate the experience made and to provide initial relief and stabilisation if necessary. Then, there is the possibility to work out options for further action together with the ZARA counsellors.

Counterstatement/counterspeech (Gegenrede)

Counterspeech refers to various strategies to actively counter hate on the internet. This can mean responding to a hate post with a counterstatement containing facts, humour, or a question in an attempt to calm the situation, clarify one's own position, or call for solidarity. To counter hate with civil courage makes a big difference for those affected and can also motivate "silent readers" to become active. Here, you can find ZARA's counterspeech tool: → www.schnellerkonter.at

Criminal order (Strafverfügung)

In Austria, a criminal order is a possibility to impose sanctions for administrative offences according to Paragraphs 47 to 49 of the Administrative Penal Act from 1991, which are minor offences. A criminal order is an abbreviated procedure, as it is a written order without a preliminary investigation.

Cyberbullying (Cyber-Mobbing)

Cyberbullying (Article 107c of the Austrian Criminal Code, StGB) is the deliberate public insulting, exposing, or harassing on the internet, which unreasonably affects the life of the person concerned. Due to the changes in the context of the legislative package against hate on the internet, the one-time publication of, e.g., nude photos can now also constitute a criminal offence. However, the content must be retrievable for a longer period of time to be considered unlawful.

Dangerous threat (Gefährliche Drohung)

A dangerous threat is a criminal offence according to Article 107 of the Austrian Criminal Code

(StGB). It takes place when a person dangerously threatens another person in order to arouse fear and anxiety and is an offence prosecuted ex officio (see below).

Degrading treatment (erniedrigende Behandlung)

Article 3 of the European Convention on Human Rights (see below) protects against, among others, degrading treatment. The European Court of Human Rights defines this as a behaviour that diminishes human dignity and arouses feelings of fear and inferiority, which degrade, humiliate, and could possibly break physical or moral resistance (Peers v. Greece, 19/4/2001, App no 28524/95).

Directive for Interventions by Members of the Public Security Services (Richtlinien-Verordnung – RLV)

This directive contains a catalogue of regulations that law enforcement officers must adhere to in the course of official acts. Among other things, police officers are obliged to refrain from discriminatory behaviour, to disclose their official identification number upon request, and to use the German polite form of address “Sie.”

District administrative authority (Bezirksverwaltungsbehörde – BVB)

The district administrative authorities are the district authorities or the municipalities (in towns and cities with their own statutes; in Vienna, the individual municipal district authorities take on this role). Some of the district administrative authorities’ duties in the area of security administration are carried out by regional police departments. The district administrative authority generally is responsible for disciplining those accused of administrative violations in the first instance.

Dokustelle – Documentation and Counselling Centre on Islamophobia and Anti-Muslim Racism (Dokustelle – Dokumentations- und Beratungsstelle Islamfeindlichkeit & antimuslimischer Rassismus)

The Dokustelle documents incidents of Islamophobia and anti-Muslim racism and offers advice and support for persons affected. In addition, there is a focus on educational work and empowerment, which is fulfilled through workshops and seminars. → www.dokustelle.at

Equal Treatment Act (Gleichbehandlungsgesetz – GlBG)

The Austrian Equal Treatment Act is intended to offer protection against discrimination on the grounds of gender, ethnicity, sexual orientation, religious beliefs, worldview, and age in the world of work. Outside the world of work, it protects against discrimination on the grounds of ethnicity or gender.

Equal Treatment Commission (Gleichbehandlungskommission – GBK)

The Equal Treatment Commission is composed of three senates whose voluntary members represent ministries and social partner organisations. The senates have to deal with all questions related to discrimination in their respective areas of competence. In particular, they are responsible for drafting expert reports on general issues relating to discrimination, and in individual cases, they have to assess potential violations of the provisions of the equal treatment laws. Both the Ombud for Equal Treatment as well as the victims are party to these proceedings, which are free of charge for the persons affected. Victims may also choose to be represented by a person of trust, for example, by a representative of a non-governmental organisation such as ZARA. The result of proceedings before the Equal Treatment Commission is a decision which, in contrast to a court ruling, is not legally binding.

Ethnic profiling

Ethnic profiling (often also racial profiling) is when the police use special criteria, such as skin colour, language, presumed or actual ethnicity, religion, or citizenship, as factors when deciding whether or in what way an official act is to be carried out. This includes, for example, the targeted control of Black persons or People of Colour without any concrete suspicion.

European Convention on Human Rights – ECHR (Europäische Menschenrechtskonvention – EMRK)

The European Convention on Human Rights is a convention of the Council of Europe that stipulates fundamental human rights and freedoms. In Austria, the ECHR has constitutional status, which means that the rights specified in it are considered constitutional rights. When interpreting and implementing (simple) laws, one must comply with the rights stipulated in the ECHR.

Exposition of the facts (Sachverhaltsdarstellung)

“Facts” is an interdisciplinary term referring to the totality of all statements on a delimited subject area. When preparing an exposition of the facts, significant circumstances may not be changed. This means an exposition of the facts contains concrete facts of life, i.e., the linguistically translated representation of a small part of the social reality of life.

Extremism Information Center (Beratungsstelle Extremismus)

The Extremism Information Center is a point of contact and counselling centre for extremism of all kinds in Austria. It provides a free helpline and offers counselling, expert advice, and further and advanced training. The team consists of multi-professional and multilingual people and is in close contact with experts from various fields.
→ www.beratungsstelleextremismus.at

General terms and conditions - GTC (Allgemeine Geschäftsbedingungen - AGB)

General terms and conditions represent a variety of pre-formulated contractual terms and conditions that companies can enter into (usually) with individual persons (users) as a basis for completing a contract. As a rule, consent to the GTC is a prerequisite for the conclusion of a contract.

Guidelines complaint (Richtlinienbeschwerde)

This complaint procedure is one method to have the behaviour of police officers reviewed by the competent supervisory body and then, if necessary, by the responsible regional administrative court. The criteria for the review are the guidelines laid down in the Directive for Interventions by Members of the Public Security Services (RLV; see above).

Harassment (Belästigung)

Harassment is a form of discrimination under the Equal Treatment Act (see above) in the course of which a person's dignity is or is intended to be harmed on the basis of one or more specific characteristics attributed to him or her (e.g., skin colour, religion, gender, or sexual orientation) and which creates or is intended to create a burdensome (e.g., intimidating, hostile, or humiliating) environment for the person affected.

Hate posts, also “hate speech”

(Hassposting, auch “Hassrede” oder “Hate Speech”)

This includes various forms of expressions that violate human dignity on the internet. Usually, hate posters go against individuals or certain groups of people with great aggression. Hate posts can also be directed against certain world views or social values. The contents of hate posts can, e.g., be racist, sexist, anti-Semitic, or homophobic or glorify violence. The ZARA Counselling Centre #AgainstOnlineHate checks whether a hate posting can be prosecuted under criminal law.

Housing Commission (Wohnungskommission)

The Housing Commission is a contact point in the context of municipal housing; it generally examines housing applications and can recommend exemptions from the procurement guidelines for municipal housing in cases of hardship.

Incitement to hatred (Verhetzung)

Incitement to hatred is a criminal offence (Article 283 of the Austrian Criminal Code, StGB) that prohibits incitement to hatred and violence directed against certain groups or members of such groups. Furthermore, anyone who insults a protected group or a member of this group because of his or her belonging to the group may be liable to prosecution. The protected group of persons includes (socially constructed) groups as well as individual members of such groups that are defined according to the presence or absence of certain criteria. With regard to racist incidents, this includes people or groups of people defined by the (ascribed or actual) presence or absence of the criteria of skin colour, language, religion, nationality, descent, and national or ethnic origin.

Initiative for a Non-Discriminatory Education System (Initiative für ein diskriminierungsfreies Bildungswesen)

The Initiative for a Non-Discriminatory Education System advocates for an education system free of discrimination based on racism, sexism, anti-Semitism, Islamophobia, homophobia, and disablism. It documents incidents of discrimination in all educational institutions (kindergarten, school, university). The focus is on schools as these are places where discrimination is most frequently experienced. → www.diskriminierungsfrei.at

Insult (Beleidigung)

see → Simple insult or → Qualified insult

Introductory Act to the Administrative Procedure Acts 2008 (Einführungsgesetz zu den Verwaltungsverfahrensgesetzen 2008 – EGVG)

Article III of the Introductory Act to the Administrative Procedure Acts is an administrative provision that forbids, for example, racial discrimination when entering premises or shops or in the access to services intended for use by the general public. Such acts may be reported to the district or municipal authorities.

Letter of intervention (Interventionsschreiben)

A letter of intervention is a non-legal measure that involves written contact with a person, body, institution, organisation, or company. ZARA only uses this option at the request of the client, before, for example, legal action is taken. In a letter of intervention, grievances, deficiencies, or infringements that the client has experienced are communicated.

Litigation Association of NGOs Against Discrimination (Klagsverband zur Durchsetzung der Rechte von Diskriminierungsopfern – Klav)

The Litigation Association was founded in 2004 as an umbrella organisation for NGOs engaged in combating discrimination and counselling victims of discrimination. Today, more than 60 NGOs dealing with discrimination in various areas are members of the Litigation Association. The Litigation Association mainly acts as an advisory body for the member NGOs, but it can also represent the member NGOs' clients in court proceedings under the Equal Treatment Act (see above). → www.klagsverband.at

Mandate procedure against hate on the internet (Mandatsverfahren gegen „Hass im Netz“)

In the framework of the legislative package against hate on the internet, a new urgent procedure for serious violations of personality rights was implemented. This so-called mandate procedure (Article 549 of the Austrian Civil Procedure Code, ZPO) is intended to enable persons affected to assert injunctive relief as quickly and inexpensively as possible. Through this, people affected can, for example, obtain that infringing content must be deleted. The procedure can also help to stop the sending of hateful private messages. In the

corresponding proceedings, the court decides on the injunctive relief only on the basis of the complaint, without hearing the defendant. If the defendant does not contest the injunctive relief within 14 days, the injunction becomes final and can be enforced, e.g., by fines. If the defendant denies the injunctive relief, ordinary proceedings are initiated.

Media Act (Mediengesetz – MedienG)

In Austria, media law is regulated by the so-called Media Act. Media law acts right at the intersection of criminal, civil, and public law. Until 2005, the Media Act was largely focused on print media and broadcasting. Since then, it has increasingly included the media sector internet.

Media-content offence (Medieninhaltsdelikt)

A media-content offence (according to Article 1 paragraph 1 sub-paragraph 12 of the Media Act – MedienG → see above) is a prosecutable act committed by means of a medium in the form of an announcement or representation addressed to a wider audience. This includes, for example, inflammatory articles in social media, newspapers, or other media.

Mediation talk (Klaglosstellungsgespräch)

After a guidelines complaint against possible police misconduct (see above), a mediation talk may be arranged. The aim of this talk is to discuss the incident with representatives of the corresponding police department and/or the police officer(s) involved as well as the complainant. If the complainant is satisfied with the course and outcome of the mediation talk, the complaint procedure may be suspended.

NS Reporting Office (NS-Meldestelle)

The Federal Office for the Protection of the Constitution and Counterterrorism (BVT) operates the NS Reporting Office to which acts glorifying and identifying with National Socialism as well as neo-Nazi, racist, and anti-Semitic content on the internet may be reported. → ns-meldestelle@bvt.gv.at

Offence prosecutable upon complaint (Ermächtigungsdelikt)

An offence prosecutable upon complaint is a punishable act which may only be prosecuted by the public prosecutor's office with the consent of the person affected. In contrast to an offence with

private prosecution, the victim does not bear the risk of costs in case of an offence prosecutable upon complaint.

Offence prosecuted ex officio (Offizialdelikt)

An offence prosecuted ex officio refers to a criminal offence or an offence violating the administrative criminal law that is to be prosecuted by the competent authorities ex officio. This means that as soon as a law enforcement authority becomes aware of a possible ex officio offence (e.g., through a report), it is obliged to initiate criminal investigations.

Offence with private prosecution (Privatanklagedelikt)

In the case of offences with private prosecution, the prosecution of the offender is initiated only at the instigation of the person affected, who has to bear the risk of legal costs.

Ombud for Equal Treatment (Gleichbehandlungsanwaltschaft – GAW)

The staff of the Ombud for Equal Treatment provides advice, support, and information confidentially and free of charge. The Ombud for Equal Treatment has an office in Vienna and four other state capitals. It deals with discrimination on the grounds of gender, ethnicity, religion and belief, age, or sexual orientation in the world of work. But the Ombud for Equal Treatment team also advises on other areas of life such as access to shops, housing, education, and health.
→ www.gleichbehandlungsanwaltschaft.gv.at

Party to the case (Parteistellung)

Being a party to an administrative proceeding involves certain rights, including the right to access files, the right to be heard, and the right to be informed about the decision by announcement or delivery of a notification. In administrative criminal proceedings, e.g., if proceedings because of a racial discrimination are initiated in accordance with Article III paragraph 1 sub-paragraph 3 of the Introductory Act to the Administrative Procedure Acts (EGVG; see above), the person affected is not a party to the case and is not informed about the outcome of the proceedings.

Procedural complaint (Maßnahmenbeschwerde)

The procedural complaint is a legal remedy against possible police misconduct. The complaint is to be

submitted to the responsible regional administrative court (see below) within six weeks.

Prohibition Act (Verbotsgesetz)

The Prohibition Act prohibits various acts associated with National Socialism. Among other things, the re-establishing, glorifying, or identifying with National Socialist activities is considered to be a crime and is, therefore, punishable. Furthermore, it prohibits to deny, grossly trivialise, approve, or justify the National Socialist genocide or other National Socialist crimes against humanity.

Public liability law (Amtshaftungsrecht)

If employees of public authorities harm someone in the execution of the law, compensation may not be claimed from the employees, but legal proceedings are directed against the state (state government, federal states, etc.).

Public prosecutor's office (Staatsanwaltschaft – StA)

The public prosecutor's office is responsible for criminal prosecution and enforcement and is, thus, part of the executive branch. It is also known as the prosecuting authority.

Qualified insult (Qualifizierte Beleidigung)

The Austrian Criminal Code (StGB) defines the criteria for a qualified insult in Article 117 paragraph 3 and Article 283 paragraph 1. The offence of insult (see above) is regulated in Article 115. A qualified insult is deemed to exist if the criminal act against the injured party is committed because of his or her membership in a “church or religious community” or a “group of people defined by, for example, existing or non-existing criteria of race, skin colour, language, religion or ideology, nationality, descent or national or ethnic origin, gender, a physical or mental disability, age, or sexual orientation” and “consists either in maltreatment or threat of maltreatment or in insult or ridicule likely to cause contempt or disparagement of the injured person in the eyes of the public.” A qualified insult is an offence prosecutable upon complaint (see above).

Racial discrimination (Rassistische Diskriminierung)

Racial discrimination means that individuals and/or groups are in some way disadvantaged on the grounds of their skin colour, language, looks, religious beliefs, nationality, or origin or the attribution of one or more of these characteristics.

Racial profiling

see → Ethnic profiling

Reduction of the burden of proof (Beweislasterleichterung)

Evidence and credibility are important elements in clarifying the facts before a court. Often, the complainant is in a weaker position than the defendant. The Equal Treatment Act addresses this unequal balance of power by establishing the reduction of the burden of proof. If the complainant can credibly present a case of discrimination, his or her statements are assumed to be true. The statements of the defendant (e.g., the allegedly discriminating person) are only to be assumed to be true if the person can prove “that, after all circumstances have been taken into account, it is more probable that another motive, which can be plausibly proved by the accused, was decisive for the different treatment.” Credibility is easier to achieve than proof.

Regional administrative courts (Landesverwaltungsgerichte – LVwG)

Regional administrative courts serve as complaints authorities for complaints concerning administrative matters as well as administrative criminal cases (i.e., not for criminal matters).

Secondary victimisation (sekundäre Viktimisierung)

Secondary victimisation describes the phenomenon when people who have experienced racist assaults or online hate are unjustifiably blamed for their situation. This happens when the social environment holds the person concerned responsible for the incident or doubts it. If the executive (e.g., the police and/or the public prosecutor’s office) rejects, doubts, does not take seriously, or repeats a possible offence, this can also lead to secondary victimisation. Similarly, repeated encounters with the offender can be perceived as degrading and victimising.

Security Police Act (Sicherheitspolizeigesetz – SPG)

The Security Police Act regulates the organisation of the security administration and the maintenance of public peace, order, and security in Austria.

Simple insult (einfache Beleidigung)

In accordance with Article 115 paragraph 1 of the Austrian Criminal Code (StGB), a (simple) insult is a punishable offence. An insult is, e.g., when a

person is insulted, mocked, bodily mistreated, or threatened with bodily harm publicly or in front of several people. An insult is an offence with private prosecution (see above).

Trusted Flagger (status)

Some operators of social networks award a so-called Trusted Flagger status to trustworthy institutions. Reports by Trusted Flaggers concerning problematic and illegal contents on social networks are given priority and are examined more thoroughly. This results, for example, in quicker reactions as well as greater success concerning the removal of such contents. ZARA holds the Trusted Flagger status on social media platforms such as Twitter, Instagram, and Facebook.

Vienna Anti-Discrimination Act (Wiener Antidiskriminierungsgesetz)

The Vienna Anti-Discrimination Act prohibits discrimination against persons by civil servants and by contract staff of the City of Vienna on the grounds of ethnicity, religious beliefs, worldview, a disability, age, sexual orientation, gender identity and gender, and, especially, on the grounds of pregnancy or parenthood. The scope of this act includes certain areas of the sovereign administration and the administration delegated to the private sector (e.g., social affairs, health, education) of the State and the City of Vienna insofar as the cases fall within the regulatory competence of the State.

WEISSER RING – Assistance for Crime Victims (WEISSER RING – Verbrechensofferhilfe)

WEISSER RING has been supporting victims of crime and fighting for their rights since 1978. The services offered by the non-profit organisation are free of charge for those affected and range from supportive counselling to rapid and unbureaucratic financial assistance when people are in acute need as a result of a crime. Together, the next steps are planned, and possible legal claims, such as claims for damages or compensations for pain and suffering, are clarified. Psychosocial and legal counsellors are also available. → www.weisser-ring.at

Partner Organisations

from A to Z

Relationships, partnerships, and networks are essential, even vital, for ZARA. ZARA is convinced that effective anti-racism work is only possible through the cooperation of different actors. Therefore, we here list our closest partner organisations without whom ZARA would not be able to organise its work in the way it is currently doing. The list does not claim to be complete, and it only refers to the most intensive cooperations in 2020.

- [Afro Rainbow Austria](#)
- [Amnesty International Österreich](#)
- [Anti-Discrimination Office of Carinthia \(Antidiskriminierungsstelle Kärnten\)](#)
- [Anti-Discrimination Office of Salzburg \(Antidiskriminierungsstelle Salzburg\)](#)
- [Anti-Discrimination Office of Styria \(Antidiskriminierungsstelle Steiermark\)](#)
- [Antiflirting](#)
- [Association NEUSTART \(Verein NEUSTART\)](#)
- [Asylum Coordination Austria \(Asylkoordination Österreich\)](#)
- [#aufstehn](#)
- [Austrian League for Human Rights \(Österreichische Liga für Menschenrechte\)](#)
- [Austrian Muslim Students \(Muslimische österreichische Hochschülerinnen\)](#)
- [Austrian Women's Shelter Network \(Verein Autonome Österreichische Frauenhäuser – AÖF\)](#)
- [Black Voices Referendum \(Black Voices Volksbegehren\)](#)
- [Black Women Community \(Schwarze Frauen Community\)](#)
- [CARITAS Vienna](#)
- [Department of Linguistics, University of Vienna \(Institut für Sprachwissenschaft, Universität Wien\)](#)
- [Department of Psychology, University of Klagenfurt \(Institut für Psychologie, Universität Klagenfurt\)](#)
- [DERGESTALT](#)
- [Documentation Centre of Austrian Resistance \(Dokumentationsarchiv des österreichischen Widerstandes – DÖW\)](#)
- [Dokustelle – Documentation and Counselling Centre on Islamophobia and Anti-Muslim Racism \(Dokustelle – Islamfeindlichkeit & antimuslimischer Rassismus\)](#)
- [DROM - Strengthening for Roma](#)
- [epicenter.works](#)
- [Extremism Information Center \(Beratungsstelle Extremismus\)](#)
- [Frauenvolksbegehren](#)
- [Hate Aid](#)
- [Initiative for a Non-Discriminatory Education System \(Initiative für ein diskriminierungsfreies Bildungswesen – IDB\)](#)
- [Intervention Center Vienna \(Interventionsstelle Wien\)](#)
- [ISPA – internet service providers austria](#)
- [Jewish Community \(Israelitische Kultusgemeinde – IKG\)](#)
- [JUVIVO](#)
- [Litigation Association of NGOs Against Discrimination \(Klagsverband zur Durchsetzung der Rechte von Diskriminierungsopfern – KlaV\)](#)
- [Ludwig Boltzmann Gesellschaft – Institute of Fundamental and Human Rights \(Institut für Grund- und Menschenrechte – LBI-GMR\)](#)
- [Muslim Youth Austria \(Muslimische Jugend Österreich – MJÖ\)](#)
- [Ombud for Equal Treatment \(Gleichbehandlungsanwaltschaft – GAW\)](#)
- [Presseclub Concordia](#)
- [Queer Base – Welcome and Support for LGBTIQ+ Refugees](#)
- [Re-Define Racism](#)
- [Respekt.net](#)
- [Romano Centro](#)
- [Saferinternet.at](#)
- [SOS Mitmensch](#)
- [Stadtkino](#)
- [TUNNEL23](#)
- [WEISSER RING – Assistance for Crime Victims \(WEISSER RING – Verbrechensopferhilfe\)](#)
- [Wohnpartner](#)

DU REISST

MEINE

[fm4.orf.at](https://www.fm4.orf.at)
[#radiofm4](https://www.instagram.com/radiofm4)

MAUERN

EIN



ORF WIE WIR.

DANKKE

FÜR  **DIE**

MITARBEIT

Schwarze Frauen Community



Wir schaffen geschützte Räume, leben Gemeinschaft und bieten Beratung an.



Mit Ihrer Unterstützung können wir Inklusion, Gleichberechtigung und Empowerment für Schwarze Menschen in Österreich realisieren.

Spenden Sie jetzt!

www.schwarzefrauencommunity.at
office@schwarzefrauencommunity.at

In der Krise stärken, Berufsreifeprüfung machen.

Frag
den
waff!

Corona soll keine Hürde für den nächsten Schritt im Berufsleben sein. Verbessern Sie Ihre Jobchancen und machen Sie gerade jetzt die Berufsreifeprüfung oder die Meisterprüfung. Der waff hilft Ihnen weiter: mit Beratung und bis zu 3.000 Euro für Ihre berufliche Weiterbildung. Gibt's nur in Wien. Jetzt informieren! www.waff.at oder 0800 86 86 86.

waff
»»

Für die
Stadt Wien



**RESPEKT
STATT RASSISMUS
#BLACKLIVESMATTER**



**Ich
bin
deine
Stimme
für
Respekt
und
Toleranz**

Mireille Ngosso ist die erste schwarze Frau im Wiener Gemeinderat und eine von 46 SPÖ-Mandatar_innen. Die Ärztin ist Organisatorin der „Black Lives Matter“ - Bewegung in Wien.



**JA ZUR EINBÜRGERUNG
HIER GEBORENER KINDER!**

MEHR ALS 220.000 MENSCHEN, die in Österreich geboren wurden, haben bislang nicht die österreichische Staatsbürgerschaft erhalten. Grund dafür sind die extrem unfairen Einbürgerungshürden. Hier geborene Kinder müssen unter anderem ein Mindesteinkommen nachweisen, um eine Chance auf Einbürgerung zu haben.

DAS IST AUSGRENZUNG PUR! Kinder, die von hier sind, werden vom Staat zu „Fremden“ erklärt. Das führt zu Ungleichbehandlung. Die Beteiligung an der Demokratie wird blockiert. Zugehörigkeit wird gehemmt.

UNTERZEICHNEN SIE JETZT AUF WWW.HIERGEBOREN.AT für faire Einbürgerungsbestimmungen!

Wir finanzieren unsere #hiergeboren-Kampagne ausschließlich durch private Spenden.

Spendenkonto: SOS Mitmensch,
IBAN: AT87 6000 0000 9100 0590
BIC: BAWAATWW

Allgemeine Erklärung der Menschenrechte
Artikel 1: Alle Menschen sind frei und gleich an Würde und Rechten geboren.



TAXI 40100

**BILDUNG.
VIELFALT INKLUSIVE.**



**DAS BFI – IHR VERLÄSSLICHER PARTNER FÜR
AUS- UND WEITERBILDUNG**

www.bfi.at



freshVibes

Live Radio Show
of the Young Black Diaspora
Jeden 4. Donnerstag im Monat
18:00 - 19:00
auf Orange 94.0



There must always be space and time to say thank you.

After a year like 2020, in which there were so many challenges to overcome, there is a lot we are thankful for.

This year, we have received more messages and enquiries than ever before, so we would like to thank EVERYONE who contacted us, be it to ...

- ... report racist incidents,
- ... work and cooperate with us,
- ... give us inputs for our work,
- ... get inputs,
- ... reflect together with us,
- ... work with us voluntarily, or
- ... financially support ZARA's work.

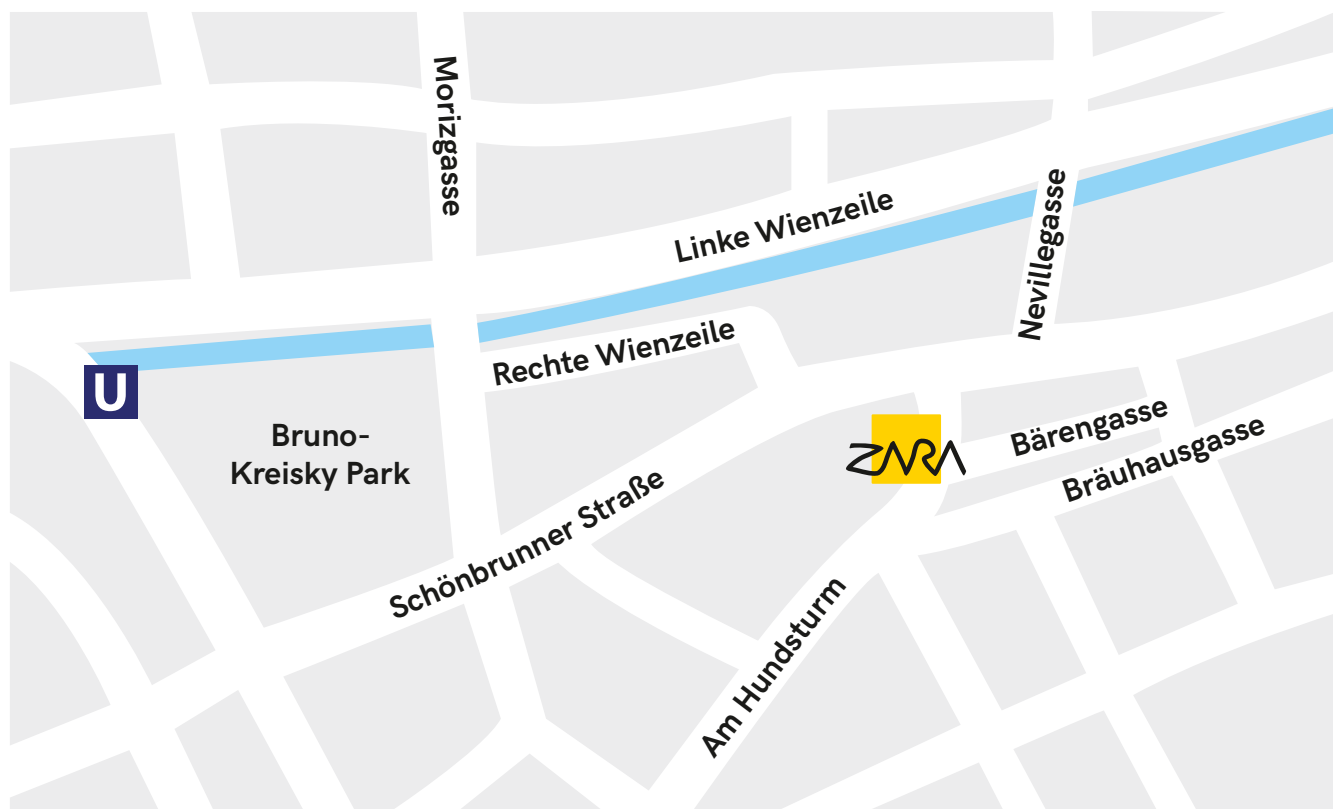
Furthermore, we would like to warmly thank all our partners, some of whom we have been working with for many years.

And a special thanks goes out to our guest authors who enriched this report with their contributions.

Without EVERY SINGLE ONE OF YOU, ZARA's work and the Racism Report 2020 would not have been possible!

And last but not least, a big thank you to the whole team of ZARA – we have survived the last year together, despite home office and all the other challenges we faced, and we are very happy and proud to be able to work together with you!

Your ZARA editorial team



The ZARA counselling team is available for appointments:

Schönbrunner Straße 119/13

Entrance: Am Hundsturm 7

1050 Wien

Tel.: +43 (0) 1 929 13 99

E-Mail: office@zara.or.at

Web: zara.or.at