

# Parents at Work

## Experiences and Learnings for the Austrian Ombud

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## The Parents at Work Project as a Treasure Chest for the Ombud

- First participation in an EU-financed project as partner – challenges in project management (on competences, underlining the European Added Value,...)
- First time asking former clients of Ombud for a feedback – this initiated developing a standardized feedback for Ombud's clients (after closing a case)
- It was more than feedback! It was like raising a treasure: Making experiences of former clients visible and using them for research
- The result – a qualitative study also including the view of employers and comparable results from Croatia – is a substantial basis for various learnings

## Learnings for the Ombud – target group Parents

70 -80 annual cases at the Ombud concerning discrimination as parents =>  
underreporting ist obvious, massive discrimination and longterm consequences  
proven by project research =>

### **Need of focussing on caretakers as a vulnerable group in diverse forms:**

- Rise publicity of Ombud's service for parents:
  - spreading the parents@work-products: films in social media, brochure
  - networking with multipliers (working chamber, counselling institutions,...)
  - adding perspective of parents in public discussions
- Arguments for increase of resources for the Ombud to manage cases



## Learnings for the Ombud – target group Employers

So far the Ombud has no specialized offer for employers concerning prevention of discriminating caretakers. What is needed:

- Strengthen expertise within the Ombud (interplay of labour law regulations for parents with antidiscrimination law, how to deal with critical moments,...)
- Develop a standard workshop for employers and spread it among companies
- Offer tailormade counselling and supervision for employers following the workshop or in special situations
- Rise publicity of this service among employers

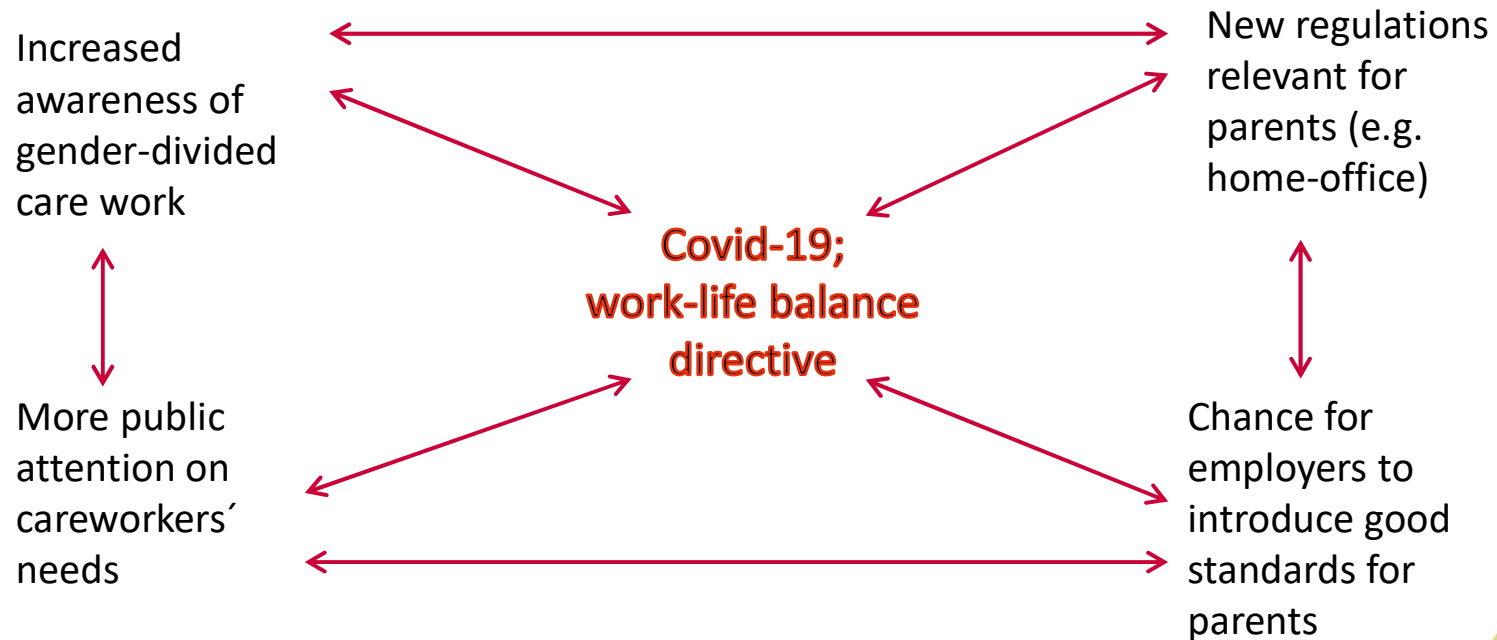


## Learnings for the Ombud – other target groups

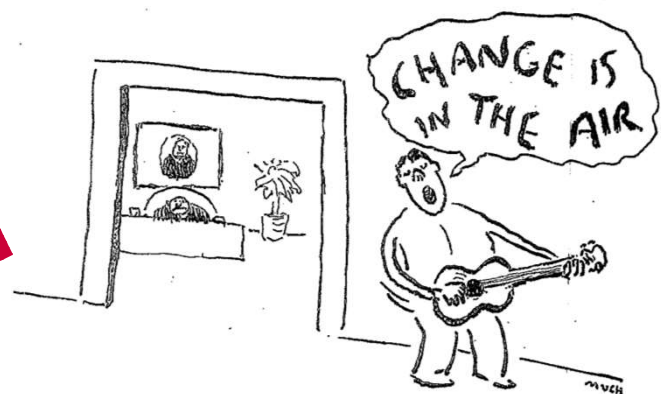
- Strengthen exchange with **specialized NGOs**, who represent parents/families with progressive and alternative concepts: rainbow families, single parents,...
- Write recommendations based on parents@work-research to put pressure on **decision makers** to:
  - improve legal conditions for parents,
  - to promote a gender-fair division of care work,...
- Strengthen cooperation with **social partners** to:
  - include the needs of care workers in social and labour law negotiations



## Supportive aspects of recent developments



## Vision....



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