

CONTENTS

| | | |
|-----------|--|-----------|
| 1. | LIVING IN VIENNA – LIVING IN AUSTRIA | 1 |
| 1.1. | Vienna – a city worth living in..... | 1 |
| 1.2. | Living in Austria – the political environment | 2 |
| 2. | WORKING IN AUSTRIA..... | 4 |
| 2.1. | A residence permit alone is not enough..... | 4 |
| 2.2. | Representation of interests and participation..... | 6 |
| 2.3. | Advisory centres for labour issues | 7 |
| 3. | SOCIAL INSURANCE AND HEALTH CARE..... | 8 |
| 3.1. | Social insurance | 8 |
| 3.2. | Medical care in Vienna | 9 |
| 3.3. | Nights and weekends | 9 |
| 4. | EMERGENCIES | 10 |
| 5. | CHILDREN | 11 |
| 5.1. | Birth of a child..... | 11 |
| 5.2. | Special benefits..... | 12 |
| 6. | CHILD CARE..... | 13 |
| 7. | SCHOOLING AND EDUCATION | 14 |
| 7.1. | Pupils who are non-native speakers of German | 14 |
| 7.2. | The Austrian school system | 14 |
| 8. | ADULT EDUCATION | 16 |
| 9. | HOUSING | 17 |
| 9.1. | Compulsory registration | 17 |
| 9.2. | Rented accommodation | 18 |
| 9.3. | Rented accommodation of cooperative housing associations | 18 |

| | | |
|-------|---|-----------|
| 9.4. | The Vienna Mediation Agency for Housing Matters | 19 |
| 9.5. | Owner-occupied flats and houses | 20 |
| 9.6. | Advice and support in finding accommodation, particularly for persons with low income | 20 |
| 9.7. | Saving energy – easy on your purse and on the environment..... | 21 |
| 9.8. | Some practical advice: waste separation/waste collection sites..... | 22 |
| 9.9. | Useful tips for living together | 22 |
| 10. | TRANSPORT IN VIENNA – CARS, PUBLIC TRANSPORT, CYCLEWAYS .. | 23 |
| 10.1. | Cars..... | 23 |
| 10.2. | Public transport | 25 |
| 10.3. | Cycling and hiking.....Fehler! Textmarke nicht definiert. | |
| 11. | WOMEN, CHILDREN, YOUNG PEOPLE, FAMILIES – THE CITY OF VIENNA HAS SOMETHING FOR EVERYONE | 26 |
| 11.1. | Women..... | 26 |
| 11.2. | Advice and support for families | 27 |
| 11.3. | Vienna’s Youth Centres: recreation, culture, education..... | 29 |
| 11.4. | Leisure activities for children and young people – wienXtra Association. | 29 |
| 11.5. | Homecare for elderly or ill persons | 30 |
| 12. | MAGAZINES – FIRST-HAND INFORMATION | 31 |
| 13. | LEGAL INFORMATION ABOUT YOUR FURTHER STAY IN AUSTRIA – EXTENSION OF YOUR RESIDENCE PERMIT, RESIDENCE CERTIFICATE AND CITIZENSHIP | 32 |
| 13.1. | Your family still lives abroad?..... | 32 |
| 13.2. | Extension of your residence permit..... | 32 |
| 13.3. | Integration Agreement: obligation to attend German and integration classes..... | 33 |
| 13.4. | What happens if you do not fulfil the Integration Agreement in the first year? | 34 |
| 13.5. | What happens if you have fulfilled or are exempted from the Integration Agreement?..... | 34 |

| | | |
|-----------|--|-----------|
| 13.6..... | Citizenship | 35 |
| 14. | IMPORTANT ADDRESSES – IF YOU NEED INFORMATION, SUPPORT OR (FREE) ADVICE..... | 36 |
| 14.1. | Municipal Department 20, “Immigration Office” | 36 |
| 14.2. | Free advisory services run by associations and organisations..... | 36 |
| 14.2.1. | General advisory centres | 36 |
| 14.2.2. | Information and advice for victims and witnesses of racial discrimination | 37 |
| 14.2.3. | Further advisory and support facilities for women (also see Section 11.1)..... | 37 |
| 14.2.4. | Family counselling focusing on migrant families (also see Section 11.2) | 39 |
| 14.2.5. | Advice, educational and leisure activities for young people (also see Sections 11.3 and 11.4) | 39 |
| 14.3. | Learning German in Vienna | 40 |
| 14.3.1. | Certified course providers | 40 |
| 14.3.2. | Other German classes in Vienna | 40 |
| 14.3.3. | ÖSD examination centres | 40 |
| 14.4. | You would like to get in touch with people from your home country?..... | 42 |
| 14.5. | Religious communities..... | 43 |

1. Living in Vienna – Living in Austria

1.1. Vienna – a city worth living in

You have decided to move to Vienna. From now on, this city will be your home – either for some time or for good. If you take a closer look at Vienna, you will see that it is a colourful, international and diverse city. Slightly more than half of the Viennese population was born here, and about 40% have migrated to Vienna, either from other parts of Austria or from abroad. Like in any other big city, migration is an everyday occurrence in Vienna. Today, Vienna's population amounts to 1.6 million citizens, including about 257,000 persons of non-Austrian nationality, a figure which is equivalent to approximately 16.4% of the population.

The history of Vienna is as diverse as its population: roman excavations, medieval churches and baroque palaces bear witness to Vienna's long and varied history. Yet Vienna does not live in the past. It is a modern city, a city of art and culture, of education and science, a business location in the heart of Europe. A city to enjoy life's many pleasures, where citizens can choose from a vast spectrum of cultural, sporting and social activities.

But above all, Vienna is proud to be a city committed to the promotion of social cohesion and equal opportunities, attaching utmost importance to tolerance and respect, social justice and the equality of men and women. The City Administration regards itself as a service provider whose aim is to serve its "customers", i.e. the citizens of Vienna, to the best of its abilities. A first important address is provided below:

City Information Bureau

1010 Vienna, City Hall, entrance via Friedrich-Schmidt-Platz

Opening hours: Mon to Fri 8.00 am to 6.00 pm

Tel: 525 50 (Telephone hours: Mon to Fri 8.00 am to 6.00 pm; Sat, Sun and public holidays 8.00 am to 4.00 pm)

Internet: www.veranstaltungen.wien.at

As the City Administration's central information and contact point, the bureau offers a broad range of information on a variety of issues. Its staff will not only answer questions about the responsibilities and services of the City Administration and other public entities but also questions concerning leisure activities (events, theatre performances and concerts, museums, exhibitions, etc.) or questions relating to everyday life. It also has a large stock of brochures and leaflets issued by the City Administration and other organisations.

The Internet site of the City of Vienna (www.wien.at) has won several awards. It provides you with comprehensive information about Vienna. If you have access to the Internet, this site is the ideal information platform (no matter whether you are looking for a specific department of Vienna's City Administration or want to obtain information about the range of leisure activities offered for children).

Some of the numerous services and activities offered by the City of Vienna will be presented in this folder. But first of all, we would like to give you some basic facts and figures.

1.2. Living in Austria – the political environment

The Republic of Austria

Austria has a population of about 8 million and a territory of 84,000 square kilometres. About two thirds of Austria's territory lie in the Alps, about one third covers the Danube region.

Austria is a federal republic consisting of nine autonomous federal provinces: Vienna, Burgenland, Lower Austria, Upper Austria, Styria, Carinthia, Salzburg, Tyrol and Vorarlberg. Vienna is not only a federal province, but also the federal capital and by far the largest city in Austria. As the federal capital, Vienna is the seat of the Federal President, the Federal Government, the Parliament and the Federal Ministries.

Article 1 of the Federal Constitution reads: "Austria is a democratic republic. Its power is derived from the people." All citizens are equal before the law. There are no privileges of birth, sex, status, class and religion.

Immediately after World War I, in November 1918, Austria was proclaimed a republic and became a parliamentary democracy. In 1933, democracy was eliminated and civil war followed. Between 1934 and 1938, Austria was an authoritarian corporative state. On 13 March 1938, the day of the invasion of German troops, Austria ceased to exist as an independent country, and until April 1945 it was part of Nazi-Germany, the so-called "Third Reich". When Austria had been resurrected after the liberation in April 1945, it continued in the constitutional democratic tradition of the First Republic.

Austria is a parliamentary republic. Parliamentary elections (national elections) take place every four years. In the last parliamentary elections on 24 November 2002, the Austrian Peoples Party (Österreichische Volkspartei - ÖVP) gained the majority of votes (approx. 42%), followed by the Austrian Social Democratic Party (Sozialdemokratische Partei Österreichs - SPÖ, approx. 37%), the Austrian Freedom Party (Freiheitliche Partei Österreichs - FPÖ, approx. 10%) and the "Greens" (approx. 9%). The new federal government consisting of ÖVP and FPÖ has been in office since March 2003. The Federal Chancellor, Dr. Wolfgang Schüssel, is provided by the ÖVP.

The Federal President is elected directly by the people, with elections taking place every 6 years. The office is currently held by Dr. Heinz Fischer.

The Federal Government and Parliament are responsible for all federal affairs, while the Provincial Governments and the Provincial Parliaments handle the affairs of the respective federal provinces.

Vienna – federal capital and federal province in one

Vienna is both a city and a federal province. Therefore Vienna's City Council simultaneously fulfils the function of the Provincial Parliament (i.e. the parliament of the federal province); the Mayor of Vienna also acts as Provincial Governor of Vienna.

In the Viennese elections in 2001, the Austrian Social Democratic Party (Sozialdemokratische Partei Österreichs - SPÖ) gained the absolute majority of votes and was thus entitled to appoint the Mayor (Dr. Michael Häupl) and the executive members of the municipal and the provincial government (City Councillors). With City Councillor Sonja Wehsely, Vienna's municipal/provincial government also includes a member who is specifically responsible for integration issues. The opposition is composed of the FPÖ, the ÖVP and the Greens.

The Austrian Parliament and the City Hall (seat of the Mayor and the Provincial Government) are located close together on the Ringstrasse, within walking distance of the Hofburg (seat of the Austrian President), the Federal Chancellery, the National Library and some of Vienna's major museums.

Districts and district councils

The city of Vienna is divided into 23 districts. Each district is headed by a district chairperson and a district council (district councillors). They are responsible for all district issues and are elected by the inhabitants of the relevant district. These district elections take place in conjunction with the elections to the Viennese City Council/Provincial Parliament.

EU citizens are entitled to vote in district elections.

For detailed information about Austria and its political system please refer to www.austria.gv.at or for an English version to <http://www.austria.gv.at/DesktopDefault.aspx?alias=english>; comprehensive information about Vienna is provided at www.wien.gv.at.

2. Working in Austria

2.1. A residence permit alone is not enough

A residence permit alone does not entitle you to take up legal employment in Austria. You and your family also need an employment authorisation. For your first employment in Austria this authorisation usually takes the form of an “employment licence”. After longer periods of continuous employment you are entitled to apply for a “work permit” or a “permanent work permit”. These different forms of authorisation also vary in their scope of application (e.g. only for one company, for one federal province or for the whole of Austria) and in their term of validity (ranging from several months to several years). Perhaps you have come to Austria as a key employee and have already been issued with an employment licence. Then you only have to ensure that the term of validity of your licence is extended in due time. But maybe you have come to Austria to join your family. In this case, it is quite difficult for adults to obtain an employment licence in the first few years (about 5 years) of their stay. If a young person has completed the last year of compulsory schooling and one parent has been employed in Austria for a longer period of time (at least three years within the last five years), he or she will receive a permanent work permit and is free to take up any job of his or her choice.

Note: If you take up employment without any kind of authorisation you may face serious consequences – ranging from fines to the revocation of your residence permit. Once your residence permit has been revoked you are not allowed to re-enter the country for several years.

The legal basis for the admission of foreign workers to the Austrian labour market is the Austrian Employment of Foreign Nationals Act (AuslBG), which is executed by the Labour Market Service.

Foreign nationals may only take up and hold employment in Austria if their employers have obtained an employment licence, an employment licence for key employees, a posted-worker permit or, in the case of trainees, a confirmation by the Labour Market Service authorising the relevant person’s employment, or if the foreign workers hold a work permit, a permanent work permit or a residence permit.

Currently, foreign nationals who want to enter Austria to take up employment (new immigrants), can only obtain an “**employment licence for seasonal employment**” or an “**employment licence for key employees**”.

The relevant applications and registrations must be filed in writing with the regional offices of the Labour Market Service using the available application forms.

Further information about the employment of foreign nationals in Vienna as well as the relevant application forms can be obtained from the regional offices of the Vienna Labour Market Service or downloaded from the Internet at www.ams.or.at/neu/1011.htm?parent=1011.

Regional offices

**Vienna Labour Market Service for Young People
for unemployed persons under 21
with a specialist centre for apprenticeship matters for all sectors of industry in Vienna**
1070 Vienna, Neubaugasse 43
Tel: 878 71, Fax: 878 71 – 30 089
E-Mail: ams.jugendliche@970.ams.or.at

**Vienna Labour Market Service Esteplatz
for districts 1, 3, 11
with a specialist centre for banking/insurance/IT/law/counselling/real estate/culture**
1030 Vienna, Esteplatz 2
Tel: 878 71, Fax: 878 71 – 20 089
E-Mail: ams.esteplatz@960.ams.or.at

**Vienna Labour Market Service Dresdnerstrasse
for districts 2, 20
with a specialist centre for metalworking/chemistry/energy/water**
1200 Vienna, Dresdnerstrasse 110
Tel: 878 71, Fax: 878 71 – 21 089
E-Mail: ams.dresdnerstrasse@961.ams.or.at

**Vienna Labour Market Service Redergasse
for districts 4, 5, 6, 7, 8
with a specialist centre for the retail trade**
1050 Vienna, Redergasse 1
Tel: 878 71, Fax: 878 71 – 22 089
E-Mail: ams.redergasse@962.ams.or.at

**Vienna Labour Market Service Währinger Gürtel
for districts 9, 19
with a specialist centre for health care/social work/public service**
1090 Vienna, Währinger Gürtel 104
Tel: 878 71, Fax: 878 71 – 23 089
E-Mail: ams.waehringerguertel@963.ams.or.at

**Vienna Labour Market Service Geiselbergstrasse
for district 10
with a specialist centre for transport/agriculture/food/textiles/material goods**
1110 Vienna, Geiselbergstrasse 26-32/Staircase 6
Tel: 878 71, Fax: 878 71 – 24 089
E-Mail: ams.geiselbergstrasse@964.ams.or.at

**Vienna Labour Market Service Schönbrunner Strasse
for districts 12, 23
with a specialist centre for employee placement services/occupational rehabilitation**
1120 Vienna, Schönbrunner Strasse 247
Tel: 878 71, Fax: 878 71 – 25 089
E-Mail: ams.schoenbrunnerstrasse@965.ams.or.at

**Vienna Labour Market Service Hietzinger Kai
for districts 13, 14, 15
with a specialist centre for tourism**
1130 Vienna, Hietzinger Kai 139
Tel: 878 71, Fax: 878 71 – 26 089
E-Mail: ams.hietzingerkai@966.ams.or.at

**Vienna Labour Market Service Huttengasse
for districts 16, 17, 18
with a specialist centre for building and construction**
1160 Vienna, Huttengasse 25
Tel: 878 71, Fax: 878 71 – 27 089
E-Mail: ams.huttengasse@967.ams.or.at

**Vienna Labour Market Service Schlosshofer Strasse
for district 21
with a specialist centre for the wholesale trade/advertising/printing/photography**
1210 Vienna, Schlosshofer Strasse 16-18
Tel: 878 71, Fax: 878 71 – 28 089
E-Mail: ams.schlosshoferstrasse@968.ams.or.at

**Vienna Labour Market Service Prandaugasse
for district 22
with a specialist centre for personal services**
1220 Vienna, Prandaugasse 58
Tel: 878 71, Fax: 878 71 – 29 089
E-Mail: ams.prandaugasse@969.ams.or.at

Opening hours of all Labour Market Service offices
daily from 8.00 am to 12.00 noon (registration until 11.30 am)
Information:
Mon – Thu 8.00 am to 3.30 pm, Fri 8.00 am to 1.00 pm

After five years, you are entitled to apply for a so-called “residence certificate” (permanent residence permit), which grants you free access to the labour market in the whole of Austria, without having to obtain any additional kind of employment authorisation.

This “residence certificate” is granted on the condition that you have been living in Austria for five years and during this time have either been legally employed yourself or have lived in a common household with a husband or wife who meets the above-mentioned requirements. Children subject to compulsory schooling who have lived in Austria for five years are also eligible for this residence certificate.

2.2. Representation of interests and participation

One specific feature of the Austrian system of government is the “social partnership”: all employees, employers, students, farmers, doctors, etc. are “automatically” members of a legal body representing their interests. As an employee you are a member of the Austrian Chamber of Labour (AK), as a self-employed entrepreneur you are a member of the Economic Chamber, as a student you are a member of the Austrian Students Union, to mention only the most important examples. These organisations represent your interests (e.g. by examining acts of parliament) and offer a comprehensive range of consulting and other services – some of them also in several languages. All of these bodies hold elections in which their members have the active right to vote.

Austria has a great number of relatively detailed provisions under labour law which govern all employee-employer relations. This includes provisions concerning leave entitlement, notice periods, hours of work, etc. If you need advice or support in connection with your employment contract, use the free counselling services provided by the Chamber of Labour.

2.3. Advisory centres for labour issues

Vienna Chamber of Labour

1040 Vienna, Prinz-Eugen-Strasse 20-22

Internet: www.akwien.at

Telephone enquiries: Mon – Fri 8.00 am to 3.45 pm

Appointments for personal counselling: Mon – Fri 8.00 am to 2.00 pm

Labour Law

Tel: 501 65/201

Appointments: 501 65/341

Appointments for counselling in Bosnian, Croatian, Serbian, Turkish: 501 65/2426

Women's and Family Issues

Tel: 501 65/201

Protection of Apprentices and Young People

Tel: 501 65/201

Vienna Economic Chamber

1010 Vienna, Stubenring 8-10, Tel: 514 50 0

Start-up service: Tel: 514 50 /13 47 (appointments)

Office hours: Mon 8.00 am to 5.00 pm, Tue – Thu 8.00 am to 4.30 pm, Fri 8.00 am to 4.00 pm

Internet: www.gruenderservice.net

The Austrian Federation of Trade Unions (ÖGB) also represents the interests of employees. If you are a member, you also have access to their services.

Austrian Federation of Trade Unions (ÖGB)

1010 Vienna, Hohenstaufengasse 10–12

Tel: 534 44, Fax: 534 44/204

E-Mail: wien@oegb.or.at

Internet: www.oegb.or.at

Another counselling centre offering free advice and specialising in all issues relating to employment licences/employment is the:

Counselling Centre for Migrants – Head Office

Main issues: employment, (re-)entering the labour market, unemployment, legal and social counselling, right of abode

1010 Vienna, Hoher Markt 8/2

Tel: 712 56 04 0 (appointments); Fax: 712 56 07

Office hours: Tue, Wed, Fri 9.00 am to 5.00 pm, Thu 11.00 am to 8.00 pm, Sat 8.00 am to 3.00 pm

Counselling hours: Tue, Wed, Fri, Sat 9.00 am to 1.00 pm, Thu 4.00 pm to 8.00 pm

Counselling in German, Bosnian, Croatian, Serbian, Turkish, Kurdish, English, Spanish

E-Mail: migrant@migrant.at

Internet: www.migrant.at

3. Social Insurance and Health Care

3.1. Social insurance

Austria has a statutory social insurance system with compulsory coverage. This means that if you are gainfully employed and your income exceeds the statutory limit for low-paid employment (2004: more than 316.19 euro per month), you are subject to health, accident and pension insurance.¹ If you are a salaried employee, your employer will deduct your social insurance contributions directly from your salary.

Your employer is obliged to give you a photocopy of your registration with the competent social insurance institution. Members of your family and children can be co-insured at no extra cost (if you do not have any children, your husband/wife will have to pay a small contribution). In order to consult a doctor you or the co-insured members of your family need a “medical treatment slip”, which can be obtained from your employer, if required, and which is valid for the respective quarter of the year.

The medical treatment slip entitles you and the members of your family to use the services of doctors or hospitals (with the exception of services of doctors who do not have a contract with any health insurance institutions or services of private hospitals). These services (doctors, hospitals, medicines) are generally free of charge. Sometimes you will have to pay small contributions – e.g. when you are treated in the outpatient clinic of a hospital or when you buy a prescribed medicine in a pharmacy. You will also have to pay a small fee for the issuance of a medical treatment slip. This fee will be directly deducted from your wages or salary.

For workers/employees (salaried employees):

Regional Health Insurance Office for Vienna

1100 Vienna, Wienerbergstrasse 15-19

Tel: 60 122 – 0

Internet: www.gkkwien.at

for self-employed persons and freelancers:

Social Insurance Office for Persons Engaged in Trade and Commerce – Regional Office

Vienna

1051 Vienna, Wiedner Hauptstrasse 84-86

Tel: 546 54, Fax: 54 6 54-385

Internet: www.sva.or.at

¹ If you are self-employed you are required to register with the competent social insurance institution. If you earn less than 316.19 euro per month, you may either be co-insured with your spouse or you may take out your own voluntary insurance policy at relatively low cost.

3.2. Medical Care in Vienna

Vienna has a dense network of doctors and hospitals. In case of illness, you will usually first contact a general practitioner whose surgery is located in your neighbourhood. If necessary you will be referred to a specialist or a hospital.

Of course, there are also multilingual doctors in Vienna. The Vienna Medical Chamber has set up a service centre for foreign patients operating a 24-hour hotline, where you will be provided with the names of doctors speaking a foreign language:

Vienna Medical Chamber – Service Centre for Foreign Patients

1010 Vienna, Weihburggasse 10-12

Tel: 515 01/1213, Fax: 15 01/1209

Mon - Wed 8.00 am to 4.00 pm, Thu 8.00 am to 6.00 pm, Fri 8.00 am to 2.00 pm

During other hours: Tel: 40 144

E-Mail: rupprecht@aekwien.or.at

Internet: www.aekwien.at

Information about bilingual doctors practising in Vienna is provided in the handbook "Keeping healthy in Vienna" for non-German-speaking patients and clients. The handbook can be ordered from

Municipal Department 20 – Immigration Office

1110 Vienna, Fickeysstrasse 1

Tel: 4000-8020

E-Mail: service@m20.magwien.gv.at

In addition, Municipal Department 20 has also issued the following brochures and information leaflets:

"...To make sure that your baby stays healthy visit your paediatrician or family counselling centre". This information leaflet in 11 languages provides information about the recommended vaccinations for children up to the age of 1.

"Making the right decisions about love, sexuality and contraception". This brochure provides an overview of different contraception methods.

"Early detection of breast cancer" – information leaflet in Turkish and Croatian/Bosnian/Serbian

3.3. Nights and weekends

Medical Radio Service

The general practitioners of the medical radio service can be contacted under the telephone number 141.

The medical radio service is operated nights from 7.00 pm to 7.00 am, at weekends from Friday 7.00 pm to Monday 7.00 am and all day on public holidays.

If required, the doctors will visit patients at home.

Open surgeries (Sat, Sun and public holidays 8.00 am to 8.00 pm):

1010 Vienna, Börseplatz 6

1030 Vienna, Franzosengraben 6

Night and weekend dental service

Textphone: 512 20

Surgery hours: Mon – Sun 8.00 pm to 1.00 am, Sat, Sun and public holidays 9.00 am to 6.00 pm

Pharmacies/Weekend service

You will find the addresses of the pharmacies on weekend duty in newspapers and on information signs displayed by the pharmacies in your neighbourhood.

Internet: www.wien.gv.at/apo

4. Emergencies

Emergency phone numbers:

Fire brigade 122

Police 133

Ambulance 144

5. Children

5.1. Birth of a child

Until they are six months of age, children who do not hold Austrian citizenship are exempted from Austria's visa requirements. This means that during this time they do not need any entry or residence permit for their legal stay in Austria, provided that their mother or any other person who is solely responsible for their care and education is legally resident in Austria (however, the mother is not allowed to waive her custody of the child for this purpose).

If the child continues to live in Austria, it will receive – **upon request** – a residence permit.

This means that within 6 months the parents have to

- obtain a birth certificate (registry office – for further information please contact your municipal district office, see Section 9.1)
- enter the child in the mother's or father's passport (embassy of their home country)
- obtain a registration form (municipal district office, see Section 9.1)
- apply for co-insurance with the competent social insurance institution (for social insurance see Section 3.1)
- apply for a permanent or temporary residence permit (Municipal Department 20 or aliens' police department)

5.2. Special benefits

In Austria, families receive special financial support which is granted regardless of their income.

The “**family allowance**” is granted for every child; the amount and duration of this kind of benefit depends on the age of the children and on their living situation. In the first few years, parents will receive a “**child care benefit**”. Persons with low income who are liable to pay taxes will also be granted a “**tax credit for children**”.

Foreign nationals who want to obtain these benefits must either be gainfully employed or have been resident in Austria for at least 60 months. If you already receive a similar benefit in another country or if your child lives abroad, you are not eligible to receive family allowances or child care benefits.

Information on whether you are eligible for “family allowance” and how to apply for it can be obtained from your competent local tax office.

Addresses of Vienna’s local tax offices:

| | | |
|---|---------------------------------------|-----------------------------------|
| Tax office for district 1 | 1030 Vienna, Radetzkystrasse 2 | Tel: 711 29 – 0 |
| Tax office for districts 2, 20 | 1200 Vienna, Traisengasse 5-7 | Tel: 331 28 – 0 |
| Tax office for districts 3, 11 | 1030 Vienna, Erdbergstrasse 192-196 | Tel: 711 17 – 0 |
| Tax office for districts 4, 5, 10 | 1050 Vienna, Kriehubergasse 24-26 | Tel: 546 85 – 0 |
| Tax office for districts 6, 7, 15 | 1070 Vienna, Seidengasse 20 | Tel: 521 35 – 0 |
| Tax office for districts 8, 16, 17 | 1080 Vienna, Josefstädter Strasse 39 | Tel: 404 15 – 0 |
| Tax office for districts 9, 18, 19 | 1090 Vienna, Nussdorfer Strasse 90 | Tel: 316 17 – 0 |
| Tax office for districts 12, 13,14, 23 | 1150 Vienna, Ullmannstrasse 54 | Tel: 891 31 – 0 and 894 31 – 0 |
| Tax office for districts 21, 22 | 1220 Vienna, Dr.-Adolf-Schärf-Platz 2 | Tel: 201 41 – 0 |

Information on whether you are eligible for “**child care benefit**” and how to apply for it can be obtained from

Regional Health Insurance Office for Vienna

District office for parental leave benefits

1070 Vienna, Andreasgasse 3

Tel: 60122/14070

Opening hours: Mon, Tue, Wed, Fri 7.30 am to 2.00 pm, Thu 7.30 am to 4.00 pm

6. Child care

Vienna has a dense network of child-care facilities which are partly operated by the City of Vienna and partly run by private organisations. These facilities include crèches (for children up to 3 years), nursery schools (children from 3 to 6 years) and different kinds of day-care facilities for school children (day schools, out-of-school care facilities, study groups and recreational clubs). The costs are means-tested, i.e. based on the parents' income.

Registration usually takes place in January/February for the following autumn and is carried out by the district service centres of Municipal Department 11.

Especially for children whose mother tongue is not German, attendance of a nursery school **at least one year before entering school is very important**. Even if one parent is not working, it is possible and useful for children to attend nursery school, at least on a half-day basis.

Nursery Schools of the City of Vienna – Municipal Department 11A

Service hotline, also in Turkish and Serbian/Croatian/Bosnian

Tel: 277 55 55

Internet: www.kindergaerten.wien.at

Kinderdrehscheibe

Information centre of private nursery schools in Vienna

1050 Vienna, Wehrgasse 26

Tel: 581 06 60, Fax: 581 06 60 19

Opening hours: Mon and Wed 10.00 am to 3.00 pm, Tue 10.00 am to 5.00 pm, Thu 8.00 am to 3.00 pm, Fri 10.00 am to 1.00 pm

Out-of-hours service during the summer holidays: Mon – Fri 9.00 am to 12.00 noon

E-Mail: office@kinderdrehscheibe.at

Internet: www.kinderdrehscheibe.at

7. Schooling and Education

In Austria, schooling is compulsory: all children living in Austria have the opportunity and the obligation to attend school for a period of nine years. Compulsory schooling starts on 1 September following a child's 6th birthday and in general comprises 4 years at an elementary school, 4 years at a general secondary school, middle school or academic secondary school and 1 pre-vocational year. Instead of completing a pre-vocational year, children may also continue their education at a middle school or the higher level of a secondary school.

In order to be **admitted** to their first year at elementary school, children are required to enrol at their competent district school (the enrolment period normally lasts until the beginning of March for the following school year). Parents of children who are subject to compulsory schooling will receive a letter from the Vienna School Board asking them to enrol their child at a school.

In addition to state schools, Vienna has also a number of private schools as well as several bilingual schools.

7.1. Pupils who are non-native speakers of German

Children of migrants are usually integrated into German-speaking classes and taught together with their Austrian peers. However, depending on the individual situation of these pupils, schools offer three different types of support: special language classes, accompanying teachers and teachers who are native speakers of the pupils' mother tongue.

7.2. The Austrian school system

Outline:

| | |
|-------------------|--|
| forms 1 – 4 | Elementary School |
| forms 5 – 8 | General Secondary School/New Middle School/Lower Level of an Academic Secondary School |
| form 9 | Pre-vocational Year or Technical/Vocational Middle School or Academic Secondary or Technical School |
| forms 10 – 12 /13 | Apprentice Training/Vocational School or Higher Level of an Academic Secondary School, Technical Middle School or Secondary Technical School |

While all children attend the same type of school up to their 4th year in education, from their 5th year onwards they may choose from several different options. During year 4, schools will offer counselling services to help you find out which type of school is best suited to continue your child's education after elementary school.

After year 8, further different options are available:

- Children can either complete a pre-vocational year and start an apprenticeship afterwards (apprentice training in an enterprise combined with attendance at a vocational school – “dual system”) or
- they can attend a higher secondary school: here, pupils may choose from a wide spectrum of schools, which offer either a general education or a technical education for specific professions and careers.

Admission to a university/college requires a school-leaving certificate from a higher secondary school.

“Religious Education” is a compulsory subject in Austrian schools, the teaching of which is the responsibility of the respective religious communities. At the beginning of the school year, parents have the opportunity to exempt their children from religious education classes.

In Austria, it is **very important for a person's career opportunities to receive as good an education as possible**. Young people who leave school after having completed their pre-vocational year and thus their nine years of compulsory schooling and do not take up any kind of occupational training (apprenticeship, higher secondary schools), will have significantly lower income levels and, above all, considerably poorer chances of finding a job. The City of Vienna will be glad to support you and your children in finding and completing the best possible type of education.

“School Info Vienna“

is an information centre for parents and pupils dealing with all questions related to education and schooling:

Vienna School Board

1010 Vienna, Wipplingerstrasse 28/Ground Floor, Room E 1011

Tel: 525 25/ 7700

Counselling hours: Mon, Wed, Thu, Fri 8.00 am to 3.00 pm, Tue 8.00 am to 5.00 pm

E-Mail: schulinfo@ssr-wien.gv.at or

in the school guide at www.schulfuehrer.at

School Counselling Centre for Migrants (multilingual)

1010 Vienna, Postgasse 11

Tel: 512 69 06, 512 69 07, 512 69 08

Counselling hours: Mon, Wed, Fri 9.00 am to 3.00 pm, Tue, Thu 1.00 pm – 7.00 pm (by telephone appointment)

E-Mail: serafettin.yildiz@ssr-wien.gv.at

Regional School Counselling Centre for Foreign Pupils (REBAS 15)

1150 Vienna, Gaspasse 8-10/Staircase 4/1st Floor/Room 134

Tel: 891 34/15361 and /15362

Office hours: Mon – Thu 1.00 pm to 3.30 pm, Fri 8.00 am to 12.00 noon

Counselling hours by telephone appointment:

Tue 1.00 pm to 3.00 pm; Thu 2.00 pm to 6.00 pm; Fri 8.00 am to 12.00 noon

E-Mail: kanzlei-reb@m11.magwien.gv.at

Counselling services are provided in the following languages:

German, English, Turkish, Kurdish, Bosnian, Croatian, Serbian, Macedonian, Albanian, Chinese, Roma

Youth Education Centre at the VHS Ottakring - JUBIZ

1160 Vienna, Ludo-Hartmann-Platz 7

Tel: 492 08 83/26 and 62, Fax: 492 08 83/58

Opening hours: Mon – Fri 10.00 am to 6.00 pm (counselling services by appointment)

E-Mail: jugendliche@hotmail.com

Internet: www.jubiz.info and www.topone.at

Educational and counselling services:

One-year preparation course for general secondary school leaving exam course: combined German and integration course for young people with little or no knowledge of German.

General secondary school leaving exam course: one-year course preparing young people to sit the school-leaving exam of general secondary schools.

KomFlex: one-year qualification course for young people who have completed a general secondary school. Main subjects: EDP (ECDL), careers guidance, teaching of key qualifications.

Careers guidance and educational counselling, parents counselling, social assistance

8. Adult education

Numerous institutions in Vienna offer training and further training courses for adults. Information from a comprehensive database with more than 16,000 further education courses can be obtained from the Vienna Employee Promotion Fund, Tel: 333 5000 (Monday to Thursday from 9.00 am to 5.00 pm, Friday from 9.00 am to 3.00 pm) or on the Internet at www.weiterbildung.at

There are also various financial support facilities:

- The **Vienna Chamber of Labour** offers its members (i.e. all workers and employees) an education voucher in the amount of 100 euro, which can be used for more than 2000 courses run by different providers (e.g. BFI, adult education centres). These special courses are marked in the programmes with the designation "AK plus". They also include German classes at different levels.

For further information call the Vienna Chamber of Labour on 501 65 – 276. A list of all courses can be downloaded from www.akwien.at.

You can order the education voucher by:

Telephone: 0800 311 311

Fax: 0800 20 20 45 (please state your name, address, membership number) or

Internet: www.akwien.at

- The **Vienna Employee Promotion Fund (WAFF)** grants employees financial support for professional training and further training courses (including German classes!) in the amount of 50% of the cost up to 150 euro, for courses costing more than 75 euro. In some cases the amount granted may be even higher (e.g. for general secondary school leaving exam or final apprenticeship exam courses). This support is only granted for courses operated by providers recognised by the WAFF, which also include providers of German classes such as the Vienna adult education centres or the BFI.

For further information please contact:

WAFF

1020 Vienna, Nordbahnstrasse 36

Tel: 217 48-213, 214

Opening hours: Mon – Thu 8.00 am to 5.00 pm, Fri 8.00 am - 12.30 pm

Internet: www.waff.at

- Special multilingual support for migrants is provided by:
Advisory Centre for Further Training and Qualifications for Migrants - Wequam

After making an appointment by phone, the centre will provide you with multilingual advice on further education options, information on the recognition of diplomas and certificates, etc.

1050 Vienna, Grüngasse 9/16

Tel: 585 80 19

Fax: 585 80 19-13

E-Mail: wequam@migrant.at

Internet: www.wequam.at

- **Municipal Department 13 – Municipal Libraries** also offers a broad range of multilingual books.
Further information at www.buechereien.wien.at

9. Housing

9.1. Compulsory registration

In Austria, it is compulsory for all citizens to register with the authorities. If you move house and change your habitual place of residence, you are obliged to register within three days. If you move within Vienna, you can register with any **Municipal District Office**.

Addresses:

| | | |
|--|---|------------|
| 1 st + 8 th district | 1010 Vienna, Wipplingerstrasse 8 | Tel: 53436 |
| 2 nd district | 1020 Vienna, Karmelitergasse 9 | Tel: 21106 |
| 3 rd district | 1030 Vienna, Karl-Borromäus-Platz 3 | Tel: 71134 |
| 4 th + 5 th district | 1050 Vienna, Schönbrunnerstrasse 54 | Tel: 54634 |
| 6 th + 7 th district | 1070 Vienna, Hermannsgasse 24-26 | Tel: 52134 |
| 9 th district | 1090 Vienna, Währinger Strasse 39 | Tel: 40034 |
| 10 th district | 1100 Vienna, Laxenburger Strasse 43-45 | Tel: 60534 |
| 11 th district | 1110 Vienna, Enkplatz 2 | Tel: 74034 |
| 12 th district | 1120 Vienna, Schönbrunner Strasse 259 | Tel: 81134 |
| 13 th + 14 th district | 1130 Vienna, Hietzinger Kai 1-3 | Tel: 87834 |
| 15 th district | 1150 Vienna, Gasgasse 8-10 | Tel: 89134 |
| 16 th district | 1160 Vienna, Richard-Wagner-Platz 19 | Tel: 49196 |
| 17 th district | 1170 Vienna, Elterleinplatz 14 | Tel: 40119 |
| 18 th district | 1180 Vienna, Martinstrasse 100 | Tel: 47634 |
| 19 th district | 1190 Vienna, Gatterburggasse 14 | Tel: 36034 |
| 20 th district | 1200 Vienna, Brigittaplatz 10 | Tel: 33134 |
| 21 st district | 1210 Vienna, Am Spitz 1 | Tel: 27734 |
| 22 nd district | 1220 Vienna, Schrödingerplatz 1 | Tel: 21123 |
| 23 rd district | 1230 Vienna, Perchtoldsdorfer Strasse 2 | Tel: 86334 |

Opening hours: Mon - Wed and Fri 8.00 am to 3.30 pm, Thu 8.00 am to 5.30 pm

Front Offices in the 11th, 15th, 16th and 22nd districts:

Mon to Wed 8.00 am to 4.30 pm, Thu 8.00 am to 6.00 pm and Fri 8.00 am to 3.30 pm

9.2. Rented accommodation

The most popular type of accommodation in Vienna is rented accommodation. The majority of flats (at least all flats in old buildings) are subject to the Residential Tenancy Act, which provides for exact regulations concerning the maximum level of rent (depending on the category of the flat) and the possibility to conclude tenancy agreements for a limited period of time. The tenants' protection regulations laid down in the Residential Tenancy Act are often not very well known – especially among immigrants – and landlords sometimes try to capitalise on this ignorance. We therefore recommend that you ask an expert to review any tenancy agreement you want to conclude.

The “Mobile Gebietsbetreuung (Mobile Regional Service)” (Municipal Department 25 for the whole of Vienna)

is a citizen service facility of the City of Vienna which offers you free information on housing issues.

1070 Vienna, Kaiserstrasse 45

Tel: 522 72 54 (appointments), Fax: 522 72 11

Opening hours:

Mon – Wed 9.00 am to 1.00 pm, 2.00 pm to 4.00 pm, Tue 2.00 pm to 7.00 pm, Fri 9.00 am to 1.00 pm

www.gebietsbetreuungen.wien.at

E-Mail: mobile.gb@chello.at

Otherwise contact the individual district service centres.

In addition, there are a number of tenants' organisations which provide assistance and advice and, in case of conflicts, also defend your interests in court. However, these organisations only offer their services to their members.

9.3. Rented accommodation of cooperative housing associations

Apart from “normal” flats you may also rent flats owned by cooperative housing associations. When renting these flats, tenants have to pay a considerable sum as a contribution to building costs. From a legal point of view, these cooperative flats are also available for persons who are not Austrian citizens. The same applies to subsidised cooperative flats. There are different forms of subsidy schemes for families/persons with low incomes.

An overview of the different possibilities as well as links to non-profit housing cooperatives (where you can view most of the available flats) can be found at www.wien.gv.at/index/wohnsuch.htm.

Flats in buildings owned by the City of Vienna are only available to Austrian citizens. Excepted from this regulation are so-called “emergency flats” which are reserved for real emergencies (flats constituting a hazard to health, etc.). These flats are available to people who have lived in Vienna for a minimum of five years.

9.4. The Vienna Mediation Agency for Housing Matters

is responsible for the enforcement of the rights of tenants (including tenants of the City of Vienna and of housing cooperatives), landlords and – to a limited extent – owner-occupiers. But: it is not a body representing the interests of tenants/landlords and owner-occupiers.

If you have any housing-related problems (for example if you think you pay too much rent, etc.) you can find relevant information at www.wien.at/wohnen/schlichtungsstelle or contact the Vienna Mediation Agency for Housing Matters:

Office hours: Monday, Wednesday 8.00 am to 1.00 pm, Thursday 3.30 pm - 5.30 pm

| Organisational units | Address | Telephone |
|---|--------------------------------|------------------|
| Central mediation agency | 19, Muthgasse 62 | 4000-74510 |
| Field office for districts 1, 8, 9 | 9, Alserbachstrasse 18 | 53436-01080 |
| Field office for districts 2, 22 | 2, Obere Augartenstrasse 26-28 | 21106-02080 |
| Field office for districts 3, 11 | 11, Guglgasse 14, Gasometer D | 71134-03080 |
| Field office for districts 4, 5 | 4, Schönbrunner Strasse 7 | 54634-05080 |
| Field office for districts 6, 7 | 7, Hermannngasse 24-26 | 52134-07080 |
| Field office for district 10 | 10, Laxenburger Strasse 43-47 | 60534-10080 |
| Field office for districts 12, 13, 14, 23 | 12, Schönbrunner Strasse 259 | 81134-12080 |
| Field office for districts 15, 16 | 15, Gasegasse 8-10 | 89134-15080 |
| Field office for districts 17, 18, 19 | 19, Muthgasse 62 | 36034-19080 |
| Field office for districts 20, 21 | 20, Dresdner Strasse 75 | 33134-20080 |

9.5. Owner-occupied flats and houses

Of course there is also the possibility to buy your own flat or a house. Foreign nationals who wish to acquire a title to real property, however, need an official permit. Permits will be issued by

Municipal Department 20 / Unit for Land Acquisition by Foreign Nationals

1110 Vienna, Fickeysstrasse 1

Tel: 4000-44845 or -44846, Fax: 4000-99-44810

Mon – Fri 8.00 am to 3.00 pm or by telephone appointment

Internet: www.zuwanderer.wien.at or in English www.wien.at/english/immigrationoffice/

9.6. Advice and support in finding accommodation, particularly for persons with low income

The housing service (Wohndrehscheibe) of Volkshilfe Österreich offers relevant information as well as advice and support from multilingual social workers who will help you to find suitable accommodation in Vienna.

Application is made in writing via any Viennese social counselling centre which has been previously contacted by the person looking for accommodation.

Wohndrehscheibe der Volkshilfe Österreich

Tel: 893 61 17 (for appointments), Fax: 893 61 20

Telephone hours: Mon, Tue, Thu, Fri 9.00 am to 12.00 noon; Tue, Wed, Thu 1.30 pm to 4.30 pm

Advisory services are provided in the following languages:

German, English, Turkish, Kurdish; Bosnian, Croatian, Serbian

E-Mail: wohndrehscheibe@volkshilfe.at

Internet: www.volkshilfe.at

9.7. Saving energy – easy on your purse and on the environment

There are numerous ways in which every individual person can save on heating and electricity costs, thereby helping both their purse and the environment. If less energy is produced and consumed, a smaller amount of greenhouse gases will be emitted into the atmosphere. These emissions can lead to a slight increase in temperatures and a more frequent occurrence of extreme weather events (hail, thunderstorms with floods, but also longer periods of drought). We adults can do a lot to ensure that our children grow up in an environment which is at least as healthy as the one we live in.

A few examples of how to save energy

- Lowering the room temperature by just 1 degree reduces energy consumption by about 6%.
- Keep unused rooms at a low temperature. It takes more energy to heat rooms which have gone cold than to keep them at a low temperature.
- Do not hide radiators behind long curtains or items of furniture. These prevent the heat from spreading out freely in the room.
- Airing a room for a few minutes several times a day, with the windows fully open and the radiator turned off, saves more energy than keeping the windows slightly tilted open all the time with the radiator fully turned on.
- Turn off the light in rooms which are not being used for a longer period of time.
- In the long term, an energy-saving light for rooms which are used over longer periods of time is cheaper than a normal light bulb. Its purchase price may be higher, but its service life is much longer and it saves energy.
- Only freeze food which has fully cooled off and allow frozen food to defrost in the refrigerator before using it.
- Use pots and pans which have the same diameter as the hotplate. Putting the lid on a pot also helps to save energy.
- If you use an electric cooker, turn off the hotplate a few minutes before the end of the cooking time and use the remaining heat to finish the cooking.
- A vacuum flask keeps coffee as hot as the hotplate of your coffee machine. Pour the coffee into the vacuum flask and turn off the coffee machine.
- Taking a shower is more hygienic than a bath and usually also needs less energy. On average, a full bath needs three times more energy and water than a 5-minute shower.
- Shaving and brushing your teeth with the water running is expensive!
- Don't keep electrical appliances, such as your TV set, in stand-by mode, but turn them off.

For further information contact the Climate Protection Co-ordination Office, telephone: 4000-75084 (Ms. Fellner), e-mail: fel@mdk.magwien.gv.at or on the Internet at www.wien.at/umwelt/klimaschutz.

9.8. Some practical advice: waste separation/waste collection sites

One of the by-products of human civilisation is waste. And since cleanliness and environmental protection are two of Vienna's main concerns, it has adopted a waste separation scheme, which provides for a separate disposal of wastepaper, waste glass, old batteries or medicines and normal domestic rubbish. All over the city there are special wastepaper containers and bottle banks, and in many places there are also additional containers for scrap metal (tins) and plastics. Batteries are taken back in shops, where you will often find special battery collection boxes. Medicines which have passed their date of expiry can be returned to pharmacies.

Bulky waste or objects which are hazardous to the environment and therefore must be disposed of separately (refrigerators, electronic components, etc.) may not simply be dumped anywhere you like. The City of Vienna has created special waste collection sites where you can leave up to a boot-load of waste free of charge. Information about the locations of these waste collection sites are available from the

“Waste Hotline” of the City of Vienna (Municipal Department 48)

Tel: 546 48, Mon – Fri 8.00 am to 6.00 pm

Internet: www.wien.at/ma48

Municipal Department 48 has also published various information leaflets and brochures (also in several languages), which you may order free of charge.

9.9. Useful tips for living together

Vienna is a city with a lot of elderly people who are used to leading a quiet life. You certainly know that every country has its own customs. In Vienna each block of flats has its own set of house rules, which you will probably also be familiar with from your home country.

However, we would like to remind you that loud music and noise are not appreciated in any residential building, at least during the night hours (between 10.00 pm and 7.00 am). Yet it would be nice if like your other neighbours, you would also refrain from making any noise during the “afternoon rest”.

If you want to have a family celebration now and then, feel free to do so. But please inform your neighbours in due time (a brief notice next to the main entrance should suffice), to make sure they will not be annoyed by the noise.

Please don't get the impression that the Viennese are unsociable. In fact, they are quite the opposite! But it is a fact that here in Vienna we prefer to celebrate noisy festivities outside our homes and want to be informed if somebody is celebrating them in the building where we live.

Your children are as welcome as you are! But please remind them now and again that there might be some “grandmas” and “grandpas” in your building who need their rest or there might be a baby who would like to take its afternoon nap.

If we all keep this in mind, living together in our city will be much easier for all of us. Thank you for your active support!

10. Transport in Vienna – Cars, Public Transport, Cycleways

10.1. Cars

Driving licence

EU driving licences are valid in Austria for an indefinite period of time, while driving licences of other countries are valid for 6 months. Within these 6 months it is relatively simple to apply for the issuance of an Austrian driving licence, if your driving licence was issued by one of the following countries:

- **Driving licences for all categories:** Andorra, Guernsey, Isle of Man, Japan, Jersey, Monaco, San Marino, Switzerland
- **Driving licences for category B (cars and small motorcycles):** also Canada, Israel, Republic of South Africa, Republic of South Korea (if issued after 1 January 1997), USA

Owners of driving licences of other countries have to pass a practical driving test.

Federal Police Directorate of Vienna – Traffic Office

1090 Vienna, Josef-Holaubek-Platz 1

Tel: 313 45/0; Fax: 313 45/8081

Vehicle licence

If you establish your habitual place of residence in Austria, you are required immediately to register and licence your motor vehicle. To license your motor vehicle in Austria you need an Austrian motor vehicle document (type approval). This document is usually a single vehicle approval which will be issued by Municipal Department 46. Municipal Department 46 will provide you with detailed information on the exact procedure.

Provincial Vehicle Inspection Centre of Municipal Department 46

1110 Vienna, 7. Haidequerstrasse 5

Tel: 4000/92779; Fax: 4000/9992777

As soon as you have received your vehicle document from Municipal Department 46, you contact the registration office of an insurance company of your choice. The registration itself is carried out by the insurance company. A list of all registration offices of Austrian insurers is provided on the Internet under www.vvo.at/vvoat/vvoat.nsf.

You are required to carry the vehicle licence with you whenever you drive your car!

Short-term parking zones

Vienna has numerous "short-term parking zones", i.e. zones where parking during the day is limited to 1.5 hours on workdays and Saturdays and where vehicles are subject to a parking fee. For this purpose, you need "short-term parking vouchers" (available for 10 minutes, ½ hour, 1 hour or 1 ½ hours), which you can purchase from different points of sale, e.g. tobacconists. Fill in the required information and place the voucher in a visible place behind your windscreen.

In most cases, short-term parking zones are marked by signs and a blue line on the road. However, there is one special feature: with a few exceptions the whole of districts 1, 2, 3, 4, 5, 6, 7, 8, 9 and 20 have been designated as short-term parking zones.

1st district: Mon to Fri (workdays) from 9.00 am to 7.00 pm, maximum parking time: 1 ½ hours
Districts 2-9 and 20: Mon to Fri (workdays) from 9.00 am to 8.00 pm, maximum parking time: 2 hours

If you live in one of these districts, you can apply to the competent Municipal District Office for a special parking permit. You will then receive a sticker for your car, which allows unlimited parking in the respective district. This permit costs about 160 euro per year. Further information is available at www.wien.gv.at/verkehr/parken/antrag.htm or from your Municipal District Council.

Car safety: compulsory use of seat belts and child safety seats

In Austria, it is compulsory to install and use seat belts. Children below the age of 12 require their own child safety seat if their height is less than 150 cm.

Automobile clubs

Advice and support on all car-related issues can be obtained from Vienna's automobile clubs, which also operate a breakdown service. This service is free of charge for members:

ARBÖ

1030 Vienna, Schlechtastrasse 4
Tel: 795 75-0
Internet: www.arboe.at
E-Mail: wien@arboe.at
Breakdown helpline: Tel: 123

ÖAMTC

1010 Vienna, Schuberting 1-3
Tel: 711 99-0
Internet: www.oeamtc.at
Breakdown helpline: Tel: 120

10.2. Public transport

You will soon find out that you do not need a car in Vienna. In most cases it is faster and cheaper to use public transport to reach your destination. Vienna has an excellent public transport network which consists of 5 underground lines and 113 tram and bus lines. Even “night owls” need not worry about transport facilities: the city operates special night buses (“Nightline”) during the night hours.

“Wiener Linien”, the Vienna public transport authority, runs information centres and sales offices in numerous underground stations. There you may not only buy tickets or enquire about prices but you can also obtain schedules and maps of the public transport network. Electronic information on the schedules can also be downloaded from the Internet. You only have to enter your point of departure and your destination and the system will tell you the best way to get there.

Wiener Linien – Customer Centre

1030 Vienna, Erdbergstrasse 202 (U3 – Erdberg)

Telephone enquiries:

Mon to Fri 6.00 am to 10.00 pm; Sat, Sun and public holidays 8.30 am to 4.30 pm

Tel: 79 09 – 100

E-Mail: auskunft@wienerlinien.at

Internet:: www.wienerlinien.at

10.3. Cycling and hiking

Vienna has a well developed network of cycleways – even in the city centre, where they can be used both as a real alternative to car traffic and as an attractive recreational facility, e.g. along the Danube or the Danube Canal.

Internet: www.wien.at/verkehr/radfahren

There are also 9 hiking trails on the outskirts of the city. An information brochure including a map of trails can be obtained free of charge from Municipal Department 49.

Municipal Department 49 – Forestry Office and Urban Agriculture of the City of Vienna

Tel: 4000 – 97947

Internet: www.wien.gv.at/wald/wandern

11. Women, Children, Young People, Families – the City of Vienna has Something for Everyone

11.1. Women

The City of Vienna regards women and men as equal partners and therefore aims to support women in leading a self-determined life and facilitate their access to equal educational and professional opportunities. The City of Vienna attaches great significance to the promotion of women's issues. It thus offers numerous advisory and educational services as well as support in crisis situations (e.g. support for victims of domestic violence).

Women's Hotline of the Office for Women's Affairs (Municipal Department 57)

General information on services provided for women in Vienna

Tel: 408 70 66

www.wien.at/ma57

Protection against violence

Violence against women is still a sad reality – and any woman can be affected by it. In Austria domestic violence is not a “private affair”, but is prohibited by law and will be punished. Vienna has various counselling centres and so-called “women's shelters” which provide help for women who have been beaten or abused. They are a place of refuge for women and their children, who can stay there for some time and will be offered support and advice. However, several years ago, the Austrian government passed a federal act against violence in the family which also provides for another solution. Now it is no longer the victims who have to leave the home but the perpetrators. The police (or the competent court) can order violent persons to leave the joint home.

If you are a victim of violence, contact one of the support facilities which are available in Vienna.

24-Hour Women's Hotline of the City of Vienna for Victims of Domestic Violence

Tel: 71 71 9

Vienna Intervention Centre against Domestic Violence

1060 Vienna, Amerlingstrasse 1/6

Tel: 585 32 88, Fax: 585 32 88 20

Opening hours: Mon, Tue, Thu, Fri 8.30 am to 8.00 pm, Wed 1.00 pm to 8.00 pm

E-Mail: office@interventionsstelle-wien.at

Internet: www.interventionsstelle-wie.at

Peregrina – Educational, Advisory and Therapy Centre for Female Immigrants

Legal and social counselling in German, English, French, Turkish, Bosnian, Croatian, Serbian, Arabic, Armenian

Psychological therapy in German, English, Bosnian, Croatian, Serbian

1090 Vienna, Währingerstrasse 59/Staircase 6/1st Floor

Tel: 408 33 52 or 408 61 19; Fax: 408 04 16

Opening hours: Mon to Thu 8.30 am to 6.00 pm (by appointment)

E-Mail: beratung.peregrina@aon.at

Internet: www.peregrina.at

Verein Miteinander Lernen - Birlikte Öğrenelim

Advisory, educational and psychotherapy centre for women, children and families; particularly for women from Turkey

1160 Vienna, Koppstrasse 38/8

Tel: 493 16 08, Fax: 493 16 08 15

E-Mail: mitein.lernen@nextra.at

Internet: www.miteinlernen.at

Advisory Centre for Migrants

Employment-oriented advisory centre for foreign women

1150 Vienna, Markgraf-Rüdiger-Strasse 8/8

Tel: 982 33 08; Fax: 982 95 62

Office hours: Mon, Tue, Wed 8.00 am to 4.30 pm, Thu 10.00 am to 7.00 pm, Fri 8.00 am to 1.30 pm

Counselling hours by prior telephone appointment: Mon, Tue, Wed and Fri 8.30 am to 12.30 pm; Thu 3.00 pm to 7.00 pm

E-Mail: migrantin@aon.at or migrantin@xpoint.at

Internet: www.migrant.at

Amandas Matz – focusing mainly on employment/unemployment, young women and girls

1020 Vienna, Nordbahnstrasse 36/Staircase 1/ 3rd Floor

Tel: 212 30 40

Opening hours: Mon, Tue, Thu, Fri 10.00 am to 4.00 pm, Wed 2.00 pm to 4.00 pm (by appointment)

E-Mail: office_amandasmatz@waff.at and waff@waff.at

Internet: www.waff.at

Health Counselling for Women and Girls

Women's Welfare Clinic at the Semmelweis Women's Hospital

1180 Vienna, Bastiengasse 36-38

Tel: 476 15 – 5771, Fax: 476 15 - 5779

Opening hours: Mon to Thu 9.00 am to 5.00 pm, Fri 9.00 am to 12.00 noon (by appointment)

E-Mail: fem@aon.at

Internet: www.fem.at

Women's Welfare Clinic at the Kaiser-Franz-Josef Hospital

1100 Vienna, Kundratstrasse 3

Tel: 601 91 – 5201 or 5202, Fax: 601 91 - 5209

Opening hours: Mon, Tue, Thu 9.00 am to 5.00 pm, Wed 9.00 am to 7.00 pm, Fri 9.00 am to 12.00 noon (by appointment)

Counselling also available in Turkish and Serbian/Croatian/Bosnian (special counselling hours)

For further addresses please refer to Section 14.

11.2. Advice and support for families

Via Municipal Department 11, the City of Vienna offers advice and support with regard to all issues relating to children, marriage/partnership, family, and child care: information on child-care issues, support in family conflicts and crises, advice and support in cases of domestic violence. Interpreters for Turkish, Serbian, Croatian and Bosnian are available.

The **parent-child centres** help new parents to prepare for the changes in their everyday routines both before and after the birth of their baby and offer them a broad range of services. In addition, parents can talk to and seek advice from a counsellor every day from 8.00 am to 11.30 am. Social educators, social workers, psychologists specialising in early infancy issues, midwives and doctors provide help and support. Some of Vienna's parent counselling centres co-operate with interpreters and offer counselling services in Bosnian, Croatian, Serbian and Turkish.

The staff of the centres look forward to meeting new parents and exchanging experiences with them.

In emergency situations the **Regional Office for Social Work with Families** of Vienna's Youth and Family Offices can offer counselling services in different languages with the help of interpreters. Further information is available at the Regional Offices for Social Work with Families.

If you have any problems in connection with maintenance payments, please contact the **Regional Offices for Legal Aid** of the Youth and Family Offices for advice.

The **service centre of the MAG ELF** (Municipal Department 11) has established a central hotline for information and advice which will provide you with the addresses, telephone numbers and counselling hours of the parent-child centres, the regional offices for social work with families and the regional offices for legal aid:

Tel: 4000-8011; Mon – Fri 8.00 am to 6.00 pm

Internet: www.wien.at/ma11

No violence against children

Under Austrian law, the use of any form of violence against children is prohibited. Neither is it allowed to use violence as a means of education. If parents endanger the well-being of a child, the courts have to take the necessary measures. If a child is in acute danger, the competent youth welfare authority (in Vienna Municipal Department 11 – Youth and Family Offices) is obliged to take immediate action and to initiate measures to protect the child, even against the will of its parents.

The Regional Offices for Social Work with Families of Municipal Department 11 advise and support families who are experiencing critical educational or other risk situations. By discussing the problems with the social workers of the Regional Offices for Social Work with Families, solutions to protect the children can be developed.

Information: Municipal Department 11 Service Hotline, Tel: 4000-8011, www.wien.at/ma11

VFB – Verein Familie und Beratung

Advice and information with regard to family problems, divorce-related problems, social and psychological problems of migrant families, family planning and pregnancy issues

1150 Vienna, Wurmsergasse 36

Tel: 98 57 603

Opening hours: Tue, Wed 4.30 pm to 7.30 pm

Services are particularly aimed at migrant families whose native language is Bosnian, Croatian, Serbian or Turkish

Medical advice: every 1st and 3rd Tuesday in the month

Legal counselling by appointment only

1020 Vienna, Engerthstrasse 161-163/3

Tel: 216 97 29

Opening hours: Tue, Wed 4.30 pm to 7.30 pm

Serbian, Croatian, Bosnian: every 1st and 3rd Tuesday in the month

Turkish: every 1st and 3rd Wednesday in the month

Medical and legal assistance by appointment

11.3. Vienna's youth centres: recreation, culture, education

Vienna's youth centres are bursting with ideas to promote children's and youth culture. Different projects such as concerts, rehearsal facilities for bands, creative workshops, exhibitions, theatre, music workshops, sports, graffiti, DJ workshops etc. constitute an important part of their work with children and young people. Major activities relating to issues such as family, education, sexuality and partnership, intercultural work with the aim of learning with each other and from each other, and different forms of project work are geared first and foremost to the needs and requirements of their young visitors.

Currently, the association consists of 35 different institutions and projects, youth centres, youth clubs and course centres in different locations in Vienna. You are sure to find one of them in your neighbourhood!

Central Office

1210 Vienna, Prager Strasse 20

Tel: 278 76 45, Fax: 278 76 45-25

E-Mail: Wiener-Jugendzentren@jugendzentren.at

Internet: www.jugendzentren.at

Inter>face

International Youth, Culture and Education Centre

1070 Vienna, Kenyongasse 15

Tel: 524 50 15, Fax: 524 50 15 - 15

Opening hours: Mon, Tue, Thu, Fri 4.00 pm to 9.00 pm; Sat, Sun 2.00 pm to 6.00 pm

E-Mail: info@interface.or.at

Internet: www.interface.or.at

11.4. Leisure activities for children and young people – wienXtra Association

The wienXtra Association and the City of Vienna closely co-operate in organising and coordinating a great variety of leisure activities for children, young people and their parents or close relatives. Moreover, wienXtra offers a broad range of educational and advisory services for young people as well as for persons providing out-of-school care for children and adolescents. wienXtra's topmost priority is not to create any inhibition thresholds, such as expensive admission charges, and to enable all interested persons to participate in the events. Everyone is welcome to take part in wienXtra activities!

Verein wienXtra

1082 Vienna, Friedrich-Schmidt-Platz 5

Tel: 4000 84 355

Internet: www.wienxtra.at

Children

The **wienXtra children's information service** provides free and competent information about Vienna's comprehensive range of leisure activities for children up to 13 years. The wienXtra team supports parents and children who are on the lookout for exciting recreational and cultural activities with Internet terminals, brochures and personal advice. Moreover, there is a play area with climbing frames, slides and much more. It's absolutely worth a visit!

1070 Vienna, Museumsplatz 1

Museumsquartier/Hof 2

Tel: 4000 84 400; Fax: 4000 99 84 400

Opening hours: Tue – Thu 2.00 pm to 7.00 pm, Fri – Sun 10.00 am to 5.00 pm

E-Mail: kinderinfowien@wienxtra.at

Internet: www.kinderinfowien.at

“familientage” (family days) is the title of the free **monthly brochure** which contains many tips for leisure activities for adults and children in Vienna: children’s parties, creative workshops, theatre, sports, outdoor adventures – in short, everything that is fun! Get your free “action card” and “familientage” brochure!

1082 Vienna, Friedrich-Schmidt-Platz 5
Tel: 4000 84 368
Opening hours: Mon – Fri 8:00 am to 3:00 pm
E-Mail: familientage@wienxtra.at
Internet: www.familientage.at

The “Vienna holiday games” is a programme of holiday activities launched by the City of Vienna for children from 6 to 12. It includes theatre, cinema, sports, nature activities, museums, parties and other urban adventures.

1082 Vienna, Friedrich-Schmidt-Platz 5
Tel: 4000 84 400
E-Mail: ferienspiel@wienxtra.at
Internet: www.ferienspiel.at

Young people

The **wienXtra – youth information service** boasts attractive facilities for young people aged between 13 and 26: an array of tips for leisure activities, concessions on tickets for various events, 3 Internet terminals, an information system for research, and personal advice on numerous youth issues. Come and try it out for yourself!

1010 Vienna, Babenbergerstrasse 1
Tel: 1799, Fax: 585 24 99
Opening hours: Mon – Sat 12.00 noon to 7.00 pm
E-Mail: jugendinfowien@wienXtra.at
Internet: www.jugendinfowien.at

“wienXtra – jugend in wien” is a free information brochure for young people aged from 13 to 25 – available in print or on the Internet – with details on Vienna’s programme of music, events, theatre, workshops, and sports. With the vouchers contained in the booklet all activities and events are available at reduced prices or for free. Get your free subscription!

Tel: 4000 83 393
E-Mail: jugendinwien@wienXtra.at
Internet: www.jugendinwien.at

11.5. Home care for elderly or ill persons

What to do when someone has fallen ill and needs care and support at home, but their family is not able to help them? Numerous facilities in Vienna have specialised in providing home care services and offer home nursing, home help or “meals on wheels”.

Buying these services on a private basis can be very expensive. Municipal Department 15A, “Nursing and Care Services”, provides financial support for this kind of care service, the actual costs being income-related. However, this financial support is usually only available for persons having either Austrian citizenship or who have at least been resident in Austria for several years.

Municipal Department 15A “Nursing and Care Services”

Social Hotline Vienna: Tel: 533 77 77
Daily 8.00 am to 8.00 pm
Internet: www.sozialinfo.wien.gv.at

All organisations providing nursing and social services are listed on the Internet site www.dachverband.at.

12. Magazines – First-Hand Information

Vienna's City Councillor for Integration has launched a newspaper for immigrants named "**Wien – dem Zusammenleben Chancen geben**" (**Vienna – give integration a chance**). It is mainly in German but contains some brief information in other languages as well. It is sent to immigrants free of charge. If you would like to receive a copy you can order it from: Redaktion "Wien", 1110 Vienna, Leberstrasse 122.

13. Legal Information about Your Further Stay in Austria – Extension of Your Residence Permit, Residence Certificate and Citizenship

13.1. Your family still lives abroad?

For nationals of non-EU countries family unification is restricted to spouses and minor, unmarried children. The issue of minority is governed by Austrian law (18 years).

For non-Austrian nationals who took up residence in Austria before 1 January 1998, family unification is restricted to spouses and children, provided that the children file their application before the age of 15. Family unification is subject to statutory immigration quotas. The same applies if you immigrated to Austria between 1 January 1998 and 31 December 2002, but have neither applied for family unification nor filed the relevant applications with the authorities within the calendar year following the issuance of your permit.

Key employees and private individuals who immigrate after 1 January 2003 are also entitled to family unification if the relevant application was not filed at the same time the residence permit was issued. The age limit for unmarried children is 18 years. Family unification is subject to immigration quotas. If the quota is already exhausted at the time the competent authorities receive the relevant applications, the applications will be rejected; in this case new applications have to be filed in the next calendar year (when the quota is still open).

13.2. Extension of your residence permit

The residence permit you have obtained is valid only for a limited period of time. In order to avoid any problems you should file an application for extension before the validity period expires. Applications for an extension of your residence permit may be filed with Municipal Department 20.

As a special service, Municipal Department 20 provides the application forms and completion guidelines in 9 languages (Albanian, Arabic, Chinese, English, French, Croatian, Turkish, Russian, Serbian).

Applications will be handled by the branch offices of Municipal Department 20:

for districts 1, 4, 5, 6, 7, 8, 9

1080 Vienna, Friedrich-Schmidt-Platz 3, Ground Floor, on the left Tel: 534 36 - 01030

for districts 2, 20, 21, 22

1020 Vienna, Meiereistrasse 7,
Ernst-Happel-Stadium, Sector E, 1st Floor Tel: 211 06 - 02030

for districts 3, 10, 11

1110 Vienna, Fickeysstrasse 1, 1st Floor Tel: 711 34 - 03030

for districts 12, 13, 23

1130 Vienna, Dommayergasse 12, Staircase 3, Ground Floor Tel: 878 34 - 13030

for districts 14, 15

1150 Vienna, Staggasse 5a, Ground Floor Tel: 891 34 - 15030

for districts 16, 17, 18, 19

1170, Ottakringer Strasse 54, 2nd Floor Tel: 401 19 - 17030

If you are **self-employed**, please contact the office for self-employed persons:
1110 Vienna, Fickeysstrasse 1, 3rd Floor, Tel: 4000-44850, Fax: 4000-99-44810,
E-Mail: service@m20.magwien.gv.at
Internet: www.wien.gv.at/fremde or in English www.wien.gv.at/english/immigrationoffice

With regard to certain groups of persons (e.g. relatives of Austrian or EEA nationals) residence issues are not handled by Municipal Department 20 but by the aliens' police department (district police offices).

Federal Police Directorate Vienna – Aliens' Police Department

1080 Vienna, Hernalser Gürtel 6-12
Tel: 42 792 – 34005
E-Mail: bpdw.frb@polizei.gv.at

As of 1 January 2003, the extension of residence permits is subject to new legal provisions: in general, everyone having obtained his or her first residence permit after 1 January 1998 is required to sign a so-called "Integration Agreement". However, this regulation does not apply to certain groups of persons, such as children and young people up to the age of 15, elderly or ill persons, key employees and their families who intend to stay in Austria for not longer than two years, and persons who can already prove their knowledge of German.² If you have signed an "Integration Agreement", please continue with the next section. If you were exempted from this requirement, continue with section 13.5.

13.3. Integration Agreement: obligation to attend German and integration classes

By signing the "Integration Agreement" you undertake to attend a combined "German and integration course" comprising 100 units of 45 minutes each. The course imparts some basic knowledge of German and some general important information about Austria. But there's no need to worry – as you can see from the duration of the course, the aim is not to acquire a perfect command of German. The course is rather intended to enable you to understand and use everyday expressions and simple phrases. Vienna has numerous excellent language schools which have been running adult beginner courses for many years and know from experience how difficult it is for adults to learn a new language. Language courses are offered in all parts of Vienna at different times of the day and sometimes also include child-care facilities, so you are sure to find something that suits your needs. In order for the attendance certificate to be recognised by the authorities you have to select a course provider which has been certified by the Federal Ministry of the Interior. A list of these certified schools is included in the address part of section 14.3. You have already received a voucher for 182 euro, which will cover up to 50% of the course costs. The City of Vienna is additionally sponsoring certain courses, so you might even find courses where you will only have to pay 30% of the costs yourself.

Further information available at
Tel: 4000 – 8150
or www.wif.wien.at

² The new Austrian Aliens' Act requires immigrants to prove "a command of German which corresponds to the relevant person's living conditions". Such command may be proved by a language diploma or language certificate issued by the ÖSD (Austrian German Diploma) (A 1 level of the 6-level Common European Framework). If you can provide other diplomas or course attendance certificates it will certainly be of help.

Also exempted from the integration obligation are relatives of Austrian citizens or EEA nationals; teaching staff at universities and participants in EU training and further training programmes who intend to stay in Austria for not longer than 3 years.

13.4. What happens if you do not fulfil the Integration Agreement in the first year?

We recommend that you attend the combined German/integration course within your first year in Austria, if possible, and submit the attendance certificate when you apply for an extension of your residence permit. In the event that this is not possible, you need not worry about your further stay in Austria; your residence permit can still be extended by one year. If, however, you have not completed the course within 18 months after the issuance of your first residence permit, your course voucher will only be valid for a maximum of 25% of the course costs.³

Subsequently, non-completion of the course will entail different penalties: if you have not started the course within a period of two to three years after the issuance of your first residence permit, you may be liable to a fine of 100 to 200 euro. If you do not at least start to fulfil the Integration Agreement after 3 years or have not fulfilled the agreement within four years, you may even be ordered to leave the country. However, the latter does not apply if you have close relatives (spouse, children) in Austria.

If you have learned German in any other way during your stay in Austria, you can obtain a German language certificate for migrants in Austria or a language diploma from the ÖSD ("Österreichisches Sprachdiplom" - Austrian German Diploma). The addresses of the ÖSD examination centres are included in this folder in the address part of section 14.3.3. The price of these certificates ranges between 44 and 49 euro; in the first year, 22 euro will be refunded if you present the voucher you have been given by the Ministry of the Interior. This language certificate exempts you from the Integration Agreement.

13.5. What happens if you have fulfilled or are exempt from the Integration Agreement?

If you have fulfilled the Integration Agreement or are exempt from this obligation, your residence permit will be extended for two years, provided that the conditions of the first issuance have not changed (i.e. if you are a key employee you must for example still gain a regular income from legal employment; if your purpose of residence is "family unification", your partner has to live in Austria and earn a regular income).

If the conditions have not changed, your residence permit will be extended for another two years. Then you have been resident in Austria for five consecutive years. Upon request, you will be granted a "residence certificate" (permanent residence permit) providing that you either have a regular income or were/are subject to compulsory schooling in Austria or that your spouse earns a regular income. This residence permit is valid for an indefinite period of time and grants you free access to the labour market in the whole of Austria. This means that you no longer need any additional employment authorisation.

³ For special reasons (illness, pregnancy) you can apply for a deferment of up to 2 years.

Free advice and/or information relating to all aliens issues will be provided by the following entities:

Customer Service Centre of Municipal Department 20
1110 Vienna, Fickeysstrasse 1, Ground Floor; Tel: 4000-8020, Fax: 4000-99-44800;
Opening hours: Mon to Wed and Fri 8.00 am to 3.00 pm, Thu 8.00 am to 5.00 pm
E-Mail: service@m20.magwien.gv.at
Internet: www.zuwanderer.wien.at or in English www.wien.at/english/immigrationoffice

or by various advice centres (addresses under Section 14.2)

Municipal Department 20 (for address see above) also offers information brochures on Austrian aliens' law in German, Bosnian, Croatian, Serbian and Turkish; the brochures can be downloaded from www.wif.wien.at

13.6. Citizenship

Normally, Austrian citizenship will only be granted to persons who have had their principal place of residence in Austria for an uninterrupted period of 10 years. Under certain conditions this period can be reduced to 6 years. A potential reduction must be motivated by special reasons, such as evidence of the applicant's sustained personal and professional integration. Spouses and children of Austrians are subject to more favourable terms.

Information and advice

Since January 2004, Municipal Department 61 has been operating a citizenship information system called "WISTI" at <http://www.wien.gv.at/ENB/ENB.cgi> for persons in Austria and abroad who are interested in obtaining Austrian citizenship. On the start page of www.wien.at the "WISTI" – **Vienna Citizenship Information System** can be easily found by simply entering the acronym. This interactive catalogue of questions constitutes a unique feature of the City of Vienna and enables potential applicants to find out quite easily whether they meet the legal requirements for being granted Austrian citizenship and which documents they need for the application.

Municipal Department 61

1082 Vienna, City Hall, Staircase 8, Ground Floor
Tel: 4000 - 0

Information in German, Bosnian, Croatian, Serbian and Turkish can also be downloaded at www.wif.wien.at.

14. Important Addresses – If You Need Information, Support or (Free) Advice

You will find the most important addresses relating to the individual issues under sections 1-13. The following pages contain additional tips and information which are particularly interesting for migrants. However, Vienna boasts such an immense spectrum of services and activities that we can only provide you with a small selection.

14.1. Municipal Department 20, “Immigration Office”

Municipal Department 20 is the administrative department of the Provincial Government of Vienna responsible for the execution of the Austrian Aliens' Act, i.e. for the first issuance and extension of residence permits and residence certificates as well as for land acquisition by foreign nationals. Information and advice is mainly available from its customer service centre.

Customer Service Centre of Municipal Department 20

1110 Vienna, Fickeysstrasse 1, Ground Floor; Tel: 4000-8020, Fax: 4000-99-44800,
Opening hours: Mon to Wed and Fri 8.00 am to 3.00 pm, Thu 8.00 am to 5.00 pm
E-Mail: service@m20magwien.gv.at
Internet: www.zuwanderer.wien.at or in English www.wien.at/english/immigrationoffice

For addresses of the branch offices see Section 13 above.

14.2. Free advisory services run by associations and organisations

You will find several very important advisory centres in the relevant sections above. Below we have included further contact addresses which supplement the institutions mentioned so far.

14.2.1. General advisory centres

Advisory Centre for Latin-American Migrants

1050 Vienna, Kettenbrückengasse 15/2/4
Tel: 581 11 881; Fax: 581 11 882
Appointments and telephone counselling: Mon, Tue, Wed, Fri 1.00 pm to 3.00 pm
Personal counselling: Mon, Wed, Fri 9.00 am to 2.00 pm; Tue 2.00 pm to 7.00 pm
E-Mail: office@lefoe.at or lefoe@aon.at
Internet: www.lefoe.at

Club International – Association for the Integration of Foreigners in Austria

1160 Vienna, Payergasse 14
Tel: 403 18 270, Fax: 403 18 27 4
Opening hours:
Café: Tel: 403 18 272, daily 8.00 am to 2.00 am
Language School: Mon to Fri 8.00 am to 4.00 pm
Legal advice: Mon 2.00 pm to 6.00 pm or by appointment Tel: 0676/ 348 8070
E-Mail: c.i.@gmx.at
Internet: www.cib.at.tf

**MigratInnenzentrum der Caritas
Caritas – Advisory Centre for Imigrants**

1160 Vienna, Lienfeldergasse 75 –79

Tel: 310 98 08 (appointments)

Counselling hours: Mon 10.00 am to 12.00 noon and 1.00 pm to 5.00 pm, Tue and Thu 8.00 am to 12.00 noon and 1.00 pm to 3.30 pm, Fri 8.00 am to 1.00 pm

E-Mail: mig.zentrum@caritas-wien.at

Internet: www.caritas-wien.or.at

Helping Hands

Free advice and support in all issues relating to aliens law

Main focus: legal advice on issues relating to aliens law

1090 Vienna, Liechtensteinstrasse 13

Tel: 310 88 80 10; Fax: 310 88 80 37

Opening hours: Mon, Tue, Thu 10.00 am to 2.00 pm, Wed 10.00 am to 6.00 pm

Personal counselling by telephone appointment

E-Mail: info@helphand.org

Internet: www.helpinghands.at

Association for Austrian-Turkish Friendship

1080 Vienna, Hernalser Gürtel, Stadtbahnbogen 56-57 (under the arches of the U6 line)

Tel: 408 27 28; Fax: 408 27 28 4

Opening hours: Mon to Wed, Fri 3.00 pm to 6.00 pm, Thu 10.00 am to 6.00 pm

E-Mail: freundschaft@aon.at

14.2.2. Information and advice for victims and witnesses of racial discrimination

ZARA Zivilcourage und Anti-Rassismus-Arbeit

Advisory Centre for Witnesses and Victims of Racism

1060 Vienna, Luftbadgasse 14-16

Tel: 929 13 99; Fax: 929 13 99/99

Counselling hours by telephone appointment:

Mon to Wed 9.30 am to 1.00 pm, Thu 4.00 pm to 8.00 pm

E-Mail: office@zara.or.at

Internet: www.zara.or.at

14.2.3. Further advisory and support facilities for women (also see Section 11.1)

Orientexpress

Advice and support especially for women from Turkey and the Arab region

1020 Vienna, Hillerstrasse 6/3-5

Tel: 728 97 25, Fax: 728 97 25 - 13

Opening hours: Mon 9.00 am to 1.00 pm and 2.00 pm to 6.00 pm, Tue and Thu 9.00 am to 1.00 pm, Wed 9.00 am to 5.00 pm (telephone appointment requested)

Fri 10.00 am to 2.00 pm (by telephone appointment only)

E-Mail: orientexpress@chello.at

LEFÖ – Latin-American Exiled Women in Austria

1050 Vienna, Kettenbrückengasse 15/2/4

Tel: 58 11 881, Fax: 58 11 882

Office hours: Mon, Wed and Fri 9.00 am to 2.00 pm; Tue 2.00 pm to 7.00 pm

E-Mail: office@lefoe.at und lefoe@aon.at

Internet: www.lefoe.at

Association for the Integration of Women – Amerlinghaus

1070 Vienna, Stiftgasse 8

Tel: 523 64 75; Fax: 523 40 09

Office hours: Tue, Wed, Thu 10.00 am to 5.00 pm (telephone appointment)

E-Mail: amerlinghaus@utanet.at

Internet: www.amerlinghaus.at/

Piramidops Women's Centre

1020 Vienna, Volkertplatz 1

Tel: 942 53 30; Fax: 942 53 30

Opening hours: Mon to Thu 9.00 am to 2.00 pm, Fri 9.00 am to 12.00 noon

E-Mail: piramidops@chello.at

FIBEL

Women's Initiative for Bicultural Marriages and Common-Law Marriages

1020 Vienna, Heinestrasse 43

Tel:/Fax: 212 76 64

Opening hours: Tue and Thu 10.00 am to 5.00 pm, Fri 12.00 noon to 5.00 pm

E-Mail: fibel@eunet.at

Internet: www.members.aon.at/fibel

Frauen Aktiv

Education and advisory services, leisure activities; integration guidance for migrants

1030 Vienna, Lechnerstrasse 2-4

Tel: 715 69 81

Opening hours: Mon to Thu 9.00 am to 3.00 pm, Fri 9.00 am to 1.00 pm

E-Mail: FrauenAktiv@jugendzentren.at

Egyptian Women and Families

1070 Vienna, Amerlinghaus, Stiftgasse 8

Mobile Phone: 0699/116 57 84 0

E-Mail: maryattia@hotmail.com

CBIF – Centre for Binational and Intercultural Couples and Families

Crisis intervention, psychotherapy and advice (German, English, French, Italian, Polish, Portuguese, Spanish, Turkish)

1150 Vienna, Märzstrasse 43/11

Tel: 982 03 94 (telephone appointment)

Telephone hours: Wed 4.00 pm to 6.00 pm

E-Mail: cbif@utanet.at

Internet: <http://web.utanet.at/centrumy>

Organisation of African Women in Vienna

1090 Vienna, Türkenstrasse 3/Room 108

Tel: 310 51 45 352; Fax: 310 51 45 312

Opening hours: Mon to Fri 9.00 am to 5.00 pm

E-Mail: afrikanisc.frauenorganisation@chello.at

14.2.4. Family counselling focusing on migrant families (also see Section 11.2)

14.2.5. Advice, educational and leisure activities for young people (also see Sections 11.3 and 11.4)

Regional School Counselling Centre for Foreign Pupils (REBAS 15)

1150 Vienna, Gaspasse 8-10/Staircase 4/1st Floor/Room 134

Tel: 891 34/15361 and /15362

Office hours: Mon to Thu 1.00 pm to 3.30 pm, Fri 8.00 am to 12.00 noon

Counselling hours by telephone appointment:

Tue 1.00 pm to 3.00 pm; Thu 2.00 pm to 6.00 pm; Fri 8.00 am to 12.00 noon

Counselling services are provided in the following languages:

German, English, Turkish, Kurdish, Bosnian, Croatian, Serbian, Macedonian, Albanian, Chinese, Roma

E-Mail: kanzlei-reb@m11.magwien.gv.at

JUBIZ – Youth Education Centre at the VHS Ottakring

1160 Vienna, Ludo-Hartmann-Platz 7

Tel: 492 08 83/26 and /62, Fax: 492 08 83/58

Opening hours: Mon to Fri 10.00 am to 6.00 pm (counselling sessions by appointment)

Educational and advisory services:

One-year preparatory course for general secondary school leaving exam course:

Combined German and integration course for young people with little or no knowledge of German

General secondary school leaving exam course: one-year course to prepare young people for the school leaving exam of general secondary schools

KomFlex: one-year qualification course for young people who have completed a general secondary school, focusing on EDP (ECDL), careers guidance, key qualifications

Careers guidance and education counselling, parents counselling, social assistance

E-Mail: jugendliche@hotmail.com

Internet: www.jubiz.info and www.topone.at

”Echo” Association

”Echo” is an association dedicated to youth, cultural and integration issues offering its services particularly to young people of migrant background between the ages of 14 and 23. Currently, about 100 to 150 young people from about 20 different countries regularly spend their spare time with Echo.

1060 Vienna, Gumpendorferstrasse 73/1/7

Tel: 585 68 57, Fax: 585 68 57 - 99

Opening hours: Tue 12.00 noon to 6.00 pm, Wed 12.00 noon to 8.00 pm, Thu - Sat 2.00 pm to 10.00 pm

E-Mail: echo@non.at

Internet: www.echo.non.at

Austrian Students Union at the University of Vienna – Office for Foreign Students

Altes AKH, Court 1

1090 Vienna, Spitalgasse 2

Tel: 4277 195 01, Fax: 4277 919 5

Opening hours: Mon and Thu 10.00 am to 1.00 pm and 2.00 pm to 4.00 pm, Tue, Wed, Fri 9.00 am to 1.00 pm

E-Mail: oeh@oeh.univie.ac.at

Internet: www.oeh.univie.ac.at

14.3. Learning German in Vienna

14.3.1. Certified course providers

The following institutions have been certified by the Ministry of the Interior and are entitled to conduct German and integration courses within the scope of the Integration Agreement (cf. Section 13 – these institutions will also accept your voucher). Courses are offered by a broad range of different organisations including commercial language schools as well as NGOs specialising in integration issues. Prices for German courses thus vary widely.

The Internet page of the certifying authority (**Ministry of the Interior**, “Austrian Integration Fund”) includes a list of all certified course providers:

www.integrationsfonds.at/downloads/zertifizierung/zertinst.pdf

The Ministry of the Interior has established a telephone hotline for all questions relating to the Integration Agreement. Questions will be answered on 0810/244230, not only in German but also in the languages spoken in the immigrants’ main countries of origin.

The hotline is open at local rates from all over Austria from Monday to Thursday from 8.00 am to 5.00 pm and on Fridays from 8.00 am to 12.00 noon.

14.3.2. Other German classes in Vienna

In addition to German classes for which you can use your voucher, there are numerous other course providers in nearly all municipal districts of Vienna which offer courses at different times and levels.

Information about many course providers and courses contained in a comprehensive database is available from WAFF, Tel: 333 5000 (Monday to Thursday from 9.00 am to 5.00 pm, Friday from 9.00 am to 3.00 pm) or on the Internet at www.weiterbildung.at.

14.3.3. ÖSD examination centres

The different examination centres of the ÖSD (Österreichisches Sprachdiplom Deutsch – Austrian German Diploma) will hold examinations which you can also take without having attended any German classes and which will exempt you from the Integration Agreement (compulsory German classes). The costs of these examinations amount to 44 euro. If you present the voucher you received upon concluding your Integration Agreement, the costs will be reduced to 22 euro. The following examination centres offer special examinations for the “German language certificate for migrants in Austria”.

You will find the current and complete list of all examination centres at www.osd.at

Alpha Sprachinstitut Austria

1010 Vienna, Schwarzenbergplatz 16

Tel: 503 69 69

E-Mail: info@alpha.at

Internet: www.alpha.at

Berufsförderungsinstitut Wien (BFI Wien)

1120 Vienna, Schönbrunner Strasse 213

Tel: 811 78 /320 Contact: Ms. Brigitte Rapf

E-Mail: sopro.bat@bfi-wien.or.at

Internet: www.bfi-wien.or.at

Cultura Wien

1010 Vienna, Bauernmarkt 18
Tel: 533 24 93
E-Mail: office@culturawien.at
Internet: www.culturawien.at

Internationales Kulturinstitut (IKI)

1010 Vienna, Opernring 7
Tel: 586 73 21
E-Mail: office@ikivienna.at
Internet: www.ikivienna.at

Volksbildungshaus Wiener Urania

1010 Vienna, Uraniastrasse 1
Tel: 712 61 91
E-Mail: office@urania-wien.at
Internet: www.vhs.at oder www.uranias-wien.at

WIFI Wien

1180 Vienna, Währinger Gürtel 97
Tel: 476 77
Internet: www.wifiwien.at

Wiener Internationale Hochschulkurse – University of Vienna

1010 Vienna, Ebendorferstrasse 10
Tel: 4277-24101
E-Mail: wihok@univie.ac.at
Internet: www.univie.ac.at/WIHOK

or at one of the Vienna adult education centres (VHS):

Information will be provided by the education hotline of the Vienna adult education centres
Tel: 893 00 83
Internet: www.vhs.at

Questions about examination dates, prices, application procedure, etc. will be dealt with directly at the SKN (Sprachkenntnisnachweis – German Language Certificate) centre. In order to prepare for the SKN, you can either download the **SKN information for participants** (www.osd.at) or obtain them from any SKN centre. This brochure is available in different languages. It contains an information form and a questionnaire as well as an annotated set of exercises.

14.4. You would like to get in touch with people from your home country?

Vienna has a dense network of associations which are run by people from different countries: associations for sports and culture, for mutual support or advice. If you would like to get in touch with one of these associations, please call 4000/8150 to obtain the relevant information and addresses.

As an example, we will list three associations from two of the main countries of origin of migrants in Vienna.

Umbrella Organisation for Serbian Associations in Vienna

1100 Vienna, Wielandgasse2/Mezzanine

Tel: 606 22 83, Fax: 606 22 83

Umbrella Organisation for Turkish Associations in Austria

1010 Vienna, Eschenbachgasse 11

Tel: 587 36 33 27

Fax: 587 01 92

Opening hours: Mon to Fri 9.00 am to 6.00 pm

E-Mail: ayavuzkuscuyahoo.de

FEYKOM – Federation of Kurdish Associations in Austria

1050 Vienna, Siebenbrunnengasse 27

Tel: 920 90 82

Fax: 545 58 21

Opening hours: Mon to Fri 10.00 am to 5.00 pm

E-Mail: feykom@chello.at

14.5. Religious communities

In Austria, there are 11 religious denominations which are acknowledged by the state. "Acknowledged by the state" only means that they have a certain legal status and are, for example, entitled to offer religious education at state schools. The free practice of religion is ensured irrespective of the religion's acknowledgement by the state. For this reason, numerous religious groups are represented in Vienna – a selection of addresses particularly relevant to immigrants is provided below:

Roman-Catholic Church in Austria

Archdiocese of Vienna, Office for Foreign Language Communities

1010 Vienna, Wollzeile 2; Tel: 515 52/ 37 29

Opening hours: Mon to Thu 8.00 am to 4.30 pm, Fri 8.00 am to 2.00 pm (by appointment)

E-Mail: a.lagler@edw.or.at

Internet: www.stephanscom.at

There are many different foreign-language communities, including Croatian, Polish, Korean, Philippine, and English speaking communities. Specific information and addresses will be provided on the telephone number indicated above.

Protestant Church, Augsburg and Helvetian Confessions

1180 Vienna, Severin Schreiber Gasse 3

Tel: 479 15 23; Fax: 479 15 23 440

E-Mail: office@okr-evang.at

Internet: www.evang.at

Greek-Oriental Metropolis of Austria

1010 Vienna, Fleischmarkt 19

Tel: 533 29 65; Fax: 533 38 89

Serbian-Orthodox Church

1170 Vienna, Steinergasse 3

Tel: 406 82 93

Russian-Orthodox Church

1030 Vienna, Jauresgasse 2

Tel: 713 82 50; Fax: 713 82 50-4

E-Mail: norlov@adnet.at

Bulgarian-Orthodox Church

1040 Vienna, Kühnplatz 7

Tel:/Fax: 894 72 49

E-Mail: h9650771@miraculix.wu-wien.ac.at

Romanian-Orthodox Church

1010 Vienna, Löwelstrasse 8

Tel:/Fax: 533 03 29

E-Mail: rum.kirche@eunet.at

Armenian-Apostolic Church in Austria

1030 Vienna, Kolonitzgasse 11

Tel: 713 18 21

Syrian-Orthodox Church in Austria

1130 Vienna, Speisinger Strasse 107

Coptic-Orthodox Church

1220 Vienna, Quadenstrasse 4-6

Tel: 2827443 or Tel: 0664/534 77 65

Internet: <http://home.pages.at/thelady/coptic>

or: <http://www.geocities.com/koptisch/index.html>

Methodist Church in Austria

1100 Vienna, Landgutgasse 39/7

Tel: 604 53 47; Fax: 606 67 17

Internet: www.emk.at

Old Catholic Church of Austria

1010 Vienna, Schottenring 17

Tel: 317 83 94 0; Fax: 317 83 94 9

E-Mail: kilei@altkatholiken.at

Internet: www.altkatholiken.at

Anglican Church - Christ Church

c/o The British Embassy; 1030 Vienna, Jauresgasse 17-19

Tel/Fax: 714 89 00;

E-Mail: office@christchurchvienna.org

Internet: www.christchurchvienna.org

Jewish Community in Vienna

1010 Vienna, Seitenstettengasse 4

Tel: 531 04 0, Fax: 531 04 108

E-Mail: office@ikg-wien.at

Internet: www.ikg-wien.at

Islamic Community in Austria

1070 Vienna, Bernardgasse 5

Tel: 526 31 22, Fax: 526 31 22 4

E-Mail: Islamische_ggio@hotmail.com

Internet: www.iggioe.at

Cultural Association of Alevites

1210 Vienna, Schererstrasse 4

Tel: 729 83 25; Fax: 729 88 75

Austrian Buddhist Society

1010 Vienna, Fleischmarkt 16

Tel: 512 37 19

Opening hours: Mon and Fri 9.00 am to 2.00 pm, Tue and Thu 1.00 pm to 7.00 pm, Wed

2.00 pm to 7.00 pm

E-Mail: info@buddhismus-austria.at

Internet: www.buddhismus-austria.at

Hindu Society in Austria – Hindu Mandir
1080 Vienna, Lammgasse 1
Internet: <http://groups.msn.com/HinduMandir/>

Bahá'í Community in Austria
1180 Vienna, Thimiggasse 12
Tel: 479 11 53
E-Mail: nsa.bahai@utanet.at
Internet: www.bahai.or.at

Church of Jesus Christ of the Latter-Day Saints in Austria (Mormons)
1020 Vienna, Böcklingstrasse 55
Tel: 720 79 85; Fax: 720 79 85/20
Office hours: Tue 6.00 pm to 9.00 pm
E-Mail: gfs-wien@aon.at

New Apostolic Church in Austria
4030 Linz, Head Office Prechtlerstrasse 14
Tel: 0732/ 344 68 7

Sikh Temple
Gurdwara Nanaksar
1220 Vienna, Langobardenstrasse 47-49

Gurdwara Singhsehba
1120 Vienna, Ruckergasse 12