



EVERYTHING
FROM ONE
SOURCE

- ⚠ Prevention
- >H Treatment after accidents
- ☒ Rehabilitation
- € Financial compensation



Everything from ONE source
The services provided by the AUVA

Unless otherwise stated, the information refers to the data status of the AUVA Annual Report 2018.
All information without guarantee.

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Everything from ONE source

- Prevention
- Rehabilitation
- Treatment after accidents
- Financial compensation

The General Accident Insurance Institution (AUVA) provides all services of the statutory accident insurance – from loss prevention, treatment after accidents and rehabilitation to financial compensation for accident victims – from a single source.

The resulting synergy effects are to the benefit of the insured persons and also ensure the economic efficiency of the services provided by AUVA.

Working safe and sound

Around 5.1 million insured persons* are entrusted to the AUVA. This entails a great responsibility for all officials in the self-government and all employees in the institutions and departments. AUVA has set itself a major task: to ensure that every person in Austria can live in social security during the course of his or her education and professional life despite all risks.

As a community of interests of employers and employees, AUVA strives to protect all its insured persons from personal suffering and financial losses and to preserve the economic performance of the companies.

The AUVA is not an „anonymous entity“. Both the members of the self-government as well as the employees in the treatment facilities and in the customer service centres are highly committed to the interests of the people insured.

But nothing and nobody is perfect. Should you ever be dissatisfied with AUVA, please contact the AUVA ombudsman.

To do so, please send an e-mail to
ombudsmann@auva.at or call
+43 5 93 93-20104

*As of: 1 January 2020



Photo: N-Media-Images - fotolia.com



Photo: Stefanie J. Steindl

Our four core tasks

The General Social Insurance Act (ASVG) entrusts AUVA with the following tasks:

- Prevention of work-related accidents and occupational diseases, including provision of first aid
- Treatment after accidents by appropriate means
- Medical, occupational and social rehabilitation for an indefinite time period
- Financial compensation following work-related accidents and occupational diseases

Further tasks

In addition, AUVA has two further important tasks to fulfil by law:

- Safety-related and occupational health care for small and medium-sized enterprises (AUVA sicher)
- Allowance for continued payment of remuneration in the event of accident or illness for small and medium-sized enterprises

The Logo



This is AUVA's logo.

Wherever you see it – on the helmets belonging to safety experts, on screening buses or emergency vehicles, on trauma centres or rehabilitation centres - people are here who want to help and who are able to help.

AUVA in short

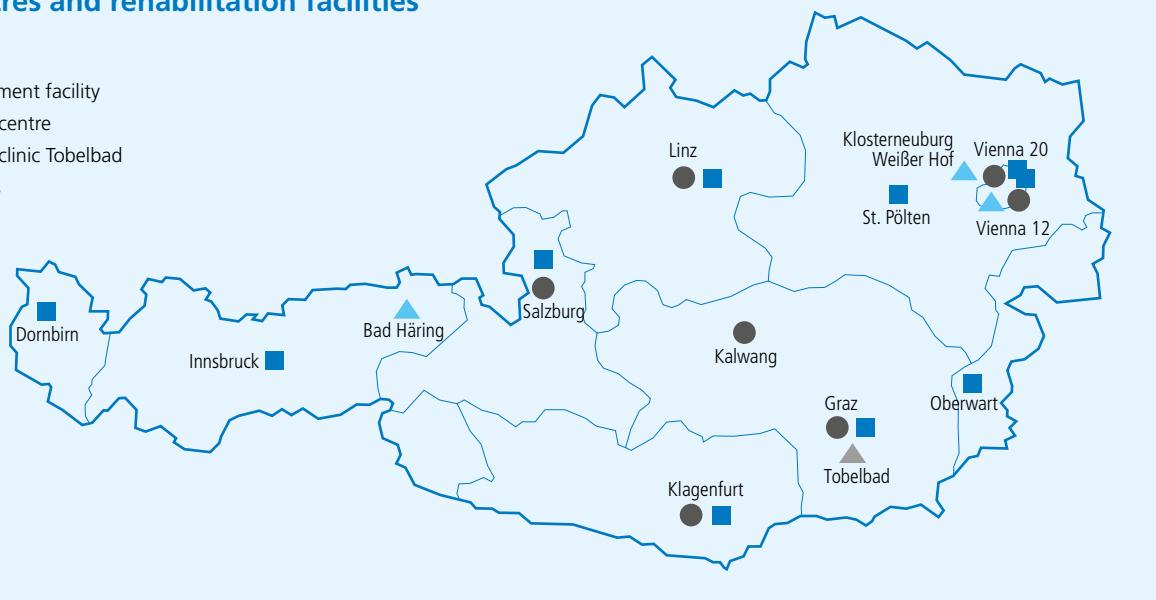
AUVA is the social accident insurance for more than 3.7 million employees and 1.4 million trainees between kindergarten and university graduation.

AUVA ...

- provides care for around 160,000 victims of occupational accidents and diseases every year,
- annually treats around 370,000 injured persons after accidents of all kinds in the eleven facilities for accident treatment and rehabilitation,
- awards compensation to around 70,000 invalids or their relatives.

Service centres and rehabilitation facilities

- Accident treatment facility
- ▲ Rehabilitation centre
- ▲ Rehabilitation clinic Tobelbad
- Service centres



Entitlement to benefits

There are two cases of entitlement to benefits in the social accident insurance: the work-related accident and the occupational disease.

Work-related accidents

Work-related accidents are sudden, externally occurring damaging events in local, temporal and causal connection with the insured occupation or education.

This insurance also covers routes and activities related to employment.

Certain accidents (e.g. in the event of lifesaving) are treated equally to accidents at work.

Kindergarten children, pupils and students are also covered by the social accident insurance. Insurance cover includes accidents in connection with attending kindergarten or educational institutions, during lessons and breaks, during educational events such as excursions, ski courses, project and sports weeks, on the way to and from school, university or education-related events.

Occupational diseases

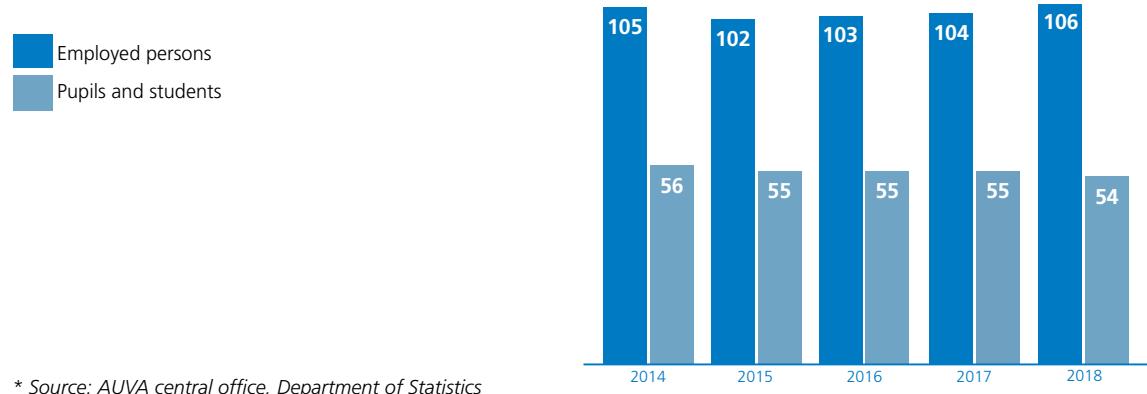
Occupational diseases are diseases that are caused by the insured activity and are listed in the list of occupational diseases in the ASVG annex (General Social Insurance Act).

By means of a general clause, diseases that are not included in this list can also be recognised as occupational diseases. They have to be demonstrably occupational and caused by harmful substances or radiation.

Claims

Recognised work-related accidents

in thousands (rounded)*

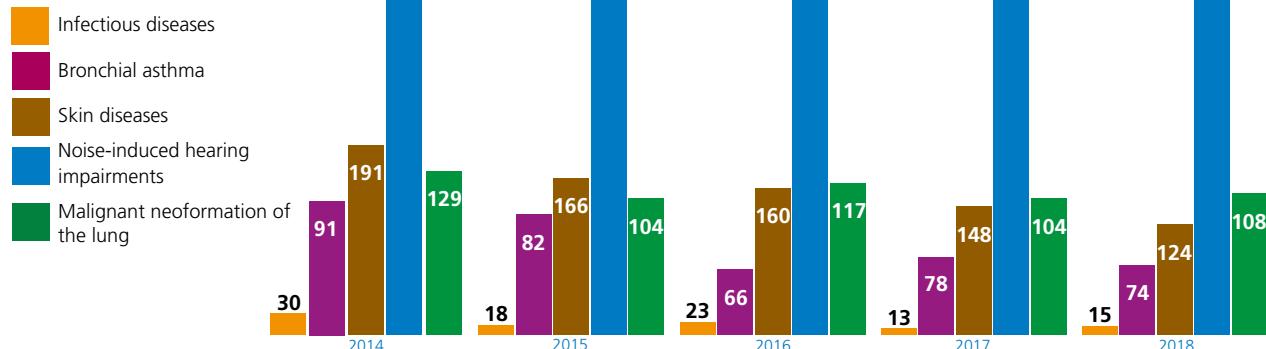


* Source: AUVA central office, Department of Statistics

Occupational diseases

Employed persons

total of 1,140 (2018)*



* Source: AUVA central office, Department of Statistics

Prevention

Accident prevention

In four regional offices and five branch offices, the prevention counselling of the accident prevention services ensures that care is made available promptly to the insured.

The prevention advisors come to the companies: they inform, advise and develop solutions for safety problems together with all affected parties.

They also offer measurements, technical advice and safety training for employers and employees.

The specialists carry out safety and health protection actions: They are responsible for both safety advertising and safety education in schools. They also make provisions for effective first aid in cooperation with the emergency services.

Numerous services are provided on site. Specially equipped vehicles are used for noise measurements, hearing tests and training. This reduces the companies' downtime and saves money.

Important: The Accident Prevention Service is not an authority, but a service facility for companies.

For further information please visit:

www.auva.at/sicherheit

Or contact the accident prevention services of the regional and branch offices.

Protection of health

Modern occupational medicine not only includes protection against damaging effects of work, it includes the whole person.

In order to protect the insured persons from occupational diseases, AUVA covers the planned examination costs or carries out hearing and lung examinations itself. AUVA also provides particularly vulnerable insured persons with free participation in vaccination campaigns against FSME („tick-borne disease“), diphtheria-tetanus, hepatitis B and rabies.



Evaluation (Risk assessment)

According to the Employee Protection Act (ASchG), all companies are obliged to identify, assess and eliminate risks at the workplace and to document these measures. The AUVA provides support in doing so.

To ensure the best possible implementation of this obligation, AUVA, together with the Austrian Federal Economic Chamber (WKÖ) and the Federal Chamber of Labour (BAK), has developed a standardised form of documentation, which is partly pre-filled.

This information is available on the following website:
www.eval.at

Information and evaluation brochures can be ordered via the Internet or from the accident prevention services of the regional offices.

www.auva.at/evaluierung

Counselling and support for SMEs



AUVA sicher is a special service for small and medium-sized enterprises to help them comply with the Employee Protection Act.

For the safety-related and occupational medical care of workplaces with up to 50 employees, AUVA provides prevention specialists (safety specialists, occupational physicians) free of charge, provided that the company does not have more than 250 employees in total. An AUVA sicher prevention centre has been set up in each federal state.

Companies can request free support via the respective prevention centre. For contact details visit:
www.auva.at/auvasicher



Training

Safety-oriented and health-conscious working is easy to learn.

Training, courses and conferences help to increase your safety – and that of your colleagues.

*For further information please visit:
www.auva.at/sicherheitsschulung*



Photo: pressmaster/fotolia.com

Informational materials

AUVA offers extensive information material on the prevention of accidents and occupational diseases.

The magazine "ALLE!ACHTUNG!" is addressed to the general public to promote safety and health.

The professional journal "SICHERE ARBEIT", on the other hand, offers the professional public information at a scientific level. In addition, leaflets for employees, the "Merkblatt.plus" series for managers, posters, work folders, books and other informational publications are offered.

Videos contribute significantly to the optimisation of safety training courses. They can be bought or rented (www.auva.filmservice.at).

CD-ROMs and computer programs provide safety information at your fingertips.

www.auva.at is your safety net: It offers a quick overview as well as detailed downloadable information.

*Further information and ordering options at
www.auva.at/publikationen*

Safety-related testing



The safety-related testing centre (STP) is a testing and monitoring body authorised and notified in accordance with EU regulations.

Their scope of testing includes items of personal protective equipment (e.g. fall protection devices, safety shoes, industrial safety helmets), work equipment (e.g. ladders), flammability and explosion characteristics (e.g. of dusts) and workplace conditions (e.g. noise, vibration, pollutants and magnetic fields).

The test reports of STP confirm compliance with the relevant standards and are recognised throughout the EU.

*Safety-related testing centre
Adalbert-Stifter-Straße 65
1200 Vienna
Tel.: +43 5 93 93-21776*

*For further information please visit:
www.auva.at/stp*

Dust control



Dust is not only harmful to health, but can also cause explosions.

The task of the Austrian Dust (Silicosis) Control Centre (ÖSBS) is to research and combat the dangers posed by dust of all kinds. Its work extends over the whole of Austria. The ÖSBS is an association managed by the AUVA and consists of two departments. The Technical Department, which is located in Leoben, measures and evaluates dust situations and advises in questions of technical dust reduction. The Medical Department in Vienna carries out lung check-ups with the help of X-ray buses to prevent the occurrence of dust-related occupational diseases.

*For further information please visit
www.auva.at/staubbekämpfung*



Photo: Kadmy/fotolia.com



Photo: AUVA / Winkler

Safety education in schools

Among children and adolescents, the main objective is to lay the foundation for a life-long safety awareness.

AUVA's allies are teachers, who have a wide range of media at their disposal for safety education: videos, posters as well as brochures and comics serve as support for teaching projects.

*Detailed information on media and projects at:
www.auva.at/sicherlernen*

First Aid service

First aid can decide between life and death. The law obliges AUVA to make provisions for effective first aid after accidents at work.

AUVA supports companies in equipping their emergency facilities and organising first aid training courses. These courses are organised by the accident prevention services of the regional offices.

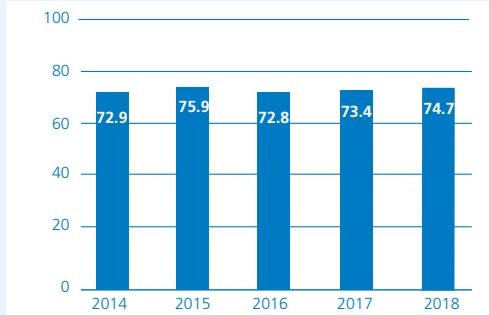
AUVA constantly works together with the emergency services: The facilities for treatment after accidents are equipped with contingency plans for the care of injured persons after massive accidents. Trained crisis managers are available for this purpose.

Last but not least, AUVA supports the emergency services in informational projects as well as in the supply of protective equipment.



Photo: ÖAMTC

Expenses for prevention and first aid in million EUR*



* Source: AUVA central office, Finance Department

Treatment after accidents

International excellence

The seven accident treatment facilities of the AUVA with about 900 beds (including 70 intensive care beds) not only treat injured persons after accidents at work. Most people nowadays are involved in accidents in their leisure time.

A highly specialised team of doctors, nurses and medical technicians offers accident victims comprehensive treatment according to the latest medical findings.

This makes it possible to survive even the most serious accidents.

A total of around 3,400 employees work in the facilities for accident treatment using the latest medical equipment to ensure that injured persons can resume their normal activities as quickly and as well as possible.

The main focus of services in the accident treatment facilities is the surgical and conservative treatment of all injuries and consequences of accidents in adults and children.

More than 370,000 patients are annually treated in these facilities, about 41,000 of whom are inpatients.



Photo: AUVA / Gryc

Medical research

Medical research is the prerequisite for being able to preserve health and life even when dealing with the most severe injuries: by shock treatment, intensive care, microsurgery, nerve bonding, implants and comprehensive rehabilitation.

AUVA has set up medical research departments (Ludwig Boltzmann Institute for Experimental and Clinical Traumatology, Ludwig Boltzmann Institute for Osteology), which cooperate with scientists all over the world.

Emphasis is placed on ensuring a fast implementation of research results in practice.

Quality assurance and risk-management

AUVA particularly focuses on quality assurance in its medical facilities.

Cross-departmental teams work together to develop problem and patient-oriented solutions to ensure efficient care for our patients.

The exemplary error reporting and prevention system CIRPS (Critical Incident Reporting System) has been implemented in all our facilities.



Photo: AUVA / Gryc

Our accident treatment facilities



Accident Hospital Styria Location Graz

Göstinger Straße 24
8020 Graz
Tel.: +43 5 93 93-43000
E-Mail: UGV@auva.at
www.ukhgraz.at

Number of beds: 143 incl. 9 intensive care beds
Inpatient cases per year: approx. 7,300
Outpatient treatments per year: approx. 50,000



Accident Hospital Styria Location Kalwang

8775 Kalwang 1
Tel.: +43 5 93 93-47000
E-Mail: UOV@auva.at
www.ukhkalwang.at

Number of beds: 69 incl. 5 intensive care beds
Inpatient cases per year: approx. 3,000
Outpatient treatments per year: approx. 11,000



Accident Hospital Klagenfurt

Waidmannsdorfer Straße 35
9020 Klagenfurt am Wörthersee
Tel.: +43 5 93 93-46000
E-Mail: UKV@auva.at
www.auva.at/ukhklagenfurt

Number of beds: 98 incl. 10 intensive care beds
Inpatient cases per year: approx. 4,800
Outpatient treatments per year: approx. 46,000



Accident Hospital Linz

Garrisonstraße 7
4010 Linz
Tel.: +43 5 93 93-42000
E-Mail: ULV@auva.at
www.auva.at/ukhlinz

Number of beds: 155
Inpatient cases per year: approx. 5,900
Outpatient treatments per year: approx. 51,400



Accident Hospital Salzburg

Dr.-Franz-Rehrl-Platz 5
5010 Salzburg
Tel.: +43 5 93 93-44000
E-Mail: USV@auva.at
www.ukhsalzburg.at

Number of beds: 153 incl. 15 intensive care beds
Inpatient cases per year: approx. 6,400
Outpatient treatments per year: approx. 49,000



Trauma centre Vienna Location: Meidling

Kundratstraße 37
1120 Wien
Tel.: +43 5 93 93-45000
E-Mail: UMV@auva.at
www.ukhmeidling.at

Number of beds: 151 incl. 12 intensive care beds
Inpatient cases per year: approx. 7,600
Outpatient treatments per year: approx. 67,000



Trauma centre Vienna Location: Lorenz Böhler

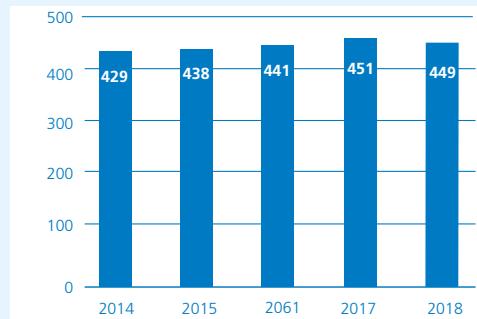
Donaueschingenstraße 13
1200 Wien
Tel.: +43 5 93 93-41000
www.ukhlorenzboehler.at

Number of beds: 116 incl. 8 intensive care beds
Inpatient cases per year: approx. 6,200
Outpatient treatments per year: approx. 67,000

Expenses for treatment after accidents

in million EUR

* Source: AUVA central office, Finance Department



Rehabilitation

Reintegration into professional and social life

In the AUVA rehabilitation centres Häring, Tobelbad and Weißen Hof, patients are treated as inpatients after work-related accidents with functional losses of the locomotor and supporting apparatus, after amputations, with paraplegia and with polytraumas.

Moreover, AUVA has a special facility for craniocerebral injuries (Meidling) and a department for the treatment of internal occupational diseases (Tobelbad).

Provided that beds are available, patients are also rehabilitated in the rehabilitation facilities after leisure, sports and household accidents as well as after illnesses.



Photo: AUVA/Gryc

Parasports

Sport is an important factor for successful rehabilitation: physical activities promote health and social contacts, and they generate important feelings of success.

AUVA supports both amateur and professional sports for people with disabilities. In the rehabilitation centres, AUVA attaches particular importance to parasports and works closely with sports organisations for the disabled.

Further information:

*Austrian Disabled Sports Association
Brigittenauer Lände 42
1200 Wien
Tel.: +43 1 332 61 34
www.oebsv.or.at*

Contracting facilities

After work-related accidents or occupational diseases, patients often need targeted therapy or repeat treatment to alleviate the consequences of the accident or disease. AUVA has therefore concluded contracts with several special facilities.

In Austria:

Althofen/Carinthia: for follow-up treatment and in case of handicaps of the locomotor and supporting apparatus; mud treatments, medicinal baths, physiotherapy, massage.

Moorbad Harbach/Lower Austria: for follow-up treatment and in case of handicaps of the locomotor and supporting apparatus; mud treatments, medical baths, physiotherapy, massage, acupuncture.

Bad Gleichenberg/Styria: for the curative treatment of occupational skin diseases.

Abroad:

Opatija/Croatia: Thalassotherapeutic institute in Opatija/Croatia for the treatment of occupational skin diseases.

Rovinj/Croatia: Repeat treatment for heavily invalidated, especially paraplegics and amputees.

Bad Heviz/Hungary: radioactive sulphur bath for disabled and amputees.

The treatment abroad is carried out according to medical and bioclimatic principles.

Our rehabilitation centres



Rehabilitation centre Häring

Rehaweg 1
6323 Bad Häring
Tel.: +43 5 93 93-52000
E-Mail: RHV@auba.at
www.rzhaering.at

Number of beds: 136
Inpatient cases per year: approx. 1,100



Rehabilitation clinic Tobelbad

Dr.-Georg-Neubauer-Straße 6
8144 Tobelbad
Tel.: +43 5 93 93-53000
E-Mail: RTV@auba.at
www.rktobelbad.at

Number of beds: 202
Inpatient cases per year: approx. 2,000



Rehabilitation centre Weißer Hof

Holzgasse 350
3400 Klosterneuburg
Tel.: +43 5 93 93-51000
E-Mail: RWW@auba.at
www.rzweisserhof.at

Number of beds: 200
Inpatient cases per year: approx. 1,600



Rehabilitation centre Wien-Meidling

Köglergasse 2a
1120 Wien
Tel.: +43 5 93 93-55000
E-Mail: RMV@auba.at
www.rzmeidling.at

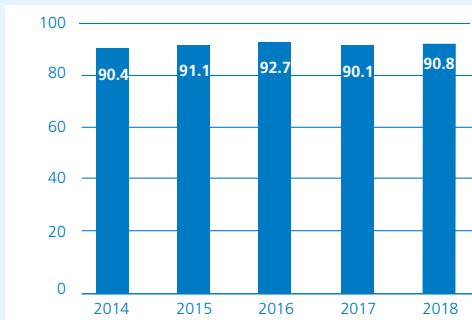
Number of beds: 52
Inpatient cases per year: approx. 340



Expenses for rehabilitation

in million EUR

* Source: AUVA central office, Finance Department



Financial compensation

Claim for compensation

Work-related accidents and occupational diseases must be reported to the AUVA.

A clear overview of the course of the accident is particularly important for the smooth determination of benefits – for example with regard to subsequent follow-up costs and rehabilitation. After all, the average follow-up costs of a work-related accident amount to around 5,000 euros. In individual cases they can also amount to several hundred thousand euros.

Make sure that your work-related accident or occupational disease has been reported to AUVA – your employer, school authority or doctor are legally obliged to do so. In case of doubt, file a report yourself!

The report forms (for employed persons, charities, kindergarten children, pupils or students) can be obtained from the customer service offices. You can also download them from the Internet, fill them out on your PC and send them to AUVA.

*For further information please visit:
www.auva.at/formulare*



Photo: AUVA / Gryc

Monetary payments

Compensation following work-related accidents and occupational diseases is intended to help compensate for the reduction in earning capacity and the additional burden of disability and to safeguard the standard of living of the disabled person or their surviving dependants.

The following compensation payments are included:

- Family or daily allowance for inpatient care, transitional allowance during retraining
- Invalidity pensions, grants, survivors' pensions, survivors' allowances, special assistance
- Integrity compensation under certain circumstances and in the event of serious impairments
- Invalidity allowance and invalidity pensions for kindergarten children, pupils and students

The pension amount is calculated according to the assessment basis and the degree of reduction in earning capacity (MdE). As a rule, the assessment basis is the sum of earnings in the calendar year preceding the occurrence of the insured event. There are fixed amounts for kindergarten children, pupils and students.

*For further information please visit:
www.auva.at/geld*

Expenditure on pensions

in million EUR

* Source: AUVA central office, Finance Department



Grants for SMEs for continued payment of remuneration in the event of accident or disease

All employers (including those of apprentices and marginal employed persons) are eligible for grants:

- if they have less than 51 employees in their company on a regular basis,
- if the employed person concerned is insured with AUVA,
- if the inability to work due to an accident lasted for more than three consecutive days, or
- if the inability to work due to an occupational disease lasted for more than ten consecutive days,
- if the remuneration continues to be paid and an application for a grant has been submitted.

For more than eleven employees, the grants amount to 50 percent of the actual continued remuneration (with the exception of special payments) plus 8.34 percent for special payments.

For less than eleven employees, the grants account for 75 percent of the actual continued remuneration (with the exception of special payments) plus 12.51 percent extra for special payments.

Grants are awarded:

- in the event of inability to work due to disease, from the eleventh day of the inability to work for the duration of the actual continued payment of remuneration, but for a maximum of 42 days per employee and year of work (calendar year),
- in the event of inability to work as a result of an accident leading to inability to work for more than three consecutive days, from the first day of inability to work for the duration of the actual period of continued remuneration, but for a maximum of 42 days per employee and year of work (calendar year).

Important: Accident report after work-related accident

The application for grant of continued remuneration is not considered an accident report! After a work-related accident, please be sure to also file an accident report!

Further information, details and application forms can be obtained from the regional and branch offices and at www.auva.at/efz

Organisation

Self-government

AUVA, like the entire Austrian social insurance system, is organised according to the principle of self-government. This means that the interest groups representing employers and employees delegate officials to the various committees.

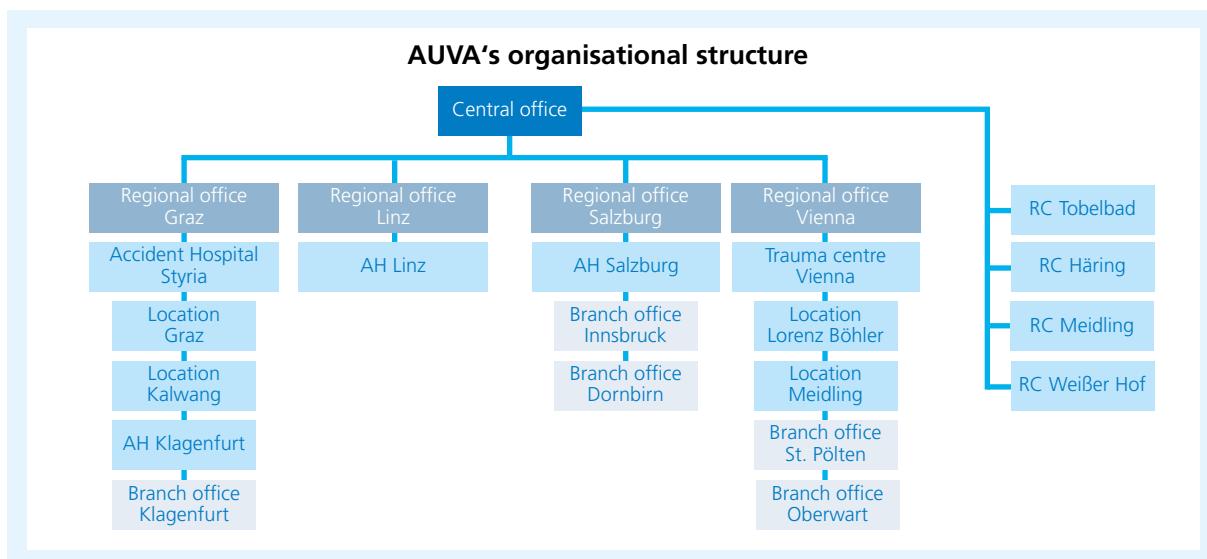
The members of the self-government take decisions necessary for the care of insured persons in the managing bodies (administrative board and regional committees) on the basis of the General Social Insurance Act. Head of the self-government is the chairman. Like all social insurance institutions, the AUVA is subject to audit by the Court of Auditors and federal supervision.

Our employees

Approximately 6,100 AUVA employees look after the insured persons in companies, offices and rehabilitation centres.

About three quarters of them take care of patients in the facilities for accident treatment and rehabilitation centres.

But they also work directly for the insured persons in the administrative sector: by ensuring safety and health at the workplace and the rapid and legally compliant provision of services following work-related accidents or occupational diseases.



Our service centres

Regional office Graz

for Styria and Carinthia

Göstinger Straße 26
8020 Graz
Tel.: +43 5 93 93-33000
E-Mail: GVR@auva.at
www.auva.at/graz

Branch office Klagenfurt

Waidmannsdorfer Straße 35
9020 Klagenfurt am Wörthersee
Tel.: +43 5 93 93-33833
E-Mail: AK@auva.at
www.auva.at/klagenfurt

Regional office Linz

for Upper Austria

Garnisonstraße 5
4010 Linz
Tel.: +43 5 93 93-32000
E-Mail: LVR@auva.at
www.auva.at/linz

Regional office Salzburg

for Salzburg, Tyrol and Vorarlberg

Dr.-Franz-Rehrl-Platz 5
5010 Salzburg
Tel.: +43 5 93 93-34000
E-Mail: SVR@auva.at
www.auva.at/salzburg

Branch office Innsbruck

Ing.-Etzel-Straße 17
6020 Innsbruck
Tel.: +43 5 93 93-34801
E-Mail: AI@auva.at
www.auva.at/innsbruck

Branch office Dornbirn

Eisengasse 12
6850 Dornbirn
Tel.: +43 5 93 93-34901
E-Mail: AD@auva.at
www.auva.at/dornbirn

Regional office Vienna

for Vienna, Lower Austria and Burgenland

Webergasse 4 - 6
1200 Vienna
Tel.: +43 5 93 93-31000
E-Mail: WVR@auva.at
www.auva.at/wien

Branch office St. Pölten

Kremser Landstraße 8
3100 St. Pölten
Tel.: +43 5 93 93-31888
E-Mail: AS@auva.at
www.auva.at/stpoelten

Branch office Oberwart

Hauptplatz 11
7400 Oberwart
Tel.: +43 5 93 93-31901
E-Mail: AO@auva.at
www.auva.at/oberwart

Central office

The main office in Vienna has a central and coordinating functions.
Adalbert-Stifter-Straße 65
1200 Vienna
Tel.: +43 5 93 93-20000
E-Mail: HAL@auva.at
www.auva.at/hauptstelle

ÖSBS

Austrian Dust-Silicosis Control Centre
Einödmayergasse 12
8700 Leoben
Tel.: +43 5 93 93-22390
www.auva.at/staubbekämpfung

STP

Safety Testing Centre
Adalbert-Stifter-Straße 65 1200 Vienna
Tel.: +43 5 93 93-21776
E-Mail: STP@auva.at
www.auva.at/pruefstelle

AUVAsicher

An AUVAsicher centre is set up at each regional and branch office to support small businesses. You can reach the centre responsible for you at
www.auva.at/auvasicher



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1200 Vienna

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Fax +43 5 93 93-20606



Everything from ONE source

The services provided
by the AUVA



Prevention



Treatment after accidents



Rehabilitation



Financial compensation