

# Living and Working in Austria

Information for persons eligible for asylum or subsidiary protection



AMS – For every facet of life.



Arbeitsmarktservice

## Foreword from the Board

Dear Ladies & Gentlemen,

This brochure of the Public Employment Service Austria (AMS) is aimed at all those fleeing from war and persecution to Austria. The information contained should provide a good guide to living and working in Austria. We not only wish to address those fleeing but also gratefully support all those innumerable persons in Austria voluntarily taking care of individuals seeking refuge in our country and helping them to integrate.



We have tried our best to put together the most practical as possible information related to living and working in Austria. You will find information on finding accommodation, an initial overview of the Austrian education and training system, practical tips related to finding school, apprenticeship placement or German language courses as well as information related to health insurance benefits and services in particular offered to expectant mothers or families with children. We also list numerous established counselling points and supporting aids across Austria which can offer assistance regarding recognition of foreign school certificates or legal issues.

Furthermore this brochure also covers basic information related to the Austrian political system and the basic rules of co-existence along with the resulting rights and duties such as equal treatment of men and women, protection of children, personal freedom, and much more.

We are aware that the path to the Austrian labour market is often anything but easy for many of the refugees in our country. This is also a result of often strongly varying requirements as well as educational and training systems.

Since German language skills and often also professional qualifications are in most cases the milestones on the road to finding employment and successful integration, the Public Employment Service Austria with the support of the Austrian Federal Government also offers a series of qualification and support opportunities. This brochure also covers the basic details of these topics.

We would like to wish all our readers all the best for successful living and working in Austria.

A handwritten signature in blue ink, appearing to read 'H. Buchinger'.

Dr. Herbert Buchinger (on the right)  
Chairman of the board

A handwritten signature in blue ink, appearing to read 'J. Kopf'.

Dr. Johannes Kopf, LL.M. (on the left)  
Member of the board

## TABLE OF CONTENTS

<b>1.</b>	<b>GENERAL</b>	<b>7</b>
1.1	Geography & Population	7
1.2	The Political System	7
1.2.1	Elections & Electoral Law	8
1.2.2	Allocation of State Powers	9
1.3	Human Rights & Fundamental Rights	10
1.4	Federal Integration Act & Mandatory Integration Year	12
1.5	Women in Austria	13
1.5.1	Legal Gender Equality	13
1.5.2	General	13
1.5.3	Employment of Women in Austria	13
1.5.4	The AMS Offers for Women	13
1.5.5	Sexual Self-Determination	13
1.5.6	Violence against Women	14
1.6	Climate	15
1.7	Migration, Languages & Religion	15
1.7.1	Migration & Refugees	15
1.7.2	Languages	15
1.7.3	The Relation between State and Religion	16
1.8	Culture, Clubs & Associations, Leisure, Sports	16
1.9	Austrian & International Cuisine	17
1.10	Labour Market Facts & Figures	17
<b>2.</b>	<b>ENTERING &amp; STAYING IN AUSTRIA</b>	<b>19</b>
2.1	Residence of Persons Eligible for Asylum respectively Subsidiary Protection	19
2.2	Compulsory Registration	21
<b>3.</b>	<b>STANDARD OF LIVING</b>	<b>22</b>
3.1	Currency	22
3.2	International Dialling Code	22
3.3	Emergency Numbers	22
3.4	Legal & Social Counselling	23
3.5	Retail/Supermarkets Business Hours	31
3.6	Opening a Bank Account	31
3.7	Motor Vehicles	32
3.7.1	Purchase of a Motor Vehicle	32
3.7.2	Driving License	32
3.7.3	Important Information related to Motor Vehicles	34
3.7.3.1	When your Vehicle Breaks Down	34
3.7.3.2	When you are Involved in an Accident	34
3.7.3.3	Compulsory Obligation to Equip Vehicles with Winter Tyres	35
3.7.3.4	Compulsory Obligation to Wear Seat Belts	35
3.7.3.5	Compulsory Obligation to Wear a Helmet	35
3.7.3.6	Motorway Vignette	35

3.8	Housing	36
3.8.1	Accommodation during the Asylum Proceedings	36
3.8.2	Assistance in Finding Accommodation	37
3.8.3	Important Information related to Housing	43
3.8.3.1	Renting	43
3.8.3.2	Costs at the Beginning of a Rental Contract	43
3.8.3.3	Finding Accommodation in Daily Newspapers & on the Internet	45
3.8.3.4	Eligibility for Council Housing (Gemeindewohnungen)	45
3.8.3.5	Eligibility for Housing Association Accommodation (Genossenschaftswohnungen)	45
3.8.3.6	Registration for Gas & Electricity	46
3.8.3.7	Application for a Radio & TV License	46
3.8.3.8	Registration of Fixed Network Phones, Mobile Phones & Internet	46
3.8.3.9	Housing Subsidy	47
3.8.3.10	Rules of Co-Existence	47
<b>4.</b>	<b>SEEKING EMPLOYMENT IN AUSTRIA</b>	<b>49</b>
4.1	Austrian Employment Service (AMS)	49
4.1.1	Your First Appointment at AMS	49
4.1.2	Offers Available on the AMS Website	50
4.1.3	Special Offers for Persons Eligible for Asylum respectively Subsidiary Protection	53
4.1.3.1	b.mobile – Cross-Regional Apprenticeship Placement Referrals	54
4.2	Job Vacancies Published in Daily Newspapers	55
4.3	Private Recruitment Agencies & Hidden Labour Market	56
4.4	Seasonal Work	56
4.5	Application Documents	57
4.6	Job Opportunities for Asylum Seekers	57
4.7	Becoming Self-Employed	58
4.8	Traineeship	59
<b>5.</b>	<b>TERMS &amp; CONDITIONS OF EMPLOYMENT</b>	<b>60</b>
5.1	Labour Law – Overview	60
5.2	Bodies representing Employees	60
5.2.1	Chambers of Labour and Austrian Trade Unions	60
5.2.2	Works Council	61
5.3	Terms and Conditions of Employment	61
5.3.1	Employment Contract & Position Specification Statement	62
5.3.1.1	Working Hours & Vacation Entitlements	62
5.3.1.2	Employment Termination	63
5.3.2	Short-Term Contracts as Independent Contractors (Freier Dienstvertrag)	64
5.3.3	Contract for Work & Labour and New Self-Employed	65
5.3.4	Self-Employment requiring a Business License	66
5.4	Family Hospice & Filial Leaves	69
5.5	Illegal Employment	70

<b>6.</b>	<b>RECOGNITION OF FOREIGN GRADUATION CERTIFICATES</b>	<b>71</b>
6.1	General	71
6.2	Assistance Services for Persons with Qualifications Obtained Abroad	72
6.3	Recognition of Academic Graduation and Assessment of Academic Diplomas	74
6.4	Equivalence of Vocational Training (Completed Apprenticeship Training)	75
6.5	School Graduation Certification – Nostrification & Assessment	75
6.6	Recognition of Professions	76
6.6.1	Teachers	76
6.6.2	Health Sector	76
6.6.2.1	Medical Doctors	76
6.6.3	Lawyers	76
6.6.4	Architects – Construction Engineers – Civil Engineers	76
<b>7.</b>	<b>TAXES</b>	<b>77</b>
7.1	Income Tax & Employee Tax Assessment	77
<b>8.</b>	<b>SOCIAL SECURITY</b>	<b>80</b>
8.1	Health Insurance	82
8.1.1	Visiting a Doctor	82
8.1.2	Emergencies	83
8.1.3	Staying at a Hospital	83
8.1.4	Co-insuring Relatives	83
8.1.5	Medication	83
8.1.6	Sickness Benefits	84
8.2	Accident Insurance	84
8.3	Pension Insurance	85
8.4	Unemployment Insurance	85
8.4.1	Monetary Benefits	85
8.5	Means-Tested Minimum Benefits	86
<b>9.</b>	<b>LIVING WITH CHILDREN</b>	<b>88</b>
9.1	Maternity Protection	88
9.1.1	White & Blue Collar Employees, Apprentices & Minimum Income Employees	88
9.1.2	Females Working on Short-Term Contracts as Independent Contractors	88
9.1.3	Self-Employed Females	89
9.1.4	Mother-Child Pass	89
9.2	Before the Child Delivery	90
9.3	After the Child Delivery	90
9.4	Parental Leave, Childcare Allowance & Parental Part-Time Work	90
9.5	Family Allowance	94
<b>10.</b>	<b>EDUCATION</b>	<b>96</b>
10.1	Overview of Education & Training in Austria	96
10.1.1	Pre-School Facilities – Crèches, Kindergartens/Childcare Groups, Pre-Schools	96
10.1.2	School (Primary and Secondary Level 1)	97
10.1.3	Secondary Schools (Secondary Level 2)	98
10.1.4	Learning German at School	98
10.2	Teaching and School-Free Times	99
10.3	School Notification & Annual Certificate	99
10.4	Registering at Kindergarten & School	100

10.5	Costs, Subsidies & Free Travel Pass for Public Transportation	101
10.6	Initial Vocational Training – Apprenticeship	102
10.7	Further Education at Universities	103
10.8	Further Education & Adult Training	104
10.9	German Language Courses, Basic Education & Graduation from Compulsory Schooling	105
10.10	Training Counselling & Assistance in Finding a Vocational Placement/Job	107
<b>11.</b>	<b>MISCELLANEOUS</b>	<b>116</b>
11.1	Buying Affordable Foodstuffs – Team Österreich Tafel	116
11.2	Clothing & Furnishings	116
11.3	Family Reunion/Search for Relatives	116
	<b>IMPRESSUM &amp; DISCLAIMER</b>	<b>117</b>

## 1. GENERAL

### 1.1 Geography & Population

Austria covers an **area** of 83,878 square kilometres with a population of 8,772,865 **residents** (as of 2017) including 1,341,930 foreign citizens (15.3 percent of total population), thereof 677,201 **third country citizens**, i.e. non-EU/non-EEA citizens and non-Swiss citizens (7.7 percent of the total population).

Vienna is the most densely **populated** province of Austria with 4,335 residents per square kilometre; Tyrol is the least densely populated province with 58 inhabitants per square kilometre. The average **life expectancy** is 82 years.

Austria is **bordered** by Switzerland, Liechtenstein, Germany, the Czech Republic, Slovakia, Hungary, Slovenia and Italy.

Since 1995 Austria has been a member of the **European Union** (EU) and part of the **European Economic Area** (EEA) since 1994.



Graphic: Mag.<sup>a</sup> Sandner-Winkler

### 1.2 The Political System

Austria is a **constitutional state**. All persons living in Austria must observe the law, personal convictions or attitudes do not prevail over the Austrian laws. All **laws are applicable to all persons** and protect all persons equally.

The state guarantees the rights of the residents through its acts of law. No one – not even politicians, police or courts – are above the law.

Not only individuals have to conform to the laws, they also apply to the state and authorities such as district authorities (Magistrat).

Austria is a **democratic republic**. There is a parliament; members of the parliament are representatives elected for a certain period.

The acts of law are passed by the **parliament** and are then valid across the whole of Austria. The Austrian Federal Constitution is one of the major Austrian laws. The Austrian Federal Constitution contains for instance the European Convention on Human Rights and Fundamental Freedoms as well as the jurisdiction and enforcement of the Federation, and the constitutional law on the neutrality of Austria.

The Federal President is the head of the Republic. They represent the Republic of Austria abroad in addition to other duties (acting as Supreme Commander of the Austrian Armed Forces, appointing the **Federal Government** as well as high-ranking officials of the provinces, etc.). Austria is governed by the Federal Government led by the Federal Chancellor. Governmental affairs are run jointly with the Vice-Chancellor, Federal Ministers and Secretaries of State.

The state territory (the Federation) is comprised of **nine federal provinces** forming a monetary, economic and customs union. **Vienna** is the federal capital and seat of the supreme federal authorities. Each **federal province** is administered by its own government, headed by a **provincial Governor** (Landeshauptfrau/Landeshauptmann). Each federal province is comprised of administrative entities referred to as **political districts**. The **district administrative authorities** (Bezirkshauptmannschaft, BH) are the administrative authorities governing the districts. The district administrative authorities may for instance include registry office (Standesamt), trade and industry authorities (Gewerbebehörde); each district is comprised of several smaller administrative units referred to as **municipalities** (Gemeinden) **and cities**. Every municipality/city is administered by the municipality office (Gemeindeamt). Municipal district authorities (Magistrate) are the administrative authorities in towns and cities.

The municipal council (Gemeinderat) along with the **mayor** (Bürgermeisterin/Bürgermeister) govern the municipalities/cities and towns.

Vienna is both the federal capital and a federal province. Therefore there is a provincial parliament (Landtag) and municipal council (Gemeinderat) in Vienna.

Vienna has municipal departments (Magistratsabteilungen, MA) having particular competences for the entire city of Vienna (e.g. MA 35: Immigration & Citizenship, MA 40: social centres) as well as district municipal offices (magistratische Bezirksämter) having responsibilities from both district administrative authorities and municipality offices.

Province	Provincial Capital	Population	thereof citizens of third countries
Burgenland	Eisenstadt	291,942	7,571
Carinthia	Klagenfurt am Wörthersee	561,077	22,310
Lower Austria	St. Pölten	1,665,753	79,128
Upper Austria	Linz	1,465,045	90,940
Salzburg	Salzburg	549,263	44,226
Styria	Graz	1,237,298	54,825
Tyrol	Innsbruck	746,153	41,445
Vorarlberg	Bregenz	388,752	32,829
Vienna	Vienna	1,867,582	303,927

Statistik Austria: January 1, 2017

### 1.2.1 Elections & Electoral Law

**Electoral law** refers to the right to vote, i.e. eligibility to participate in political elections in Austria. All political institutions incorporated by the constitution are elected either directly or indirectly through **secret, personal and democratic** ballots.

This means that no one in Austria may be forced to elect a certain person or a certain party. Every individual has the right to decide whom they want to vote for.

Austrian citizens who are 16 or older may vote in the national parliament (Nationalrat) elections, the provincial parliament (Landtag) elections, municipal council (Gemeinderat) elections (EU citizens resident in the municipality may also vote in municipal council elections – Vienna has a special status), elections of Austrian representatives for the European Parliament (EU citizens with main residence in Austria also have the right to vote) and in the Federal President elections.

The **National Council** (Nationalrat) is elected **every five** years. A three-stage proportional electoral law is applicable; the voter gives their vote to a party and additionally a preference vote to an individual candidate. The votes cast are grouped into mandates (parliamentary seats).

The **Federal President** is elected directly by the people every **six years**, the **provincial parliament and provincial government** governing each of the federal provinces are elected **every five to six years**, municipal councils (Gemeinderat) and/or mayors presiding over municipalities and/or cities/towns – every five to six years.

**Labour representatives** are also elected. As employees, persons eligible for subsidiary protection and persons eligible for asylum can also cast their votes in the Chamber of Labour (Arbeiterkammer) elections, **elections of the works council** (Betriebsrat) or the youth consultative council (Jugendvertrauensrat), or if working in the civil service in the staff council (Personalvertretung) elections.

### 1.2.2 Allocations of State Powers

In Austria **legislative power, jurisdiction and administration** are separate competencies.

The **National Council** passes laws which apply to the whole of Austria. The preparation and implementation of laws is the responsibility of the Federal Government and/or provincial governments. The **provincial parliaments** represent the interests of the citizens in the individual federal provinces. Each province is administered by its own provincial government, headed by a provincial Governor (Landeshauptfrau/Landeshauptmann) elected by the provincial parliament.

The competencies of the **Federal Government** include giving consent to draft bills which are then presented to the parliament.

In Austria **jurisdiction is federal competence**. Court judgements and decisions are pronounced and published in the name of the Republic. Judges are independent in the exercise of their office.

Citizens may not attempt to bribe the state, its authorities or the court with money or through services. This is strictly prohibited and prosecutable.

Proceedings before **civil and criminal courts** are verbal and public. The law however defines exceptions to this legal principle.

The Supreme Court is the final court of appeal for civil and criminal proceedings. **Courts and the police are strictly separated on all levels of jurisdiction**. The police, as an executive agency, are subject to the Republic of Austria.

The **Administrative Court** (Verwaltungsgericht) is competent for disputes related to decisions passed by administrative authorities. The **Constitutional Court** (Verfassungsgericht) is competent for legal actions against the federal, provincial, regional and municipal authorities.

**Free of charge, legal advice** related to labour and employment law matters is given on the so-called **court days** (Amtstag) at the **district** and **provincial courts** respectively at the Labour & Employment Court of Vienna (Arbeits- und Sozialgericht Wien) at specified times. Amongst others, oral lodging of a claim, application or representation can be put on record.

The **Austrian lawyers associations** offer an initial **legal advice service** in every province. In an initial **free orientation meeting** you will be assisted regarding your legal position and further strategy in your particular case. Please refer to the websites of the Austrian lawyers associations **for more details and points of contact**.

The **Austrian Ombudsman Board** (Volksanwaltschaft) offers assistance when facing problems with authorities.

#### Additional information:

<http://www.politischebildung.at/upload/polsystem.pdf> (the political system)

<http://www.demokratiezentrum.org/> (democracy)

<https://www.help.gv.at/> (elections & electoral law)

<https://www.justiz.gv.at/> (judisprudence: courts and competencies)

<http://www.help.gv.at/> (citizens' service and legal advice)

<https://www.rechtsanwaelte.at/> (lawyer associations (Rechtsanwaltskammer))

<http://volksanwaltschaft.gv.at> (Austrian Ombudsman Board (Österreichische Volksanwaltschaft))

### 1.3 Human Rights & Fundamental Rights

All persons living in Austria enjoy **fundamental rights**: “All citizens are equal before the law. No one may be discriminated against or favoured on the basis of birth, sex, origin, class or religion.” (quotation based on <http://www.migration.gv.at/>, retrieved on: 27<sup>th</sup> of September 2017). Austria ratified the European Convention on Protection of **Human Rights** and Fundamental Freedoms of the Council of Europe in 1958.

All individuals living in Austria – irrespective of their origin, citizenship, type of their residence permit, sex, age, sexual orientation, language, religion and social position – enjoy certain fundamental rights. It is irrelevant on which grounds you are currently staying in Austria, whether you have left your country of origin voluntarily or had to flee, whether you are healthy or ill. All individuals living in Austria have these rights, the origin of which is human dignity.

This means that all people are equal and enjoy certain fundamental rights which no one can or may take away from them.

The fundamental rights are anchored in the Federal Constitution and can be enforced through the Constitutional Court.

The **fundamental rights** include amongst others:

- ▶ Right to life (art. 85 of the Federal Constitutional Law (BVG), art. 2 of the European Convention on Human Rights (ECHR), 6<sup>th</sup> AP to ECHR): the state is to protect the life of all persons irrespective of their origin.
- ▶ Right to liberty and security (personal freedom in the BVG, art. 5 of the ECHR): meaning that as long as you observe the laws you may live as you wish.
- ▶ Right to respect for private and family life (art. 8 of the ECHR): everyone has the right to decide on their profession, family life and residence. You may for instance share a home with other persons even if you are not married to them.
- ▶ Right to marry (art. 12 of the ECHR)
- ▶ Freedom of thought, conscience and religion (art. 14 and 16 of the State Constitution (StGG), art. 9 of the ECHR)
- ▶ Right to equal treatment of non-citizens (art. I of the BVG for implementation of the International Convention on the Elimination of all Forms of Racial Discrimination)
- ▶ Right to freedom of expression (art. 13 of the StGG; art. 10 of the ECHR): you can freely express your opinion in Austria. There are many freedoms also for media representatives (such as journalists) and also artists. It may happen that something is legally permissible although you personally may dislike it or it may contradict your belief or your personal conviction. There are however legal limits in Austria. The **Prohibition Act** for instance forbids formation of national socialist or right wing radical organisations or to advocate for their aims. It is also illegal to play down or negate Nazi crimes. This is aimed at preventing playing down any crimes committed during the Second World War as well as preventing revival of a similar political development.
- ▶ Right to proceedings before a legally instituted judge (art. 83, sec. 2 of the BVG)
- ▶ Right to protection of property (art. 5 of the StGG; art. 1 of the 1<sup>st</sup> AP to ECHR): no one may be deprived of their possessions nor their possessions be destroyed. There are only very few legally regulated exceptions to this.
- ▶ Right to free selection of occupation and occupational training (art. 18 of the StGG)
- ▶ Right to data protection (art. 1 of the Data Protection Act)
- ▶ Right to privacy of correspondence (art. 10 of the StGG, art. 8 of the ECHR) and secrecy of telecommunications (art. 10a of the StGG, art. 8 of the ECHR)
- ▶ Right to freedom of assembly and association (art. 12 of StGG): as long as the assemblies and associations observe the fundamental rights and the legal regulations (e.g. Prohibition Act).
- ▶ Prohibition of torture and inhuman or degrading treatment or punishment (art. 3 of the ECHR): if you do not observe the law you become prosecutable. When you are in police custody or stand before the court, you have to be treated with dignity by the police, the court or in prison. The police may only exercise a necessary and appropriate degree of force during deployments.

- ▶ Prohibition of slavery and servitude as well as forced or compulsory labour (art. 4 of the ECHR, art. 7 of the StGG)
- ▶ Equal treatment of men and women: men and women have equal rights and duties in Austria. Also when married, men and women are legally equal. Women may move freely, live alone and also, without permission from their husband, pursue a career and/or complete training.
- ▶ Violence against women, children and youth is prohibited in Austria, also within the family; children and youth are protected outside the family by dedicated laws.

**Rights** come together with **duties**. This includes respecting human and fundamental rights of other persons within the family and the neighbourhood as well as endeavour towards peaceful, supportive and harmonious co-existence and observe laws and principles of co-existence.

#### Additional information:

<http://www.vfgh.gv.at> (fundamental rights)

<http://www.politik-lexikon.at/grundrechte/> (fundamental rights)

<https://www.wien.gv.at/> (children and youth protection (Kinder- und Jugendschutz))

If you experience exclusion and **discrimination** you can contact the competent office in your federal province which will **advise and support** you. Discrimination is any form of unjustified discrimination or unequal treatment of individuals or groups attributable to various perceivable characteristics (such as age, ethnic origin or handicap) respectively indirectly perceivable characteristics (such as ideology, religion or sexual orientation). **Special forms of discrimination** are for instance **racism** and **xenophobia** (discrimination due to origin and/or ethnic origin) as well as **sexism** (discrimination against one sex).

#### Additional information:

<http://www.gleichbehandlungsanwaltschaft.at/> (anti-discrimination & equal treatment offices in Austria)

<https://www.help.gv.at> (information on equal treatment)

<https://www.help.gv.at/> (NGOs (non-governmental organisations) and facilities offering advice and support in case of discrimination)

<http://www.zara.or.at/> (German abbreviation for “civil courage and anti-racism work”)

<http://www.tigra.cc/> (Tyrolean society for racism critical work (Tiroler Gesellschaft für rassismuskritische Arbeit))

## 1.4 Federal Integration Act & Mandatory Integration Year

The **Federal Integration Act** serves facilitating faster integration of migrants and refugees. The act specifies a uniform definition of integration and assists refugees and migrants through systematic integration measures offered across Austria (plans fostering respectively facilitating integration) enabling them to participate in social, economic and cultural life in Austria. The **target group** is comprised in addition to third country citizens of **persons eligible for asylum and subsidiary protection** from the age of 15.

The major pillars of the **Federal Integration Act** for the target groups include:

- integration is a **reciprocal process**: Austria offers a range of plans fostering and facilitating integration including German language courses, ethical value system courses or orientation courses, in return persons eligible for asylum or subsidiary protection have to participate in these courses. Persons eligible for asylum or subsidiary protection oblige themselves through an **integration declaration**, which they have to sign, to observe the fundamental values of the Austrian legal and social system as well as to fully participate and cooperate, and to complete the offered courses. Refusing participation will result in sanctions.
- **sufficient number of German language and literacy courses** must be made available across Austria. **German and/or value system and orientation courses** on the A1 level according to the Common European Framework are organised by the **Austrian Integration Fund (ÖIF)**. German and/or value system and orientation courses on the A2 level are offered by the **Public Employment Service Austria (AMS)** or persons able to work (also see Chapter 4.)

**Please note!** If your eligibility for asylum or subsidiary protection was awarded before 1<sup>st</sup> of January 2015, the stipulations of the Federal Integration Act do not apply to you.

### Mandatory integration year regulations

- Persons eligible for asylum or subsidiary protection who are unemployed after having been recognised as such and who cannot be placed in any vacancy are **obliged** to participate in the integration year plan, otherwise they will be faced with sanctions (such as revocation of AMS aid, social welfare or means tested minimum benefits (bedarfsorientierte Mindestsicherung)).
- Generally, the integration year lasts 12 months. The target group participates during this period in **modularly structured labour market policy fostering plans** carried out by the **Public Employment Service Austria (AMS)**.

The integration year applies to persons of the target group with at least A1 language skills level who are no longer subject to compulsory schooling and able to work.

**Please note!** Young persons eligible for asylum or subsidiary protection for whom the “AusBildung bis 18” (training/education to the age of 18) plan applies (also see Chapter 10) are not obliged to participate in the integration year.

Integration year regulations apply to persons eligible for asylum or subsidiary protection starting from 1<sup>st</sup> of September 2017, respectively asylum seekers starting from 1<sup>st</sup> of January 2018.

### Additional Information:

<http://www.integrationsfonds.at/> (Federal Integration Act)

<https://www.parlament.gv.at/> (integration year)

## 1.5 Women in Austria

### 1.5.1 Legal Gender Equality

The gender equality of men and women is anchored in the Austrian constitution. This means that the law does not differentiate between men and women.

The Equal Opportunities Act (Gleichbehandlungsgesetz) is also valid in Austria. At work this means that no one may be discriminated against **on the basis of sex, ethnic origin, religion or ideology, age or sexual orientation**. Also freedom of religion applies to: men and women have the freedom to decide whether they want to practice any particular religion or not. This also means that no one may be persecuted due to their religion.

The Marriage Act respectively the Austrian Civil Code (ABGB) regulate both conclusion of marriage and divorce.

#### Additional Information:

<https://www.help.gv.at/>

Major legal gender equality was not always applied in Austria in the past – for quite some time men used to have more rights than women. The **feminist movement** has been vigorously fighting for gender equality in all areas.

### 1.5.2 General

In Austria women account for the larger population group (51%) and have an average life expectancy of 84 years. Men and women come of age in Austria at 18 and can decide for themselves where and how they want to live. Women may decide for themselves with whom they want to share their lives – either heterosexual or homosexual relations or living alone. They may marry or remain unmarried. They have one or more children, or decide not to have any children. Girls and boys **are taught together** at schools in Austria, they may be trained in and practice any profession they are interested in, and study in any area they choose to.

### 1.5.3 Employment of Women in Austria

67.7% of all women in the main gainful employment age bracket (15 to 64) work across all professions and industry sectors. The AMS assists women in obtaining equal access to all professions and positions. Since it is essential that women have their own income making them financially independent.

### 1.5.4 The AMS Offers for Women

The AMS assists women in their pursuit of professional careers and financial independence. German language skills are essential in this context.

Please consult the following websites for more details on our services (competence checks, German courses, women in crafts and technology, Women Career Centre) at [www.ams.at/frauen](http://www.ams.at/frauen)

### 1.5.5 Sexual Self-Determination

In Austria all women and girls have the right to free sexual self-determination. This includes that no woman or girl may be forced into any sexual interaction. They have the right to live free of any verbal, non-verbal and physical assaults. The choice of sexual orientation and of a sexual partner is absolutely up to the women and girls.

There are many manifold contraceptives available in Austria. Some are only available on prescription. In emergencies or in case of unprotected sexual intercourse you can take the “morning after pill” which can be bought in pharmacies without prescription.

Please consult your **gynaecologist** for more details.

**Additional information:**

<https://www.gesundheit.gv.at/leben/sexualitaet/verhuetung/verhuetungsmittel/inhalt>

If a woman gets unwillingly pregnant, legal abortion is possible in Austria which however is to be carried out within the **initial three months of pregnancy**. The woman does not need to specify any reasons why she wants to abort the pregnancy.

**Additional information:**

<https://www.gesundheit.gv.at/leben/eltern/schwangerschaft/info/schwangerschaftsabbruch>

### 1.5.6 Violence against Women

**Violence against women and children is illegal and prosecutable in Austria – also within marriage.** Therefore there are institutions offering help and assistance to women and their children which you can contact anonymously and free of charge. These include women's crisis centres and anti-violence centres.

**Women's crisis centres** offer sheltered accommodation to both women and their children suffering **violence** from their partners or husbands. Women's crisis centres are open to all persons suffering violence irrespective of their nationality, income or religion.

**Additional information:**

<http://www.a oef.at/>

**Anti-violence centres** assist women suffering violence when taking legal actions against the perpetrators of the violence.

**Additional information:**

<http://www.gewaltschutzzentrum.at/>

Additionally you can contact the **women's helpline on 0800 222 555**. This helpline is **free of charge and available around the clock 365 days a year**. Advice to women through this helpline is also offered in various foreign languages.

**Rape** is defined as a situation when a woman is forced or compelled to carry out sexual intercourse or similar sexual interactions through violence, deprivation of their personal freedom, or threat. This constitutes an offence under criminal law and will be prosecuted with imprisonment from six months up to ten years. This also applies when the criminal offence has been committed within a partnership or marriage.

**Sexual harassment and coercion are illegal and prosecutable in both private life and at work.** If you are assaulted or forced to conduct sexual interactions please immediately contact the **anti-discrimination & equal treatment offices**: <http://www.gleichbehandlungsanwaltschaft.at/>.

**Female genital mutilation/cutting (FGM/C)** is deemed in Austria to be grievous bodily harm and is illegal. The following persons are prosecutable (up to ten years of imprisonment): perpetrators who perform genital mutilation/cutting; parents who have genital mutilation/cutting carried out on their daughter; medical doctors who perform FGM/C, and any other helpers.

**Forced marriage** is a form of sexual and familial violence. Forced marriage is defined as when not concluded under the "free will" of both partners. Forced marriage represents a serious coercion and is prosecutable (up to five years of imprisonment). Also parents or the parents of the spouse who force women to get married are prosecutable. It is important in this context that women forced into marriages against their free will and who take action against this crime are granted a separate right of residence and/or establishment.

## 1.6 Climate

Austria has a typical central European transitional climate (warm summers, cold winters and adequate precipitation). There are two distinct climatic zones in the interior regions of Austria: the east shows a Pannonian climate (warm to hot summers, relatively low precipitation and cold winters), while the central Alpine region has the characteristic features of the Alpine climate (as compared to the east, more precipitation in summer and long winters with heavy snowfall).

## 1.7 Migration, Languages & Religion

### 1.7.1 Migration & Refugees

The proportion of the population originating from other countries has strongly increased in recent years due to migration. Amongst citizens from **third countries**, i.e. countries outside the European Union, the largest group is comprised of Serbian citizens (nearly 117,000) followed by Turkish citizens (116,000). Many residents originate from the successor states of former Yugoslavia (excluding Slovenia and Croatia which are now member states of the EU), with the following breakdown: 94,000 with place of birth in Bosnia and Herzegovina and around 22,000 from Macedonia. **In 2016 around 36,000 Afghans, 33,000 Syrians and 14,000 Iraqis were living in Austria.**

The number of persons having to flee from their countries of origin to Austria and eligible for subsidiary protection or asylum has decreased in comparison to 2015. In 2016 around 42,000 applications for asylum were submitted (in 2015 – 88,000). Persons originating from Afghanistan, Syria, Iraq, Iran, and Nigeria submitted the majority of **applications for asylum**.

In 2016 22,307 people were granted refugee status in Austria (recognition as a refugee pursuant to the Geneva Convention) and are therefore eligible for asylum; 3,699 people were recognised as eligible for subsidiary protection.

The largest group of beneficiaries of protection status in the European Union in 2015 were citizens of Syria (50%), followed by Eritrea (8%), Iraq (7%) and Afghanistan (5%); 3% were stateless persons, 2% from each of Iran, Somalia and Pakistan; and 21% citizens of other states.

#### Additional Information:

<http://www.integrationsfonds.at/> (brochure: migration & integration:

facts. figures.indicators, 2016)

<http://www.bmi.gv.at/> (asylum statics of 2016)

<http://ec.europa.eu/> (asylum statistics)

### 1.7.2 Languages

Especially in larger cities you will experience a diversity of languages every day.

**German is the official language of Austria**, and virtually always a prerequisite for participating in the working and economic life of the country. Regionally valid official languages are also: Slovenian, Burgenland Croatian, Hungarian, Romany, Czech and Slovakian. These languages are spoken by recognised minorities.

When dealing with authorities and offices (e.g. at the municipal district authorities, the Public Employment Service Austria, searching medical assistance) but also at school or at work it is advantageous and often necessary to speak German.

**German language courses** are offered to the persons eligible for asylum or subsidiary protection by many facilities and institutions (e.g. by adult training facilities of the BFI (Career Promotion Institute), adult educational centres (Volkshochschule) and language institutes) and also by the Austrian Integration Fund (ÖFI) and through the Public Employment Service Austria (AMS) (also see Chapters 1.4 and 10.9).

Children and youth attending a school can participate in free German courses after school (also see Chapter 10).

**English is taught as the primary foreign language** at schools and is currently spoken by many Austrians including civil servants and persons working for public offices and authorities.

### 1.7.3 The Relation between State and Religion

Every person living in Austria may choose and practice their religion. **Religion is a private matter in Austria**; the state does not prescribe which religion you must practice. It is also allowed **to not belong to any religious community**, to leave a religious community or to convert from one religion to another.

Various religions can be practiced in Austria. Austria recognises and fosters religious communities and churches provided that certain rules are adhered to.

The state, offices and authorities follow Austrian law and not any rules, regulations or rites with religious origins.

#### Additional Information:

<http://www.integrationsfonds.at/> (Austrian Integration Fund (ÖIF))

<http://www.ams.at/> (Public Employment Service Austria (AMS, Arbeitsmarktservice Österreich))

<http://www.bmi.gv.at/> (asylum statistics of 2016)

<http://www.bfi.at/kurse/> (BFI Austria)

<http://www.vhs.at> (Vienna adult educational centres)

<https://www.initiative-erwachsenenbildung.at/> (free German language courses and basic training courses)

<https://www.help.gv.at/> (religious communities in Austria – legal basis)

### 1.8 Culture, Clubs & Associations, Leisure, Sports

Many people in Austria spend evenings and weekends with families, friends, at **cultural events** (such as concerts, visits to museums), exercising **sporting activities** or working at **associations**.

If you intend visiting **cultural events** (theatres, cinemas, openings of exhibitions etc.), please enquire whether there are **discounted tickets** for persons eligible for asylum or subsidiary protection, or asylum seekers. Federal and provincial theatres as well as museums and some cinemas offer tickets at discounted prices.

People with low income – in many federal provinces this includes persons eligible for asylum or subsidiary protection and asylum seekers, as well as unemployed or recipients of means-tested minimum benefits (see Chapter 8.5) – can obtain a so-called **“culture card”** (Kulturpass). The “culture card” allows free or discounted access to many cultural events.

You can obtain your “culture card” at numerous charitable facilities in some of the federal provinces, but also at the AMS and social centres, or district administrative authorities. We recommend finding out whether you can get a “culture card” or any other discount.

#### Additional Information:

<http://www.hungeraufkunstundkultur.at/> (information on the “culture card” (Kulturpass))

<http://www.hungeraufkunstundkultur.at> (Vienna)

<http://www.hungeraufkunstundkultur.at/> (Salzburg)

<http://www.kunsthunger-ooe.at/> (Upper Austria)

<http://hakuk.st/der-kulturpass-so-gehts/hier-gibts-den-kulturpass/> (Styria)

<http://www.hungeraufkunstundkultur.at/tirol.html> (Tyrol)

<http://www.hungeraufkunstundkultur.at/> (Vorarlberg)

<http://www.hungeraufkunstundkultur.at/> (Lower Austria)

<http://www.argumento.at/kulturpass.html> (Burgenland)

<http://kulturpass.kulturchannel.at/> (Carinthia)

Many people in Austria meet in the evenings or on weekends with family members or friends in **inns, restaurants and other pubs or bars** to eat, drink and share time together.

Also **sporting activities** play a major role in leisure time activities, jogging, walking, hiking, cycling and swimming being the most popular in Austria. Traditionally many communities and municipalities have their own football clubs. Skiing is very popular particularly amongst children and youth in the western Austrian provinces (skiing association). Sailing, surfing and/or rowing clubs are often found at lakes and other larger waters. In larger towns and cities you can play tennis, volleyball, practice yoga or visit fitness centres.

**Various clubs and associations** are also present in smaller settlements (football clubs, volunteer fire brigades, choirs and singing societies, gymnastics clubs, music bands, scouts, sports clubs, traditional Austrian cultural associations etc.) as well as **special cultural associations**.

In majority of towns and cities **catholic and protestant churches** along with their facilities and institutions (Caritas, Diakonie, etc.) as well as other humanitarian initiatives operate for instance **local, regional and cross-regional refugee projects** and offer **free German language courses and learning aid for children**.

Simply contact a church, cultural association or the city hall/municipality office at your place of residence if you wish to make initial contact.

## 1.9 Austrian & International Cuisine

In smaller settlements you will find inns and taverns with **Austrian specialties** (Wiener schnitzel, roast pork, sausages etc.) and typical regional dishes. Austrian cuisine uses in particular pork, beef and poultry; main dishes are served at the inns and restaurants with side dishes (rice, dumplings, pasta) and vegetables. In larger cities you will also find **vegetarian and vegan restaurants**. Pastry shops and cafés/coffee houses offer coffee, tea and pastries (apple and soft cheese strudels, cakes, crepes, etc.).

In cities, larger towns, at the railway stations and in shopping centres there are restaurants offering **international cuisine** such as Italian restaurants and pizzerias, restaurants serving Spanish wine and tapas, Greek, Chinese, Japanese restaurants, Turkish or Levantine restaurants as well as fast-food restaurants and American fast-food restaurants, as well as cafés/coffee houses.

In many large cities and towns there are **markets** with special market stands and **supermarkets** where you can buy foodstuffs from around the world.

**Meals are served as follows:** the specified meals serving times are just a guideline: Breakfast: from 8 am to 10 am; Lunch: from 11.30 am to 2 pm; Dinner: from 6 pm to 8 pm. In rural regions sometimes only small snacks are served outside the regular serving times. In built-up areas and large cities there are numerous restaurants offering warm dishes throughout the day.

## 1.10 Labour Market Facts & Figures

In comparison with other EU states Austria has a **relatively low unemployment rate**: whereas the average unemployment rate in the EU (the EU 28) was at **8.5%**, Austria ranked seven with an unemployment rate of **6%** after the Czech Republic, Germany, Malta, Great Britain, Hungary and Romania.

Nevertheless, **unemployment** has **grown** strongly in Austria over recent years. Compared with the previous year, the number of persons registered in Austria as unemployed grew by 0.3% in 2016. In 2016 357,313 persons were on average registered as unemployed.

The risk of becoming unemployed is significantly higher for **persons with only compulsory education** (64%) compared with persons with completed apprenticeship training (23%), completed secondary education (12%), completed higher school education (15%) or university graduates (11%). Additionally unemployed persons with **only compulsory education clearly remain unemployed significantly longer** compared to persons with completed secondary training.

The risk of becoming unemployed is significantly lower for Austrian citizens (21.3%) when compared with non-Austrians (37%). **Foreign citizenship** also affects the **duration of employment**: on average the employment duration of non-Austrians is only half as long as the employment duration of Austrian citizens.

**25,027 persons eligible for asylum and subsidiary protection** were registered at the Public Employment Service Austria as unemployed or in training in the 2016 annual average; **meaning an increase of 7,683 (+44.3%) compared with the previous year**.

**Older persons** face a comparatively lower risk of becoming unemployed; if however 50 or more year old persons are affected by unemployment, then they remain unemployed for a relatively longer period.

**Men and women younger than 25** have the **highest risk** of becoming unemployed. With age the risk of unemployment decreases, however it strongly increases again for men of age over 60 reaching a peak of **14.2%**.

In 2016 the number of **women registered as unemployed** grew stronger in comparison with the previous year by +1.9% then that of men (+0.7%); the unemployed quota of women of 8.3% was clearly below that of men (9.7%).

Although the Vienna labour market for higher qualified persons in the services sector continues offering good career opportunities, **unemployment in Vienna has increased** over recent years. When **comparing the provinces**, unemployment in 2016 is **highest in Vienna** with an average of 13.6% and **lowest in Salzburg** with an average of 5.6%.

Whereas Vienna shows a comparably slight increase of vacancies in particular for persons with low qualifications, the **labour market in the federal provinces with strong tourism sector developed far more dynamically**.

**Western federal provinces** generally showed a tendency toward higher increases in employment and lower growth of registered unemployed.

Young and also older persons in gainful employment (in particular men) with medical restrictions and low qualifications (compulsory school graduation) have a higher risk of becoming unemployed respectively it is harder for them to find a job. **(Re-)Entering the Austrian labour market may be quite difficult for foreign citizens** with lacking or poor language skills (especially German skills) and low school and/or professional qualifications obtained abroad as well as lacking domestic networks which would make it easier to enter the labour market.

Whereas it can be quite challenging to find a position in Vienna, career opportunities are comparably higher in the federal provinces (e.g. in the tourism sector).

The Public Employment Service Austria assists persons eligible for asylum respectively subsidiary protection in having **their foreign qualifications and competencies recognised in Austria** hence facilitating their entrance to the labour market (also see Chapter 4.1.3).

#### **Additional Information:**

<http://www.statistik.at/> (labour market statistics)

<http://iambweb.ams.or.at/ambweb/> (unemployment facts & figures)

<http://ec.europa.eu/eurostat> (European facts & figures in comparison)

<http://www.ams.at/> (labour market situation in 2016)

<http://www.ams.at/> (refugee integration into the labour market: summary & outlook)

## 2. ENTERING & STAYING IN AUSTRIA

Persons eligible for asylum respectively subsidiary protection both enter Austria initially as asylum seekers.

### 2.1 Residence of Persons Eligible for Asylum respectively Subsidiary Protection

The UNHCR, the UN Refugee Agency, defines **asylum seekers** as persons seeking asylum in a foreign country, i.e. protection against persecution, whose asylum proceeding have not been completed yet.

Asylum seekers legally residing in Austria receive the so-called **basic care and service benefits** (Grundversorgung). The basic care and service benefits cover foodstuffs, accommodation and other benefits (e.g. ensuring health insurance, benefits for persons in need of care, information and counselling, schooling subsidy, clothing).

According to the Geneva Convention, a **person eligible for asylum** or a **recognised refugee** is an individual whose reasons for fleeing have been recognised. Pursuant to international law, a refugee is an individual who left their home country since they had a well substantiated fear of being persecuted. Persecution reasons as set forth by the Geneva Convention are race, religion, nationality, membership in a certain social group, or political views.

Persons eligible for asylum may stay in Austria and have **free access to the labour market**. The residence of persons eligible for asylum is initially limited to **three years** and is extended for an indefinite period if the prerequisites for granting asylum continue to apply. **Time-limited asylum** is applicable to all persons who have submitted their asylum application after 15<sup>th</sup> of November 2015, however persons eligible for asylum whose status was recognised before 1<sup>st</sup> of June 2016 have a time-limited right of residence. The documentation department of the Federal Office of Immigration & Asylum (BFA) drafts an annual report on the situation in the countries of origin. If political persecution is no longer probable according to the country report then asylum revocation proceedings will be initiated. **Recognition of refugee status** is effected through a **decision** served to the asylum seekers. Every decision of the Federal Office of Immigration & Asylum also contains the decision, i.e. the result of the proceedings and instructions on the appeal procedure, in a language which the foreigner understands.

Refugees granted the status of asylum eligibility receive an **asylum eligibility card** (Karte für Asylberechtigte) serving as proof of identity and legitimacy of their residence in Austria. They receive an application for a **convention travel document** (Konventionsreisepass) which they can submit to the Federal Office of Immigration & Asylum.

Persons eligible for asylum can receive **basic care and service benefits** for another four months from the recognition of their refugee status.

Persons eligible for **subsidiary protection** are distinguished from persons eligible for asylum. Persons eligible for subsidiary protection are individuals whose **asylum application** has been rejected but whose life or health are threatened in their home country. They require protection from deportation since they are for instance threatened by persecution. The status of persons eligible for subsidiary protection entitles them to temporarily reside in Austria. A **time-limited residence permit** is initially granted for a period of **one year** which can be extended to two years as often as required. An **application for extension** may be submitted personally or in writing. No specific form requirements apply. If the application is submitted personally the current card for persons eligible for subsidiary protection must be presented.

Persons eligible for subsidiary protection have **free access to the labour market** and can apply for an **alien passport** at the Federal Office of Immigration & Asylum if they cannot obtain a passport from their own home country.

Persons eligible for subsidiary protection may – if they are not in gainful employment – continue receiving **basic care and service benefits**.

A later transfer from subsidiary protection to **permanent residence, EU** is possible, subject to satisfying all prerequisites for being granted such. Persons eligible for subsidiary protection can also be deprived of the residence permit.

### **Family procedure:**

If several family members apply for international protection, their proceedings are jointly examined. However each family member receives their own decision. If one of the family members satisfies the prerequisites for being granted international protection, then the other family member are granted the same degree of protection.

The following applies to **reunion of family members of persons eligible for asylum**: spouses, unmarried minors or their parents (i.e. family nucleus) receive a visa at the Austrian embassy if such is applied for within three months following the positive decision. If the application is submitted afterwards, then typical local accommodation, sufficient income and health insurance must be demonstrated.

**Family members of persons eligible for subsidiary protection** (family nucleus) may apply to enter the country only **three years after the status** of subsidiary protection eligibility has been awarded. Also in this case appropriate accommodation, sufficient income and health insurance prerequisites must be satisfied.

The obligation of demonstrating additional prerequisites does not apply to parents of unaccompanied minors eligible for asylum or subsidiary protection.

Persons eligible for asylum respectively subsidiary protection are obliged from 1<sup>st</sup> of June 2016 to report to the **integration centre of the Austrian Integration Fund** (ÖIF) competent for their federal province immediately after recognition of their status.

### **Competent authority:**

Federal Office of Immigration & Asylum and its field offices

### **Additional information:**

<http://www.refugee-guide.at/asylrecht.html> (refugees guide in various languages: German, English, Russian, Dari, Farsi, Arabic, Urdu)

<http://diakonie.at/> (asylum lexicon: terms related to asylum proceedings)

<http://www.bfa.gv.at/> (Federal Office of Immigration & Asylum and its field offices)

<http://www.bfa.gv.at/> (brochure: asylum proceedings)

<http://www.bfa.gv.at/> (frequently asked questions)

<http://www.bfa.gv.at/> (Who is eligible for subsidiary protection?)

<https://www.help.gv.at/> (persons eligible for asylum and subsidiary protection)

<https://www.ris.bka.gv.at/> (amendment of the Asylum Act of 2005, the Immigration Authorities Act of 2005 and the BFA Proceedings Act)

<https://grundversorgung.info.net/> (basic care and service benefits)

<http://www.integrationsfonds.at/> (integration centres of the Austrian Integration Fund)

## 2.2 Compulsory Registration

**Residential registration** is mandatory in Austria. Any person establishing their residence in a new private accommodation in Austria (or moving their place of residence within Austria) is obliged to register with the respective competent authority within three (3) days of establishing residence.

### Competent authorities are:

- the registration office at your place of residence (municipality office (Gemeindeamt) or in cities municipal district authority (Magistrat))
- in Vienna: the registration office of the municipal district offices (Magistratisches Bezirksamt)

The following **documents** are to be furnished:

- ▶ completed residence registration form (Meldeformular) for each person to be registered; the registration form can be obtained from the responsible registration authorities, in some newsagents/tobacconists (Trafik) or the Internet
- ▶ passport
- ▶ birth certificate
- ▶ residence registration certificate for any other places of residence

The **residence registration form** must be signed by the lessee (the property owner or the property management) and the residing person (e.g. tenant), submitted personally or by a person of trust or sent by post to the responsible residence registration authorities (Meldebehörde).

The authorities issue a residence registration certificate (Meldebestätigung).

Upon registering in Austria, your personal data will be automatically saved in the **Central Residence Registry** (Zentrales Melderegister, ZMR) and available to authorities. Every person registered in Austria is assigned a dedicated number in the Central Residence Registry (Central Residence Registry Number, "ZMR-Zahl") which is shown on the residence registration certificate (Meldebestätigung).

### Additional information:

<http://www.help.gv.at/> (registration and de-registration of the residence)

<https://www.help.gv.at/> (residence registration forms)

### 3. STANDARD OF LIVING

#### 3.1 Currency

**Austria's** currency is the Euro (€), one Euro is comprised of 100 cents. One Euro is equivalent to 1.174 US dollars (\$) (as of 28<sup>th</sup> of September 2017).

In Austria you can pay cash (notes and coins) or cashless (using for instance a debit or credit card). When you open a bank account (see Chapter 3.6) you will receive a debit card and a credit card. After payment you will receive an invoice/sales receipt showing where and when you bought a certain product.

#### 3.2 International Dialling Code

The international dialling code for telephone calls to Austria is: +43 (0043). When in Austria you do not need to use the international dialling code.

#### 3.3 Emergency Numbers

If you need assistance in an emergency situation in Austria or someone desperately needs help, please **call** one of the following **emergency services**.

##### Emergency Services – no dialling code required:

<b>Fire department</b>	<b>122</b>
<b>Police</b>	<b>133</b>
<b>Ambulance</b>	<b>144</b>
<b>Women's anti-violence helpline</b>	<b>0800 222 555</b>
Doctors on call – (from 7 pm to 7 am, on weekends from Friday 7 pm to Monday 7 am as well as on holidays around the clock)	<b>141</b>

These phone numbers are **free**. You can also call these numbers even if you have **no credit** on your prepaid mobile phone.

##### Other important phone numbers & websites:

Pharmacies call service	<b>1455</b>
Pharmacy on duty at night & during weekends	<a href="http://www.apotheker.or.at/">http://www.apotheker.or.at/</a>
Dentists directory	<a href="http://www.zahnaerztekammer.at/">http://www.zahnaerztekammer.at/</a>
Poisoning emergency line	<b>01 406 43 43</b>
Social-psychiatric emergency assistance (around the clock)	<b>01 313 30</b>
Helpline for children ("Rat auf Draht")	<b>147</b>
Suicide and crisis intervention hotline (around the clock)	<b>142</b>
Women's counselling services in cases of violence	<a href="https://www.help.gv.at/">https://www.help.gv.at/</a>
Children and youth counselling services in cases of violence	<a href="https://www.help.gv.at/">https://www.help.gv.at/</a>
Men's counselling services in case of violence	<a href="https://www.help.gv.at/">https://www.help.gv.at/</a>

### Other important phone numbers & websites:

Emergency services in general	<a href="http://www.regionalsuche.at/">http://www.regionalsuche.at/</a>
Austrian emergency service numbers	<a href="http://www.polizei.gv.at/alle/notrufe.aspx">http://www.polizei.gv.at/alle/notrufe.aspx</a>
Refugee assistance in Austria	<a href="https://www.help.gv.at/">https://www.help.gv.at/</a>

### 3.4 Legal & Social Counselling

<https://www.help.gv.at/> (counselling & assistance for refugees)  
<https://www.caritas.at/> (Caritas Austria)  
<http://fluechtlingsdienst.diakonie.at/> (Diakonie refugee service)  
<http://www.volkshilfe.at/> (Volkshilfe Austria)  
<http://www.roteskreuz.at/> (Red Cross)  
<https://www.samariterbund.net/> (Workers' Samaritans Association (Arbeiter-Samariter-Bund))

#### Burgenland

##### Asylum & aliens law counselling

St. Rochus-Straße 15  
7000 Eisenstadt

[i.strobl@caritas-burgenland.at](mailto:i.strobl@caritas-burgenland.at)  
<https://www.caritas-burgenland.at>

**Languages:** Arabic, Dari, Farsi, Russian, English, German;  
interpretation services for many languages on-site and on the phone

**phone: 02682 736 00 306**  
**phone: 0676 837 30 341**

##### ARGE legal counselling, regional office South Burgenland

Wiener Straße 1  
7400 Oberwart

[beratung.burgenland-sued@diakonie.at](mailto:beratung.burgenland-sued@diakonie.at)  
<http://fluechtlingsdienst.diakonie.at/>

**Languages:** interpretation services for many languages  
on-site and on the phone

**phone: 0664 88 98 26 20**

##### ARGE social counselling Oberwart/MOBEB – mobile refugee counselling Burgenland

Wiener Straße 1  
7400 Oberwart

[mobeb@diakonie.at](mailto:mobeb@diakonie.at)  
<http://fluechtlingsdienst.diakonie.at/>

**Languages:** English, German; interpretation services for  
many languages on-site and on the phone

**phone: 0664 886 82 234**

##### SOS Mitmensch

legal & social counselling  
Oberpodgoria 33  
7463 Weiden bei Rechnitz

[mof.sos@aon.at](mailto:mof.sos@aon.at)  
<http://www.sosmitmensch-bgld.at/>

**Languages:** English, German

**phone: 0650 351 4003**  
**phone: 0650 351 4001**

<b>Carinthia</b>	
<b>Caritas Carinthia</b> social counselling Sandwirtgasse 2 9010 Klagenfurt am Wörthersee <a href="mailto:sozialberatung@caritas-kaernten.at">sozialberatung@caritas-kaernten.at</a> <a href="https://www.caritas-kaernten.at/">https://www.caritas-kaernten.at/</a> <b>Languages:</b> German, English	<b>phone: 0463 55560 15</b>
<b>ARGE legal counselling, regional office Carinthia</b> Hauptplatz 7 9500 Villach <a href="mailto:beratung.kaernten@diakonie.at">beratung.kaernten@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at/">http://fluechtlingsdienst.diakonie.at/</a> <b>Languages:</b> English, French, German; interpretation services for many languages on-site and on the phone	<b>phone: 0664 88 68 23 19</b>
<b>IAM – Institute of Labour Migration</b> legal counselling for person eligible to asylum or subsidiary protection after their referral by the AMS Carinthia Focus: labour law for foreigners, unemployment insurance law Gabelsbergerstraße 11–13 9020 Klagenfurt am Wörthersee <a href="mailto:info@iam.co.at">info@iam.co.at</a> <a href="http://www.iam.co.at/">http://www.iam.co.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0463 509301</b>
<b>Lower Austria</b>	
<b>Asylum &amp; integration South Lower Austria – mobile  refugee assistance of Lower Austria</b> Neuklostergasse 1 2700 Wiener Neustadt <a href="mailto:asylundintegration-noe@caritas-wien.at">asylundintegration-noe@caritas-wien.at</a> <a href="https://www.caritas-wien.at/">https://www.caritas-wien.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02622 40920</b>
<b>Volkshilfe Lower Austria</b> legal & social counselling for persons eligible for asylum or subsidiary protection Kremser Gasse 37 3100 St. Pölten <a href="mailto:fair.stpoelten@volkshilfe-wien.at">fair.stpoelten@volkshilfe-wien.at</a> <b>Languages:</b> Arabic, Dari, Farsi, Pashto, Bulgarian, Macedonian, Bosnian, Croatian, Serbian, English, German and many other languages as well as interpretation services for many languages on-site and on the phone	<b>phone: 02742 21804</b>

## Lower Austria

### Mobile refugee assistance team North Lower Austria

legal & social counselling for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits

Hauptplatz 6–7

2100 Korneuburg

[post-mfb-noe@caritas-wien.at](mailto:post-mfb-noe@caritas-wien.at)

<https://www.caritas-wien.at>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

phone: 02262 62355

### Mobile refugee assistance team South Lower Austria

legal & social counselling for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits

Neuklostergasse 1

2700 Wiener Neustadt

[post-mfb-noe@caritas-wien.at](mailto:post-mfb-noe@caritas-wien.at)

<https://www.caritas-wien.at>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

phone: 02622 830 20

### Mobile refugee assistance team Central Lower Austria

legal & social counselling for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits

Baumannstr. 11–15/EG/Bereich C

1030 Wien

[post-mfb-noe@caritas-wien.at](mailto:post-mfb-noe@caritas-wien.at)

<https://www.caritas-wien.at>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

phone: 01 710 51 65

### Mobile refugee assistance team Baden Lower Austria

legal & social counselling for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits

Wassergasse 16

2500 Baden

[post-mfb-noe@caritas-wien.at](mailto:post-mfb-noe@caritas-wien.at)

<https://www.caritas-wien.at>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

phone: 02252 252 725

Lower Austria	
<b>ARGE legal counselling, regional office St. Pölten &amp; Western Lower Austria</b> legal & social counselling Josefstraße 5/4 3100 St. Pölten <a href="mailto:noewe@diakonie.at">noewe@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at/">http://fluechtlingsdienst.diakonie.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02742 214 38</b>
<b>Diakonie refugee service – Mobile Refugee Assistance of Western Lower Austria – Amstetten</b> Rathausstraße 4 3300 Amstetten <a href="mailto:noewe-amstetten@diakonie.at">noewe-amstetten@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at/">http://fluechtlingsdienst.diakonie.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 07472 229 54</b>
<b>ARGE legal &amp; social counselling, regional centre Traiskirchen</b> Pfaffstättnerstraße 31b 2514 Traiskirchen <a href="mailto:beratung.traiskirchen@diakonie.at">beratung.traiskirchen@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at">http://fluechtlingsdienst.diakonie.at</a> <b>Languages:</b> Arabic, Dari, Farsi, Russian, English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02252 547 26</b>
Salzburg	
<b>Caritas legal counselling</b> Plainstraße 83 5020 Salzburg <a href="mailto:rechtsberatung@caritas-salzburg.at">rechtsberatung@caritas-salzburg.at</a> <a href="https://www.caritas-salzburg.at/">https://www.caritas-salzburg.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0662 849 373 214</b>
<b>Caritas social counselling</b> Plainstraße 83 5020 Salzburg <a href="mailto:sozialberatung@caritas-salzburg.at">sozialberatung@caritas-salzburg.at</a> <a href="https://www.caritas-salzburg.at">https://www.caritas-salzburg.at</a> <b>Languages:</b> interpretation services for many languages on-site and on the phone	<b>phone: 0662 849 373 224</b>
<b>ARGE legal counselling, regional office Salzburg</b> Innsbrucker Bundesstraße 47a/2. Stock 5020 Salzburg <a href="mailto:beratung.salzburg@diakonie.at">beratung.salzburg@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at/">http://fluechtlingsdienst.diakonie.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0664 88 68 23 21</b>

## Salzburg

### **SABERA – Salzburg residents counsel asylum seekers**

Innsbrucker Bundesstraße 47a/2. Stock

5020 Salzburg

[sabera@diakonie.at](mailto:sabera@diakonie.at)

<http://fluechtlingsdienst.diakonie.at>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

**phone: 0664 88 98 26 45**

### **Association for foreigners' counselling and assistance in Salzburg (VEBBAS)**

legal & social counselling

Auerspergstraße 17

5020 Salzburg

[office@vebbas.at](mailto:office@vebbas.at)

<http://www.vebbas.at>

**Languages:** Arabic, Dari, Farsi, Russian, Ukrainian, Kurdish, English, French, Italian, Bosnian, Croatian, Serbian, Polish, Turkish, German; interpretation services for many languages on-site and on the phone

Counselling also offered in Bischofshofen and Zell am See:

<http://www.vebbas.at/>.

**phone: 0662 87 32 48**

## Styria

### **Legal counselling for asylum seekers, refugees and migrants**

Mariengasse 24

8020 Graz

[j.krobath@caritas-steiermark.at](mailto:j.krobath@caritas-steiermark.at)

[marie-luise.krobath-fuchs@caritas.steiermark.at](mailto:marie-luise.krobath-fuchs@caritas.steiermark.at)

<https://www.caritas-steiermark.at>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

**phone: 0316 8015 334**  
**phone: 0676 88015 716**

### **ARGE legal counselling, regional office Styria**

Radetzkystraße 18/2

8010 Graz

[beratung.steiermark@diakonie.at](mailto:beratung.steiermark@diakonie.at)

<http://fluechtlingsdienst.diakonie.at/>

**Languages:** Arabic, Dari, Farsi, English, German; interpretation services for many languages on-site and on the phone

**phone: 0664 88 68 22 81**

### **Zebra association**

legal & social counselling

Granatengasse 4/3. Stock

8020 Graz

[office@zebra.or.at](mailto:office@zebra.or.at)

<https://www.zebra.or.at/>

**Languages:** Arabic, Dari, Farsi, Chechen, English, German; interpretation services for many languages on-site and on the phone

**phone: 0316 83 56 30**

Tyrol	
<b>Caritas</b> social counselling for persons eligible for asylum or subsidiary protection Heiliggeiststraße 16 6020 Innsbruck <a href="mailto:m.nguyen.caritas@dibk.at">m.nguyen.caritas@dibk.at</a> <a href="https://www.caritas-tirol.at/">https://www.caritas-tirol.at/</a> <b>Sprachen:</b> Languages: English, German; interpretation services for many languages on-site and on the phone Counselling also offered in Telfs, Imst, Landeck and Reutte.	<b>phone: 0512 7270 15</b> <b>phone: 0676 87 30 62 02</b>
<b>ARGE legal counselling, regional office Tyrol</b> Bürgerstraße 21/1. Stock 6020 Innsbruck <a href="mailto:bti@diakonie.at">bti@diakonie.at</a> <a href="mailto:beratung.tirol@diakonie.at">beratung.tirol@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at/">http://fluechtlingsdienst.diakonie.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, Somali, English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0664 88 58 89 11</b>
<b>Fluchtpunkt</b> legal & social counselling Jahnstraße 17 6020 Innsbruck <a href="mailto:info@fluchtpunkt.org">info@fluchtpunkt.org</a> <a href="http://www.fluchtpunkt.org">http://www.fluchtpunkt.org</a> <b>Languages:</b> counselling offered in 11 languages including Arabic, Dari, Farsi	<b>phone: 0512 581 488</b>
Upper Austria	
<b>Counselling centre for asylum seekers and refugees Linz</b> mobile social counselling Ziegeleistraße 7A 4020 Linz <a href="mailto:fluechtlingshilfe@caritas-linz.at">fluechtlingshilfe@caritas-linz.at</a> <a href="https://www.caritas-linz.at">https://www.caritas-linz.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0732 7610 2361</b>
<b>migrare – migrants' centre of Upper Austria</b> legal & social counselling Humboldtstraße 49 4020 Linz <a href="mailto:office@migrare.at">office@migrare.at</a> <a href="http://www.migrare.at/">http://www.migrare.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, Pashto, Russian, English, Albanian, Bosnian, Croatian, Serbian, Turkish, German Counselling is also offered in Steyr, Wels, Vöcklabruck, etc. <a href="http://www.migrare.at/">http://www.migrare.at/</a>	<b>phone: 0732 66 73 63</b>

## Upper Austria

### Volkshilfe Upper Austria

legal & social counselling  
Stockhofstraße 40  
4020 Linz  
[fmempfang@volkshilfe-ooe.at](mailto:fmempfang@volkshilfe-ooe.at)  
<https://www.volkshilfe-ooe.at/>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

phone: 0732 60 30 99

## Vienna

### Info line to the refugee assistance of Caritas Vienna

phone: 01 890 48 31

### Asylum legal counselling Vienna

legal & social counselling  
Spitalgasse 5–9  
1090 Wien  
[asylrechtsberatung@caritas-wien.at](mailto:asylrechtsberatung@caritas-wien.at)  
<https://www.caritas-wien.at/>

**Languages:** Arabic, Dari, Farsi, English, French, Spanish, Somali, Czech, and others.

phone: 01 427 88 644

### Asylum centre Vienna

basic care and service benefits  
Mariannengasse 11  
1090 Wien  
[asylzentrum@caritas-wien.at](mailto:asylzentrum@caritas-wien.at)  
<https://www.caritas-wien.at/>

phone: 01 427 88-0

### Legal counselling Vienna

Wattgasse 48/3. Stock  
1170 Wien  
[arge.rechtsberatung@diakonie.at](mailto:arge.rechtsberatung@diakonie.at)  
<http://fluechtlingsdienst.diakonie.at/>

**Languages:** Arabic, Dari, Farsi, Urdu, Pashto, English, German, etc.

phone: 01 405 62 951

### Social counselling centre of Vienna

Wattgasse 48/3. Stock  
1170 Wien  
[beratung.wien@diakonie.at](mailto:beratung.wien@diakonie.at)  
<http://fluechtlingsdienst.diakonie.at/>

**Languages:** interpretation services for many languages on-site and on the phone

phone: 01 405 62 952

### Interface Startbegleitung

social counselling: aspects of income support for persons eligible for asylum respectively subsidiary protection  
Pappenheimgasse 10–16  
1200 Wien  
[sfa@interface-wien.at](mailto:sfa@interface-wien.at)  
<http://www.interface-wien.at/>

**Languages:** Arabic, Dari, Farsi, Somali, Chechen, Russian, Georgian, Bosnian, Croatian, Serbian, French, English, German

phone: 01 524 50 15 51

## Vienna

### MOZAIK youth counselling centre

Wichtelgasse 57–59

1170 Wien

[jugendberatung@diakonie.at](mailto:jugendberatung@diakonie.at)

<http://fluechtlingsdienst.diakonie.at/>

**Languages:** Arabic, Dari, Farsi, Somali, Chechen, interpretation services for many languages on-site and on the phone

phone: 01 343 95 95 8217

### Asyl in Not (asylum emergency)

Währinger Straße 59/2/1

1090 Wien

[office@asyl-in-not.org](mailto:office@asyl-in-not.org)

<http://www.asyl-in-not.org/>

**Languages:** Arabic, Dari, Farsi, English, French, Russian

phone: 01 408 42 10

### Counselling centre for asylum seekers and refugees receiving basic care and service benefits

Schweidlgasse 38/Top 1

1020 Wien

[beratungsstelle@integrationshaus.at](mailto:beratungsstelle@integrationshaus.at)

<http://www.integrationshaus.at/>

**Languages:** Arabic, Dari, Farsi, English, French, Kurdish, Russian, Romanian, Spanish, Swahili, Hebrew, Bosnian, Croatian, Serbian, Turkish, German, etc. Interpretation services for many languages on-site and on the phone

phone: 01 212 35 20

### Flüchtlingsprojekt Ute Bock (refugee project)

Zohmannsgasse 28

1100 Wien

[beratung@fraubock.at](mailto:beratung@fraubock.at)

<http://www.fraubock.at/>

**Languages:** Arabic, Dari, Farsi, Chechen, Russian, Somali, English, German, etc.

phone: 01 929 24 24 24

### Peregrina

legal & social counselling for women

Wilhelm-Weber-Weg 1/2/1+2

1110 Wien

[information@peregrina.at](mailto:information@peregrina.at)

<http://www.peregrina.at/>

**Languages:** Arabic, Armenian, Kinyarwanda, Kirundi, Turkish, French, English, German

phone: 01 408 33 52

phone: 01 408 61 19

## Vorarlberg

### Caritas

legal counselling by appointment  
Schlossgraben 6  
6800 Feldkirch

[fluechtlingshilfe@caritas.at](mailto:fluechtlingshilfe@caritas.at)

<https://www.caritas-vorarlberg.at/>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

**phone: 05522 200 5500**

### ARGE legal counselling, regional office Vorarlberg

Reichsstraße 173/5. Stock  
6800 Feldkirch

[beratung.vorarlberg@diakonie.at](mailto:beratung.vorarlberg@diakonie.at)

<http://fluechtlingsdienst.diakonie.at/>

**Languages:** English, German; interpretation services for many languages on-site and on the phone

**phone: 0664 88 30 23 42**

### Legal guardian for unaccompanied refugee minors (UMF) in Vorarlberg

Reichsstraße 173/5. Stock  
6800 Feldkirch

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

<http://fluechtlingsdienst.diakonie.at/>

**Languages:** interpretation services for many languages on-site and on the phone

**phone: 0664 883 02 342**

## 3.5 Retail/Supermarkets Business Hours

Shops are generally open from 9 am until 6 pm in Austria; some supermarkets open at 7.30 am and close partly at 7 or 8 pm. Some shopping centres also have longer opening hours.

In larger cities there are markets open every day except on Sundays (mostly from 8 am to 6 pm), there are however also markets which only open once a week (on Fridays or Saturdays).

Most shops are closed on Sundays. In larger cities you can however go shopping in shopping malls located at railway stations for instance. You can also buy foodstuffs at many petrol stations on Sundays and holidays.

## 3.6 Opening a Bank Account

When living and working in Austria you should open a bank account (current account). This ensures that you can regularly receive your income (wage or salary) or your benefits (such as basic care and service benefits, means-tested minimum benefits, unemployment benefits, family allowance, etc.). At the same time you can have recurring expenses such as rent, heating and electricity bills which have to be paid at a certain date automatically debited from your account.

You can open a bank account in Austria even if you do not have a regular income yet.

You are required to present valid identification with photo (passport) in order to open a current account (an account to which your salary is paid (Gehaltskonto), sometimes you also need to present your residence registration form (Meldezettel).

### Additional information:

<https://www.bankaustria.at/> (Bank Austria)  
<https://www.sparkasse.at/> (Erste Bank)  
<http://www.raiffeisen.at> (Raiffeisenbank)  
<http://www.bawagpsk.com/> (BAWAG-PSK)  
<http://www.volksbank.at> (Volksbank)  
<https://www.easybank.at/> (easybank)  
<http://www.arbeiterkammer.at/> (bank calculator of the Chamber of Labour)

## 3.7 Motor Vehicles

### 3.7.1 Purchase of a Motor Vehicle

In addition to the purchase price of a new or a second-hand car you will have to pay once for the admission to traffic and pay ongoing costs such as costs of fuel (petrol/diesel), car insurance and vehicle tax.

If you are going to buy a **new vehicle** and sign a **purchase contract**, please carefully read the small printed sentences on the front and back sides of the contract form.

You can buy a **second-hand vehicle** from a private seller (check for instance ads in daily newspapers) or from second-hand car dealers. When buying or selling a second-hand vehicle, we recommend having it tested – a **pre-purchase test** can be carried out at the Austrian automobile clubs ARBÖ or ÖAMTC. ÖAMTC and ARBÖ are Austrian automobile clubs inspecting vehicles with regard to their condition and whether they can be admitted to traffic. If you are a member of one these two clubs you will receive assistance in case of an accident or breakdown: if your vehicle breaks down, call the breakdown assistance service and the staff of the automobile club where you are a member will be dispatched to you to assist you by repairing your vehicle or having it towed. Membership and certain services are not free.

A vehicle test is carried out by a mechanic and takes approximately 90 minutes. After the test you will receive a **condition respectively test report (Zustandsbericht/Prüfbericht)** informing you of the vehicle condition and whether it can be admitted to traffic at all.

### Additional information:

<http://www.konsumentenfragen.at/> (buying cars and other motor vehicles)  
<http://www.oeamtc.at/> (ÖAMTC)  
<http://www.arboe.at/> (ARBÖ)  
<https://www.help.gv.at/> (driving motor vehicles with foreign registration)  
<http://www.oeamtc.at/> ((self-importing of motor vehicles by private persons)  
<http://www.help.gv.at/> (motor vehicle admission to traffic)  
<https://www.help.gv.at/> (third-party liability insurance)  
<https://www.help.gv.at/> (moving a motor vehicle to Austria)

### 3.7.2 Driving License

The following regulations apply to driving licenses issued in third countries (non-EU/non-EEA member states):

- when you have residence in Austria the foreign driving license remains valid for 6 (six) months from the establishment of residence in Austria (i.e. the point of time when you registered your residence in Austria) provided that the license holder is 18 or older.
- when you have no residence in Austria the foreign driving license remains valid for 12 (twelve) months from entering the Austrian federal territory provided that the license holder is 18 or older.

If the driving license is not in German, the following applies

- ▶ it is valid if it complies with the requirements of the Geneva or Vienna Treaty and/or the EU driving license directive, or
- ▶ in combination with an international driving license or
- ▶ in combination with a translation

**Persons eligible for asylum and subsidiary protection** from a non-EU/non-EEA member state with residence in Austria have to have their driving license reissued by the Austrian authorities **within six months** as the original driving license will become void after this period.

### Having your driving license reissued

Holders of driving licenses issued by the majority of non-EU/non-EEA countries must pass a **practical driving test**. The practical driving test is subject to a test fee.

### Required documents:

- ▶ convention travel document (Konventionspass)
- ▶ card for persons eligible for asylum  
respectively
- ▶ card for persons eligible for subsidiary protection
- ▶ foreign driving licence along with a German translation
- ▶ a photograph (portrait, 35mm x 45mm)
- ▶ residence registration form (Meldezettel).

### Competent authority

Foreign driving licenses can be reissued by any authority competent for driving licenses irrespective of your place of residence across Austria. The competent authority is either the provincial police headquarters (LPD) or the regional district administrative authority competent for your place of residence (i.e. district administrative authority (Bezirkshauptmannschaft) or municipal district authority (Magistrat)), in Vienna – the Traffic & Transportation Office (Verkehrsamt). The authority will immediately keep your old driving license and a provisional driving license will be issued.

**Please note:** the provisional driving license is only valid in Austria.

Fees to be paid at the authorities without the test fee: 60.50 Euros (as of July 2017)

If you want to **get a driving license** in Austria you will have to take a driving course. This course is comprised of a theory section (traffic rules, technical aspects, etc.) and a practical section (driving lessons). This course ends with the final driving license test.

Getting a driving license involves high costs (on average between 1,000 and 2,000 Euros). Remember to compare prices offered by individual driving schools. Driving school addresses can be found on the internet.

### Additional information:

- <https://www.help.gv.at/> (authorities competent for driving licenses)
- <http://www.oeamtc.at/fuehrerschein/> (foreign driving licenses in Austria – information in several languages)
- <http://www.help.gv.at/> (driving license, driving license categories, etc.)
- <http://www.arboe.at/> (driving license tips)
- <https://www.help.gv.at> (training required for getting a driving license)

### 3.7.3 Important Information related to Motor Vehicles

#### 3.7.3.1 When your Vehicle Breaks Down

Any vehicle blocking the road after it has broken down represents risk to other traffic participants. It is therefore indispensable to **make the vehicle and any passengers safe** for other traffic participants before taking any other steps. As soon as you enter a service lane on a motorway or a dual carriageway you have to **position the breakdown triangle** and put on the reflective high visibility vest making you easily visible to other traffic participants. This also applies to any other roads you are travelling on. The **reflective high visibility vest** is a sleeveless vest either in neon yellow or in neon orange. You must have both the breakdown triangle and the reflective high visibility vest onboard your motor vehicle.

**If your car breaks down, proceed as follows;**

- ▶ If possible drive the vehicle to the roadside (on motorways – onto the emergency lane or a parking area).
- ▶ Turn on the **flashing warning lights**.
- ▶ Put on the reflective high visibility vest: by law only the driver is obliged to wear a reflective high visibility vest when leaving the vehicle, however for safety you should have one ready for each person in the vehicle.
- ▶ The passengers leave the vehicle on the right.
- ▶ The driver positions the breakdown triangle behind the vehicle.
- ▶ If you additionally open the boot following traffic can immediately see that your vehicle is stationary.

Contact the ÖAMTC emergency service on 120 or the ARBÖ emergency service on 123. It is essential to prevent exposing your passengers or approaching traffic to any unnecessary hazards.

**If your car breaks down on an Austrian motorway, bear the following in mind:**

Emergency call pillars are located every 1.5km on Austrian motorways. Use these emergency call pillars to **make an emergency call** if you have no mobile phone. Small red directional arrows on the reflector posts or crash barriers show you the direction towards the next emergency call pillar. On parking lots you will find white signs.

#### 3.7.3.2 When you are Involved in an Accident

You must call the **police** if you have a severe accident or any person has been injured in the course of the accident. Simply dial **133** (no dialling code required).

In case of severe or unclear injuries always call an **ambulance**. Simply dial **144** (no dialling code required) and report your precise location, specify the vehicle type and the vehicle registration number.

On a motorway you can walk to the next **emergency call pillar** and call for assistance.

You must have a **first-aid kit** ("car first-aid kit") in your vehicle. You can use it to treat minor injuries.

If you are involved in an accident, you have to draft an **accident report**. The accident report has to contain details of any other motor vehicle drivers involved. The accident report is indispensable for clarifying your insurance claims. You should therefore always have an accident report form in your vehicle. Pass on the filled in accident report to your car insurance company as quickly as possible.

If you do not call the police or leave the place of the accident without providing aid to others or without recording an accident report, you can be prosecuted (**“hit & run offence”**). Even if you are not actively involved in the accident it is deemed hit & run offence if you provide no aid to others. On Austrian roads and motorways motor vehicle operators are obliged to pull over and keep an **“emergency corridor”** free between the actual driving lanes when a traffic jam starts building up to ensure unobstructed deployment of emergency services vehicles. Use the following link to see how to form an emergency corridor:

<https://www.oeamtc.at/thema/>

### 3.7.3.3 Compulsory Obligation to Equip Vehicles with Winter Tyres

From first of November through fifteenth of April vehicles are to be equipped with winter tyres which you have to buy and mount on the vehicle in order to comply with the weather-based mandatory regulations (snow and ice covered roads).

### 3.7.3.4 Compulsory Obligation to Wear Seat Belts

In Austria all persons travelling in a vehicle **must wear seat belts** while travelling in a motor vehicle. Vehicle operators are to ensure that children of age under fourteen or shorter than 150cm are appropriately securely seated in the vehicle (**“child safety seat”**).

### 3.7.3.5 Compulsory Obligation to Wear a Helmet

Operators of mopeds and motorcycles and passengers must wear a **safety helmet**. Children up to age of 12 riding a bicycle must wear a **bicycle helmet**.

#### Additional information:

<https://www.help.gv.at/> (compulsory obligation to wear a helmet)

### 3.7.3.6 Motorway Vignette

**Austrian motorways are subject to toll fees**, the required **motorway vignette** (Autobahn-Vignette) can be purchased at motorway service stations, fuel stations, and newsagents/tobacconists (Trafik).

#### Additional information:

<https://www.help.gv.at/> (motor vehicle regulations in Austria)  
<http://www.asfinag.at/maut/vignette> (motorway vignette prices)  
<http://www.oeamtc.at/> (country database: traffic regulations in Austria)  
<http://www.oeamtc.at/> (correct behaviour at the location of a vehicle breakdown)  
<https://www.help.gv.at/> (child safety seat with mandatory safety belts for children)  
<http://www.arboe.at/> (European accident report form)  
<https://www.help.gv.at/> (correct behaviour at the scene of an accident)

## 3.8 Housing

### 3.8.1 Accommodation during the Asylum Proceedings

Persons applying for asylum are initially accommodated in the so called “**allocation accommodations**” (Verteilerquartiere) in the federal provinces. If it is determined that Austria is responsible for the asylum proceedings, the initial asylum proceedings steps will be initiated there. Asylum seekers receive basic care and service benefits and are distributed in **accommodations across the federal provinces** (e.g. inns, guest houses). There is no entitlement to be allocated to a certain federal province; however care will be taken to keep members of the core family (father, mother, under-age children) together. With the approval of the office responsible for granting basic care and service benefits (also see Chapter 2.1), it is also possible to move to a different accommodation provided there is good reason for this. The accommodation may be both in **refugee accommodations** (accommodations provided by each federal province) as well as in **accommodations provided by relief organisations such as Caritas and Diakonie** (e.g. apartments or shared apartments, etc.). The authorities granting basic care and service benefits pay for accommodation in refugee quarters. As soon as the asylum seekers leave the refugee quarters they have to apply for basic care and service benefits for their private accommodation.

After completion of the asylum proceedings (issue of an entitlement to asylum) **persons eligible for asylum** may stay at the refugee quarters for a maximum of another four months; they also continue to receive financial aid through authorities granting basic care and service benefits. Afterwards they have to look for their own housing just like **persons eligible for subsidiary protection**. Relief organisations such as Caritas and Diakonie offer so-called **integration** or **starter apartments** which are rented to persons eligible for asylum respectively persons eligible for subsidiary protection in order to facilitate the first steps towards integration (finding a job, finding their own apartments on the private housing market).

Both asylum seekers and persons eligible for subsidiary protection may be accommodated in **private apartments**.

#### Additional information:

<http://asylwohnung.at/>

If after the lapse of the receipt of the basic care and service benefits you cannot pay for your living yourself (this also includes the rental costs), then you can apply at the competent social centre for **means-tested minimum benefits** (BMS) (also see Chapter 8.5).

#### Additional information:

<http://www.bmi.gv.at> (asylum related counselling)

<http://www.bmi.gv.at/> (accommodation and counselling)

<http://asylwohnung.at/> (apartments for persons eligible for asylum)

<https://www.help.gv.at/> (means-tested minimum benefits)

<http://www.bfa.gv.at> (brochure: asylum proceedings)

<http://diakonie.at/> (asylum glossary: terms related to asylum proceedings)

<http://www.startwien.at/de/asyl> (informative modules related to living in Vienna in Farsi, Dari and Arabic)

### 3.8.2 Assistance in Finding Accommodation

Counselling centres in the federal provinces support persons eligible for asylum or subsidiary protection and in individual cases asylum seekers who are looking for accommodation.

Additionally there are agencies helping to establish contact between persons eligible for asylum or subsidiary protection and people prepared to offer affordable accommodation to such.

#### Additional information:

<http://asylwohnung.at/ansprechpartner/> (agencies assisting landlords willing to rent accommodation)

<http://heimatsuche.at/> (online platform for persons eligible for asylum searching for accommodation in Austria)

<https://www.helfenwiewir.at/> (platform for persons willing to provide accommodation)

Burgenland	
<b>Refugees Welcome – Cafe PROSA</b> for interested landlords Sparkassenplatz 3 1150 Wien <a href="mailto:hallo@fluechtlinge-willkommen.at">hallo@fluechtlinge-willkommen.at</a> <a href="http://www.fluechtlinge-willkommen.at/">http://www.fluechtlinge-willkommen.at/</a>	
<b>Accommodation counselling Burgenland – Eisenstadt</b> for persons eligible for asylum or subsidiary protection Hauptstraße 37/Top 14 7000 Eisenstadt <a href="mailto:Wohnberatung.burgenland@diakonie.at">Wohnberatung.burgenland@diakonie.at</a> <a href="http://www.diakoniebgld.at">http://www.diakoniebgld.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0664 88 302 309</b>
<b>If you are homeless</b> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	
Carinthia	
<b>Caritas Carinthia – refugees &amp; migrants assistance</b> Adolf-Kolping-Gasse 6/2. Stock 9010 Klagenfurt am Wörthersee <a href="mailto:integration@caritas-kaernten.at">integration@caritas-kaernten.at</a> <a href="https://www.caritas-kaernten.at">https://www.caritas-kaernten.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 0463 55560 62</b>
<b>Refugee department Carinthia</b> for asylum seekers, persons eligible for asylum or subsidiary protection receiving basic care and service benefits Hasnerstraße 8 9020 Klagenfurt am Wörthersee <a href="mailto:Post.flw@ktn.gv.at">Post.flw@ktn.gv.at</a> <a href="https://www.ktn.gv.at/">https://www.ktn.gv.at/</a>	<b>phone: 050 536 10889</b>
<b>If you are homeless</b> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	

Lower Austria	
<b>Refugees Welcome – Cafe PROSA</b> for interested landlords & refugees searching for accommodation Sparkassenplatz 3 1150 Wien <a href="mailto:hallo@fluechtlinge-willkommen.at">hallo@fluechtlinge-willkommen.at</a> <a href="http://www.fluechtlinge-willkommen.at/">http://www.fluechtlinge-willkommen.at/</a>	
<b>Mobile refugee assistance team North Lower Austria</b> for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits Hauptplatz 6–7 2100 Korneuburg <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="https://www.caritas-wien.at">https://www.caritas-wien.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02262 62355</b>
<b>Mobile refugee assistance team South Lower Austria</b> for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits Neuklostergasse 1 2700 Wiener Neustadt <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="https://www.caritas-wien.at">https://www.caritas-wien.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02622 830 20</b>
<b>Mobile refugee assistance team Central Lower Austria</b> for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits Baumannstr. 11–15/EG/Bereich C 1030 Wien <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="https://www.caritas-wien.at">https://www.caritas-wien.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 01 710 51 65</b>
<b>Mobile refugee assistance team Baden, Lower Austria</b> for persons eligible for asylum or subsidiary protection and asylum seekers receiving basic care and service benefits Wassergasse 16 2500 Baden <a href="mailto:post-mfb-noe@caritas-wien.at">post-mfb-noe@caritas-wien.at</a> <a href="https://www.caritas-wien.at">https://www.caritas-wien.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02252 252 725</b>
<b>Mobile refugee assistance Western Lower Austria, Amstetten (NÖWE)</b> Josefstraße 5/4 3100 St. Pölten <a href="mailto:noewe@diakonie.at">noewe@diakonie.at</a> <a href="https://diakonie.at">https://diakonie.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	<b>phone: 02742 214 38</b>

Lower Austria	
<b>Refugee network Perchtoldsdorf</b> <a href="mailto:mitmachen@fluechtlingsnetzwerk.at">mitmachen@fluechtlingsnetzwerk.at</a> <a href="http://www.fluechtlingsnetzwerk.at">http://www.fluechtlingsnetzwerk.at</a>	phone: 0664 841 28 23
<b>If you are homeless</b> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	

Salzburg	
<b>Finding accommodation for asylum seekers, persons eligible for asylum or subsidiary protection receiving basic care and service benefits</b> Plainstraße 83 5020 Salzburg <a href="mailto:grundversorgung@caritas-salzburg.at">grundversorgung@caritas-salzburg.at</a> <a href="https://www.caritas.at/spenden-helfen/">https://www.caritas.at/spenden-helfen/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	phone: 0662 849 373 240
<b>INTO Salzburg – integration house</b> finding accommodation for persons eligible for asylum or subsidiary protection Lehener Str. 26 5020 Salzburg <a href="mailto:into.salzburg@diakonie.at">into.salzburg@diakonie.at</a> <a href="https://fluechtlingsdienst.diakonie.at">https://fluechtlingsdienst.diakonie.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	phone: 0662 870 32 90

Styria	
<b>Integration &amp; refugee affairs department</b> for asylum seekers, persons eligible for asylum or subsidiary protection receiving basic care and service benefits Burggasse 11 8011 Graz <a href="mailto:grundversorgung@stmk.gv.at">grundversorgung@stmk.gv.at</a> <a href="http://www.soziales.steiermark.at/">http://www.soziales.steiermark.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	phone: 0316 8776213
<b>Mobile integration counselling for ECHR refugees &amp; persons eligible for subsidiary protection</b> Mariengasse 24 8020 Graz <a href="mailto:bettina.zangl@caritas-steiermark.at">bettina.zangl@caritas-steiermark.at</a> <a href="https://www.caritas-steiermark.at/">https://www.caritas-steiermark.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone	phone: 0676 880 153 74

Tyrol	
<b>Diakonie accommodation counselling</b> for landlords providing accommodation <a href="mailto:wohnraum.tirol@diakonie.at">wohnraum.tirol@diakonie.at</a> <a href="http://fluechtlingsdienst.diakonie.at/">http://fluechtlingsdienst.diakonie.at/</a>	<b>phone: 0664 842 11 11</b>
<b>Accommodation counselling Tyrol</b> Bürgerstraße 21 6020 Innsbruck <a href="mailto:wohnberatung.tirol@diakonie.at">wohnberatung.tirol@diakonie.at</a> <a href="https://fluechtlingsdienst.diakonie.at">https://fluechtlingsdienst.diakonie.at</a> <b>Languages:</b> English, German	<b>phone: 0664 827 34 69</b>
<b>Caritas accommodation &amp; integration counselling</b> for persons eligible for asylum or subsidiary protection Heiligengeiststraße 16 6020 Innsbruck <a href="mailto:h.neuerer.caritas@dibk.at">h.neuerer.caritas@dibk.at</a> <a href="https://www.caritas-tirol.at">https://www.caritas-tirol.at</a> <b>Languages:</b> English, German	<b>phone: 0512 7270 13</b>
<b>If you are homeless</b> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	
Upper Austria	
<b>I-C-E Integrations-Caritas-Express</b> finding accommodation for persons eligible for asylum or subsidiary protection across Upper Austria Steingasse 25/1. Stock 4020 Linz <a href="mailto:ice@caritas-linz.at">ice@caritas-linz.at</a> <a href="https://www.caritas-linz.at/">https://www.caritas-linz.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, English, German; interpretation services for many languages on-site and on the phone Counselling also offered in the districts of Wels, Kirchdorf, Steyr, Ried im Innkreis, Schärding, Grieskirchen and Eferding.	<b>phone: 0732 7610 2765</b>
<b>SI Project – initial integration assistance of Volkshilfe OÖ</b> Stockhofstr. 40/1. Stock 4020 Linz <a href="mailto:si@volkshilfe-ooe.at">si@volkshilfe-ooe.at</a> <a href="https://www.volkshilfe-ooe.at/">https://www.volkshilfe-ooe.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone Counselling also offered in the districts of Braunau, Vöcklabruck, Haid, Gmunden, Perg, Freistadt, and Rohrbach.	<b>phone: 0732 6030 9953</b>
<b>If you are homeless</b> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	

Vienna	
<b>Refugees Welcome – Cafe PROSA</b> for interested landlords & refugees searching for accommodation Sparkassenplatz 3 1150 Wien <a href="mailto:hallo@fluechtlinge-willkommen.at">hallo@fluechtlinge-willkommen.at</a> <a href="http://www.fluechtlinge-willkommen.at/">http://www.fluechtlinge-willkommen.at/</a>	
<b>Caritas “finding accommodation”</b> for interested landlords <a href="mailto:fair.stpoelten@volkshilfe-wien.at">fair.stpoelten@volkshilfe-wien.at</a> <a href="https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/">https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/</a>	phone: 0676 3152108
<b>Diakonie refugees service Vienna</b> accommodation & counselling Linzer Straße 261 1140 Wien <a href="mailto:wohnraum@diakonie.at">wohnraum@diakonie.at</a> <a href="http://www.fluechtlingsdienst.diakonie.at">http://www.fluechtlingsdienst.diakonie.at</a>	phone: 01 3439595-0
<b>Volkshilfe Wohndrehscheibe (“accommodation hub”)</b> for persons eligible for asylum and working persons eligible for subsidiary protection who are searching for accommodation Landstraßer Hauptstraße 146–148/1. Stock 1030 Wien <a href="mailto:wds@volkshilfe-wien.at">wds@volkshilfe-wien.at</a> <a href="http://www.volkshilfe-wien.at">http://www.volkshilfe-wien.at</a> <b>Languages:</b> Arabic, Dari, Farsi, Russian, Bosnian, Croatian, Serbian, Bulgarian, Macedonian, Turkish, English, German	phone: 01 360 64 4343
<b>Austrian Red Cross – IWORA “integration accommodation”</b> <b>Accommodation for persons eligible for asylum</b> we visit families in centres providing basic care and service benefits <a href="mailto:iwora@wrk.at">iwora@wrk.at</a> <a href="http://www.rotekreuz.at/">http://www.rotekreuz.at/</a>	phone: 01 79580 3427
<b>Counselling centre for asylum seekers &amp; refugees receiving basic care and service benefits</b> Schweidlgasse 38/Top 1 1020 Wien <a href="mailto:beratungsstelle@integrationshaus.at">beratungsstelle@integrationshaus.at</a> <a href="http://www.integrationshaus.at/">http://www.integrationshaus.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, English, French, Kurdish, Russian, Romanian, Spanish, Swahili, Hebrew, Bosnian, Croatian, Serbian, Turkish, German, etc. Interpretation services for many languages on-site and on the phone	phone: 01 212 35 20
<b>Interface Startbegleitung (“start companion”)</b> for persons eligible for asylum and subsidiary protection who are searching for accommodation Pappenheimgasse 10–16 1200 Wien <a href="mailto:sfa@interface-wien.at">sfa@interface-wien.at</a> <a href="http://www.interface-wien.at/">http://www.interface-wien.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, Somali, Chechen, Russian, Georgian, Bosnian, Croatian, Serbian, French, English, German	phone: 01 524 50 15 51
<b>If you are homeless</b> <a href="http://wohnen.fsw.at/">http://wohnen.fsw.at/</a> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	

Vorarlberg	
<b>Refugees Welcome</b> for interested landlords & refugees searching for accommodation <a href="mailto:hallo@fluechtlinge-willkommen.at">hallo@fluechtlinge-willkommen.at</a> <a href="http://www.fluechtlinge-willkommen.at/">http://www.fluechtlinge-willkommen.at/</a>	
<b>Caritas accommodation counselling</b> for landlords providing accommodation Jahnplatz 4 6800 Feldkirch <a href="mailto:wohnungen@caritas.at">wohnungen@caritas.at</a> <a href="https://www.caritas-vorarlberg.at/">https://www.caritas-vorarlberg.at/</a>	<b>phone: 05522 200 1221</b>
<b>Caritas Existenz &amp; Wohnen (sufficient funds &amp; accommodation)</b> for persons eligible for asylum or subsidiary protection when faced with the risk of becoming homeless Reichsstraße 173 6800 Feldkirch <a href="mailto:caritascenter@caritas.at">caritascenter@caritas.at</a> <a href="https://www.caritas-vorarlberg.at">https://www.caritas-vorarlberg.at</a> <b>Languages:</b> English, German; interpretation services for many languages on-site and on the phone field offices Bludenz and Dornbirn: <a href="https://www.caritas-vorarlberg.at">https://www.caritas-vorarlberg.at</a>	<b>phone: 05522 200 1700</b>
<b>If you are homeless</b> <a href="https://www.help.gv.at/">https://www.help.gv.at/</a>	

### 3.8.3 Important Information related to Housing

#### 3.8.3.1 Renting

**Apartment rents** vary depending on the region. The average housing expenses (rent per square meter including operating costs) is lowest in Burgenland and highest in Salzburg. Rent per square meter depends on various factors such as proximity to transport, infrastructure, residential area, and fittings, fixtures and furnishings.

On top of the rent you will have to pay operating costs (approximately 25% of the net rent amount) as well as heating and electricity.

**Rent is payable monthly.** You can use a payment slip to pay your rent or have the rent monthly debited from your bank account (standing order). If you do not pay the rent regularly, you face the risk of losing your apartment (you will be evicted). The landlord may institute court proceedings against you.

Heating is included in the rent of some apartments. In many apartments you have to pay separately for natural gas, electricity and heating.

**Operating costs** include amongst others costs of water supply/sewage, sewers maintenance, waste disposal, cleaning costs, costs of heating, playground, laundry facilities, etc. which every tenant has to pay along with the rent every month.

You need a rental contract to be able to move into a rented apartment.

**A rental contract** is an oral or written agreement between the landlord (owner, principal tenant) and the tenant (respectively sub-tenant). **Recommendation:** conclude your rental contract **in writing** – you might need it if any disputes come up.

The **rental contract** regulates which apartment (precise address) has been rented to you and for how long; additionally it specifies apartment size, rental costs, termination deadlines, house rules etc.

#### 3.8.3.2 Costs at the Beginning of a Rental Contract

You may incur the following costs at the beginning of your rental

##### **Key money (Ablöse):**

if the landlord demands money for renting an apartment to you, it is illegal. However if a fitted kitchen stays in the apartment and a justified compensation for such is requested, then such “key money” is legally permissible; compensation for furniture and investments (e.g. having heating installed in the flat) is also legally permissible. Always request a written confirmation for the “key money” payment.

##### **Rent prepayment:**

rent prepayments are only legally permissible when such are paid for a specified period. This means that during such period you only have to pay a reduced rent since you have already made a prepayment at the beginning of your rental contract.

### Security deposit:

landlords request a security deposit in order to avoid having to initiate legal actions should the apartment be damaged or some of the rent payments still be outstanding. The security deposit can be given to the landlord in **cash** or as a **saving account passbook**. It is essential to keep a record (taking photos is the best option) of the condition of the apartment and any leased furniture at the point of moving in. Upon termination of the rental contract the security deposit will be paid back to you unless some of it is retained due to damages made to the apartment or any outstanding overdue rent payments. The amount of security deposit is not specified by law, but on average equates to the amount of **three month's rent**. Always request written confirmation of handing over the cash amount or your saving account passbook.

### Fees due for the rental contract (as of October 2017, subject to changes):

written rental contracts are subject to fees. In the case of time-unlimited rental contracts these fees amount to 1% of the total of 36 gross monthly rents. 50% of this amount should be paid by the landlord and the other 50% by the tenant. You need a confirmation that the fees for the rental contract have been paid.

### Costs of real estate agent/Commission:

Upon successful conclusion of a rental contract by a real estate agent, you have to pay once-only **commission** to them. The amount of the commission should not exceed one gross month's rent plus 20% value added tax (VAT) for a time-limited rental apartment respectively not more than two gross monthly rents plus 20% VAT for time-unlimited rental apartments.

If you want to be sure that the **real estate agent involved is reliable and honest**, contact either the tenant's association (Mietervereinigung) or the tenant protection association (Mieterschutzverband).

Before you conclude a **rental contract** it is advisable to seek out an appropriate **counselling agency** (tenant association, tenant protection association, Gebietsbetreuung (regional counselling office) in Vienna) in order to verify the legal validity of the agreement. The aforesaid consultation agencies will assist you in all issues related to rental law.

### Additional information:

- <https://www.help.gv.at/> (initial costs of rental apartments)
- <https://www.arbeiterkammer.at/> (how to deal with real estate agents)
- <http://maklerprovision.arbeiterkammer.at/> (real estate agent's commission calculator)
- <https://mietervereinigung.at/> (Tenants Association (Mietervereinigung))
- <http://www.mieterschutzverband.at/> (Tenants Protection Association (Mieterschutzverband))
- <http://www.gbstern.at/> (regional counselling office in Vienna (Gebietsbetreuung))
- <https://www.verbraucherblatt.at/> (Problems? Contact consumer's hotline: 01 344 01 01)
- <https://www.help.gv.at/> (housing – property and rent)
- <http://www.statistik.at/> (housing costs/rent outlays)
- <https://www.arbeiterkammer.at/> (rental law for tenants)
- <https://www.arbeiterkammer.at/> (brochure: dealing with real estate agents)
- <https://www.arbeiterkammer.at/> (real estate law for apartment owners)
- <https://www.help.gv.at> (authorities and counselling facilities)

### 3.8.3.3 Finding Accommodation in Daily Newspapers & on the Internet

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

#### Important information sources:

##### Daily newspapers; weekend editions are of particular interest

<http://www.krone.at/>

<http://kurier.at/>

<http://derstandard.at/>

##### Online real estate magazines:

<http://www.bazar.at/>

<http://www.immobilien.net/>

<http://www.immodirekt.at>

<http://www.wohnnet.at>

<http://www.willhaben.at>

<http://www.immobilienscout24.at/>

##### Real estate agents:

<http://www.ovi.at/>

### 3.8.3.4 Eligibility for Council Housing (Gemeindewohnungen)

**Eligibility preconditions** (Zugangsbestimmungen) for social housing vary throughout Austria. Contact the competent municipal offices or municipal district authorities in towns and cities to find out whether persons eligible for asylum or subsidiary protection are eligible for renting subsidised apartments.

<http://www.help.gv.at/> (council housing (Gemeindewohnungen))

### 3.8.3.5 Eligibility for Housing Association Accommodation (Genossenschaftswohnungen)

**Housing association accommodation** (Genossenschaftswohnungen) receives special support, after a certain time the tenant may have a purchase option for their apartment. The tenants are members of the housing association and pay a “cooperative share” (Genossenschaftsanteil) which is determined by the size and age of the accommodation. Contact the respective housing association to find out whether apartments offered by them are available to persons eligible for asylum or subsidiary protection.

#### Additional information:

<http://www.help.gv.at/> (housing association accommodation (Genossenschaftswohnungen))

<http://www.gbv.at> (overview of Austrian housing associations)

<https://mietervereinigung.at/> (Tenants Association (Mietervereinigung))

<http://www.mieterschutzverband.at/> (Tenants Protection Association (Mieterschutzverband))

### 3.8.3.6 Registration for Gas & Electricity

Costs of natural gas and electricity are normally not included in the rental expenses and have to be paid separately. You can pay for gas and electricity monthly using a payment slip or have it recurrently debited from your account (standing order).

When you move to an apartment you have to contact the utilities provider(s) to register for supply of gas and/or electricity. You can find which providers supply your area and which tariffs are cheapest using the online Tarifkalkulator/E-control (tariff calculator/e-Control):

<http://www.e-control.at/>

<https://www.verbraucherblatt.at/> (Problems with gas and electricity bills?)

Contact the consumer's hotline: 01 344 01 01)

### 3.8.3.7 Application for a Radio & TV License

If you operate a radio and/or a TV set in your apartment, you are required to register all of your radios and/or TV sets for which you then have to pay TV & radio license fees (GIS fees). If your income is below a certain level, you can apply for **exemption from the TV & radio license fee payments**. You have to submit a corresponding application first.

**The following documents are required:**

- ▶ Application form
- ▶ Copies of the residence registration certificates (Meldebestätigungen)
- ▶ Evidence of current income for every person living in the household (also in case of part-time employment, persons with minimum income employment and alimony (child support) payments)

<https://www.gis.at/> (information on GIS fees)

<https://www.gis.at/befreien/einkommen/> (information on household income – exemption from fees)

### 3.8.3.8 Registration of Fixed Network Phones, Mobile Phones & Internet

If you intend staying longer in Austria it could possibly be cheaper if you get a fixed network phone connection installed in your apartment or take out a contract with one of the Austrian mobile phone providers. It can be also reasonable to have an internet connection installed for your PC or notebook. Before making such a decision you should always compare prices and conditions.

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

<http://www.mobilfunkrechner.de/akwien/> (Chamber of Labour tariff guide – fixed network telephony)

**Overview of mobile network tariffs and providers:**

<http://www.mobilfunkrechner.de/akwien/> (Chamber of Labour tariff guide – mobile telephony)

**Internet providers in comparison:**

<http://internetprovider.arbeiterkammer.at>

<http://www.mobilesinternet-vergleich.at/>

<https://www.verbraucherblatt.at/> (Problems with mobile phone and fixed network telephony?)

Contact the consumer's hotline: 01 344 01 01)

### 3.8.3.9 Housing Subsidy

Contact your property management office or social counselling whether you are eligible for housing subsidy. The housing subsidy regulations vary across the federal provinces. You have to submit an application for housing subsidy.

### 3.8.3.10 Rules of Co-Existence

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

The major **rights** include amongst others:

- ▶ the right of the tenant to **modify the apartment**: you can modify and improve your apartment. If you for instance want to paint the walls or put wallpaper on, you do not have to contact the landlord. If you however intend to have major constructional works done (such as removing a wall), you must contact the landlord and ask for their consent.
- ▶ **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, sister/brother and adopted children). The prerequisite is that they have already lived for at least two years with you in the same household. For brothers and sisters this period is five years.

The major **obligations** include amongst others:

- ▶ paying the rent on time: you can use a payment slip to make the monthly rent payments or have it debited monthly from your bank account (standing order). If you do not pay the rent on time, you face the risk of losing your apartment (you will be evicted).
- ▶ duty to service and maintain the apartment 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.
- ▶ you have to grant the landlord access to the apartment for good reason (e.g. reading of the water meter). The landlord must inform you thereof in good time and may not invade 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 publically available in your apartment block, contact the property management office to obtain a copy of the house rules.

**Important house rules** include:

- ▶ between 10 pm and 6 am you have to **observe peace at night**. Neither listen to loud music nor make loud noises which might disturb the neighbours. If you violate it, then the police may even be called. **Rest time** (i.e. no loud music, loud noises) is applicable **on Sundays and 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, and metal are disposed of in the appropriate, colour-coded bins, the remaining waste is disposed of in the household waste bins. Old furniture, wooden packaging, mattresses etc. may not be disposed of in the household waste bins. You have to take such “bulky waste” to special, dedicated waste landfills. The same applies to problematic substance including chemicals, polystyrene, etc. which have to be disposed of at problematic substance collection points.
- ▶ bicycles, old furniture etc. may not be stored in the gangways, they are to be stored in the bicycle storage rooms or in the cellar compartment assigned to your apartment.
- ▶ some green areas may not be entered. Make sure that your children play in the areas provided (playgrounds).

**Important:** if you are intending to have celebrations or a party which might be a bit loud, it is recommended to inform your neighbours in good time. In Austria it is common to greet neighbours you meet in the house or on the housing estate.

<http://www.startwien.at/de/asyl> (informative modules related to living in Vienna in the languages Farsi, Dari and Arabic)

## 4. SEEKING EMPLOYMENT IN AUSTRIA

**Persons eligible for asylum** respectively **subsidiary protection** may work in Austria without any special permit. They have free access to the labour market. **When seeking employment or requiring counselling when looking for a training placement**, it is recommended to contact the Public Employment Service Austria (AMS) and its local offices. Contact the AMS office competent for your place of residence to make an appointment. Asylum seekers only have access to the labour market in exceptional cases. (see Chapter 4.4 and Chapter 4.6)

**Note:** children and youth enjoy special protection in Austria. Children may not work in Austria; youth may learn a profession after having completed the nine year compulsory schooling. If youths who are eligible for asylum or subsidiary protection want to learn a profession they do not need any special permit.

In Austria both men and women have the right of learning and practicing a profession. Girls and women may and can be trained in and exercise technical professions.

### 4.1 Austrian Employment Service (AMS)

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

The Public Employment Service Austria (AMS) is responsible for **job counselling and job referral** of persons who are permanent residents of Austria and are currently residing in Austria as well as **unemployment insurance benefits** (such as unemployment benefits (Arbeitslosengeld)).

Job seekers and unemployed persons may register as seeking employment at their local AMS offices. The local AMS office of the district where you live and are registered in is deemed the **competent AMS office**. If you for instance live in Abtenau (district Hallein, province of Salzburg), you have to contact the local AMS Hallein office.

If you are for instance registered in the 10<sup>th</sup> district of Vienna, then the AMS office in Laxenburgerstraße 18 is your competent AMS office.

In Vienna, youth up to age of 21 are counselled by the AMS Youth Office in Gumpendorfer Straße 2b.

#### 4.1.1 Your First Appointment at AMS

When coming to the AMS for the first time, you have to bring the following with you

- ▶ your **e-card** (health insurance card) or confirmation of your social security number
- ▶ an **ID card with a photo** (convention travel document/card for persons eligible for asylum, alien passport, card for persons eligible for subsidiary protection, etc.)  
and
- ▶ your positive decision of your eligibility for asylum respectively subsidiary protection.

As soon as you are registered with your competent AMS office, your AMS adviser will inform you of reported vacancies. You can also post a job add using the eJob-Room, the on-line job exchange. At the AMS offices you can use the self-service computers and printed vacancies lists to search for suitable vacancies. The AMS website offers in addition to the eJob-Room some other useful job exchanges.

An overview of all offices including opening hours, addresses and phone numbers is available at: <http://www.ams.at/>

**Note:** your **eAMS account** gives you access to many AMS services from anywhere and at any time allowing you to easily handle some of your matters direct from home. You need a computer or a mobile smartphone with internet access to be able to use your eAMS account. You can request your eAMS account details online, on the phone or personally at the AMS office.

**Note:** ask the AMS to furnish you a confirmation that you have been registered as a job seeker. This confirmation is obligatory to be able to apply for means-tested minimum benefits (BMS).

**Additional information:**

<http://www.ams.at/> (eAMS account)

<http://www.ams.at/> (online guide to your eAMS account)

#### 4.1.2 Offers Available on the AMS Website

On the Public Employment Service Austria (AMS) website you can also find the following services and more details regarding

► **eJob-Room:**

The eJob-Room offers an overview of all vacant positions in Austria and the EEA countries reported to the Public Employment Service Austria, AMS.

You can search for a particular position by selecting the requested employment form, place of work, date of employment commencement, occupational groups/occupations. This service is available to both registered and unregistered users.

**Note:** you can also register for the eJob-Room even when your place of residence is still outside Austria.

**Registered users are additionally offered the following services:**

- publishing of applications in the eJob-Room
- use of the extended job vacancies listing (the eJob-Room vacancies)
- apprenticeship seekers can create personality and interests profiles; these profiles will be then compared with corporate requirement profiles and a level of compliance determined

► **AMS Job Robot:**

Additionally, the AMS Job Robot (AMS-Jobroboter) allows you to search for vacancies on corporate sites on the internet. It works just like a search engine, looking on Austrian corporate websites for vacancies using specially developed criteria.

► **AMS JOB APP:**

The free AMS JOB APP delivers vacancies from the AMS eJob-Room directly to your smartphone.

This enables you to search for vacancies or apprenticeship placements, and get information on new matching vacancies through push messaging. All app functions are available without registration.

eJob-Room offers are free of charge.

<http://www.ams.at/> (eJob-Room)

[http://www.ams.at](http://www.ams.at/) (AMS-Jobroboter)

<http://www.ams.at/> (AMS JOB APP)

► **Job application tips (Bewerbungstipps):**

Offering interactive application training, application coaching on the internet (step-by-step assistance drafting applications), provides tips and tricks regarding job hunting.

<http://www.ams.at> (job application tips)

<http://www.ams.at/> (guide on drafting your application)

<http://www.ams.at> (practice folder for job seekers)

► **Online community – career planning, career change, applications:**

Online exchange on the above mentioned topics.

<http://bewerbungsportal.ams.or.at/>

► **Services rendered to job seekers:**

Information on claiming unemployment benefits, emergency assistance benefits, etc.; information on responsibilities of benefit recipients towards the Public Employment Service Austria (AMS), etc.

<http://www.ams.at/>

► **AMS publications – persons eligible for asylum:**

<http://www.ams.at/>

► **Information for foreign workforce:**

<http://www.ams.at>

► **Career information system (BIS):**

Online information database on professions and qualifications.

<http://www.ams.at/bis/>

► **Occupation related lexica:**

Details regarding professions (job profiles, requirements, training opportunities, career opportunities, employment forms, etc.).

<http://www.beruflexikon.at> (you can choose: apprenticeship, school, university/university of applied sciences/educational colleges, unskilled and skilled profession, short/special training courses)

► **Qualifications barometer:**

Information about qualification trends and latest developments on the labour market.

<http://bis.ams.or.at/>

► **Further education database:**

Assistance when looking for suitable training opportunities and details about course providers as well as prerequisites.

<http://wbdb.ams.or.at/> (further education database)

<http://wbdb.ams.or.at/wbdb/> (subsidised AMS courses)

► **Workroom (Arbeitszimmer):**

Platform for young people who want to exchange tips and tricks regarding profession, study course, school selection.

<http://www.arbeitszimmer.cc>

► **Salary compass (Gehaltskompass):**

Overview of average starting salaries.

<https://www.gehaltskompass.at/>

► **FiT salary calculator (FiT-Gehaltsrechner):**

Comparison of occupations practiced by women and technical occupations.

<http://www.fit-gehaltsrechner.at/>

► **Learning German:**

Interactive language training game.

<https://www.goethe.de/>

► **AMS career compass (Berufskompass) & AMS youth compass (Jugendkompass):**

Questionnaire regarding choice of profession; after filling in the details you will receive an online evaluation and interests profile.

<http://www.berufskompass.at/>

► **Career information centres (BIZ, BerufsInfoZentren):**

BIZ at various locations in Austria offer information about professional and training possibilities, job opportunities, tips and tricks regarding profession choice; comprehensive brochure selection and occupation videos as well as personalised assistance free of charge.

<http://www.ams.at/>

► **Offers for women and girls:**

<http://www.ams.at/>

► **Disabled persons:**

<http://www.ams.at/>

#### 4.1.3 Special Offers for Persons Eligible for Asylum respectively Subsidiary Protection

The AMS Austria supports your integration into the labour market through various offers. These include for instance “**professional integration competence check**” offered in various federal provinces. Courses held over several weeks serve communicating competencies (such as specific cultural aspects and co-existence in Austria), determination of current professional competencies of the participants and informing them on aspects related to working in Austria (such as rights and obligations of the employees, Austrian educational system, recognition of foreign qualifications and training certificates, social system, housing or health care). Vocational placement at companies allow gaining professional experience; also individual coaching is possible. This course ends with a **results report along with potential planning**.

In cooperation with various training organisations, we offer assistance for persons eligible for asylum respectively subsidiary protection in various federal provinces facilitating their integration into the labour market. This includes **German language courses (level A2 through B2)** as defined in the Common European framework of reference for languages (CEFR).

Companies employing persons eligible for asylum respectively subsidiary protection can also receive subsidies (e.g. **monetary aids**) from the AMS.

<http://www.ams.at/> (integration allowance for recognised refugees)

In Vienna **central initial counselling** is offered **for persons eligible for asylum respectively subsidiary protection** where you can receive information and counselling rated to subsidies rewarding successful integration into the Austrian labour market.

**Prerequisites** for receiving central initial counselling:

- ▶ residence permit “eligible for asylum” or “eligible for subsidiary protection”
- ▶ initial registration with the public employment service
- ▶ level A1 skills in German

Persons who have not reached the level A1 participate in a German language course offered by the Austrian Integration Fund.

Persons previously registered with AMS or entitled to unemployment benefits respectively with better German skills (at least level A2) will be assisted at the local offices of the AMS Vienna.

#### Address:

Landstraßer Hauptstraße 26/3. Stock  
1030 Wien  
(entrance Austrian Integration Fund (ÖIF))

**Counselling for persons eligible for asylum or subsidiary protection**  
(available in several languages)  
Monday through Thursday: 8.00 am to 3.30 pm  
Fridays: 8.00 am to 3.30 pm

**Note:** contact your AMS adviser directly and ask about special training as well as supportive schemes which are available and practically applicable in your case. Your competent local AMS office will also assist you in finding a vocational placement/job; contact your AMS adviser.  
Consult chapter 10.10 for more assistance offers.

**Note:** starting from 1<sup>st</sup> of September 2017 special programs are offered for persons eligible for asylum, subsidiary protection and asylum seekers with high probability of remaining in the country within the framework of the mandatory integration year scheme (also see Chapter 1.4).

#### 4.1.3.1 b.mobile – Cross-Regional Apprenticeship Placement Referrals

There are too few apprenticeship placements available in Eastern Austria, in particular in Vienna, whereas for instance in Salzburg, Tyrol and Upper Austria many vacant apprenticeship placements cannot be filled, for instance in the tourism and hospitality industry, technical professions and crafts.

The AMS in Vienna assists in cooperation with the Austrian Economic Chamber (WKO), the Federal Ministry of Science, Research & Economy as well as the Federal Ministry of Labour, Social Affairs & Consumer Protection young people, especially asylum seekers, persons eligible for asylum respectively subsidiary protection of age between 18 and 30 in their occupational mobility, and thereby in finding a suitable apprenticeship placement in federal provinces lacking sufficient number of apprentices.

The **WKO-Job-Profil**, a test and questionnaire procedure, which can be run online, is used to determine the personality, interests, intelligence and capabilities of young persons in order to achieve optimal matching with the requirements of businesses. The participants are trained in German, mathematics, English and areas of intercultural competencies in the **preparatory courses** and complete an **internship** in the selected profession.

Prior to starting and during the apprenticeship training the youths and young adults are assisted on site by an **apprentice's coach**. Apprentice's coaches are points of contact regarding professional and private issues of the refugees, however also assist the businesses and companies.

Participants are assisted on-site in their search for accommodation as well as receive financial aids (such as apprenticeship remuneration, etc.).

**Note:** contact your AMS adviser for assistance to find out more about the b.mobile project and opportunities to work or get trained in other federal provinces.

#### Additional information:

<https://www.wko.at/> (information for young people in German)  
<https://www.wko.at/> (information for young people in Arabic)  
<https://www.wko.at/> (information for young people in Dari & Farsi)  
<https://www.wko.at/> (b.mobile – using skilled labour force potential)  
<http://www.weidinger.com/> (project details from Weidinger & Partner)  
<http://www.europaeischer-referenzrahmen.de/> (Common European Framework of Reference for languages, CERF)

#### Addresses:

##### Public Employment Service Austria (AMS) of Burgenland

Permayerstraße 10  
7000 Eisenstadt  
phone: 02682 692-0  
[ams.burgenland@ams.at](mailto:ams.burgenland@ams.at)  
<http://www.ams.at/bgld/>

##### Public Employment Service Austria (AMS) of Carinthia

Rudolfsbahngürtel 42  
9021 Klagenfurt am Wörthersee  
phone: 0463 3831-0  
[ams.kaernten@ams.at](mailto:ams.kaernten@ams.at)  
<http://www.ams.at/ktn/>

##### Public Employment Service Austria (AMS) of Lower Austria

Hohenstaufengasse 2  
1010 Wien  
phone: 01 53 136-0  
[ams.niederoesterreich@ams.at](mailto:ams.niederoesterreich@ams.at)  
<http://www.ams.at/noe/>

##### Public Employment Service Austria (AMS) of Upper Austria

Europaplatz 9  
4021 Linz  
phone: 0732 6963-0  
[ams.oberoesterreich@ams.at](mailto:ams.oberoesterreich@ams.at)  
<http://www.ams.at/ooe/>

<b>Addresses:</b>	
<b>Public Employment Service Austria (AMS) of Salzburg</b> Auerspergstraße 67a 5020 Salzburg phone: 0662 8883-0 <a href="mailto:ams.salzburg@ams.at">ams.salzburg@ams.at</a> <a href="http://www.ams.at/sbg/">http://www.ams.at/sbg/</a>	<b>Public Employment Service Austria (AMS) of Styria</b> Babenbergerstraße 33 8020 Graz phone: 0316 7081-0 <a href="mailto:ams.steiermark@ams.at">ams.steiermark@ams.at</a> <a href="http://www.ams.at/stmk/">http://www.ams.at/stmk/</a>
<b>Public Employment Service Austria (AMS) of Tyrol</b> Amraser Straße 8 6020 Innsbruck phone: 0512 58 46 64 <a href="mailto:ams.tirol@ams.at">ams.tirol@ams.at</a> <a href="http://www.ams.at/tirol/">http://www.ams.at/tirol/</a>	<b>Public Employment Service Austria (AMS) of Vorarlberg</b> Rheinstraße 33 6901 Bregenz phone: 05574 691-0 <a href="mailto:ams.vorarlberg@ams.at">ams.vorarlberg@ams.at</a> <a href="http://www.ams.at/vbg/">http://www.ams.at/vbg/</a>
<b>Public Employment Service Austria (AMS) of Vienna</b> Ungargasse 37 1030 Wien phone: 01 878 71-0 <a href="mailto:ams.wien@ams.at">ams.wien@ams.at</a> <a href="http://www.ams.at/wien/">http://www.ams.at/wien/</a>	<b>Public Employment Service Austria (AMS)</b> Treustraße 35–43 1200 Wien phone: 01 33178-0 <a href="mailto:ams.oesterreich@ams.at">ams.oesterreich@ams.at</a> <a href="http://www.ams.at/">http://www.ams.at/</a>

## 4.2 Job Vacancies Published in Daily Newspapers

You will find many vacancies for both skilled and unskilled professions in daily newspapers.

<b>Newspapers &amp; Internet Addresses:</b>	
Wiener Zeitung	<a href="http://www.wienerzeitung.at">http://www.wienerzeitung.at</a>
Die Presse	<a href="http://diepresse.com/">http://diepresse.com/</a>
Kurier	<a href="http://kurier.at/">http://kurier.at/</a>
Oberösterreichische Nachrichten	<a href="http://www.nachrichten.at">http://www.nachrichten.at</a>
Der Standard	<a href="http://derstandard.at/karriere">http://derstandard.at/karriere</a>
Salzburger Nachrichten	<a href="http://www.salzburg.com/">http://www.salzburg.com/</a>
Kleine Zeitung	<a href="http://www.kleinezeitung.at/">http://www.kleinezeitung.at/</a>
Vorarlberger Nachrichten	<a href="http://www.laendlejob.at/">http://www.laendlejob.at/</a>
Kronen Zeitung	<a href="http://www.krone.at">http://www.krone.at</a>
Tiroler Tageszeitung	<a href="http://www.tt.com/">http://www.tt.com/</a>

<http://www.ams.at/> (vacancies published in newspapers)

### 4.3 Private Recruitment Agencies & Hidden Labour Market

The role of private recruitment agencies is growing. Primarily highly qualified positions are almost exclusively offered on the market through HR consulting companies and agencies. The Public Employment Service Austria (AMS) cooperates with a large number of these agencies. On the website of the Public Employment Service Austria (AMS) you can also find links to the job-exchanges (Jobbörsen) of many large companies.

**Note:** acquaintances, neighbours, and friends can assist you when looking for a job or apprenticeship placement. Do not pay any referral fees, registration fees or similar to private persons without having received appropriate services.

Contact reputable HR recruiting agencies or headhunters, respectively search job exchange listings.

**An overview is available at:**

<http://www.ams.at/> (getting a job through private HR recruitment agencies/headhunters; corporate vacancy exchanges)

Some of the job vacancies or newspaper job ads never reach the offices of the Public Employment Service Austria (AMS). Therefore, it may prove worthwhile to send unsolicited application letters (i.e. without any reference to a specific job advertisement) to potentially interested employers.

Business directories or yellow pages directories have listings of corporate addresses in certain occupational areas.

<http://www.ams.at/> (telephone/business directories)  
<http://www.herold.at> (yellow pages/commerce directory)

### 4.4 Seasonal Work

The demand for seasonal workers is concentrated in the area of tourism as well as agriculture and forestry and can only be partially met by the Austrian workforce. There is especially a recurrent need for experienced harvesters (e.g. asparagus or grape harvesting) from spring to autumn in the Eastern regions of Austria (Lower Austria, Upper Austria, Burgenland and Vienna) which are predominantly characterized by intensive land cultivation. Experienced skilled workers (skilled restaurant workers, cooks, etc.) as well as auxiliary workers with professional experience (kitchen help, cleaning staff, housekeeping staff, waitress help, bartenders etc.) are especially sought after in the winter sport regions of Western Austria from November to April, and in all tourist regions throughout Austria from May to October.

Unskilled and skilled job seekers have particularly good employment chances in the federal provinces of Salzburg and Tyrol in winter season.

Since many jobs cannot be staffed with persons having free access to the labour market, **asylum seekers** have good chances for getting a seasonal employment in agriculture and forestry, as harvesters or in the tourism sector. Consult your local AMS office to find more details.

In the area of tourism, **special labour law provisions** are valid (e.g. specific working time during the week or month, respective regulations concerning rest breaks and days off.)

Information on your rights and obligations as an employee should be obtained from the Chamber of Labour and trade unions prior to starting a new job.

### Additional information:

<http://jobroom.ams.or.at/> (Public Employment Service Austria (AMS) – seasonal job vacancies)  
<http://www.ams.at/> (employment of persons eligible for asylum or subsidiary protection, and asylum seekers)  
<http://www.ams.at/> (employment of asylum seekers)  
<http://www.oegb.at> (Austrian Trade Union Federation (ÖGB))  
<http://www.arbeiterkammer.at> (Chamber of Labour)

## 4.5 Application Documents

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

If you have made any arrangements for a job interview – irrespective of whether on the phone or in person – you should bring your CV, diplomas and work certificates to the appointment.

Contact the Public Employment Service Austria website if you need any assistance drafting your application.

<http://bewerbungsportal.ams.or.at/> (“interactive application portal”)  
<http://www.ams.at/bewerbungstipps/> (job application tips)

### A complete application includes:

- ▶ a letter of application
- ▶ a resume (curriculum vitae) or Europass
- ▶ certificates (school graduation certificate respectively A-level/high school certificates, if available along with German or English translation, work certificates/references and/or course certificates or confirmation of attendance of relevant technical courses and seminars)
- ▶ applicant's photo (optional, when requested)

<http://europass.cedefop.europa.eu/> (European resume)

## 4.6 Job Opportunities for Asylum Seekers

**Young asylum seekers** (25 or younger) can learn certain professions (apprenticeship for young asylum seekers) with high demand of apprentices. Consult therefore your local AMS office in your federal province or any of the refugee assistance & counselling facilities. The company offering apprenticeship has to apply for an employment permit which will be issued for the duration of the apprenticeship.

Except for permits for apprentices, seasonal employment permits are only issued for **hospitality industry or agriculture and forestry** (see Chapter 4.4) within the quota set separately for each federal province. Asylum seeker of any age are however to be preferred within such quotas.

### Additional information:

<http://www.ams.at/> (list of apprenticeships in high demand for asylum seekers in Vienna)  
<http://www.ams.at/> (list of apprenticeships in high demand for young asylum seekers in Upper Austria)  
<http://www.ams.at/> (list of apprenticeships in high demand for asylum seekers of age up to 25 in Salzburg)  
<http://www.ams.at/> (list of apprenticeships in high demand for young asylum seekers in Tyrol)

Asylum seekers may also perform **community services** for the federation, federal provinces and municipalities. Contact directly the municipal office at your place of residence or any of the assistance and counselling facilities.

From 1<sup>st</sup> of April 2017 not only persons eligible for asylum respectively subsidiary protection but also asylum seekers who have been admitted to asylum proceedings for longer than three (3) months can take on typical household services for private households (such as gardening, child minding, cleaning, simple work in household). The prerequisite is observance of the low-income limit (€425.70 per month in 2017) and payment using “service cheques (Dienstleistungsschecks)”.

A “service cheque” is a mean of payment and wage for persons working in private households. The “service cheque” includes **accident insurance coverage** and you can opt for voluntary health and pension insurance.

On the “service cheque” the employer specifies your name, your social security number, the employer name and day of employment.

You have to submit the “**service cheque**” not later than by the end of the subsequent month either personally, by mail or using DLS-Online to **Versicherungsanstalt für Eisenbahnen und Bergbau** (insurance institution for railways & mining) in 8010 Graz, Lessingstraße 20. Additionally, these “cheques” **can be submitted to the regional health insurance funds**. The Versicherungsanstalt für Eisenbahnen und Bergbau will immediately transfer the amount stated on your “service cheque” to your current account or if you have no bank account – through a postal money order.

Asylum seekers may work as **self-employed** three (3) months after having been admitted to asylum proceedings. You have to keep in mind that some professions require a business license (Gewerbeberechtigung) which has to be applied for in advance. You have to perform work independently, regularly and with the intention of making profit. Contact your nearest legal counselling services for asylum seekers to obtain more information (see Chapter 3.4).

#### **Additional information:**

<http://www.ams.at/> (brochure: work opportunities for asylum seekers)

<http://www.ams.at/> (brochure: employment of persons eligible for asylum or subsidiary protection, and asylum seekers)

<https://www.help.gv.at> (“service cheque” (Dienstleistungsscheck))

<http://www.migration.gv.at> (skilled labour force in “shortage occupations”)

## **4.7 Becoming Self-Employed**

If you are eligible for asylum respectively subsidiary protection you may set up your own business. Before doing so, you should reconsider carefully what aims you pursue, whether you have enough capital, and get informed on the legal prerequisites and conditions. Please contact the competent assistance points at the Economic Chamber in your federal province where you can obtain advice in several languages.

#### **More details available at:**

<https://www.help.gv.at/> (setting up a business – also in English)

<https://www.help.gv.at/> (counselling facilities)

<https://www.gruenderservice.at/> (counselling facilities in the federal provinces)

<https://www.help.gv.at/> (self-employment)

## 4.8 Traineeship

Trainees are persons temporarily working in a company with focus on their occupational training. **The following prerequisites must be fulfilled:**

- ▶ no obligation to work
- ▶ no entitlement to remuneration (no entitlement to wage/salary)
- ▶ traineeship's primary objective is that you extend and deepen your skills and capabilities

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

<https://www.help.gv.at/> (trainees)

## 5. TERMS & CONDITIONS OF EMPLOYMENT

### 5.1 Labour Law – Overview

Austrian labour law covers the rights and obligations of employees. All these rights also apply to persons eligible for asylum respectively subsidiary protection.

This includes the following legal regulations and acts of law

- ▶ Salaried Employees Act (Angestelltengesetz)
- ▶ Labour Relations Act (Arbeitsverfassungsgesetz)
- ▶ Waged Employees Severance Pay Act (Arbeiter-Abfertigungsgesetz)
- ▶ Employment Safeguarding Act (Arbeitsplatzsicherungsgesetz)
- ▶ Alien Employment Act (Ausländerbeschäftigungsgesetz)
- ▶ Act on Continued Payment of Wages and Salaries (Entgeltfortzahlungsgesetz)
- ▶ Equal Treatment Act (Gleichbehandlungsgesetz)
- ▶ Maternity Protection Act (Mutterschutzgesetz)
- ▶ Vacation Act (Urlaubsgesetz)
- ▶ Federal Act on Work Safety & Health Protection at Work (Arbeitnehmerschutzgesetz)
- ▶ Working Hours Act (Arbeitszeitgesetz)

<http://www.arbeiterkammer.at/> (Austrian Chambers of Labour: work & law)

<http://www.oegb.at> (Austrian Trade Union Federation (ÖGB))

### 5.2 Bodies Representing Employees

#### 5.2.1 Chambers of Labour and Austrian Trade Unions

Employees are automatically members of the Chamber of Labour which provides them with legal representation if necessary. There is also the possibility of joining a trade union through an application process.

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 chambers of labour and trade unions include amongst others:**

- ▶ legal protection – representation at labour and social courts (Arbeits- und Sozialgericht)
- ▶ legal consultation regarding
  - labour law regulations (Arbeitsrecht)
  - apprentice and youth protection
  - unemployment
  - social security (such as retirement matters)
  - wage and salary tax matters
  - minimum wage
  - collective agreements
- ▶ basic protection and consultation regarding
  - employee protection
  - environmental protection
  - consumer protection

The Chamber of Labour offers **legal counselling free of charge, both on the phone and on their premises** related to many issues under the Austrian Labour Act, industrial safety, minimum wages and consumer protection. The Austrian Trade Union Federation normally offers counselling services to their members; 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 Austrian Federal Economic Chamber as well as the Chamber of Agriculture, assisting the government in drafting legislation and factual issues which fall under the responsibility of the chambers of trade unions and of labour.

Trade unions negotiate the collective agreements for various industry sectors within the framework of the social partnership. A **collective agreement** (Kollektivvertrag) is an agreement annually renegotiated for all employees within a certain sector by the trade unions with the employers (economic chambers). 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.

#### **Additional information:**

<http://www.arbeiterkammer.at> (Austrian Chamber of Labour)  
<http://www.oegb.at> (Austrian Trade Union Federation (ÖGB))  
<http://www.arbeiterkammer.at/> (collective agreement (Kollektivvertrag))  
<http://www.arbeiterkammer.at/> (minimum wage (Mindestlohn))  
<http://www.sozialpartner.at/> (social partnership)

### **5.2.2 Works Council**

Employees can be represented in the enterprise by works councils. The works council represents the staff (salaried and wages employees, independent contractors and apprentices) in contact with the company owner. Works council members have for instance a right of co-determination regarding amongst others recruitment, termination and dismissal of employees.

<http://www.betriebsraete.at/> (works council (Betriebsrat))

### **5.3 Terms and Conditions of Employment**

Austrian labour law distinguishes between the following forms of employment;

- ▶ **Employment contract (Arbeitsvertrag):**  
concluded between an employer and an employee
- ▶ **Short-term contracts as independent contractors (freier Dienstvertrag):**  
concluded between a principal (customer) and an independent contractor
- ▶ **Contract for work & labour and "employee-like" workers (Werkvertrag und arbeitnehmerähnliche Beschäftigung):**  
includes both those employed on the basis of a contract for work and services (Werkvertragsnehmer), who require a business license, and in certain cases "new self-employed persons" (Neue Selbständige)
- ▶ **Self-employed:** businesspersons, business owners, etc.

#### Additional information:

<http://www.arbeiterkammer.at/> (employment contracts (Arbeitsverträge))  
<https://www.usp.gv.at/> (employment forms)  
<http://www.arbeiterkammer.at/> (short-term employment contract as an independent contractor)  
<http://www.arbeiterkammer.at/> (contract for work and labour)

### 5.3.1 Employment Contract & Position Specification Statement

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

**Exception:** Apprenticeship contracts (Lehrverträge) must be concluded in writing!

When no written employment contract containing the major **rights and obligations** is concluded, the employer is to pass on a written record of major rights and obligations arising from this employment agreement to the employee, the so-called **position specification statement** (Dienstzettel) immediately after the commencement of the employment. The position specification statement serves the purpose of documenting proof, therefore store it securely and do not throw it away.

The content of the position specification statement is legally prescribed. Independent contractors are also entitled to receive a position specification statement.

A sample position specification statement can be found on <http://www.arbeiterkammer.at/> under "specimen letter (Musterbrief)".

#### Additional information:

<http://www.arbeiterkammer.at/> (apprenticeship and apprenticeship contract)

#### 5.3.1.1 Working Hours & Vacation Entitlements

According to the law, **full-time employment** (Vollzeitarbeit) is:

- ▶ a working day of eight (8) 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 50 percent 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 hours arrangements including minimum income employment (geringfügige Beschäftigung), part-time employment, seasonal employment etc. are possible.

Employees are granted a **vacation entitlement** (Urlaubsanspruch) for at least five weeks (= 30 business days respectively 25 working days) per working year; this also applies to minimum income employees and part-time employees.

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

**Note:** there is no legal entitlement to the vacation bonus (so-called 14<sup>th</sup> salary) and the Christmas bonus (so-called 13<sup>th</sup> salary). You are only entitled to these bonus payments when this has been contractually agreed.

The vacation bonus is not the same as the **vacation remuneration** (Urlaubsentgelt) which is the remuneration an employee is entitled to despite the fact that they do not perform any work during this time.

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

**Additional information:**

<http://www.arbeiterkammer.at/> (working hours)

<http://www.arbeiterkammer.at/> (vacation)

<http://www.arbeiterkammer.at/> (brochure: employee rights)

### 5.3.1.2 Employment Termination

Normally, your employment cannot be terminated from one day to the next. Every employee is protected by Austrian labour law through the **termination notice periods and termination dates**. Termination notice periods and termination dates are mostly regulated 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 when you presented your employment termination notice.

The **termination notice period** is the time between the presentation of employment termination notice (either oral or written termination) and the termination date.

► **Termination by the employer**

**For salaried employees:** the Salaried Employees Act regulates the minimum termination notice periods and termination dates. The stipulations of the Austrian Civil Code are applicable to minimum income employees with working time of less than one fifth of 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 contracts may also foresee shorter termination notice periods.

► **Termination by the employee**

**For salaried employees:** one month or as agreed (in the respective employment contract, works council agreement or collective bargaining agreement)

**For waged employees:** two (2) weeks (Civil Code) or as regulated by the agreed (in the respective employment contract, works council agreement or collective bargaining agreement)

**For minimum-income employees** (geringfügig Beschäftigte): two (2) weeks (Civil Code) unless otherwise agreed

When your employment has been terminated, you can **appeal against the termination** under certain circumstances. It is however important to **contact the works council**, the **Chamber of Labour** or your **trade union representative** immediately after receiving a written or oral termination notice.

**Note:** when appealing against a termination notice you have to observe deadlines.

**Additional information:**

<http://www.arbeiterkammer.at/> (employment termination)

<https://media.arbeiterkammer.at> (brochure: labour law at your fingerprints)

### 5.3.2 Short-Term Contracts as Independent Contractors (Freier Dienstvertrag)

Employment based on a short-term contract as an independent contractor (freier Dienstvertrag) is characterised as follows:

- ▶ no or low level of personal dependence
- ▶ independent contractors may engage subcontractors to fulfil their obligations
- ▶ independent contractors can use their own resources
- ▶ independent contractors are not incorporated into the corporate organisation
- ▶ independent contractors 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 **minimum salary limit** (in 2017: €425.70) 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 from the fourth day of occupational incapacity and also enjoy accident, unemployment, pension and insolvency insurance (see Chapter 8). Independent contractors are also entitled to receive a position specification statement.

**Please note:** independent contractors only enjoy limited protection under the Austrian Labour Law. Without an appropriate agreement between the employer and the independent contractor there is however **no** legal entitlement to special benefits, vacation, a release from performance obligation and protection against dismissal. The Civil Code regulations are however analogously applicable hereto regarding termination notice periods.

They may receive severance pay when the applicable prerequisites have been satisfied and are subject to the Corporate Employee and Freelancer Pension Act (Betriebliches Mitarbeiter- und Selbständigenvorsorgegesetz, BMSVG).

The employer must take out accident insurance for any persons receiving remuneration below the legally stipulated limit (**minimum income employees** (geringfügig Beschäftigte)) (monthly income up to €425.70 in 2017). Taking out voluntary health and pension insurance is possible; persons receiving remuneration below the legally stipulated limit have to apply at the competent regional health insurance fund themselves.

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

#### Additional information:

<http://www.arbeiterkammer.at/> (short-term employment contract as an independent contractor)

<http://www.arbeiterkammer.at/> (brochure: short-term employment contract as an independent contractor)

<https://www.usp.gv.at/> (persons working on short-term contracts as independent contractors)

### 5.3.3 Contract for Work & Labour and New Self-Employed

Pursuant to the Austrian Civil Code (ABGB), in a **contract for work and labour** (Werkvertrag), a contractor undertakes to carry out a particular service or work and receives agreed remuneration in return. In contrast to the employment contract or persons working as independent short-term contractors, in the contract for work and labour the result of the performance rendered is decisive. The contractor is responsible for successfully performing the works (i.e. the specified service) or achieving a specific result.

#### Characteristics of contracts for work and labour:

- ▶ personal and economic independence from the party ordering the works (the principal)
- ▶ no obligation to perform the work or service personally (sub-contracting is allowed)
- ▶ the contractor (Werkunternehmer, approximate equivalent of contract assignee) uses their own resources
- ▶ they are not incorporated into the corporate organisation of the party ordering the works

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

Irrespective of your income you are to register with the Social Security Institution for Trade and Industry (Sozialversicherungsanstalt der Gewerblichen Wirtschaft, SVA) since the **insurance is mandatory** (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 regulated by the Social Security Law (Sozialversicherungsrecht). “New self-employed” are persons in gainful employment which are not covered by any social security act pursuant to other stipulations (e.g. as an employee, independent contractor with a short-term contract, or businessperson).

**“New self-employed persons”** (i.e. “freelancers”) perform any type of commercial services not requiring a business license (Gewerbeschein) and which are not services rendered by independent contractors. This category includes professionals such as: 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 are deemed applicable to unemployment insurance.

#### They have to pay social security contributions if

- ▶ your annual gross income from one or more occupational activities falling under “new self-employed” business activities exceeds €5,108.40 (2017)
- ▶ your annual gross income from employment and another occupational activity falling under “new self-employed” business activities exceeds €5,108.40 (2017)

The insurance limits do not apply in case of additional freelance contracts requiring compulsory insurance with the Social Security Institution for Trade and Industry (Sozialversicherungsanstalt der Gewerblichen Wirtschaft), for instance as a businessperson. In such a case the business operations must be reported to the Social Security Institution for Trade and Industry (Sozialversicherungsanstalt der Gewerblichen Wirtschaft).

**“New self-employed”** with contracts for work and labour are always to report their activities to the Social Security Institution for Trade and Industry.

**Additional information:**

<http://www.arbeiterkammer.at/> (contract for work and labour)  
<http://www.sva.or.at/> (Social Security Institution for Trade and Industry)  
<https://www.wko.at/> (new self-employed)  
<https://www.usp.gv.at/> (new self-employed)  
<https://www.help.gv.at/> (self-employed insurance fund)

### 5.3.4 Self-Employment requiring a Business License

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

Entrepreneurship differentiates between “free business fields” (e.g. retail or trade) and “regulated business fields” (e.g. crafts or hospitality business). A business license is prerequisite for both types of business fields; the regulated business fields additionally require demonstration of professional entry qualifications (Befähigungsnachweis).

<https://www.usp.gv.at/> (professional entry qualifications)  
<https://www.bmfwf.gv.at/> (list of “regulated business fields”)  
<https://www.usp.gv.at/> (facts related to business operations)

Self-employed have to register themselves with the Social Security Institution for Trade & Industry (Sozialversicherungsanstalt für Gewerbliche Wirtschaft), as well tax their income with the fiscal authorities.

The mandatory insurance of the self-employed covers pension, health and accident insurance as well as benefits within the framework of self-employed insurance fund. Special regulations are deemed applicable to unemployment insurance.

<http://www.svagw.at/> (Social Security Institution for Trade and Industry)  
<https://www.svagw.at/> (information on social security insurance for self-employed in several languages)  
<https://www.bmf.gv.at/steuern/> (becoming self-employed – information from the Ministry of Finance)  
<https://www.help.gv.at/> (self-employed insurance fund)

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

**Information on setting up a company is available at:**

<https://www.usp.gv.at/> (corporate service portal – what to consider when setting up a business)  
<https://www.help.gv.at/> (setting up a business – also in English)  
<https://www.help.gv.at/> (counselling facilities)  
<https://www.gruenderservice.at/> (counselling facilities in the federal provinces)  
<https://www.help.gv.at/> (self-employment)

If you want to have employees, you also need to satisfy some legal regulations:

<https://www.usp.gv.at/> (employees)

**General information regarding employment terms & conditions:**

<http://www.arbeiterkammer.at>  
<http://www.oegb.at>  
<http://www.sozialversicherung.at>  
<https://www.usp.gv.at> (employment forms)

## Addresses for employees & independent contractors:

<b>Chamber of Labour (AK) of Burgenland</b> Wiener Straße 7 7000 Eisenstadt phone: 02682 740-0 <a href="mailto:akbgld@akbgld.at">akbgld@akbgld.at</a> <a href="http://bgld.arbeiterkammer.at/">http://bgld.arbeiterkammer.at/</a>	<b>Chamber of Labour (AK) of Carinthia</b> Bahnhofsplatz 3 9021 Klagenfurt am Wörthersee phone: 050 477-0 <a href="mailto:arbeiterkammer@akktn.at">arbeiterkammer@akktn.at</a> <a href="http://kaernten.arbeiterkammer.at/">http://kaernten.arbeiterkammer.at/</a>
<b>Chamber of Labour (AK) of Lower Austria</b> AK-Platz 1 3100 St. Pölten phone: 05 7171-0 <a href="mailto:mailbox@aknoe.at">mailbox@aknoe.at</a> <a href="http://noe.arbeiterkammer.at/">http://noe.arbeiterkammer.at/</a>	<b>Chamber of Labour (AK) of Upper Austria</b> Volksgartenstraße 40 4020 Linz phone: 050 6906-0 <a href="mailto:info@akooe.at">info@akooe.at</a> <a href="http://ooe.arbeiterkammer.at/">http://ooe.arbeiterkammer.at/</a>
<b>Chamber of Labour (AK) of Salzburg</b> Markus-Sittikus-Straße 10 5020 Salzburg phone: 0662 8687-0 <a href="mailto:kontakt@ak-salzburg.at">kontakt@ak-salzburg.at</a> <a href="https://sbg.arbeiterkammer.at/">https://sbg.arbeiterkammer.at/</a>	<b>Chamber of Labour (AK) of Styria</b> Hans-Resel-Gasse 8–14 8020 Graz phone: 05 7799-0 <a href="mailto:redaktion@akstmk.at">redaktion@akstmk.at</a> <a href="http://stmk.arbeiterkammer.at/">http://stmk.arbeiterkammer.at/</a>
<b>Chamber of Labour (AK) of Tyrol</b> Maximilianstraße 7 6010 Innsbruck phone: 0800 22 55 22 <a href="mailto:innsbruck@ak-tirol.com">innsbruck@ak-tirol.com</a> <a href="http://tirol.arbeiterkammer.at/">http://tirol.arbeiterkammer.at/</a>	<b>Chamber of Labour (AK) of Vorarlberg</b> Widnau 2–4 6800 Feldkirch phone: 050 258 5000 <a href="mailto:kontakt@ak-vorarlberg.at">kontakt@ak-vorarlberg.at</a> <a href="http://vbg.arbeiterkammer.at/">http://vbg.arbeiterkammer.at/</a>
<b>Chamber of Labour (AK) of Vienna</b> Prinz-Eugen-Straße 20–22 1040 Wien phone: 01 501 65-0 <a href="mailto:akmailbox@akwien.at">akmailbox@akwien.at</a> <a href="http://wien.arbeiterkammer.at/">http://wien.arbeiterkammer.at/</a>	<b>Austrian Chamber of Labour</b> Prinz-Eugen-Straße 20–22 1040 Wien phone: 01 501 65-0 <a href="mailto:akmailbox@akwien.at">akmailbox@akwien.at</a> <a href="http://www.arbeiterkammer.at/">http://www.arbeiterkammer.at/</a>
<b>Austrian Trade Union Federation (ÖGB) of Burgenland</b> Wiener Straße 7 7000 Eisenstadt phone: 02682 770-0 <a href="mailto:burgenland@oegb.at">burgenland@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>	<b>Austrian Trade Union Federation (ÖGB) of Carinthia</b> Bahnhofstrasse 44 9020 Klagenfurt am Wörthersee phone: 0463 5870-0 <a href="mailto:kaernten@oegb.at">kaernten@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>
<b>Austrian Trade Union Federation (ÖGB) of Lower Austria</b> AK-Platz 1 3100 St. Pölten phone: 02742 26655-0 <a href="mailto:niederoesterreich@oegb.at">niederoesterreich@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>	<b>Austrian Trade Union Federation (ÖGB) of Upper Austria</b> Weingartshofstraße 2 4020 Linz phone: 0732 66 53 91-0 <a href="mailto:oberoesterreich@oegb.at">oberoesterreich@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>

### Addresses for employees & independent contractors:

<b>Austrian Trade Union Federation (ÖGB) of Salzburg</b> Markus-Sittikus-Straße 10 5020 Salzburg phone: 0662 88 16 46 <a href="mailto:salzburg@oegb.at">salzburg@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>	<b>Austrian Trade Union Federation (ÖGB) of Styria</b> Karl-Morre-Str. 32 8020 Graz phone: 0316 70 71-0 <a href="mailto:steiermark@oegb.at">steiermark@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>
<b>Austrian Trade Union Federation (ÖGB) of Tyrol</b> Südtiroler Platz 14–16 6020 Innsbruck phone: 0512 59 777 <a href="mailto:tirol@oegb.at">tirol@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>	<b>Austrian Trade Union Federation (ÖGB) of Vorarlberg</b> Steingasse 2 6800 Feldkirch phone: 05522 35 53-0 <a href="mailto:vorarlberg@oegb.at">vorarlberg@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>
<b>Austrian Trade Union Federation (ÖGB) of Vienna</b> Johann-Böhm-Platz 1 1020 Wien phone: 01 53 444 39 <a href="mailto:oegb@oegb.at">oegb@oegb.at</a> <a href="http://www.oegb.at">http://www.oegb.at</a>	<b>Pension Insurance Institution (Pensionsversicherungsanstalt)</b> Friedrich Hillegeist-Straße 1 1021 Wien phone: 050 303 <a href="mailto:pva@pensionsversicherung.at">pva@pensionsversicherung.at</a> <a href="http://www.pensionsversicherung.at/">http://www.pensionsversicherung.at/</a>

### Addresses for new entrepreneurs:

<b>New entrepreneur service (Gründerservice) of Burgenland</b> Robert Graf-Platz 1 7000 Eisenstadt phone: 05 90 907 2000 <a href="https://www.gruenderservice.at/">https://www.gruenderservice.at/</a>	<b>New entrepreneur service (Gründerservice) of Carinthia</b> Europaplatz 1 9021 Klagenfurt am Wörthersee phone: 05 90 904 744 <a href="mailto:gruenderservice@wkk.or.at">gruenderservice@wkk.or.at</a> <a href="https://www.gruenderservice.at/">https://www.gruenderservice.at/</a>
<b>New entrepreneur service (Gründerservice) of Lower Austria</b> Landsbergerstraße 1 3100 St. Pölten phone: 02742 851-17701 <a href="https://www.gruenderservice.at/">https://www.gruenderservice.at/</a>	<b>New entrepreneur service (Gründerservice) of Upper Austria</b> Hessenplatz 3 4020 Linz phone: 05 90 909 <a href="mailto:sc.gruender@wkoee.at">sc.gruender@wkoee.at</a> <a href="https://www.gruenderservice.at/">https://www.gruenderservice.at/</a>
<b>New entrepreneur service (Gründerservice) of Salzburg</b> Julius-Raab-Platz 1 5027 Salzburg phone: 0662 88 88 541 <a href="mailto:gs@wks.at">gs@wks.at</a> <a href="https://www.gruenderservice.at/">https://www.gruenderservice.at/</a>	<b>New entrepreneur service (Gründerservice) of Styria</b> Körblergasse 111–113 8010 Graz phone: 0316 601-600 <a href="mailto:gs@wkstmk.at">gs@wkstmk.at</a> <a href="https://www.gruenderservice.at/">https://www.gruenderservice.at/</a>

#### Addresses for new entrepreneurs:

##### New entrepreneur service (Gründerservice) of Tyrol

Wilhelm-Greil-Straße 7  
6020 Innsbruck  
phone: 05 90 905 2222  
[gruenderservice@wktirol.at](mailto:gruenderservice@wktirol.at)  
<https://www.gruenderservice.at/>

##### New entrepreneur service (Gründerservice) of Vorarlberg

Wichnergasse 9  
6800 Feldkirch  
phone: 05522 305 1144  
[gruenderservice@wkv.at](mailto:gruenderservice@wkv.at)  
<https://www.gruenderservice.at/>

##### New entrepreneur service (Gründerservice) of Vienna

Stubenring 8-10  
1010 Wien  
phone: 01 514 50 1050  
<https://www.gruenderservice.at/>

##### Main office of the Social Security Institution for Trade and Industry

Wiedner Hauptstrasse 84-86  
1051 Wien  
phone: 05 08 08-0  
<https://www.svagw.at>  
Provincial offices: <https://www.svagw.at>

#### 5.4 Family Hospice & Filial Leaves

**Family hospice** means that employees are entitled to care for terminally ill family members, their life partners as well as their severely ill children living in the same household for a fixed period and either stay off work completely or reduce their working hours to part-time employment (part-time family hospice leave (Familienhospizteilzeit)) or change the working times assignment.

Individuals taking out family hospice leave are legally entitled to a filial leave benefit (Pflegekarenzgeld). Employees can agree on family **filial leave** with their employers to care for relatives for a period of one to three months. For the period of interrupted employment a **filial leave benefit** (Pflegekarenzgeld) will be paid in an equivalent way to unemployment benefits. Employees are eligible to apply for filial leave starting with care level 3 respectively care level 1 for minors or in cases of dementia within the family. Employed relatives may take filial leave only once; again however if the condition of the person to be cared for deteriorates. During this period the health and pension insurance remain in force. The employer must consent to this arrangement since currently there is no legally prescribed entitlement to filial leave or part-time filial leave.

**Part-time filial leave** (Pflegeteilzeit) allows reducing working hours if a relative requires care at home.

##### Additional information:

<https://www.usp.gv.at/> (family hospice leave/part-time family hospice leave)

<http://www.arbeiterkammer.at/> (family hospice leave)

<https://www.help.gv.at/> (filial leave and part-time filial leave)

<https://broschuerenservice.sozialministerium.at/> (brochure: overview on filial leave, part-time filial leave, family hospice leave and part-time family hospice leave)

## 5.5 Illegal Employment

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

If you are **legally employed**,

- ▶ the employer has to **register** you with the **competent health insurance institution** and pay social security contributions. You then **enjoy health, pension, accident and unemployment insurance coverage** and can for instance be treated free of charge in case of illness, or receive unemployment benefits when you have no employment. The employer must issue a written employment contract containing of mandatory items of the position specification (Dienstzettel) or a position specification (Chapter 5.3.1) and give you a copy of your registration with the social security; instantly on your first day of employment. There you will find all details on the agreed working time and 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 (such as Working Hours Act, Vacation Act, termination notice periods, industrial safety law)
- ▶ all collective agreement stipulations also apply to you (see Chapter 5.2.1), etc.

**Illegal employment** has no insurance coverage, no working hours regulations, no minimum wage regulations, no collective agreement; if you are not insured and have a workplace accident you will have to pay for your hospital stay yourself in worst case and also 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 or the association for undocumented employees (UNDOK).

<http://undok.at/> (UNDOK – counselling in several languages, incl. Farsi)

## 6. RECOGNITION OF FOREIGN GRADUATION CERTIFICATES

### 6.1 General

A new Recognition & Assessment Act (AuBG) aimed at simplified recognition of foreign qualifications of migrants and refugees has come into force in Austria.

The core contents of this new law are **faster recognition of foreign qualifications**, more information centres, as well as more flexible procedures which are particularly necessary for refugees who have no formal evidence proving their qualifications.

#### Major aspects of the recognition and assessment law:

- ▶ development of a **recognition portal** as an information and orientation source with information on competent authorities, documents, costs, etc.
- ▶ setting up new respectively extending existing information centres to provide **assistance across Austria**
- ▶ **right to assessment of foreign training and educational certificates as well as professional qualifications**
- ▶ maximum duration of recognition proceedings of **four months** after the complete documents have been recognised
- ▶ special **procedures for determining qualifications of persons eligible for asylum** respectively **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 **are recognised by the Public Employment Service Austria (AMS)** and facilitate finding a position corresponding with the foreign qualifications and professional experience

#### Additional information:

<https://www.bmeia.gv.at> (initial details related to the Recognition and Assessment Act)

<http://www.anlaufstelle-erkennung.at/> (initial details related to the Recognition and Assessment Act)

<http://www.berufsanerkennung.at/> (the Recognition & Assessment Act)

<http://www.integrationsfonds.at/> (information on the Integration Act in several languages)

**Note:** the online portal <http://www.berufsanerkennung.at/> offers currently valid centralised information on the recognition proceedings (currently in six languages), where you can find the right counselling centre in just six steps.

The recognition manual “**Anerkennungs-ABC**” offers information on 1,800 various professions in German, English, Bosnian, Croatian, Serbian and Turkish (online only in German and English); it is available free of charge and can be obtained from many counselling centres. This manual lists occupations/occupational groups alphabetically. Search for your profession to see which authorities are competent for recognition proceedings. Here you can get further details or contact directly the counselling centre in your federal province <http://www.anlaufstelle-erkennung.at/anlaufstellen> (see Chapter 6.2).

Currently **persons eligible for asylum respectively subsidiary protection and asylum seekers** who have **no certificates and diplomas** due to fleeing from persecution can contact the “MORE” project at <http://uniko.ac.at/projekte/>. There you can participate in courses, lectures and events at certain universities specially tailored for the target groups.

**If you are a student or want to study:**

The status of “MORE” students brings

- ▶ admission as a non-degree student
- ▶ non-bureaucratic procedure for determining qualifications required for each respective course
- ▶ waiver of the tuition fee or free of charge participation in a course
- ▶ access to the library
- ▶ courses can be completed with a final exam the results of which are then listed on the transcript of records demonstrating your progress
- ▶ assistance in everyday university affairs through “buddies” (tutors; experienced students or graduates assisting and supporting you)

If possible, aid for travelling expenses and teaching materials.

<http://uniko.ac.at/> (offers for refugees at universities – an information sheet in Arabic and English)

**If you are a university graduate:**

“**MORE Perspectives**” establishes contact between refugee scientists and artists with members of Austrian universities. Appropriate formats are jointly developed to represent the scientific and working fields of refugees. In this way you can meet other university graduates and open new perspectives for all involved.

**“MORE Perspectives” is relevant for you if:**

- ▶ you fled to Austria and are an asylum seeker or eligible for asylum respectively subsidiary protection
- ▶ you are a university graduate and/or have already worked as a scientist, researcher or artist
- ▶ you want to meet colleagues in your field at a university
- ▶ you think you could share your knowledge in workshops, seminars, lectures, etc.

<http://uniko.ac.at/projekte/more/perspectives/> (information on “MORE Perspectives”)

## **6.2 Assistance Services for Persons with Qualifications Obtained Abroad**

The reference centres (Anlaufstellen=AST) in Vienna, Linz, Graz and Innsbruck offer assistance related to recognition and assessment of qualifications obtained abroad. Weekly consultation days are offered in the remaining provinces.

**Aims**

Advisers offer you free-of-charge, multi-lingual information and accompany you through the entire recognition respectively assessment process in order to facilitate your integration in the labour market corresponding with your qualifications.

**Target group**

The AST offers advice if you have obtained your formal qualifications abroad and have questions related to recognition and/or professional exploitation of your competencies. You must be a resident of Austria and have a residence registration form.

## Responsibilities of the 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, certificates and other documents
- ▶ forwarding of diplomas/certificate to the assessment office
- ▶ when required, offering assistance through the complete recognition proceeding
- ▶ information on further education opportunities and other counselling offers

<http://www.anlaufstelle-erkennung.at/anlaufstellen> (AST assistance services in the federal provinces)

## Addresses:

### Assistance services Vienna (AST Vienna)

Nordbahnstraße 36/Stiege 1/3. Stock  
1020 Wien  
[ast.wien@migrant.at](mailto:ast.wien@migrant.at)

phone: 01 585 80 19

### Assistance Services Lower Austria & North Burgenland (AST Lower Austria)

#### Counselling centre for migrants

Nordbahnstraße 36/Stiege 2/2. Stock  
1020 Wien  
[ast.noe@migrant.at](mailto:ast.noe@migrant.at)

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

Monday and Wednesday 9 am to 3 pm  
Daniel Gran Straße 10/Erdgeschoß/Zimmer E 0017  
3100 St. Pölten  
[ast.noe@migrant.at](mailto:ast.noe@migrant.at)

phone: 01 997 28 51

#### Consultation hours Wiener Neustadt (AMS Wiener Neustadt)

Wednesday by appointment  
Neunkirchner Straße 36  
2700 Wiener Neustadt  
[ast.noe@migrant.at](mailto:ast.noe@migrant.at)

### Assistance Services Upper Austria & Salzburg (AST OÖ – AST Salzburg)

#### migrare – migrants' centre of Upper Austria

Humboldtstraße 49/1. Stock  
4020 Linz  
[ast.oberoesterreich@migration.at](mailto:ast.oberoesterreich@migration.at)

#### Consultation hours Salzburg (AMS Salzburg)

Monday and Wednesday 9 am to 3.30 pm  
Auerspergstraße 67/1. Stock/ Zimmer 1.133  
5020 Salzburg  
[ast.salzburg@migration.at](mailto:ast.salzburg@migration.at)

phone: 0732 93 16 03-0

## Addresses:

### Assistance Services Styria, Carinthia & South Burgenland (AST Steiermark – AST Kärnten)

#### **ZEBRA – intercultural counselling & therapy centre**

Granatengasse 4/3. Stock  
8020 Graz  
[ast.steiermark@zebra.or.at](mailto:ast.steiermark@zebra.or.at)

#### **Consultation hours Klagenfurt am Wörthersee**

(AMS regional office)  
Thursday: 10.30 am to 3.30 pm  
Rudolfsbahngürtel 40, 2. Stock/Zimmer 153  
9021 Klagenfurt am Wörthersee  
[ast.kaernten@zebra.or.at](mailto:ast.kaernten@zebra.or.at)

**phone: 0316 83 56 30**

### Assistance Services Tyrol and Vorarlberg (AST Tirol – AST Vorarlberg)

#### **ZeMiT – migrants' Centre of Tyrol**

Andreas-Hofer-Straße 46/1. Stock  
6020 Innsbruck  
[ast.tirol@zemit.at](mailto:ast.tirol@zemit.at)

**phone: 0512 57 71 70**

#### **Consultation hours Feldkirch (AMS Feldkirch)**

Monday: 9 am to 3.30 pm, Thursday: by appointment  
Reichsstraße 151, Zimmer 1022  
6800 Feldkirch  
[ast.vorarlberg@zemit.at](mailto:ast.vorarlberg@zemit.at)

**phone: 0660 436 96 54**

## 6.3 Recognition of Academic Graduation and Assessment of Academic Diplomas

Please contact ENIC NARIC Austria and/or the citizens' service of the Federal Ministry of Science, Research and Economy to clarify any issues related to recognition of foreign university graduation diplomas, assessment of foreign higher education qualifications, recommendations related to general university entry qualifications and confirmation for use of academic titles.

**Citizens' service:** call 0800 312 500 if you have questions regarding recognition of higher education qualifications (within Austria, also in English).

<http://wissenschaft.bmwf.gv.at/> (ENIC NARIC Austria)

<http://www.nostrifizierung.at/> (recognition of a foreign graduation diploma by the university)

Questions related to **assessment of professional training** can be submitted electronically at <https://www.aais.at/> (also available in English). Academic assessment of foreign diplomas can be for instance quite supportive when seeking employment, applying and having an interview at the Public Employment Service Austria (AMS).

## 6.4 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 of Science, Research and Economy** (BMWFV).

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

- ▶ full equivalence (vocational training abroad is equivalent of 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)
- ▶ admission to extraordinary full final apprenticeship exam (you have to demonstrate your professional skills and capabilities in a practical and theory exam)

**Note:** contact your AMS adviser for assistance in recognition of your occupational qualifications obtained abroad.

### Additional information:

<http://www.bmwf.vg.at/> (equivalence of a foreign final apprenticeship exam)

## 6.5 School Graduation Certification – Nostrification & Assessment

**Nostrification** of foreign certificates is based on a comparison of school attendance and exams passed abroad with the current Austrian curriculums (requirements may vary). If individual courses or curriculums cannot be sufficiently proven, you will have to take appropriate additional exams. The **Federal Ministry of Education** (BMB) in Vienna is the competent authority regarding nostrification of foreign certificates; the ministry is comprised of various departments and multiple sub-departments.

Foreign certificates can also be assessed. Such **assessment** should facilitate the appraisal of foreign school graduation certificates and allow general appraisal of comparability with an Austrian school graduation certificate.

**The issued assessment is primarily useful when seeking employment.**

<https://www.asbb.at/> (assessment of school graduation certificates)

The assessment does not replace the recognition of qualifications and access to legally regulated professions respectively nostrification of certificates.

<https://www.bmb.vg.at/> (points of contact for school graduation certificates)

If you **lost your certificates when fleeing**, please contact the Federal Ministry of Education at

<https://www.bmb.vg.at/>

### Additional information:

<http://www.wegweiser.ac.at/> (Austrian universities and universities of applied sciences)

<http://wissenschaft.bmwf.vg.at> (studying and researching in Austria)

<http://www.nostrifizierung.at/> (special links related to recognition of certificates)

[http://media.anlaufstelle-anerkennung.at/checkin\\_flyer.pdf](http://media.anlaufstelle-anerkennung.at/checkin_flyer.pdf) (Check in plus – dedicated counselling centre for high school or university graduates already registered with AMS Vienna)

## 6.6. Recognition of Professions

### 6.6.1 Teachers

For more details regarding admission as teacher, contact the pedagogic academies (Pädagogische Hochschulen) regarding compulsory schooling respectively universities and/or ENIC NARIC Austria regarding general secondary schools and secondary technical and vocational schools.

<http://www.studieren.at/paedagogische-hochschule-oesterreich> (pedagogic academies in Austria)

<http://wissenschaft.bmwf.gv.at> (ENIC NARIC Austria)

<http://www.wegweiser.ac.at/> (Austrian universities and universities of applied sciences)

**Please contact the assistance centre (AST) competent for your federal province to get further details:**

<http://www.anlaufstelle-erkennung.at/anlaufstellen>

### 6.6.2 Health Sector

<http://www.bmg.gv.at/> (recognition of foreign qualifications)

<http://bmg.gv.at/> (more details related to recognition of foreign qualifications in the health sector A–Z)

<https://www.bmgf.gv.at/> (health sector professions in Austria 2017)

**Please contact the assistance centre (AST) competent for your federal province for further details:**

<http://www.anlaufstelle-erkennung.at/anlaufstellen>

#### 6.6.2.1 Medical Doctors

<http://bmg.gv.at/> (more details related to recognition of foreign qualifications in the health sector A–Z)

<http://www.aerztekammer.at/> (representation of medical doctors in Austria)

<https://www.bmgf.gv.at/> (recognition of foreign qualifications as medical doctors)

**Please contact the assistance centre (AST) competent for your federal province to get further details:**

<http://www.anlaufstelle-erkennung.at/anlaufstellen>

### 6.6.3 Lawyers

<http://www.rechtsanwaelte.at/> (representation of lawyers in Austria)

**Please contact the assistance centre (AST) competent for your federal province to get further details:**

<http://www.anlaufstelle-erkennung.at/anlaufstellen>

### 6.6.4 Architects – Construction Engineers – Civil Engineers

<http://www.arching.at/baik/> (federal chamber of civil engineers)

**Please contact the assistance centre (AST) competent for your federal province for further details:**

<http://www.anlaufstelle-erkennung.at/anlaufstellen>

## 7. TAXES

### 7.1 Income Tax & 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.

The central statistical office publishes an annual report on how the tax revenues have been spent: <http://www.statistik.at/>

Both self-employed and employed 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 do not have to pay their income taxes directly to the fiscal authorities. 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 competent tax authorities and have any excess wages/salary taxes paid back. An **application-free employee tax assessment** starts with the fiscal year of 2016 when a tax credit for the tax payer results from their income gained from employment specified on the salary/wage slip (Lohnzettel). In such a case the tax payers are refunded any excess wages/salary taxes irrespective of whether an application has been filed. The application-free tax assessment is linked to certain prerequisites, such as there is no other income.

#### ► Tax liability of self-employed (“new self-employed”, employed on the basis of a contract for work and services and self-employed with a business license)

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

During the initial registration of self-employment you have to apply for a tax ID with your competent tax authority.

In the subsequent year an initial [income tax declaration](#) must be submitted to the tax authorities competent for your place of residence.

#### ► Tax liability of persons working on short-term contracts as independent contractors

Social security contributions of independent contractors are automatically deducted at source by the employer; independent contractors however have to pay their taxes themselves.

Differentiation is made between gross salary/wage and net salary/wage. The net salary is the income after all deductions including taxes and social security contributions. This means your net salary/net wage is the amount transferred to your bank account.

<http://www.arbeiterkammer.at/> (taxes and money)

## Who is liable for tax?

- ▶ employees and pensioners with a taxable annual income exceeding 12,000 Euros; taxes are deducted at source by the employer or the pension insurance institution;
- ▶ new self-employed, business persons with a business license, independent contractors from annual profits exceeding 11,000 Euros

## When should you file a tax declaration without being contacted by the competent fiscal office?

If your income from employment (you are a white/blue collar worker) exceeds 12,000 Euros then 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 (such as from short-term 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:** by April 30 of the following year, respectively by June 30 of the following year for online assessment
- ▶ 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:** by September 30 of the following year
- ▶ your income does not involve taxable income from employment and the annual income exceeds 11,000 Euros, then you have to submit an income tax declaration (Einkommensteuererklärung) (form E 1, E 1a);  
**Submission deadline:** by April 30 of the following year, respectively by June 30 of the following year for online assessment
- ▶ your income originates from employment and no income tax has been deducted (applies for instance to foreign pension payments)  
**Submission deadline:** by April 30 of the following year, respectively by June 30 of the following year for online submission

If you receive income as an independent contractor and have not received a tax identification number yet, you have to register the start of your occupational activities with the fiscal authorities competent for your place of residence within one month. 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 for short-term contracts as independent contractors. 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 authorities.

**Submission deadline:** by April 30 of the following year, respectively by June 30 of the following year for online submission

<http://www.arbeiterkammer.at/> (short term employment contract as an independent contractor)

You can consult the **gross/net calculator** (Brutto-Netto-Rechner) and **family allowance calculator** (Familienbeihilfenrechner) offered by the Vienna Chamber of Labour (Arbeiterkammer Wien) to calculate **your personal net income** plus any family allowance entitlement.

### Additional information:

<http://bruttonetto.arbeiterkammer.at/> (gross/net calculator)  
<http://www.arbeiterkammer.at/> (commuter's flat rate allowance)  
<https://www.bmf.gv.at/> (taxes for independent contractors or contractors for work and labour)  
<http://www.arbeiterkammer.at/> (tax tips)  
<https://www.usp.gv.at/> (income taxes)  
<https://www.bmf.gv.at/> (Tax Guide 2017)  
<https://service.bmf.gv.at/service/anwend/behoerden/> (fiscal offices competent for your place of residence)  
<http://www.help.gv.at/> (employee tax assessment)

### Taxes paid by self-employed include

- ▶ **Value added taxes:** normally you can assume that services rendered to your customers are subject to value added tax. The definition of performance set forth in the Value Added Tax Act (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 Euros, you may be 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 they operate. In Vienna, companies have to pay "employer duties" (Dienstgeberabgabe) in addition to council tax.
- ▶ **Value added taxes (VAT) – special case:** 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).

### Additional information:

<https://www.bmf.gv.at/> (taxes and duties from A to Z)  
<https://www.usp.gv.at/> (value added tax rates)  
<https://www.usp.gv.at/> (corporate income tax)

### For more details contact

**The citizens' service of the Federal Ministry of Finance:** call 050233 765 at local rates

**Federal Ministry of Finance  
(Bundesministerium für Finanzen, BMF)**  
Johannesgasse 5  
1010 Wien  
phone: 01 514 33-0  
<https://www.bmf.gv.at/>

## 8. 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. **Asylum seekers** receiving financial aid from the Republic of Austria through the basic care and service benefits also have health insurance coverage.

**Persons eligible for asylum** receive the basic care and service benefits for another four months after they have been granted asylum status. They remain health insured during this period.

Persons eligible for asylum who are neither self-employed nor employed after these four months may apply for **means-tested minimum benefits** (see Chapter 8.5) and therefore also have health insurance.

**Persons eligible for subsidiary protection** who are neither self-employed nor employed may continue to receive basic care and service benefits and hence keep their health insurance coverage.

The insurance coverage also applies to minors.

When visiting your doctor present your **e-card** (health insurance card) or the **health insurance certificate for persons receiving basic care and service benefits** and you will mostly receive free treatment at the hospitals, dentists, medical doctors, etc. who have concluded a contract with the social security institution.

Treatment by so-called **private medical doctors** and at **private hospitals** with no contract with the social security institutions are to be paid privately.

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

In Austria, employees and independent contractors whose income exceeds the low-income limit (€425.70 per month in 2017) are fully covered by social security.

**Note: employees with remuneration below the low-income limit** as well as students are only covered by parts of the social security system (accident insurance). Employees with income below the income limit are eligible for **voluntary health and pension insurance**. You have to pay the contributions yourself for the voluntary health and pension insurance.

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. This means that your employer not only pays their share of your social security contributions, but also that your share of the social security contributions is deducted from your salary/wage.

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

**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 respectively the health insurance institution (see Chapter 5.5).

**Self-employed** with a business license, “new self-employed”, contract assignees have to register with and pay their social security contributions to the competent social security institution.

**Additional information:**

<http://www.sozialversicherung.at> (Austrian social security institution)  
<https://www.sozialversicherung.at/> (social security contribution values 2017 and contribution rates)  
<https://www.sozialversicherung.at/> (general information on social security insurance in English)  
<http://www.startwien.at/de/asyl> (informative modules in Vienna related to social affairs in Farsi, Dari, Arabic)

**Social security benefits:**

- ▶ **health insurance:** costs of the following **non-cash benefits** are covered: medical treatment, 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.; free insurance coverage for family members is subject to certain preconditions. The following **monetary benefits** are rendered amongst others: sickness benefits, weekly maternity allowance, and childcare allowance, etc.
- ▶ **accident insurance:** cover against accidents at the workplace and vocational illnesses and their consequences, e.g. invalidity and occupational incapacity etc.
- ▶ **pensions insurance:** benefits for people who no longer have to work due to age (old-age pension). There are other forms of pension such as occupational disability pension or disability pension.
- ▶ **unemployment insurance:** benefits granted during unemployment (e.g., unemployment benefit payments, social welfare)

**Competencies**

- The **health insurance institutions** are competent for all **health insurance matters** (e.g. WGGK, VGKK, etc.). Your competent health insurance institution is determined by both place of residence and occupation. There is no free selection of a health insurance institution.
- The **Accident Insurance Institution (AUVA)** is competent for all **accident insurance matters**.
- The **Public Employment Service Austria (AMS)** is competent for all **unemployment insurance matters**. You and your employer pay contributions to the unemployment insurance, and when you become unemployed this insurance pays your benefits such as unemployment benefits.
- The **Pension Insurance Institution (PVA)** is competent for all **pension insurance matters**. If your employer has paid pension insurance contributions you can receive pension benefits when you can no longer work due to old age.

**Self-employed** are insured across Austria at the **Social Security Institution for Trade & Industry (SVA)**.

**Additional information:**

<http://www.sozialversicherung.at> (Austrian social security institution)  
<http://www.help.gv.at/> (insurance options – contribution-free health co-insurance)  
<http://www.ams.at/> (benefits including unemployment benefits, etc.)  
<https://www.help.gv.at/> (measures applicable and benefits payable as a result of workplace accidents)  
<http://www.pensionsversicherung.at/> (pension insurance)  
<https://www.sozialversicherung.at/> (you can find links to health, accident and pension insurance institutions under “**SV-Träger**” (social security institutions) at the end of the page)

## 8.1 Health Insurance

### 8.1.1 Visiting a Doctor

If you are ill please contact a general practitioner near you. General practitioners are your initial point of contact regarding your health; they carry out general examinations, also offer simple blood tests, heart examinations (ECG), physiotherapy, etc.

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 practice opening 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 outpatients clinic at a hospital; however you may still need to make an appointment there too in some cases. You normally have to wait for some time also at the outpatient clinic at a hospital.

Before seeing your doctor for the very first time, please clarify whether they are a private doctor or a doctor with a contract with your social security institution, also check when the practice is open (practice opening hours) and whether they accept new patients. We recommend contacting them during the practice opening hours (calling or going there).

Always have your social security card (e-card) with you when visiting a doctor or staying at a hospital. Your personal details (name, insurance number, etc.) are stored on the **e-card**. For referral to specialists, hospitals or hospital outpatient clinics a **referral note** is required in addition to your e-card; your general practitioner will issue such a referral note.

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 competent 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 European Union states.

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

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

You can also use the telephone directory to find a doctor's address. In smaller towns you can ask at the municipal office or city hall, or at the pharmacies whether they know any medical doctors practicing in the vicinity.

<http://www.praxisplan.at/> (finding a doctor in Vienna)

<https://sso.arztnoe.at/> (finding a doctor in Lower Austria)

<http://www.aekbgld.at/> (finding a doctor in Burgenland)

<http://www.aekktn.at/> (finding a doctor in Carinthia)

<http://www.aekoee.at/> (finding a doctor in Upper Austria)

<http://www.aeksbgo.at/> (finding a doctor in Salzburg)

<https://www.aekstmk.or.at/> (finding a doctor in Styria)

<http://www.aektirol.at/> (finding a doctor in Tyrol)

<http://www.medicus-online.at/> (finding a doctor in Vorarlberg)

<http://www.zahnaerztekammer.at/> (finding a dentist)

<http://www.startwien.at/de/asyl> (informative modules in Vienna related to health issues in Farsi, Dari, Arabic)

### 8.1.2 Emergencies

If you need medical assistance outside the regular practice opening hours please contact the doctors on call service.

The **doctors on call service** can be reached Monday through Friday from 7 pm to 7 am, on Saturdays, Sundays and holidays around the clock on the Austria-wide number **141**. Nearly all emergency doctors speak English.

In **emergencies** call the ambulance on the Austria-wide number **144** (see Chapter 3.3 Emergency Numbers). All emergencies are taken free of charge to the nearest hospital.

#### Medical services at weekends:

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), at pharmacies, and on the internet website of the provincial medical associations (link “Notdienste” (emergency services)).

#### Additional information:

<http://www.aerztekammer.at/> (emergency services)

<http://www.startwien.at/de/asyl> (informative modules in Vienna related to health issues in Farsi, Dari, Arabic)

### 8.1.3 Staying at a Hospital

Stationary treatment at public hospitals is normally free of charge if you have health insurance coverage, you do however have to pay a daily contribution of 10 to 20 Euros 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. This contribution is not to be paid if you are delivering a child.

### 8.1.4 Co-insuring Relatives

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. Children up to 18 years of age who do not work are co-insured. Spouses/partners with children can be co-insured free of charge. Co-insurance for childless spouses/partners entails an **additional contribution** of 3.4% of the contribution assessment basis of the income of the insured spouse. There are also exceptions here.

The employer must be correspondingly informed of planned **co-insurance of family members**.

#### Additional information:

<http://www.sozialversicherung.at/> (online guide on co-insuring relatives)

<http://svagw.at/> (insurance coverage: relatives of freelancers)

### 8.1.5 Medication

Prescription **medicines** are obtained at pharmacies for €5.85 **per prescription item** (in 2017). Patient's annual medication costs are limited to a maximum of two percent of their net income. When 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 meaning that they no longer have to pay any prescription fees for the required prescription medicines. Medicines are available at **pharmacies**, hospital pharmacies and occasionally at general practitioners.

#### Additional information:

<https://www.help.gv.at/> (benefits from the legally prescribed health insurance)

<http://www.arbeiterkammer.at/> (exemption from prescription fees)

<http://www.arbeiterkammer.at/> (prescription fee capping)

### 8.1.6 Sickness Benefits

When you are employed and become ill over a longer period, you will initially receive the full wage respectively salary (so-called “**continued payment of remuneration**”), and then half of it transferred to your current account. The duration for the continued payment of your salary/wages by the employer depends on how long you have been working for the company and whether you are employed as a white or blue collar employee. Afterwards, you will receive **sickness benefits** from your competent health insurance institution. The amount of the sickness benefits is linked to your gross wage/gross salary and 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.

#### Additional information:

<https://www.help.gv.at/> (sickness benefits)

<https://www.arbeiterkammer.at/> (money in case of sickness)

### 8.2 Accident Insurance

If you had an accident at work or suffer from a vocational illness you can receive **accident insurance benefits**. These benefits include accident treatment costs, rehabilitation, reimbursements and surviving dependants' benefits (such as surviving dependants' pensions) but also prevention related benefits.

**Note:** if you have an accident at work, report this as quickly as possible to your employer who is obliged to report any accident at work to the accident insurance institution.

#### Additional information:

<http://www.auva.at> (social accident insurance)

<https://www.help.gv.at/> (accident insurance institutions)

#### Address:

**Austrian Accident Insurance Institution – main office**  
**(Allgemeine Unfallversicherungsanstalt – AUVA – Hauptstelle)**  
Adalbert-Stifter-Straße 65  
1200 Wien  
phone: 05 9393-0  
<http://www.auva.at>

### 8.3 Pension Insurance

Currently women reach pensionable age at 60 and men at 65. You will receive a pension (i.e. monthly payments for which you do not have to work) if you have paid pension insurance contributions for at least 15 years.

#### Additional information:

<http://www.help.gv.at/> (pension)

<https://www.arbeiterkammer.at/> (pension)

#### Address:

**Pension Insurance Institution  
(Pensionsversicherungsanstalt)**  
Friedrich-Hillegeist-Straße 1  
1021 Wien  
phone: 050303  
<http://www.pensionsversicherung.at>

### 8.4 Unemployment Insurance

#### 8.4.1 Monetary Benefits

Persons eligible to asylum respectively subsidiary protection may normally receive unemployment benefits provided that they have satisfied the respective prerequisites.

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

Unemployment benefits are paid for instance to persons who lost their jobs, so they are still able to pay their living costs.

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

**Initially** you can receive the benefits provided that

- ▶ you can demonstrate to have worked for 52 weeks with unemployment insurance coverage in the last two years.

When you are **applying again for** unemployment benefits

- ▶ you have to demonstrate that you have worked for 28 weeks with unemployment insurance coverage in the last year before the application submission.

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

Report to your AMS adviser **on the first day of your unemployment**, unless you have reported to the AMS as a job seeker **before becoming** unemployed.

If you reported to the AMS as a job seeker before becoming unemployed, then you have 10 days to personally talk to your AMS adviser.

If you have an **eAMS account** you can electronically apply for the unemployment benefits using the eAMS account. For more details on the procedures and prerequisites to be satisfied thereby, consult directly your eAMS account (see Chapter 4.1.1).

#### Additional information:

- <http://www.ams.at/> (benefits from the AMS)
- <http://www.ams.at/> (Public Employment Service Austria – benefits)
- <http://www.ams.at/> (information on your personal eAMS account)

### 8.5 Means-Tested Minimum Benefits

The **means-tested minimum benefits** (Bedarfsorientierte Mindestsicherung, BMS) are intended for people having no reasonable funds to pay their own living costs or those of their family members. Under particular circumstances this is also valid for **persons eligible for asylum or subsidiary protection** with no income from employment or income below the minimum benefits.

**Note:** contact a **counselling service in your area** whether you can apply for means-tested minimum benefits and how high the payment will be (please refer to Chapter 3.4 for address details). The eligibility for and amount of means-tested benefits depends on the province-specific regulations.

You can also call the [service of the Ministry of Labour, Social Affairs, and Consumer Protection](#) (BMASK) at **0800 20 16 11** (Monday through Friday, from 8 am to 4 pm; available in German and English).

The means-tested benefits must be applied for at the administrative district authority which decides whether you will be granted such or not.

#### Application

The application is to be submitted at the district authorities competent for your place of residence, i.e. **the municipal district authorities** in the city/town you are living in, respectively in Vienna at the social centre of the department **MA 40** of the Vienna municipal district authorities which is competent for the city district you are living in.

**Note:** in some cases, you may also receive additional monetary and in-kind benefits such as for security deposits and commissions for apartments or purchase of furniture etc. ("aid in particularly hard times"). This is not available in all the federal provinces for persons eligible for asylum or subsidiary protection. Ask your social adviser, or contact the competent district administrative authorities or the municipal district authorities directly.

Persons receiving means-tested minimum benefits and able to work are correspondingly registered with the Public Employment Service Austria (AMS) as seeking employment.

#### The registration with the AMS as seeking employment does not apply

- ▶ to persons who have reached the legally stipulated pensionable age (women – 60; men – 65);
- ▶ if you are looking after a child who is not yet three years old and have no one else who might look after your child when you go to work;
- ▶ when you started a training course before turning 18;
- ▶ if you have to take care of a severely ill child;
- ▶ if you have to provide primary care to relatives in need of care who are entitled to care benefit of classification level 3 or higher.

Persons **without health insurance coverage** and receiving means-tested minimum benefits are additionally registered by the provinces with the legally prescribed health insurance. As a recipient of means-tested benefits you will get an e-card meaning that you enjoy health insurance coverage.

**Additional information:**

<http://www.help.gv.at/> (minimum benefits, counselling and assistance)

<https://www.sozialministerium.at> (means-tested minimum benefits)

<http://www.ams.at/> (means tested minimum benefits)

<http://www.noel.gv.at/> (Lower Austria)

<http://www.burgenland.at/> (Burgenland)

<https://www.wien.gv.at/> (Vienna)

<https://www.land-oberoesterreich.gv.at/> (Upper Austria)

<http://www.mindestsicherung-salzburg.at/> (Salzburg)

<http://www.sozialhilfetirol.at/> (Tyrol)

<http://www.mindestsicherungvorarlberg.at/> (Vorarlberg)

<http://www.ktn.gv.at/> (Carinthia)

<http://www.soziales.steiermark.at/> (Styria)

## 9. LIVING WITH CHILDREN

### 9.1 Maternity Protection

#### 9.1.1 White & Blue Collar Employees, Apprentices & Minimum Income Employees

As a rule, pregnant working mothers are entitled to **maternity leave** which starts eight weeks prior to delivery and lasts eight weeks after delivery. During this period, an absolute employment ban is applicable to protect both mother and the child from harmful conditions in the workplace environment.

Furthermore, for female employees who are **not self-employed** their contractual employment remains upheld during their compulsory maternity protection period; i.e. they remain employed.

Upon confirmation of pregnancy, you should immediately inform your employer. From this point on you are **protected against dismissal and termination**.

During the maternity protection period and during the subsequent period, **termination** respectively dismissal is only possible **in exceptional cases** (i.e. closure of a firm) and under court approval.

Salaried and waged female employees generally receive a **maternity weekly allowance** (Wochengeld) during the compulsory maternity protection period under certain circumstances. The amount of the weekly maternity allowance is calculated on the basis of the average daily net income of the employee during the full three calendar months directly preceding the start of the compulsory maternity protection period plus a flat rate covering special benefits.

**Female minimum income employees** who have opted to take out health insurance are also entitled to a weekly maternity allowance. In this case, this weekly maternity allowance amounts to 8.98 Euros per day (in 2017).

Details regarding the amount of the weekly maternity allowance can be obtained from the respective competent health insurance institution.

#### Competent authority:

The health insurance institution

#### Additional information:

<http://www.help.gv.at/> (delivery of a baby)

<http://www.arbeiterkammer.at/> (maternity weekly allowance)

#### 9.1.2 Females Working on Short-Term Contracts as Independent Contractors

Female independent contractors receive weekly maternity allowance interrelated to their income. Starting from January 1, 2016 an entitlement to leave of eight weeks before and eight weeks after child delivery has come into force, meaning that female independent contractors may not work during these periods.

Details regarding the amount of the weekly maternity allowance can be obtained from the respective competent health insurance institution.

#### Competent authority:

The health insurance institution

#### Additional information:

<https://www.help.gv.at/> (before delivery of a baby)

<https://www.help.gv.at/> (maternity weekly allowance)

<http://www.arbeiterkammer.at/> (maternity weekly allowance)

<http://www.arbeiterkammer.at/> (brochure: short term employment contract as an independent contractor)

### 9.1.3 Self-Employed Females

An **entrepreneurial aid** (Betriebshilfe) is foreseen for self-employed women running a **business**, i.e. replacement labour is provided for the business during the compulsory maternity protection period. Under certain circumstances they are also entitled to **weekly maternity allowance**. The weekly maternity allowance is primarily applicable to self-employed females with no business license ("new self-employed").

Such entrepreneurial aid/weekly maternity allowance (Betriebshilfe/Wochengeld) will only be granted respectively provided when compulsory insurance with the competent health insurance fund remains in force. The weekly maternity allowance in this case amounts to €53.11 per day (in 2017).

#### Competent authority:

Social Security Institution for Trade and Industry

#### Additional information:

<http://www.svagw.at/> (weekly maternity allowance and entrepreneurial aid)

<https://www.usp.gv.at/> (self-employment and pregnancy)

### 9.1.4 Mother-Child Pass

At the beginning of pregnancy, you will receive a **Mother-Child Pass** (Mutter-Kind-Pass), to be used for recording medical check-ups of the mother and unborn child and subsequently for recording vaccinations and check-ups during infancy and early childhood stages. You can obtain your mother-child pass from your gynaecologist, your general practitioner, your district public health office (Bezirksgesundheitsamt), the specialised outpatient services of your district health insurance fund, the outpatient services of hospitals with maternity clinical departments or from pregnancy consultation offices.

The mother-child pass check-ups are a prerequisite for the receipt of childcare allowance (Kinderbetreuungsgeld).

Uninsured women and children with no eligibility to benefits such as weekly allowance or childcare allowance, even as dependents, and also women receiving **basic care and service benefits** respectively **means-tested minimum benefits**, can have free examinations covered by the mother-child pass.

#### Additional information:

<http://www.help.gv.at/> (before delivery of a baby)

<https://www.bmgf.gv.at/> (mother-child pass)

<https://www.bmgf.gv.at/> (brochure: we're having a baby)

## 9.2 Before the Child Delivery

Visit a **hospital** with delivery ward where you want to deliver your baby as early as possible in order to have a bed reserved for you for the date of the delivery.

You can also deliver your baby as an **outpatient**. This means that you may leave the hospital several hours after the delivery. You and your baby are then looked after at home by a **midwife** and a **paediatrician**. Also in this case you still have to register in good time at the delivery ward of your hospital.

If you want to deliver your baby **at home** discuss this with your doctor and find a midwife who will help you during the delivery.

### Additional information:

<http://kliniksuche.at/> (finding a hospital)

<https://www.gesundheit.gv.at/> (delivery of a baby)

<http://www.hebammen.at/> (finding a midwife)

## 9.3 After the Child Delivery

After the delivery you have to take care of some administrative details. Your baby needs a birth certificate, residence registration form, residence permit, social security coverage, etc.; nearly all of these administrative requirements after **child delivery** can be completed at the **registry office competent for the place of birth**. Since issuing of the documents normally takes some time, you cannot however take them with you immediately.

### Additional information:

<https://www.help.gv.at/> (check list – administrative requirements after child delivery)

## 9.4 Parental Leave, Childcare Allowance & Parental Part-Time Work

**Parental/maternity leave** (Elternkarenz/Karenz) is deemed **entitlement to release from performance obligations under employment contract** (Dienstfreistellung) pursuant to the Labour Act (Arbeitsrecht) following birth of a child (also for adoptive parents and from January 1, 2016 also for foster parents; for the latter only if fostering is not linked to remuneration) as well as after the expiry of the maternity protection period. The maximum duration of maternity protection pursuant to the Labour Act providing protection against dismissal and termination is up to the day before the second birthday of the child. If you intend to take out longer maternity leave, you absolutely must have a corresponding written agreement with your employer.

During the parental/maternity leave period you receive no remuneration; hence **childcare allowance** (Kinderbetreuungsgeld, KBG) can be received during this time provided that all prerequisites have been satisfied. Every child, including foster and adopted children, is eligible to receiving childcare allowance.

**Note: persons eligible for asylum** receive **childcare allowance** starting from the month of positive asylum decision; **employed persons eligible for subsidiary protection** who receive no basic care and service benefits also receive **childcare allowance**.

Only one of the parents is entitled to parental leave at any one time, but parents may split the time and take the parental leave in turns.

Independent contractors are not entitled to maternity leave, are however entitled to childcare allowance provided they have satisfied the respective prerequisites.

As of January 1, 2017 an **amendment** of the Childcare Allowance Act came into force.

**Parents with children born by or before March 1, 2017** can choose from five models of childcare allowance benefit (four flat-rate models and one income-linked model). In the case of the very first application, you can modify the selected variant within fourteen (14) days from the date of initial application submission.

**The flat-rate childcare allowance is paid when the following prerequisites have been satisfied:**

- ▶ common household with the child
- ▶ at least one of the parents living in the same household with the child is entitled to receive family allowance (Familienbeihilfe)
- ▶ their life is centred in Austria and they legally reside in Austria:
- ▶ performance of the mother-child pass examinations – five during pregnancy, five after giving birth

An additional gross income of up to 16,200 Euros per year is permissible to remain eligible for the flat-rate childcare allowance.

Additional prerequisites including preceding employment are deemed applicable to the income-linked model.

The top limit of additional income in the case of the income-linked model is 6,800 Euros over the period during which you enjoy the benefits.

**For parents whose children are born after March 1, 2017** the new Childcare Allowance Benefits Act (Kinderbetreuungsgeldgesetz) offers two systems to choose from:

▶ **childcare allowance benefits account (flat-rate benefits)**

The flat-rate childcare allowance benefits are paid to parents **irrespective** whether they were in gainful employment or not prior to delivery of the baby.

A benefit eligibility period can be flexibly selected from 365 days (1 year) to 851 days (2.3 years). If the parents swap, the benefit eligibility period extends to 456 up to 1,063 days. The amount of the childcare allowance is correlated to the period during which the benefits are paid.

The daily childcare allowance benefit ranges from 33.88 to 14.53 Euros. By selecting the eligibility period you automatically select the daily childcare allowance benefit. The parents may swap a maximum of two times, i.e. a maximum of three blocks may result. Each benefit reception period of each parent must last for a minimum of 61 days.

The same prerequisites as under the previous regulations (flat-rate model) also apply to the childcare allowance benefits account.

You can earn up to 16,200 Euros respectively up to 60 percent of your last income achieved in the calendar year prior to the birth in which no childcare allowance benefits were received.

▶ **income-linked childcare allowance benefits**

Income-linked childcare allowance benefits allow parents who only want to withdraw from their occupational activities for a short period to receive an income substitute during this period. This variant requires that directly before the delivery of your baby and/or maternity protection you have been continuously in gainful employment in Austria for 182 days, respectively you enjoyed health and pension insurance coverage through this occupational activity. No unemployment insurance benefits (unemployment benefits, welfare benefits, further education subsidies, etc.) may be received during this period; neither in addition to your gainful employment.

Parents may choose between the flexible flat-rate childcare allowance benefits account and the income-linked childcare allowance benefits.

Parents who have virtually equal shares in receiving childcare allowance benefits are additionally granted a “**partnership bonus**” (Partnerschaftsbonus) amounting to 1,000 Euros. The application for being granted a partnership bonus can be submitted together with the application for childcare allowance benefits.

Furthermore, a **family time bonus for fathers** after birth applies to children born on or after March 1, 2017. The family time bonus is a monetary benefit for fathers in gainful employment who intensely and exclusively dedicate their time to their family directly after the birth of the child, i.e. interrupt their employment (in agreement with the employer) for a period between 28 and 31 days. The family time bonus is only applicable to parents with their centre of vital interests in Austria. The family time bonus amounts to 22.60 Euros per day. Fathers remain health insured during this period.

#### **Informing the employer of the paternity/maternity leave periods:**

If the mother is the first to take parental leave then they are to inform their employer not later than on the last day of the maternity protection period whether they are taking out the maternity leave and if so for how long.

If the father is the first to take parental leave, they are to inform their employer not later than eight weeks after the delivery of the beginning and duration of the parental leave.

**Note:** childcare allowance is granted only for the **youngest child**. If another child is born when receiving such allowance, the eligibility to this allowance for the older child ends with the birth of the younger one. Childcare allowance will then be paid for the newborn. The second birth is to be immediately reported to the competent health insurance institution (you are obliged to make this notification). Special regulations apply to multiple births.

**Application:** the childcare allowance can be applied for on the day of delivery at the earliest. Please use the **application form** of the competent health insurance institution, even if you are yet not receiving any family allowance. The form is available there. The completely filled in and signed original **application form** must be submitted at the competent office. Remember to enclose the required documents.

Please carefully read the childcare allowance [information sheet](#) of the Federal Ministry of Family and Youth (Bundesministerium für Familien und Jugend), knowledge of which you confirm with your signature on the application form.

#### **Required documents:**

- ▶ birth certificate of the child
- ▶ passport of the applicant and **asylum approval decisions** for applicants eligible for asylum and the decision for the child,  
or
- ▶ demonstration of **eligibility for subsidiary protection** of the applicant and child
- ▶ residence registration certificate (Meldezettel)
- ▶ any decision on granting **family allowance**, if applicable

#### **Competent authority:**

health insurance institution (in Vienna – childcare allowance customer centre).

Contact your social centre/social counselling centre or the competent health insurance institution, or the **info line on childcare allowance benefits** at 0800 240 014 or use the [online calculator of the childcare allowance benefits](#).

### Additional information:

<http://www.arbeiterkammer.at/> (parental/maternal leave)  
<http://www.help.gv.at/> (childcare allowance benefits)  
<https://www.bmfj.gv.at/> (childcare allowance benefits – persons eligible for asylum respectively subsidiary protection)  
<https://media.arbeiterkammer.at/> (brochure: childcare allowance benefits)  
<http://www.arbeiterkammer.at/> (income in addition to the children allowance benefits)  
<https://www.sozialversicherung.at/> (online calculator for additional income when receiving childcare allowance benefits)  
<https://www.help.gv.at/> (family time bonus)  
<https://www.help.gv.at/> (partnership bonus)

### Childcare allowance aid

Single parents and families with no or low-income can apply for an **aid to the childcare allowance** (Beihilfe zum Kinderbetreuungsgeld). The application is also to be submitted with the responsible health insurance institution.

<https://www.help.gv.at/> (aid to flat-rate childcare allowance – application)  
<http://www.bmfj.gv.at/> (aid to flat-rate childcare allowance)  
<http://www.arbeiterkammer.at/> (aid to childcare allowance)

Recipients of childcare allowance and their children automatically **enjoy the benefits of health insurance**.

During respectively after receipt of the childcare allowance, **unemployment benefits respectively social welfare** may be applied for if certain mandatory prerequisites have been satisfied.

### Additional information:

<http://www.bmfj.gv.at/> (childcare allowance and unemployment benefits)

### Parental right to part-time work:

**Parental right to part-time work** (Elternteilzeit) is a legally regulated entitlement to reduction of the present total working time and/or change of the current working hours. It can be arranged at the end of the parental leave or end of the maternity protection period (if you want to start working again after the maternity protection period). The entitlement to parental part-time work remains in force no longer than up to the seventh birthday of the child, upon satisfaction of certain prerequisites. Parents whose children were born starting January 1, 2016 must reduce their normal weekly working hours by at least 20 percent. The remaining working time may not exceed twelve hours. This is however only possible if:

- ▶ the company has more than 20 employees
- ▶ and the employment at the point of parental part-time work has lasted for a minimum of three years without any interruptions (including maternity protection and leave)
- ▶ the parent applying for part-time employment lives in the same household with the child

Both parents are eligible to opt for parental part-time work. The terms (commencement, duration, extent and conditions) are to be agreed with your employer.

If there is **no entitlement to the parental part-time work**; this can still be agreed with employers up to the fourth birthday of the child.

### Additional information:

<http://www.arbeiterkammer.at/> (parental part-time work)  
<https://www.sozialministerium.at> (parental leave and parental part-time work)

## 9.5 Family Allowance

Family allowance is a benefit paid to financially ease the life of parents with children. Family allowance is paid irrespective of the income of the parents.

**Note:** **persons eligible for asylum** receive **family allowance** starting with the month of positive asylum decision; **employed persons eligible for subsidiary protection** who receive no basic care and service benefits also receive **family allowance**.

**Application:** you have to submit an application for family allowance benefits. If you are then eligible, the maximum lapsed period it can be granted for are five years from the month of application submission; but only starting with the month when your positive asylum decision was passed. Submit the filled in [application form](#) along with the required documents.

### Required documents:

- ▶ birth certificate of the child
- ▶ convention travel document/card for persons eligible for asylum or subsidiary protection card
- ▶ **asylum approval decisions** for applicants eligible for asylum and the decision for the child, or
- ▶ demonstration of **eligibility for subsidiary protection** of the applicant and child
- ▶ residence registration certificate (Meldezettel)

### Competent authority:

fiscal office competent for your place of residence

### Eligible are

- ▶ minors up to 18 years of age
- ▶ minors of age 18 if they are in training (apprenticeship, school, college/university, university of applied sciences)

Families with **severely disabled children** may also receive family allowance for an unlimited period; severe disability must be demonstrated through a medical certificate.

Children who have come of age are eligible for family allowance up to age of 24 provided that they are in occupation-related 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 18<sup>th</sup> birthday is disregarded. If the earnings of older children exceed a specific annual limit, their family allowance is normally forfeited.

The **family allowance amount** depends on the age of the child. **Child-related special tax allowances** and **supplements** are additionally granted for households with two or more children, or one or more disabled children. 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 allowance benefits are **paid every month**.

More details on the amount of family allowance, child-related special tax allowances and supplements can be obtained from your social adviser or competent [tax authorities](#).

**Additional information:**

<https://www.help.gv.at/> (family allowance)

<http://www.bmfj.gv.at/> (family allowance)

<http://www.help.gv.at/> (multiple children supplement)

<https://www.help.gv.at/> (family allowance for students)

<http://www.arbeiterkammer.at/> (family allowance and family allowance calculator)

## 10. EDUCATION

In Austria education is equally important for men and women. After completion of compulsory schooling both girls and boys may learn a profession, continue going to school, study at a university or take courses at adult training institutions (e.g. Volkshochschule, BFI).

Girls and boys are almost always taught together. The exception are sports classes from age 11 when they are taught separately (after primary school). Sports classes (and swimming courses) are **mandatory** and have to be attended by both girls and boys.

**Compulsory schooling:** in Austria all children have to attend school for nine years, i.e. from age of 6 to 15. The compulsory schooling starts for each child in the September following their sixth birthday.

**“Training up to the age of 18”** (“AusBildung bis 18”) has been recently introduced in Austria. This means that all youth living in Austria who completed compulsory schooling are obliged to attend a school, start an apprenticeship or training course, or a different vocational training. In this way youth can obtain qualifications beyond general compulsory schooling. This should prevent many young people from working in unskilled professions. “Training up to the age of 18” also applies to youth eligible for asylum or subsidiary protection, but not to young asylum seekers.

Parents whose children have not attended any school, course or apprenticeship training for four months are obliged to contact the **coordination office in their federal province** where they can receive assistance and counselling services.

Should you have any questions related to “Training up to the age of 18” contact the new secondary school, the pre-vocational technical school or the general secondary school your child is attending.

<https://www.ausbildungbis18.at/> (“Training up to the age of 18”)

Adults can also learn a new profession or take vocational courses, or study. This is referred to as **lifetime learning** which is not only limited to vocational training or completion of further education courses, rather more expanding of personal, social and participative perspectives in all phases of adult life.

### 10.1 Overview of Education & Training in Austria

<http://www.bildungssystem.at/> (the Austrian education system – in German and English)

#### 10.1.1 Pre-School Facilities – Crèches, Kindergartens/Childcare Groups, Pre-Schools

Very young and pre-school children are taken care of in **crèches** (Kinderkrippe) (for babies and very young children up to three years of age) as well as nursery schools and public and private **kindergartens/childcare groups** and **pre-schools** (Kindergarten/Kindergruppe, Vorschule). The demand for crèches and kindergartens is often greater than the available places.

There is a growing trend for very young children to be cared for in very small groups by “**day-care parents**” (Tageseltern) – especially in small towns and agricultural regions. Services of crèches and day-care parents (Tageseltern) are subject to charge.

Many children attend **kindergarten** from the age of 3. Attending a public kindergarten before the age of 5 is subject to charge in the most of the provinces. The amount of **kindergarten fees** (parents’ contributions) is often linked to the income of the parents. In Vienna, Lower Austria, Upper Austria, Burgenland and Tyrol **public kindergartens are free** respectively costs are partially reimbursed. You can apply for **financial aid** if you cannot afford to pay the kindergarten fees. Contact your municipal office or competent municipal district authorities where you live to find out more about “income-linked aid to childcare allowance”.

**Opening hours:** kindergarten opening hours vary widely. Kindergartens in rural regions are often only open in the mornings. Always ask what is the earliest time you can bring your child to the kindergarten and the latest time you can collect them from there.

The **mandatory kindergarten year** before school is free of charge. This means that all children of age of 5 to 6 must attend kindergarten (20 hours per week excluding lunch). There they meet many other children, can play together and **learn German**.

**Important:** pre-school teachers look after your child at kindergartens. Some kindergartens offer special programs for your children to learn German. Pre-school teachers will be happy to assist you.

Children staying at the kindergarten after lunchtime are served **lunch** there. Please ask in good time whether the eating requirements of your child (e.g. lactose-free, food allergies or vegetarian preferences) can be considered. The lunch is either included in the kindergarten fees or has to be paid separately.

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

After children have successfully completed their first four years of **compulsory primary school** (Volksschule/Grundschule), they may either attend a **new secondary school** (neue Mittelschule), or the lower level of a **secondary academic school** (AHS; secondary level 1).

All children irrespective of their grades must be accepted at the new secondary school. Children with good grades at primary school can attend the lower level of the secondary academic school.

The primary level and the secondary level 1 are offered in Austria either as **full-day school** (teaching, learning & leisure activities are in turns) or **afternoon care** (leisure & learning activities) at the school or nearby. Here children can learn and do their homework with the assistance of teachers or afternoon carers. In both variants the children are taken care of Monday through Thursday until at least 4 pm and on Fridays until at least 2 pm. The amount of the parents' contribution for **food and leisure care** varies.

In their **last year of compulsory schooling**, children may attend a pre-vocational course, a vocational intermediate school (weiterführende berufsbildende Schule) as well as the upper level of a secondary academic school or the upper level of a 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** (special needs education/including training) for children with mental and/or physical disabilities or special educational needs which cover the first eight to nine years of schooling (special needs schools for children with particular fostering needs). Alternatively, a **vocation preparatory year** can be taken in the ninth school year; possibly followed by integrative vocational training.

**Note:** for making the kindergarten and school attendance of your children a success, it is important for you as parents to cooperate with the kindergarten and school. **Parent-teacher conferences** give you the opportunity to talk to the teachers about the learning progress of your children. If you do not understand everything, you can always ask or come together with an **adult** you trust who can assist you by translating. 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.

The **religion class** can be chosen in correspondence with the religion of the child. Children may be de-registered from religion classes by their parents.

### 10.1.3 Secondary Schools (Secondary Level 2)

Following completion of their ninth year of schooling, young people have the option of professional training in the form of an **apprenticeship** (see Chapter 10.6), entering the workforce or continuing their education at a **secondary school**.

**Intermediate-level secondary technical respectively vocational schools**, health sector and nursing schools entitle students to exercise an occupation respectively several occupations according to the type of school attended. Graduates of these schools may take diploma and school leaving examinations through **extension courses**.

Graduation from an academic secondary school or intermediate-level secondary technical respectively vocational school and passing the corresponding **school-leaving examination** (Matura) entitles students to enrol in educational colleges, universities of applied sciences, academies, colleges, universities, i.e. tertiary educational facilities.

However, young people and adults who have not passed the school-leaving examinations (Matura) may still be admitted to higher educational institutions if they successfully pass **qualification examinations including the academic qualification tests** (Studienberechtigungsprüfung), the **matriculation exam for professionals** (Berufsfähigkeitsprüfung), or **Matura examinations for external candidates** (Externistenmatura).

### 10.1.4 Learning German at School

Special fostering is offered for pupils/students with a **first language other than German**. There are for instance German language courses for children at compulsory schools during teaching hours and/or in the afternoon at the school. Please ask at the school for more details.

It is also possible that your children can additionally take classes in their mother tongue (first language). Ask at the school you selected whether they offer such classes.

**Note:** children and youth with insufficient German skills can be accepted as **extraordinary pupils/students** for a maximum period of two years; giving them time to learn German. Assessment of the performance of such external pupils takes their language difficulties into account.

This means that the performance of your child will not be assessed for the majority of classes. As soon as these children/youth have sufficient command of German, they will be assessed and become regular pupils/students.

#### More information on education & training:

<http://www.startwien.at/de/asyl> (informative modules related to training and education in Vienna in Arabic, Farsi and Dari)

<http://www.unhcr.org/> (brochure: Easily explained. Schools & training in Austria, in Arabic and German)

<http://www.unhcr.org/> (brochure: Easily explained. Schools & training in Austria, in Dari, Farsi and German)

<https://www.help.gv.at/> (kindergartens)

<https://www.help.gv.at/> (forms of childcare)

<https://www.help.gv.at/> (full-day school forms & afternoon care)

<http://www.bildungssystem.at> (the Austrian education system – in German and English)

<http://www.help.gv.at/> (brochure: schools – comprehensive information on the Austrian school system)

<https://www.bmb.gv.at/> (refugee children and youth at Austrian schools)

<https://www.bmb.gv.at/> (education in Austria)

<https://www.ausbildungbis18.at/> ("Training up to the age of 18")

<https://www.bmb.gv.at/> (special needs education and inclusion)

<https://www.bmb.gv.at/> (school directories)

<https://www.bmb.gv.at/> (school & training guides)

<https://www.bmb.gv.at/> (school service offices in the federal provinces)  
<https://www.help.gv.at/> (pupils/students with other mother tongue than German)  
<https://www.bmb.gv.at/> (mother tongue classes – multilingual classes)  
<http://www.herold.at/> (schools with foreign curriculum/international schools in Vienna)  
<http://www.erwachsenenbildung.at/> (academic qualifications test, matriculation exam for professionals, school-graduation examination for external candidates)  
<http://wissenschaft.bmwf.gv.at/> (universities, etc.)  
<http://wissenschaft.bmwf.gv.at/bmwf/studium/studieren-in-oesterreich/> (studying in Austria)  
<http://www.help.gv.at/> (college/university tuition fees)

#### Federal ministries:

<http://www.bmb.gv.at> (Federal Ministry of Education – education & training)  
<http://wissenschaft.bmwf.gv.at/> (Federal Ministry of Science, Research and Economy – university/college studies)

### 10.2 Teaching and School-Free Times

The school year in Austria is comprised of two semesters.

In the federal provinces Vienna, Lower Austria and Burgenland school starts on the first Monday in September, in the remaining provinces on the second Monday in September. The school year ends at the end of June respectively beginning of July of the subsequent year. A nine week summer vacation separates two school years. Additionally, there is a **Christmas break** (between 24<sup>th</sup> of December and 6<sup>th</sup> of January) and **Easter break** (1.5 weeks) at each school. Furthermore, there are the so-called **school-governed free days**. Each school can decide on which dates they have these additional school-free days.

The winter semester ends in February, and after a one week **semester break** the summer semester starts, also in February. The semester break does not start simultaneously in all federal provinces. For more information either contact the school or consult the school break calendar.

**Statutory holidays** are school-free.

**Classes start** normally at 8 am, but there are also schools at which classes start at 7.30 respectively at 8.30.

#### Additional information:

<http://www.schulferien.org/oesterreich/ferien/2017/> (school breaks & holidays in Austria in 2017)

### 10.3 School Notification & Annual Certificate

At the end of the semester break the pupils/students of the secondary level 1 and secondary level 2 receive a **semester notification**. At the end of a school year the pupils/students receive **annual school certificates**. Semester notification and annual school certificate show performance in the individual subjects. The performance of pupils/students is appraised and the following **assessment levels (school grades)** are used: very good (1), good (2), satisfactory (3), sufficient (4), not sufficient (5). Performance is appraised as “very good” when pupils/students satisfied the requirements of the subject “far beyond the basics” and can apply their knowledge and skills independently on tasks completely new to them.

Performance is appraised as “not sufficient” when the pupils/students have not or insufficiently satisfy the requirements of the subject and/or cannot apply their knowledge and skills without substantial help of the teacher. The grades “good” to “sufficient” are in-between.

In the seventh and eighth year of schooling at the new secondary school the grades for **basic and in-depth general education** are differentiated. The in-depth general education corresponds to the educational aims of a secondary academic school, the basic education covers the same contents however on a less complex level. The grades for the in-depth general education range from “very good” to “sufficient”, respectively for the basic general education from “sufficient” to “not sufficient”. Assessments for the basic general education with grades “very good” and “good” correspond to assessments in the in-depth general education and are therefore assessed using the respective grades of the in-depth general education.

At many **primary schools** the **assessment** is mostly **verbal**. The verbal assessment informs both children and parents in more detail about the children's performance. Under these circumstances, verbal assessment should use statements which are generally comprehensible, contain valuable information and are appreciative. At primary schools there are also other forms of performance assessment, such as the work quota book (it describes the tasks a child has to complete throughout their school life; the child's progress is documented in the form of notes written next to respective quota (task descriptions)).

#### **Additional information:**

<https://www.bmb.gv.at/schulen/bw/abs/abs.html> (defining performance and assessment at school)

<https://www.bmb.gv.at/> (defining performance and assessment at the new secondary schools – seventh and eighth year of schooling)

### **10.4 Registering at Kindergarten & School**

Please find out in good time at the municipality office, competent municipal district authorities or at the kindergarten and school from when and how long you can register your child at a kindergarten or school (registration/enrolment deadlines). At primary school these deadlines are also referred to as **pupil enrolment**. Normally, parents register their children at a primary school in the local neighbourhood.

For children who turn six by 31<sup>st</sup> of August **general compulsory schooling** at primary school starts on the first Monday in September (in Vienna, Lower Austria and Burgenland) respectively on the second Monday in September (in all other provinces). The decision about acceptance at a primary school is incumbent on the respective provincial school superintendent. This is however only true for public schools.

Please take your child with you to **pupil enrolment** so that the headmaster can gain their first impression of your child. If required, have an adult interpreter accompany you to assist you during the meeting with the school headmaster.

At the enrolment the **readiness of your child for school attendance** is also determined. Various tasks and questions serve determination of where your child is regarding their physical, cognitive, emotional and social development. Children subject to compulsory schooling who are not ready for school attendance must be accepted at a **pre-school**. Pre-school lasts one year and helps your child to develop abilities allowing them to start the school next year.

**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 school enrolment takes place and which documents are to be provided. Additionally, you will find enclosed an **information and registration form** for full-day care at the school.

Enrolment at schools **after primary school** (see Chapter 10.1.2) takes place often in the first two weeks after the semester break. Please contact the respective **school service office** in your federal province to ask when 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 school in the middle of the school year. Contact the **school service office** and ask which school your child could attend.

If you want to register your child at a **private school**, you should arrange an appointment with the headmaster. The majority of private schools are confessional schools, there are also few schools teaching their own curriculum. Some of the private schools do not have the so-called “public equivalency right” (Öffentlichkeitsrecht). Certificates from schools without the public equivalency right are often not recognised, or no certificates are issued by these schools.

If you however intend registering your child at a private school without the public equivalency right, you have to apply for “**school registration at a private school without public equivalency right**” at the competent provincial school superintendent.

#### **Additional information:**

<https://www.help.gv.at/> (enrolment at primary schools)

<https://www.schule.at> (readiness for school attendance)

<https://www.bmb.gv.at/> (school service offices in the federal provinces)

<http://www.grg23vbs.ac.at/> (so-called external pupils)

## **10.5 Costs, Subsidies & Free Travel Pass for Public Transportation**

### **Costs:**

there are many **public schools** in Austria with good reputation; public schools are free; however you may have to pay for excursions, materials etc. under certain circumstances. In some cases there are discounts on social grounds.

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

### **Schooling aid and financial support:**

students eligible for asylum starting from the tenth year of schooling may apply for schooling aid. You can also apply for financial support so that your child can take part in a school excursion or any other school-organised event. Ask at the school your child is attending whether financial support is already available at the primary school.

<https://www.bmb.gv.at/> (schooling aid)

### **START scholarship:**

START scholarships support low-income students with migration background wishing to attend a secondary school or finish compulsory schooling and are offered in the federal provinces of Vienna, Vorarlberg, Salzburg, Upper Austria, and Lower Austria.

<http://www.start-stipendium.at/>

### **Free travel pass for public transportation:**

students receive a travel pass entitling them to free-of-charge or price-reduced use of public transportation to and from school.

For children in ongoing asylum proceedings or covered by the basic care and service benefits, the costs of the travel pass for public transportation are borne by the state.

Children eligible for asylum respectively subsidiary protection who are younger than 24 and receive Austrian family allowance may purchase a travel pass for 19.60 Euros. Please ask at your school for more details.

## 10.6 Initial Vocational Training – Apprenticeship

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

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

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

For the apprentices the **Vocational Training Act** (Berufsausbildungsgesetz) and respective **collective agreement** (Kollektivvertrag) are valid. Apprentices are subject to special provisions (unfair dismissal protection, working hours, special youth protection provisions etc.). Throughout Austria, apprenticeship programs 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 to the apprentice is based on collective labour agreements as well as company agreements. Apprentices are entitled to paid holiday amounting to thirty respectively twenty-five working days per annum.

If you are looking for an apprenticeship, it is recommended that you contact the competent branch of the Public Employment Service Austria (the AMS Youth in Vienna).

### Additional information:

<http://www.arbeiterkammer.at/> (apprenticeship)  
<http://www.bmwf.gv.at/> (list of apprenticeship programs, from A to Z)  
<http://www.bmwf.gv.at/> (apprenticeship and vocational training)  
<http://www.arbeiterkammer.at> (Austrian Chamber of Labour)  
<http://www.oegb.at> (Austrian Trade Union Federation)  
<http://www.ams.at> (Public Employment Service Austria)  
<https://www.wko.at/> (Austrian Economic Chamber)

Many youths with migration background but also persons eligible for asylum or subsidiary protection experience discrimination and isolation when entering the labour market due to their origin, skin colour, language, religion or name.

The brochure “know your rights; what can I do against discrimination at work, school and leisure time?” addresses apprentices and persons seeking apprenticeship placement. It clarifies what situations are classed as discrimination, and shows how youths can assert their rights in case of discrimination.

<http://www.zara.or.at/> (youth discrimination)  
[http://www.zara.or.at/\\_wp/wp-content/uploads/2012/01/knowyourrights\\_pdf.pdf](http://www.zara.or.at/_wp/wp-content/uploads/2012/01/knowyourrights_pdf.pdf) (brochure “know your rights; what can I do against discrimination at work, school and leisure time?”)

**Note:** not only persons **eligible for asylum** respectively **subsidiary protection** but also young asylum seekers up to age of 25 may complete apprenticeship training in so-called “shortage occupations”. Please consult your AMS office (also see Chapter 4.6).

## 10.7 Further Education at Universities

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

### Enrolment prerequisites:

the following **prerequisites** must be satisfied by a foreign citizen to be accepted as an ordinary student at Austrian universities:

- ▶ a place at the university for the desired course of studies is available
- ▶ the applicants have a high-school graduation certification 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, may be subject to additional conditions such as language courses), or the application can furnish a certificate confirming completion of a minimum three-year course at an acknowledged post-secondary educational institution
- ▶ the high-school graduation certificate must entitle direct access to the respective course at the universities of the country in which it was issued; any course-specific prerequisites (e.g. entrance test) must be satisfied in the country where the high-school graduation certificate was issued
- ▶ you must be able to demonstrate German skills on the B2 level
- ▶ if the desired course in Austria is not offered in the country issuing the certificate, then such prerequisites are to be demonstrated for the course scientifically closest to the desired one; only if there are no universities in that country is there no need to present such evidence
- ▶ moreover, the applicant must have sufficient German skills; if required an appropriate test is to be taken.

### Application period:

up to February 1 respectively September 1. For some study courses different application deadlines may apply, please contact the competent rector's office or the admissions office at the respective university.

### Pre-study course:

the pre-study course prepares persons with secondary school graduation obtained abroad for studying in Austria. They learn German and can catch up in some major fields for the intended major course of studies.

### Additional information:

<https://www.help.gv.at/> (admission of foreign students)

<https://www.help.gv.at/> (checklist: studying & living in Austria for third-country members)

<http://wissenschaft.bmwf.gv.at/> (universities, etc.)

<http://www.studienwahl.at/> (selection of university course)

<http://www.studieren.at/> (pre-study course)

<http://www.europaeischer-referenzrahmen.de/> (language skills levels)

**Persons eligible for asylum or subsidiary protection as well as asylum seekers** can participate in courses, lectures and events at certain universities specially tailored for the target group.

If you could **not** bring **any documents or certificates to Austria** with you and are a university graduate or a scientist, or want to study in Austria, contact the competent rector's office or the admissions office at the respective university, or the "MORE" project at <http://uniko.ac.at/projekte/>.

### The status of "MORE" students means

- ▶ admission as a non-degree student
- ▶ non-bureaucratic procedure for determining qualifications required for each respective course
- ▶ waiver of the tuition fee or free of charge participation in a course
- ▶ access to the library
- ▶ courses can be completed with a final exam the results of which are then listed on the transcript of records demonstrating your progress.
- ▶ assistance in everyday university routine through "buddies" (tutors)

If possible, aid for travelling expenses and teaching materials.

### Additional information:

<http://uniko.ac.at/> (offers for refugees at universities – an information sheet in Arabic and English)

### Tuition fees & studying subsidy

Persons eligible for asylum or subsidiary protection and asylum seekers normally do not have to pay any tuition fees. Tuition fees are to be paid when the normal studying duration has been exceeded by more than two semesters.

Persons eligible for asylum may be entitled to a studying subsidy subject to certain prerequisites. Persons eligible for subsidiary protection and asylum seekers are not entitled to receiving a studying subsidy.

The Austrian Integration Fund (ÖIF) may grant scholarships to persons eligible to subsidiary protection or asylum who are not entitled to studying subsidy, subject to satisfying certain prerequisites.

### Additional information:

<https://www.stipendium.at/> (studying subsidy)  
<http://www.zoe-akademie.at/bewerben/> (ÖIF scholarships)

## 10.8 Further Education & Adult Training

Ongoing training, i.e. the lifetime learning process, represents one of the major prerequisites for a successful career. Amongst the largest training and further education institutions for adults in Austria are the **Careers Promotion Institutes** (BFI, Berufsförderungsinstitute), Trade & Industry Promotion Institute (WIFI, Wirtschaftsförderungsinstitut) and **adult educational centres** (Volkshochschulen).

Adult training facilities offer language courses (including German courses), you can complete your school education (e.g. compulsory school graduation tests) or obtain certificates entitling you to admission to universities and universities of applied sciences (Fachhochschule) (academic qualifications tests (Studienberechtigungsprüfung), matriculation exam for professionals (Berufsreifeprüfung)).

Careers information centres (BIZ and BIWI) offer both a comprehensive overview of career and school education and training opportunities in Austria and individual consultation on specific educational and training issues.

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

Offered by:	
Careers Promotion Institute (BFI)	<a href="http://www.bfi.at">http://www.bfi.at</a>
Trade & Industry Promotion Institute (WIFI)	<a href="http://www.wifi.at">http://www.wifi.at</a>
Burgenland adult educational centres (Volkshochschulen Burgenland)	<a href="http://www.vhs-burgenland.at">http://www.vhs-burgenland.at</a>
Carinthia adult educational centres (Volkshochschulen Kärnten)	<a href="http://www.vhsktn.at/">http://www.vhsktn.at/</a>
Association of adult educational centres of Lower Austria (Verband Niederösterreichischer Volkshochschulen)	<a href="http://www.vhs-noe.at">http://www.vhs-noe.at</a>
Association of adult educational centres of Upper Austria (Verband Oberösterreichischer Volkshochschulen)	<a href="http://www.vhs-verband-ooe.at">http://www.vhs-verband-ooe.at</a>
Styria adult educational centres (Volkshochschulen Steiermark)	<a href="http://www.vhsstmk.at/">http://www.vhsstmk.at/</a>
Salzburg adult educational centres (Volkshochschulen Salzburg)	<a href="http://www.volkshochschule.at">http://www.volkshochschule.at</a>
Tyrol adult educational centres (Volkshochschulen Tirol)	<a href="http://www.vhs-tirol.at">http://www.vhs-tirol.at</a>
Vorarlberg adult educational centres (Volkshochschulen Vorarlberg)	<a href="http://www.vhs-vorarlberg.at/">http://www.vhs-vorarlberg.at/</a>
Vienna adult educational centres (Wiener Volkshochschulen)	<a href="http://www.vhs.at">http://www.vhs.at</a>
Careers information centres (BIZ, BerufsInfoZentren)	<a href="http://www.ams.at/">http://www.ams.at/</a>
Careers Information Centre of Vienna Trade and Industry (BIWI)	<a href="https://www.wko.at/">https://www.wko.at/</a>
Language schools/language training at the following training institutes	<a href="http://www.ikivienna.at/">http://www.ikivienna.at/</a> <a href="http://www.berlitz.at/">http://www.berlitz.at/</a> <a href="http://www.actilingua.com/">http://www.actilingua.com/</a>

## 10.9 German Language Courses, Basic Education & Graduation from Compulsory Schooling

In the future **German language courses within the framework of the Integration Act** will be offered at different levels **free-of-charge and across the country** for persons eligible for asylum or subsidiary protection as well as asylum seekers with high probability of remaining in the country. In the future you are **obliged** to take part in these courses, actively participate in these and to complete them.

Level A1 courses are organised by the Austrian Integration Fund, courses starting at level A2 or higher by the AMS.

Please refer to Chapter 1.4 for more details regarding the **Integration Act and integration year**.

### Consult the respective facilities and centres to obtain more information:

#### Austrian Integration Fund

<http://www.integrationsfonds.at/oeif-standorte/>  
(ÖIF offices – information also available in Arabic, Dari and Farsi)

#### Integration Centre of Burgenland

Thomas Edison Straße 2/Bauteil 2/1. Obergeschoß  
7000 Eisenstadt  
[burgenland@integrationsfonds.at](mailto:burgenland@integrationsfonds.at)

**phone: 05 901 02 9150**

**Consult the respective facilities and centres to obtain more information:**

<b>Integration Centre of Carinthia</b> 10. Oktoberstraße 15 9020 Klagenfurt am Wörthersee <a href="mailto:kaernten@integrationsfonds.at">kaernten@integrationsfonds.at</a>	<b>phone: 0463 50 37 81</b>
<b>Integration Centre of Lower Austria</b> Kugelgasse 8 3100 St. Pölten <a href="mailto:niederoesterreich@integrationsfonds.at">niederoesterreich@integrationsfonds.at</a>	<b>phone: 02742 265 27 190</b>
<b>Integration Centre of Salzburg</b> Inge-Morath-Platz 18 5020 Salzburg <a href="mailto:salzburg@integrationsfonds.at">salzburg@integrationsfonds.at</a>	<b>phone: 0662 876 874</b>
<b>Integration Centre of Styria</b> Reitschulgasse 19 8010 Graz <a href="mailto:steiermark@integrationsfonds.at">steiermark@integrationsfonds.at</a>	<b>phone: 0316 84 17 20</b>
<b>Integration Centre of Tyrol</b> Lieberstraße 3 6020 Innsbruck <a href="mailto:tirol@integrationsfonds.at">tirol@integrationsfonds.at</a>	<b>phone: 0512 56 17 71</b>
<b>Integration Centre of Upper Austria</b> Weingartshofstraße 25 4020 Linz <a href="mailto:oberoesterreich@integrationsfonds.at">oberoesterreich@integrationsfonds.at</a>	<b>phone: 0732 78 70 43</b>
<b>Integration Centre of Vienna</b> Landstraßer Hauptstraße 26 1030 Wien <a href="mailto:wien@integrationsfonds.at">wien@integrationsfonds.at</a>	<b>phone: 01 715 10 51</b>
<b>Integration Centre of Vorarlberg</b> Bahnhofstraße 10 6900 Bregenz <a href="mailto:vorarlberg@integrationsfonds.at">vorarlberg@integrationsfonds.at</a>	<b>phone: 05574 434 87</b>

**Addresses:**

<b>Public Employment Service Austria (AMS) of Burgenland</b> Permayerstr. 10 7000 Eisenstadt <b>phone: 02682 692-0</b> <a href="mailto:ams.burgenland@ams.at">ams.burgenland@ams.at</a> <a href="http://www.ams.at/bgld/">http://www.ams.at/bgld/</a>	<b>Public Employment Service Austria (AMS) of Carinthia</b> Rudolfsbahngürtel 42 9021 Klagenfurt am Wörthersee <b>phone: 0463 3831-0</b> <a href="mailto:ams.kaernten@ams.at">ams.kaernten@ams.at</a> <a href="http://www.ams.at/ktn/">http://www.ams.at/ktn/</a>
<b>Public Employment Service Austria (AMS) of Lower Austria</b> Hohenstaufengasse 2 1010 Wien <b>phone: 01 531 36-0</b> <a href="mailto:ams.niederoesterreich@ams.at">ams.niederoesterreich@ams.at</a> <a href="http://www.ams.at/noe/">http://www.ams.at/noe/</a>	<b>Public Employment Service Austria (AMS) of Salzburg</b> Auerspergstr. 67a 5020 Salzburg <b>phone: 0662 8883-0</b> <a href="mailto:ams.salzburg@ams.at">ams.salzburg@ams.at</a> <a href="http://www.ams.at/sbg/">http://www.ams.at/sbg/</a>

## Addresses:

### Public Employment Service Austria (AMS) of Styria

Babenbergerstr. 33  
8020 Graz

**phone: 0316 70 81-0**

[ams.steiermark@ams.at](mailto:ams.steiermark@ams.at)

<http://www.ams.at/stmk/>

### Public Employment Service Austria (AMS) of Tyrol

Amraser Straße 8  
6020 Innsbruck

**phone: 0512 58 46 64**

[ams.tirol@ams.at](mailto:ams.tirol@ams.at)

<http://www.ams.at/tirol/>

### Public Employment Service Austria (AMS) of Upper Austria

Europaplatz 9  
4021 Linz

**phone: 0732 69 63-0**

[ams.oberoesterreich@ams.at](mailto:ams.oberoesterreich@ams.at)

<http://www.ams.at/ooe/>

### Public Employment Service Austria (AMS) of Vienna

Ungargasse 37  
1030 Wien

**phone: 01 878 71-0**

[ams.wien@ams.at](mailto:ams.wien@ams.at)

<http://www.ams.at/wien/>

### Public Employment Service Austria (AMS) of Vorarlberg

Rheinstr. 33  
6901 Bregenz

**phone: 0557 46 91-0**

[ams.vorarlberg@ams.at](mailto:ams.vorarlberg@ams.at)

<http://www.ams.at/vbg/>

### Public Employment Service Austria (AMS)

Treustraße 35–43  
1200 Wien

**phone: 01 331 78-0**

[ams.oesterreich@ams.at](mailto:ams.oesterreich@ams.at)

<http://www.ams.at>

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

<http://www.startwien.at/de/asyl> (informative modules in Vienna related to health issues in Farsi, Dari, Arabic)

<https://www.initiative-erwachsenenbildung.at/bildungsangebote/> (free basic training offers and compulsory school graduation courses)

Toll-free number for obtaining more information on basic training: 0800 244 800

## 10.10 Training Counselling & Assistance in Finding a Vocational Placement/Job

Here you can find some of the counselling and assistance facilities offering training counselling and occupational guidance services which will assist you through tips and tricks in all aspects related to finding a vocational placement or a job (such as drafting your application).

### Burgenland

#### BiB Bildungsinformation Burgenland

training counselling for persons eligible for asylum or subsidiary protection and asylum seekers in Northern Burgenland (districts: Neusiedl, Eisenstadt and Mattersburg)

Domplatz 21  
7000 Eisenstadt

[info-bib@burgenland.at](mailto:info-bib@burgenland.at)

<http://www.bib-burgenland.at/>

**Languages:** Arabic, Dari, Farsi (interpretation services), English, German

**phone: 02682 66 88 666**

## Burgenland

### **Training counselling for young refugees (15 to 19 years old)**

for persons eligible for asylum or subsidiary protection and asylum seekers in Northern Burgenland (districts: Neusiedl, Eisenstadt and Mattersburg)

Domplatz 21

7000 Eisenstadt

[info-bib@burgenland.at](mailto:info-bib@burgenland.at)

<http://www.bib-burgenland.at/>

**Languages:** Arabic, Dari, Farsi (interpretation services), English, German

**phone: 02682 668 86 66**

### **Training & education counselling Burgenland**

training counselling for persons eligible for asylum or subsidiary protection and asylum seekers in central and South Burgenland (districts: Oberpullendorf, Oberwart, Güssing and Jennersdorf)

[molnar@bildungsberatung-burgenland.at](mailto:molnar@bildungsberatung-burgenland.at)

**Languages:** Arabic, French, English, German

[farsi@bildungsberatung-burgenland.at](mailto:farsi@bildungsberatung-burgenland.at)

**Languages:** Dari, Farsi

<http://www.bildungsberatung-burgenland.at/>

**phone: 0664 88 22 86 12**  
(phone, text messages, WhatsApp, Viber)

**phone: 0664 88 22 86 13**  
(phone, text messages, WhatsApp, Viber)

## Carinthia

### **IAM – Institute of Labour Migration**

training counselling for persons eligible for asylum and subsidiary protection after referral by the AMS Carinthia

Gabelsbergerstraße 11–13

9020 Klagenfurt am Wörthersee

[info@iam.co.at](mailto:info@iam.co.at)

<http://www.iam.co.at/>

**Languages:** English, German; interpretation services for many languages on site and on the phone

**phone: 0463 509 301**

### **Competence counselling of Carinthia**

counselling in person, online, by email or Skype

Fromillerstraße 31/2

9020 Klagenfurt am Wörthersee

[office@kompetenzberatung.at](mailto:office@kompetenzberatung.at)

<http://www.kompetenzberatung.at/>

**Languages:** English, German; interpretation services for many languages on site and on the phone

Counselling services also offered in Feldkirchen, Hermagor, Klagenfurt am Wörthersee, St. Veit/Glan, Spittal/Drau, Villach and Völkermarkt

**phone: 0463 50 46 50**

## Lower Austria

### CarBiz – Caritas training centre

for persons eligible for asylum, subsidiary protection and asylum seekers from Vienna, Lower Austria and Burgenland

Favoritenstraße 217

1100 Wien

[bildungsberatung@caritas-wien.at](mailto:bildungsberatung@caritas-wien.at)

<https://www.caritas-wien.at/>

**Languages:** English, German

**phone: 01 406 10 37**

### Asylum & Integration South Lower Austria

CarBiz – Caritas Lower Austria training centre

mobile refugee assistance of Lower Austria

Neuklostergasse 1

2700 Wiener Neustadt

<https://www.caritas-wien.at/>

**Languages:** English, German; interpretation services for many languages on site and on the phone

**phone: 02622 40920**

### BACH training centre Mödling

Eisentorgasse 5

2340 Mödling

Tuesdays, Wednesdays, Thursday from 9 am to 2 pm

<https://fluechtlingsdienst.diakonie.at/>

**Languages:** Arabic, Dari, Farsi, German, Polish, Russian, Ukrainian

**phone: 0664 889 71 968**

(in Arabic)

**phone: 0664 883 506 58**

(in Dari, Farsi)

**phone: 0664 85 82 707**

(in Polish, Russian, Ukrainian)

### Training counselling of Lower Austria

<http://www.bildungsberatung-noe.at/>

## Salzburg

### Association for counselling and assistance for foreigners in Salzburg (VEBBAS)

Auerpergstraße 17

5020 Salzburg

[office@vebbas.at](mailto:office@vebbas.at)

<http://www.vebbas.at>

**Languages:** Arabic, Dari, Farsi, Russian, Ukrainian, Kurdish, English, French, Italian, Bosnian, Croatian, Serbian, Polish, Turkish, German; interpretation services for many languages on site and on the phone

Counselling services also offered in Zell am See and Bischofshofen.

<http://www.vebbas.at/>

**phone: 0662 87 32 48**

### INTO Salzburg – integration house

Lehener Str. 26

5020 Salzburg

[into.salzburg@diakonie.at](mailto:into.salzburg@diakonie.at)

<https://fluechtlingsdienst.diakonie.at>

**Languages:** English, German; interpretation services for many languages on site and on the phone

**phone: 0662 870 32 90**

## Salzburg

### BiBer – training counselling of the City of Salzburg and in the districts

[office@biber-salzburg.at](mailto:office@biber-salzburg.at)

<http://www.biber-salzburg.at/>

**Languages:** English, German; interpretation services for many languages on site and on the phone

**phone: 0662 87 26 77**

### Verein Viele (women's integration centre)

Rainerstraße 27/1. Stock

5020 Salzburg

[office@verein-viele.at](mailto:office@verein-viele.at)

<http://www.verein-viele.at/>

**Languages:** Arabic, Dari, Farsi, Kurdish, Hindi, Pashto, Urdu, English, German; interpretation services for many languages on site and on the phone

**phone: 0800 208 400**

**phone: 0662 87 02 11**

### B.I.K. – counselling for foreign parents

Mozartplatz 6

5020 Salzburg

[bik-salzburg@gmx.at](mailto:bik-salzburg@gmx.at)

<https://www.stadt-salzburg.at>

[christa.schwaiger@lsr-sbg.gv.at](mailto:christa.schwaiger@lsr-sbg.gv.at)

**Languages:** English, German

**phone: 0662 80 72 29 61**

Counselling outside the city of Salzburg

**phone: 0662 8083 3009**

### Training counselling network of Salzburg

<http://www.bildungsberatung-salzburg.at/>

## Styria

### Mobile integration counselling

for ECHR refugees and persons eligible for subsidiary protection

Mariengasse 24

8020 Graz

[bettina.zangl@caritas-steiermark.at](mailto:bettina.zangl@caritas-steiermark.at)

<https://www.caritas-steiermark.at/>

**Languages:** German, English; interpretation services for many languages on site and on the phone

**phone: 0676 880 153 74**

### Caritas Open Learning Centre – Quali-Fair training project

Mariengasse 24

8020 Graz

[georg.plentner@caritas-steiermark.at](mailto:georg.plentner@caritas-steiermark.at)

<https://www.caritas-steiermark.at/>

**Languages:** German, English; interpretation services for many languages on site and on the phone

**phone: 0676 880 151 78**

## Styria

### **ZEBRA – centre for social-medical, legal and cultural counselling of foreigners in Austria**

Granatengasse 4/3. Stock  
8020 Graz

[office@zebra.or.at](mailto:office@zebra.or.at)

<http://www.zebra.or.at>

**Languages:** Arabic, Albanian, Russian, Turkish, Bosnian, Croatian, Serbian, French, English, German; interpretation services for many languages on site and on the phone

**phone: 0316 83 56 30-0**

### **Training & educational counselling Styria**

<http://www.bildungsberatung-stmk.at/>

## Tyrol

### **Innovia**

by appointment

[brigitte.carraro@innovia.at](mailto:brigitte.carraro@innovia.at)

<http://bildungsberatung.innovia.at/>

**Languages:** English, German

**phone: 0676 843 843 65**

### **ZeMiT – migrants' centre of Tyrol**

for persons eligible for asylum respectively subsidiary protection

Andreas-Hofer-Straße 46

6020 Innsbruck

[office@zemit.at](mailto:office@zemit.at)

<http://www.zemit.at>

**Languages:** Arabic, Kurdish, Russian, Turkish, Bosnian, Croatian, Serbian, English, German

**phone: 0512 57 71 70**

### **Verein Multikulturell**

Andreas-Hofer-Straße 46, 1. Stock

6020 Innsbruck

[office@migration.cc](mailto:office@migration.cc)

<http://www.migration.cc/>

**Languages:** counselling in many languages; English, German

**phone: 0512 56 29 29-0**

### **Training & educational counselling Tyrol**

<http://www.bildungsinfo-tirol.at/>

Upper Austria	
<b>I-C-E Integrations-Caritas-Express</b> counselling related to qualifications and labour market Steingasse 25/1. Stock 4020 Linz <a href="mailto:ice@caritas-linz.at">ice@caritas-linz.at</a> <a href="https://www.caritas-linz.at/">https://www.caritas-linz.at/</a> <b>Languages:</b> Arabic, Dari, Farsi, English, German; interpretation services for many languages on site and on the phone Counselling also offered in the following districts: Wels, Kirchdorf, Steyr, Ried im Innkreis, Schärding, Grieskirchen and Eferding	<b>phone: 0732 7610 2765</b>
<b>Volkshilfe SI project</b> Stockhofstr. 40/1. Stock 4020 Linz <a href="mailto:si@volkshilfe-ooe.at">si@volkshilfe-ooe.at</a> <a href="https://www.volkshilfe-ooe.at/">https://www.volkshilfe-ooe.at/</a> <b>Languages:</b> interpretation services for many languages on site and on the phone Counselling also offered in the following districts: Braunau, Vöcklabruck, Haid, Gmunden, Perg, Freistadt, Rohrbach	<b>phone: 0732 6030 9953</b>
<b>BFI Upper Austria – training for young refugees in Linz</b> Bulgariplatz 13 4020 Linz <a href="mailto:alexandra.kiss@bfi-ooe.at">alexandra.kiss@bfi-ooe.at</a> <a href="https://www.bfi-ooe.at/">https://www.bfi-ooe.at/</a> <b>Languages:</b> English, German; interpretation services for many languages on site and on the phone	<b>phone: 0664 887 90 939</b>
<b>migrare – migrants' centre of Upper Austria</b> Humboldtstraße 49/6 4020 Linz <a href="mailto:office@migrare.at">office@migrare.at</a> <a href="http://www.migrare.at/">http://www.migrare.at/</a> <b>Languages:</b> Dari, Farsi, Pashto, Russian, Albanian, Bosnian, Croatian, Serbian, Turkish, English, German Counselling services also offered in Wels, Steyr, Vöcklabruck, etc. <a href="http://www.migrare.at/">http://www.migrare.at/</a>	<b>phone: 0732 66 73 63</b>
<b>Training counselling network of Upper Austria</b> <a href="http://bildungsberatung-ooe.at/persoенliche-beratung">http://bildungsberatung-ooe.at/persoенliche-beratung</a>	

## Vienna

### CarBiz – Caritas training centre

for persons eligible for asylum, subsidiary protection and asylum seekers from Vienna, Lower Austria and Burgenland

Favoritenstraße 217

1100 Wien

[bildungsberatung@caritas-wien.at](mailto:bildungsberatung@caritas-wien.at)

<https://www.caritas-wien.at/>

**Languages:** English, Spanish

**phone: 01 406 10 37**

### Counselling centre for migrants

Hoher Markt 8/4/2/2

1010 Wien

Mondays, Wednesday, Fridays: 9 am to 1 pm, please call to arrange your appointment details

[migrant@migrant.at](mailto:migrant@migrant.at)

<http://www.migrant.at>

**Languages:** Arabic, Dari, Farsi, Armenian, Bosnian, Croatian, Serbian, Hindi, Punjabi, Urdu, Kurdish, Russian, Turkish, Spanish, Polish, Slovenian, Czech, Slovak, English, German, etc.

**phone: 01 712 56 04**

### Migrants' counselling centre (women counselling)

Marc-Aurel-Straße 2a/2/10

1010 Wien

[migrant@migrant.at](mailto:migrant@migrant.at)

<http://www.migrant.at/>

**Languages:** Bosnian, Croatian, Serbian, Turkish, English, German

**phone: 01 982 33 08**

### WAFF – initial counselling on working & occupation in mother tongue

Nordbahnstraße 36

1020 Wien

[bbe@waff.at](mailto:bbe@waff.at)

<http://www.waff.at>

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

**phone: 01 217 48-0**

### Interface Startbegleitung (initial counselling)

for persons eligible for asylum respectively subsidiary protection

Pappenheimgasse 10–6

1200 Wien

[sfa@interface-wien.at](mailto:sfa@interface-wien.at)

<http://www.interface-wien.at/>

**Languages:** Arabic, Dari, Farsi, Somali, Chechen, Russian, Georgian, Bosnian, Croatian, Serbian, French, English, German

**phone: 01 524 50 15 51**

### MOZAIK youth counselling centre

for youth of age between 15 and 25 years

Wichtelgasse 57–59

1170 Wien

[jugendberatung@diakonie.at](mailto:jugendberatung@diakonie.at)

<https://fluechtlingsdienst.diakonie.at/>

**Languages:** Arabic, Dari, Farsi, Somali, Chechen, interpretation services for many languages on site and on the phone

**phone: 01 343 95 95 8217**

## Vienna

### **Die Wiener Bildungsdrehscheibe (Vienna training hub)**

counselling, linguistic assessment and competence determination for asylum seekers from the age of 15 (not persons eligible for asylum or subsidiary protection)

Graumannsgasse 7/Stiege B/5. Stock

1150 Wien

[bildungsdrehscheibe@awz-wien.at](mailto:bildungsdrehscheibe@awz-wien.at)

<http://www.awz-wien.at/>

**Languages:** Arabic, Dari, Farsi, English, German and many other languages

**phone: 01 891 34 60382**

### **lobby.16**

unaccompanied minors eligible for asylum or subsidiary protection, asylum seekers up to the age of 21

Sechshauser Straße 34/11–12

1150 Wien

[office@lobby16.org](mailto:office@lobby16.org)

<http://www.lobby16.org/>

**Languages:** English, German

**phone: 01 236 41 54**

### **REBAS 15 – regional counselling centre for pupils/students with migration background**

Gasgasse 8–10, Stiege 4/Zimmer 130 u. 131

1150 Wien

[nedjeljka.kristo@ssr-wien.gv.at](mailto:nedjeljka.kristo@ssr-wien.gv.at)

<https://www.wien.gv.at>

**Languages:** Arabic, Dari, Farsi, Somali, Chechen, Russian, Pashtu, Kurdish, Romany, Macedonian, Bosnian, Croatian, Serbian, Turkish, French, English, German

**phone: 01 52525 15 141**

### **Peregrina – women' counselling**

Wilhelm-Weber-Weg 1/2/1+2

1110 Wien

by appointment

[information@peregrina.at](mailto:information@peregrina.at)

<http://www.peregrina.at/>

**Languages:** Arabic, Turkish, French, English, German

**phone: 01 408 33 52**

**phone: 01 408 61 19**

### **Training counselling in Vienna**

[info@bildungsberatung-wien.at](mailto:info@bildungsberatung-wien.at)

<http://www.bildungsberatung-wien.at>

**Languages:** Bosnian, Croatian, Serbian, Turkish, English, German; interpretation services for many languages on site and on the phone

**phone: 0800 20 79 59**

## Vorarlberg

### FEMAIL – women’s information centre Vorarlberg

Marktgasse 6

6800 Feldkirch

[info@femail.at](mailto:info@femail.at)

<http://www.femail.at>

**Languages:** Turkish, English, German; interpretation services for many languages on site and on the phone  
Counselling also offered in Lustenau.

**phone: 05522 31002**  
**phone: 0664 3560 603**  
(in Turkish)

### BIFO – training & occupation counselling

[biboinfo@bifo.at](mailto:biboinfo@bifo.at)

<http://www.bifo.at>

**Languages:** English, German; interpretation services for many languages on site and on the phone

Counselling also offered in Feldkirch, Bregenz and Dornbirn.

<http://www.bifo.at/>

**phone: 05572 31717-0**

### Training counselling in Vorarlberg

<http://www.bildungsberatung-vorarlberg.at>

### Caritas refugee assistance

Wichnergasse 22

6800 Feldkirch

[vivien.fritsche@caritas.at](mailto:vivien.fritsche@caritas.at)

<https://www.caritas-vorarlberg.at/>

**Languages:** interpretation services for many languages on site and on the phone

**phone: 0676 884 20 57 94**

## 11. MISCELLANEOUS

### 11.1 Buying Affordable Foodstuffs, Team Österreich Tafel

Persons with low income can buy affordable foodstuffs in Soma shops, social and Vinzi supermarkets. Warm and cold dishes can be eaten at some supermarkets. You need an entitlement card to be able to buy foodstuffs at reduced prices.

For more information consult the website of the individual locations. Social markets are located in Vienna, Lower Austria, Styria, Carinthia, Upper Austria, Tyrol and Salzburg.

<http://www.somaundpartner.at/> (Soma social supermarkets)  
<https://www.rotekreuz.at> (social supermarkets Upper Austria)  
<http://www.sozialmarkt-kaernten.at/> (social supermarkets Carinthia)  
<http://www.sozialmarkt.com/> (social supermarkets Vienna)  
<http://www.somanoe.at/> (social supermarkets Lower Austria)  
<http://www.nachhaltigkeit.steiermark.at/> (social supermarkets Styria)  
<http://soma-salzburg.at/> (social supermarkets Salzburg)

At the Team Österreich Tafel service points you can obtain foodstuffs for free, subject to certain prerequisites.

<http://www.rotekreuz.at/> (Lower Austria)  
<http://www.wienertafel.at/> (Vienna)  
<https://www.rotekreuz.at/> (Burgenland)  
<http://www.rotekreuz.at/> (Tyrol)

### 11.2 Clothing & Furnishings

You can buy affordable clothing and furnishings at Caritas Carla shops. Carla shops are listed at: <https://www.caritas.at/shops-dienstleistungen/carla/>

### 11.3 Family Reunion/Search for Relatives

Are your family members refugees or you have lost contact to your family in the country of origin? Please contact the Red Cross Tracing & Message Service.

<http://www.rotekreuz.at/> (information on the Red Cross Tracing & Message Service in English, French, Spanish, Russian, Arabic, Dari and Farsi)

## **IMPRESSUM:**

### **Media owner & publisher:**

Public Employment Service Austria (AMS)  
Corporate Service & EURES department  
Treustraße 35–43  
1200 Wien  
[www.ams.at](http://www.ams.at)

### **Project management & editorial:**

Mag. Martha Isabel Rojas Pineda

**Translation & editorial:** a.b.t. austrian business translations

**Graphic design & layout:** cwgrafik, Wien

© **Photos:** title page: Fotolia, photo in the foreword by the board: Petra Spiola, map of Austria: cwgrafik

Published: January 2018

**DISCLAIMER:** the Public Employment Service Austria (AMS)/Corporate Service & EURES department as well as persons involved in preparing this publication have carefully researched and drafted the contents hereof. Mistakes cannot however be completely excluded. The aforesaid therefore accept no liability for correctness, completeness, and topicality of the contents, and in particular no liability for any direct or indirect damages attributable to direct or indirect use of the provided contents. Please contact the editorial office if you have any suggestions for corrections. No legal claims may be derived herefrom.

The AMS accepts no responsibility for websites called up using the provided links. Links of the federal ministries are subject to change by the federal ministries. We assume no accountability for printing and layout errors.