



Frequently Asked Questions

Austria

****Warning this does not constitute legal advice, please check this information with the entities mentions in the different topics.****

Health

- How do I Get access to health services?
- Indicate the process, is there a need for registration?

To be treated at Austrian hospitals for free, you need to have an insurance (always carry your insurance card). If you do not have insurance, there are organisations which can help (eg. Amber-Med, Bamherzige Brüder).

In order to be eligible for health insurance in Austria, third country nationals have to proof that they have the right to stay in Austria.

- Is there an emergency number or other number?

In case of an emergency, you can call any of the following:

- European emergency number 112

- Austrian emergency numbers: 144 (ambulance), 133 (police), 122 (fire brigade)

Be aware: If you call these numbers, but do not have an emergency to report, you will receive a fine.

- Health information number (for inquiries about any health issues): 1450

- Indicate website, phone and names of the entities responsible

General information about the health system in Austria:

www.gesundheit.gv.at/

What to do and how to react in case of an emergency:

www.gesundheit.gv.at/gesundheitsleistungen/krankenhausaufenthalt/notfall

Detailed information about emergency numbers in Austria:

www.gesundheit.gv.at/leben/suizidpraevention/betroffene/krisentelefonnummern

Information about insurance in Austria:

www.gesundheitskasse.at

Information about the Austrian health care system, especially for migrants and refugees who do not know how the Austrian system works and assistance for people without health insurance:

www.amber-med.at

Amber-Med: Ober-Laaer Str. 300-306, 1230 Wien

+43158900/847

amber-med@diakonie.at

Krankenhaus der Barmherzigen Brüder Wien: Große Mohrengasse 9, 1020 Wien

+43121121/0

Education

- How do I or my children get access to educational services?

All children who live in Austria have to go to school for 9 years (6-15 years of age). If they choose to, they can continue their school education until the 12th year of school and they can then go on to higher education.

Generally, school in Austria is for free, but during the year, there will be some costs (e.g. for school trips).

- Indicate the process, is there a need for registration?

For initially beginning their school career, children have to be registered at their primary school by their parents. Several documents are necessary, for details, the school has to be contacted.

Older children and adults also have to register at the school, university or training institution they want to study at. Documents such as documentation of previous educational records and personal identification are necessary.

Online information is available here:

www.oesterreich.gv.at/themen/bildung_und_neue_medien/schule/4/Seite.110031.html

- Is there specific training for migrants? Language trainings?

There are several basic education offers especially for migrants (e.g. German courses for adults and children, computer courses, courses focussing on the needs of female immigrants)

The Austrian Integration Funds offers German courses with a focus on culture and values for asylum seekers. Details for this can be found at the institution's website at:

<https://www.integrationsfonds.at/sprache/deutschkursfoerderung>

For courses taking place in Vienna, take a look here:

www.wien.gv.at/menschen/integration/deutsch-lernen

- Indicate website, phone numbers, names of the entitie responsible

General information about education in Austria:

www.arbeiterkammer.at/beratung/bildung/index.html

www.integrationsfonds.at

To find financial support:

www.bmbwf.gv.at/service/beifoe.html

www.arbeiterkammer.at/beratung/bildung/bildungsfoerderungen/Schul_und_Heimbeihilfe.html

Housing

- Do I have access to social housing?

Foreign citizens can apply for social housing, but they have to fulfil certain criteria. This website offers information and addresses to contact for all regions of Austria:

www.help.gv.at/Portal.Node/hlpd/public/content/138/Seite.1381002.html

There is social financial aid available for housing in Austria. This is also possible for foreign citizens. This website presents a comprehensive overview of available aid, especially for the needs of immigrants:

www.auslaender.at/mietzins-und-wohnbeihilfe

- What do I get access to private housing?

In general, information about available housing can best be found in online portals, e.g.

www.willhaben.at/iad/immobilien

www.immobilienscout24.at

Information especially tailored for foreigners who are looking for housing in Austria is provided here:

www.auslaender.at/wohnborse

a. What is the process

Generally, accommodations can be visited before making a decision to rent. Landlords in Austria will ask for various documents including personal ID, information about criminal records, information about employment, character reference. It is normal practice for landlords to ask for a deposit of one or more months' worth of rent. This money will be returned after the tenant moves out and if the accommodation is in good shape.

Certain regulations apply if you want to find social housing. For details about social housing in Vienna, please see here:

<https://www.wien.gv.at/wohnen/unterstuetzungen/sozial/index.html>

b. Normal private contracts

Contracts will be made between the person renting an accommodation and the property owner. In many cases, these are standard contracts, but landlords may wish to ask lawyers for advice in the process to ensure that everything is running smoothly and correctly.

Employment

- How can I work legally?

It is very important to have a legal status that allows you to work in Austria. Citizens of EU countries are generally allowed to work in Austria, but third country nationals need special permissions (residence and work permit). Such legal permissions have to be obtained before starting a job. There are several ways that a legal status can be achieved and various forms of permission.

More information on these forms of permission and employment for foreign citizens can be found at:

[www.wko.at/service/arbeitsrecht-](http://www.wko.at/service/arbeitsrecht-sozialrecht/Grundlegendes_zur_Auslaenderbeschaeftigung.html)

[sozialrecht/Grundlegendes_zur_Auslaenderbeschaeftigung.html](http://www.wko.at/service/arbeitsrecht-sozialrecht/Grundlegendes_zur_Auslaenderbeschaeftigung.html)

www.arbeiterkammer.at/beratung/arbeitundrecht/auslaendischearbeitnehmerInnen/Beschaeftigung_in_Oesterreich.html

- Problems of working illegally

If you work without legal permission, you encounter many risks. In addition to not being insured through your employer, you are denied many other social benefits.

Working illegally in Austria can also have serious consequences such as fines and even deportation and denial of entry to Austria for up to ten years.