



**EN**  
**2022**

# LIVING AND WORKING IN AUSTRIA

**Information for Displaced  
Persons from Ukraine**



Arbeitsmarktservice  
Österreich

[www.ams.at](http://www.ams.at)

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# Dear people from Ukraine,

**We are aware of the fact that you have come to Austria in an extremely worrying time. We share the hope that this cruel, senseless and completely anachronistic war will be over as soon as possible, and that all the suffering and destruction inflicted on your country will come to an end. Until peace returns, we want you and your family to find a safe haven in Austria.**

In our role as Public Employment Service (*Arbeitsmarktservice*, AMS), it is our job to assist you in your search for work in Austria. We have put together this guide, entitled "Living and Working in Austria", to support you in these difficult times and help you navigate Austria's social security system. It contains lots of useful information, which hopefully will answer any questions you might have during your first months in Austria. We are doing our best to keep the guide as current as possible. If it becomes necessary, we will update the information and take into account any changes to the legal regulations.

**The most important things in a nutshell:** For your stay in Austria you will need the "Blue Card" (identity card for displaced persons), which is issued by the Federal Office for Immigration and Asylum. For as long as you require it, you are also entitled to support (in the form of money or in kind) as part of the so-called primary care. If you wish to take up gainful employment, you will need a work permit, which your employer must apply for at the AMS. This is a simple procedure which we will process swiftly. If you are in need of childcare services, please contact your municipal office (in Vienna "Magistrat", in the other federal provinces "Gemeindeamt"). If you are reported as a person seeking work at the AMS, the AMS will also be happy to assist you in your search for a place in childcare services. There's a lot more that we can do for you apart from helping you find work: we can help you learn the language, give advice, offer the necessary qualifications and provide a variety of support options to make it easier for you to find your way into the Austrian labour market.

**Aside from all the horrific news of recent months:** the current situation on the Austrian labour market is fairly good for people seeking work. Lots of companies across all sectors are currently actively looking for new employees. The majority of job vacancies tend to be available in the west of Austria, while most of the people seeking work live in the country's east. Just come along to one of our regional branches, of which there are around 100 located in all regions across Austria. Our colleagues will assist you in person, taking into account your qualifications and your desired fields of work.

***Until then: welcome! We wish you all the best for your time in Austria!***

July 2022



**Dr. Herbert Buchinger**  
Chairman of the Board



**Dr. Johannes Kopf, LL.M.**  
Member of the Board

## 1. ENTRY AND RESIDENCE IN AUSTRIA

Ukrainian nationals with residence in Ukraine who – due to the war starting on 24 Feb. 2022 – have fled Ukraine are entitled to receive a special right of residence for **displaced persons**, which, for the time being, will remain valid until 3 March 2023. Persons with protection status granted in Ukraine before the war are entitled to the right of residence for displaced persons too. Furthermore, certain family members (at any rate spouses and registered partners, as well as unmarried minor children) of the above-mentioned target groups are also entitled to the right of residence for displaced persons.

To find out more about where you can register to apply for your right of residence for displaced persons and receive your “identity card for displaced persons”, which documents your legal residence in Austria, see: [www.bmi.gv.at/Ukraine](http://www.bmi.gv.at/Ukraine).

In any case you can call the hotline of the Federal Agency for Care and Support Services (*Bundesagentur für Betreuungs- und Unterstützungsleistungen GmbH*), +43 (0)1 267 68 70-9460, where you will receive assistance from staff who speak Ukrainian. The police also serve as your initial contact point. After an initial assessment regarding your accommodation requirements they will get in touch with the BBU GmbH coordination office.

As part of the primary care provided by the Austrian federal government and provinces, you will receive accommodation and meals, be covered by health insurance and will also receive a small amount of pocket money for your personal needs. For information in Ukrainian, see: [www.bbu.gv.at/ukraine](http://www.bbu.gv.at/ukraine)

### Relevant authorities:

- ▶ **Federal Ministry of the Interior:** [www.bmi.gv.at/Ukraine](http://www.bmi.gv.at/Ukraine)
- ▶ **Federal Office for Immigration and Asylum:** [www.bfa.gv.at](http://www.bfa.gv.at)

### 1.1 Mandatory Residence Registration

In Austria **residence registration is mandatory**. Within three days of moving in to a new private home (also if you move from another place of residence within Austria) you are required to register your new address at the relevant authority.

The **relevant authorities** are:

- ▶ the Residence Registration Service Centre at your place of residence (municipal offices: *Gemeindeamt* or in towns *Magistrat*).
- ▶ in Vienna: the Residence Registration Service Centre of the municipal district offices.

The following **documents** are required:

- one completed residence registration form per person: available at the relevant registration authority, in a number of tobacconists (newsagents) or over the internet.
- passport, birth certificate
- residence registration form from other places of residence if there are any

The **residence registration form** must be signed by the accommodation provider (the owner of the property or the property management) and the person taking up the accommodation (e.g. the tenant) – and submitted to the registration authority either in person, by a messenger or through the post.

The authority then issues a certificate of registration (*Meldebestätigung*).

**Note:** You do not need to enter your religious denomination. The field can be left blank.

After registering in Austria, your personal details are automatically stored in the **Central Population Register (ZMR)** and will be made available to the authorities. Every person registered in Austria has their own personal ZMR number that is stated on the certificate of registration.

- ➔ [www.help.gv.at](http://www.help.gv.at) (registering/de-registering your place of residence)
- ➔ [www.help.gv.at](http://www.help.gv.at) (residence registration forms)



## 2. LIVING CONDITIONS

### 2.1 Important Telephone Numbers

- ▶ **International dialling code for calling Austria:**     **+43 (0043)**
  
- ▶ **Emergency service numbers:**

<b>Fire services</b>	<b>122</b>
<b>Police</b>	<b>133</b>
<b>Ambulance service</b>	<b>144</b>
<b>Medical emergency service</b>	<b>141</b>
<b>Women's helpline against violence (around the clock)</b>	<b>0800 222 555</b>

These emergency numbers are **free of charge** and can also be used from your mobile phone if you have **zero credit**.

- ▶ **Phone numbers and web addresses (in German and English):**

Pharmacy services:	1455
Pharmacy night and weekend duty:	<a href="http://www.apothekerkammer.at">www.apothekerkammer.at</a>
Find a dentist:	<a href="http://www.zahnaerztekammer.at">www.zahnaerztekammer.at</a>
Poison centre (emergency number):	01 406 43 43
Immediate mental health support (around the clock):	01 313 30
Emergency services for children and young people:	147
Crisis hotline (around the clock):	142
Counselling centres for women (violence):	<a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a>
Counselling centres for children and youths (violence):	<a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a>
Counselling centre for men (violence):	<a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a>
Refugee aid in Austria:	<a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a>
Help for displaced persons from Ukraine	<a href="http://www.integrationsfonds.at/ukraine">www.integrationsfonds.at/ukraine</a>

### 2.2 Job Finding Services, Legal and Social Counselling Services.

Counselling and care of refugees:	<a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a>
Caritas Austria:	<a href="http://www.caritas.at">www.caritas.at</a>
Diakonie – Refugee Service:	<a href="http://www.fluechtlingsdienst.diakonie.at">www.fluechtlingsdienst.diakonie.at</a>
Volkshilfe Austria:	<a href="http://www.volkshilfe.at">www.volkshilfe.at</a>
Austrian Red Cross:	<a href="http://www.rotekreuz.at">www.rotekreuz.at</a>
Workers' Samaritan Association:	<a href="http://www.samariterbund.net">www.samariterbund.net</a>

## Vienna

- ▶ **Questions from Ukrainian citizens**

BBU hotline: +43 (0)1 267 68 70-9460
BBU legal advice: +43 (0)1 267 68 70-9461
Caritas hotline: +43 (0)5 1776 380

- **Registration and Counselling Service Centre**  
Austria Centre Vienna Bruno-Kreisky-Platz 1  
1220 Vienna

Current information available at: [www.start.wien.gv.at/ukraine](http://www.start.wien.gv.at/ukraine)

Housing referral, housing counselling, social counselling, social-medical counselling and labour market integration counselling for displaced persons from Ukraine – in your native language and with support from interpreters.

- **DIAKONIE – Ukraine Counselling Centre**  
**Ukraine**  
Wilhelminenstr. 91-93/II f, 1. Stock, 1160 Wien  
E-mail: [beratungszentrum-ukraine@diakonie.at](mailto:beratungszentrum-ukraine@diakonie.at)  
**Tel.: +43 (0)1 343 91 91**  
Opening hours: Monday, Tuesday, Thursday:  
8:30 am–12:00 pm and 1:00 pm–4:00 pm,  
Friday: 8:30 am–12:00 pm
- **ASBÖ – Ukraine Counselling Centre**  
Social counselling for Ukrainian refugees  
Schönbrunner Straße 222-228/Stiege 1/6. Stock,  
1120 Vienna  
E-mail: [sozialberatung@samariterwien.at](mailto:sozialberatung@samariterwien.at)  
**Tel.: +43 (0)1 891 451 00 00**  
Opening hours:  
Monday to Friday from 8:30 am–1:00 pm

## Burgenland

- **MOBEB Mobile Refugee Counselling Service Burgenland**  
Wiener Straße 1  
7400 Oberwart  
**Tel.: +43 (0)664 88 68 22 34**  
E-mail: [mobeb@diakonie.at](mailto:mobeb@diakonie.at)  
[www.diakonie.at](http://www.diakonie.at)  
Languages: interpreting service for a number of languages  
available on site or by phone

## Carinthia

<b>Refugee and Migrant Support Klagenfurt</b> Sandwirtgasse 2 9010 Klagenfurt Interpreting service for a number of languages available on site or by phone	<b>Tel.: +43 (0)463 555 60-15</b> E-mail: <a href="mailto:c.eile@caritas-kaernten.at">c.eile@caritas-kaernten.at</a> <a href="http://www.caritas-kaernten.at">www.caritas-kaernten.at</a>
<b>ARGE Legal Counselling Regional Office Carinthia</b> Adalbert-Stifter-Str. 1 9500 Villach Interpreting service for a number of languages available on site or by phone	<b>Tel.: +43 (0)664 88 68 23 19</b> E-mail: <a href="mailto:beratung.kaernten@diakonie.at">beratung.kaernten@diakonie.at</a> <a href="http://www.fluechtlingsdienst.diakonie.at">www.fluechtlingsdienst.diakonie.at</a>
<b>Diakonie de La Tour</b> Social counselling and immediate help (financial or in kind) Karfreitstraße 14 9020 Klagenfurt Languages: German, Russian	<b>Tel.: +43 (0)664 88 96 31 57</b> E-mail: <a href="mailto:anshela.berkovskaja@diakonie-delatour.at">anshela.berkovskaja@diakonie-delatour.at</a> <a href="http://www.diakonie.at">www.diakonie.at</a>
<b>VOBIS – Association for Open Dialogue and Integration through Language</b> Südbahngürtel 24 9020 Klagenfurt	<b>Tel.: +43 (0)677 63 79 84 96</b> E-mail: <a href="mailto:office@verein-vobis.com">office@verein-vobis.com</a> <a href="http://www.verein-vobis.com">www.verein-vobis.com</a>
<b>PIVA Association – Project Group Integration of Foreigners</b> Italienerstraße 17 9500 Villach	<b>Tel.: +43 (0)4242 363 63</b> E-mail: <a href="mailto:beratung@piva.or.at">beratung@piva.or.at</a> <a href="http://www.piva.or.at">www.piva.or.at</a>

**Lower Austria** (interpreting service for a number of languages available on site or by phone)

<b>Mobile Refugee Support Lower Austria – Team Lower Austria South – Caritas Archdiocese Vienna</b> Districts: Wiener Neustadt, Wiener Neustadt-Land, Neunkirchen, Mödling, Baden Neuklostergasse 1 2700 Wiener Neustadt	<b>Tel.: +43 (0)2622 830 20</b>  E-mail: <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="http://www.caritas-wien.at">www.caritas-wien.at</a>
<b>Mobile Refugee Support Team Lower Austria North</b> Districts: Korneuburg, Hollabrunn, Gänserndorf, Mistelbach, Tulln, Bruck an der Leitha Hauptplatz 6–7 2100 Korneuburg	<b>Tel.: +43 (0)2262 623 55</b>  E-mail: <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="http://www.caritas-wien.at">www.caritas-wien.at</a>
<b>Legal Counselling St. Pölten</b> Schulgasse 10 3100 St. Pölten	<b>Tel.: +43 (0)2742 841-395</b>  E-mail: <a href="mailto:fluechtlingsberatung@caritas-stpoelten.at">fluechtlingsberatung@caritas-stpoelten.at</a> <a href="http://www.caritas-stpoelten.at">www.caritas-stpoelten.at</a>
<b>Asylum &amp; Integration</b> Hasnerstraße 4 3100 St. Pölten	<b>Tel.: +43 (0)676 838 44 77 10</b>  E-mail: <a href="mailto:thomas.pfeffer@caritas-stpoelten.at">thomas.pfeffer@caritas-stpoelten.at</a> <a href="http://www.caritas-stpoelten.at">www.caritas-stpoelten.at</a>
<b>Mobile Refugee Support Team Lower Austria West</b> Location Amstetten Rathausstraße 4 3300 Amstetten	<b>Tel.: +43 (0)2742 214 38</b>  E-mail: <a href="mailto:noewe@diakonie.at">noewe@diakonie.at</a> <a href="http://www.fluechtlingsdienst.diakonie.at">www.fluechtlingsdienst.diakonie.at</a>
<b>Mobile Refugee Support Team Lower Austria East</b> Josefstraße 5/2 3100 St. Pölten	<b>Tel.: +43 (0)2742 214 38</b>  E-mail: <a href="mailto:noewe@diakonie.at">noewe@diakonie.at</a> <a href="http://www.fluechtlingsdienst.diakonie.at">www.fluechtlingsdienst.diakonie.at</a>
<b>URB Independent Legal Counselling Regional Office St. Pölten</b> Josefstraße 5/2 3100 St. Pölten	<b>Tel.: +43 (0)2742 214 38</b>  Tue-Fri 9:15 am–12:00 pm  E-mail: <a href="mailto:beratung.noe-west@diakonie.at">beratung.noe-west@diakonie.at</a> <a href="http://www.fluechtlingsdienst.diakonie.at">www.fluechtlingsdienst.diakonie.at</a>
<b>URB Independent Legal Counselling Regional Office Traiskirchen</b> Pfaffstättner Straße 31b 2514 Traiskirchen	<b>Tel.: +43 (0)1 405 629 51</b>  E-mail: <a href="mailto:beratung.ost@diakonie.at">beratung.ost@diakonie.at</a> <a href="http://www.fluechtlingsdienst.diakonie.at">www.fluechtlingsdienst.diakonie.at</a>
<b>CarBiz – Wiener Neustadt</b> Neuklostergasse 1 2700 Wiener Neustadt	<b>Tel.: +43 (0)2622 409 20</b>  E-mail: <a href="mailto:carbiz@caritas-wien.at">carbiz@caritas-wien.at</a> <a href="http://www.caritas-wien.at">www.caritas-wien.at</a>
<b>Mobile Refugee Support Team Lower Austria South</b> Districts: Wiener Neustadt, Wiener Neustadt-Land, Neunkirchen, Mödling, Baden Wiener Straße 56 2700 Wiener Neustadt	<b>Tel.: +43 (0)2622 830 20</b>  E-mail: <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="http://www.caritas-wien.at">www.caritas-wien.at</a>
<b>Mobile Refugee Support Team Lower Austria North</b> Districts: Korneuburg, Hollabrunn, Gänserndorf, Mistelbach, Tulln, Bruck an der Leitha Hauptplatz 6–7 2100 Korneuburg	<b>Tel.: +43 (0)2262 623 55</b>  E-mail: <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="http://www.caritas-wien.at">www.caritas-wien.at</a>
<b>IBZ St.Pölten</b> Maximilianstraße 71 3100 St.Pölten	<b>Tel.: +43 (0)2742 289 10</b>  E-mail: <a href="mailto:ibz-noe@diakonie.at">ibz-noe@diakonie.at</a>



<b>Diakonie in the Industrial Quarter, BACH Education Centre Mödling</b> Eisentorgasse 5 2340 Mödling	<b>Tel.: +43 (0)2236 86 68 01</b> E-mail: <a href="mailto:bach@diakonie.at">bach@diakonie.at</a> <a href="http://www.bildungsberatung-noe.at">www.bildungsberatung-noe.at</a>
<b>Veroniya Lakusta, BA</b> Russian, Ukrainian, Polish, English, German	<b>Tel.: +43 (0)664 858 27 07</b> E-mail: <a href="mailto:veroniya.lakusta@diakonie.at">veroniya.lakusta@diakonie.at</a>
<b>Mag. Ehsan Aghasadeghi, BA</b> Farsi, Dari, English, German	<b>Tel.: +43 (0)664 88 35 06 58</b> E-mail: <a href="mailto:ehsan.ghasadeghi@diakonie.at">ehsan.ghasadeghi@diakonie.at</a>
<b>Tamara Schaat</b> Arabic, English, German	<b>Tel.: +43 (0)664 88 97 19 68</b> E-mail: <a href="mailto:tamara.schaat@diakonie.at">tamara.schaat@diakonie.at</a>

## Upper Austria

### ► Caritas Upper Austria

The counselling centres provide orientation and assistance in social and legal matters to asylum seekers and refugees who are still entitled to primary care.

#### Regional offices:

<b>Perg</b> Counselling Centre Perg Bahnhofstraße 2 4320 Perg	<b>Tel.: +43 (0)676 87 76 23 76</b>
<b>Kirchdorf/Krems</b> Counselling Centre Kirchdorf/Krems Kalvarienbergstraße 1 4560 Kirchdorf/Krems	<b>Tel.: +43 (0)676 87 76 80 24</b> Mon 8:30 am–12:30 pm and by prior appointment
<b>Schärding</b> Counselling Centre Schärding Passauer Street 15 4780 Schärding	<b>Tel.: +43 (0)676 87 76 81 85</b> Tue, Wed, Fri 9:00 am–12:00 pm, Thu 1:00 pm–4:00 pm
<b>Linz</b> Counselling Centre Linz Steingasse 25 4020 Linz	<b>Tel.: +43 (0)732 76 10-2361</b> Social counselling: Mon, Tue, Thu 8:30 am–11:30 am and by prior appointment. Legal counselling only after arrangement by telephone.
<b>St. Georgen/Attergau</b> Counselling Centre St. Georgen/Attergau Attergaustraße 18, 4880 St. Georgen/Attergau	<b>Tel.: +43 (0)7667 62 35</b> Social counselling: Tue 08:30 am–12:00 pm, Thu 10:00 am–12:00 pm
<b>Wels</b> Counselling Centre Wels social counselling Carl-Blum-Straße 3 4600 Wels	<b>Tel.: +43 (0)676 87 76 80 26</b> Social counselling: Mon and Thu 8:00 am–11:30 am and by prior appointment

► **Help-Point at the main railway station in Linz**

On behalf of the federal province of Upper Austria, Caritas has set up a representation office at the main station in Linz in order to give initial information to Ukrainian refugees and help them register at the police station if necessary. The “Help-Point” is located at the station opposite McDonald’s.

Opening hours: Monday to Sunday, 8:00 am–6:00 pm.

► **Hotline for individuals providing private accommodation to refugees**

Caritas Upper Austria has set up a hotline for people who have taken in refugees in their private homes. A Caritas employee is available to provide information about registration, primary care and social rights of refugees. You can also discuss other questions regarding accommodation, school (education) or the job market.

■ **Call the hotline at +43 (0)5 1776 1111**

from Mon–Thu from 9:00 am–12:30 pm and from 2:30 pm–5:00 pm and on Friday from 9:00 am–1:00 pm.

► **ZusammenHelfen Upper Austria**

Our legal expert will answer any questions of people who are volunteering to help refugees and have specific legal questions.

**Info phone for legal matters:**

Wednesdays from 6:00 pm–8:00 pm at +43 (0)664 235 36 57

E-mail: [rechtsinfo@zusammen-helfen.at](mailto:rechtsinfo@zusammen-helfen.at)

► **migrare – Centre for Migrants Upper Austria**

Bulgariplatz 12 (4. Stock) 4020 Linz

Legal and social counselling services, psychosocial counselling

- Legal matters
- Questions concerning social, financial matters, etc.
- Questions about finding work
- Health, education and much more

Languages: German, English, Dari, Farsi, Pashtun, Russian, Albanian, Arabic, Ibo, etc.

Counselling also in Wels, Steyr, Braunau, Gmunden, Kirchdorf, Eferding, Perg, Traun, Vöcklabruck.

Make an appointment by calling +43 (0)676 846 95 46 01 or by E-mail: [termin@migrare.at](mailto:termin@migrare.at)

Counselling is only possible by prior appointment.

► **ÖIF – Austrian Integration Fund**

Whether language courses, education offers or voluntary commitment: The ÖIF is your contact point for successful integration in Austria. We’ll show you how to lay the foundations for a successful life in Austria. Together with our counsellors, you plan your first steps in Austria and find out which contact points and authorities can help you. We can also arrange financial support for German-language courses depending on your needs.

**Counselling at the Integration Centre in Upper Austria**

Weingartshofstraße 25, 4020 Linz

Monday to Wednesday from 8:00 am to 4:30 pm and  
Thursday from 8:00 am to 6:30 pm  
Friday from 8:00 am to 4:30 pm

**Tel.: +43 (0)732 78 70 43**

E-mail: [oberoesterreich@integrationsfonds.at](mailto:oberoesterreich@integrationsfonds.at)

## Mobile counselling centres in municipalities

### Vöcklabruck

District Authority Vöcklabruck  
Sportplatzstraße 1–3, 4840 Vöcklabruck  
every Tuesday from 11:00 am to 4:00 pm (1st floor,  
room no. 120)

### Braunau

District Authority  
Braunau am Inn Hammersteinplatz 1, 5280 Braunau am Inn  
every 2nd Wednesday from 8:00 am to 12:00 pm  
(ground floor, room no. 14)

### Rohrbach

if necessary counselling in municipalities, on request

### Schärding FIM Schärding (family and social centre)

Beratungsraum 1,  
Alfred-Kubin-Straße 9 a–c, 4780 Schärding  
every 1st Wednesday from 9:00 am to 1:00 pm

## ► Volkshilfe Upper Austria: Tel.: +43 (0)732 60 30 99

Volkshilfe Flüchtlings- und Migrant\_innen-Betreuung GmbH  
Stockhofstraße 40  
4020 Linz  
Fax: +43 (0)732 60 30 99-50  
E-mail: [fluechtlingsbetreuung@volkshilfe-ooe.at](mailto:fluechtlingsbetreuung@volkshilfe-ooe.at)  
Languages: German

## Salzburg (interpreting service for a number of languages available on site or by phone)

### Caritas Accommodation for Refugees and Primary Care Salzburg

Gaisbergstraße 27  
5020 Salzburg

Tel.: +43 (0)517 60-52 03

E-mail: [gerlinde.hoerl@caritas-salzburg.at](mailto:gerlinde.hoerl@caritas-salzburg.at)  
[www.caritas-salzburg.at](http://www.caritas-salzburg.at)

### ARGE Legal Counselling Regional Office Salzburg

Innsbrucker Bundesstraße 47a / 2. Stock 5020 Salzburg

Tel.: +43 (0)664 88 68 23 21

E-mail: [beratung.salzburg@diakonie.at](mailto:beratung.salzburg@diakonie.at)  
[www.fluechtlingsdienst.diakonie.at](http://www.fluechtlingsdienst.diakonie.at)

## Styria (interpreting service for a number of languages available on site or by phone)

### Legal Advice for Asylum Seekers and Refugees

Mariengasse 24  
8020 Graz

Tel.: +43 (0)316 80 15-334

E-mail: [j.krobath@caritas-steiermark.at](mailto:j.krobath@caritas-steiermark.at)  
[www.caritas-steiermark.at](http://www.caritas-steiermark.at)

### Legal Counselling at the Federal Office for Immigration and Asylum (BFA)

Mariengasse 24  
8020 Graz

Tel.: +43 (0)676 880 15-115

E-mail: [sophie.ederer@caritas-steiermark.at](mailto:sophie.ederer@caritas-steiermark.at)  
[www.caritas-steiermark.at](http://www.caritas-steiermark.at)

### ARGE Legal Counselling Regional Office Styria

Nelkengasse 5  
8010 Graz

Tel.: +43 (0)664 88 68 22 81

E-mail: [beratung.steiermark@diakonie.at](mailto:beratung.steiermark@diakonie.at)  
[www.fluechtlingsdienst.diakonie.at](http://www.fluechtlingsdienst.diakonie.at)

### Legal Counselling for Unaccompanied Refugee Minors

Mariengasse 24  
8020 Graz

Tel.: +43 (0)316 8015-638

Tel.: +43 (0)676 88015-115

E-mail: [sophie.ederer@caritas-steiermark.at](mailto:sophie.ederer@caritas-steiermark.at)  
[www.caritas-steiermark.at](http://www.caritas-steiermark.at)

### Association Zebra

Granatengasse 4 / 3. Stock  
8020 Graz

Tel.: +43 (0)316 83 56 30

E-mail: [office@zebra.or.at](mailto:office@zebra.or.at)  
[www.zebra.or.at](http://www.zebra.or.at)

Languages: German, English

<b>BBU Federal Agency for Care and Support Services Graz:</b> Gleisdorfergasse 5, 8010 Graz Legal counselling: <b>Tel.: +43 (0)1 267 687 094 07</b> E-mail: <a href="mailto:rechtsberatung@bbu.gv.at">rechtsberatung@bbu.gv.at</a>	<b>BBU Federal Agency for Care and Support Services Leoben:</b> Homanngasse 14, 8700 Leoben Legal counselling: <b>Tel.: +43 (0)1 267 687 094 09</b> E-mail: <a href="mailto:rechtsberatung@bbu.gv.at">rechtsberatung@bbu.gv.at</a>
<b>DIVAN Counselling Centre Graz</b> Counselling for women and girls with a focus on forced marriage and violence in the name of honour Mariengasse 24, 8020 Graz <b>Tel.: +43 (0)676 880 157 44</b> E-mail: <a href="mailto:divan@caritas-steiermark.at">divan@caritas-steiermark.at</a>	<b>DIVAN Counselling Centre Bruck an der Mur</b> Counselling for women and girls with a focus on forced marriage and violence in the name of honour Koloman-Wallisch-Platz 12, 8600 Bruck an der Mur <b>Tel.: +43 (0)676 880 157 44</b> E-mail: <a href="mailto:divan@caritas-steiermark.at">divan@caritas-steiermark.at</a>
<b>CariM – Intercultural Work with Men</b> Counselling, community work, workshops, coaching Mariengasse 24, 8020 Graz	<b>Fereydun Zahedi</b> <b>Tel.: +43 (0)676 880 158 77</b> E-mail: <a href="mailto:fereydun.zahedi@caritas-steiermark.at">fereydun.zahedi@caritas-steiermark.at</a>
<b>Arbeit.Stiften</b> Assistance in labour market integration Mariengasse 24, 8020 Graz	<b>Maja Laimer</b> <b>Tel.: +43 (0)676 880 15 86 55</b> E-mail: <a href="mailto:maja.laimer@caritas-steiermark.at">maja.laimer@caritas-steiermark.at</a>
<b>OMEGA Organisation for Victims of Violence and Human Rights Violations</b> Counselling, support, transcultural psychotherapy, female empowerment, psychological assistance, fit through sports and games, healthy nutrition right from the start, integration projects	Karlauerstraße 6/ 1. Stock, 8020 Graz <b>Tel.: +43 (0) 316 773 554</b> E-mail: <a href="mailto:office@omega-graz.at">office@omega-graz.at</a>
<b>Red Cross Styria</b> Personal consultation by prior appointment, family reunification Merangasse 26, 8010 Graz	<b>Tel.: +43 (0)501 445 100 00</b> E-mail: <a href="mailto:fzf@roteskreuz.at">fzf@roteskreuz.at</a> E-mail: <a href="mailto:landesverband@st.roteskreuz.at">landesverband@st.roteskreuz.at</a>
<b>Austrian Integration Fund</b> Integration flats, financial support services for recognised refugees and persons eligible for subsidiary protection	Reitschulgasse 19, 8010 Graz <b>Tel.: +43 (0)316 841 720 - 100</b> E-mail: <a href="mailto:steiermark@integrationsfonds.at">steiermark@integrationsfonds.at</a>

### Tyrol (interpreting service for a number of languages available on site or by phone)

<b>Caritas – Housing, Integration and Employment</b> Heiliggeiststraße 16 6020 Innsbruck	<b>Tel.: +43 (0)512 72 70-101</b> <b>Tel.: +43 (0)676 87 30 63 45</b> E-mail: <a href="mailto:juergen.gschnell@caritas.tirol">juergen.gschnell@caritas.tirol</a> <a href="http://www.caritas-tirol.at">www.caritas-tirol.at</a>
<b>Independent Counselling Tyrol</b> Bürgerstraße 21 6020 Innsbruck	<b>Tel.: +43 (0)512 32 30 72-86 70</b> E-mail: <a href="mailto:beratung.tirol@diakonie.at">beratung.tirol@diakonie.at</a> <a href="http://www.diakonie.at/unsere-angebote-und-einrichtungen/unabhaengige-beratung-tirol">www.diakonie.at/unsere-angebote-und-einrichtungen/unabhaengige-beratung-tirol</a>
<b>IBZ Tyrol (offices in Innsbruck, Wörgl, Telfs and Imst)</b> Bürgerstraße 21 6020 Innsbruck	<b>Tel.: +43 (0)512 32 30 72-86 76</b> E-mail: <a href="mailto:integration.tirol@diakonie.at">integration.tirol@diakonie.at</a> <a href="http://www.diakonie.at/unsere-angebote-und-einrichtungen/ibz-innsbruck">www.diakonie.at/unsere-angebote-und-einrichtungen/ibz-innsbruck</a>
<b>Fluchtpunkt</b> Jahnstraße 17 6020 Innsbruck Languages: Ukrainian and Russian by appointment	<b>Tel.: +43 (0)512 58 14 88</b> <b>Tel.: +43 (0)664 920 79 73</b> also via Messenger E-mail: <a href="mailto:info@fluchtpunkt.org">info@fluchtpunkt.org</a> <a href="http://www.fluchtpunkt.org">www.fluchtpunkt.org</a>

## Vorarlberg

### ► Caritas – Refugee Assistance Service

Schlossgraben 6  
6800 Feldkirch

Languages: interpreting service for a number of languages  
available on site or by phone

**Tel.: +43 (0)5522 200-1770**

E-mail: [fluechtlingshilfe@caritas.at](mailto:fluechtlingshilfe@caritas.at)  
[www.caritas-vorarlberg.at](http://www.caritas-vorarlberg.at)

### ► Diakonie Refugee Service

Rosenstraße 8a  
6850 Dornbirn

Languages: interpreting service for a number of languages  
available on site or by phone

**Tel.: +43 (0)512 32 30 72**

[www.fluechtlingdienst.diakonie.at](http://www.fluechtlingdienst.diakonie.at)

Legal representation for unaccompanied refugee minors  
(UMF) in Vorarlberg

**Tel.: +43 (0)512 32 30 72-8670**

E-mail: [umf.vorarlberg@diakonie.at](mailto:umf.vorarlberg@diakonie.at)

## 2.3 Residence

### 2.3.1 Accommodation and Housing

If you are seeking protection in Austria due to the current situation in Ukraine, you can get in touch with the hotline of the Federal Agency for Care and Support Services (*Bundesagentur für Betreuungs- und Unterstützungsleistungen GmbH*) (BBU) as soon as you arrive in Austria. **Tel.: +43 (0)1 267 68 70-9460**. On this hotline, people will assist you who speak Ukrainian.

The police also serve as your initial contact point. After an initial assessment regarding your accommodation requirements they will get in touch with the BBU GmbH coordination office (Federal Agency for Care and Support Services).

The federal provinces have set up so-called **Arrival Centres**, which serve as an initial contact point and help you get oriented.

The BBU coordination office ([www.bbu.gv.at](http://www.bbu.gv.at)) may assign you either to **organised accommodation provided by the government** or to arrival centres managed by the federal provinces. Organised accommodation means that meals are included.

If you are in need of help (for example because you have no financial means) or you have no relatives or acquaintances to give you accommodation, you may receive **primary care from the government and the federal provinces**. In addition to accommodation and food you will also receive medical care (health insurance).

As part of **private or individual accommodation**, you are also entitled to receive primary care benefits such as rent allowance and an allowance for meals.

► **Information about support for private accommodation:** [www.bmi.gv.at/Ukraine](http://www.bmi.gv.at/Ukraine)

► **The specific procedure is coordinated by the primary care office of each federal province:**  
[www.bbu.gv.at/ukraine#ukrainians](http://www.bbu.gv.at/ukraine#ukrainians)

### 2.3.2 Support in Finding Accommodation

Counselling and care services in the case of (imminent) homelessness can be found all over Austria at:  
[www.oesterreich.gv.at](http://www.oesterreich.gv.at)



► You are looking for a room in a flat-sharing community:

**Refugees welcome!**

E-mail: [hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

➔ [www.fluechtlinge-willkommen.at](http://www.fluechtlinge-willkommen.at)

► **Counselling centres in the federal provinces that can help you in your search for housing or in the event of imminent homelessness:**

## Vienna

<b>Homes for Ukraine – Offer &amp; Find Shelter</b>	<a href="http://www.homesforukraine.eu">www.homesforukraine.eu</a>
<b>DIAKONIE – Ukraine Counselling Centre</b> Housing referral, housing counselling, social counselling, social-medical counselling and labour market integration counselling for displaced persons from Ukraine – in native language and with support from interpreters. Wilhelminenstr. 91-93/II f, 1. Stock 1160 Wien	<b>Tel.: +43 (0)1 343 91 91</b> E-mail: <a href="mailto:beratungszentrum-ukraine@diakonie.at">beratungszentrum-ukraine@diakonie.at</a> <a href="http://www.diakonie.at/unsere-angebote-und-einrichtungen/beratungszentrum-ukraine">www.diakonie.at/unsere-angebote-und-einrichtungen/beratungszentrum-ukraine</a> Opening hours: Monday, Tuesday, Thursday: 8:30 am– 12:00 pm and 1:00 pm–4:00 pm Friday: 8:30 am–12:00 pm

## Burgenland

<b>MOBEB – Mobile Refugee Counselling Service Burgenland</b>	<a href="http://www.diakonie.at">www.diakonie.at</a>
<b>Caritas Burgenland – Accommodation and Housing Burgenland – Oberwart</b> Wiener Straße 1, 7400 Oberwart Interpreting service for a number of languages available on site or by phone	<b>Tel.: +43 (0)664 88 35 06 83</b> E-mail: <a href="mailto:wohnberatung.burgenland@diakonie.at">wohnberatung.burgenland@diakonie.at</a> <a href="http://www.diakoniebgl.at">www.diakoniebgl.at</a>

## Carinthia

<b>Caritas Klagenfurt</b> Sandwirtgasse 2 9010 Klagenfurt Languages: German, English	<b>Tel.: +43 (0)463 555 60-15</b> E-mail: <a href="mailto:c.eile@caritas-kaernten.at">c.eile@caritas-kaernten.at</a> <a href="http://www.caritas-kaernten.at">www.caritas-kaernten.at</a>
<b>Housing Advice Villach</b>	<a href="http://www.villach.at/stadt-service/wohnen-in-miete/wohnungsberatung">www.villach.at/stadt-service/wohnen-in-miete/wohnungsberatung</a>

## Lower Austria

<b>Volkshilfe Wohndrehscheibe</b> Erdbergstraße 216A/Stiege 1/Top 1 1030 Vienna Counselling appointments only after arrangement by phone	<b>Tel.: +43 (0)1 360 64 43 43</b> E-mail: <a href="mailto:wds@volkshilfe-wien.at">wds@volkshilfe-wien.at</a> <a href="http://www.volkshilfe-wien.at">www.volkshilfe-wien.at</a>
<b>Diakonie Housing Advice Lower Austria</b> Interpreting service for a number of languages available on site or by phone	E-mail: <a href="mailto:wohnberatung.noe@diakonie.at">wohnberatung.noe@diakonie.at</a> <a href="http://www.diakonie.at">www.diakonie.at</a>

## Upper Austria

### ARGE for Homeless People

Marienstraße 11  
4020 Linz

Tel.: +43 (0)732 77 08 05

E-mail: [verein@arge-obdachlose.at](mailto:verein@arge-obdachlose.at)

## Tyrol

### DOWAS

Leopoldstraße 18  
6020 Innsbruck

Tel.: +43 (0)512 57 23 43

E-mail: [ibk@dowas.org](mailto:ibk@dowas.org)  
[www.dowas.org](http://www.dowas.org)

### Diakonie Housing Advice

Interpreting service for a number of languages available on site or by phone

E-mail: [wohnberatung.tirol@diakonie.at](mailto:wohnberatung.tirol@diakonie.at)  
[www.diakonie.at](http://www.diakonie.at)

### Caritas Housing and Integration Counselling Services

Heiliggeiststraße 16  
6020 Innsbruck

Tel.: +43 (0)512 72 70-205

Tel.: +43 (0)676 87 30 63 06

Interpreting service for a number of languages available on site or by phone

E-mail: [johannes.neuerer@caritas.tirol](mailto:johannes.neuerer@caritas.tirol)  
[www.caritas-tirol.at](http://www.caritas-tirol.at)

## Vorarlberg

### Caritas Centre

Reichsstraße 173  
6800 Feldkirch

Tel.: +43 (0)5522 200-1700

E-mail: [beratung@caritas.at](mailto:beratung@caritas.at)  
[www.caritas-vorarlberg.at](http://www.caritas-vorarlberg.at)

Interpreting service for a number of languages available on site or by phone

### 2.3.3 Important Information about Housing

#### 2.3.3.1 Renting

In Austria more than 40% of the newly built homes are in one- and two-family houses; more than 50% of the newly built homes are in apartment buildings with multiple homes. In cities and areas with a high population density, there are many flats let to rent, cooperative apartments and condominiums (owner-occupied flats) in multi-storey buildings. In rural regions the majority of homes are one- and two-family houses.

Depending on the region, the **rent** varies. The rent charged per m<sup>2</sup> depends on factors such as transport connections, infrastructure, type of residential area, equipment, etc.

🔗 [www.statistik.at](https://www.statistik.at) (rental expense)

In addition to rent, you are charged operating costs (about 25% of the net rent) as well as heating costs (gas, oil, district heating, etc.) and electricity costs. In some flats, the costs for heating are part of the rent.

The **operating costs** include charges for water/wastewater, sewage services, insurance, waste management, cleaning costs, snow removal, playground, laundry room, etc., which every tenant has to pay for on a monthly basis.

You can move into a rented apartment once you have a tenancy agreement.

A **tenancy agreement** is a verbal or written agreement between a landlord (apartment owner, main tenant) and the tenant (or sub-tenant). **Recommendation:** lay down your tenancy agreement in writing so that you have written proof in the event of disputes.

**Please note:** Not all main tenants are permitted to sublet a dwelling.

The tenancy agreement specifies, for example, which flat (exact address) you are renting and for what period of time. It also contains details on the size of the flat, the rent and the period of notice, the rules of the house, etc.

**Tenancy agreements** are either **limited in time** (usually a fixed term of three years) or **open-ended**. If a time-limited rental agreement is not terminated, it is automatically extended for the period of time specified in the contract. If the rental agreement is not terminated after expiration of the second term, it shall be deemed as extended for an indefinite period of time.

**Please note:** Limited rental agreements can normally not be terminated by the landlord before the end of the specified period of time unless indicated otherwise in the tenancy agreement. Amicable solutions are possible.

Rental agreements unlimited in time can be terminated by the landlord. Observe the **period of notice** laid down in the rental agreement. The landlord is allowed to terminate an open-ended rental agreement only if there are serious reasons, e.g. if they need the premises for themselves or if the rent is not being paid.

The rent for most of the dwellings rented to main tenants, municipal housing and cooperative flats is subject to the **Landlord and Tenant Act** (*Mietrechtsgesetz*). One-family houses are excluded from the Landlord and Tenant Act. However: statutory periods of notice also apply to one-family houses.

Before you make any repairs in your rented apartment, find out whether they are within your responsibility first. In the case of a blocked pipe, for instance, the building management might be responsible. If the heating needs repairing, the landlord may have to bear the costs.

### 2.3.3.2 Prekarium (Transfer for Use)

The term “*Prekarium*” (see § 974 Austrian Civil Code, ABG), also known as **transfer for use**, refers to a form of tenure where someone lets you use a dwelling for a short period time without charging any rent for it, and which is arranged by request. Parts of the operating costs may be charged though.

Unlike a tenancy, a *Prekarium* can be terminated at any time without notice!

Lay down a *Prekarium* agreement **in writing**. Such a contract should always state that you are able to live in the flat free of charge.

### 2.3.3.3 Apartment Inspection

Before you sign the tenancy agreement you can view the flat. Flats advertised in newspapers or on the internet are often only accessible through real estate agents. If the flat is viewed by a number of interested parties all at once, it is called **open house viewing**. The viewing appointment is often arranged by phone.

With a **rental offer** you confirm that you want to rent the flat under certain conditions. If the landlord accepts your rental offer, the tenancy agreement is concluded.

**Please note:** If you submit a rental offer, you are bound to it! Also, do not make a “reservation” for the flat. A reservation is often a hidden rental offer.

### 2.3.3.4 Costs at the Beginning of a Rental Agreement

- ▶ **Key money for fittings and fixtures (*Ablöse*):** if landlords/landladies demand a certain amount of money from you just because they are renting you a flat, it is illegal. However, if e.g. a fitted kitchen or furniture remains in the flat and a justified compensation is requested for it (“key money”), it is legal. Always ask for written confirmation for the payment of key money.
- ▶ **Rent prepayment:** rent prepayment is only legally permissible if is paid for an indicated period of time. This means that during such a period, the rent must be reduced.
- ▶ **Security deposit:** landlords/landladies ask for a security deposit in order to avoid having to initiate legal action should the apartment be damaged or some of the rent payments still be outstanding. The security deposit can be in the form of a savings account book or paid in cash and deposited with the landlord. It is essential that when you move in, you do a thorough check of the conditions of the flat/rented furniture and take some pictures. Upon termination of the tenancy agreement the security deposit will be refunded to you. If you cause any damages in the flat or if you are in arrears with the rent, the landlord may keep the security deposit or parts of it. The amount of the security deposit is not laid down by law. But on average it equals the amount of three months’ rent. Always request written confirmation of handing over the cash amount or your saving accounts book.
- ▶ **No fee has to be paid for tenancy agreements concluded after 11 November 2017.** Only if the property is used for a business must a tenancy agreement fee still be paid to the fiscal authorities.
- ▶ **Costs for real estate agents – agent’s commission or brokerage fee:**  
Upon the successful conclusion of a tenancy agreement through real estate agents, you are charged a one-off **commission**. The amount of commission must not be more than one gross month’s rent plus 20% VAT for a time-limited flat and no more than two gross months’ rents plus 20% VAT for an open-ended tenancy. The relevant act is about to undergo a change to the effect that **from 2023 onward the first client principle applies**, meaning that the person who arranged the real estate agent’s services must also pay for the services. As a result, the tenant is no longer charged these costs.

If you want to be sure that you are dealing with a **reliable and honest real estate agent**, contact either the Tenants Association (*Mietervereinigung*) or the Tenants Protection Association (*Mieterschutzverband*).

- Before concluding a **tenancy agreement**, you are well advised to get in touch with the relevant **counselling centres** (tenants associations, tenants protection association) to verify the legal validity of the tenancy contract. The aforementioned counselling centres will assist you free of charge in all matters related to tenancy law:

- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (initial costs for rented accommodation)
- ➔ [www.wien.arbeiterkammer.at](http://www.wien.arbeiterkammer.at) (dealing with real estate agents)
- ➔ [www.maklerprovision.arbeiterkammer.at](http://www.maklerprovision.arbeiterkammer.at) (real estate agents: commission calculator)
- ➔ [www.mietervereinigung.at](http://www.mietervereinigung.at) (tenants association)
- ➔ [www.mietervereinigung.at](http://www.mietervereinigung.at) (tenants association: calculator for rent, operating costs, etc.)
- ➔ [www.mieterschutzverband.at](http://www.mieterschutzverband.at) (tenants protection association)

#### 2.3.3.5 Buying a Flat

Before buying a flat or making a binding purchase offer (see Apartment Inspection), contact the Chamber of Labour or any of the tenants protection associations, or research on the internet for information about buying property. Generally bear in mind that non-EU/EEA citizens can only acquire property (home ownership or land) after having submitted a corresponding **application, which has to be approved by the authorities**. As there are multiple exceptions, consult the municipal office or the municipal district authority in the place/town where you intend to purchase property. The underlying law is the **Law on the Purchase of Real Property by Non-Nationals** (*Ausländergrunderwerbsgesetz*) of each of the federal provinces.

- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (acquiring land as a foreign national)

#### ► General information:

- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (housing – property and rent)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (Chamber of Labour)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (tenancy law for tenants)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (right of residence of apartment owners)
- ➔ [www.mieterschutzverband.at](http://www.mieterschutzverband.at) (apartment ownership)



### 2.3.4 Finding Accommodation in Daily Newspapers and on the Internet

Many flats are advertised in daily newspapers and on the internet.

**Important information sources:**

► **Daily newspapers:**

- ➔ [www.immo.kurier.at](http://www.immo.kurier.at)
- ➔ [www.krone.at](http://www.krone.at)
- ➔ [www.derstandard.at](http://www.derstandard.at) (pay special attention to the weekend editions)

► **Real estate websites:**

- ➔ [www.bazar.at](http://www.bazar.at)
- ➔ [www.immobilien.net](http://www.immobilien.net)
- ➔ [www.immodirekt.at](http://www.immodirekt.at)
- ➔ [www.wohnnnet.at](http://www.wohnnnet.at)
- ➔ [www.willhaben.at](http://www.willhaben.at)
- ➔ [www.immobilienscout24.at](http://www.immobilienscout24.at)

### 2.3.5 Eligibility Criteria for Municipal Housing (*Gemeindewohnung*)

The **eligibility criteria** for municipal housing and subsidised housing are subject to different regulations across Austria.

- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (municipal flats and subsidised housing)

### 2.3.6 Eligibility Criteria for Cooperative Flats (*Genossenschaftswohnung*)

Cooperative flats are especially subsidised rental apartments, frequently provided with an ownership option. The tenant becomes a member of the cooperative housing association and pays a so-called “cooperative share”, which depends on the size and age of the cooperative flat.

- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (cooperative flats)
- ➔ [www.gbv.at](http://www.gbv.at) (overview of cooperatives in Austria)

### 2.3.7 Licence Registration for Radio and TV

If you operate a radio and/or TV set in your home, you have to register them. For this you must pay a TV and radio licence fee. If your income does not exceed a certain level, you can apply for exemption **from the licence fee**. You have to submit a corresponding application first.

► **To apply, the following documents are required:**

- application form
- a copy of your registration certificate (*Meldebestätigung*) as well as copies of the registration certificates for every person living in the household.
- evidence of current income for every person living in the household This includes income from minimal or part-time employment and alimony (child support) payments.

- ➔ [www.gis.at](http://www.gis.at) (information about GIS radio and TV licence fees)
- ➔ [www.gis.at/befreien](http://www.gis.at/befreien) (information on household income – exemption from licence fee)

### 2.3.8 Setting up Gas and Electricity

Gas, oil and electricity are usually not included in the rent and have to be paid separately. You can pay for gas, oil and electricity monthly by payment form, or have it recurrently debited from your bank account (standing order).

You can find out which utility supplier is responsible for your area and which electricity rate is the best one available by consulting the tariff calculator of the regulatory authority E-Control: [www.e-control.at](http://www.e-control.at)

If you have any questions regarding electricity or gas suppliers, your electricity bill or gas bill, or if you need information on green electricity systems or ways to save energy, call the hotline 0800 21 20 20 free of charge.

### 2.3.9 Signing up for Fixed-Network Phone, Mobile Phone (*Handy*) and Internet

If you intend to stay longer in Austria, it might be cheaper for you to choose an Austrian mobile communications provider. It might also be wise to have an internet connection installed on your PC or laptop. Before making up your mind, be sure to compare prices and conditions.

► **Overview of fixed network tariffs and providers:**

➡ [www.mobilfunkrechner.de/akwien](http://www.mobilfunkrechner.de/akwien) (AK tariff guide – fixed-line telephony)

► **Overview of mobile network tariffs (*Handy*) and providers:**

➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (AK mobile tariffs calculator)

► **Comparison of internet service providers:**

➡ [www.internetprovider.arbeiterkammer.at](http://www.internetprovider.arbeiterkammer.at)

➡ [www.tarife.at](http://www.tarife.at)

Some fixed-network and mobile telephony providers grant subsidies to the telephony fees and/or social tariffs are offered. Please ask your provider.

### 2.3.10 Housing Benefits

Ask your **building management** or **social counselling** nearby whether you are eligible for housing benefits. The housing benefit regulations vary across federal provinces. You have to submit an application to receive housing benefits.

➡ [www.oesterreich.gv.at](http://www.oesterreich.gv.at)

### 2.3.11 Rules of Co-existence

► **As a tenant of an apartment you have both rights and obligations.**

■ The main **rights** include:

- Making changes to the flat: you can make changes and improvements to the flat. For example, if you paint or wallpaper the flat, you do not have to notify your landlord. If you are planning major renovation jobs (e.g. removing a wall), you have to let the landlord know and ask for permission.
- Assigning rental rights to close relatives: when you move out you can assign your rights to close relatives, also without consent of the landlord (spouse, registered partner, children, grandchildren, parents, grandparents, sisters/brothers and adopted children). The prerequisite is that they have already lived with you in the same household for at least two years. For brothers and sisters this period is five years.

■ The main **obligations** include:

- Paying the rent on time: you can use a payment form to make the monthly rent payments or have it monthly debited from your bank account (standing order). If you fail to pay the rent on time, you may lose the apartment.
- Duty to service the apartment and keep it in good condition: you have to service and maintain your apartment including water, electric installations etc. to prevent any damages to the landlord or other tenants.
- Under certain circumstances, you have to grant the landlord access to the apartment (e.g. reading of the water meter). The landlord must inform you about it well in advance and may not enter your apartment without your knowledge.
- Observe the house rules: to ensure good co-existence, all neighbours have to be considerate and adhere to the house rules. If the house rules are not posted in your apartment block, contact the property management office and ask them to send you copy of the house rules.

■ **Important house rules include:**

- Between 10 pm and 6 am you have to keep silence. Neither listen to loud music nor make loud noises which might disturb the neighbours. If you violate this rule, the police may even be called. Hours of rest (i.e. no loud music, loud noises) also apply all day long on Sundays and public holidays.
- Keep your apartment and the entire housing estate clean. Dispose of waste in the appropriate bins. In Austria waste is separated: paper, glass, plastic, organic waste (e.g. food scraps) are disposed of in the appropriate, colour-coded bins, the remaining waste is disposed of in so-called household waste bins. Old furniture, wooden packaging, electrical equipment, mattresses, etc. must not be disposed of in the household waste bins. You have to take such “bulky waste” to special, dedicated waste landfills.
- Bicycles, old furniture, etc. must not be stored in the hallways; they are stored in the bicycle storage rooms or in the cellar compartment assigned to your flat.
- Some green areas must not be entered. Make sure that your children play in the areas provided for that purpose (playgrounds).

**Important:** If you intend to throw a party which might get a bit noisy, it is recommended to let your neighbours know about it beforehand. In Austria it is custom to greet neighbours you meet in the house or in the housing estate.

Good neighbourly relations can make day-to-day life much easier. It is therefore wise to maintain good relations with neighbours, and if problems do arise always make an effort to talk to your neighbours and find a mutual solution.

### 3. SEEKING EMPLOYMENT IN AUSTRIA

Holders of an **ID card for displaced persons** and a **work permit** are permitted to work in Austria. In Austria it is recommended that you contact the Public Employment Service Austria (AMS) and its regional branch offices if you are seeking work or training positions, further education and training programmes, or if you require career guidance. Get in touch with the AMS office responsible for the district you live in and arrange an appointment: [www.ams.at/geschaeftsstellen](http://www.ams.at/geschaeftsstellen)

Before you can start working you have to be issued a **work permit** by the AMS. If you have already found a company that would like to employ you, or if you have received a job through the AMS, your employer is required to submit an application for a work permit with the AMS.

#### 3.1 Public Employment Service Austria (AMS)

The public labour administration services, better known as the **Arbeitsmarktservice (AMS)** (Public Employment Service Austria), offer their services through regional offices.

The AMS is responsible for providing services such as **counselling, job placement, further training as well as unemployment insurance benefits** (unemployment benefits or *Arbeitslosengeld*) to persons who are residents of Austria and are currently residing in Austria.

##### 3.1.1 Your First Visit to the AMS

To be able to use our services, you must first register at the AMS. We will collect your data such as qualifications, vocational skills and experience and other personal details.

► **The first time you come to the AMS, you have to bring the following with you:**

- your ID card for displaced persons
- and if provided, your e-card (health insurance card) and/or your social security number

If you only speak little or no German at all, please come to the AMS together with an adult person who is able to communicate with us without difficulty.

After registering, your adviser will help you find a suitable German-language course, inform you about job vacancies and any other qualifications you might need.

At the regional branch AMS offices you can also use one of our self-service computers to look for job vacancies yourself. For an overview of all offices, including opening hours, addresses and phone numbers, see: [www.ams.at/geschaeftsstellen](http://www.ams.at/geschaeftsstellen)

**Note:** With an eAMS account, you can access a number of AMS services from wherever and whenever you like and handle some of your matters online. You need a computer or a mobile smartphone with internet access to be able to use your eAMS account. You can request your eAMS details online, on the phone or in person at the AMS office.

- ➔ [www.ams.at/arbeitsuchende/arbeitslos-was-tun/eams-konto--ein-konto--viele-vorteile](http://www.ams.at/arbeitsuchende/arbeitslos-was-tun/eams-konto--ein-konto--viele-vorteile)
- ➔ [www.e-ams.at/eamslogin.html](http://www.e-ams.at/eamslogin.html) (login with access data)

### 3.1.2 Online AMS Offers

On the AMS **website** you will also find the following services and information:

► **Information for displaced persons from Ukraine – [www.ams.at/ukraine](http://www.ams.at/ukraine)**

You can read the most important information in the languages Ukrainian, English and German.

► **alle jobs – [www.ams.at/allejobs](http://www.ams.at/allejobs)**

The job search engine “alle jobs” searches all the vacant jobs reported to AMS and available on the internet from all over Austria and areas in Germany near the border. This spares you the trouble of searching through lots of different websites.

You can start your job search with only one search term and e.g. search for a certain profession or a specific company in the surrounding area. The “*Filtermöglichkeiten*” (filtering options) button allows you to refine your search (by qualification, timeliness of the adverts, etc.) This service is free of charge, and you do not need to register for it.

► **AMS alle jobs App**

With the free alle jobs App, job vacancies are delivered straight to your smartphone. Thanks to the integrated AMS job search engine “alle jobs”, the alle jobs App allows you to search all jobs reported to the AMS and available on the internet at the same time. You can save your searches and adjust them individually, save found job offers and receive notifications about new suitable job vacancies using the “*Jobalarm*” feature.

You can download the AMS alle jobs App free of charge from Apple Store, Google Play Store or via the Huawei App Gallery.

► **eJob-Room – [www.ams.at/ejobroom](http://www.ams.at/ejobroom)**

The eJob-Room gives you an overview of all vacant positions in Austria and the EEA countries reported to the AMS. You can search for a particular position by selecting the requested employment form, place of work, date of employment start, occupational groups/occupations.

**Registering is not needed. Registered users additionally receive the following services:**

- You can post your applications in the eJob-Room.
- You can use the extended job vacancies listing (e-Job-Room vacancies).
- Apprenticeship seekers can create personality and interest profiles. These profiles will then be compared with requirement profiles of businesses to determine matches.

► **Job application tips**

On our application pages you will find useful guides, exercises and tips on how to create your application documents and what you should bear in mind when you have a job interview.

- ➔ [www.ams.at/bewerbung](http://www.ams.at/bewerbung)
- ➔ [www.ams.at/praxismappe](http://www.ams.at/praxismappe) (to download)
- ➔ [www.bewerbungsportal.ams.or.at/bewerbungsportal](http://www.bewerbungsportal.ams.or.at/bewerbungsportal)

► **Benefits and financial help for job seekers:**

Here you will find information about claiming unemployment benefits, emergency assistance benefits, etc. and information on obligations towards the AMS, etc.

- ➔ [www.ams.at/arbeitsuchende/arbeitslos-was-tun/geld-vom-ams](http://www.ams.at/arbeitsuchende/arbeitslos-was-tun/geld-vom-ams)

► **BIS career information system (*Berufsinformationssystem*)**

Online information database on professions and qualifications

- ➔ [www.ams.at/bis](http://www.ams.at/bis)



► **Career Lexicon** – [www.beruflexikon.at](http://www.beruflexikon.at)

Lots of useful job information (job profiles, requirements, training options, career opportunities, employment forms, etc.) is provided in the Career Lexicon. You can adapt your search depending on form of training, e.g. apprenticeships, careers for graduates of vocational schools or university graduates.

► **Further-Education Database** – [www.weiterbildungsdatenbank.at](http://www.weiterbildungsdatenbank.at)

This database assists you when looking for suitable training opportunities and has details on course providers and requirements.

➞ [www.wbdb.ams.or.at/wbdb](http://www.wbdb.ams.or.at/wbdb) (subsidised AMS courses)

► **AMS Career Compass** – [www.berufskompass.at](http://www.berufskompass.at)

Questionnaire to help you choose a profession; after answering the questions, you will receive an online evaluation and a profile with your interests.

► **Career Information Centres (BIZ)** – [www.ams.at/biz](http://www.ams.at/biz)

The AMS BIZ centres offer information about career and training possibilities, job prospects and tips on how to choose a profession. A wide range of brochures and job videos are available as well as personal consultation free of charge.

► **Offers for women and girls** – [www.ams.at/frauen](http://www.ams.at/frauen)

We offer women-specific information and education programmes, as well as counselling and support to women seeking work.

### 3.1.3 Special Offers for Holders of the “Blue Card” for Displaced Persons

AMS Austria supports people in possession of an ID card for displaced persons with a range of different offers designed to help them integrate into the labour market.

Good German-language skills are an essential requirement for finding a job and for successful integration into the labour market. A variety of German-language courses are available depending on previous knowledge.

Your advisor will discuss which other services and options you may want to consider before you take up employment. For example, there are skill check tools on professional integration which assess your competences, skills and knowledge.

## 3.2 Application Documents

Letters of application and curriculum vitae/resume should be drafted in German unless the job vacancy advertisement specifically requests that application documents be prepared in another language.

If a job interview has been arranged, either by phone or in person, it is customary to bring your CV with you. If you have any diplomas or work certificates, bring them with you to the appointment. If you need assistance drafting your application, go to the AMS website where you will find tips. Here you will also find useful video instructions.

➞ [www.ams.at/bewerbung](http://www.ams.at/bewerbung)

➞ [www.bewerbungsportal.ams.or.at](http://www.bewerbungsportal.ams.or.at)

► **A complete application includes:**

- letter of application
- curriculum vitae or Europass
- if available: certificates (school-leaving certificate of a higher-level school, work certificates/references and/or course certificates or confirmations of attendance for relevant technical training courses, further training and other courses)
- applicant's photo (optional, if requested)

➞ [www.europass.at](http://www.europass.at) (European curriculum vitae)

### 3.3 Assistance Offered for Job & Training Placement Seekers

Below you will find a list of counselling and assistance facilities that offer support in your search for a work or training placement and can help you draft your application:

#### Vienna

**Training & education counselling Vienna**

Offers: online assistance, group counselling, individual counselling  
languages: German, English, Bosnian, Croatian, Serbian, Turkish

**Tel.: +43 (0)800 20 79 59**

E-mail: [info@bildungsberatung-wien.at](mailto:info@bildungsberatung-wien.at)  
[www.bildungsberatung-wien.at](http://www.bildungsberatung-wien.at)

**Counselling Centre for Migrants**

Hoher Markt 8/4/2/2, 1010 Wien

Languages: German, English, Bosnian, Croatian, Serbian, Turkish,  
Spanish, Polish, Slovenian, Farsi, etc.

**Tel.: +43 (0)1 712 56 04**

E-mail: [migrant@migrant.at](mailto:migrant@migrant.at)  
[www.migrant.at](http://www.migrant.at)

**WAFF – Initial counselling on working & occupation in one's native language**

Nordbahnstraße 36, 1020 Vienna

Languages: German, English, Albanian, Arabic, Bosnian, Croatian,  
Serbian, Bulgarian, Chinese, Farsi, Dari, Hindi, Punjabi, Romanian,  
Polish, Czech/Slovak, Russian, Turkish, Hungarian

**Tel.: +43 (0)1 217 48-0**

E-mail: [waff@waff.at](mailto:waff@waff.at)  
[www.waff.at](http://www.waff.at)

#### Burgenland

**BIB Education Information Burgenland**

Domplatz 21  
7000 Eisenstadt

**Tel.: +43 (0)2682 668 86 66**

E-mail: [info-bib@burgenland.at](mailto:info-bib@burgenland.at)  
[www.bib-burgenland.at](http://www.bib-burgenland.at)

#### Carinthia

**Caritas Carinthia Asylum and Integration Assistance**

Sandwirtgasse 2  
9010 Klagenfurt  
Languages: German, English

**Tel.: +43 (0)463 555 60-15**

E-mail: [c.eile@caritas-kaernten.at](mailto:c.eile@caritas-kaernten.at)  
[www.caritas-kaernten.at](http://www.caritas-kaernten.at)

**Education Counselling Carinthia**

[www.kompetenzberatung.at](http://www.kompetenzberatung.at)

#### Lower Austria

**CarBiz – Caritas Education Centre**

Baumannstr. 11–15, 1. Stock  
1030 Vienna

Interpreting service for a number of languages available on site or by  
phone

**Tel.: +43 (0)1 406 10 37**

E-mail: [bildungsberatung@caritas-wien.at](mailto:bildungsberatung@caritas-wien.at)  
[www.caritas-wien.at](http://www.caritas-wien.at)

**Asylum & Integration Vienna & Lower Austria East**

Wiener Straße 56  
2700 Wiener Neustadt

Interpreting service for a number of languages available on site or by phone

**Tel.: +43 (0)2622 830 20**

E-mail: [asylundintegration-noe@caritas-wien.at](mailto:asylundintegration-noe@caritas-wien.at)  
[www.caritas-wien.at](http://www.caritas-wien.at)

**Asylum & Integration Lower Austrian North**

Hauptplatz 6–7  
2100 Korneuburg

Interpreting service for a number of languages available on site or by phone

**Tel.: +43 (0)2262 623 55**

E-mail: [asylundintegration-noe@caritas-wien.at](mailto:asylundintegration-noe@caritas-wien.at)  
[www.caritas-wien.at](http://www.caritas-wien.at)

**Diakonie in the Industrial Quarter, BACH Education Centre Mödling**

Languages: Russian, Ukrainian, Polish, English

**Tel.: +43 (0)664 858 27 07**

E-mail: [veroniya.lakusta@diakonie.at](mailto:veroniya.lakusta@diakonie.at)  
[www.bildungsberatung-noe.at](http://www.bildungsberatung-noe.at)

**Upper Austria****Volkshilfe Upper Austria**

IdA (Integration through Work) – Volkshilfe Upper Austria  
Project management: Stefan Thurner

E-mail: [stefan.thurner@volkshilfe-ooe.at](mailto:stefan.thurner@volkshilfe-ooe.at)

**Contact person IdA Linz and Urfahr-Umgebung**

Idun Valdes Stockhofstraße 40  
4020 Linz

Counselling in your native language (several languages), in person, by phone and online (e.g. video conferences)

**Tel.: +43 (0)732 60 30 99-32**

E-mail: [service@kost-vorarlberg.at](mailto:service@kost-vorarlberg.at)  
[www.kost-vorarlberg.at](http://www.kost-vorarlberg.at)

**Labour market counselling for Ukrainians** in the districts Braunau, Freistadt, Perg, Ried, Steyr, Schärding, Traun and Vöcklabruck

**migrare Centre for Migrants Upper Austria**

With its project "KomIn", migrare supports persons eligible for asylum respectively subsidiary protection and of working age in their efforts to enter the labour market. Together with the advisers, a well-founded assessment of the person's social and profession-related situation is created.

Contact: KomIn/Ukraine Hahnengasse 5, 4020 Linz

**Contact person:**

Amra Hamzic, BA (project management)

**Tel.: + 43 (0)732 66 76 63-860**

**Mobile phone: +43 (0)676 84 69 54-860**

E-mail: [amra.hamzic@migrare.at](mailto:amra.hamzic@migrare.at)

[www.migration.at](http://www.migration.at)  
[www.migrare.at](http://www.migrare.at)

**Labour market counselling for Ukrainians** in the districts Linz, Wels, Eferding, Grieskirchen, Kirchdorf and Gmunden

**migrare**

AST – contact point for persons with qualifications obtained abroad  
Hahnengasse 5 (1. + 2. Stock)  
4020 Linz

**Upper Austria – AST**

Contact point for persons with qualifications obtained abroad  
Languages: Bosnian, Croatian, Serbian, German, English and Turkish

**Tel.: +43 (0)732 66 73 63-305**

E-mail: [ast.oberoesterreich@migrare.at](mailto:ast.oberoesterreich@migrare.at)

**KomIn – Competence-oriented Intensive Counselling (incl. Competence Kaleidoscope)**

**Tel.: +43 (0)732 66 73 63-836**

E-mail: [komin@migrare.at](mailto:komin@migrare.at)

**Education Counselling**

**Tel.: +43 (0)732 66 73 63-835**

E-mail: [bildungsberatung@migrare.at](mailto:bildungsberatung@migrare.at)

**migrare Upper Austria is also responsible for SALZBURG – AST**  
Contact point for persons with qualifications obtained abroad AST  
Salzburg  
BFI Salzburg Schillerstraße 30, 5020 Salzburg  
  
Languages: Bosnian, Croatian, Serbian, German, English and Turkish

**Tel.: +43 (0)732 66 73 63-305 or**  
**Tel.: +43 (0)676 846 95 43 05**  
E-mail: [ast.salzburg@migrare.at](mailto:ast.salzburg@migrare.at)  
  
Counselling only by prior appointment!

## Salzburg

**Education Counselling Salzburg**

[www.bildungsberatung-salzburg.at](http://www.bildungsberatung-salzburg.at)

## Styria

**Mobile Integration Assistance**  
Mariengasse 24  
8020 Graz  
  
Interpreting service for many languages

**Tel.: +43 (0)676 88 01 53 74**  
E-mail: [bettina.zangl@caritas-steiermark.at](mailto:bettina.zangl@caritas-steiermark.at)  
[www.caritas-steiermark.at](http://www.caritas-steiermark.at)

**Caritas Open Learning Centre**  
Mariengasse 24  
8020 Graz  
Opening hours:  
Mon–Thu 9:00 am–6:00 pm, Fri 9:00 am–4:00 pm

**Tel.: +43 (0)676 88 01 51 79**  
E-mail: [christina.kopinits@caritas-steiermark.at](mailto:christina.kopinits@caritas-steiermark.at)  
[www.caritas-steiermark.at/openlearningcenter](http://www.caritas-steiermark.at/openlearningcenter)

**Education Counselling Styria**

[www.bildungsberatung-stmk.at](http://www.bildungsberatung-stmk.at)

**Zebra – Intercultural Counselling and Therapy Centre**  
Granatengasse 4 / 3. Stock  
8020 Graz

**Tel.: +43 (0)316 83 56 30-100**  
E-mail: [ast@zebra.or.at](mailto:ast@zebra.or.at)

**Help Compass for People from Ukraine**  
Government of Styria

[www.ukrainehilfe.steiermark.at](http://www.ukrainehilfe.steiermark.at)

## Tyrol

**Caritas – Housing, Integration and Employment**  
Heiligegeiststraße 16  
6020 Innsbruck  
  
Interpreting service for a number of languages available on site or by phone

**Tel.: +43 (0)512 72 70-78**  
**Tel.: +43 (0)676 87 30 63 45**  
E-mail: [j.gschnell.caritas@dibk.at](mailto:j.gschnell.caritas@dibk.at)  
[www.caritas-tirol.at](http://www.caritas-tirol.at)

**Education Counselling Tyrol**

[www.bildungsinfo-tirol.at](http://www.bildungsinfo-tirol.at)

## Vorarlberg

**Caritas – Refugee Assistance Service**  
Schlossgraben 6, 6800 Feldkirch  
  
Interpreting service for a number of languages available on site or by phone.

**Tel.: +43 (0)5522 200-1770**  
E-mail: [fluechtlingshilfe@caritas.at](mailto:fluechtlingshilfe@caritas.at)  
[www.caritas-vorarlberg.at](http://www.caritas-vorarlberg.at)

**Education Counselling Vorarlberg/BIFO – Counselling for Education and Career**  
Bahnhofstraße 24  
6850 Dornbirn

**Tel.: +43 (0)5572 317 17**

**Tel.: +43 (0)800 010204**

E-mail: [info@bildungsberatung-vorarlberg.at](mailto:info@bildungsberatung-vorarlberg.at)  
[www.bildungsberatung-vorarlberg.at](http://www.bildungsberatung-vorarlberg.at)  
[www.bildungsberatung-online.at](http://www.bildungsberatung-online.at)

**ZeMiT – Centre for Migrants**

Consultation hours Feldkirch (ZeMiT)  
Bahnhofstraße 29 (Comino)  
6800 Feldkirch

[Folder AST Tyrol and Vorarlberg \(download PDF\)](#)

**Tel.: +43 (0)660 436 96 54**

E-mail: [ast.vorarlberg@zemit.at](mailto:ast.vorarlberg@zemit.at)

Appointments only after arrangement by phone!

**abz\*austria – Women's Career Centre Vorarlberg**

Association to support women's work, education and future

**Women's Career Centre\*Vorarlberg in Bludenz**

Rätikoncenter 1, Bahnhofplatz 1d 6700 Bludenz

**Women's Career Centre\*Vorarlberg in Bregenz**

Kornmarktstraße 18, 2.OG, 6900 Bregenz

**Women's Career Centre\*Vorarlberg in Dornbirn**

Bildgasse 10d, 6850 Dornbirn

**Women's Career Centre\*Vorarlberg in Feldkirch**

Marktgasse 6, 3.OG, 6800 Feldkirch

**Tel.: +43 (0)699 16 67 03 25**

E-mail: [abzaustria@abz-austria.at](mailto:abzaustria@abz-austria.at)  
[www.abzaustria.at/angebote-projekte/frauenberufszentrum-vorarlberg](http://www.abzaustria.at/angebote-projekte/frauenberufszentrum-vorarlberg)

**FEMAIL – Women's Information Centre Vorarlberg**

Marktgasse 6  
6800 Feldkirch

Languages: German, English, Turkish

**Tel.: +43 (0)5522 310 02**

**Tel.: +43 (0)699 12 73 52 59**

E-mail: [info@femail.at](mailto:info@femail.at)  
[www.femail.at](http://www.femail.at)

**Open Youth Work Dornbirn**

Schlachthausstraße 11  
6850 Dornbirn

**Tel.: +43 (0)5572 365 08**

E-mail: [office@ojad.at](mailto:office@ojad.at)  
[www.ojad.at](http://www.ojad.at)

**KOST Vorarlberg**

Coordination office Vorarlberg, training up to 18,  
Anton-Schneider-Straße 2, 6900 Bregenz

**Tel.: +43 (0)664 88 93 12 68**

E-mail: [service@kost-vorarlberg.at](mailto:service@kost-vorarlberg.at)  
[www.kost-vorarlberg.at](http://www.kost-vorarlberg.at)

**Apprenticeship in Vorarlberg**

[www.lehre-vorarlberg.at](http://www.lehre-vorarlberg.at)

**WKO Apprenticeship Department – Information about Apprenticeship in Vorarlberg**

[www.wko.at/service/vbg/bildung-lehre/Lehrlingswesen.html](http://www.wko.at/service/vbg/bildung-lehre/Lehrlingswesen.html)

**Apprentice & Youth**

Everything you need to know about apprenticeships, mandatory placements and holiday jobs – Chamber of Labour (AK)

[www.vbg.arbeiterkammer.at/lehrejugend](http://www.vbg.arbeiterkammer.at/lehrejugend)

### 3.4 Traineeship

Trainees are persons temporarily working in a company with a focus on their vocational training. The following requirements must be met:

- no obligation to work
- no entitlement to remuneration (no entitlement to wage/salary)

The traineeship's primary objective is that of extending and deepening your skills and capabilities.

The employer has to take out accident insurance for you with the General Accident Insurance Institution (*Allgemeine Unfallversicherungsanstalt*). You have neither health nor pension insurance coverage.

Furthermore, if the company is hiring refugees as trainees, it must obtain a confirmation from the AMS.

➞ [www.usp.gv.at](http://www.usp.gv.at) (trainees)

## 4. TERMS AND CONDITIONS OF EMPLOYMENT

### 4.1 Labour Law – Overview

#### ► Labour law covers rights and obligations of all employees.

- This includes the following legislation and legal regulations:
  - Salaried Employees Act (*Angestelltengesetz*)
  - Labour Constitution Act (*Arbeitsverfassungsgesetz*)
  - Waged Employees Severance Pay Act (*Arbeiter-Abfertigungsgesetz*)
  - Security of Workplace Act (*Arbeitsplatzsicherungsgesetz*)
  - Employment of Foreigners Act (*Ausländerbeschäftigungsgesetz*)
  - Continuation of Remuneration Act (*Entgeltfortzahlungsgesetz*)
  - Equal Treatment Act (*Gleichbehandlungsgesetz*)
  - Maternity Leave Act (*Mutterschutzgesetz*)
  - Leave Act (*Urlaubsgesetz*)
  - Employee Protection Act (*Arbeitnehmer\_innenschutzgesetz*)
  - Working Hours Act (*Arbeitszeitgesetz*)

All of these laws also apply to holders of an ID card for displaced persons. Before you can start working you have to be issued a work permit by the AMS. If you have been promised a job, regardless of whether you found it yourself or were offered it through the AMS, the company must file an application for a work permit. After receiving the permit, you can start working.

The permit contains the most important information about the employment conditions, the job, the payment and the extent of work, as well as the period of validity (a maximum of 1 year, except for apprenticeships where the permit is issued for the duration of the apprenticeship plus a retention period). The employee receives a copy of the work permit.

- ➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (Chambers of Labour: work and law)
- ➡ [www.oegb.at](http://www.oegb.at) (Austrian Federation of Trade Unions)

### 4.2 Bodies Representing Employees

#### 4.2.1 Chamber of Labour and Austrian Trade Union Federation

Employees are automatically members of the Chamber of Labour, which provides them with legal representation if necessary. You have to apply to join a trade union.

- The Chambers of Labour as well as Austrian trade unions represent the social, economic, professional and cultural interests of employees in Austria. They are independent democratic institutions.

Services offered by the Chamber of Labour and trade unions include:

- defence and recovery representation at labour and social courts (*Arbeits- und Sozialgericht*)
- legal consultation regarding
  - labour law
  - apprentice and youth protection
  - unemployment
  - social security (e.g. retirement matters)
  - wage and salary tax
  - minimum wage
  - collective agreements
- basic protection and consultation
  - employee protection
  - environmental protection
  - consumer protection



The Chamber of Labour offers **legal assistance free of charge, both on the phone and in person**, with regard to many labour-related legal issues, industrial safety, minimum wages and consumer protection. The Austrian Trade Union Federation normally offers counselling service to their members only; non-members can obtain once-only free-of-charge legal advice.

The chambers of labour and trade unions are part of the so-called economic and social partnership and negotiate issues related to salaries/wages and prices with the Economic Chamber as well as the Chamber of Agriculture. They assist the government in drafting legislation and factual issues which fall under the responsibility of social interest groups.

Trade unions negotiate the collective agreements for various industry sectors within the framework of the social partnership. A **collective agreement** (*Kollektivvertrag, KV*) is an agreement annually renegotiated with the employers (economic chambers) for all employees within a certain sector by the trade unions. A collective agreement sets equal minimum standards for wages and salaries ("minimum wages") and working conditions for all employees within a certain sector.

Please contact the legal department of your provincial chamber of labour or provincial trade union representation for more details on **minimum wages and salaries** applicable to a certain sector.

All trade unions (trade unions of different branches) are part of the Austrian Trade Union Federation (*Österreichischer Gewerkschaftsbund, ÖGB*); the Austrian Federation of Chambers of Labour (*Arbeiterkammer Österreich*) is the umbrella organisation which incorporates all Austrian chambers of labour.

- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (Chamber of Labour)
- ➔ [www.oegb.at](http://www.oegb.at) (Austrian Federation of Trade Unions)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (collective agreement)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (minimum wage)
- ➔ [www.sozialpartner.at](http://www.sozialpartner.at) (social partnership)

#### 4.2.2 Works Council

Employees can be represented in the enterprise or company by works councils. The works council is the central representative body of the company's staff. The works council represents the staff in contact with the company owner. Works council members have a say regarding issues such as recruitment, termination or dismissal of employees.

- ➔ [www.betriebsraete.at](http://www.betriebsraete.at) (works council)

#### 4.3 Forms of Employment

##### ► Labour law distinguishes between the following forms of employment:

- Employment contract (*Arbeitsvertrag*):  
An employment contract is concluded between an employer and an employee.
- Independent (freelance) contract (*Freier Dienstvertrag*):  
An independent contract is concluded between a customer and an independent contractor.
- Contract for work and labour (*Werkvertrag*) and employee-like work:  
This includes both those employed on the basis of a contract for work and labour (*Werkvertragsnehmer*), who require a business licence, and in certain cases "new self-employed persons" (*Neue Selbständige*).
- Self-employment: businesspersons, business owners, etc.
- Minimal employment: if you earn no more than € 485.85 (2022) a month.

- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (employment contracts)
- ➔ [www.usp.gv.at](http://www.usp.gv.at) (forms of employment)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (freelance service contract, *freier Dienstvertrag*)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (contract for work and labour, *Werkvertrag*)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (minimal employment)

#### 4.3.1 Employment Contract and “Dienstzettel”

An **employment contract** (*Arbeitsvertrag*) is defined as a binding arrangement, whereby one person undertakes to perform work for another person. The conclusion of an employment contract is not subject to any formal requirements. It may be concluded in writing, by verbal agreement or conclusive action (e.g. taking up the position followed by subsequent remuneration).

- **Exception:** Apprenticeship contracts (*Lehrverträge*) are employment contracts with special training-related terms and conditions and must be concluded in writing!

Where no written employment contract containing the major rights and obligations is concluded, the employer is required to pass on a written record of major rights and obligations arising from this employment agreement to the employee, the so-called “**Dienstzettel**” immediately after commencement of the employment. The *Dienstzettel* serves the purpose of documenting proof.

The minimum content of the *Dienstzettel* is legally prescribed. Independent contractors are also entitled to receive a *Dienstzettel*.

A sample *Dienstzettel* can be found under “specimen letter” (*Musterbrief*) at [www.arbeiterkammer.at](http://www.arbeiterkammer.at).

- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (employment contracts)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (employment contract and *Dienstzettel*)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (apprenticeship – apprenticeship contract)

##### 4.3.1.1 Working Hours and Leave Entitlement

- **According to law, full-time employment is:**

- a working day of eight hours (within a 24-hour period)
- a weekly working time of forty (40) hours (working period from Monday to Sunday inclusive)

Collective agreements have shortened the working week in many branches of business. A surcharge of at least 50% or compensatory time off is applicable for overtime work.

If the daily working time exceeds six hours, it must be interrupted by a half-hour break. This break is unpaid and is not included in the working hours.

Other working hour arrangements including minimal employment (*geringfügige Beschäftigung*), part-time employment, seasonal employment etc. are possible.

Employees are **entitled to a leave** (*Urlaubsanspruch*) for at least five weeks (= 30 business days respectively 25 workdays) per working year; this also applies to minimally employed persons and part-time employees.

If indicated in the collective bargaining agreement or employment contract, an employee in Austria is paid a **holiday bonus** in addition to the monthly salary, also referred to as holiday allowance (*Urlaubszuschuss* or *Urlaubsbeihilfe*) (so-called 14th monthly salary) and a **Christmas allowance** (*Weihnachtsremuneration*) (so-called 13th salary), each amounting to a full monthly salary.

**Please note:** There is no legal entitlement to a 13th and 14th monthly salary. You are only entitled to these bonus payments if this has been contractually agreed.

The holiday bonus is not the same as the **holiday remuneration** (*Urlaubsentgelt*) which is the remuneration you are entitled to during your leave despite the fact that you do not perform any work during this time.

The holiday remuneration is comprised of the basic wage/salary and other remuneration components (e.g. bonuses, commissions, piece based wages, allowances and overtime pay) amounting to the average of the last fully worked 13 weeks. Allowances such as mileage and expenses allowance are not included.

- ➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (working hours)
- ➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (leave)
- ➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (brochure: Rights of Employees)

#### 4.3.1.2 Termination of Employment

Every employee is protected by Austrian labour law through the **termination notice periods and termination dates**. Most of the termination notice periods and termination dates are governed by collective agreements and employer/works council agreements; they are otherwise regulated by the Salaried Employees Act (*Angestelltengesetz*) or the Civil Code (*Allgemeines Bürgerliches Gesetzbuch, ABGB*).

The **termination date** is the date on which the employment is to end, i.e. the last day of the employment and not the day on which the notice of termination is given.

The **termination notice period** is the time between the day the notice of termination is given (either verbally or in writing) and the termination date.

##### ► Termination by the employer

- **for salaried employees:** the Salaried Employees Act sets the rules for the minimum termination notice periods and termination dates. The provisions laid down in the Austrian Civil Code are applicable to minimally employed persons who work less than one fifth of the working time under full employment.
- **for waged employees:** the termination notice is two weeks pursuant to the Austrian Civil Code; however, the collective agreements, employer/works council agreements, employment agreements normally foresee longer or, in some cases, even shorter termination notice periods.

If your employment is terminated, get in touch with your branch office of the AMS as soon as possible:  
[www.ams.at](http://www.ams.at)

The staff at the AMS can help you find a new job.

##### ► Termination by the employee or independent contractor:

- **for salaried and waged employees:** one month (at the end of the month) or as agreed (in the employment contract, works council agreement or collective bargaining agreement)

##### ► What applies if no termination notice periods and termination dates were agreed upon?

Before you terminate the employment yourself, it is advisable to find a new job or obtain advice first.

Under certain circumstances you can **appeal against the termination**. It is however important to contact the works council, the Chamber of Labour or your trade union immediately after receiving a written or verbal termination notice.

**Please note: When appealing against a termination notice you have to observe deadlines!**

##### ► Termination of the employment relationship by mutual consent

- When an employee and an employer end an employment relationship by mutual consent, they agree to terminate the employment relationship at a certain point in time.

- ➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (termination of employment relationship: termination notice)
- ➡ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (Brochure: Labour Law at your Fingertips (*“Arbeitsrecht – griffbereit”*))

#### 4.3.2 Independent (Freelance) Contractors (*Freier Dienstvertrag*)

► **Employment based on a freelance service contract as an independent contractor has the following features:**

- no or low level of personal dependence
- Independent contractors may engage subcontractors to fulfil their obligations
- they can use their own resources
- they are not incorporated into the corporate organisation
- they are normally paid by the hour

In contrast to the contract for work and labour, there is no warranty to produce a certain work.

Independent contractors working on short-term contracts with a monthly remuneration exceeding the minimal salary limit (in 2022: € 485.85) have to be registered by the employer with the competent regional health insurance fund and hence enjoy health insurance coverage. They are entitled to **sickness benefits** starting with the fourth day of occupational incapacity (see Chapter 8.1.6); and also have accident, unemployment and pension insurance coverage (see Chapter 8). Independent contractors are also entitled to receive a *Dienstzettel*.

**Please note:** Independent contractors only enjoy limited protection under the Austrian Labour Law. Without an agreement between employer and independent contractor there is **no** legal entitlement to special allowances, leave, leave of absence or protection against dismissal. They receive severance pay if certain requirements are met and are subject to the Corporate Employee and Freelancer Pension Act (*Betriebliches Mitarbeiter- und Selbständigenvorsorgegesetz, BMSVG*).

**Minimal income employees** (max. monthly income € 485.85 for the year 2022) must also be registered with the relevant health insurance fund, and the employer must take out accident insurance. Taking out voluntary health and pension insurance is possible; minimally employed persons have to apply at the relevant regional health insurance fund themselves.

Independent contractors have to pay income taxes if their annual income exceeds a certain amount. They are classified as entrepreneurs and have to apply for a tax identification number with the relevant fiscal office (see Chapter 7).

- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (independent (freelance) contractors, *Freier Dienstvertrag*)
- ➔ [www.wien.arbeiterkammer.at](http://www.wien.arbeiterkammer.at) (brochure: Independent (Freelance) Contractors *Freie Dienstnehmer\_innen*)
- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (minimal employment)
- ➔ [www.usp.gv.at](http://www.usp.gv.at) (independent (freelance) contractors, *Freie Dienstnehmer\_innen*)

#### 4.3.3 Contract for Work and Labour (*Werkvertrag*) and “New Self-Employed”

Pursuant to the Austrian Civil Code (ABGB), a **contract for work and labour** (*Werkvertrag*) is characterised by a contractor who undertakes to carry out a particular service or work in return for an agreed pay. Unlike an employment contract or persons working as independent contractors, the result of the performance rendered is decisive. The contractor owes the work (i.e. the specified service) or a specific result.

► **Features of contracts for work and labour:**

- personal and economic independence from the party ordering the works
- no obligation to perform the work or service personally (sub-contracting is allowed)
- the contractor (*Werkunternehmer\_In*) uses their own resources and is not incorporated into the corporate organisation ordering the works

The contract for work and labour is deemed fulfilled with the performance of the works. The completion of the agreed works and/or achievement of the result are deemed as automatic satisfaction of the obligation.

**Insurance is mandatory:** irrespective of your income you are to register with the Social Security Institution for the Self-Employed (*Sozialversicherungsanstalt der Selbständigen*) (see Chapter 8).

- **“New self-employed”** are persons receiving taxable income from independent work running a business.

The legal classification of the “new self-employed” is governed by social security law. “New self-employed” are persons in gainful employment who are not covered by any social security act pursuant to other stipulations (e.g. as an employee, independent contractor or businessperson).

“*Neue Selbstständige*” or “new self-employed persons” perform any type of commercial services not requiring a business licence (*Gewerbeschein*) and that are not services rendered by independent contractors. This category includes professionals such as certain translators, psychotherapists or coaches.

The mandatory insurance of the “new self-employed” covers pension, health and accident insurance as well as coverage within the framework of the self-employed insurance fund. You regularly pay your contributions for the “self-employed insurance fund” which then will be made available to you upon termination of your “self-employed” work. Special regulations apply to unemployment insurance.

#### ■ Social security contributions must be paid if

- your annual earnings exceed € 5,830.20 (2022).  
(This insurance limit applies independent of whether you have additional gainful employment or are being paid a wage compensation income such as a pension or maternity allowance.) The insurance limits do not apply in case of additional freelance contracts requiring compulsory insurance with the Social Security Institution for the Self-Employed (*Sozialversicherungsanstalt der Selbständigen*), for instance as a businessperson.

- **“New self-employed persons”** with contracts for work and labour are always to report their activities to the Social Security Institution for Self-Employed (*Sozialversicherungsanstalt der Selbständigen*).

- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (contract for work and labour, *Werkvertrag*)
- ➔ [www.svs.at](http://www.svs.at) (Social Security Institution for the Self-Employed)
- ➔ [www.wko.at](http://www.wko.at) (*Neue Selbstständige*)
- ➔ [www.svs.at](http://www.svs.at) (pension, health and accident insurance, insurance fund for the self-employed)

#### 4.3.4 Self-Employment with Business Licence

Self-employed are persons setting up their own business or opening their own shop. Many of these activities require a business license.

The classification of entrepreneurship distinguishes between “free business fields” (e.g. retail or trade) and “regulated business fields” (e.g. crafts or hospitality business). A business license is required for both types of business fields. The regulated business fields additionally require demonstration of professional entry qualifications.

- ➔ [www.usp.gv.at](http://www.usp.gv.at) (demonstration of professional entry qualifications)
- ➔ [www.usp.gv.at](http://www.usp.gv.at) (information relating to business operations)
- ➔ [www.bmdw.gv.at](http://www.bmdw.gv.at) (list of “regulated business fields”)

Self-employed persons have to register themselves with the Social Security Institution for the Self-Employed (*Sozialversicherungsanstalt der Selbständigen*) and tax their income with the fiscal authorities.

The mandatory insurance of self-employed persons covers pension, health and accident insurance as well as the self-employed insurance fund. Special regulations apply to unemployment insurance.

- ➔ [www.svs.at](http://www.svs.at) (Social Security Institution for the Self-Employed)
- ➔ [www.bmf.gv.at](http://www.bmf.gv.at) (information for businesses – Federal Ministry of Finance)
- ➔ [www.usp.gv.at](http://www.usp.gv.at) (compulsory model for businesspeople, provision for self-employed)

If you want to open a shop or set up a company, you have to comply with a number of legal regulations and requirements.

#### Read up on how to found a business, or make a counselling appointment at:

- ➔ [www.usp.gv.at](http://www.usp.gv.at) (Business Service Portal – what to consider when founding a company)
- ➔ [www.help.gv.at](http://www.help.gv.at) (founding a company – also available in English)
- ➔ [www.help.gv.at](http://www.help.gv.at) (counselling service centres)
- ➔ [www.gruenderservice.at](http://www.gruenderservice.at) (Start-up Service of the Austrian Economic Chamber with consulting centres in all federal provinces)
- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (self-employment)

If you want to employ staff, there are also some legal requirements that you have to meet:

- ➔ [www.usp.gv.at](http://www.usp.gv.at) (employees)

#### General information about employment terms:

- ➔ [www.arbeiterkammer.at](http://www.arbeiterkammer.at)
- ➔ [www.oegb.at](http://www.oegb.at)
- ➔ [www.sozialversicherung.at](http://www.sozialversicherung.at)
- ➔ [www.usp.gv.at](http://www.usp.gv.at) (forms of employment)

#### Addresses for gainfully employed persons in the federal provinces:

<b>Chamber of Labour Burgenland</b> Wiener Straße 7 7000 Eisenstadt Tel.: +43 (0)2682 740-0 Internet: <a href="http://www.bgld.arbeiterkammer.at">www.bgld.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Burgenland</b> Wiener Straße 7 7000 Eisenstadt Tel.: +43 (0)2682 770-0 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Carinthia</b> Bahnhofplatz 3 9021 Klagenfurt Tel.: +43 (0)50 477-0 Internet: <a href="http://www.kaernten.arbeiterkammer.at">www.kaernten.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Carinthia</b> Bahnhofstraße 44 9020 Klagenfurt Tel.: +43 (0)463 58 70-0 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Lower Austria</b> Windmühlgasse 28 1060 Vienna Tel.: +43 (0)5 71 71-0 Internet: <a href="http://www.noe.arbeiterkammer.at">www.noe.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Lower Austria</b> Windmühlgasse 28 1060 Vienna Tel.: +43 (0)1 586 21 54 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Upper Austria</b> Volksgartenstraße 40 4020 Linz Tel.: +43 (0)50 6906-0 Internet: <a href="http://www.ooe.arbeiterkammer.at">www.ooe.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Upper Austria</b> Weingartshofstraße 2 4020 Linz Tel.: +43 (0)732 66 53 91-0 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Salzburg</b> Markus-Sittikus-Straße 10 5020 Salzburg Tel.: +43 (0)662 86 87-0 Internet: <a href="http://www.sbg.arbeiterkammer.at">www.sbg.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Salzburg</b> Markus-Sittikus-Straße 10 5020 Salzburg Tel.: +43 (0)662 88 16 46 Internet: <a href="http://www.oegb.at">www.oegb.at</a>



#### Addresses for gainfully employed persons in the federal provinces:

<b>Chamber of Labour Styria</b> Hans-Resel-Gasse 8–14 8020 Graz Tel.: +43 (0)5 77 99-0 Internet: <a href="http://www.stmk.arbeiterkammer.at">www.stmk.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Styria</b> Karl-Morre-Str. 32 8020 Graz Tel.: +43 (0)316 70 71-0 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Tyrol</b> Maximilianstraße 7 6010 Innsbruck AK-line: +43 (0)800 22 55 22 Internet: <a href="http://www.tirol.arbeiterkammer.at">www.tirol.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Tyrol</b> Südtiroler Platz 14–16 6020 Innsbruck Tel.: +43 (0)512 597 77 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Vorarlberg</b> Widnau 2–4 6800 Feldkirch Tel.: +43 (0)50 258-0 Internet: <a href="http://www.vbg.arbeiterkammer.at">www.vbg.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Vorarlberg</b> Steingasse 2, 6800 Feldkirch Tel.: +43 (0)5522 35 53-0 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Vienna</b> Prinz-Eugen-Straße 20–22 1040 Vienna Tel.: +43 (0)1 501 65-0 Internet: <a href="http://www.wien.arbeiterkammer.at">www.wien.arbeiterkammer.at</a>	<b>Austrian Trade Union Federation (ÖGB) Vienna</b> Johann-Böhm-Platz 1 1020 Vienna Tel.: +43 (0)1 534 44–39 Internet: <a href="http://www.oegb.at">www.oegb.at</a>
<b>Chamber of Labour Austria</b> Prinz-Eugen-Straße 20–22 1040 Vienna Tel.: +43 (0)1 501 65-0 Internet: <a href="http://www.arbeiterkammer.at">www.arbeiterkammer.at</a>	<b>Pension Insurance Institution</b> Friedrich-Hillegeist-Straße 1 1021 Vienna Tel.: +43 (0)50 303 Internet: <a href="http://www.pv.at">www.pv.at</a>

#### Addresses for new entrepreneurs:

<b>Business Start-up Service (Gründerservice) Burgenland</b> Robert-Graf-Platz 1, 7000 Eisenstadt Tel.: +43 (0)5 90 907-2210 E-mail: <a href="mailto:gruenderservice@wkbglld.at">gruenderservice@wkbglld.at</a> Internet: <a href="http://www.gruenderservice.at">www.gruenderservice.at</a>	<b>Business Start-up Service (Gründerservice) Styria</b> Körblergasse 111–113, 8010 Graz Tel.: +43 (0)316 601-600 E-mail: <a href="mailto:gs@wkstmk.at">gs@wkstmk.at</a> Internet: <a href="http://www.gruenderservice.at">www.gruenderservice.at</a>
<b>Business Start-up Service (Gründerservice) Carinthia</b> Europaplatz 1, 9021 Klagenfurt am Wörthersee Tel.: +43 (0)5 90 904-745 E-mail: <a href="mailto:gruenderservice@wkk.or.at">gruenderservice@wkk.or.at</a> Internet: <a href="http://www.gruenderservice.at">www.gruenderservice.at</a>	<b>Business Start-up Service (Gründerservice) Tyrol</b> Wilhelm-Greil-Straße 7 6020 Innsbruck Tel.: +43 (0)5 90 905-2222 E-mail: <a href="mailto:gruenderservice@wktirol.at">gruenderservice@wktirol.at</a> Internet: <a href="http://www.gruenderservice.at">www.gruenderservice.at</a>
<b>Business Start-up Service (Gründerservice) Lower Austria</b> Landsbergerstraße 1, 3100 St. Pölten Tel.: +43 (0)2742 851-17700 E-mail: <a href="mailto:gruender@wknoe.at">gruender@wknoe.at</a> Internet: <a href="http://www.gruenderservice.at">www.gruenderservice.at</a>	<b>Business Start-up Service (Gründerservice) Vorarlberg</b> Wichnergasse 9, 6800 Feldkirch Tel.: +43 (0)5522 305-1144 E-mail: <a href="mailto:gruenderservice@wkv.at">gruenderservice@wkv.at</a> Internet: <a href="http://www.gruenderservice.at">www.gruenderservice.at</a>



#### Addresses for new entrepreneurs:

##### Business Start-up Service (*Gründerservice*) Upper Austria

Hessenplatz 3, 4020 Linz  
Tel.: +43 (0)5 90 909  
E-mail: [gruender@wkoee.at](mailto:gruender@wkoee.at)  
Internet: [www.gruenderservice.at](http://www.gruenderservice.at)

##### Business Start-up Service (*Gründerservice*) Vienna

Straße der Wiener Wirtschaft 1, 1020 Wien  
Tel.: +43 (0)1 514 50-1050  
E-mail: [Kontaktformular](#)  
Internet: [www.gruenderservice.at](http://www.gruenderservice.at)

##### Business Start-up Service (*Gründerservice*) Salzburg

Julius-Raab-Platz 1, 5027 Salzburg  
Tel.: +43 (0)662 88 88-541  
E-mail: [gs@wks.at](mailto:gs@wks.at)  
Internet: [www.gruenderservice.at](http://www.gruenderservice.at)

##### Social Security Institution for the Self-Employed

Wiedner Hauptstraße 84–86, 1051 Vienna  
Tel.: 05 08 08-0  
Online appointment arrangement: [www.svs.at](http://www.svs.at)  
Internet: [www.svs.at](http://www.svs.at)

#### 4.4 Illegal Employment

In Austria, **illegal employment** is also called “black work” (*Schwarzarbeit*) or “moonlighting” (*Pfusch*). This refers to employment where you are not protected by legal regulations (such as labour law, social security law or industrial safety law). As the German term “black work” is very discriminating, the term “undocumented employment” is becoming more frequent.

##### ► If you are legally employed:

- the employer has to register you with the responsible health insurance institution and pay social security contributions. You then have health, pension, accident and unemployment insurance coverage and can for instance be treated free of charge in case of illness, or receive unemployment benefits if you are unemployed. The employer must issue either a *Dienstzettel* or a written employment contract containing all items that are required on the *Dienstzettel* (see Chapter 4.3.1) and give you a copy of your registration with the social security – and do so on your first day of work. On it you will find all details on the agreed working time and the amount of your income (wage/salary). Additionally, you can request a free insurance data excerpt from your health insurance institution at any time.
- all legal protection regulations apply to you (e.g. Working Hours Act, Leave Act, termination notice periods, industrial safety law, etc.).
- you are subject to all collective agreement provisions (see Chapter 4.2.1), etc.
- in the case of persons who do not have free access to the labour market, a work permit must be obtained (see Chapter 4.1).

If you are **illegally employed**, you have no insurance coverage, no working hour regulations, no minimum wage regulations and no collective agreement; in the worst case this could mean that if you are not insured and have a workplace accident, you will have to pay to pay for your hospital stay yourself and you may even receive no remuneration for your work.

If you suspect that you are in illegal employment, contact the chamber of labour in your place of residence, the trade unions, or the point of contact for trade union support for undocumented employees (UNDOK).

➞ [www.undok.at](http://www.undok.at) (UNDOK – counselling in several languages)

## 5. RECOGNITION OF FOREIGN EDUCATION CERTIFICATES

### 5.1 General Information

In July 2016, a special recognition and evaluation law was passed in Austria. The object of this federal law was to simplify the procedure for the recognition of foreign education qualifications (academic or vocational) obtained by migrants and refugees.

#### Major aspects of the Recognition and Evaluation Act:

- ▶ A recognition portal serves as a source of information and orientation with specific information on the relevant authorities, required documents and available counselling services
- ▶ counselling services across Austria with contact points for people with qualifications acquired abroad (AST)
- ▶ right to assessment of foreign training and educational certificates
- ▶ a maximum duration of recognition proceedings of four months, after all documents have been submitted
- ▶ special procedures for determining qualifications of persons eligible for asylum or subsidiary protection, when no documents can be presented (e.g. through practical or theoretical tests, random tests, specialist interviews, substitute confirmations, samples of work)
- ▶ recognition decisions and assessments will be recognised by the Public Employment Service Austria (AMS) and facilitate finding a position matching the foreign qualifications and professional experience

Recognition and Evaluation Act - (*Anerkennungs- und Bewertungsgesetz*) AuBG:

➔ [www.ris.bka.gv.at](http://www.ris.bka.gv.at)

Information about the Recognition and Evaluation Act and the topic of recognition:

➔ [www.anlaufstelle-erkennung.at](http://www.anlaufstelle-erkennung.at)

**Note:** The online portal [www.berufsanerkennung.at](http://www.berufsanerkennung.at) offers updated information on the recognition proceedings (in eight languages including Ukrainian and Russian). In just a few steps you can find the right contact point for people with qualifications acquired abroad (AST) and the relevant authority for your concerns.

### 5.2 Counselling Services for Persons with Qualifications Obtained Abroad

The contact points (*Anlaufstellen*, **AST**) in Vienna, Graz and Innsbruck offer assistance with regard to the recognition and assessment of qualifications obtained abroad. AST consultation days are also offered in Wiener Neustadt, St. Pölten, Salzburg, Klagenfurt and Feldkirch once or twice a week. Consultation days are also regularly offered at other places (e.g. Amstetten, Eisenstadt, Hallein, Kufstsein, Telfs, Zell am See, etc.).

- ▶ **Aim**  
Free-of-charge, multi-lingual information, counselling and assistance throughout the entire recognition and assessment process, to facilitate integration into the labour market.
- ▶ **Target group**  
Persons with qualifications obtained abroad who have questions regarding the recognition and professional use of skills and competences and who are residents of Austria.
- ▶ **Responsibilities of AST centres:**
  - multi-lingual, free-of-charge advice on recognition procedures
  - clarification whether formal recognition is necessary and/or possible
  - obtaining court-certified translations of diplomas and certificates
  - assistance in applying for assessments
  - if required, provision of assistance during the recognition process
  - information on further education opportunities and further counselling

- [www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen) (AST – contact points in the federal provinces)

## AST addresses – contact points in the federal provinces (counselling by prior appointment)

### Vienna

#### **Perspectives – Recognition & Education Counselling for Migrants and Persons Eligible for Asylum**

Nordbahnstraße 36, Stiege 1, 3. Stock  
1020 Vienna

**Tel.: +43 (0)1 585 80 19**

E-mail: [ast.wien@migrant.at](mailto:ast.wien@migrant.at)

[www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)

### Lower Austria and North Burgenland

#### **Counselling Centre for Migrants**

Nordbahnstraße 36, Stiege 2, 2. Stock  
1020 Vienna

**Tel.: +43 (0)1 997 28 51**

E-mail: [ast.noe@migrant.at](mailto:ast.noe@migrant.at)

[www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)

#### **Consultation hours St. Pölten (AMS St. Pölten)**

Daniel-Gran-Straße 10  
3100 St. Pölten

#### **Consultation hours Wiener Neustadt**

(at the AMS Wiener Neustadt)  
Neunkirchner Straße 36  
2700 Wiener Neustadt

### Upper Austria and Salzburg

#### **migrare – Centre for Migrants Upper Austria**

Hahnengasse 5, 2. Stock  
4020 Linz

**Tel.: +43 (0)732 66 73 63-305 oder**

**+43 (0)676/84 69 54-305**

E-mail: [ast.salzburg@migrare.at](mailto:ast.salzburg@migrare.at)

#### **Consultation hours Salzburg (Careers Promotion Institute BFI Salzburg)**

Schillerstraße 30  
5020 Salzburg

[www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)

### Styria, Carinthia and South Burgenland

#### **Zebra – Intercultural Counselling and Therapy Centre**

Granatengasse 4 / 3. Stock  
8020 Graz

**Tel.: +43 (0)316 83 56 30-100**

E-mail: [ast@zebra.or.at](mailto:ast@zebra.or.at)

[www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)

#### **Consultation hours Klagenfurt (AMS Carinthia)**

Rudolfsbahngürtel 42  
9021 Klagenfurt

### Tyrol and Vorarlberg

#### **ZeMIT – Centre for Migrants in Tyrol**

Andreas-Hofer-Straße 46, 1. Stock  
6020 Innsbruck

**Tel.: +43 (0)512/57 71 70**

E-mail: [ast.tirol@zemit.at](mailto:ast.tirol@zemit.at)

[www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)

#### **Consultation hours Feldkirch (ZeMiT)**

Bahnhofstraße 29 (Comino)  
6800 Feldkirch

**Tel.: +43 (0)660 436 96 54**

E-mail: [ast.vorarlberg@zemit.at](mailto:ast.vorarlberg@zemit.at)

[www.anlaufstelle-erkennung.at/anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)

### 5.3 Recognition of Academic Degrees and Assessment of Academic Diplomas

Please contact ENIC NARIC Austria if you have any questions regarding the recognition of foreign university degrees, assessment of foreign higher education qualifications, recommendations related to general university entry qualifications and the use of academic titles.

- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (ENIC NARIC Austria)
- ➞ [www.nostrifizierung.at](http://www.nostrifizierung.at) (recognition of educational qualifications obtained abroad by the university)

Applications for the **evaluation of university qualifications needed for exercising a profession** can be submitted electronically at [www.aais.at](http://www.aais.at) (also available in English). Academic assessment of foreign diplomas can be very useful when seeking employment, applying for jobs or having an interview at the Public Employment Service Austria (AMS). Assessments serve as a basis for labour market policy counselling through the AMS.

Please note that the assessment does not replace a necessary nostrification of qualifications to access legally regulated professions.

#### Further information:

- ➞ [www.studieren.at](http://www.studieren.at) (Austrian universities and universities of applied sciences)
- ➞ [www.oead.at/de/nach-oesterreich](http://www.oead.at/de/nach-oesterreich) (studying and research in Austria)
- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (special links to matters concerning recognition)

### 5.4 Equivalence of Vocational Training (Completed Apprenticeship Training)

Occupational qualifications obtained at school and/or at work as set forth in the Austrian Vocational Training Act (*BAG, Berufsausbildungsgesetz*) can be assessed as equal to the completed Austrian apprenticeship training. A corresponding application must be submitted to the Federal Ministry for Digital and Economic Affairs (BMDW).

The **application for determining equivalence of training** – provided it is not rejected – can return the following:

- full equivalence (vocational training abroad is equivalent to Austrian vocational training)
- admission to the practical part of the final apprenticeship exam (you have to demonstrate your professional skills and capabilities in a practical exam).

- ➞ [www.bmdw.gv.at](http://www.bmdw.gv.at) (information about equivalence of final apprenticeship exam completed abroad)
- ➞ [www.bmdw.gv.at](http://www.bmdw.gv.at) (application for determining equivalence)

### 5.5 School Leaving Certificates – Nostrification and Assessment

Foreign school certificates can also be assessed. Applications for the **evaluation of school-leaving certificates** can be submitted electronically at: [www.asbb.at](http://www.asbb.at) (also available in English). Evaluations can help you apply for a job, because they help companies get an overview of your qualifications and serve as a basis for effective and qualification-adequate assistance through the AMS.

Please note that the assessment does not replace the necessary nostrification of qualifications required to access legally regulated professions.

- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (assessment and nostrification; contact persons for school-leaving certificates)

## 5.6 Special Offers

### 5.6.1 Check In Plus

You have completed intermediate or higher education and are registered at **AMS Vienna**? That means that the **Check In Plus Project** at AMS Vienna will assist you with your further education.

Medical doctors, dental practitioners and nursing staff with qualifications gained abroad may also be registered with AMS Lower Austria.

➞ [www.migrant.at/check-in-plus](http://www.migrant.at/check-in-plus) (Check In Plus)

### 5.6.2 BBE Competence Centre for Professional Recognition

For persons who have professional experience and/or professional training in an apprenticeship trade or from an intermediate or higher school abroad and are seeking recognition (equivalence).

The reservation is made by AMS Vienna, Lower Austria or Burgenland.

➞ [www.oejab.at/bildung-integration/jugend-und-erwachsenenbildung/kompetenzenerheben](http://www.oejab.at/bildung-integration/jugend-und-erwachsenenbildung/kompetenzenerheben)  
(BBE Competence Centre for Professional Recognition, *Kompetenzzentrum zur beruflichen Anerkennung*)

### 5.6.3 MORE University Initiative for Refugees

Asylum seekers, persons who are eligible for asylum or subsidiary protection and displaced persons can also contact MORE, the universities' refugee initiative. Through this project and depending on the university, you can take part in courses, lectures and events specifically tailored to your target group.

➞ [www.uniko.ac.at/themen/more](http://www.uniko.ac.at/themen/more) (offers provided to refugees by universities)

### 5.6.4 If You Have a Degree in Engineering, Business or IT

The MTOP (More Than One Perspective) associate programme prepares refugees and members of third countries who have academic degrees for entering a career and brings them together with suitable companies on the Austrian labour market.

#### ► MTOP is the right choice for you if:

- you are a third-country national or entitled to asylum or subsidiary protection,
- you have an academic degree in Engineering, Business or IT,
- you already speak German at level B1 (or higher),
- you wish to further your personal development and continue your career in Austria as soon as possible.

➞ [www.mtop.at](http://www.mtop.at)

## 6. TAXES

### 6.1 Taxes and Employee Tax Assessment

► **Every person living in Austria pays taxes.**

Tax revenues are used to build roads and hospitals, pay pension and social benefits, build schools and universities, finance administration, public order and security (e.g. police, courts, fire brigades) and pay back state debts.

Every year, the central statistical office publishes an annual report on how the tax revenues have been spent.

➔ [www.statistik.at](http://www.statistik.at)

Both self-employed and employed people pay income taxes.

Different regulations apply to your tax liabilities depending on whether you have a job in a company or are self-employed.

► **Tax liability of employees:**

Employees in Austria do not have to pay their income taxes directly to the fiscal authorities themselves. The income tax is deducted at source from their gross salary as wage/salary tax and transferred by the employer to the fiscal authorities.

Employees may submit an [Employee Tax Assessment](#) form at their responsible tax authorities and have any excess wages/salary taxes paid back.

► **Tax liability of self-employed**

**(“new self-employed”, employed on the basis of a contract for work and labour and self-employed with a business licence):**

Self-employed are responsible for paying their income taxes themselves. The tax liability is based on the taxable annual income. If your annual income exceeds € 11,000, you have to tax it.

During the initial registration of self-employment you have to apply for a tax ID with your responsible tax authority. In the subsequent year an initial income tax declaration must be submitted to the tax authorities responsible for your place of residence.

The Austrian income-tax system is based on a progressive six-level rate of taxation. This means that the more money you earn, the more taxes you will pay.

#### Income tax brackets (EUR)

Income tax brackets (EUR)	Marginal tax rate 2021	Marginal tax rate 2022	Marginal tax rate 2023	Marginal tax rate 2024
11.000 and below	0 %	0 %	0 %	0 %
over 11.000 up to 18.000	20 %	20 %	20 %	20 %
over 18.000 up to 31.000	35 %	32,5 %	30 %	30 %
over 31.000 up to 60.000	42 %	42 %	41 %	40 %
over 60.000 up to 90.000	48 %	48 %	48 %	48 %
over 90.000 up to 1.000.000	50 %	50 %	50 %	50 %
over 1.000.000	55 %	55 %	55 %	55 %

One distinguishes between gross salary/wage and net salary/wage. The net salary is the income after all taxes and social security contributions, etc. have been deducted.

➔ [www.bmf.gv.at](http://www.bmf.gv.at) (taxes & income)

► **Who pays taxes?**

- Employees and pensioners with a taxable annual income exceeding € 12,000. Taxes are deducted at source by the employer or the pension insurance institution.
- Self-employed from an annual income exceeding € 11,000.
- The difference between these € 11,000 and € 12,000 is due to the deductible amounts.

► **When should you file a tax declaration (without being contacted by the competent fiscal office to do so)?**

If your income exceeds € 12,000, you are obliged to submit an income tax declaration (*Einkommensteuererklärung*) or employee tax assessment declaration (*Erklärung zur Arbeitnehmerveranlagung*) if:

- you have any other income in addition to your taxable income (e.g. from contracts as independent contractors/ contracts for work and labour or from rentals) exceeding a total of € 730. Then you have to submit an income tax declaration (form E 1, E 1a). **Submission deadline:** 30 April of the following year and for online assessment: 30 June of the following year
- during the course of the calendar year, you have at least from time to time earned two or more taxable incomes for which tax was not calculated on the basis of all income for the same period (such as company pension in addition to General Social Insurance Act (ASVG) pension). Then you have to submit an Employee Tax Assessment Declaration (form L 1). **Submission deadline:** 30 September of the following year
- your income does not involve taxable income from employment and your annual income exceeds € 11,000. Then you have to submit an income tax declaration (*Einkommensteuererklärung*) (form E 1, E 1a). **Submission deadline:** 30 April of the following year and for online assessment: 30 June of the following year
- your income originates from employment and no income (wage/salary) tax has been deducted (foreign pensions). **Submission deadline:** 30 April of the following year and for online assessment: 30 June of the following year

If you receive income as an independent contractor and have not received a tax identification number yet, you need to register with the fiscal office relevant for your place of residence without delay! Under fiscal law, independent contractors are deemed self-employed. The employer does not deduct any tax at source; the fiscal authorities stipulate the due tax amount ex post. An appropriate form (E 1 and E 1a) will be sent to you. Even if your income is too low to be taxable, you still have to fill in and return the income tax declaration form to your fiscal office.

**Submission deadline:** 30 April of the following year and for online assessment: 30 June of the following year

To calculate your **personal net income**, you can use the gross/net calculator of the Federal Ministry of Finance.

► **You will find a detailed description of employee tax assessment in the tax guide “*Steuerbuch*” at:**

- ➞ [www.bmf.gv.at/services/publikationen/das-steuerbuch.html](http://www.bmf.gv.at/services/publikationen/das-steuerbuch.html)
- ➞ [www.onlinerechner.haude.at/BMF-Brutto-Netto-Rechner](http://www.onlinerechner.haude.at/BMF-Brutto-Netto-Rechner) (online gross/net calculator)
- ➞ [www.bmf.gv.at/themen/steuern/arbeitnehmerinnenveranlagung/pendlerfoerderung-das-pendlerpauschale.html](http://www.bmf.gv.at/themen/steuern/arbeitnehmerinnenveranlagung/pendlerfoerderung-das-pendlerpauschale.html) (commuter's flat rate allowance)
- ➞ [www.bmf.gv.at](http://www.bmf.gv.at) (income tax for income from contracts as independent contractors/contracts for work and labour)
- ➞ [www.bmf.gv.at/services/publikationen/das-steuerbuch.html](http://www.bmf.gv.at/services/publikationen/das-steuerbuch.html) (tax guide)
- ➞ [www.usp.gv.at](http://www.usp.gv.at) (income tax)
- ➞ [www.bmf.gv.at/services/aemter-behoerden](http://www.bmf.gv.at/services/aemter-behoerden) (tax offices for your place of residence)
- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (employee tax assessment)



► **Taxes paid by the self-employed include:**

- Value added tax: normally you can assume that services rendered to your customers are subject to value added tax. The concept of performance defined in the Value Added Tax Act (*Umsatzsteuergesetz, UstG 1994*) includes both goods deliveries and services. The value added tax rates are between 10% and 20%. If your annual turnover does not exceed € 30,000, you are exempt from paying value added taxes.
- Corporate income tax: as soon as an entrepreneur establishes their business as a GmbH (private limited company) or another legal entity such as joint-stock company (AG), then these entities are subject to corporate income tax. The corporate income tax rate is 25%.
- Council tax: companies are liable for paying council tax to the municipalities in which their company is located. In Vienna, companies have to pay “employer duties” (*Dienstgeberabgabe*) in addition to council tax.

► **Special case value added tax (VAT):**

When you purchase a product (e.g. foodstuffs and beverages) or pay for a service (e.g. a technician installs your electric cooker, or you go out for a dinner to a restaurant), you automatically pay VAT. The value added tax rates are between 10% and 20%. The amount of the VAT is shown on each receipt and each invoice (check-out receipt at the supermarket).

➞ [www.bmf.gv.at](http://www.bmf.gv.at) (taxes and duties from A to Z)

► **The Citizens' Service of the Federal Ministry of Finance**

**Monday–Friday from 8:00 am to 5:00 pm:**

**Tel.: +43 (0)50233 765 at local rates**

**Address:**

**Federal Ministry of Finance**

Johannesgasse 5

1010 Vienna

Tel.: +43 (0)1 514 33-0

➞ [www.bmf.gv.at](http://www.bmf.gv.at)

## 7. SOCIAL SECURITY

People living in Austria are normally covered by **health insurance**. This means that treatments by medical doctors or at a hospital do not have to be privately paid, but that the Republic of Austria pays for them through health insurance. Persons fleeing Ukraine have health insurance coverage too. When visiting your doctor present your **e-card** (health insurance card) or the **health insurance certificate for persons receiving primary care**, and for most treatments at hospitals, dentists, medical doctors, etc., who have concluded a contract with the social security institution, you will not have to pay anything.

Detailed information about health insurance: [www.bmi.gv.at/Ukraine/Sonstige\\_Fragen](http://www.bmi.gv.at/Ukraine/Sonstige_Fragen)

Treatments provided by so-called **private medical doctors** or **private hospitals** with no contract with the social security institutions are charged to you privately.

When working in Austria, i.e. either as self-employed or employed person, you are covered by social security insurance. This means that you have **health, accident, unemployment and pension insurance** coverage.

If you are an **employee but not self-employed**, then your employer automatically takes out social security insurance for you.

Social security insurance is **mandatory**; every business **has to** pay social security contributions for each employee and their dependents. However, not only the employer pays the social security contributions (so-called employer's contributions share) but also you as the employee (so-called employee's contributions share).

In Austria, employees and independent contractors whose income exceeds the minimal-income limit (€ 485.85 per month in 2022) are covered by all parts of social security (health, accident, unemployment and pension insurance). Minimally employed persons as well as students are only covered by parts of the social security system (accident insurance). **Minimally employed persons** are eligible for **voluntary health and pension insurance**. You have to pay the contributions for the voluntary health and pension insurance yourself.

Employers are responsible for registering their employees with the appropriate social security institution. With the registration for social security insurance, every insured person and their family members are assigned a social security number along with a social security ID ("**e-card**"). The employer is responsible for paying both the employer's and the employee's share of the social security contributions to the responsible social security institution.

**Note:** Your employer must register you with the social security institution on your first day of work. Normally you will receive a confirmation from the employer and/or the health insurance institution (see Chapter 5.3).

The amount of the social security contributions is linked on the one hand to your gross wage/gross salary (= income) and on the other to whether you are a waged or salaried worker, or an apprentice. A percentage (= contribution rate) is stipulated by law which is then deducted monthly from your income.

- **In general, the following applies:** the higher your income, the higher the contributions the employer and you have to pay to the social security institution.
- **Self-employed** with a business licence, "new self-employed", contract assignees have to register with and pay their social security contributions to the relevant social security institution.

[www.sozialversicherung.at](http://www.sozialversicherung.at) (Austrian social security institution)

► **Social security benefits:**

- Health insurance: free insurance protection for family members subject to certain preconditions. Costs of the following non-cash benefits are covered: medical treatments, hospital stays, preventive medical check-ups, preventive medical check-ups of pregnant women, delivery of a child, mother and child examinations after delivery, nursing services at home, dental treatments (partially), rehabilitation, etc.
- Monetary benefits include: sickness benefits, weekly maternity allowance, childcare allowance.
- Accident insurance: protection against accidents at work and occupational illnesses and their consequences, e.g. invalidity and occupational incapacity, etc.
- Pension insurance: benefits for people who can no longer work due to age (old-age pension), etc.
- Unemployment insurance: benefits granted during unemployment, etc. (e.g., unemployment benefit payments, social welfare)

► **Competencies:**

- The health insurance institutions are competent for all health insurance matters (e.g. ÖGK Austrian Health Insurance Fund, etc.).
- The Accident Insurance Institution (AUVA) is competent for all accident insurance matters.
- The Public Employment Service Austria (AMS) is competent for unemployment insurance matters.
- The Pension Insurance institution (PVA) is competent for all pension insurance matters.

► **Self-employed are insured at the Social Security Institution for the Self-Employed (SVS) across Austria.**

- ➔ [www.sozialversicherung.at](http://www.sozialversicherung.at) (Austrian Social Security Institution)
- ➔ [www.gesundheitskasse.at](http://www.gesundheitskasse.at) (Austrian Health Insurance Fund ÖGK)
- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (insurance options – contribution-free co-insurance in health insurance)
- ➔ [www.ams.at](http://www.ams.at) (unemployment benefits, etc.)
- ➔ [www.pv.at](http://www.pv.at) (pension insurance)

## 7.1 Health Insurance

### 7.1.1 Visiting a Doctor

If you are ill, please contact a general practitioner near you. Addresses of general practitioners can be found under “*Arzt für Allgemeinmedizin*” and of dentists under “*Zahnarzt*” in the telephone directory [www.herold.at](http://www.herold.at).

Before seeing your doctor for the very first time, please clarify whether they are a private doctor or a doctor with a contract with the social security institution, also check when the practice is open (practicing hours) and whether they accept new patients.

Always have your social security card (**e-card**) with you when visiting a doctor or staying at a hospital. The insured person's personal details (name, insurance number, etc.) are stored on the e-card. To consult a specialist doctor you need your e-card and additionally a **transfer/referral note** from the general practitioner (**Überweisungs-/Zuweisungsschein**). Your e-card will be sent to you and your family members within 14 days by your health insurance company following the registration with your health insurance institution. The back of the e-card corresponds to the **European social security card**. The e-card ensures free-of-charge medical treatment in the member states of the European Union.

**Note:** The majority of medical doctors speak English; if necessary, have an adult you trust accompany you who can interpret for you.

The Austrian Medical Association or your provincial medical association offers listings of **medical doctors by district, speciality field, gender, opening hours and foreign language skills**, etc.

➞ [www.aerztekammer.at/arztsuche](http://www.aerztekammer.at/arztsuche)

General practitioners are your initial point of contact regarding your health: they carry out general examinations and also offer simple blood tests, heart examinations (ECG), and physiotherapy; they will refer you to a specialist or outpatient clinic, or to a hospital if required.

Normally you do not need to make an appointment with your general practitioner; however you may have to wait for some time.

When referred to specialist doctors or going to a dentist, you normally have to arrange an appointment in advance during the practicing hours. It is often difficult to get an appointment with a specialist doctor; waiting times of up to one month are quite frequent. In emergencies, you should go to the outpatient clinic at a hospital.

### 7.1.2 Emergencies

The **doctors on call** can be reached by calling the Austria-wide number **141**. Almost all emergency doctors speak English.

In **emergencies** call the ambulance on the Austria-wide number **144** (see Chapter 2.1 Emergency Service Numbers).

#### Weekend services:

Information on which doctors and dentists are open on weekends or holidays can be obtained from the municipal office, daily newspapers (such as *Krone*, *Kurier*) and on the internet websites of the provincial medical associations "*Notdienste*" (emergency services).

➞ [www.aerztekammer.at](http://www.aerztekammer.at) (emergency services)

### 7.1.3 Staying at Hospital

Stationary treatment at public hospitals is normally free of charge; you do however have to pay a daily contribution of € 10 to € 20, depending on province, for each day of your hospital stay. You have to pay this contribution for a maximum of 28 days per calendar year. The contribution is not applicable when delivering a baby.

**Note:** Ask at the hospital whether interpreters are available. Some hospitals offer **interpreters through video link** in several languages.

### 7.1.4 Co-insuring Members of Family

If you are employed or self-employed, you may co-insure your **family members** (including your spouse and children), provided they are resident in Austria. Minors up to 18 years of age are co-insured. Spouses/partners with children can be co-insured free of charge. The co-insurance for childless spouses or partners, etc. entails an additional contribution rate (3.4% of the contribution assessment basis of the income of the insured spouse). Here, too, there are exceptions.

The employer must be informed if you plan to **co-insure family members**.

➞ [www.gesundheitskasse.at](http://www.gesundheitskasse.at)  
(online guide on the co-insurance of family members)

➞ [www.svs.at](http://www.svs.at)  
(insurance coverage: family members of self-employed)

### 7.1.5 Medication

Prescription **medicines** are obtained at chemists' for a **prescription item fee** (2022: € 6.65). Patient's medication costs are limited to a maximum of two per cent of their annual net income. If the medication costs exceed this amount then the patient is automatically exempt from **prescription fees**. Persons with low income can apply for exemption from prescription fees. Medicines are available at **chemist shops**, hospital chemists' and occasionally at general practitioners.

- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (benefits from statutory health insurance)
- ➞ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (exemption from prescription fees)
- ➞ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (prescription fees – upper limit)

### 7.1.6 Sickness Benefits

If you are employed and you fall ill for a longer period of time, you will initially receive your full wage/salary (so-called **continued payment of remuneration**), and later on half of it. Afterwards, you will receive **sickness benefits** from your health insurance institution. The amount of your sickness benefits is linked to your gross wage/gross salary and the duration of your occupational incapacity. The sickness benefits are normally paid for 26 weeks, however depending on the health insurance institution this period may be extended up to 78 weeks.

- ➞ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (money in case of sickness)

### 7.2 Accident Insurance

Accident insurance covers **benefits** payable as a result of workplace accidents, occupational illnesses and the accidental death of an employee.

These benefits include accident treatment costs, rehabilitation, reimbursements and surviving dependants' benefits (such as surviving dependants' pensions) but also prevention-related benefits.

- ➞ [www.auva.at](http://www.auva.at) (social accident insurance)
- ➞ [www.help.gv.at](http://www.help.gv.at) (accident insurances)
- ➞ [www.auva.at](http://www.auva.at)

### 7.3 Pension Insurance

In Austria, women currently reach pensionable age at 60 and men at 65. You will receive a pension if you have paid in pension insurance contributions for at least 15 years.

- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (pension)
- ➞ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (pension)
- ➞ [www.pv.at](http://www.pv.at)

## 7.4 Unemployment Insurance

### 7.4.1 Financial Benefits

The Public Employment Service Austria (*Arbeitsmarktservice, AMS*) is responsible for unemployment insurance benefits in Austria (such as unemployment benefits or social welfare benefits).

You are entitled to **unemployment benefits** if you can and want to work and are available to the job referral services, and if you have already been employed with unemployment insurance coverage.

► **Initially you can receive the benefits if**

- you can demonstrate that you have worked for 52 weeks with unemployment insurance coverage in the last 2 years.

► **If you reapply for unemployment benefits, you must**

- prove that you have worked for 28 weeks with unemployment insurance coverage in the last year before submitting the application.

If you are **25 years old** or younger, you can apply for unemployment benefits if you have worked for 26 weeks with unemployment insurance coverage in the last 12 months.

► **For information on how to report unemployment, see:**

➞ [www.ams.at/arbeitsuchende/arbeitslos-was-tun/beim-ams-arbeitslos-melden](https://www.ams.at/arbeitsuchende/arbeitslos-was-tun/beim-ams-arbeitslos-melden)

## 8. EDUCATION

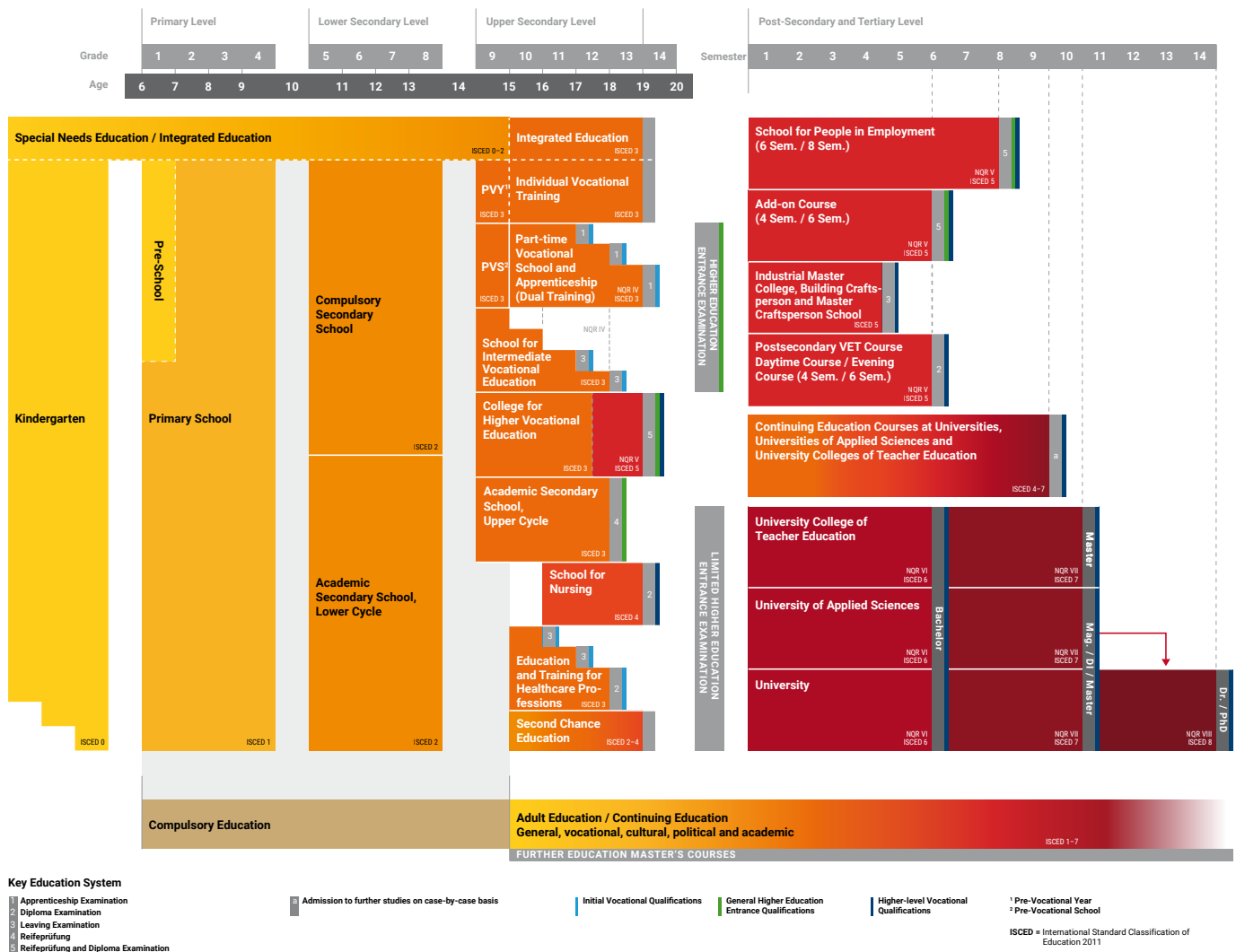
Education is equally important for men and women in Austria. After completing **compulsory schooling**, young people (regardless of gender) may learn a profession, continue going to school, study at a university or take courses at adult training institutions, e.g. adult evening classes (*Volkshochschule*) or vocational training institutes (BFI) outside of universities. There are many publicly funded schools in Austria with good reputation; **public schools** are free; under certain circumstances, however, you may have to pay for excursions, materials, etc. In some cases there are discounts on social grounds.

Attendance of **private schools** is subject to charges; in individual cases tuition fee reductions might be possible.

Adults, too, can learn a new profession or take vocational courses, or study. In Austria we refer to this as **lifelong learning**, which is not only limited to vocational training or the completion of further-education courses, but also includes expanding personal, social and participative perspectives in all phases of adult life.

Please also see the brochure “Educational Pathways in Austria” of the Federal Ministry of Education, Science and Research:

- ➔ Brochure in German
- ➔ Brochure in Ukrainian
- ➔ Brochure in English



Graphics source: [www.bildungssystem.at](http://www.bildungssystem.at)



## 8.1 Overview of Education and Training in Austria

### 8.1.1 Pre-School Care

Babies and toddlers up to the age of three are taken care of in **crèches** (*Kinderkrippen*); children a little older are looked after in (public and private) **kindergartens/child care groups** and **pre-schools** (*Kindergarten/Kindergruppe, Vorschule*). The demand for crèches and kindergartens is often greater than the available places.

Young children are also cared for in very small groups by “**day-care parents**” (*Tageseltern*) – especially in small towns and rural regions. Services of crèches and day-care parents are subject to charges.

Many children attend the **kindergarten** from the age of three. Costs for the care of young children vary depending on the federal province. Attending a public kindergarten before the age of 5 is subject to charges in the majority of the provinces. The amount of kindergarten fees (parents' contributions) is often linked to the parents' income. In Upper and Lower Austria public kindergartens are free for children aged 2½ to 6 years of age; in Tyrol half-day kindergarten is free for children aged 4 to 6. In Vienna and Burgenland, public childcare facilities are free for all children aged between 0 and 6. In Carinthia, parents of children aged 0 to 6 receive a cost reimbursement of 66%.

The **mandatory kindergarten year** before starting school is **free of charge across Austria**. This means that all children aged 5 to 6 must attend kindergarten (20 hours per week without lunch). There they have a chance to play with other children and **learn German**.

Children staying at the kindergarten after lunchtime are served **lunch**. Please ask in good time whether the eating habits of your child (e.g. no meat, no pork) can be considered. The lunch is either included in the kindergarten fees or has to be paid separately.

### 8.1.2 School (Primary and Secondary Level 1)

Generally, education is compulsory for all children permanently living in Austria from the age of six. **Schooling is compulsory** for nine years in Austria (from 6 to 15 years of age). Girls and boys are normally taught together. In the school subject “**Exercise & Sports**” girls and boys are taught separately from secondary level 1 (5th school grade) onward. Exercise & Sports is a compulsory subject which must be attended.

**Religious instruction** can be chosen depending on the child's religious faith. Children may be exempted from religious education by their parents.

After their first four years of compulsory **primary school** (*Volksschule/Grundschule*), they may attend either a **secondary school** (*Mittelschule*) or the lower level of a **secondary academic school** (*Unterstufe der allgemeinbildenden höheren Schule*, also referred to as **AHS or Gymnasium**; secondary level 1).

In Austria, the primary level and the secondary level 1 are offered either as **full-day school** (teaching, revising & leisure activities alternate) or with **afternoon care** (leisure and learning activities) at the school or nearby. Here children can study and do their homework assisted by teachers or afternoon carers.

In both forms, the children are taken care of Monday to Thursday until at least 4:00 pm and on Fridays until at least 2:00 pm. The amount of parents' contribution to **food and supervised recreational activities** varies.

In their **last year of compulsory schooling**, children may attend a pre-vocational course (*Polytechnische Schule*), a vocational intermediate school (*weiterführende berufsbildende Schule*) or the upper level of a secondary academic school or an upper-level secondary grammar school (*Oberstufengymnasium*). The pre-vocational technical school (*Polytechnische Schule*) uses vocational placements and professional theory training to prepare for apprenticeships or vocational schools.

There are also special schools for disabled children or children with special needs (e.g. severe learning difficulties, sensory impairment, etc.) for the first eight to nine years of their school education. In many cases, however, these children are also educated alongside others in so-called ‘**integration classes**’. Alternatively, a **vocation preparatory year** can be taken in the ninth school year, possibly followed by integrative vocational training.

**Note:** For your children's kindergarten and school attendance to be a success, it is important for you as parents to cooperate with the kindergarten and school. Parents' evenings give you the opportunity to talk to the kindergarten or school teachers about your children's learning progress. If you do not understand everything, you can always ask or come together with an adult you trust who can assist you interpreting. There are also school events (e.g. sports events, theatre performances, etc.) in which parents can participate. You should do so for the benefit of your child.

### 8.1.3 Secondary Schools (Secondary Level 2) and Apprenticeship

After completing compulsory schooling, young people with permanent residence in Austria are **required to continue their education until the age of 18**. This means that following the ninth grade, young people have the option of vocational training in the form of an apprenticeship (see Chapter 8.5) or of continuing their education at a **secondary school**.

**Intermediate-level vocational schools**, health sector and nursing schools, as well as vocational training in health professions and **higher-level vocational schools** entitle students to exercise one or several occupations depending on the type of school attended. Graduates of intermediate-level vocational schools may attend **advanced training courses** to prepare for their diploma and school leaving examinations.

Graduation from an academic secondary school or higher-level vocational school with school-leaving or diploma examination entitles students to enrol in educational colleges, universities of applied sciences, academies, colleges and universities (tertiary educational facilities).

Young people and adults who have not passed the school-leaving examination (referred to as "*Matura*" in Austria) may still be admitted to tertiary education through the secondary educational path (the **academic qualification test** (*Studienberechtigungsprüfung*), the **matriculation exam for professionals** (*Berufsreifeprüfung*), **Matura examination for vocational trainees** (*Berufsmatura*), or **Matura examination for external candidates** (*Externistenmatura*)).

**Note:** Special coaching measures are offered to students with a **first language other than German**. For example, there are German-language courses for children at compulsory schools during the teaching hours and/or in the afternoon. Please ask at the school for more details.

It is also possible for your children to additionally take classes in their native language (first language). It is important that your child does not forget their first language. Ask whether your school also offers classes in your child's native language.

- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (kindergartens)
- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (types of childcare)
- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (types of schools with all-day school and afternoon care)
- ➞ [www.bildungssystem.at](http://www.bildungssystem.at) (graphic: The Austrian Education System)
- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (Austrian school system)
- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (Ukraine – school-related support)
- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (school directories)
- ➞ [www.help.gv.at](http://www.help.gv.at) (students with first languages other than German)
- ➞ [www.herold.at](http://www.herold.at) (schools with foreign curriculum in Vienna)
- ➞ [www.erwachsenenbildung.at](http://www.erwachsenenbildung.at) (academic qualifications test (*Studienberechtigungsprüfung*), matriculation exam for professionals (*Berufsreifeprüfung*), Matura examination for external candidates (*Externisten-Matura*))
- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (studying in Austria)
- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (tuition fee)
- ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (Federal Ministry of Education, Science and Research)

## 8.2 Teaching and School Holidays

The school year in Austria is divided into two parts (semesters) and starts at the beginning of or mid-September. The school year ends at the end of June or beginning of July of the following year. The summer break between school years lasts 9 weeks. Additionally, every school has a **Christmas break** (between 24th of December and 6th of January) and an **Easter break** (1½ weeks). In addition, schools decide on so-called **school-autonomous days**. Each school can decide for itself when to give these additional days off. The first semester ends in February; the second semester also starts in February, with a week-long **semester break** in between.

**Classes usually start** at 8:00 am, but there are also schools that start at 7:30 am or not until 8:30 am.

There is no school on **public holidays**.

➡ [www.feiertage-oesterreich.at/schulferien/2022](http://www.feiertage-oesterreich.at/schulferien/2022) (school holidays/public holidays in Austria)

## 8.3 Semester Notification and End-of-Year School Report

At the end of the semester break, secondary level 1 and secondary level 2 students receive a **mid-year report** (a so-called semester notification or “*Schulnachricht*”). At the end of a school year, students receive **end-of-year school reports**. Semester notification and annual school report show the students' performance in each of the school subjects. The students' performance is appraised and the following **assessment levels** (school grades) are used: very good (1), good (2), satisfactory (3), sufficient (4), not sufficient (5).

At many primary schools and at schools for children with special needs, a verbal assessment is added to the assessment with grades. At special-needs schools (secondary level 1) and secondary schools, the classroom or school forum can decide in favour of added verbal assessments. The verbal assessment informs both children and parents in more detail about their children's performance.

➡ [www.jusline.at](http://www.jusline.at) (performance assessment at school)

## 8.4 Registering at Kindergarten and School

Please ask in good time at the municipality office, the relevant municipal district authorities or at the kindergarten or school of your choice when and for how long you can register your child at a kindergarten or primary school (registration/enrolment deadlines). At primary school these deadlines are also referred to as pupil enrolment (**Schüler\_inneneinschreibung**). Normally, parents register their children at a primary school nearby.

For children who turn six by 31st of August, **general compulsory schooling** starts at primary schools on the first Monday in September (in Vienna, Lower Austria and Burgenland) or on the second Monday in September (in all other provinces).

The decision on whether a child is accepted at a primary school is in the hand of the respective provincial school superintendent. This, however, only applies to public schools.

If you wish to register your child at a **private school**, arrange an appointment with the head office. The majority of private schools are denominational schools, but there are also a few schools that teach according to their own curriculum. Not all private schools have public status (*Öffentlichkeitsrecht*). Certificates from schools without public status are often not recognised, or no official certificates are issued.

If you still intend to register your child at a private school without public status, you have to contact the school superintendent responsible for your region and apply for “**deregistration due to school registration at a private school without public status**”.

Please take your child with you to the **pupil/student enrolment** so that the headmaster can get a first impression of your child. At the enrolment, your child's **readiness for school** is determined too. Your child is asked to perform various tasks and answer questions in order to determine their level of physical, cognitive, emotional and social development. Children subject to compulsory schooling who are not ready for school attendance must be accepted at **pre-school**.

► **Documents: the list of documents (residence registration form, ID, etc.) required for school enrolment can be obtained from the respective school.**

In **Vienna**, parents of children subject to compulsory schooling receive a letter from the **Vienna Board of Education** (*Stadtschulrat*) informing them when the school enrolment takes place and which documents they are to bring with them. Additionally, an information and registration form for full-day care at school is enclosed.

Enrolment at schools **after primary school** (see Chapter 8.1) often takes place during the first two weeks after the semester break. Please contact the respective **school service office** in your region to find out when exactly school enrolment starts and ends. If your child is already attending a primary school, ask one of the teachers.

**Important:** Children subject to compulsory schooling may also start attending the school in the middle of the school year. Contact the **school service office** and ask which school your child could attend. Children and youths whose German skills are not yet good enough to follow in class can still be accepted as so-called **external pupils/students** (*außerordentliche Schüler\_innen*).

The performance assessment of such external pupils takes their language difficulties into account.

- ➔ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (registration for primary school)
- ➔ [www.schule.at](http://www.schule.at) (school readiness)
- ➔ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (school service offices in the federal provinces)
- ➔ [www.sls.tsn.at](http://www.sls.tsn.at) (external pupils/students)
- ➔ [www.sls.tsn.at](http://www.sls.tsn.at) (school attendance confirmation for external pupils/students)

## 8.5 Initial Vocational Education – Apprenticeship

Vocational training is provided in Austria either through an **apprenticeship** (*Lehre*) or **school-based education** (in vocational intermediate or higher-level schools with practice-oriented instruction).

In Austria, training is offered in around 200 occupations. Young people who take up an apprenticeship receive on-the-job training in a company and also attend a vocational school (**dual training system**). An apprenticeship lasts between two and four years depending on the apprenticeship trade and ends with the **final apprenticeship examination** (*Lehrabschlussprüfung*).

An **apprenticeship contract** (*Lehrvertrag*) must be signed at the beginning of the apprenticeship. It is concluded in writing between the young person (the apprentice) and the authorised trainer and specifies the duration of the apprenticeship, etc. In the case of minors, the apprentice's legal guardian is also required to sign the contract.

Apprentices come under the **Vocational Training Act** (*Berufsausbildungsgesetz*) and the respective **collective agreement** (*Kollektivvertrag*). Apprentices are subject to special provisions (unfair dismissal protection, working hours, special youth protection provisions, etc.).

Throughout Austria, apprenticeship programmes are based on standard **job profiles**.

Apprentices are not paid a salary but receive an **apprenticeship remuneration** (*Lehrlingsentschädigung*) normally paid on a monthly basis. The amount of remuneration to be paid is based on collective labour agreements as well as company agreements. Apprentices are entitled to paid leave amounting to 30 business days or 25 workdays per year.

If you are looking for an apprenticeship, it is recommended that you contact the nearest branch of the AMS.

- ➞ [www.bmdw.gv.at](http://www.bmdw.gv.at) (list of apprenticeship programmes from A to Z)
- ➞ [www.bmdw.gv.at](http://www.bmdw.gv.at) (apprenticeship and vocational training)
- ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (employment conditions for apprentices)
- ➞ [www.arbeiterkammer.at](http://www.arbeiterkammer.at) (apprenticeship)
- ➞ [www.oegb.at](http://www.oegb.at) (ÖGB – Austrian Trade Union Federation)
- ➞ [www.ams.at](http://www.ams.at) (Public Employment Service Austria)
- ➞ [www.wko.at](http://www.wko.at) (Federal Economic Chamber)

**Note:** Not only persons eligible for subsidiary protection and asylum may complete an apprenticeship, also young asylum seekers up to the age of 25 (see Chapter 8.1).

## 8.6 Further Education at Universities

Persons eligible for subsidiary protection or asylum may also study at Austrian universities.

- ▶ **Enrolment requirements: to be admitted as an ordinary student at Austrian universities, the following requirements must be met by a foreign citizen:**
  - A place at the university for the desired course of studies is available.
  - The applicants have a high-school graduation certificate equivalent to an Austrian one (it is either regulated by a treaty or will be determined in individual cases by the rector's office at the university and may be subject to additional conditions such as language courses), or the applicants can present a certificate confirming completion of a minimum three-year course at an acknowledged post-secondary educational institution.
  - The high-school graduation certificate must entitle the applicant to direct access to the respective course at the universities of the country in which it was issued. Any course-specific requirements (e.g. entrance test) must be met in the country where the high-school graduation certificate was issued.
  - If the desired course in Austria is not offered in the country issuing the certificate, then the same must be demonstrated for a course scientifically closest to the desired one. Only if there are no universities in that country, is there no need to furnish evidence.
  - Moreover, the applicant must have sufficient German skills; if required, a test is to be taken.

For certain degree courses, there are access restrictions, for example for medical studies and a number of very popular degree programmes.

- ▶ **Application deadline: until 15 February or 15 September for the immediately following semester unless there are deviating application deadlines for non-EU or non-EEA citizens. Contact the relevant rectorate or admission office (*Studienabteilung*) at the relevant university!**
  - ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (admission)
  - ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (admission for non-EU/EEA citizens)
  - ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (checklist studying and living in Austria for third-country citizens)
  - ➞ [www.oesterreich.gv.at](http://www.oesterreich.gv.at) (admission restrictions)
  - ➞ [www.studiversum.at](http://www.studiversum.at) (access restrictions)
  - ➞ [www.bmbwf.gv.at](http://www.bmbwf.gv.at) (Federal Ministry for Education, Science and Research)



All universities have implemented special support measures for **Ukrainian students and scientists/artists**.

Contact the university to obtain information about offers and services for study applicants with a refugee background. No tuition fee is charged to Ukrainian citizens for summer semester 2022.

[www.uniko.ac.at/themen/more/kurse](http://www.uniko.ac.at/themen/more/kurse)

Many universities provide a wide range of offers for scientists and artists:

[www.uniko.ac.at/themen/more/angebot](http://www.uniko.ac.at/themen/more/angebot)

**Procedure for short-term continuation of studies at Vienna University for students from Ukraine:**

[www.ukraine.univie.ac.at](http://www.ukraine.univie.ac.at) (information for students who want to study at Vienna University)

## 8.7 Further Training and Adult Education

**Lifelong learning** is one of the major prerequisites for a successful career. Amongst the largest adult education institutions in Austria are the Careers Promotion Institutes (BFI, *Berufsförderungsinstitut*), the Trade & Industry Promotion Institutes (WIFI, *Wirtschaftsförderungsinstitut*) and the adult education centres (VHS, *Volkshochschule*).

At adult education institutes you can attend language courses (including German), and you can also catch up on your schooling and acquire **school-leaving certificates** (e.g. compulsory school leaving level) or gain **access to universities or universities for applied sciences** [academic qualifications test (*Studienberechtigungsprüfung*), matriculation exam for professionals (*Berufsreifeprüfung*)].

AMS **Career Information Centres** (BIZ and BIWI) offer both a comprehensive overview of career and school-based education and training opportunities in Austria as well as individual consultation on specific educational and training issues.

Language courses subject to fees are offered by all large training institutions (WIFI, BFI, adult education centres) and language institutes.

Institutions	Internet addresses
BFI	<a href="http://www.bfi.at">www.bfi.at</a>
WIFI	<a href="http://www.wifi.at">www.wifi.at</a>
Adult education centres Burgenland	<a href="http://www.vhs-burgenland.at">www.vhs-burgenland.at</a>
Adult education centres Carinthia	<a href="http://www.vhsktn.at">www.vhsktn.at</a>
Association of Lower Austrian adult education centres	<a href="http://www.vhs-noe.at">www.vhs-noe.at</a>
Association of Upper Austrian adult education centres	<a href="http://www.vhs-verband-ooe.at">www.vhs-verband-ooe.at</a>
Adult education centre Styria	<a href="http://www.vhsstmk.at">www.vhsstmk.at</a>
Adult education centre Salzburg	<a href="http://www.volkshochschule.at">www.volkshochschule.at</a>
Adult education centre Tyrol	<a href="http://www.vhs-tirol.at">www.vhs-tirol.at</a>
Adult education centres Vorarlberg	<a href="http://www.vhs-vorarlberg.at">www.vhs-vorarlberg.at</a>
Adult education centres Vienna	<a href="http://www.vhs.at">www.vhs.at</a>
Career Information Centres (BIZ)	<a href="http://www.ams.at/biz">www.ams.at/biz</a>
Vienna Business Career Information Centre	<a href="http://www.wko.at">www.wko.at</a>
Language schools – learning languages at course institutes	<a href="http://www.ikivienna.at">www.ikivienna.at</a> <a href="http://www.berlitz.at">www.berlitz.at</a> <a href="http://www.actilingua.com">www.actilingua.com</a> <a href="http://www.ibisacam.at">www.ibisacam.at</a> <a href="http://www.vhs.at">www.vhs.at</a> <a href="http://www.wifi.at">www.wifi.at</a> <a href="http://www.bfi.at">www.bfi.at</a>

## 8.8 German-Language Courses, Basic Education and Compulsory School-Leaving Qualifications

Get in touch with the counselling centres for persons eligible for asylum or subsidiary protection to find out where in your federal province you can attend free German-language courses. In some federal provinces, you currently might have to wait longer for a place in a free German-language course.

### German-language courses at a glance:

➔ [www.sprachportal.integrationsfonds.at](http://www.sprachportal.integrationsfonds.at) (information available in several languages)

Austrian Integration Fund:	
<b>Integration Centre Burgenland</b> Thomas-Alva-Edison-Straße 2, Bauteil 2, 1. Obergeschoß 7000 Eisenstadt <b>Tel.: +43 (0)2682 653 29-420</b> Opening hours: Mon, Tue, Fri: 9:00 am to 12:00 pm Thu: 1:00 pm to 5:00 pm	<b>Integration Centre Carinthia</b> 10.-Oktober-Straße 15 9020 Klagenfurt <b>Tel.: +43 (0)463 50 37 81</b> E-mail: <a href="mailto:kaernten@integrationsfonds.at">kaernten@integrationsfonds.at</a> Opening hours: Mon, Tue, Wed, Fri: 8:00 am to 4:30 pm Thu: 8:00 am to 6:30 pm
<b>Integration Centre Lower Austria</b> Kugelgasse 8 3100 St. Pölten <b>Tel.: +43 (0)2742 265 27-480</b> E-mail: <a href="mailto:niederoesterreich@integrationsfonds.at">niederoesterreich@integrationsfonds.at</a> Opening hours: Mon, Tue, Wed, Fri: 8:00 am to 4:30 pm Thu: 8:00 am to 6:30 pm	<b>Integration Centre Upper Austria</b> Weingartshofstraße 25 4020 Linz <b>Tel.: +43 (0)732 78 70 43</b> E-mail: <a href="mailto:oberoesterreich@integrationsfonds.at">oberoesterreich@integrationsfonds.at</a> Opening hours: Mon, Tue, Wed, Fri: 8:00 am to 4:30 pm Thu: 8:00 am to 6:30 pm
<b>Integration Centre Salzburg</b> Inge-Morath-Platz 18 5020 Salzburg <b>Tel.: +43 (0)662 87 68 74</b> E-mail: <a href="mailto:salzburg@integrationsfonds.at">salzburg@integrationsfonds.at</a> Opening hours: Mon, Tue, Wed, Fri: 8:00 am to 4:30 pm Thu: 8:00 am to 6:30 pm	<b>Integration Centre Styria</b> Reitschulgasse 19 8010 Graz <b>Tel.: +43 (0)316 84 17 20-701</b> E-mail: <a href="mailto:steiermark@integrationsfonds.at">steiermark@integrationsfonds.at</a> Opening hours: Mon, Tue, Wed, Fri: 8:00 am to 4:30 pm Thu: 8:00 am to 6:30 pm
<b>Integration Centre Tyrol</b> Lieberstraße 3 6020 Innsbruck <b>Tel.: +43 (0)512 56 17 71</b> E-mail: <a href="mailto:tirol@integrationsfonds.at">tirol@integrationsfonds.at</a> Opening hours: Mon, Tue, Wed, Fri: 8:00 am to 4:30 pm Thu: 8:00 am to 6:30 pm	<b>Integration Centre Vienna</b> Landstraßer Hauptstraße 26 1030 Vienna <b>Tel.: +43 (0)1 715 10 51</b> E-mail: <a href="mailto:wien@integrationsfonds.at">wien@integrationsfonds.at</a> Opening hours: Mon–Thu: 7:30 am to 6:30 pm Fri: 7:30 am to 4:30 pm

**IMPORTANT:** The ÖIF will only pay the course fees if you attend 80% of the classes; travelling expenses will not be reimbursed unless the courses take place in another city.

➔ [www.integrationsfonds.at/oeif-standorte](http://www.integrationsfonds.at/oeif-standorte) (ÖIF locations) (information available in several languages)

Numerous facilities and institutions offer **free-of-charge basic education** and free **compulsory school-leaving certificate courses**.

➔ [www.initiative-erwachsenenbildung.at/bildungsangebote](http://www.initiative-erwachsenenbildung.at/bildungsangebote) (free basic education offers and compulsory school-leaving certificate courses)



## 9. LIVING WITH CHILDREN

### 9.1 Family Allowance

Family allowance is a benefit paid to provide financial relief to parents with children. Family allowance is paid irrespective of the amount of the parents' income. Refugees from Ukraine are entitled to receive family allowance.

- ▶ **Application:** You can apply for family allowance any time you like. Submit the completed application form along with the required documents.
- ▶ **Relevant authority:** competent local fiscal office
  - **You are eligible for:**
    - minors up to 18 years of age.
    - children who are already 18 if they are in vocational training (apprenticeship, school, university, university of applied sciences, etc.).
    - Families with severely disabled children may also receive family allowance for an unlimited period of time. Severe disability must be demonstrated through medical records.

You are entitled to family allowance for children who have come of age but are not yet 24 and are in vocational training. Under certain circumstances, family allowance can be received up to the age of 25.

Any income (e.g. apprentice remuneration) children may receive before their 18th birthday will not be taken into consideration. If the earnings of older children exceed a specific annual limit, the family allowance is normally forfeited.

The amount of the family allowance depends on the child's age. Child-related special tax allowances and bonuses are granted if you are responsible for the maintenance costs of two or more children, or one or more disabled children, respectively. You can use the family allowance calculator to determine your family allowance total. In a joint household, the parent who is the primary caregiver is entitled to receive the family allowance. Family allowances are paid every month.

More details can be obtained from your social adviser or competent tax authorities and from the following internet websites:

- |   |  |
|---|--|
| ➤ <a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a> (family allowance)             | ➤ <a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a><br>(family allowance for students)                    |
| ➤ <a href="http://www.bundestkanzleramt.gv.at">www.bundestkanzleramt.gv.at</a> (family allowance) |  |
| ➤ <a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a> (multiple-child bonus)         | ➤ <a href="http://www.arbeiterkammer.at">www.arbeiterkammer.at</a><br>(family allowance and family allowance calculator) |

### 9.2 Further Information

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|---|---|
| ▶ <b>Mother-and-Child Pass</b><br>➤ <a href="http://www.sozialministerium.at">www.sozialministerium.at</a>  | ▶ <b>Childcare allowance aid</b><br>➤ <a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a> (aid to flat-rate childcare allowance – application)<br>➤ <a href="http://www.bundestkanzleramt.gv.at">www.bundestkanzleramt.gv.at</a> (aid to flat-rate childcare allowance)<br>➤ <a href="http://www.arbeiterkammer.at">www.arbeiterkammer.at</a> (childcare allowance aid)<br>➤ <a href="http://www.bundestkanzleramt.gv.at">www.bundestkanzleramt.gv.at</a> (childcare allowance and unemployment insurance) |
| ▶ <b>Childcare allowance</b><br>➤ <a href="http://www.oesterreich.gv.at">www.oesterreich.gv.at</a> (childcare allowance)<br>➤ <a href="http://www.arbeiterkammer.at">www.arbeiterkammer.at</a> (childcare allowance)<br>➤ <a href="http://www.arbeiterkammer.at">www.arbeiterkammer.at</a> (permissible additional income for receiving childcare allowance)<br>➤ <a href="http://www.sozialversicherung.at">www.sozialversicherung.at</a> (permissible additional income calculator) | ▶ <b>Parental part-time work</b><br>➤ <a href="http://www.arbeiterkammer.at">www.arbeiterkammer.at</a> (parental part-time work)<br>➤ <a href="http://www.bma.gv.at">www.bma.gv.at</a> (parental part-time work)  |



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2022

# LIVING AND WORKING IN AUSTRIA

Information for Displaced  
Persons from Ukraine

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