



# Conducting and supporting the FSW Customer Council election

03/2025 – 12/2025

## Initiator

Fonds Soziales Wien (FSW)

## Objectives

The goal of the 2025 election for the FSW Customer Council was to further strengthen and continue the representation of the interests of the customers of the Vienna Social Fund (FSW). The FSW Customer Council is as a democratically legitimized, inter-organizational body that consolidates and represents the concerns of FSW customers and contributes to structural improvements in the FSW's services and programs. This makes a significant contribution to the sustainable integration of participation and co-determination within the FSW.

By holding the election again in 2025, the FSW builds on the experience of the first term and continues the principle that people with disabilities are actively involved in the FSW's decision-making and development processes. Customers are understood not only as users of services, but also as experts in their own right, whose perspectives are indispensable for the further development of services, structures, and framework conditions. The election to the FSW Customer Council is therefore a key instrument for effectively implementing inclusion, self-representation and democratic participation in the social sector in Vienna.

## Implementation

The preparation and execution of the 2025 election was the responsibility of the Vienna Social Fund (FSW) and, as with the first election, was overseen by an independent and neutral external body. queraum was again commissioned to conduct the election. The execution of the 2025 FSW Customer Council election encompassed a wide range of activities and measures. The queraum team accompanied the entire election process as an independent and neutral body, acting in both an advisory and operational role. Their tasks ranged from ongoing coordination and expert consultation with the FSW project team, through the coordination and implementation of the election at the various polling stations, to the proper counting of votes, results processing, and ongoing reflection on the process.

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