



8th EUROPEAN REGIONAL RED CROSS/RED CRESCENT CONFERENCE
13-16 April, 2010
Vienna, Austria

Vienna Commitments

We reaffirm the commitments from the 2007 Istanbul conference on health and social care, and migration, particularly with regard to the scaling up of our programmes on HIV and TB and to our action on behalf of vulnerable migrants regardless of their legal status.

We take into account the profound impact the economic crisis continues to have on the lives of vulnerable people, on the demand for Red Cross and Red Crescent assistance and services, and on the challenges for National Societies to raise adequate resources. We call for solidarity across our region to meet the most urgent needs.

We recognise that ageing populations and growing multicultural diversity constitute common challenges and opportunities throughout Europe.

We, the National Red Cross and Red Crescent Societies of the Europe region, therefore make the following commitments:

1. We will align our National Society strategies and plans to our global *Strategy 2020*. In order to do more, do better and reach further we will strengthen our capacities, enhance our accountability, develop guidance and share best practices. We will use our privileged role as auxiliaries to draw attention to the needs of the most vulnerable, and will pursue active humanitarian diplomacy to give voice to the voiceless. We will involve those we serve in all our activities, and will promote effective cooperation with external partners at all levels.
2. We hold ourselves accountable, and will report regularly on our progress with regard to the commitments below. We will be measured by our action, not our words.

Ageing in Europe:

3. We will contribute to building a positive image of ageing, and will recognize older people as an important resource for society.
4. We aim for self-empowerment of older people and will encourage active ageing, strengthening their resilience and allowing them to remain autonomous. We will encourage active ageing, and will highlight to our governments the strong evidence that it reduces the vulnerability of older people. We will advocate for the inclusion of older people in economic, social and cultural life, and for life-long learning. We will promote their active participation as volunteers in our own activities and decision-making.
5. We will advocate at all levels for the public provision of, and access to, adequate services for older people, such as proper living and housing conditions, appropriate

- health and social care and nursing-in accordance with human dignity and relevant standards. We will actively tackle and prevent any mistreatment and abuse.
6. We will develop sustainable services and activities at grassroots level to promote the physical, social and mental well-being of older people. We will recruit and train volunteers to provide assistance and support to those most in need and their caregivers. We will consider the specific needs of older people in the design of all our programmes.
 7. We will strengthen solidarity between younger and older people to mutual benefit, and will actively promote intergenerational dialogue and cooperation. We recognize the growing diversity of older people in our communities, and will adapt our services and communication tools accordingly.

Diversity and intercultural dialogue:

8. We will lead by example, and will undertake specific and targeted action leading to better diversity of volunteers and staff and leadership within our own organisations, adequately reflecting the changing composition of our populations. We thereby also ensure better access to vulnerable communities. We will also draw on our global network of National Societies to reach out to migrants.
9. We will promote an inclusive culture in which all individuals are encouraged to participate fully, based on our fundamental principles. We respect and value highly the diversity of the communities we work with and of our volunteers, members and staff. We recognise that different people contribute with different perspectives, ideas, opinions, histories, knowledge and culture, and that these differences bring great strength. We will take action against behaviour and discriminatory practice which is not in line with our humanitarian values.
10. We will promote intercultural dialogue within our own National Societies and in the communities we serve, and we acknowledge the specific contribution that young people can make in this regard. We recognize that people and groups have many different identities and needs. We will adapt our programmes to better meet the needs of people we want to reach. We will train our volunteers and staff to fully respect diversity in their daily work.

Vienna, 16 April 2010