

AMS Vienna / U25 (Public Employment Service Vienna)

U25 Employment. Education. Social.
Sandra Lakitsch (Communications)



ARBEIT. BILDUNG. SOZIALES.
WIENER JUGENDUNTERSTÜTZUNG.
GEMEINSAM FÜR JUNGE MENSCHEN IN WIEN.



The AMS (Public Employment Service) at a Glance

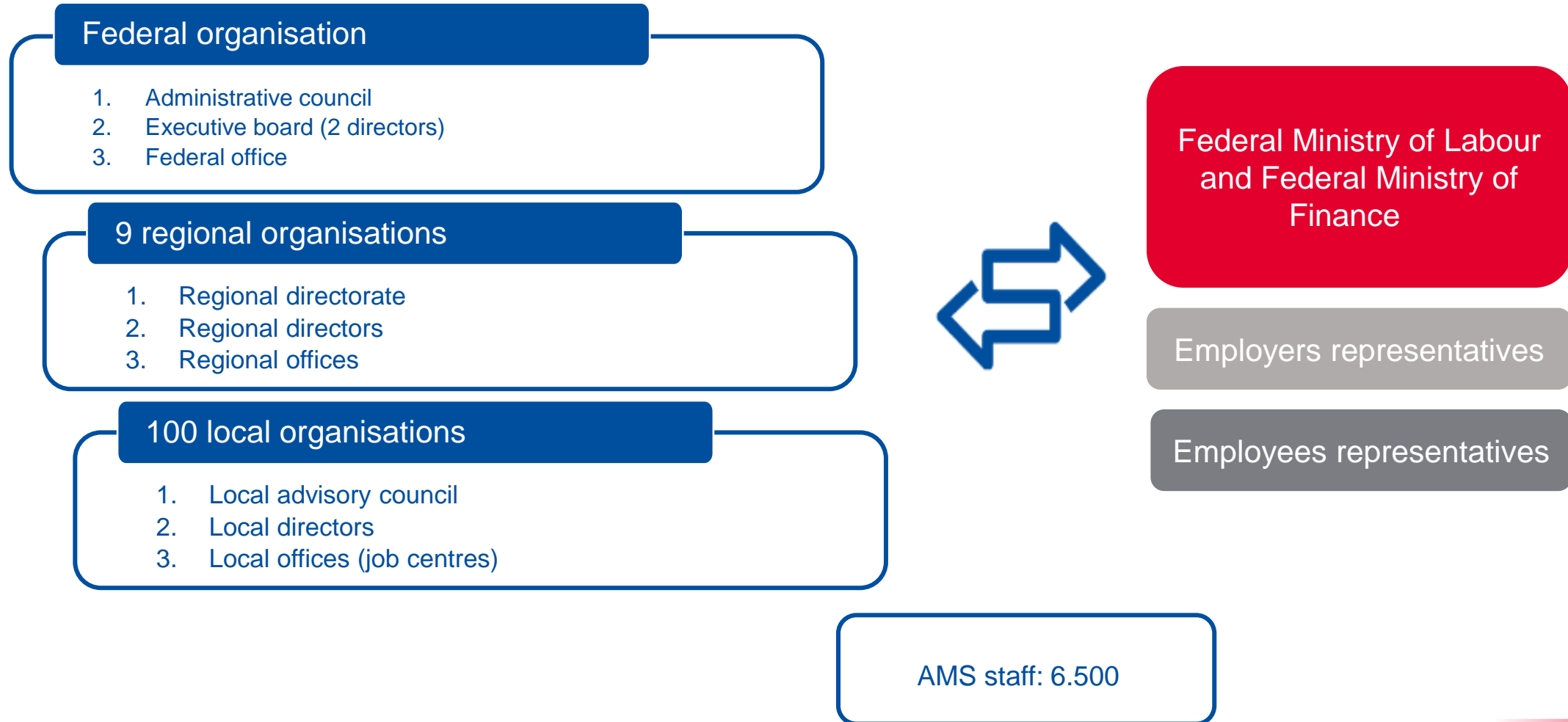
Organizational Data

- service company under public law
- organizational structure: 1 federal, 9 regional and 100 local offices/branches
- number of employees: Austria in total 6.500, thereof 2.000 employed in Vienna (rounded figures)
- high significance of social partners: they participate in shaping Austrian labour policy and are represented on all decision levels

Responsibilities of the AMS

- passive labour market policy = unemployment insurance (material livelihood)
- active labour market policy = services for jobseekers and employers
 - related measures: qualification, employment support, special placement support
- labour market and vocational information
- regulatory policy regarding employment of foreigners

The AMS (Public Employment Service) at a Glance



Tasks and Objectives of Austrian Labour Market Policy

According to the Labour Market Service Act (AMSG), labour market policy has the following tasks:

- ▶ **Preventing and eliminating unemployment**
- ▶ **Bringing together labour supply and demand as completely, economically viable and sustainable as possible while respecting social and economic principles**

Target Groups of Austrian Labour Market Policy

Jobseekers:

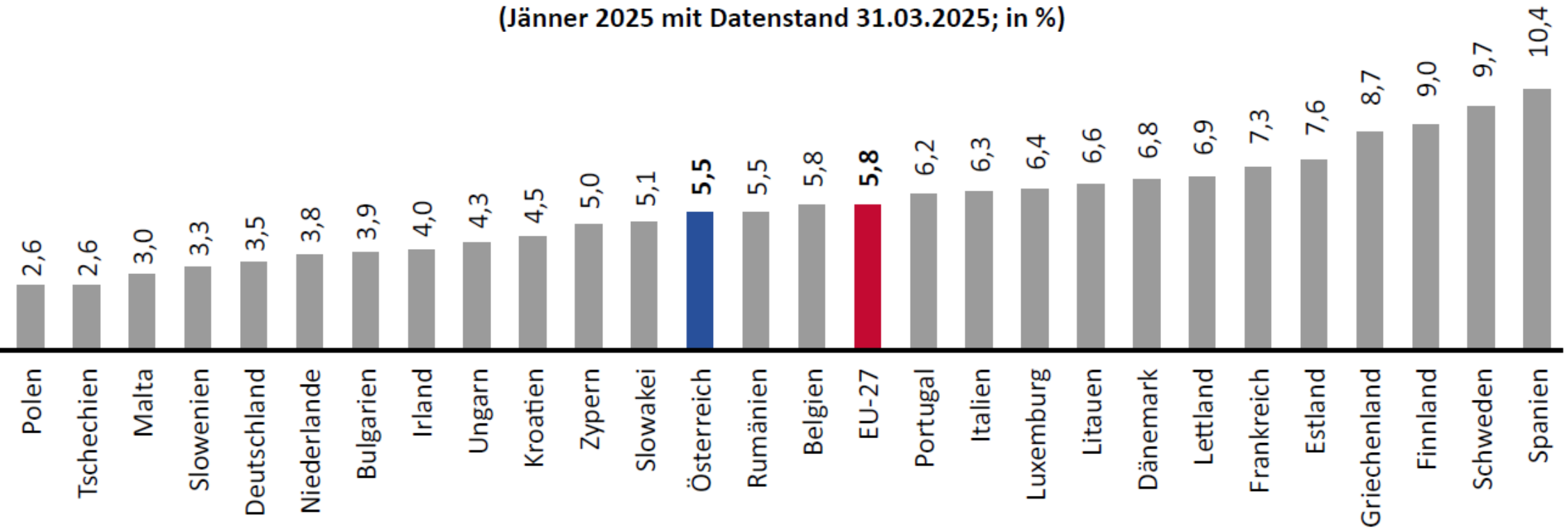
- unemployed (emphasis on youth, women, long-term unemployed, people with disabilities, migrants)
- employed looking for a change of job
- employed at risk of becoming unemployed
- young people seeking apprenticeships
- returners (especially women, after parental leave)
- social benefits recipients

Employers:

- companies looking to fill their job vacancies
- companies in temporary economic difficulties
- employers investing in upskilling their employees
- companies that are ready to employ or train hard-to-place workers
- employers of apprentices

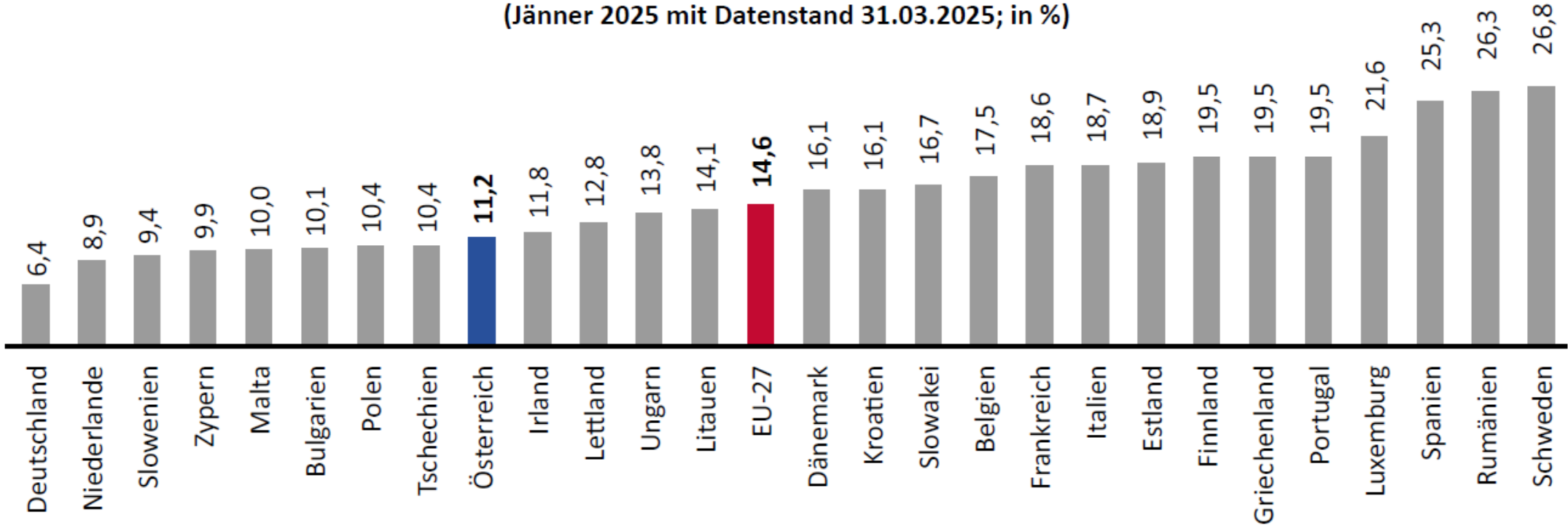
EU: Unemployment Rate – March 2025

Saisonbereinigte Arbeitslosenquoten im EU-Vergleich laut Eurostat
 (Jänner 2025 mit Datenstand 31.03.2025; in %)



EU: Youth Unemployment Rate – March 2025

Saisonbereinigte Jugendarbeitslosenquoten im EU-Vergleich laut Eurostat
 (Jänner 2025 mit Datenstand 31.03.2025; in %)



AMS Wien (PES Vienna)

- ▶ Regional office Vienna (managing director Winfried Göschl and deputy Katharina Luger)
- ▶ 15 local organisations (incl. U25 – 2 organisations in one building)
- ▶ 7 career information centres (BIZen)
- ▶ Call centre ServiceLine AMS Wien
- ▶ PES Vienna is the largest of the nine regional PES organisations with 2.000 employees overall (1.777 FTE);
Staff expenditures 2024 PES Vienna: € 129,375,000.-

Tasks and Peculiarities PES Vienna

- ▶ Passive LMP: continuous assistance through unemployment benefits (‘Arbeitslosengeld’ and ‘Notstandshilfe’)

- ▶ Expenditures passive labour market policy 2022-24*:

2022: € 1.460.444.000 .-

2023: € 1.463.653.000 .-

2024: € 1.657.184.000 .-

- ▶ Expenditures active labour market policy 2024-25*:

2024: € 560.114.000 .-

2025: until now appr. € 540.000.000 .-

Labour Market Vienna vs. Austria

VIENNA				AUSTRIA		
	2024	Annual change	Annual change in %	2024	Annual change	Annual change in %
in employment	923.588	8.999	0,98%	3.960.662	4.406	0,11%
unemployment rate in %	11,4%		0,8%	7,0%		0,6%
registered unemployed	118.310	9.938	9,2%	297.851	27.079	10,0%
under 25 years	12.248	1.578	14,8%	32.037	3.714	13,1%
over 50 years	31.159	1.860	6,3%	91.399	5.877	6,9%
foreigners	61.279	7.616	14,2%	119.850	16.277	15,8%
disabled persons or persons with health conditions relevant to placement	16.664	941	5,9%	69.504	4.962	7,7%
persons with max ISCED 2	56.706	4.799	9,2%	134.056	12.484	10,3%
in training	36.113	1.971	5,8%	75.524	4.978	7,1%
apprenticeship seekers	3.827	681	21,6%	8.736	1.268	17,0%

Current Challenges

- ▶ Fast growing population, in particular through migration
- ▶ Integration of migrants/refugees is single biggest challenge
- ▶ Nevertheless shortage of skilled workers in several fields as a rather large generation of employees is due to retire (esp. civil servants)
- ▶ Rather low employment rates of persons 55+ and women with migrant or refugee background

Current Challenges

- ▶ NEETs, OLF other groups of people with little or no experience on the labour market, recipients of social assistance/welfare benefits
- ▶ Even though the numbers declined in recent years, long-term unemployed still constitute a significant percentage of the unemployed
- ▶ Extremely high number of non-/under-qualified persons → unemployment risk is 3 times higher than for those with qualifications
- ▶ Integration and education of youth, esp. those with migration background

Current Challenges

- ▶ marginal employment, regional and occupational mobility (supra-regional placement)
- ▶ digitalisation, ‚green economy‘ and public welfare (kindergarten, nursing, public transport, etc) main focus in qualification
- ▶ huge necessity for basic training (german language), which means expense and expenditures but little to no immediate success with labour market entry

Young People's Job Aspirations -Ranking

Ranking Top 10 Professions Young Women:

1. Retail / Sales
2. Office Management / Administration
3. Hair Stylist / Beauty
4. Health Care
5. Mechanic and related professions, Jewellery Makers
6. Hotel and Hospitality Industry
7. Illustration / Technical Design
8. Gardening / Agricultural Professions
9. Food and Beverage Manufacturing
10. Other Technical Professions (if not included in other jobs)

Ranking Top 10 Professions Young Men:

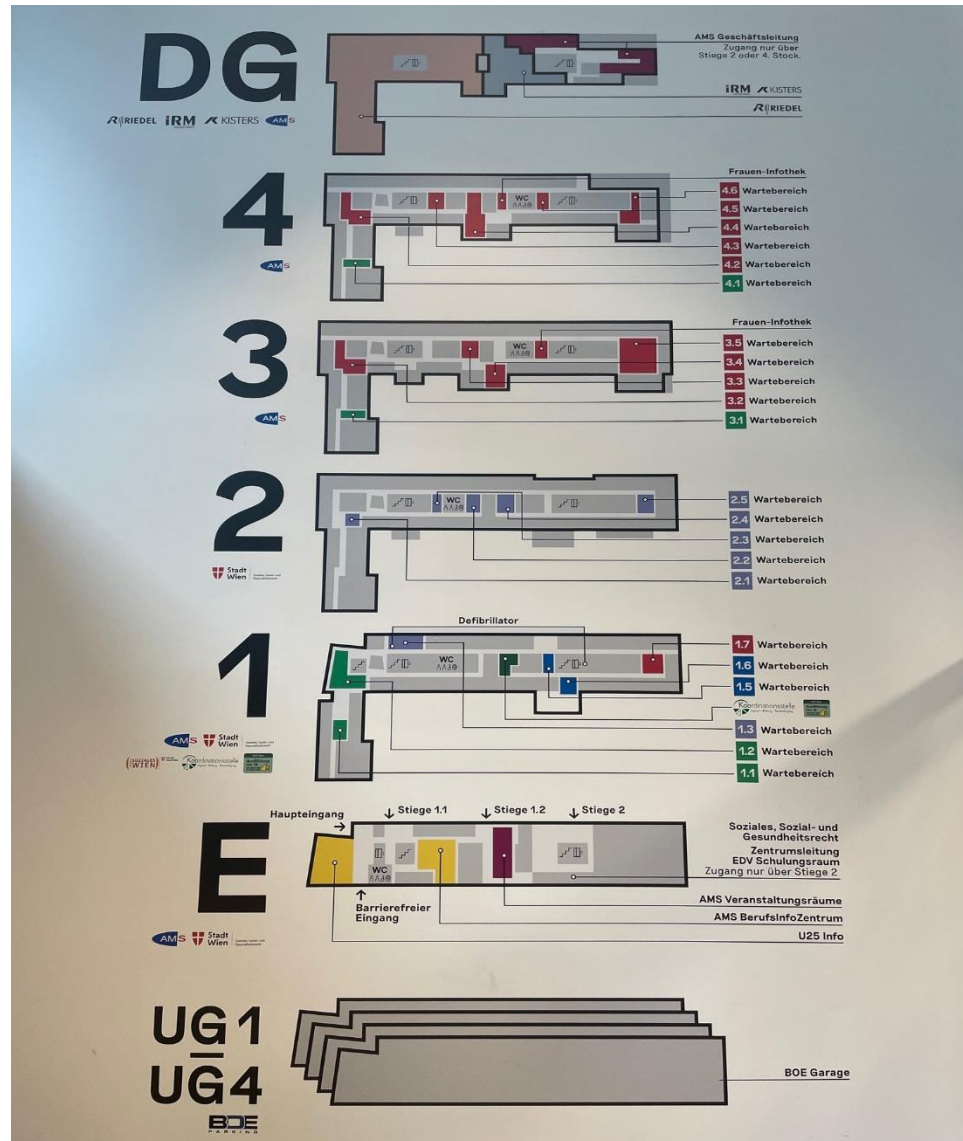
1. Mechanic and related professions, Jewellery Makers
2. Electrician
3. Retail / Sales
4. Technical Professions (if not included in other jobs)
5. Office Management / Administration
6. Plumber, Pipe Fitter, Metal Connecting (Welding...)
7. Construction
8. Hair Stylist / Beauty
9. Woodworking Professions
10. Cook / Chef and Kitchen Help

U25 is

- ▶ a joint service center for young people at one location
- ▶ organized by the regional public employment service (AMS Vienna) and the regional social authorities (City of Vienna Social Welfare, Social and Public Health Law)
- ▶ for young unemployed people aged 15 to 24
- ▶ for all issues of employment, education, career (choices) and social matters.

Facts about U25

- ▶ Location: Lehrbachgasse 18, 1120 Wien with approx. 12,500m² space
- ▶ Two regional employment service offices (AMS RGS 976 und AMS RGS 977) and one social centre for young adults from the City of Vienna combined in one building
- ▶ The U25 has a total of 360 employees, 240 of the public employment service and 120 of the social welfare department
- ▶ Client base:
AMS: approx. 25,000
City of Vienna: approx. 15,000
Jointly supported: approx. 7,000



The Mission Statement of U25

The **One-Stop-Shop** operates

- ▶ with case management and social work
- ▶ for young clients with means-tested minimum income
- ▶ across organizational boundaries

Major Goals of U25

- ▶ Fostering the target group's long-term integration in training and employment
- ▶ Improving the matching of the target group to available training and integration services
- ▶ Increasing the effectiveness and efficiency of the support processes
- ▶ Reducing the time for young unemployed people being registered with the public employment service and the period of time during which they receive means-tested minimum income

Important Cooperation Partners

- ▶ Vienna Social Fund (Fonds Soziales Wien/FSW)
- ▶ Coordination Office Youth- Education- Employment (KOO JBB)
- ▶ Education until 18 Coordinating Office Vienna (KOST)

They all are part of our joint service centre.

Target Group of U25

The joint service centre for issues of employment, education, career (choices) and social matters is available to

- ▶ young unemployed people
- ▶ aged 15 to 24
- ▶ who are or are not receiving means-tested minimum income.

Characteristics of U25

- ▶ intensive cooperation between AMS Vienna, City of Vienna, Social Welfare Fund (FSW), KOO und KOST to ensure tailor-made individual support for the target group
- ▶ Case Management for unemployed young people who receive means-tested minimum income in a One-Stop-Shop (OSS)
- ▶ joint logo and mission statement
- ▶ joint reception area and service centre in one location (short distances)
- ▶ joint client steering and guidance system

Objectives and Particularities of the OSS

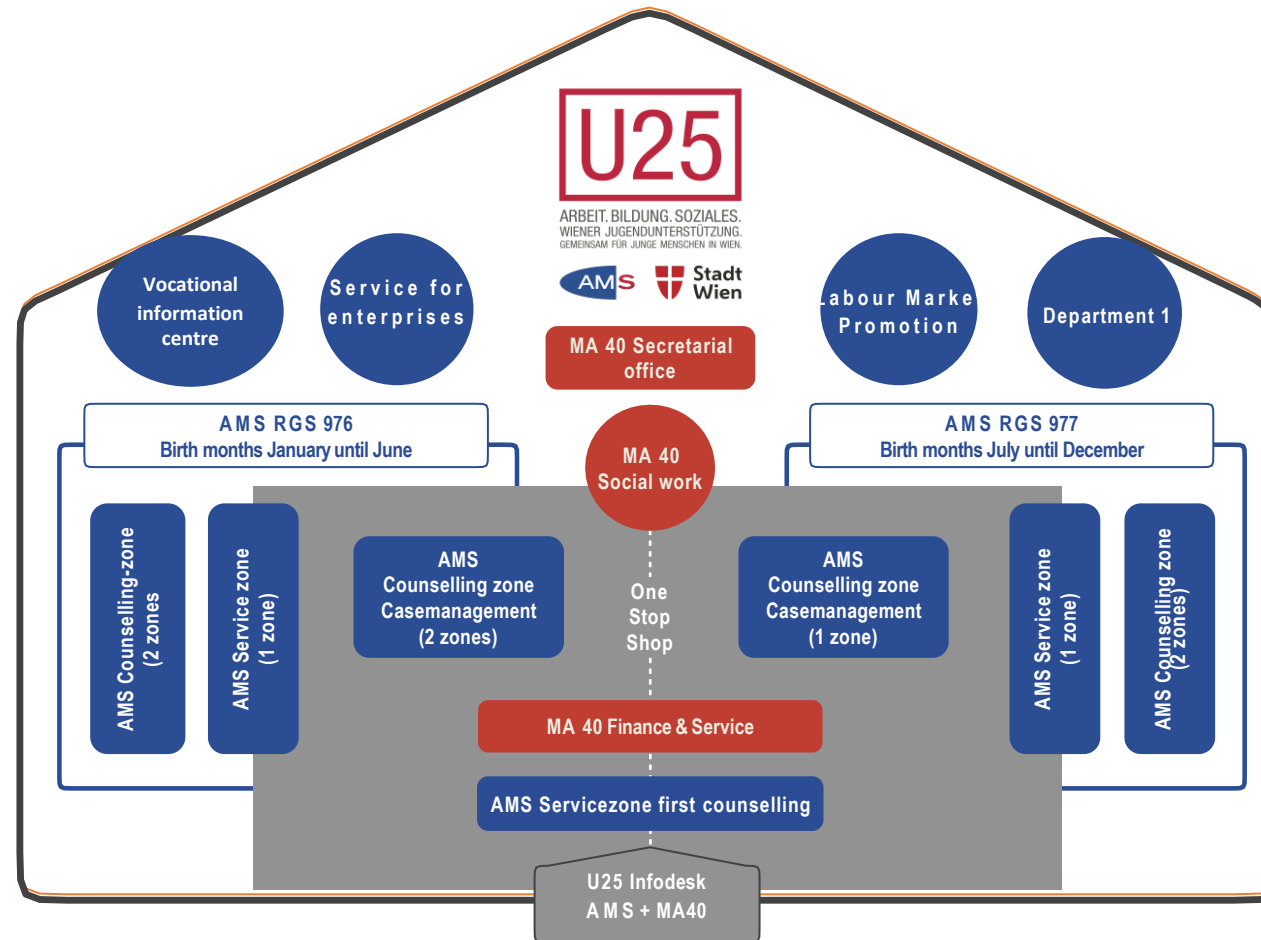
Tailor-made individual support for the target group receiving means-tested minimum income into

- education
- job training
- or employment

with casemanagement or social work.

We work with small cross-organizational **multi-professional teams**.

Organizational Structure of U25



Challenges (Examples)

- ▶ Increasing unemployment rate of people under 25
- ▶ Increasing number of convention refugees and people with subsidiary protection, mainly male
- ▶ Nationwide placement of unemployed people
- ▶ Multiple placement barriers
 - Language
 - Basic skills
 - Mental problems

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