HUMANITY IN THE EU REGION BURGENLAND

1 Professional Childminders Project Burgenland Draßburg
2 VAMOS Association Markt Allhau
3 Ordination Dr. Götzinger Andau
4 Wachter-Wieslers Ratschen Deutsch Schützen
5 JOB’s Pharmacy Eisenstadt
6 Gröller Beauty Salon Neustift bei Güssing
7 Aviation Academy Austria Neusiedl am See
8 Binder Construction Company Kemeten
9 Love Without Limits Regional Management Burgenland
Dear readers,

‘Humanity’ is a big word. It stands not only for all people, but also for the equality of all people, of every background and gender. For political but also religious tolerance, as well as regard for fellow humans and their beliefs. It demands that we act for social benefit and use space and resources with respect.

There are 95,300 people working in Burgenland. An employment record for our state, which is above the Austrian average, and which signals an upward trend on the job market after several years of economic difficulty. We have a big responsibility, and not just towards these workers. For their families and children in particular, we must strive to replace inhumane working conditions with solutions that are flexible and liveable.

The ‘Innovation Offensive Burgenland 2020’ is one of the next logical steps to attaining this objective. As a result of this action plan, the research and development quota in Burgenland will be doubled over the coming years. Funding of 50 million Euros has been made available for this until 2014.

Of course, innovative companies need well-trained employees. This means that strengthening Burgenland’s universities of applied science is an absolute necessity, to further enhance the attractiveness of the local education sector. Ultimately, we can only expect economic growth when we are prepared to first invest in intellectual growth. And the community is more than ready for this step.

In the following pages, you will read about the many different and inspiring ways that people from Burgenland bring the concept of humanity to life!

Hans Niessl
Governor, Burgenland
Career: Mother!

Career-ready, mobile... kids?

*Who can bridge the gap between professional success and family harmony and remain stress-free without external support? Professional childminders are flexible with their time, and give their little charges what they need the most: play and support, loving attention, and a whole lot of security.*

Anna Schmidl
Professional childminder in Draßburg

LAbg. Ingrid Salamon
Project Director, Professional Childminders Project Burgenland
Freshly-baked apple pie ...

... is on the table, and it smells delicious. With little cheeks rosy from playing, the rugrats munch on their morning tea. A cat rubs up against the table, on top of the old piano are photos of children, lovingly decorated. Here, all is still well with the world.

“Stress is the worst thing,” smiles Anna Schmidl, relaxed, while five children romp around contentedly in the background, “not just for adults – most of all for children”. Anna Schmidl puts her heart and soul into her job as a professional childminder in Draßburg, and is a family woman through and through. Aside from her own children and four grandchildren, she has cared for more than 30 children over the years. “A motley crew,” she says, looking at her charges lovingly.

“Most people don’t take time out for the simple things in life any more. That’s why I deliberately plant a square of grass together with the kids, and then we have a look every day to see how it has grown. Or we watch the birds, and how they eat from the hanging feeders, and listen to their beautiful singing in Spring. Children soak all of this up with such joy and enthusiasm. Adults, on the other hand, have often lost their ability to appreciate the little wonders in life.”

For the Schmidl family, these other values still count. Everyday life needs to be structured in a particular way: “My work doesn’t start at 8am, when the first child arrives, it starts at 6am. I get up early, prepare food, set everything up and then when I’m looking after the children, I am completely there for them. This means I can offer them harmony and stability. The kids take that on eagerly. We do a lot together – that’s important in any relationship. I have time for them, and can see to their needs. I try to pick up from wherever the child is in his or her development. And I can do that calmly – I think that’s the most important thing.”

For Ms Schmidl, her profession as full-time mother is also her calling. “I love children, and I can empathise with them very well. If you’re not interested in children, you should probably do something else. Kids are not always sweetness and light. They can also turn things upside down. There’s this other side you can’t forget about. But when you listen and respond to them, harmony gets restored again. But you need patience, empathy and a lot of love.”

“Adults have often lost their ability to appreciate the little wonders in life.”

Anna Schmidl
Professional childminder in Draßburg

Prospective childminders have to be naturally good with children, but that’s only the start. “You also take on a big educational responsibility,” says Ms Schmidl. “In addition to our work, there are regular work meetings, coaching and counselling as well as free compulsory courses. I also take additional, private courses. I pay for them myself, just because I’m interested in everything to do with the subject. At the end of the day, expanding your own knowledge benefits the children and parents.”

Member of Parliament Ingrid Salamon, director of the Professional Childminders Project Burgenland, agrees: “I’ve been familiar with the project from its very first stages. And I can confirm that the services have been eagerly taken up. By the parents, but also by the actual clients, the children. I’m convinced that the time that children spend with professional childminders is very much individually tailored. It must be lovely as a child to be looked after by a professional childminder in such a caring and loving way.”

“Aside from collective agreement cover, it’s very important for us that professional childminders receive a good education,” says Salamon. Reflecting this, the courses on offer for childminders are many and varied, including seminars from areas of developmental psychology, health and nutrition, conflict resolution and first aid. These measures are supported financially by the Public Employment Service (AMS) with resources from the European Social Fund (ESF).

“It’s lovely for children to be able to enjoy the care and attention of a professional childminder.”

LAbg. Ingrid Salamon
Director, Professional Childminders Project Burgenland
The successful model for professional childminders in Burgenland has stood the test of time for 22 years. The project was started in 1989 by Volkshilfe social services, to create social security for women who look after other children.

“Individual, time-flexible child supervision is a valuable profession,” emphasises Anna Schmidl, and has something to add to politicians: “What’s missing is being considered equal to traditional supervisory institutions like crèches and kindergartens. That’s not about us as professional childminders, it’s much more about the wellbeing of our children.”

### Professional Childminders Project Burgenland

**What has been funded and supported:**
- Education and training for professional childminders in Burgenland

**How it has been funded and supported:**
- Time period: April 2007 – August 2008
- Cost: €11,190 Euro
- Amount funded: €6,300 Euro

**Funding and support objectives:**
- Supporting further qualification for those already in the workplace
- Increasing the readiness of employees to undertake training
- Securing jobs

**Funding and support agency responsible:**
- AMS – Public Employment Service Burgenland

**Project coordinator:**
Professional Childminders Project Burgenland
7000 Eisenstadt, Hartlsteig 2
www.tagesmuettter.or.at

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**RSS | YOU CAN FIND THE VIDEO PODCAST WITH ANNA SCHMIDL UND INGRID SALAMON MP AT WWW.RMB.AT/PODCASTS**
PARTICIPANTS IN PROJECT ACTION (ABOVE) | WORKING IN THE VAMOS ASSOCIATION'S NURSERY
Action Heroes

Guys and tough dolls

In Markt Allhau, young people with behavioural problems and a difficult past find their way back into the community. They are supported and given a helping hand by VAMOS – an association demonstrating the way that integration works in everyday life.

Johanna Freudelsperger-Sagl
Director, VAMOS – Association for Integration
INTEGRATION EFFORTS TO INCORPORATE YOUNG PEOPLE INTO THE GENERAL LABOUR MARKET

Personal freedom...

... ends where the freedom of others is infringed upon. For young people with social and behavioural problems, it is difficult to recognise their own and others’ limits. The objective of Project ACTION, a forest education program, was for youth to start to deal with their own reality and the consequences of their actions.

Where am I? Where can I get to? What is my approach to becoming employable on the job market? Questions that every young person has to ask sooner or later. For the teenagers supervised by the VAMOS association, finding answers to these questions is often – seemingly – impossible. “Our clients are young people with difficult personalities, who can’t establish themselves in a job or training as a result of their behavioural problems,” explains Johanna Freudelsperger-Sagl. “That’s why we train people at risk of social exclusion in our in-house businesses – a carpentry, nursery, kitchen and patisserie. The objective is to make them job-ready to the extent that they have a chance on the general labour market.”

VAMOS is a non-profit organisation in Markt Allhau, which deals with questions of integration. A majority of the young people supported by VAMOS come from a difficult or broken family background. Increasingly, they come directly from special educational facilities to the project. If their parental home still exists at all, it’s usually not one in which Mum and Dad have recently engaged with them. Without educational support, the chance of them being able to establish themselves anywhere are about zero.

“Practice shows that in these cases, we can get really good therapeutic results through the experience-oriented approach of forest education. The ACTION project demonstrates this in a concrete way. The project is about allowing young people to experience their own limits, in a way that they know where they stand, in relation to themselves and to others.”

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“The objective is to make the clients we supervise job-ready.”

Johanna Freudelsperger-Sagl
Director, VAMOS – Association for Integration

The individual parts of the project don’t seem unusual at first glance: staying overnight in a hut, a three-day canoe trip, barbecuing together, exploring the forest. Simple things that young people enjoy – but that also produce big effects in terms of group dynamics.
For people with irregular social behaviour, these situations can represent an extreme challenge. In the workshops and group activities, it’s primarily about building up mutual trust. The participants have to work on conflicts that arise, and work together to solve problems. Accompanied by specially-trained forest educators, behavioural issues that impede education and subsequent work are broken down or minimised.

“What we experienced during the project? Work. Effort. Our limits.”

Marc und Jenny (names changed)
Participants, Project ACTION

The project is financed by Burgenland’s employment pact, out of funds from the EU, the Federal Government and the State of Burgenland. “The cooperation with WiBAG (Business Services Burgenland) on this works really well.”

Marc and Jenny (names changed) are two participants to have completed Project ACTION. When asked about his personal impressions of the project, Marc chats easily: “The canoe trip was cool. That was more than just action. We barbecued, I slept alone in a tent. Early the next morning I jumped straight into the water! Ice cold! Some of the exercises were a bit weird. Like just walking into the forest, sniffing, feeling around and having a look what it’s like. I really had no idea what it was about. Apart from that, I really liked it. Especially that we worked so well together! That’s not something you can take for granted.”

Jenny is proud to have overcome her fear of the boat trip. “I was panicking at the beginning of the canoe trip. At one point, a boat nearly capsized, the canoe stuck up at a crazy angle, we lost the paddle, but I managed to get it back just in time. We really had to fight to get back from there. I thought it was all over. But then it went on after all. One thing’s for sure – we were totally pushed to our limits!”

Forest education project ACTION!

What has been funded and supported:
- Personal development of people who are at risk of social exclusion and isolated from the labour market

How it has been funded and supported:
- Time period: May – December 2010
- Cost: €17,750
- Amount funded: €17,750

Funding and support objectives:
- Expanding social competencies
- Strengthening personalities to enable young people to deal with training in the labour market
- Increasing the chances of reintegration into the labour market

Funding and support agency responsible:
- Office of the Burgenland State Government, Department 6 – Society, Health, Family, Sport

Project coordinator:
VAMOS – Association for Integration
7411 Markt Allhau, Markt Allhau 19
www.vereinvamos.at

RSS | YOU CAN FIND THE VIDEO PODCAST WITH JOHANNA FREUDELSPERGER-SAGL AT WWW.RMB.AT/PODCASTS
Yes, sister!

The hidden gems of the medical practice – a portrait

Medical assistants are much more than friendly receptionists. They are a patient’s first point of contact, they assist during examinations and are highly trained in operating complicated medical equipment.

Dr. Angelika Götzinger
General Practitioner

Melanie Markl
Medical assistant
Working with people...

... has always interested Melanie Markl, ever since she was a little girl. Her dedication to the social sector is now reflected in her full-time job as a medical assistant. And she has deliberately decided not to work in the city, but in the community of Andau, in North Burgenland.

"Here in the Seewinkel, a visit to the doctor isn’t an exercise in mass-production. Even if the waiting room is full," says Ms Markl heartily. Her workplace is anything but a sleepy little country practice. Rather, anyone coming in to the doctor’s surgery of GP Dr. Angelika Götzinger gets the impression that they’re in a high-tech medical centre. Generous, spacious rooms, with friendly furnishings and a full range of technical equipment. The team is made up of a graduate nurse, two medical assistants, a receptionist and Dr. Götzinger herself.

"I started here as a receptionist originally, and was initially responsible for administrative processes," explains Ms Markl exuberantly. "I wanted to expand my area of responsibility so that I could help out anywhere. After speaking to Dr Götzinger, I then decided to complete a part-time course to become a medical assistant."

The conscientious staff member completed the relevant course at Neusiedl vocational training institute, bfi. The subjects were many and varied: communication and interaction with patients, office administration, assistance during examinations, basic principles of hygiene and infection, equipment and apparatus studies, first-aid and bandaging, and principles of radiation protection.

"I’m happy that there is funding and support for this valuable education."

Melanie Markl
Medical assistant

"It can sometimes be stressful, trying to keep on top of things when the waiting room is full of patients," says Ms Markl, at the same time coming across as calm personified. "But I really like my job, and I have no doubt that I’ve chosen the right course for me. That was something that was made possible for me, not least thanks to funding grants from the Employment Service AMS Burgenland."

A normal work day for the medical assistant begins early. "We start taking blood at 7am. Before that, I’m one of the first ones there, and turn the computers and equipment on. At 8am, we begin seeing patients."
I greet the patients, swipe the e-card, the patient takes a seat, waits to be examined – and then off we go”

“A good medical assistant is an advertisement for any medical practice”

Dr. Angelika Götzinger
General Practitioner

“A medical assistant’s work is a lot of responsibility,” explains General Practitioner Dr. Angelika Götzinger. “When a patient comes to us for the first time, the first point of contact he or she has isn’t with me as the doctor, it’s with my assistant. A good medical assistant is friendly, neat and tidy, gives an impression of competence – and is competent, too. A good ability to communicate when dealing with patients is a must. A medical assistant must also be able to work quickly under a lot of pressure, but also radiate calm to the patients at the same time. He or she must be familiar with the equipment in the practice, be able to carry out an ECG, as well as analyse urine and blood samples. And during the procedures that are restricted to me as a doctor – that is, examination, treatment, small surgical procedures – they have to assist me. My assistants can do all of this very well. I don’t need to set out the treatment procedures one at a time – they already know what I need in advance.”

So that everything runs smoothly in this complex area, ongoing training and education is vital. “My assistants are all required to take continuing education courses. Luckily, many of these courses are supported by funding from the Employment Service AMS,” says Dr. Götzinger.

She describes the grant application procedure as simple: “Ring up, fill out a form, submit it – that’s it. That’s an administrative effort that certainly pays off – not just in relation to my assistants, but also for the patients.”

Medical assistant training

What has been funded and supported:
- Medical assistant training

How it has been funded and supported:
- Time period: September 2010 – March 2011
  - Cost: 990 Euro
  - Amount funded: 690 Euro

Funding and support objectives:
- Supporting further qualification for those already in the workplace
- Increasing the readiness of employees to undertake training
- Securing jobs

Funding and support agency responsible:
- AMS – Employment Service Burgenland

Project coordinator:
- Dr. Angelika Götzinger
  General Practitioner
  7163 Andau, Augasse 1c
HEAD CHEF ANITA KOPFENSTEINER GATHERS HERBS
Country hospitality
Creative cuisine with courage and passion

The restaurant “Wachter-Wieslers Ratschen” is a gastronomical jewel, nestled amongst the rolling hills of the wine-growing region Deutsch Schützen-Eisenberg. A down-to-earth gourmet restaurant serving dishes with an exclusively regional and seasonal focus.

Mag. Gerda Wiesler
Manager, Wachter-Wieslers Ratschen

Anita Kopfensteiner
Head Chef
The most important ingredient...

... is the love of cooking. And that is never going to run out in the kitchen at Wachter-Wieslers Ratschen. After all, the manager, Gerda Wiesler, is a restaurateur through and through – and her head chef Anita Kopfensteiner is a truly passionate cook.

“You can get international cuisine in a lot of places – but here, guests can find dishes that are unique and authentic,” says Gerda Wiesler, and reveals her recipe for success: “The leitmotif in the Ratschen kitchen, our theme, is the regional nature of our primary produce and the changing of the seasons,” she explains. “Our cuisine is characterised by the fact that we prepare produce exclusively from the local region. Restaurant guests know why they come to us – because they can’t get these types of dishes anywhere else.”

And indeed, at Wachter-Wieslers Ratschen, only the best ingredients find their way into the pot – local specialities with very appetising names. “How about a little taste?” asks head chef Anita Kopfensteiner, grinning. “First up we have the Eltendorfer catfish, the Pinktaler brown trout or Zickentaler beef. Very close to us, there’s a breeder of Mangaliza pigs – an old Hungarian breed. And let’s not forget free-range goose from the South of Burgenland, and free-range Eisenberger duck...”

“Cooking needs inspiration, creativity, instinct – and continuing education.”

Anita Kopfensteiner
Head Chef

Regional cuisine certainly doesn’t lack variety. The outstanding ingredients are creatively refined with herbs from the restaurant’s own garden. “The herb garden is the apple of our eye,” says Gerda Wiesler proudly. “It enriches our cuisine both in terms of taste and aesthetics. A true aromatic treasure, which unfolds beautifully on the plate.”

“It’s a real privilege to be allowed to cook with these products,” agrees Anita Kopfensteiner. “After all, our profession has a lot to do with inspiration and creativity.” It’s no coincidence that it’s called the art of cooking. But can anyone be an artist?

“Of course! Up to a certain point, anyone can learn to cook and conjure up something tasty,” says Kopfensteiner. “Real talent as a chef, though, comes from instinct combined with long experience, with lots of variety. It’s especially important in this profession to expand your horizons and get inspiration from outside.”
“Diners want to enjoy variety, even in regional cuisine,” agrees Ms Wiesler. “That’s why I’m always looking out for courses and events that move us forward. For the sake of simplicity, we held the last course directly in the restaurant. During a two-day seminar, together with a gastronomy coach, we dedicated ourselves to the topic of creative kitchen management. A very rewarding event for all the kitchen staff – many of the ideas that arose during the seminar are on our menu.”

“By offering fine dining, we are a pioneer business in our region.”

Mag. Gerda Wiesler
Manager, Wachter-Wieslers Ratschen

The expansion of in-house training has been supported by the Employment Service Burgenland. “Eisenberg in the South of Burgenland is a region very much on the periphery. This means that we are happy when we can take advantage of grants,” says Gerda Wiesler.

“In terms of the countryside, we have lots to offer in the Deutsch Schützen-Eisenberg region. In terms of hospitality, though, the operations in the region are very small-scale,” says the manager. “That’s also true for farming and wine-growing. In terms of fine dining, we are a pioneer operation in the region. There’s no need for envy amongst the producers. We’re all here to bring guests into the region. We’re not a booming area, at the end of the day. So we welcome tourist momentum any time.”

Creative kitchen management in Wachter-Wieslers Ratschen

What has been funded and supported:

- Participation in the course “Creative Kitchen Management”

How it has been funded and supported:

- Time period: August 2009
- Cost: 880 Euro
- Amount funded: 660 Euro

Funding and support objectives:

- Qualifizierungsförderung für Beschäftigte
- Erhöhung der Bereitschaft von ArbeitnehmerInnen zur Weiterbildung
- Sicherung von Arbeitsplätzen

Funding and support agency responsible:

- AMS – Arbeitsmarktservice Burgenland

Project coordinator:

Wachter & Wiesler Restaurant GmbH
7474 Deutsch Schützen 254
www.ratschen.at

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project 4
MAG. JOB'S PHARMACY IN EISENSTADT
Diet prescriptions

Fit and healthy, thanks to a hunger for education and a thirst for knowledge

Eating, drinking, movement and relaxation are the secret formula for a long, healthy life. The icing on the cake, however, is balance. Vitality coaches and nutritional advisors help you to find the inner balance between enjoyment and zest for life.

Mag. pharm. Thomas Job
Manager, JOB’s Pharmacy, Eisenstadt

Mag. pharm. Belinda Ivancsich
Nutritional advisor
Now honestly...

... wer treibt jenseits der 30 wirklich so viel Sport, dass einem das leidige Thema Diät nicht auf den Leib geschrieben ist? In puncto Ernährung geht jedem früher oder später der Knopf auf. Entweder mit leisem Klick im Kopf – oder lautem Peng, wenn die Hose platzt.

... who, over the age of 30, really does so much exercise that dieting is a piece of cake? In terms of nutrition, the penny drops for everyone sooner or later. Either as a change in mindset, or as extra pennies to replace the pants that have become too small.

This is where a nutritional advisor comes in: “In addition to my job as a pharmacist, I inform people in consultations about the composition and function of nutrients, and how people can individually and sustainably alter their eating habits at home, at the office and in everyday life.”

“I earned the qualification in my free time – over the course of a year, every second or third weekend.”

Ms Ivancsich became interested in the topic of nutrition in the context of another training course: “A while ago, I completed a pharmacist-specific course to become a fitness coach. The objective of the course was to develop movement programs beneficial to health for people interested in sport. The nutrition aspect was part of the course program, and it fascinated me straight away. The more I occupied myself with the topic, the more I started to realise that studying it in more depth would be rewarding – not just for me, but primarily for our customers.”

No sooner said than done – the committed pharmacist went looking for intellectual foodstuff...
in the field. She found what she was looking for at Vitalakademie Vienna. “Because I work full-time, the only courses that came into consideration were evening courses or block courses. I decided to invest my weekends in further education, and managed to successfully complete the course in a year.”

“The pharmacist contributes her specialist knowledge to JOB’s Pharmacy in Eisenstadt. Continuing education is valued highly by her employer, Thomas Job: “I value the independent commitment of my staff members, and give them the opportunity to broaden their knowledge. Each additional qualification that they bring to their job is a welcome addition to our services.”

The breadth of these additional services is taken up eagerly by the customers of this traditional pharmacy in Eisenstadt. “Together with my staff, I am always looking to formulate traditional knowledge in new ways. On the basis of the many and varied skills of my staff, we have been able to substantially expand our range of private label products over the years,” says Mr. Job.

Aside from a vitality coach and nutritional advisor, there are also aromatherapists, specialists for dermo-cosmetics and mineral experts for Schüßler salts facial analysis at JOB’s Pharmacy.

“All this expertise comes bundled here at our pharmacy. The initiative to complete the relevant qualifications has come from the staff themselves,” says the pharmacist, indicating his team proudly. “My job is to give them the necessary room to expand their vocational knowledge.”

Training to become a nutritional advisor

What has been funded and supported:
- Training to become a nutritional advisor

How it has been funded and supported:
- Time period: March 2008 – March 2009
- Cost: 4,150 Euro
- Amount funded: 3,110 Euro

Funding and support objectives:
- Supporting further qualification for those already in the workplace
- Increasing the readiness of employees to undertake training
- Securing jobs

Funding and support agency responsible:
- AMS – Employment Service Burgenland

Project coordinator:
JOB’s Pharmacy
7000 Eisenstadt, Hauptstraße 56
www.aposhop.at

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JOSEFINE GRÖLLER IN HER HOME TOWN OF NEUSTIFT BEI GÜSSING
Simply beautiful

Jewels of wisdom

They say that true beauty comes from within. And indeed, tuning in to your own beauty and body in a natural and uninhibited way creates a sense of wellbeing, and is the true secret of vitality.

Josefine Gröller
Gröller Beauty Salon
MS GRÖLLER DISCUSSING BEAUTY, WELLBEING AND LIFESTYLE

Beauty flows...

... through the body, mind and soul. It emerges from the person as a whole, and from their attitude towards movement, nature and nutrition. If a person’s inner nourishment is unbalanced, the person as a whole is not in a state of equilibrium. Following this holistic approach, Josefine Gröller helps her clients to bloom.

“My first job was working in a factory,” begins Ms Gröller. “Back then, I decided: ‘I’m never doing this kind of work again!’ Later, I worked as a nanny, seasonal worker and in sales. And for anyone living in the southernmost tip of Burgenland, there’s no choice but to commute. I worked in Vienna for 15 years. Deep down, though, I always knew that I would come back to the country to work. Fourteen years ago, I finally made the decision to turn my back on the city, and opened my salon in Neustift bei Güssing.”

A courageous step, but one that Josefine Gröller has never regretted. “It was difficult at first, of course. In financial terms, too. Time and time again, what gave me strength was my belief that it would work, and my decisiveness. I have been self-employed in this profession for 20 years. That makes me really happy.”

“I live my profession, and it makes me very happy.”

Josefine Gröller
Gröller Beauty Salon

You can see it, too, when you look at Josefine Gröller. Her eyes shine with a light that seems to come directly from the soul – as if she herself were living, beautiful proof of her theory. “During my training to become a beautician, I was working at a hotel. For me, though, it was like mass production. The only thing that was important was to process as many clients as possible in as short a time as possible. When they are with me, on the other hand, people should sense that I see them as whole and important, and that I take time for them.”

Ms Gröller has left a positive mark on the region, with her beauty salon in the country. “I have clients who come from Carinthia, from Vienna, from really quite far away. Some of them have been coming to me for 20 years, because I always have something new to offer them, from a range of different areas. It’s really nice for people to get everything they needs from someone. And that’s my secret – an inner treasure chest of knowledge. I can always reach into it and conjure up something that fits perfectly.”

The beauty expert is convinced that it is not cosmetics alone that create an attractive appearance and aura. “For me, the person as a whole is the focus. I look for natural access to inner beauty. And with each new course I take, the knowledge that I have grows, which I can pass on to my clients. I began as a beauty consultant, followed later by cosmetic treatments,
wedding makeup, body wraps, weight coaching, energy work and energetic massages. I go to a lot of courses. It’s very important to me. I’m constantly on the move!”

Until now, Josefine Gröller has paid for the majority of these courses out of her own pocket. It was only through a friend that she learned of European Union grants for continuing professional education. She took advantage of this for the course ‘Experience nature – feel nature’s essence’. “The course emphasised the idea of developing your personality. Every person is unique – and that’s why I would like to be able to assess each person individually. Going to this course brought me a lot in that respect.”

“That’s my secret: An inner treasure chest of knowledge!”

Josefine Gröller
Gröller Beauty Salon

Because she offers such a diverse array of services, Josefine Gröller can ask clients the question she considers most important of all during a consultation: “What do you need – right now? One person might answer: ‘An oil massage would be lovely right now,’ the next time it might be a coaching session, a cosmetic treatment or individually-tailored makeup.”

“For me, the nicest thing is always when I feel like I can do a lot as an individual,” smiles Josefine Gröller, and you know it’s the unvarnished truth. “I like to take time for things that are important to me. That’s why I came back to the country. Just to walk in the silence, fill up on the energy of living, and to draw on nature’s wealth.”

Experience nature – feel nature inside yourself

What has been funded and supported:

- Kursteilnahme „Natur erleben – Natur in sich spüren”

How it has been funded and supported:

- Zeitraum: Oktober 2009
- Investitionsvolumen: 650 Euro
- Fördersumme: 490 Euro

Funding and support objectives:

- Qualifizierungsförderung für Beschäftigte
- Erhöhung der Bereitschaft von ArbeitnehmerInnen zur Weiterbildung
- Sicherung von Arbeitsplätzen

Funding and support agency responsible:

- AMS – Arbeitsmarktservice Burgenland

Project coordinator:

Josefine Gröller Beauty Salon
7540 Güssing, Wiener Straße 35
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Project 6

Growing with Europe

PROJECT 6 IS FINANCED BY THE EUROPÆISCHE Fondsfürentwicklung OF AUSTRIA – THE PROVINCE OF BURGENLAND AND THE EUROPEAN UNION FUND.
“ROGER THAT!”

Horror scenarios at an altitude of 3.5m

This is not for the faint-hearted! Regular flight simulator training demands all of a pilot’s concentration and strength – even from hardened professional pilots with years of experience. They can perfect their flight technique in one of the most advanced flight simulation centres in Europe, in Neusiedl am See.

CEO Thomas Herrele
Aviation Academy Austria
Ready for takeoff!

The Fokker 100 accelerates forcefully, pressing the pilots firmly into their seats. It lifts gently from the runway, rising steeply. Suddenly, a warning signal: Smoke is rising from the cockpit, the cabin pressure is sinking rapidly, one on-board system after the other fails! Only a few moments remain to bring the machine under control…

STOP! It’s only a training exercise. Once more, from the beginning: “Realistic training in emergency situations in a flight simulator is compulsory for pilots,” explains CEO Thomas Herrele. “Here in our training centre, we basically cover the entire spectrum of flight training – but it must be said that at this location, we specialise in training professional and commercial pilots.”

The visual and physical phenomena that the crew experience in the cockpit are disconcertingly authentic. “Even as a professional pilot, you forget after a short time that you are sitting in a simulator, only metres above the ground,” continues Herrele. “The effect transmitted by the simulation is so realistic that time in the simulator during training is recognised as regular flight time by the authorities.”

Tremendous effort has been made to create these psychological effects on perception. The platform lifts and drops in order to transmit the sense of acceleration, the view outside is reproduced exactly, even the sounds that could arise in an aeroplane are simulated realistically for the trainee pilots.

Clients of the Aviation Academy Austria travel from all over the globe to Neusiedl am See – for Herrele, a bull’s-eye in terms of location: “We searched long and hard for a location with international connections. Space at Vienna Schwechat airport is expensive and very limited. We expanded our search radius, and found the ideal prerequisites in Neusiedl am See. It wasn’t just that you could already tell that the infrastructure would be well-developed. We also have a second international airport nearby – Bratislava is only 20 minutes away. Other services in the vicinity are also not insignificant for our clients. It’s only five minutes to the nearest five-star hotel, with 120 beds. For larger events, we use the training rooms in the Neusiedl Technology Centre. All in all: perfect!”

“The experience is completely realistic. Even professional pilots forget that they are sitting in a simulator after a short time.”

CEO Thomas Herrele
Aviation Academy Austria
“Its location in Neusiedl am See means it is ideally connected to the rest of the world.”

CEO Thomas Herrele
Aviation Academy Austria

The training centre is impressive in every way. A respectable 6.6 million Euros were invested in the first stage of construction alone. At the end of 2011, that amount will be 20 million. Planned expansions include three simulators, with additional buildings. In its initial phase, the Aviation Academy Austria received grants of 1.6 million Euros. The centre’s further expansion is being supported by WiBAG.

“We contribute significantly to safety in air traffic with training on flight simulators. This means that the grants received have been well invested,” Mr Herrele points out. “Our existing training equipment has been built using the newest technology. Our future simulators will also include the most advanced applications, which significantly improve the quality of teaching. In addition to a Fokker 100 and ATR 42/72, our next machine will be a Citation XLS – the most frequently sold type of aeroplane in the charter flight sector. This means that we can offer our flight students ideal flying conditions, as close to the real situation as possible,” concludes Mr Herrele.

“As an independent provider in flight training, we are flying high as a business. And we’re not in danger of crashing – our machines have their feet firmly planted on the ground!”

Aviation Academy Austria

What has been funded and supported:

- Expansion of the training centre through acquisition of a second flight simulator

How it has been funded and supported:

- Time period: August 2009 – January 2012
- Cost: 6.6 million Euro
- Amount funded: 1.6 million Euro

Funding and support objectives:

- Development and expansion of the business model
- Investment assistance for business and industry
- Creation of jobs
- Customer acquisition

Funding and support agency responsible:

- WiBAG – Business Services Burgenland AG

Project coordinator:

Aviation Academy Austria
Österreichische Luftfahrtausbildung GmbH
7100 Neusiedl am See
Ludwig Boltzmann Straße 2
www.aviationacademy.at
Ancient bricklayers’ wisdom

The best foundation is further training

Contemporary construction techniques are more innovative than ever, thanks to new tools and materials. This, in turn, places higher demands on the expertise of construction professionals.

Viktor Binder
Manager, Construction Company Viktor Binder

Andreas Hochhold
Site manager

Alfred Plank
Foreman
Building right...

... for tomorrow’s future. That’s the company motto at Viktor Binder’s construction company in Keme-
ten. For more than 40 years, this solid family business has been an experienced partner in planning and building houses and renovating older buildings. The company is recognised far beyond the region’s borders for its sophisticated passive- and low-energy houses. As technology continues to develop, new knowledge and understanding become part of the Binder construction company.

It was always clear to me that the only right path was the one towards energy-efficient housing. We have to use valuable resources as carefully as we can, which means using as little energy as possible,” says manager Viktor Binder, explaining the concept behind his constructions. “As a result of increased environmental awareness and high energy costs, many new technological innovations have been developed, particularly in the construction sector. We have specialised accordingly and now build primarily passive and low-energy homes,” he continues.

Contemporary materials and tools allow constructions to be built today that were inconceivable just a few years ago. “Your typical, run-of-the-mill house doesn’t exist any more. The trend towards individual, custom architecture is accelerating,” says Mr Binder. “Of course, the demands on construction expertise also increase exponentially,” he adds.

“In the construction industry, we always have to be up to date in terms of technology.”

Andreas Hochhold
Site Manager

Professional and specialised knowledge at a level above and beyond the normal requirements has always been a tradition in the Binder construction company. But it’s also easy to see that the level of education and training in the company has increased substantially. “Our staff are all very well-trained. Even the work that our labourers do is of a high standard, and requires comprehensive, practical knowledge,” adds Viktor Binder.

The company keeps pace with the trend towards increasing knowledge, not only through ongoing product training, but also through specialised management and communication seminars for construction experts. Two long-term employees at
the company have recently completed the course ‘Becoming more successful as a site manager’.

“In this course and in others, I’ve learned how to pass on my knowledge as efficiently as possible on the construction site,” says foreman Alfred Plank, summarising his impressions of the course. “As foreman, I have to give clear instructions on the construction site – but I also have to seek out constructive dialogue with the workers carrying out the instructions. It’s part of my job to know the ABC of communication. Training for meetings and discussions has helped me a lot in that respect.”

His colleague, site manager Andreas Hochhold, agrees, and adds: “I regard professional continuing education as important, even if it’s just to keep up with the continuous change in regulations and Austrian standards relating to the products.”

“My colleagues and I work according to the principle of individual responsibility. That’s especially relevant in terms of increasing knowledge. In our sector, ultimately, we have to be on the cutting edge of technology,” says the site manager.

“Zero-energy housing is the issue of the future. We’re building up the necessary knowledge for that today.”

Viktor Binder
Construction company Viktor Binder

Company owner Viktor Binder has already incorporated further training for his staff in his expansion plans. “Self-sufficient, zero-energy housing is the way of the future,” he says, convinced. “That means that it is extremely important that our staff receive the relevant training. Further education is an enormous cost. That’s why we’re very happy that there are grant opportunities available – and we are happy to be able to access them.”

Erfolgreicher als Baustellenverantwortlicher

What has been funded and supported:

• Participation in the course “Becoming more successful as a site manager”

Funding and support objectives:

• Supporting further qualification for those already in the workplace
• Increasing qualifications within businesses relating to competitiveness
• Increasing the readiness of companies to actively support the further training of their human capital
• Securing jobs

Funding and support agency responsible:

• AMS – Employment Services Burgenland

Project coordinator:

Viktor Binder GmbH
7531 Kemenen, Steinbrückl 7
www.binderbau.at

What has been funded and supported:

• Participation in the course “Becoming more successful as a site manager”

How it has been funded and supported:

• Time period: January 2010
• Cost: 335 Euro
• Amount funded: 250 Euro

Funding and support objectives:

• Supporting further qualification for those already in the workplace
• Increasing qualifications within businesses relating to competitiveness
• Increasing the readiness of companies to actively support the further training of their human capital
• Securing jobs

Funding and support agency responsible:

• AMS – Employment Services Burgenland

Project coordinator:

Viktor Binder GmbH
7531 Kemenen, Steinbrückl 7
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“Love without limits” is the title of the newest Burgenland Regional Management project. The project is seeking love stories that have overcome cultural, religious or linguistic barriers and obstacles.

Sonja C. Seiser
Public relations and Europe Information
Regional Management Burgenland

Nothing is more universal than love, and nothing brings people together quite like it. It can overcome huge spatial or cultural distances, and is the most effective weapon against discrimination, oppression and racial hatred.

People who aren’t romantic might regard love as being just a play of chemicals in the brain – and they aren’t totally wrong. Discoveries in the field of brain research have proven that love shares a home with another emotion that initially doesn’t seem like a suitable partner: fear.
Anything that humans cannot identify or process using their past experience is initially unsettling, and can lead to a rejection of the unknown. Love, in contrast, resists these strong emotions with much more powerful and positive feelings.

At some stage or another, everyone is the ‘other’, the ‘stranger’, the ‘new person’. Regional Management Burgenland’s new project invites you to get to know people who are different. In the context of this deliberately emotional project, stories are being sought in which love has triumphed despite all obstacles.

The people involved come from a variety of nations. They seem different because of their differences in age, their disabilities, religious affiliation or sexual orientation. The aim is to reduce the fear of otherness through individual stories. The best of these love stories will be compiled into a book, to be released on Valentine’s Day 2012. Public relations work to publicise the theme ‘with – not against – one another’ complete the project. New media such as Facebook and video podcasts will also be utilised.

This project has a powerful partner, known as ESF. As the oldest structured fund, the European Social Fund is a jewel in the crown of the EU. Since 1957, the ESF has helped millions of Europeans to find a job, gain new knowledge and to get ahead in their career. The ESF protects any person subjected to discrimination when looking for work and in the workplace: women, older workers, people with disabilities, members of minority groups and immigrants. Inequality in the chances available prevents the talents of people within the EU from being fully exploited. This means that the skills and abilities that they could bring to the jobs market are lost.

The Austrian Association of Persons with a Disability (ÖZIV), the Roma Service and the Young Volkshilfe have agreed to provide further support to the project.

Love’s crowning glory

... is for many parents, the birth of their first child

We would like to congratulate Simone Schulz, head of the EU administrative body, and her family on the stork’s imminent visit!

This has also meant that the EU administrative body has gained a new member: Patricia Feucht will continue with the existing agendas as the new head. Beate Felkl-Tritremmel and Kristina Perner are available to contact with your questions.
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