Empowering Seniors: Transforming Lives in Vienna Through Active Engagement and Holistic Recognition		
Organisation(s):	Consortium of Retirement Homes – Vienna Kuratorium Wiener Pensionist*innen-Wohnhäuser (Häuser zum Leben)	
Country:	Austria	
Contact:	policy@esn-eu.org	
Theme: *Choose at least one option*	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☒ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☐ Quality Care	☐ Labour Market Inclusion ☒ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Service's Resilience ☐ Mental Health ☒ Person-Centred Care ☐ Research & Use of Evidence ☐ Other, please specify:
Principles of the European Pillar of Social Rights: *Check the 20 principles here.*	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☐ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to the homeless ☐ 20. Access to essential services
Current status of the practice:	☐ Concept and Design Phase ☒ Execution & Monitoring Phase ☒ Consolidation Phase ☐ Scaling Up and Transformation Phase ☐ Other (please specify)	
Context/ Social issues addressed	A state-owned enterprise in Vienna has transformed its internal processes by adopting agile methodologies. As a result, it has enhanced its ability to engage all other stakeholders in the city more effectively. Adjustments have been made across various facets to better	

Please explain the problem you attempt to solve.	address Vienna's seniors' needs. More specifically, the PensionistInnenklubs were founded in 1946 as a place to keep warm. Today, they have modern recreational facilities (150 Vienna locations) offering various activities. They allow senior citizens living in Vienna to fill their days with exciting projects. Club members can enjoy coffee and a snack every time they visit, and membership is free.
Objectives: *Please provide **a maximum of three** objectives in bullet points.*	• The idea is to create community and fun while maintaining and improving mental and physical health.
Activities: *Please summarise the activities put in place to achieve the objectives (maximum 300 words).*	The club's activities' organisation, planning, and design occur in the so-called thematic group. This is where senior citizens, employees and experts meet to exchange ideas. Working at eye level is the most important motto – everyone can have a say and contribute new ideas about club life. Thematic groups take place on different topics (such as excursions and travels, volunteering, etc.) and meet regularly. For example, events are planned together or organised, or the daily club program is designed. We offer sports activities such as yoga, qi gong, gymnastics, and dance. Quizzes are also very popular with our customers. Excursions in the city and trips within Austria are very popular. Art and creativity also have a place on our premises; because of this, we were at the Vienna Fashion Week this year and could present our collection, designed by our employees and members.
Outcomes: *Please explain what the results were/are so far and how you evaluated this.*	Outdoor activities have become a trend, especially during and after the COVID-19 pandemic. Many of our customers enjoy the flexibility of joining in on activities for a short time and then continuing with their other schedules. We are also out and about more in public spaces, reaching more people and responding to their needs. We have also noticed that our customers are happier and express this. They are increasingly contributing ideas and offering activities themselves.
Links to supporting documents: *e.g. website or report of the practice*	Pensionist*innenklubs für die Stadt Wien (kwp.at)
Comments and tips *i.e. for people willing to use your Practice*	• Success has the same importance as mistakes (**positive error culture**) • Everyone **has their own speed** when it comes to change • **Support and regular reflection** is important • **Openness**, **energy** and **time** are much needed at the beginning • **Open Mindset**: we question ourselves and try to improve our work permanently • **Topics Repetition**: a lot of explanation about pursuing this process must be done initially (and again and again,…) • You need **representatives of the City and other social institutions** • **Accept** the fact that **a lot of change will happen**, and some people will not collaborate or even refuse the change • **Self-organisation and self-leadership** should be allowed and is desired • **Employees and customers should be involved** in processes from the start