



World Consumer Protection Map

Contribution by
Austria

Page 2: Contact of respondent

Q1 **Austria**

Name of responding member State

Q2

Name of responding authority/agency:

Federal Ministry of Social Affairs, Health, Care and Consumer Protection (Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz)

Page 3: Consumer protection legislation

Q7 **No**

Does your country's Constitution contain a provision on consumer protection?

Q8 **Respondent skipped this question**

If you do, please provide de following details:

Q9 **Yes**

Does your country have have specific law(s) on consumer protection ?

Q10 **Date** **01/10/1979**

If you do, when was the main specific law first enacted?

Q11

Date

01/01/2022

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

Please provide the following details of the current specific law(s):

1- Name of law

Preliminary remark: In Austria, there is a vast number of legal acts (on both the national and European level) that are relevant for the various aspects of consumer protection. Consequently, the answers in this section of the survey can only cover selected laws that are prima facie the most relevant for the respective fields and should not be understood as an exhaustive list.

2- Name of law

Konsumentenschutzgesetz (KSchG; Consumer Protection Act)

2- URL link

<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10002462>

3- URL link

Remark on questions 13 -15: As the KSchG does not cover the fields listed in the following questions exclusively, question 13 remains unanswered and we add "KSchG" at its main regulatory areas in our answers to question 14.

Q13

Respondent skipped this question

Please check all the fields that your consumer protections law(s) cover.

Q14

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Consumer rights/legitimate needs	e especially KSchG + also in various specific laws; also general civil law relevant (Allgemeines Bürgerliches Gesetzbuch - ABGB; General Civil Code); with regard to legal guarantee: Verbrauchergewährleistungsgesetz (VGG; Consumer Guarantees Act)
Access by consumers to essential goods and services	Bundesgesetz zur Verbesserung der Nahversorgung und der Wettbewerbsbedingungen (esp. § 4); Elektrizitätswirtschafts- und -organisationsgesetz 2010 (EIWOG 2010, Electricity Sector Act 2010; esp. § 15)
Protection of vulnerable and disadvantaged consumers	no particular law solely for this purpose; however, some provisions foresee exemptions for vulnerables regarding specific financial fees (for instance in the energy sector)
Physical safety	Produktsicherheitsgesetz 2004 (PSG 2004; general Product Safety Act 2004) + various laws on safety requirements for specific products
Terms and conditions	KSchG + also general civil law relevant
Promotional marketing and sales practices (including misleading advertisement)	Bundesgesetz gegen den unlauteren Wettbewerb 1984 (UWG, Act against unfair competition/unfair commercial practices)
Restrictive business practices (competition/antitrust)	Wettbewerbsgesetz (WettbG); Kartellgesetz 2005 (KartG 2005)
Electronic commerce	especially Fern- und Auswärtsgeschäfte-Gesetz (FAGG); E-Commerce-Gesetz (ECG)
Promotion of sustainable consumption	e.g. Bundesverfassungsgesetz über die Nachhaltigkeit, den Tierschutz, den umfassenden Umweltschutz, die Sicherstellung der Wasser- und Lebensmittelversorgung und die Forschung (Federal Constitutional Act on sustainability, animal protection, comprehensive environmental protection, on water and food security as well as research); Austrian Ecolabel - awarded by the Republic of Austria (Ministry of Sustainability and Tourism) since 1990
Food distribution	Lebensmittelsicherheits- und Verbraucherschutzgesetz (LMSVG); (and various regulations e.g. for frozen products etc)
Water	federal state laws on public water supply
Pharmaceuticals	e.g. Arzneimittelgesetz (AMG)

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Energy	Elektrizitätswirtschafts- und –organisationsgesetz 2010 (EIWOG 2010, Electricity Sector Act 2010); Gaswirtschaftsgesetz 2011 (GWG 2011, Natural Gas Act 2011)
Public utilities	various sector specific federal and federal state laws
Tourism	e.g. various EU regulations on passenger rights; Pauschalreisegesetz (PRG; Package Travel Act)
Data protection and privacy	European General Data Protection Regulation 2016/679; Datenschutzgesetz (DSG; Data Protection Act)
Financial services	various laws - e.g.: Verbraucherzahlungskontogesetz (VZKG; Act on Consumer Payment Accounts); Zahlungsdienstegesetz 2018 (ZaDiG 2018; Act on Payment Services); Fern-Finanzdienstleistungs-Gesetz (FernFinG; Act on Distance Financial Services)
Dispute resolution	Alternative-Streitbeilegung-Gesetz (ASStG; Act on Alternative Dispute Resolution); EU Regulation on consumer online dispute resolution 524/2013 (ODR)
Redress	KSchG + also general civil law law relevant
Consumer education	part of various curriculums, laid down in decrees of the Ministry of Education; see also consumer portal www.konsumentenfragen.at for consumer information and educational material
Consumer information	precontractual information -> in various acts of consumer protection relevance (especially KSchG, Fern- und Auswärtsgeschäfte-Gesetz); see also consumer portal www.konsumentenfragen.at

Q15

Please indicate the URL Link of the relevant law(s) to each field:

Consumer rights/legitimate needs

KSchG:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=10002462](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10002462)

ABGB: [https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=10001622](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10001622)

VGG: [https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20011654](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20011654)

Access by consumers to essential goods and services

Bundesgesetz zur Verbesserung der Nahversorgung und der Wettbewerbsbedingungen:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=10002393](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10002393)

EIWOG 2010:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20007045](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007045)

Physical safety

PSG 2004:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20004009](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004009)

Terms and conditions

see above for links

Promotional marketing and sales practices (including misleading advertisement)

UWG: [https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=10002665](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10002665)

Restrictive business practices (competition/antitrust)

WettbG:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20001898](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20001898)

KartG 2005:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20004174](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004174)

Electronic commerce

FAGG:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20008847](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20008847)

ECG: [https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20001703](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20001703)

Promotion of sustainable consumption

Bundesverfassungsgesetz über die Nachhaltigkeit, den Tierschutz, den umfassenden Umweltschutz, die Sicherstellung der Wasser- und Lebensmittelversorgung und die Forschung:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20008504](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20008504)

Österreichisches Umweltzeichen:

<https://www.umweltzeichen.at/>

Food distribution

LMSVG:

[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=20004546](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004546)

Pharmaceuticals	AMG: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10010441
Energy	EIWOG 2010: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007045 GWG 2011: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007523
Tourism	Various EU regulations on passenger rights such as e.g. Regulation (EC) No 261/2004: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32004R0261 PRG: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20009859
Data protection and privacy	GDPR: https://eur-lex.europa.eu/eli/reg/2016/679/oj DSG: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10001597
Financial services	VZKG: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20009550 ZaDiG 2018: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20010182 FernFinG: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20003383
Dispute resolution	AStG: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20009242 ODR-Regulation: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32013R0524
Redress	see above for links
Consumer education	https://www.bmbwf.gv.at/Themen/schule/schulrecht/gvo.html https://www.konsumentenfragen.at/
Consumer information	see links above

Q16

Name of Ministry responsible for consumer protection:

Federal Ministry of Social Affairs, Health, Care and Consumer Protection (Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz) Please note: As consumer protection is a cross cutting issue, there are several other Ministries responsible for legal acts relevant for consumers.

Q17

URL link of responsible Ministry for consumer protection:

<https://www.sozialministerium.at>

Q18

Year when consumer protection was assumed by the current responsible ministry:

2003 (before 2003, the consumer protection directorate was part of several other Ministries)

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Q19

No

Do you have a main consumer protection authority/agency?

Q20

Respondent skipped this question

Name of main consumer protection authority/agency:

Q21

Respondent skipped this question

URL of main consumer protection authority/agency:

Q22

Respondent skipped this question

Year of creation:

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Respondent skipped this question

Total number of staff:

Q25

Respondent skipped this question

Total number of staff directly affected to consumer protection:

Q26

Respondent skipped this question

Do you have a law/decreed that governs the main consumer protection authority/agency?

Q27 Respondent skipped this question

If you do, please provide the following details:

Q28 Respondent skipped this question

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

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Q29 Respondent skipped this question

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Q30 Respondent skipped this question

URL Link of the relevant authority/agency to each field:

Q31 Respondent skipped this question

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

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Q32 Respondent skipped this question

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Q33 Respondent skipped this question

URL Link of the relevant authority/agency to each field:

Q34 Respondent skipped this question

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Q35

Respondent skipped this question

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Q36

Respondent skipped this question

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Q37

Respondent skipped this question

Record highest amount for any sanction/measure imposed: (in USD)

Q38

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

o In Austria, the enforcement of consumer protection law is mainly sought through civil law with injunctions brought by consumer organisations playing a key role in this system. Although several institutions are entitled by law to bring actions against traders that use unlawful terms in their general terms and conditions or conduct in unfair commercial practices, the Verein für Konsumenteninformation (VKI) and the Arbeiterkammer (AK, Chamber of Labour) are the institutions which have adopted a consistent policy of making use of their right to bring injunctions before court. They are also entitled to fight against illegal practices according to the scope of the European Injunctions Directive 2009/22/EC like e.g. misleading advertising, unfair clauses in general standard terms and conditions by filing injunctions. Furthermore, these institutions can also file for an injunction if a trader injures general consumer interests by offending the provisions regarding door-to-door sales, distance-selling contracts, timeshare contracts, legal guarantee and warranty credit contracts and others. In most cases, the trader gets the possibility to avoid the lawsuit if he signs a cease-and-desist statement secured by a reasonable penalty within a reasonable period.

The VKI is commissioned with litigation by contract with the Federal Ministry of Social Affairs, Health, Care and Consumer Protection and performs this task with financial subsidies from the Ministry. Moreover, the VKI assumes liability for the legal costs of suits with the aim of obtaining pertinent court rulings in cases that are particularly important from a consumer protective point of view (test cases). Another way for consumer associations to obtain pertinent court decisions is the so called "joint action under Austrian law": Although the Austrian procedural law does not explicitly foresee the possibility of group actions, consumers can assign their claims to a consumer association that then files a complaint in its name.

Apart from this system based on enforcement through civil law, (especially in specific sectors) there are also authorities empowered to sanction violations with administrative fines.

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Q39

Yes

Are there any non-governmental consumer organizations/associations in your country?

Q40

No

Do you have a law/decree that governs consumer organizations/associations?

Q41

Respondent skipped this question

In case you have a law/decree that governs consumer organizations, please provide the following details:

Q42

Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,
Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications,
Enforcement powers,
Legal representation of consumers' individual interests before courts
 ,
Legal representation for consumer collective actions

Q43

Yes

Do consumer groups/associations receive public funding?

Q44

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	Verein für Konsumenteninformation (VKI)
1- Website	https://vki.at/; http://verbraucherrecht.at/
2- Name	Arbeiterkammer (AK; Chamber of Labour)
2- Website	https://www.arbeiterkammer.at/; https://www.arbeiterkammer.at/beratung/konsumentenschutz/

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Q45

Yes

Can consumers obtain redress through judicial channels?

Q46

No

Is there a specialized judicial mechanism for consumer complaints?

Q47

Respondent skipped this question

If there is, please provide the following details

Q48

No

Do you have collective redress/class actions for consumer complaints?

Q49

**Consumers individually,
Lawyers,
Consumer associations**

Who can represent consumer interests in court?

Q50

Respondent skipped this question

What is the highest damages award following a collective redress/class action?

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Q51

Mediation/ Conciliation,

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Comments:

The European Directive on alternative dispute resolution for consumer disputes (Directive 2013/11/EU) has been transposed into the Austrian legal system by the Alternative-Streitbeilegung-Gesetz, which came into force in January 2016. According to this law, there are eight state-recognized ADR bodies. Seven of them are competent for specific sectors like telecommunications, postal services, energy services, financial services, passenger rights, prefabricated houses or internet contracts. Moreover there is one additional entity that is responsible for consumer disputes that do not fall in the specific sectors mentioned above (Schlichtung für Verbrauchergeschäfte). The goal of the ADR-procedure is to find a consensual resolution of consumer disputes. The ADR bodies do not take binding decisions.

Q52

If there are any of the above, please provide the following details:

1- Name	Schlichtung für Verbrauchergeschäfte
1- URL Link	https://www.verbraucherschlichtung.at/
2- Name	see the following link for the names + links to the other seven sector specific ADR bodies
2- URL Link	https://www.verbraucherschlichtung.at/verfahren/

Q53

Yes

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54

If there are, please provide the following details:

1- Name	Network of European Consumer Centres (ECC-Net)
1- URL Link	ECC Austria: http://europakonsument.at/en ; info on ECC-Net: https://ec.europa.eu/info/live-work-travel-eu/consumers/resolve-your-consumer-complaint/european-consumer-centres-network_en
2- Name	European Online Dispute Resolution Platform (ODR)
2- URL Link	https://ec.europa.eu/consumers/odr/main/

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Q55

Respondent skipped this question

Are there any self-regulation initiatives from businesses?

Q56

Respondent skipped this question

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Q57

Respondent skipped this question

Are there any co-regulation initiatives between businesses and public entities?

Q58

Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59

Respondent skipped this question

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

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Q60

Respondent skipped this question

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Q61

Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

Q62

Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Q63

Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Q64

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

ICPEN (International Consumer Protection and Enforcement Network)

<https://www.icpen.org> - see this link also for the fields that the ICPEN network covers (question 65)

Q65

Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Q66

Respondent skipped this question

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Q67

Yes

Do you have any experience in cross-border cooperation on enforcement?

Q68

If you do, please provide a short description

o CPC Network within the EU: The Consumer Protection Cooperation (CPC) is a network of national authorities responsible for enforcing EU consumer protection laws in EU and EEA countries.

This network tackles cross-border infringements (within the EU) of certain consumer protection laws, which harm, or are likely to harm, the collective interests of consumers. The legal base for this cooperation is the European Regulation on consumer protection cooperation (Regulation (EU) 2017/2394 on cooperation between national authorities responsible for the enforcement of consumer protection laws).

Broadly, the cooperation within the CPC network works as follows: A competent authority in a member state where consumers' rights are being violated can ask its counterpart in the member state where the trader is based to take action to stop this breach of law. The CPC Regulation sets a list of minimum powers for the national competent authorities. Competent authorities can also alert each other to malpractices that could spread to other countries. Authorities, together with the European Commission, can also coordinate their investigation and enforcement approaches to applying consumer protection law in order to tackle widespread infringements (so-called "coordinated actions"). Moreover, CPC authorities and the European Commission regularly perform so-called "Sweeps": A "sweep" is a set of checks carried out simultaneously by national enforcement authorities to identify breaches of EU consumer law in a particular sector.

In the enforcement phase, the authorities ask the traders concerned to take corrective action.

In each EU member state, a single liaison office is responsible for coordinating the application of the CPC regulation within that member state. In Austria, the Federal Ministry of Social Affairs, Health, Care and Consumer Protection is entrusted with this role. See for further information on the CPC Network:

https://ec.europa.eu/info/live-work-travel-eu/consumer-rights-and-complaints/enforcement-consumer-protection/consumer-protection-cooperation-network_en

Q69

Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

Yes

As a donor

Yes

Q70

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

1- Name of programme/project

o Exchange of officials organised by the EU's CHAFEA (Consumers, Health, Agriculture and Food Executive Agency) - see for further information: https://ec.europa.eu/chafea/index_en.htm (Please note: As of 1 April 2021, CHAFEA's mandate regarding the European Consumer Programme, has been delegated to the European Innovation Council and SMEs Executive Agency 'EISMEA'. Please consult the link above for further information.)

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Q71

Yes

Does your authority/agency carry out information and education initiatives?

Q72

Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Health, nutrition, prevention of food-borne diseases and food adulteration

Product hazard,

Product labelling,

Legislation, dispute resolution,

Electronic commerce,

Financial services,

Sustainable consumption,

Other (please specify):

Consumer information/education especially on consumer rights e.g. concerning general contractual rights, e-commerce, telecommunications, energy services, financial services, product safety, passenger rights, housing/tenancy law, data protection,... For further information see <http://www.konsumentenfragen.at> Moreover, consumer protection experts from the Ministry of Labour, Social Affairs, Health and Consumer Protection regularly take part in information fairs, workshops and conferences for the purpose of consumer information and education (targeted both at specific consumer groups like pupils but also for the wide public).

Q73

Yes

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74

If your authority/agency does, please provide the following details:

1- Name of initiative

Consumer Education in schools

1- Scope of initiative

The Federal Ministry of Social Affairs, Health, Care and Consumer Protection runs a programme on consumer education in schools in cooperation with the debtors' advisory centre of Upper Austria (Schuldnerberatung Oberösterreich). The aim of the programme is to provide teachers with training in consumer protection as well as supporting teaching materials to use in classroom. The participation in this programme is free and is provided all over Austria. The reason for targeting this project at teachers is to create a multiplier effect. The teaching materials get regularly updated and enhanced – recently, new materials with the focus on younger pupils at the age of 6-10 were added. In order to spread the knowledge of this project among teachers and schools, the Ministry regularly participates in information fairs, workshops and conferences for teaching staff. Furthermore experts from the Ministry regularly visit education institutions for (prospective) teachers in order to give lectures on important consumer rights as well as to show ways on how to impart this knowledge in class, e.g. by using the materials provided by our Ministry.

1- URL link

http://www.konsumentenfragen.at/konsumentenfragen/Fuer_PaedagogInnen/

1- Impact (short description)

The Federal Ministry of Labour, Social Affairs, Health and Consumer Protection runs a programme on consumer education in schools in cooperation with the debtors' advisory centre of Upper Austria. The aim of the programme is to provide teachers with training in consumer protection as well as supporting teaching materials to use in classroom. The participation in this programme is free and is provided all over Austria. The reason for targeting this project at teachers is to create a multiplier effect. The teaching materials get regularly updated and enhanced – recently, new materials with the focus on younger pupils at the age of 6-10 were added. In order to spread the knowledge of this project among teachers and schools, the Ministry regularly participates in information fairs, workshops and conferences for teaching staff. Furthermore experts from our Ministry regularly visit education institutions for (prospective) teachers in order to give lectures on important consumer rights as well as to show ways on how to impart this knowledge in class, e.g. by using the materials provided by our Ministry.

2- Name of initiative	The Federal Ministry of Social Affairs, Health, Care and Consumer Protection provides general information for vulnerable and disadvantaged on its website (e.g. regarding questions on nursing, pension, labour, health,...).
2- URL link	https://www.sozialministerium.at/
2- Impact (short description)	see link for further information
3- Name of initiative	Conscious Consumer Laboratory (CoCoLab)
3- URL link	https://cocolab.wirtschaftsmuseum.at/
3- Impact (short description)	Conscious Consumer Laboratory (CoCoLab) is a permanent exhibition at the Austrian "Gesellschafts- und Wirtschaftsmuseum" (Social and Economics Museum) which invites young people from the age of nine to discover the different aspects of consuming and what it means to be a responsible and informed consumer. In workshops of approximately two hours the children pass interactive stations with the possibility to discuss, to experiment, to research on topics such as data protection, advertising, sustainability and globalization. The project is mainly financed by the Federal Ministry of Social Affairs, Health, Care and Consumer Protection.

Q75

Yes

Do consumer organizations/associations provide education and information initiatives?

Q76

If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association	Verein für Konsumenteninformation (VKI); European Consumer Centre Austria
1- URL link of initiative	https://vki.at/ ; http://verbraucherrecht.at/ ; https://www.konsument.at/ ; http://europakonsument.at/
2- Name of consumer organization/association	Arbeiterkammer (AK; Chamber of Labour)
2- URL link of initiative	https://www.arbeiterkammer.at/beratung/konsumentenschutz/
3- Name of consumer organization/association	Internet Ombudsstelle
3- URL link of initiative	https://www.ombudsstelle.at/ ; https://www.watchlist-internet.at/

Q77

Yes

Does your authority/agency conduct research and analysis on consumer protection issues?

Q78

If your authority/agency does, please provide the following details:

1- Main area of work

Konsumentenbarometer - a study on the opinions and experiences of Austrian consumers regarding various aspects of consumer protection (e.g. consumers' problems, satisfaction, awareness/knowledge, attitude,...); every two years

1- URL link to online library or publication(s)

Edition 2021:
https://www.konsumentenfragen.at/konsumentenfragen/Aktuelles/Konsumentenfragen/Konsumentenbarometer_2021_-_Teil_1-_Beschwerdeerledigung.html

2- Main area of work

targeted funding of projects of other institutions that also cover consumer research (e.g. consumer satisfaction regarding public transport; consumer problems in e-commerce/online-fraud/...)

2- URL link to online library or publication(s)

**<https://www.vcoe.at/projekte/vcoe-bahntest-2020-die-ergebnisse>; <https://www.ombudsstelle.at/>;
<https://www.watchlist-internet.at>**

3- Main area of work

Konsumentenpolitisches Jahrbuch - a series of publications (every two years), in which national and international experts contribute articles on current developments of relevance for consumer protection

3- URL link to online library or publication(s)

Edition 2021:
<https://www.verlagoesterreich.at/konsumentenpolitische-s-jahrbuch-2021/99.105005-9783704688682>

Q79

Yes

Do other organizations/associations conduct research and analysis on consumer protection?

Q80

If other organizations/associations do, please provide the following details:

1- Main area of work

Verein für Konsumenteninformation (VKI): publishes a monthly print magazine called "Konsument" that contains test reports of various consumer relevant products and services

1- URL link to online library or publication(s)

<https://www.konsument.at/>

2- Main area of work

Arbeiterkammer (AK; Chamber of Labour): regularly conducts studies/tests on specific topics of consumer protection, e.g. online/dynamic pricing, mobile internet

2- URL link to online library or publication(s)

<https://wien.arbeiterkammer.at/service/studien/Konsument/index.html>

3- Main area of work

various other organisations/institutions regularly conduct research and analysis projects that are relevant from a consumer protection perspective (e.g. on consumer problems regarding questions of (public) transport; consumer problems in e-commerce/online-fraud/, ...)

3- URL link to online library or publication(s)

**Edition 2021: <https://www.verlagoesterreich.at/k>
<https://www.ombudsstelle.at/>; <https://www.watchlist-internet.at/>; <https://www.vcoe.at/>**

4- Main area of work

Konsum neu denken - a series of symposiums of experts from science and practice, which aims to look at consumer protection from different, also non-traditional, angles; strong focus on consumer research

4- URL link to online library or publication(s)

for further information see e.g.:
<http://nachhaltigeuniversitaeten.at/3-symposium-konsum-neu-denken-das-transformative-potenzial-von-konsum-klagenfurt-21-22-9-2017/>;
http://www.konsumentenfragen.at/konsumentenfragen/Mein_Alltag/Aktuelles/Verbraucherforschung_in_Qesterreich_gibt_es_denn_eine; <https://consumer-law-and-psychology.uni-graz.at/>