



SOS
KINDERDORF

ANNUAL REPORT 2021



3

Introduction

4

A loving home for every child

5

Preventive and accompanying

6

Counselling and support

7

Our missions

8–9

Insight into parent-child homes

10–11

Facts and figures 2021

12–13

A wide range of services
under the umbrella of
SOS Children's Villages Austria

14

Advocacy for children's rights

16–17

SOS Children's Villages International:
Figures 2021

18–19

Impact of our
international engagement

20–21

Operating for young people
in Austria and worldwide

22–23

Financial Report

24–27

SOS Children's Villages compact



PROTECTION AND BEST INTERESTS OF THE CHILD

As a child protection organisation, the best interest of the child is our top priority.

Children should not have to make an effort to be seen and loved.

Children should be able to retain their light-heartedness.

But in life, sometimes violent storms rage shaking the security that promises protection.

Many young people are burdened with a particularly heavy emotional backpack. With our manifold and preventive forms of support, we strive to provide these children and young people with a loving home and a happy childhood.

This made us all the more concerned when investigations showed in May 2021 that the protection of children in some of the international care services offered by SOS Children's Villages was not always consistently given. As the founding country and brand owner, SOS Children's Villages Austria has since been advocating for a structured process of dealing with the allegations and incidents throughout the Federation. In order to quickly implement the recommendations of the Child Protection Commission appointed by us, we use all means at our disposal.

We have opted for this consistent and transparent solution path in order to ensure the necessary protection and a safe home for children and young people worldwide at SOS Children's Villages.

Yours, Christian Moser, *Managing Director SOS Children's Villages Austria*



THIS IS SOS CHILDREN'S VILLAGES

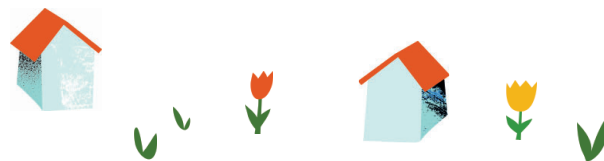
THIS IS
HOW OUR
SUPPORT
WORKS

Since our foundation in 1949 in Tyrol, it has been our goal to enable children and young people to have a happy childhood and a positive future despite adverse circumstances. The children's well-being comes first.

A new home: stable and loving. Young people have different needs. That is why we care for children and young people in the most appropriate way possible. The aim is always to provide them with a stable and loving home: Children who cannot live with their families, either temporarily or long term, are taken care of by our pedagogues in an SOS Children's Villages family or group home and receive intensive support. The often traumatised young people find stable structures and reliable relationships in a family-like environment. We involve parents and close reference persons in the process.

Growing up in the SOS Children's Village Salzburg.

Damien is three years old when he comes to the SOS Children's Village in Seekirchen. It will be his new home. He grows up in an SOS family, goes to school in Seekirchen and now, at the age of 19 years, he is looking forward to his final apprenticeship exam as an electrical technician – he was the only one of his age group to pass with distinction. His next steps towards a self-determined future: military service and then a permanent position with his training company, which "does not want to do without this hard-working employee".



SOS Children's Villages supports families in crisis situations,

so that children can stay with their parents. SOS Children's Villages does not only come into play when children need a new place to grow up. We strengthen families in difficult situations with preventive services. It is equally important for parents and children to realise that they can play an active role in resolving a conflict. (Mobile family support, parent-child homes, etc.)

Mobile family support: working out effective solutions

The Brunner family lives with their 3 children at a farm in Styria. After two strokes of fate, a family escalation threatens. The mother plucks up the courage to ask for help. Two family counsellors from SOS Children's Villages visit the family regularly to support it. Today, the family has everyday life under control. Susi Brunner about the "family tool": "Everyone is allowed to say, I am not feeling well, I am angry. The important thing is that it is accepted, and this works for us. Before it escalates, everyone goes for a short breather."





The outpatient clinics of SOS Children's Villages

in Vienna and Carinthia are important contact points for professional diagnosis and treatment of mental illnesses. Multi-professional teams consisting of doctors, psychotherapists, occupational and speech therapists accompany children, young people and their families suffering from psychiatric or mental illnesses such as depression, eating disorders, anxiety, developmental or behavioural disorders and ADHD.

Strains and increasing pressure. Christoph Schneidergruber, head of the SOS Children's Villages Outpatient Clinic Carinthia: "Families and young people were heavily burdened by the pandemic, and the effects of social isolation still weigh on many. Added to this are fears and the pressure at school to catch up on performance deficits."

Therapeutic help.

Stress, bad grades, bullying... school phobia. Daniela Tüchler, occupational therapist at the Carinthian SOS Children's Villages Outpatient Clinic, looks after a 15-year-old who no longer wants to go to school. Eventually she comes across one of the triggers: "His transcript was illegible, so he was constantly lagging behind in the school curriculum." How could he be helped? "We worked intensively on fine motor skills using occupational therapy and worked on his insecurities." With great effect: today he is happy to go to school again.



WE HELP CHILDREN AND YOUNG PEOPLE IN NEED
WE SUPPORT CHILDREN AND YOUNG PEOPLE TO SHAPE THEIR OWN FUTURE
WE LISTEN TO CHILDREN AND YOUNG PEOPLE AND KNOW THEIR NEEDS
WE STAND UP FOR CHILDREN AND YOUNG PEOPLE



PREVENTION: SUPPORT FOR THE ENTIRE FAMILY

Family life is not easy.

Sometimes the challenges become too much. For example, when burdens such as illness, excessive demands, unemployment, etc. further unbalance the situation. SOS Children's Villages is convinced that if affected families receive the right support in time, there is a chance in many cases that families can stay together and children do not lose their home with their parents.

In parent-child homes, 125 children are cared for by highly qualified SOS Children's Villages staff together with their parents throughout Austria. In their own flats, children are supported together with their parents for a period of two years so that they can lead an independent life again in the long term.

Around 3/4 of all families cared for in parent-child homes can then successfully start an independent life.



"Moving into my own small flat in the SOS Children's Village Hinterbrühl was very positive for me," says Verena T. She is the mother of two children who were six and two years old when she moved into the parent-child home. She herself has a mental illness. She often reached her limits in the upbringing of her children and felt left alone by her husband. "My problems got bigger and bigger. I couldn't cope with the household, couldn't handle money and forgot appointments." Then she took a courageous step: she actively sought help for her family.



"I had a great desire to change my life.
This wish has come true for me."

VERENA T.



Dzenana Bilic, family counsellor at SOS Children's Villages: "It was important to bring calm and structure into the family's life and to create a stable basis – in other words, to draw up a financial plan and train the family to manage with the available financial means until the end of the month. It was also important to establish a good daily structure, to organise the family. That means, for example, having all the appointments in mind and organising therapies," says Bilic. "It was not always easy, but very successful as you can see today." The mother's relationship with the children has improved due to the calm and structured daily routine. Bilic: "It is very important for us to support parents in perceiving their children's needs and understanding how these are related to their own behaviour." Verena T.: "I had a great desire to change my life. This wish has come true for me."



icon image

A NEW HOME LOVING & STABLE

1,688

children and young people found a loving
and stable home at SOS Children's Villages in 2021.

They were cared for, strengthened and supported –
according to their respective personal needs:

182

in SOS Children's
Villages families

1,444

in various group homes

62

in host and crisis
foster families

Due to the optimised presentation and allocation, direct comparison with the figures from the previous year is not possible.

COUNSELLING & SUPPORT PREVENTIVE & ACCOMPANYING

1,088

young people
and their families
through mobile
family support.

150

children and their
families through
foster parent service

1,337

young clients in the outpatient clinics
for child and adolescent psychiatry
in Carinthia and Vienna

3,035

children, young people and their families
received advice and support regularly in 2021.

107

young people in work and
education projects

125

children together
with their families in
parent-child homes

153

young adults
in drop-in and
aftercare centres

75

infants and school pupils
attended our kindergartens
or our daycare services

NEAR AT HAND VERSATILE & SUPPORTIVE

7,934

encounters, helpful conversations and counselling were counted by the **youth street work Graz** offered by SOS Children's Villages

Heimspiel, our

football project, brings movement, play and open space in urban residential areas for children. In Graz, Salzburg and Vienna, at least 3,155 goals were celebrated by

1,894

young players on 36 match days in 2021. Consolation patches were enough for 35.



Since the end of November 2020, the **SOS Balloon** has been the first social market for toys and children's goods in Vienna. In 2021, 530 socially vulnerable families with around

1,500

children already benefited from it.



HELPLINE FOR CHILDREN AND YOUNG PEOPLE

In 2021: **53,419** telephone, **2,537** online and **4,207** chat counselling sessions as well as around **2.9 million** visits to the website www.rataufdraht.at

Number of effective counselling increased by **9.84%** compared to 2020 (fewer "wrongly connected")

Average call duration
45.96 % higher

Chat counselling by
5.52 % higher

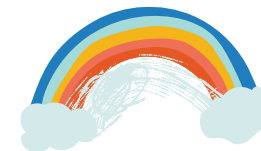
Top topics in chat and online:

PROBLEMS WITH PARENTS
SUICIDAL THOUGHTS
MENTAL ILLNESSES
LOVE / LOVESICKNESS
AUTOAGGRESSION / SCORING

**RAT AUF
DRAHT**

PARENTS' PAGE

In the first year of the newparent counselling by Ratauf Draht **318** counselling sessions were held, more than **100** expert articles were published and over **100,000** visits to the website www.elternseite.at were recorded



With **RAINBOWS** we offer special support for children after divorce, separation or death of close relatives.

202

children were advised and cared for by **RAINBOWS** in Carinthia, Burgenland and Vorarlberg in 2021.

WITH A LOUD VOICE

As a children's rights organisation, we actively advocate for the needs of young people and for children's rights to be anchored in political decision-making processes.

"I can't take it."

Pandemic, climate catastrophe and a war in Europe - one crisis report follows the next. This is particularly disastrous for young people. The burden on their shoulders weighs heavily. Excessive demands, depressions and fears of the future increase. SOS Children's Villages therefore drew atten-

tion to the great burden and mental health of the young generation in 2021 and 2022. With an oversized backpack that travelled across Austria, SOS Children's Villages appealed to society and politics to shoulder the current challenges of children and young people together.



A VILLAGE FOR THE WHOLE WORLD

SOS Children's Villages has its origins in Austria: it was founded in Tyrol in 1949. Since then, SOS Children's Villages has been active as an international children's rights organisation for children and young people in 138 countries and territories worldwide.

192,400

children, young people and adults benefited from international emergency relief through SOS Children's Villages.



203,000

children, young people and adults benefited worldwide from

466

different SOS Children's Villages education and support programmes in 2021, such as early childhood education, kindergarten, school, vocational training, employment and entrepreneurship.

455,400

children, young people and adults benefited from

719

family strengthening programmes worldwide in 2021



In 2021, around

68,000

children and young people worldwide lived in SOS Children's Villages families, various group homes or foster families.

| Continent/Country | Project Titel | Duration | Project Volume | Funding body |
|--|---|-------------------|----------------|---------------|
| EUROPE | | | | |
| Greece | Day care centres Lesvos | 01/2021 - 10/2022 | € 2 137 655,00 | BMEIA |
| Greece | Mental Health Hub Greece | 12/2021 - 11/2023 | € 500 000,00 | Tyrol country |
| AFRICA | | | | |
| Ethiopia, Uganda | Socio-economic empowerment of vulnerable children and youth as well as their families with special focus on Green Economy (GREEN+) | 01/2019-12/2023 | € 3 500 000,00 | ADA |
| Ethiopia, Uganda | Resilience Building for refugees, IDPs and host communities in Ethiopia and Uganda Phase II (ReBuild II) | 01/2020 - 12/2021 | € 555 555,00 | ADA |
| Ethiopia | Integrated intervention to save lives and restore livelihood in Somali region, Ethiopia | 12/2018 - 01/2021 | € 330 000,00 | ADA |
| Tanzania Uganda | Consortium Project "CSOs and Policy Dialogue" Part III - CSOs systematically engaging in Policy Dialogue. Focussing on improved child protection and prevention of child marriages. | 01/2020 - 12/2022 | € 63 000,00 | ADA |
| EASTERN EUROPE | | | | |
| Albania, Bosnia and Herzegovina, Ukraine | Streaming towards equal possibilities (STEP), combating COVID consequences with a focus on healthcare and domestic violence prevention | 12/2021 - 05/2023 | € 1 044 258,10 | BMSGPK |
| Armenia | Strengthening families and communities for child development in Tavush | 08/2021 - 07/2024 | € 450 000,00 | ADA |
| Bosnia and Herzegovina | Families stay together - equal rights and opportunities for all! | 01/2021 - 12/2023 | € 549 056,18 | ADA |
| Georgia | Capacity Building for the promotion of gender equality and the prevention of family separation in Zugdidi | 01/2020 - 12/2022 | € 500 000,00 | ADA |
| Armenia, Belarus, Ukraine | EU for Youth! Employability and Stability for youth and young adults in Armenia, Belarus and Ukraine. | 09/2018 - 06/2021 | € 1 666 666,00 | EU & ADA |
| LATIN AMERICA | | | | |
| Peru | COVID-19 response Peru | 07/2020 - 05/2021 | € 386 469,00 | Tyrol country |

With funding from

 Austrian Development Cooperation

 Federal Ministry Republic of Austria European and International Affairs

 Federal Ministry Republic of Austria Social Affairs, Health, Care and Consumer Protection


In 2021, around **22,000** youths and young adults were supported in leading independent lives through **703** youth-specific services and programmes.



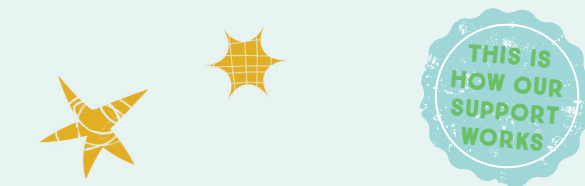
SOS Children's Villages' **62** medical programmes worldwide provided large and small treatments or assistance in 2021. The beneficiaries were **300,800** children, young people and adults.

HOPE DESPITE POVERTY AND WAR

The Armenian region of Tavush is one of the poorest region in Europe. In addition to poverty, the conflict with Azerbaijan over Nagorno Karabakh is flaring up again and again. An SOS Children's Villages project helps the people to gain new confidence.

When Marianna was enrolled into the SOS Children's Villages family strengthening project in Armenia, she faced enormous challenges. Her daughter Lili had been diagnosed with a severe heart disorder. The family of six from Tavush in north-eastern Armenia could not afford the necessary medical treatment.

More than a quarter of the population lives in poverty here, and the poverty rate among children is over **40%**. Many people suffer from physical and mental health problems that are a direct result of stressful experiences and war traumata, as well as extremely limited access to effective

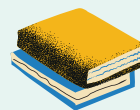


treatments. This leads to a greater risk of family crisis situations and domestic violence. A considerable part of the target group lacks knowledge and skills to cope with familial challenges - and this also has a negative impact on the children's personal and educational development and thus on their long-term future prospects.

This is how family strengthening works

SOS Children's Villages supports families in this region with:

- food parcels
- basic medical care
- psychosocial services in the form of individual and group therapies
- Vocational training: development of business plans up to investments in means of production such as sewing machines or agricultural equipment. As a result more than **60%** of the families achieve a higher income



For Marianna, too, much has changed for the better as a result. Her daughter Lili can go to school again. The father can pursue his profession as a welder with the necessary tools, and the family can increase their income with a small farm additionally.

SOS Children's Villages has been active in Armenia for more than 30 years and is one of the largest children's rights organisations in the country. Examples of services: two SOS Children's Villages and youth programmes, emergency response projects and six family strengthening programmes for psychosocial and economic strengthening of families.



With funding from
 Austrian
Development
Cooperation

SOS CHILDREN'S VILLAGES FAMILY STRENGTHENING PROGRAMME ARMENIA:

Objective: To strengthen vulnerable families, especially children, in Tavush, Armenia. The project plays an important role in ensuring effective strengthening of the families' social, emotional, psychological and economic capacities.

Start: 2008. Since 2015 with co-funding from the Austrian Development Agency (ADA) as a mobile family strengthening programme.



A SAFE PLACE FOR REFUGEE CHILDREN



Greece/Lesvos.

Just being able to be a child.

This was made possible by SOS Children's Villages for the children from the Kara Tepe II refugee camp on Lesbos in a dedicated day care centre. For most of the children, it was the only way to leave the refugee camp and be in a real house with walls, tables, chairs and toys for the first time in a very long time. Since May 2021, children aged 4 to 17 could come to the house in the capital Mytilini from Monday to Friday for half a day. In addition to lessons in Greek, English and mathematics, they did a lot of handicrafts, practised arithmetic and writing, learned languages and were taught music, biology and geography. Drawings and games were used to work through stressful experiences. In 2021, **409** children were cared for here.



Ukraine Emergency Relief.

SOS Children's Villages acted quickly and unbureaucratically after the outbreak of war: By mid-June 2022 alone, a total of **250** refugees from Ukraine, including **200** children, have received protection and help in Austrian SOS Children's Villages services.

In addition, SOS Children's Villages in Vienna, Lower Austria, Upper Austria and Salzburg support Austrian host families who take in unaccompanied children.

SOS Children's Villages has also set up a children's zone at Vienna's main railway station: here, the youngest children in transit find a child-friendly place to take a breather, play and be a child. Every day, **50-70** children are looked after there (as of May 2022).

SOS Children's Villages has been

active in Ukraine for 20 years. Since the outbreak of the war at the end of February 2022, we have been on site with an emergency relief programme for **500,000** people.

Evacuated from war zones by June 2022: **136** foster families with **1,200** children out of SOS Children's Villages programmes as well as another **6,000** adults and **3,000** children. SOS Children's Villages also provides financial support for **3,100** people in Ukraine and psychological help for **303** people. New drop-in centres for social and material support were established in Lviv, Ivano-Frankivsk and Dnipro, among others.

By June 2022, a total of **35,000** people in Ukraine had benefited from emergency relief by SOS Children's Villages.



Tyrol. Child-oriented support

At SOS-Kinder.Welt in Innsbruck, children from refugee families find a cosy, child-friendly place four afternoons a week. They can play, do handicrafts, receive support in groups and individually and are prepared for kindergarten and school. Pupils receive regular learning support, and mothers participate in a German language course. Since 2021, families are also visited, strengthened and supported by mobile pedagogical teams.

60.4%

OPERATING INCOME



SOURCE OF FUNDS



33.7%

DONATIONS (EARMARKED)

76.6%

SOS CHILDREN'S VILLAGES
PROGRAMMES IN AUSTRIA



8.7%

SOS CHILDREN'S VILLAGES
AUSTRIA PROJECTS
WORLDWIDE



USE OF FUNDS



5.7%

ADMINISTRATIVE
EXPENSES



5.1%

FUNDRAISING

SOURCE OF FUNDS

| | IN % | IN TSD. EURO |
|--|-------------|----------------|
| I. Donations (earmarked) | 33.7% | 49 909 |
| II. Operating income | 60.4% | 89 433 |
| a) operating income from public funds | 59.5% | 88 093 |
| · revenues cost units (daily rates and refunds) | 59.5% | 88 066 |
| · other operating income | 0.0% | 27 |
| b) sundry operating income | 0.9% | 1 340 |
| III. Subsidies and grants from public sector | 3.5% | 5 100 |
| IV. Other income | 0.9% | 1 354 |
| a) asset management | 0.9% | 1 354 |
| V. Release of liability items of donations and subsidies not yet used as earmarked | 1.5% | 2 261 |
| VI. Release of reserves | 0.0% | 0 |
| VII. Annual loss | 0.0% | 0 |
| Total income | 100% | 148 057 |

USE OF FUNDS

| | | |
|---|-------------|----------------|
| I. Services for defined statutory purposes | | |
| SOS Children's Villages programmes in Austria | 76.6% | 113 391 |
| SOS Children's Villages Austria projects worldwide | 8.7% | 12 942 |
| II. Fundraising | 5.1% | 7 561 |
| III. Administrative expenses | 5.7% | 8 492 |
| IV. Contributions to liability items of donations and subsidies not yet used as earmarked | 2.9% | 4 259 |
| V. Contribution to reserves | 1.0% | 1 412 |
| VI. Annual surplus | 0.0% | 0 |
| Total expenditure | 100% | 148 057 |

Financial report
SOS Children's
Villages Austria
according to the
cooperation agreement
on the assignment
of a quality seal
for donations

GOOD TO KNOW

Around 1,700 children and young people found a loving and stable home with SOS Children's Villages in Austria in 2021.



Austria-wide there are ten SOS Children's Villages and numerous other programme locations (see overview map on the last page). The children and young people live in houses or apartments, are cared for and supported by pedagogues and usually also go to kindergarten, school or do an apprenticeship nearby.



Around 3,000 children, young people and their families received regular counselling and support from SOS Children's Villages in 2021:

this means, for example, that they were cared for in our outpatient clinics or received mobile family support, or they participated in work and education projects...

Worldwide, around 1.28 million people benefit from the many support services offered by SOS Children's Villages every year.

SOS Children's Villages was founded in Tyrol in 1949. At that time, many war orphans needed a new home. Instead of building large children's homes, small villages were set up so that the children and young people could grow up in a secure familial environment.

In the meantime, SOS Children's Villages is an international children's rights organisation and active in 138 countries and territories.



Almost all children and young people who live in an SOS Children's Villages family or group home on a short-, medium- or long-term basis have biological parents.

However, for various reasons, they cannot live with them. Therefore, SOS Children's Villages offers them a loving and stable home and also supports their parents in the meantime.

In this way, it is sometimes possible for children to return to their families.



Childhood is diverse, and so is our work. In Austria and worldwide.



In many cases, the children and young people have experienced a lot of strain in their childhood.

With stable structures, reliable relationships and therapies, they get the chance to put down their heavy mental backpack and unpack it.

As a children's rights organisation, SOS Children's Villages gives young people a "loud voice" in public and actively advocates for the observance of children's rights.

Rat auf Draht is part of SOS Children's Villages as well. The helpline 147 is available around the clock for all young people in critical situations or with urgent questions. Every day, around 165 counselling sessions are conducted – by phone, online and via chat – by the multi-professional team of psychologists, life and social counsellors and lawyers. Since 2021, parents have also been able to get counselling online at elternseite.at.



Our 1,909 employees in Austria work in about 60 different professional fields. A big thank you also goes to the 300 volunteers who supported us all over Austria in 2021.

Out of 10 euros, at least 9 euros remain as a pure donation. Only about 10 percent of a donation goes to the necessary administration and the important fundraising.

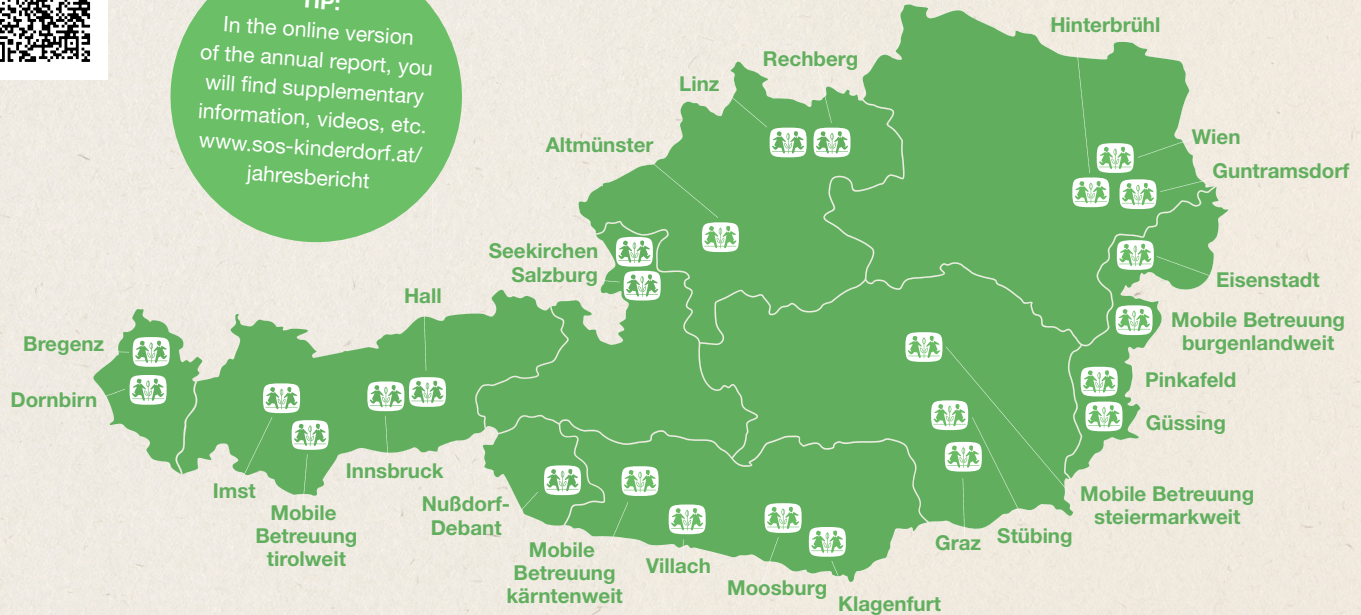
SOS Children's Villages has been a bearer of the Austrian Donation Seal of Quality for 20 years. It stands for security and transparency. It proves that we as a donation organisation handle the money entrusted to us carefully and responsibly, that donations are used purposefully and economically.

Map: Only those locations are shown here where SOS Children's Villages in Austria works in a bundled way and supports at least 15 children and adolescents



TIP:

In the online version of the annual report, you will find supplementary information, videos, etc.
www.sos-kinderdorf.at/jahresbericht



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