

Tyrol for Beginners

Information for Migrants,
for a better understanding of the
social framework in Tyrol

Tirol für AnfängerInnen · Englisch

This brochure is available in the following languages:

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PLEASE NOTE: The offices and organisations referred to in the brochure have different opening times. They are often closed at lunchtime.

WELCOME TO TYROL!



It's a feeling familiar to many: you arrive in a foreign country, you don't have much, if any, understanding of the language, you're trying to find your way around. It's even more difficult if you're aiming to build a new life far away from your home country. A lot of the things that are familiar to you from home no longer apply. Customs and habits are strange and the legalities regarding staying, integrating and working are difficult to navigate.

A new start is not easy, and raises a lot of questions: How do I get a residence permit? Where can my child attend school? Who will help me to learn German? Is my driver's licence valid in Austria?

We understand all that, which is why we have created this guide for you. It contains all the information and places to contact to make your new start in Tyrol easier. From A as in Austrian Citizenship to Z as in ZeMiT, the Centre for Migrants in Tyrol: our aim is to introduce you to our country and all the facilities that offer support.

Getting to know new people is of course also part of a new start, and makes integration into a previously unknown environment easier. In addition to topics such as Family, German Courses and Health, we have also listed the addresses of the various points of contact where there are people who will help you further and give you more detailed information.

Yes, a new start can be difficult, but we hope that this guide, as a small welcome to our country, will make things a little easier for you.

*Gabriele Fischer,
State Minister for Integration and Social Affairs*

IMPROVING PUBLIC WELFARE AND SENSE OF BELONGING

GUIDE TO LIVING TOGETHER IN TYROL

The Tyrol Guide to Integration serves as a signpost for shaping the effective co-existence of the entire population. As the result of social developments and migration, we have an increas-

ingly diverse population. What bind us together are our common based needs for safety, direction, personal development, good co-existence and a sense of belonging.

GUIDING PRINCIPLES TO IMPROVING PUBLIC WELFARE AND SENSE OF BELONGING

Direction brings safety.

We get direction and safety when we understand changes and are given opportunities to shape these changes. Actively addressing this, and the engagement of all groups of the population concerned are crucial to this.

Building relationships means addressing issues.

We need to respectfully address opposing attitudes and behaviours. By identifying and agreeing common values and standards, we can break down 'us and them barriers' and improve public welfare and a sense of belonging.

Cooperation strengthens cohesion.

Dealing constructively with increasing diversity requires an awareness of common needs and interests to facilitate relationships and cooperation regardless of differences.

Social development requires individual with potential.

Equal access to all that society has to offer is crucial in promoting personal skills. But if these skills are to benefit societal development, there also needs to be a connection with the living and social environment and its shared values and standards.

You can find the guide at www.tirol.gv.at/gesellschaft-soziales/integration. You can order an abridged version from the Department for Society and Employment.

INTEGRATION WITH MIGRANTS IN TYROL

THE INTEGRATION DIVISION OF THE STATE OF TYROL

In the Tyrolean state government, member Gabriele Fischer is responsible for the integration of immigrations. In

the Tyrolean state government office, integration is a faculty of the Department for Society and Employment.

WE TAKE CARE OF ...

- projects for creating awareness of integration (integration calendar, exhibitions, ...)
- advanced training in the area of transcultural competencies
- networking of people working on integration in Tyrol and beyond

WE OFFER ...

- brochures on integration, promotion of language learning...
- funding for integration organisations and projects
- funding for German and literacy courses
- service for people in integration work (specialised library, information, lectures, ...)
- Tyrolean Compass for Integration to help provide direction to the process of integrating refugees

REGIONAL AND LOCAL INTEGRATION

- There are also integration support offices at the district, municipal and city level, see page 89



Supper

Nothing is as it seems: On the first glimpse a half moon, on the second a piece of bread. But which kind of bread? A flat bread? And who has shared it? Those are the questions. Only those who look more often than once will get the answer.

1. INTERESTING FACTS ABOUT AUSTRIA

1.1. GENERAL DATA

Official language:

German, Croatian and Slovenian are also admitted in the states of Carinthia, Burgenland and Styria.

Capital city:

Vienna

Form of government:

Parliamentary democracy

Area:

83,878.99 km²

Population:

8.82 million inhabitants (2018)
www.statistik.at/web_de/statistiken/menschen_und_gesellschaft/bevoelkerung/index.htm

National holiday:

26th October

State holiday:

1st May

Currency:

Euro €

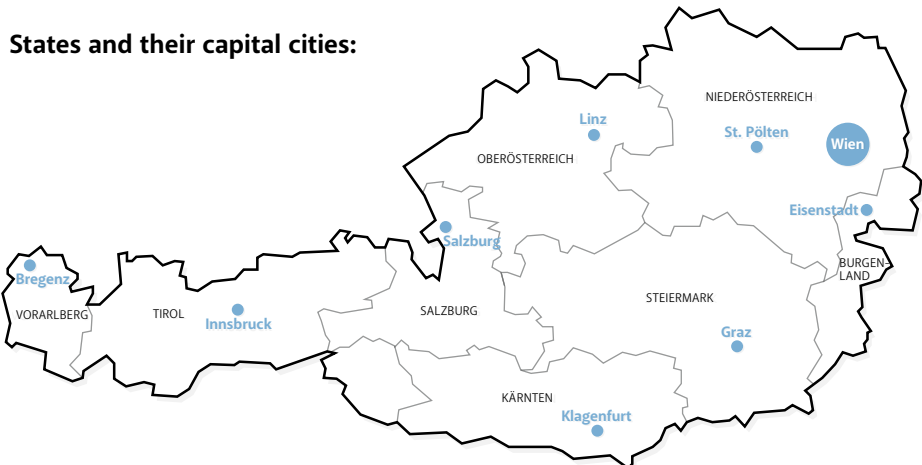
Climate:

Central European transition climate

Gross domestic product (GDP):

€ 42,010.– per inhabitant
www.statistik.gv.at/web_de/statistiken/wirtschaft/volkswirtschaftliche_gesamtrechnungen/index.html

States and their capital cities:



Source: Federal Chancellery. "Österreich konkret – Zahlen & Fakten" (2007), p. 6.

1.2. POLITICS

Austria is a Federal Republic. This means that the Federal Republic of Austria consists of several subunits. These subunits are called Federal States. All nine Federal States have their own State Government with their own Parliament (Landtag). Certain areas are regulated on a Federal level, and the Federal States regulate other areas. Also cities and municipalities may make decisions in some areas.

Head of State:

The Federal President, elected for 6 years directly by the people

Head of Government:

Federal Chancellor

System:

Democratic Republic, representative democracy

Parliament:

The Parliament includes the National Council and the Federal Council. The National Council (Nationalrat) has 183 members, whom we elect every 5 years. The Federal Council (Bundesrat) has 61 members. The State Parliaments of the nine Federal States elect the Federal Council.

1.3. CULTURE

Austria is known for its cultural past and present. Traditions play an important role in various areas.

The beautiful architecture, castles and palaces recall the country's past. Also today, Austria has a large cultural range. People from all over the

world are interested in the exhibitions, theatre performances, festivals and concerts in our country.

Life in Austria is colourful and diverse. Traditions and customs also contribute to this.

1.4. RELIGION

In Austria, religious freedom is legally guaranteed. This means that one may freely choose their religion or have no religion. It is also possible to leave a religious community.

The majority of the Austrian population – a total of nearly 6.4 million people – are Christians.

Christianity is divided into three denominations:

- Catholic (about 5.56 million people),
- Orthodox (about 397,000 people),
- Protestant (about 412,000 people).

The remaining population of Austria is divided among the following religions:

- 700,000 Islamic,
- 80,000 Islamic Alevi,
- 35,000 Buddhist,
- 12,000–15,000 Jewish.

The data are from estimates of the religious communities and from the ÖIF Fact sheet "demography and religion" from 2017. The last exact count took place in the 2001 census. Since then no more data on religious affiliation has been collected in Austrian censuses.

(Source: ÖIF Factsheet "demography and religion", 2017)

1.5. PUBLIC HOLIDAYS

1st January – New Year's Day,

6th January – Epiphany,

End of March / beginning of April – Good Friday, Easter Sunday and Easter Monday,

1st May – State Holiday,

End of may / beginning of June – Ascension, Whit Sunday and Whit Monday,

Mid-June – Corpus Christi,

15th August – Assumption Day,

26th October – National Holiday,

1st November – All Saints,

8th December – The Immaculate Conception,

24th December – Christmas Eve,

25th December – Christmas Day,

26th December – St. Stephen's Day.

See in the integration calendar for the exact dates of holidays of those faiths, which most people in Austria belong to. The Department of Society and Employment publishes this annually.

1.6. INTERESTING FACTS ABOUT TYROL

Tyrol has been inhabited for thousands of years. The state therefore looks back on a long history and tradition. Previously, people lived mainly from farming. Already around 4,000 BC, there was mining in Tyrol. Tyrol has belonged to Austria since 1363. Innsbruck is the capital city and its symbol is the "Golden Roof" ("Goldenes Dachl"). Tyrol is a popular holiday destination. There are many sports facilities. The landscape is characterised by mountains and valleys. Innsbruck has hosted the Winter Olympics on several occasions.

Tyrol has about 739,000 inhabitants. Of these, about 132,493 people live in the state capital of Innsbruck (as of 2018). Innsbruck is a sports, cultural and university city.

At the end of 2017, 150,600 people without Austrian citizenship lived in Tyrol. That is approximately 15.8% of the total population. 20.5% of the population have a migration background. This means that they themselves or their parents immigrated

from another country. Most immigrants come from Germany. Others come from former Yugoslavia and Turkey.

Statistik Austria 2018:

Population as of 01/01/2018 according to detailed nationality and federal state,

www.statistik.gv.at/web_de/statistiken/menschen_und_gesellschaft/bevoelkerung/bevoelkerungsstruktur/bevoelkerung_nach_staatsangehoerigkeit_geburtsland/031396.html

Statistik Austria 2018:

Population with a migration background according to federal states (2018 yearly average)

www.statistik.gv.at/web_de/statistiken/menschen_und_gesellschaft/bevoelkerung/bevoelkerungsstruktur/bevoelkerung_nach_migrationshintergrund/033241.html

Tyrol has a State Governor, a State Government and a State Parliament (Landtag). There are 36 delegates in the State Parliament, whom we elect every 5 years.

Tyrol is divided into nine districts. They are: Innsbruck, Innsbruck-Land, Schwaz, Kufstein, Kitzbühel, Imst, Landeck, Reutte and Lienz. Each district has a District Governor. They are responsible for affairs of the district.

2. RESIDENCE AND SETTLEMENT

2.1. RESIDENCE AND SETTLEMENT IN AUSTRIA IN ACCORDANCE WITH THE SETTLEMENT AND RESIDENCE ACT (NAG)

People who are not Austrian citizens require a permit for their stay or **settlement** in Austria. "Residence" is only a temporary presence in Austria for a specific purpose. "Settlement" is the actual or future intended stay in Austria for the purpose of a place of residence, which lasts for more than six months of the year, to establish a centre of vital interests or to take up gainful employment which is not merely temporary.

For persons from the **EEA** (European Economic Area – to which EU member states, Norway, Iceland and Lichtenstein belong) and Switzerland, the allowance for residence and settlement in Austria is governed directly by union law.

These persons therefore require no official approval for residence and settlement in Austria. However, persons from the EEA must apply for an **Anmeldebescheinigung** (certificate of registration) at the relevant local authority (see point 2.3.) if they plan on staying longer than 3 months in Austria. The application must be made within 4 months of entry.

Close family of EEA citizens, who come from third countries obtain a residency

card that is valid for 5 years. Subsequently the issuance of a **permanent residence card** can be applied for.

Persons, who are not citizens of an EEA country or Switzerland (**third country nationals**), need a **residency title**. There are the following types of residency titles:

- **Residence Permit:** Residence permits are issued for a temporary stay of more than 6 months for a specific purpose (for example school or study). In principle they are limited to a year and can be extended under specific conditions.
- **Settlement Permit:** Settlement permits grant longterm stays in Austria, for example, for relatives of Austrians. They are temporary and can be extended under certain conditions. Settlement permits are subject to quotas in some cases. That means they are limited to a certain number of people each year.
- **Permanent Residence – EU:** This residency title can be issued after a five year settlement and grants an unlimited stay in Austria.

2.2. GENERAL GRANTING PREREQUISITES

A residency title, in any case, can only be issued if the following **general granting prerequisites** are fulfilled:

- There must be **no entry ban** or other foreign law decision that makes the stay in Austria inadmissible.
- There must be **health insurance cover** for all risks.
- A legal entitlement to **accommodation**, that is regarded as customary for a family of comparable size, must be proven.
- **Livelihood** must be assured. This means that the stay must not lead to a financial burden for the general public.

2.3. RELEVANT AUTHORITIES

Normally, applications for the **first-time granting of residence** and settlement permits **abroad** must be submitted **in person** to the relevant Austrian embassy or consulate general. Exceptionally, in certain cases, the application is possible within the country.

Applications for the extension of residence permits must be submitted

within the country. The competent authorities for issuing registration certificates and (permanent) residence cards as well as for issuing and extending residence and settlement permits are the **district authorities**.

The **city council** (Stadtmagistrat) is responsible in Innsbruck. The local jurisdiction in Austria depends on the (intended) place of residence.

2.4. FREQUENTLY ASKED QUESTIONS REGARDING RESIDENCE – SETTLEMENT – INTEGRATION AGREEMENT

What does "German before moving in" mean?

Upon **first application**, third country nationals must provide evidence of an elementary knowledge of the German language at **A1 level** of the Common European Framework of Reference for Languages (GERs). The proof must be obtained before migration (exceptions are possible). Generally, accepted

certifications are only those from one of the Österreichischen Integrationsfonds (Austrian Integration Fund ÖIF) recognised education institutions. Detailed information about this can be obtained from the ÖIF.

What is the integration agreement?

The aim of the integration agreement is for third-country nationals who

settle in Austria to have an advanced knowledge of the **German language** and a knowledge of the **fundamental values** of the legal and social order of the republic. This is to facilitate participation in social, economic and cultural life.

Module 1 of the integration agreement consists of proving German language skills at **level A2**. This must be fulfilled within a period of 2 years.

The Federal Government will reimburse a part of the tuition fees on the following conditions:

- you have visited a German integration course, and
- you can prove German language skills at level A2 after 18 months (see federal integration agreement, p.9).

Module 2 of the integration agreement consists of proving German language skills at **level B1**. You need this in order to apply for a permanent EU residency permit and to be granted Austrian citizenship.

You can get more information from the responsible local authority. There you can find out where and when you need to prove that you have completed the integration agreement. You can also get information there about whether you will receive financial support from the Federal Government.

Do I have to fulfil the integration agreement?

In principle, all third-country nationals must fulfil the integration agreement.

At the time of issue or extension of a residency permit, you agree to fulfil the integration agreement within 2 years. Are you unable to fulfil the integration agreement for some reason? Please contact your local authority in good time if you want to submit a justified request to delay. Otherwise you may face administrative penalties. In addition, you may lose your right of residency and might have to leave Austria. You also need to actually learn to speak German well enough!

Proof of passing a German examination alone is not enough. You also need to actually learn to speak German well enough! The authorities may test your language skills.

You don't have the necessary skills? Then, the authorities may determine that you have not fulfilled the integration agreement.

I want my family to join me Family reunion of third-country nationals

The family reunion is restricted to the **nuclear family**.

The nuclear family includes:

- the spouse – however only after reaching the age of 21

- the registered partner – however only after reaching the age of 21
- unmarried, underage children. These include also adopted children and stepchildren.

The family reunion is usually subject to a quota. This means there is a specific number of places in each Federal State per year. The general granting prerequisites (see point 2.2.) must be fulfilled.

Dependants of Austrians

This kind of immigration is exempt from the quota requirement. If members of the **nuclear family** fulfil the general approval requirements, they will receive a **family member residence permit**.

Other dependants of Austrians will receive a **dependants settlement permit** subject to certain conditions.

These include, for example, parents, adult children and grandparents. These also include life partners. They do not belong to the nuclear family and must fulfil the general requirements. A mandatory condition is that the person with whom they reunite submits a declaration of liability. This permit, however, excludes gainful employment.

The mandatory requirement is that the unifying person must submit a declaration of liability (liability for related



Milk and Honey

In paradise, milk and honey flow, so it is said. But the point is: Paradise has its limits. And now bear in mind: Those who never look beyond their horizons, do not advance. Broad vision opens new horizons.

costs of everyone staying with the respective person.

Dependants of people entitled to freedom of movement from the EEA and Switzerland

Dependants of people from the EEA either come from the EEA themselves or from third countries. This distinction is important. The same applies to people from Switzerland. If the dependants are third country nationals, the following applies: They are entitled to settlement in Austria. If the closer family circle follows, they will receive a residency card. This will be valid for 5 years.

After this, a permanent residency card can be applied for. Closer family are, for example, spouses, children who are dependent (up to 21 years of age) and parents who are dependent.

Other dependants can receive a quota-free **dependants settlement permit**. But for this, they must fulfil the general conditions for approval. Life partners, for example, are included among the other dependants. After 5 years, they must apply for a permanent residency card.

I would like to extend my residency permit

PLEASE NOTE: The extension of your residency permit is possible 3 months **before** the expiry of its validity at the earliest. You must submit the application in time **before** the expiry of the residency permit's validity. An application submitted **after** the expiry of the residency permit's validity is considered to be a first-time application.

You must submit this again to the responsible Austrian representative authority abroad. The domestic authority examines the fulfilment of the necessary requirements. It is possible that such an application will be subject to quota.

When do I get a secure residency permit?

You can apply for the permit **Permanent Residence – EU** on two conditions: a you have been continuously entitled to **settlement** during the last 5 years, and a you have fulfilled module 2 of the integration agreement.

Those with **right of asylum** or subsidiary protection equally have the possibility, after five years have lapsed, to apply for the residence status "Permanent residence EU".

While the right to residence is unlimited in this case, you must extend the card every 5 years. Your right of residence and settlement can expire. This could happen, for example, if you stay outside the EEA for more than 12 months.

Can I change my residency purpose?

As long as your residency permit is valid, you can apply for a change to the purpose of your residency within Austria. If you fulfil the requirements, you will receive the requested residency permit.

If you do not fulfil the requirements, you will not receive the requested residency permit. This will have no effect on your existing right of residency.

2.5. SHORT-TERM STAY IN AUSTRIA ACCORDING TO THE EU VISA CODEX AND THE FREMDENPOLIZEIGESETZ (ALIEN'S POLICE ACT)

For a temporary stay up to a maximum of six months, third country nationals, as a rule, require a **visa**. A visa can be obtained abroad at Austrian representative authorities – namely the Austrian Embassy and Consulate. The issuance of a visa for a **short-term stay** (ex. for touristic purposes) up to six months is regulated in the visa codex (Visa C). This is an EU ordinance.

Some persons – dependent on their country of origin – are exempted from the visa obligation for touristic purposes. For certain employments (especially for seasonal labour) a residency visa can be issued (**Visa D**). The requirements for it can be found in the Fremdenpolizeigesetz (Alien's Police Act).

2.6. RESIDENCE IN ACCORDANCE WITH ASYLUM PROVISIONS

Asylum is for people who are **persecuted** for various reasons. For example, because of their race, religion, nationality, membership of a particular ethnic or social group or their political beliefs. The international legal basis of the right of asylum is the Geneva Refugee Convention. If people are seeking international protection in Austria, they must first make an application for asylum. The Federal Office for Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl BFA) will make a decision on this application.

If the reasons for these individuals to flee their country are recognised, they will receive asylum. The person will receive the status "**entitled to asylum**". The status "**entitled to subsidiary protection**" is used if

- there are no recognised reasons for a person to flee their country, but
- returning the person to their country of origin would mean a "real danger for their life and their safety".

Those entitled to subsidiary protection receive a **temporary right to residency**. This temporary entitlement to residency must be **renewed** at the BFA (Federal Office for Immigration and Asylum) **in good time**.

If neither of the two possibilities applies, there are the following asylum residency permits subject to certain conditions:

"Residence entitlement plus":

You may stay and work in Austria. The right to reside is valid for 1 year and is not extendable. Afterwards, a residency permit is possible in accordance with the Settlement and Residence

Act. That is the "Red-White-Red card plus" (Rot-Weiß-Rot-Karte plus) or the settlement permit.

"Residence entitlement":

You may stay and work in Austria. But an authorisation is necessary in accordance with the Employment of Foreign Nationals Act. The right to reside is valid for 1 year and is not extendable. Afterwards, a residency permit is possible in accordance with the Settlement and Residence Act. That is the "Red-White-Red card plus" (Rot-Weiß-Rot-Karte plus) or the settlement permit.

"Residence entitlement for special protection":

You may stay and work in Austria. But an authorisation is necessary in accordance with the Employment of Foreign Nationals Act. The right to reside is valid for 1 year and is not extendable.

If a valid repatriation decision has been made against the person, the granting of a residency permit is not permitted. The repatriation decision means that the person must leave Austria, another EU country or Switzerland.

You can find further information on the asylum procedure and on the requirements for the rights of residency on-line at www.bfa.gv.at.

INFORMATION

- District Authority (Bezirkshauptmannschaft BH): residency matters, p. 73
- Innsbruck Municipal Council (Stadtmagistrat Innsbruck): residency matters, p. 102

- Centre for migrants in Tyrol (Zentrum für MigrantInnen in Tirol ZeMiT): Assistance, counselling and information, p. 108

USEFUL LINKS ON THE INTERNET:

- www.bfa.gv.at (information about the asylum process and residency entitlements)
- www.help.gv.at (Federal Government information site)
- www.tiroler-rak.at (Tyrolean Chamber of Lawyers: point of contact on legal issues) (Tiroler Rechtsanwaltskammer)
- www.integrationsfonds.at (Austrian Integration Fund: advice and

information, implementation of the integration agreement, integration of recognised refugees) (Österreichischer Integrationsfonds)

- www.deserteursberatung.at (deserter and refugee counselling Vienna: advice on foreign national and asylum issues) (Deserteurs- und Flüchtlingsberatung Wien)
-

3. NATURALISATION

Austrian citizenship can be acquired by **descent, award, extension of the award**, etc. Children automatically become Austrian citizens at the time of their birth, when at least one parent is an Austrian citizen.

To acquire the Austrian citizenship by award you have to file an **application** and meet certain legal requirements. Spouses and children can also be

included in the process. In this case you have to file an additional application for the **extension** of the award.

Below we will give you a general overview of the procedure. We will not go into detail due to the many special provisions. Please contact the Department of Citizenship for detailed information.

3.1. GENERAL NATURALISATION REQUIREMENTS

You have to meet the following requirements in order to apply for an application:

▪ **Proof of lawful and continuous residence in Austria**

You have been living in Austria for at least **10 years**. In some cases, a residence of six years is also sufficient. This applies, for example, to people entitled to asylum or those, who were born in Austria.

▪ **Integrity:** This means you have done nothing wrong. For example: no court convictions, no pending criminal procedures and no serious administrative offences.

▪ **You are committed to the fundamental values** of a European democratic state and its society. You have a positive attitude towards the Republic of Austria.

▪ **Your livelihood is secured** and you have obtained **no minimum income** before the application.

▪ **Assignment** of the previous citizenship

▪ **You know the rule of law** of Austria. You also know about the history of Austria and Tyrol. You must prove this knowledge in a test unless you have graduated from an Austrian school (attendance of school with a positive grade in the subject "German").

▪ **Proof of German language skills** at level B1.

3.2. APPLICATION AND ENQUIRIES

After a **first meeting**, you submit your **application**. An initial interview is absolutely necessary! Please make an appointment for this initial meeting by telephone! The Citizenship Department then carries out the **enquiries** via the District Governorship or Municipal Council of Innsbruck. The Police

and Security Directorate of the state of Tyrol, the Department of Society of the state of Tyrol (Abteilung Soziales des Landes Tirol) and the Federal Office of Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl) also take part in the enquiries.

3.3. ASSURANCE

Have the enquiries been completed and the evaluation has had a positive outcome? Then you are assured to receive citizenship. However, on the condition that you give up your previous citizenship **within 2 years**. The award will take place once a proof or an approval of withdrawal from the previous citizenship is presented. The authorities may carry out additional enquiries.

If you can only renounce your former nationality after the award, you will not receive a letter of assurance, but must **prove** your **release** within two years of the award. In this case, your release from your former nationality will be closely monitored. If you do not provide proof of your release in time, your Austrian citizenship will be revoked.

3.4. COSTS AND AWARD

The exact costs vary depending on the individual case. Payment is made at the end of the procedure.

The citizenship award will take place in a ceremony. There, you will receive the decision document and take a vow.

3.5. DUAL CITIZENSHIP AND LOSS OF AUSTRIAN CITIZENSHIP

Dual citizenships are usually **not possible**.

If you have been awarded Austrian citizenship, you may not take up your former citizenship again. If you never-

theless take up your previous citizenship again, your Austrian citizenship automatically expires.

INFORMATION

- Citizenship Department (Abteilung Staatsbürgerschaft): matters of citizenship, marital status and alien status, p. 68

INFORMATION ON OFFICIAL CHANNELS ON THE INTERNET:

- www.help.gv.at
-

4. WORK

The Employment of Foreign Nationals Act (Ausländerbeschäftigungsgesetz AuslBG) regulates the employment of foreign nationals. This includes:

- employer-employee employment relationships
- employment in an apprenticeship
- operationally delegated foreigners

The following are excluded from the AuslBG:

- recognised refugees and their families
- beneficiaries of subsidiary protection and their families
- citizens of Switzerland and their families
- citizens of the EEA or EU countries and their families
- families of Austrian citizens

PLEASE NOTE: Families include spouses as well as registered partners. They also include their underage and unmarried children.

The following are also excluded:

- special executives and researchers. These also include the members of their families.
- pastors
- people in diplomatic or consular agency

PLEASE NOTE: Croatian citizens will not be excluded from the AuslBG until 30th June 2020 due to the transition period.

Third-country nationals, who have one of the following residence permits, have unlimited access to the labour market in accordance with the AuslBG:

- permanent residence – EU
- permanent residence – family members
- Red-White-Red card plus (Rot-Weiß-Rot-Karte plus)
- residence entitlement plus

Third-country nationals also have unlimited access to the labour market, but only if they have a residence card or a permanent residence card.

Immigration for particularly highly skilled workers (§ 12 AuslBG), skilled workers in understaffed professions (§ 12 a AuslBG), other key workers and graduates (§ 12 b AuslBG) and EU blue card (§ 12 c AuslBG)

There is a points system for the approval of **highly qualified workers, skilled workers in understaffed professions** and **other key workers**.

The following criteria have an influence on the points system:

- qualification
- professional experience corresponding to the training
- language skills
- age

Particularly highly qualified workers have the possibility to come to Austria without a specific job offer. You will receive a residence visa from the Austrian diplomatic mission abroad after a positive evaluation. This residence visa is limited to 6 months and serves for the search for employment in Austria. In the case of a visa-free entry, you can directly apply for a Red-White-Red card (Rot-Weiß-Rot-Karte). A visa is then no longer necessary to search for employment.

The Specialist Workers Regulation defines and determines understaffed professions in Austria. As **a specialist in an understaffed profession**, you can submit an application until the 5th November of each year. Necessary requirements are:

- The minimum number of points required in accordance with the points system mentioned above
- Persons in employment must receive the minimum payment to which

they are entitled in accordance with the collective labour agreement

The points system evaluation is not used for **study graduates**. The same applies to **candidates** for the **EU blue card**. The intended occupation must, however, correspond to the training.

Study graduates may stay in Austria for a further 6 months after completion of their studies. Within these 6 months, they may apply for a Red-White-Red card (Rot-Weiß-Rot-Karte).

Please consider the following in the case of immigration based on these criteria:

- The Red-White-Red card is valid for 24 months.
- It is linked to an employer.

If after 24 months the requirements for an extension are fulfilled, you will receive a Red-White-Red card plus (Rot-Weiß-Rot-Karte plus). This gives you unrestricted access to the labour market.

4.1. EMPLOYMENT PERMIT (§ 4 of the AuslBG)

If you are not automatically allowed to work in Austria with your residence permit or settlement permit, you need an employment permit.

You can apply for this at the Centre for Foreign Nationals (Ausländerfachzentrum AFZ) of the Labour Market Service (Arbeitsmarktservice AMS).

PLEASE NOTE: The EU has an association agreement with Turkey. Therefore, people in employment who come from Turkey enjoy special rights in accordance with both the AuslBG and the NAG. Therefore, please refer to suitable legal advice!

If you wish to apply for a work permit, please note:

- The work permit is linked to a specific job.
- The work permit is linked to an employer.
- Only the prospective employer may apply for the work permit.
- The work permit is valid for a maximum of 12 months.

4.2. DO YOU HAVE A WORK PERMIT, BUT NO JOB?

Recognition of qualifications acquired abroad

Many highly educated people with a migration background live in Austria. It is, unfortunately, often too little known, which degrees and qualifications Austria recognises. The advisory centre for people with qualifications obtained abroad (AST Tirol, see *point of contact for recognition in Tyrol (Anlaufstelle Anerkennung AST Tirol)*, p. 71) will inform and advise you about your opportunities in the labour market.

Searching for job vacancies

Are you looking for work? You can find vacancies here:

- newspapers ("job advertisements")
- internet (for example, E-Jobroom at www.ams.at)
- AMS (Arbeitsmarktservice)
- posters in shops
- recommendations by friends or acquaintances
- staff leasing companies

Have you found an interesting job advertisement? Then apply! Generally, you must apply in writing for the

advertised job. In principle, an application is also possible in person or by phone.

A written application contains:

- a covering letter
- curriculum vitae
- school certificates and employment references
- other relevant certificates

It is usually shown in the job advert exactly which documents should be attached to the covering letter. With a bit of luck, the company will invite you to a job interview. Unfortunately however, sometimes it happens that you do not receive an answer to your application. Do not let yourself be discouraged!

Be proactive

Use all your private contacts. Tell your circle of acquaintances that you are looking for work. Because many vacancies are not known to the AMS. You can also at any time send speculative applications to companies which you would like to work for.

4.3. YOU HAVE FOUND WORK – EXPECTATIONS OF YOUR EMPLOYER

- Punctuality
- Reliability: call in good time, if you can not come to work for any reason.
- In case of illness: Get the doctor to confirm that you are ill.
- Dealing with superiors: Follow the instructions of your superior. If sometimes you cannot do that, talk to your superior about it!

4.4. EDUCATION MONEY "UPDATE"

The state of Tyrol promotes measures aimed at improving professional qualifications. Regardless of your citizenship, you can apply for an "education money update" ("Bildungsgeld

update") for training. For further information, please contact the Department of Society and Employment or the training facility.

4.5. TYROL FURTHER EDUCATION BONUS WEITERBILDUNGSBONUS TIROL

If you would like to attain a qualification or professional qualification, the state of Tyrol can support you with Tyrol Further Education Bonus. Firstly, you should contact a recognised educational and vocational advisory service, which can give you free advice.

The list of helplines can be found at www.WeiterbildungsBonus.tirol.

With the support of the consultant, submit the application for funding to the Department of Society and Employment.

4.6. WHAT SHOULD I DO IF MY EMPLOYMENT IS TERMINATED? (IN CASE OF TERMINATION, DISMISSAL ...)

[Report to the Labour Market Service \(Arbeitsmarktservice AMS\) – unemployment benefit](#)

If you have been employed for a long time, you have been paid for your unemployment insurance at the same time. Thus, under certain conditions, you are entitled to unemployment benefits. You can receive more

information from the Labour Market Service (Arbeitsmarktservice AMS). When you register with the AMS, you must be actively seeking work and apply for appropriate vacancies. The AMS helps you by informing you of job vacancies. In addition, the AMS serves as an information point for questions on qualifications.

4.7. DO YOU FEEL DISCRIMINATED AGAINST IN THE WORKPLACE?

Do you feel disadvantaged in your company because of:

- your ethnicity?
- your gender?
- your religion or faith?
- your age?
- your sexual orientation?

Contact the Chamber of Labour (Arbeiterkammer) or the Office for Equal Treatment (Gleichbehandlungsanwaltschaft). There you will receive advice and support. You can find additional information on discrimination under *10.3. Racism and discrimination*, p. 55.

INFORMATION

- AST (ZeMiT): recognition advice for people with qualifications obtained abroad, see point of contact for recognition in Tyrol, p. 71
 - Tyrol Chamber of Labour (Arbeiterkammer Tirol AK), advice on labour issues, p. 107
 - Labour Market Funding of the state of Tyrol: education money, p. 64
 - Public Employment Service Austria (Arbeitsmarktservice AMS): mediation, consultation and information for job seekers, p. 64
 - BLZ – Occupation Information Centre of the Chamber of Commerce Tyrol, p. 76
 - Office for Equal Treatment (Gleichbehandlungsanwaltschaft): advice and support in cases of discrimination, p. 96
 - innovia: Training and careers advice, youth coaching, p. 88
 - Austrian Trade Union Federation (Österreichischer Gewerkschaftsbund ÖGB): representation of interests for employed people, people in training, unemployed people as well as retirees, p. 95
 - Centre for migrants in Tyrol (Zentrum für MigrantInnen in Tirol ZeMiT): assistance, counselling and information, p. 108
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5. LIVING

5.1. REGISTERING AND RE-REGISTERING YOUR PLACE OF RESIDENCE

When you move to Austria, you must register yourself. The registration takes place at the responsible municipal

office or municipal council. There you will receive the necessary form for registration and further information.

5.2. UTILITY COSTS

Anyone who rents an apartment, must pay the agreed rent monthly. In addition, utility costs are payable. These include, for example, the water rates,

chimney sweep costs and costs of refuse disposal. You must also additionally pay for heating and electricity costs.

5.3. WASTE DISPOSAL

So that we do not unnecessarily pollute the environment, we separate our waste here in Tyrol. Materials such as packaging or paper can be reprocessed. Thus, new products are created from them and we can avoid a lot of waste. For this, there are usu-

ally separate containers or collecting points for different kinds of rubbish. In apartment buildings and residential areas there are house rules. These regulate waste disposal, building cleaning or the use of communal facilities.

5.4. ADVICE

Do you have questions about tenancy law or your rental contract? Then contact the following organisations: Tenants Association (Mietervereini-

gung), Association for the Protection of Tenants (Mieterschutzverband) or the Chamber of Labour (Arbeiterkammer AK).

5.5. FINANCIAL SUPPORT

If the family income is very low, there are some opportunities for support in the area of housing. The offers vary

greatly between municipalities, ranging from rent assistance to affordable social housing. Specific requirements

generally apply for eligibility for this support. You can receive more

detailed information on this in your local authority or municipal council.

INFORMATION AND ADVICE

- Chamber of Labour Tyrol (Arbeiterkammer Tirol AK): advice on housing and tenancy law, p. 72
- Municipal Office of the residence municipality (Registration Office) (Gemeindeamt der Wohnsitzgemeinde – Meldeamt))
- Tenants Association Austria – Tyrol state office (Mietervereinigung Österreich – Landesstelle Tirol): advice on all questions relating to residence, p. 94
- Association for the Protection of Tenants in Austria – State Association of Tyrol (Mieterschutzverband Österreich – Landesverband Tirol): help with issues around the topic of residence p. 94
- Municipal Council Innsbruck – registration and residents matters (Stadtmagistrat Innsbruck – Melde- und Einwohnerwesen): residence registration, rent assistance, p. 102
- Centre for Migrants in Tyrol (Zentrum für MigrantInnen in Tirol ZeMiT), advice and information, p. 108



Resident

*Not easy to have such a thing. You must first come in in order to be able to stay.
Who is right? Who opens the door?
This little word "resident" that we all know can mean so much ...*

6. GERMAN COURSES

German language skills make living in Austria easier. They help you with finding work, shopping or talking to the doctor. The German language is also important for contact with the people in Austria and authorities. The best way to learn German is through contact with Austrian people. Ideally, you should attend a German course. There

are many different German course providers in Tyrol.

PLEASE NOTE: You must fulfil the integration agreement! First ask whether the German course is valid for this. This is important for the exam and the partial reimbursement of expenses.

6.1. WHERE CAN I GET INFORMATION ABOUT GERMAN COURSES?

Department of Society and Employment

The Department of Society and Employment of the State of Tyrol offers general information about German course providers, as well as the possibility of financial support. There is a wide range of public and private institutions offering German courses

in Tyrol. Check directly with the course provider, whether the German course is suitable for you. The larger institutions also offer an assessment test, so you can attend the course that is suitable for you. There are also literacy classes. You can find a list of course providers at the end of the section.

6.2. WHERE CAN I GET FINANCIAL ASSISTANCE?

Federal level

Austrian Integration Fund (ÖIF)

The Austrian Integration Fund (ÖIF) is a fund of the Republic of Austria. It supports migrants in their integration process in Austria. The ÖIF has six integration centres in Austria. One of them is in Innsbruck. There are also several so-called mobile "Welcome Desks" in different Tyrolean regions. These

offer advice in the areas of language, education and occupation. In addition, the ÖIF sponsors linguistic integration measures under specific conditions.

Integration agreement

The integration agreement (IV 2011) concerns third-country nationals who came to Austria **after** 30th June 2011. With the signing of the IV 2011, you agree to demonstrate German lan-

guage skills at level A2 within 2 years (module 1). After signing the integration agreement, you will receive a **blue federal voucher** (blauen Bundesgutschein) (NEW integration agreement). With this voucher, you can get a refund of up to € 750 for a German integration course.

You will find many offers of German courses and German tests from ÖIF certified course institutions across Austria. There is also information about this on the Internet:

sprachportal.integrationsfonds.at



Behind the moon

Women are from Venus and men are from Mars, and some come from even further away, you think.

But you can try with speaking and understanding ...

Refund policy

You will get a portion of the costs back if you have done the following within 18 months:

- attended an ÖIF certified German course
- passed an ÖIF certified German exam. This concerns the new ÖIF test at level A2 or the DTÖ German test for Austria (at level A2 or B1).

You can also use other recognised tests to fulfil the integration agreement (for example, the "Austrian German language diploma" – "Österreichisches Sprachdiplom Deutsch"). Then however, the financial support from the Federal State will be cancelled.

For the reimbursement of costs, send your voucher and the examination certificate to the ÖIF. Please also state your bank details. The ÖIF will verify your information and transfer the costs to your account.

PLEASE NOTE: You are obligated to fulfil the integration agreement within **2 years** regardless of whether or not you have received financial support! (Make sure you read *Am I required to fulfil the integration agreement?*, p. 10)

State of Tyrol

Department of Society and Employment – Integration Division

If you are not obligated to fulfil the integration agreement, financial support is possible through the state of Tyrol.

Requirements:

- permanent and legal residence in Tyrol
- not employed
- older than 15 years

Extent of financial support: approx. 50 % of the course costs

Department of Society and Employment – Employment Division

The support for German language courses within the framework of the programme **update** is also possible for **employed migrants**. For more detailed information see "education money update" (Bildungsgeld update), p. 21. The main residence or place of employment must be in Tyrol. Please consider the exact guidelines for the reimbursement possibility.

Extent of funding: approx. 30 % of the course costs.

PLEASE NOTE: Austrian citizenship is not necessary for receiving financial support. You can find further information about this from the Department of Society and Employment (**update** programme) www.mein-update.at.

Public Employment Service Tyrol
(Arbeitsmarktservice Tirol AMS)

Migrants with main residence in Tyrol, who

- are registered with the AMS as unemployed or as job-seeking and
- have acquired an entitlement to unemployment benefit due to their previous employment

can receive financial support from the AMS for their German course under certain conditions. You can get detailed information on this from the AMS.



Hand calendar

You already know this picture. It is as familiar as the image that one has of oneself. Only on the second glance does it dawn on you: The praying hands are not white. And also: helpful, noble and good – that's not just yourself. It is also in other places.

USEFUL LINK ON THE INTERNET:

sprachportal.integrationsfonds.at
(free online exercises, learning material to download, videos and audios with

exercises to learn German on your own)

INFORMATION

Financial support:

- The Employment Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Arbeit), p. 64
- Public Employment Service (Arbeitsmarktservice AMS), p. 64
- The Integration Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Integration), p. 66

German courses:

- Alevitic faith community (Alevitische Glaubensgemeinschaft Tirol), p. 70
- Vocational Training Institute (Berufsförderungsinstitut BFI Tirol), p. 74
- Education forum – Institute Dr. Rampitsch (Bildungsforum – Institut Dr. Rampitsch), p. 75
- Adult schools of the Tyrolean education forum (Erwachsenenschulen des Tiroler Bildungsforums), p. 102

- Women from all countries (Frauen aus allen Ländern), p. 85
- Inlingua language school, p. 88
- International Language Centre of the University of Innsbruck (Internationales Sprachenzentrum der Universität Innsbruck ISI), p. 89
- Austrian Integration Fund (Österreichischer Integrationsfonds), p. 96
- Language Island (Sprachinsel) (for children and young people), p. 101
- Multi-cultural Association (Verein Multikulturell), p. 105
- Language Area Association (Verein Sprachraum), p. 105
- Adult Education Centre Tyrol (Volkshochschule Tirol VHS), p.
- Institute for Economic Development in Tyrol (Wirtschaftsförderungsinstitut Tirol WIFI), p. 107

PLEASE NOTE: Not all organisations offer German courses which are valid for the fulfilment of the integration agreement. In the on-line language portal of the ÖIF, you will find all addresses of organisations in Tyrol where you can attend courses for the integration agreement:

sprachportal.integrationsfonds.at

NOTE: You can also find the addresses of German course providers in the telephone directory and on the Internet. A current list of German course providers is available from the Department of Society and Employment.

7. EDUCATION

On the following pages you will get an overview of the education system in Austria. If you are familiar with this system, you can better shape the

school education of your children. In addition, you can get an idea of where you can get further training for yourself.

7.1. PRE-SCHOOL – NURSERIES AND KINDERGARTENS

There are already organisations for small children where they can learn German through play. There, your child can come into contact with the German language and with other Austrian children before school.

Nurseries:

for children up to 3 years

Kindergarten:

for children aged between 3 and 6 years. The kindergarten is an important preparation for school, particularly for children with a non-German native language.

NOTE: Half-day kindergarten attendance is free for 4- to 6- year-old children in Tyrol.

The following organisations can inform you about your nearest childcare facility:

- The Education Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit des Landes Tirol, Bereich Elementarbildung), p. 65
- The Family Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit des Landes Tirol, Bereich Familie), p. 66
- Municipal Office or Municipal Council – School/Kindergarten Department (Gemeindeamt / Magistrat – Referat Schule/Kindergarten)

You can download a list of kindergartens, after-school care clubs and nurseries here: www.tirol.gv.at/bildung/elementarbildung.

7.2. COMPULSORY EDUCATION IN AUSTRIA

In Austria, all children between 6 and 15 years of age must attend school. Children who have been in Austria for less than one semester are excluded. After the 9th school year in Austria,

compulsory education ends. It is free to attend public schools, you have to pay school fees for private schools.

Your child must attend classes regularly and punctually. The people with

parental authority are responsible for this. Children may only miss classes when they are ill. In this case, you

must report the absence of your child to the school.

7.3. PATHS OF EDUCATION IN AUSTRIA

Austria has a highly differentiated education system. The chart on p.32 provides a good overview.

After primary school, two further paths of education are open to the children:

- attendance of a new middle school (**NMS**, Neue Mittelschule, formerly "Hauptschule"), or
- attendance of a general-education secondary school (**AHS**, allgemein bildende höhere Schule "Gymnasium").

The **new middle school (Neue Mittelschule)** lasts for 4 years. After the 8th grade, the following possibilities are available: Is entry into an apprenticeship planned or is there interest in attending a higher school?

If your child would like to do an apprenticeship, they can attend a one-year Polytechnic School (**Polytechnische Schule**) after the new middle school. Thus, they have the requirements for a professional training in a company and **vocational school (Berufsschule)**.

Depending upon their talent and inclination, your child may also continue their school career at a higher school:

- in the upper school of a **general-education secondary school** (upper school gymnasium) (Oberstufengymnasium), or
- at a **secondary vocational middle or higher school** (BMS or BHS).

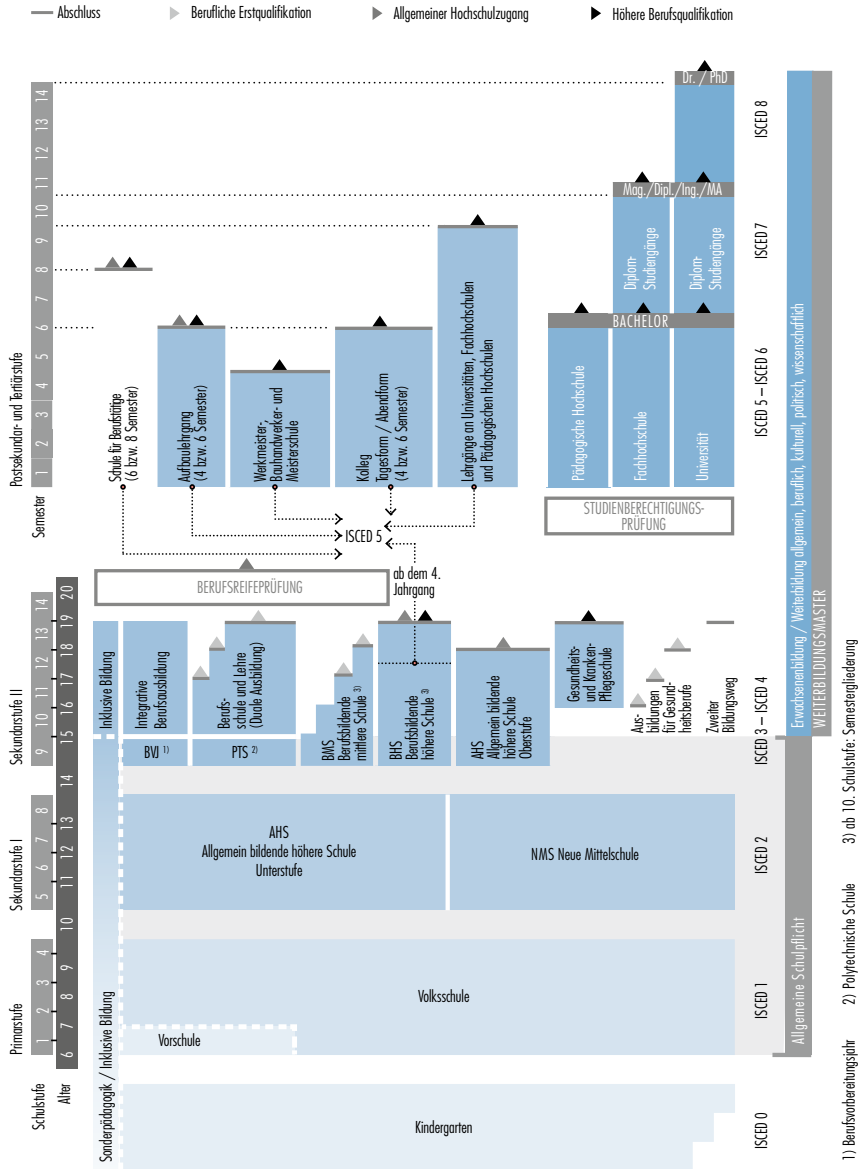
The **general-education secondary school (Gymnasium)** lasts 8 years.

After the fourth grade, a switch into a vocational training middle or higher school is possible. Both the general-education secondary and the vocational training higher schools conclude with the **general qualification for university entrance**. In Austria, we call the general qualification for university entrance 'Matura'. With the Matura, your child can study at a university or technical college.

Do you have any further questions on educational matters or problems at school? The advisory centre of the Board of Education Tyrol (Bildungsdirektion für Tirol) is happy to advise parents and pupils with a non-German native language (see p.74). They also have brochures available in different languages.

Das österreichische Bildungssystem

ISCED: International Standard Classification of Education 2011



Quelle: BMB, Sektion II, 07/2017, vereinfachte Darstellung

7.4. SPECIAL EDUCATIONAL NEEDS

If your child has a disability, you can apply for assistance with "special educational needs" ("sonderpädagogischer Förderbedarf"). If the school authority recognises this educational need, there are two possibilities: Either your child visits a general school with appropriate support measures. In this case, there are supporting staff who specifically take care of the needs of your child. Or your child visits a suitable special school.

A condition for special school support measures is a recognised special educational need. Different causes lead to the recognition of a special educational need.

The most common causes are:

- impairment of sensory functions
- impairment of speech functions
- impairment of movement-related functions
- impairment of learning
- combination of impairments

The lack of language skills in the language of instruction is not a reason to attend a special school! Also, one should not equate special educational needs with poor grades or academic problems.

More information can be found on the Internet at www.lsr-t.gv.at.

7.5. AFTERNOON CHILDCARE AT SCHOOL

Under the phrase "afternoon childcare" (Nachmittagsbetreuung), schools have for a few years been offering childcare in a full day-long form. Teachers take care of the children in the afternoons. They help with homework and focus the children's free-time. This enables a more individual support of children. This support is available in compulsory general-education schools and the lower grades of the general-education secondary schools. The number of applications to the relevant school is crucial for the afternoon childcare facilities. In addition, spatial requirements and other care facilities in the

district play a role. Other care services are for example after-school care clubs. You can find more information about the afternoon childcare in Tyrol on the Internet sites of the state and the Chamber of Labour (Arbeiterkammer) (https://tirol.arbeiterkammer.at/beratung/bildung/Schule/Ganztagsschule_Tirol.html).

7.6. NATIVE-LANGUAGE EDUCATION

The teaching language of Austria is German. Children of migrants, however, can receive teaching in compulsory education and the AHS in their mother tongue. According to the findings of linguistics, the first language is very important for children. The mother tongue is the basis for learning a second language.

The Tyrolean compulsory schools are currently offer their lessons in the

following languages: Turkish, Serbian, Bosnian, Croatian, Hungarian, Arabic, Bulgarian, Italian, Polish and Russian.

In the area of AHS, there are lessons in the following languages: Turkish, Serbian, Bosnian, Croatian, Hungarian, Arabic, Bulgarian, Italian, Spanish and Russian. You can receive information on this from the school administration.

7.7. RELIGIOUS EDUCATION

At Austrian schools, religious education is a compulsory subject. Does your child belong to a recognised religious community? Then it must also attend the corresponding lessons of religious education. There are religion lessons in Tyrol for the following faiths:

Catholic, Protestant, Orthodox Christian and Islamic (Islamic, Islamic Shia and Islamic Alevi). The school administration will also inform you about this. There is the possibility to unsubscribe from religious education. You must submit the application for de-registration to the school within the first 5 days of a school year in writing.

7.8. GRANTS

The Ministry of Education offers various kinds of support and scholarships. For more information, see www.lsr-tg.vt.at/de/content/beihilfen-und-stipendien-service. Sometimes, there is financial support available from the states and municipalities. Also Chambers and private foundations offer support. In addition, the Federal Ministry of Education and Women grants

support for participation in school events. The state of Tyrol relieves the burden for families with children of compulsory school age through a financial contribution (**Schulstarthilfe**) to help with the start of school. Apply to the Department of Society and Employment of the state of Tyrol for this "school starting aid" (**Schulstarthilfe**).

The Department of Society and Employment pays the grant annually in autumn. A certain income limit applies for the school start aid. In addition, the state of Tyrol supports participation in school events.

You can get application forms and further information

- from your child's school, or
- from the Tyrolean education guide (Tiroler Bildungswegweiser) on the homepage of the Board of Education Tyrol (Bildungsdirektion für Tirol) (www.lsr.tsn.at/de/content/beihilfen-und-stipendien-service).



Cowmel

This animal was created in the summer of 1903 when the Alpine herdsman Alois B. carved a camel, although he had never seen one before – a cow with humps: It's amazing the ideas people have when they have no idea ...

7.9. LEARNING ASSISTANCE

With learning assistance, your children get support outside of the school for managing their homework or other school requirements. The aim is to improve their school performance and thus their access to better vocational training. Assistance in learning and doing homework is as much a part of the programme as the incorporation of playful elements to lighten it up. This is to facilitate an improvement in language as well as getting to know and understanding one another. In

addition, it serves to strengthen the sense of community. There are numerous learning assistance providers in Tyrol.

NOTE: You will find a list of learning assistance providers at: www.tirol.gv.at/gesellschaft-soziales/integration/unterlagen-materialien/lernhilfe. The Department of Society and Employment of the state of Tyrol will be happy to advise you.

7.10. ADULT EDUCATION

Also for adults, there are numerous opportunities for further education. However, many of them carry costs. There are many courses on a wide range of subjects. These include the Adult Education Centre (Volkshochschule), adult schools, the BFI and the WIFI. You can also take advantage of

further training measures within the framework of an AMS grant. Other agencies also support further education. Do you have difficulties in reading, writing or arithmetic? Then you can learn these skills at the Adult Education Centre (VHS Tyrol) in the context of basic education.

INFORMATION

- Chamber of Labour Tyrol (Arbeiterkammer Tirol AK): information about education, educational counselling, school, afternoon childcare/all-day schools, p. 72
- Department of Society and Employment (Abteilung Gesellschaft und Arbeit – Bereich Arbeit) training aid, educational grant "update", financial support, p. 65
- Public Employment Service (Arbeitsmarktservice AMS): Service for job-seekers, career information and training, p. 64
- Vocational Training Institute (Berufsförderungsinstitut BFI Tirol): education and further training, courses, p. 74
- Board of Education Tyrol (Bildungsdirektion für Tirol): information concerning the topic of school and teaching, School Counselling Centre for Migrants, p. 74
- Educational counselling of the Tyrol Board of Education Tyrol (Bildungsberatung der Bildungsdirektion für Tirol): advice for pupils and their parents, p. 74

- BIZ – Occupation Information Centre of the Chamber of Commerce Tyrol (Berufsinformationszentrum der Wirtschaftskammer Tirol), p. 76
 - The Family Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Familie): School starting aid, p. 66
 - The Integration Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Integration): information on learning assistance providers, p. 66
 - State Schools Inspector for Islamic education (Fachinspektor für den Islamunterricht), p. 83
 - innovia: Education and Professional Advice, Youth Coaching, Cuda Welcome Club, p. 88
 - Municipal Office or Municipal Council (Gemeindeamt or Magistrat)
 - Austrian Students' Union (Österreichische Hochschülerschaft ÖH) – Department for Foreign Students: point of contact specifically for foreign students, p. 95
 - School Psychology (Schulpsychologie), p. 75
 - Multi-cultural Association (Verein Multikulturell): multilingual educational and career guidance for young people with migration backgrounds and their parents, language and computer courses for adults and young people, p. 105
 - VHS Tyrol: Courses, basic education, p. 107
 - Institute for Economic Development (Wirtschaftsförderungsinstitut WIFI): courses, educational counselling, p. 107
 - Centre for Migrants in Tyrol (Zentrum für MigrantInnen in Tirol ZeMiT): advice and information, p. 108
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8. HEALTH

In Austria, it is compulsory to have statutory health insurance. It covers most of the costs for medical treatments, medication and hospitalisation. Usually, you are already insured just as a result of being employed. This coverage extends to your close family members.

Do you or does someone from your family have health problems? Then first consult a medical professional. Consult an ophthalmologist or dental practice in case of corresponding complaints. After an initial examination, more tests may be necessary. For this you will be referred to a specialist doctor. A hospital is the first point of contact only in an emergency!

8.1. YOUR RIGHTS AS A PATIENT

It is often not easy to understand medical language. To make matters worse, cultural differences often add to the difficulties. For this reason, we are informing you about what rights you have as patient. In the following section, you will also find contact details for important points of contact if problems arise.

Right to treatment and care:

You are entitled to appropriate and reasonable services in the area of healthcare.

Right to information:

The doctor must inform you about the state of your health or illness. The information must be truthful, understandable and complete.

Right to self-determination:

Medical treatment will take place in principle only with your consent. There are exceptions in emergencies, within the field of psychiatry and in the fight against epidemic diseases.

Right to respect for dignity and integrity:

This right refers to respecting your private and intimate sphere. Your attending doctors are also subject to an obligation to secrecy concerning your personal data. You have the right to a dignified death.

Right to support:

through instruction-free and independent patient advocacy.

In case you do not yet speak German sufficiently:

An interpreting service is not available in all medical institutions. Please enquire beforehand, and if necessary, take a person you trust with you.

Please consider however, that in the case of translation assistance from your children, they may be emotionally overburdened by some topics. In hospitals, there is usually a well working interpreting service.

8.2. MEDICAL EXAMINATION FOR ADULTS

From the age of 18, each person living in Austria is entitled to a free preventive medical examination once per year. In the preventive medical examination, one can usually recognise illnesses in the early stages. This increases the chances of a swift recov-

ery. From the age of 40, women can take advantage of a free mammography. From the age of 50, everyone is entitled to a free colonoscopy every 10 years. All examinations usually require an appointment.

8.3. E-CARD (SOCIAL SECURITY CARD)

The e-card is an important key for electronic access to the e-card system. Please take the e-card with you to each doctor's visit or visit to another public health institution! The e-card enables a simple assessment of your entitlement to treatment services. Referral notes, however, do not replace the e-card. These are, for example, referrals to specialist doctors as well as for X-rays. The referral note can contain important information for the specialist doctor. Therefore, take it with you as well as the e-card in every case!

Do you still not have an e-card? The health insurance company will issue a temporary replacement e-card for the use of the services.

NOTE: Inform yourself exactly about which health insurance company you are insured by. Are you not insured yet? Check the best value insurance options for you and your family.

Every company must insure its employees!

INFORMATION

- Medical Chamber for Tyrol (Ärztchamber für Tirol) – doctor search and information about on-call services, p. 72

- Hospitals (Krankenhäuser), p. 92

- Migrant consultation hours at the gynaecological clinic Innsbruck (Migrantin-

- nensprechstunde an der Frauenklinik Innsbruck), p. 84
- Red Cross (Rotes Kreuz) – Tyrol state association, p. 98
- Board of Arbitration for medical liability questions for Tyrol (Schiedsstelle für Arzthaftpflichtfragen für Tirol): for complaints over the treatment by a doctor or other person employed in the public health system, p.99

- Institute for social security of the commercial economy (Sozialversicherung der Selbständigen – SVS), p. 101
- Austrian Health Insurance Fund (Österreichische Gesundheitskasse ÖGK), p. 104
- Tyrolean Patient advocacy (Tiroler Patientenvertretung): Representation of the rights and interests of patients of public health service institutions, p. 103

USEFUL LINK ON THE INTERNET:

- www.aektirol.at (Medical Chamber for Tyrol (Ärztchamber für Tirol) – doctor

search and information about on-call services)

8.4. PSYCHOSOCIAL ISSUES

Despite numerous examinations, sometimes no physical cause can be found for physical complaints. Often, the cultural and social surroundings are causes for complaints. For example, depressions or constant headaches can occur. Life in a foreign country cannot always be easily coped with at first. It is a new, special situation. Different factors can strongly

burden the mental state. These are for example: problems with the new surroundings, in the family or in the working environment. Take such "psychological" complaints just as seriously as physical complaints! It often helps to visit a psychotherapy or psychiatry specialist. There, you will receive professional support for your problems.

INFORMATION

- Ankyra: culture-sensitive, interpreter-supported and trauma-specific psychotherapy and psychological counselling, p. 79
- pro mente Tyrol: rehabilitation and support for people with mental illnesses, p.97
- HPE – assistance for dependants of mentally ill people, p. 87
- Eating disorders network (Netzwerk Essstörungen): initial information for young people and adults with anorexia – bulimia – obesity, p. 94
- Psychiatric departments of the hospitals, p. 83
- Psychosocial care service Tyrol (Psychosozialer Pflegedienst Tirol PSP): support of mentally ill people, p. 40

9. SOCIETY AND GENERATIONS

9.1. FAMILY

Family planning and pregnancy

Are you pregnant? – Congratulations!

At the latest after the third pregnancy month, you should regularly visit a gynaecologist. In this way, swift treatment can be ensured in case of the smallest signs of danger to health. Various institutions offer pregnancy exercises and birth preparation courses. These include state hospitals, adult education centres (Volkshochschulen), parent-child centres (Eltern-Kind-Zentren) or independent midwives.

The mother-child passport (Mutter-Kind-Pass)

The mother-child passport (Mutter-Kind-Pass) contains important examinations and findings. These are important for the precaution of mother and child. Furthermore, the mother-child passport forms the basis for the entitlement to childcare money in the full amount starting from the 21st month of the child's life.

You can get your mother-child passport from the following places:

- your gynaecologist
- your medical practitioner
- in the district public health authorities

- in the specialist outpatient clinics of the Austrian Health Insurance Fund
- in the outpatient clinics of hospitals with obstetric wards
- in the pregnancy advisory offices

If you are employed, you must immediately inform your employer as follows:

- that you are pregnant and the prospective birth date
- submit a medical certificate immediately on request
- the period of protection (within the 4th week before the beginning of this period), and
- any abnormal termination of the pregnancy.

What does the **period of protection** mean?

In the period of protection, employees may not work **8 weeks before** and **after** the birth.

The maternity benefit is also attached to this period.

Pregnancy pertaining to labour law

In the case of a pregnancy, labour law provides some regulations for protection from negative consequences. Since these regulations are constantly subjected to changes, we would only

like to give a short overview here. You can receive more detailed information from the service centres listed below.

Parental leave and parental part-time

Parental leave means a limited exemption from work. Employed mothers and fathers are entitled to parental leave until the child's 2nd birthday. A condition for this is that you live in a household with your child. Usually the parental leave begins 8 weeks after the birth of the child. For the mother, the parental leave can also begin following a holiday or sick leave. The minimum period of the parental leave or a part of parental leave amounts to two months. During the parental leave, there is protection against a termination or dismissal. This protection continues up to four weeks after the end of the parental leave.

USEFUL LINKS ON THE INTERNET:

- www.hebammen.at (midwives in Austria, pregnancy, birth and much more)
- www.eltern-kind-zentren-tirols.at (parent-child centres in Tyrol) (Eltern-Kind-Zentren)

INFORMATION

- AEP family counselling (AEP-Familienberatung), p. 63
- Chamber of Labour Tyrol (Arbeiterkammer Tirol AK): information on childcare allowance, parental leave, parental part-time, employment ban, p. 72

PLEASE NOTE: You must inform your employer directly that you want to go on parental leave. The application for the childcare allowance is not sufficient for this.

Mothers and fathers have the possibility to reduce their working time. This regulation is called "parental part-time". Parental part-time can be taken up following parental leave. This regulation applies even if the parental leave lasts up until the child's second birthday. You must agree upon the duration, extent and location of part-time work with your employer.

PLEASE NOTE: If one parent takes parental leave, then the other parent can not at the same time take advantage of parental part-time for the same child.

- www.vhs-tirol.at (adult education centre Tyrol, birth preparation course) (Volkshochschule Tirol)
- www.sozialministerium.at/Themen/Arbeit/Arbeitsrecht.html (information on matters pertaining to labour law such as parental leave and parental part-time)

- Baby hatch/baby nest (Babyklappe/Baby-nest): possibility of anonymous surrender of the baby, p. 72
- BASIS: maternity and pregnancy conflict counselling, p. 72

- Advisory centre of the Caritas (Beratungszentrum der Caritas): consultation for pregnant woman and fathers-to-be, p. 77
- Parent-child meeting point Innsbruck (Eltern-Kind-Treff Innsbruck): information about pregnancy, birth and baby, courses and nursing groups, p. 82
- Parent-child centre (Eltern-Kind-Zentrum): courses, parent-child groups, p. 82
- Family and social counselling centre, registered association (Familien- und Sozialberatungszentrum e.V.): family planning, pregnancy, birth, p. 84
- First Love outpatient clinic (First Love Ambulanz): point of contact for questions on the topics of love, relationship, sexuality, contraception and pregnancy, p. 84
- Remedial families (Heilpädagogische Familien): counselling primarily for foster parents, adoptive parents, parents with their own disabled children, p. 87
- Hospitals (Krankenhäuser), p. 92
- Migrant consultation hours at the gynaecological clinic Innsbruck (Migrantinnensprechstunde an der Frauenklinik Innsbruck), p. 84
- Social insurance institution for the commercial sector (Sozialversicherung der Selbständigen – SVS), p. 101
- Austrian Health Insurance Fund (Österreichische Gesundheitskasse ÖGK), p. 104
- Tyrolean social service (Tiroler Sozialdienst): pregnancy consultation, child daycare centres, p. 104
- Multi-cultural Association (Verein Multikulturell): multilingual family counselling and bilingual psychotherapy, p. 105
- Centre for marital and family issues (Zentrum für Ehe- und Familienfragen): marriage, partnership, family, life counselling, sexual counselling (also at schools), educating and legal advice, p. 108

Financial aid for families

Family allowance (Familienbeihilfe) and tax credit for children (Kinderabsetzbetrag)

The family allowance and the tax credit for children are a tax break for families with children. You must apply for the family allowance with the responsible tax office. You then receive the tax credit for children automatically with the family allowance. For an entitlement to a family allowance, the following must be present:

- residence in Austria or
- usual stay in Austria.

Income and occupation do not play a role in this. You can take advantage

of the family allowance maximally up until the child's 24th birthday.

From the age of 18, however, the income of the child may not exceed a certain amount. The family allowance is graduated according to age and number of children. The payment takes place monthly.

You can receive further information about the amount of the allowance and also the forms from the tax office.

Childcare allowance (Kinderbetreuungsgeld)

The childcare allowance serves as financial support in the intensive phase of caring for infants. Always

only one parent is entitled to the childcare allowance.

This applies to

- biological parents,
- adoptive parents and foster parents.

Conditions for entitlement to childcare allowance are:

- Receipt of the family allowance for the child
- Parent and child centre their lives in Austria
- A common household with the child (primary residence)
- The implementation of the mother-child passport examinations
- Compliance with the additional earnings limit per calendar year
- For people without Austrian citizenship, an additional legal residence in Austria or the fulfilment of certain conditions of asylum

You can find more information about the childcare allowance on the website of the Federal Ministry for Families and Youth (Bundesministerium für Familien und Jugend): www.bmfj.gv.at

Child care allowance (Kinderbetreuungsbeihilfe) and child care subsidy (Kinderbetreuungszuschuss)

Does your child need to go to a childcare facility because of your work? Then the AMS (Arbeitsmarktservice) (Public Employment Service) or the state of Tyrol will support you.

A **child care allowance from the AMS** will be granted to all those who need a childcare place for their child, because

- they want to start work,
- they intend, for example, to participate in a further education course,
- their economic situation has fundamentally deteriorated, despite employment,
- significant changes to their working hours require a new form of childcare or the previous caregiver drops out.

The child must live in the same household and be younger than 15 years old. The amount of the childcare allowance is graduated. It depends on the gross (family) income.

For the **childcare subsidy of the state of Tyrol (Department of Society and Employment)**, the following guidelines apply:

- You can not take care of your child yourself (due to work, education).
- You get no support from the AMS.
- You have your primary residence in Tyrol.
- The allowance is bound to certain income limits.

IMPORTANT: You can get the application form the Department of Society and Employment or on the website of the state. However, you must first apply for support from the AMS!

The Tyrolean CHILD BENEFIT PLUS (KINDERGELD PLUS)

The Tyrolean CHILD BENEFIT PLUS (KINDERGELD PLUS) is a support benefit for parents of children who have or will have reached their 2nd or 3rd birthday by 02 September. It is not bound by care out of the home, but is subject to

an income limit. Furthermore, CHILD BENEFIT PLUS (KINDERGELD PLUS) is subject to claiming the family allowance. The Department of Society and Employment will be happy to give you further information about this. The necessary forms are also available there.

INFORMATION

- Public Employment Service (Arbeitsmarktservice AMS): childcare allowance, p. 64
- The Family Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Familie): information about the subject of family, child benefit plus, p. 66
- Family and senior citizen information (Familien- und Senioreninfo), p. 84
- Social insurance institution for the commercial economy (Sozialversicherung der Selbständigen – SVS), p. 101
- Austrian Health Insurance Fund (Österreichische Gesundheitskasse ÖGK), p. 104
- Residence tax office (Wohnsitzfinanzamt): family allowance and tax credit for children, p. 84

USEFUL LINKS ON THE INTERNET:

- www.bmf.gv.at (Federal Ministry of Finance) (Bundesministerium für Finanzen)
 - www.help.gv.at (help with official channels)
 - www.sozialministerium.at (Federal Ministry of Labour, Social Affairs and Consumer Protection)
-

Tax benefits for families

Families can get their already paid income tax back from the state under certain circumstances. This happens within the context of employee tax assessment (Arbeitnehmerveranlagung) ("income tax equalisation") (Lohnsteuerausgleich). Here, for example, you can claim concessions, special allowances, or exceptional costs. This may also be profitable for individuals.

In the Tax Guide, you will receive valuable information about free services or tax breaks. This handbook is available in several languages at any tax office and is available online at www.bmf.gv.at/services/publikationen/das-steuerbuch.html.

INFORMATION

- Residence tax office (Wohnsitzfinanzamt):
Tax Guide, income tax equalisation, p. 84

USEFUL LINKS ON THE INTERNET

- www.bmf.gv.at (Federal Ministry
of Finance: information and forms)

(Bundesministerium für Finanzen:
Informationen und Formulare)

[Tiroler Familienpass / Euregio FamilyPass](#)

The free FamilyPass offers many advantages for families. Apart from diverse family support, there are also discounts for leisure activities. Since 2017 the Tiroler Familienpass is also valid in South Tyrol and in Trentino (Euregio FamilyPass). More information on the offers in all regions are available here: www.familienpass-tirol.at or www.familypass.eu

An overview of the most important advantages:

- Annual subscription for the Tyrolean family journal (FamilienLAND). The family journal (FamilienLAND) is a

magazine issued four times annually. Here you will receive tips on various family issues. Issues of education are just as frequently addressed in it as suggestions for communal leisure activities. You will also find the current participating companies in the magazine.

- More information about current family-friendly activities and support measures.
- Reductions of up to 50 % with participating companies in the whole of Tyrol. These include open-air swimming pools, ski lifts, hotels, business and much more.

In addition, an annual catalogue contains an overview of the participating companies in Tirol.

INFORMATION

- The Family Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Familie): Euregio FamilyPass – information and booking, p. 66

- Family and senior citizen information (Familien- und Senioreninfo), p. 84

Childcare institutions and family hotline (Familienhotline)

The state of Tyrol has set up a free of charge family hotline on the telephone number 0800 800 508.

On this number, you can reach the employees of the family and senior citizen information office at the following times:

- Monday–Wednesday: 9am–7pm
- Thursday – Friday: 9am–8pm
- Saturday: 9am–6pm

Do you have a question about everyday family life which you cannot answer alone? Then call! Here you can also find out which childcare institution is the best for your situation. You can also find information about childcare offers in the childcare data base: www.kinderbetreuung.at

NOTE: Enquire in good time about the childcare possibilities near you. Visit the institutions personally. Also talk to the responsible staff and to parents

INFORMATION

- The Family Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Familie): information on childcare institutions in Tyrol, p. 66
- Family and senior citizen information (Familien- und Senioreninfo), p. 84
- Board of Education Tyrol (Bildungsdirektion für Tirol): information on the topic of school and teaching, p. 74

of other children about your specific needs. Do not forget to register your child in good time!

Forms of childcare

Nurseries: for children under 3 years

Kindergartens: for children starting from three years

Nannies: care for one or several children at the nanny's home within that particular family

Child groups: supervision of small groups – usually with co-operation of parents

Babysitter: occasional childcare in the environment to which the child is accustomed

Volunteer grandparents: older people, who look after children

Afternoon childcare for school-age children: After-school care clubs, private childcare and all-day schools

- Save the child (Rettet das Kind): volunteer grandparents, p. 98
- Centre for marital and family issues (Zentrum für Ehe- und Familienfragen): marriage, partnership, family, life counselling, sexual counselling (also at schools), education and legal advice, p. 108

USEFUL LINKS ON THE INTERNET:

- www.kinderbetreuung.at (childcare data base)

Violence in the family

Unfortunately, the family is not always a place of security. Above all, children and women are frequently victims of domestic violence. You can find helpful tips and addresses for those

affected by violence under point 10.2. *Violence*, p.53. On the Internet, the site www.gewaltfrei.at/content/regionalgruppe-tirol informs in several languages.

9.2. YOUNG ADULTS

Youth Protection Act (Jugendschutzgesetz)

Children and young people also want to have fun, meet friends, attend events and go out. Therefore, some questions arise for them and their parents: "Who is allowed to do what and for how long?" and "What framework does the Youth Protection Act create for this?". The Youth Protection Act aims to promote healthy development as well as the abilities of children and young people. In order for this to succeed, all those involved must take responsibility. Those with parental authority can also tighten the boundaries within the context of their responsibility.

You can get information and brochures on the Youth Protection Act from the Department of Society and Employment of the state of Tyrol (see p. 67),

from the Children and Young Person's Representative (Kinder- und Jugendanwaltschaft) (see p. 90) or in the info-corner (Info-Eck) (see p.87).

Curfew times

Children up to the age of 14 may stay in general public places or attend public events until 11pm. This regulation applies to children **without adult accompaniment**. If a supervising adult is present, the visit to a public event may last until midnight.

Young people (from 14 to 16 years)

may stay in a restaurant until 1am **without an accompanying adult**. Only from the age of 16 are there no more legal restrictions. If accompanied by a supervising adult, children may remain until midnight and young people for an unrestricted period in general public areas or at public events.

Consumption of alcohol

Children and young people under the age of 16 may not buy alcoholic beverages. They also may not drink these in public. Passing alcoholic drinks onto children and young people under the age of 16 is also prohibited.

For persons up to the age of 18, spirits are forbidden. This also applies to mixed beverages such as Alcopops.

Tobacco

Children and young people under the age of 18 are not permitted to buy or consume

- tobacco,
- cigarettes,
- water pipes and
- e-cigarettes.

This also applies if these are intended for use by other persons. Passing tobacco products to young people under the age of 18 is also prohibited.

HELPFUL INFORMATION ON THE INTERNET:

- www.tirol.gv.at/jugendschutz
(Tyrolean Youth Protection Act)

Youth institutions

In Tyrol there are numerous **youth centres, youth clubs and children's and youth organisations**. Here young people can meet friends or get to know new people. All of these facilities offer diverse opportunities for spending leisure time usefully. Young people can get themselves involved in different projects. Pedagogically trained carers are also available to offer support. They support the young people with their problems.

There are also facilities for **mobile youth work (Mobile Jugendarbeit)**. Employees of the mobile youth work meet the young people wherever

they happen to be. This can be, for example, in parks or on playgrounds. Also the mobile youth work supports young people in various walks of life. They plan exciting projects and activities with young people. In addition, there are many youth clubs and organisations offering a wide range of activities for young people in Tyrol.

There are information and addresses relating to youth facilities on the Internet at: www.pojat.at (POJAT – Platform for Open Youth Work Tyrol) (POJAT – Plattform Offene Jugendarbeit Tirol).

Brochures "Mobile youth work in Tyrol" (Mobile Jugendarbeit in Tirol), and "Youth work in Tyrol" (Jugend-

arbeit in Tirol) as well as information about the Youth Protection Act:
<https://www.tirol.gv.at/gesellschaft-soziales/jugend/jugenddownloads>

Advice and help for young people

A new start in a foreign country is a great challenge in various respects. Young people also have to cope with cultural differences, social transitions and linguistic hurdles. Numerous organisations offer assistance and support for diverse problems.

INFORMATION

- Chamber of Labour Tyrol (Arbeiterkammer Tirol AK) – Youth Department: counselling for young people on all questions and problems pertaining to labour law, p. 72
 - Education advisory centre of the state of Tyrol (Erziehungsberatungsstelle des Landes Tirol): information and counselling in the areas of parents, young people, children, kindergarten, school, child development, child welfare, separations, puberty, adolescence, child and juvenile welfare service, p.68
 - First Love outpatient clinic (First Love Ambulanz): point of contact for questions on the topics of love, relationship, sexuality, contraception and pregnancy, p. 84
 - The Youth Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Jugend): support, education and information for people in youth work, protection of children and young people, financial support for child and youth facilities, youth waiting area, p. 67
 - Info-corner (Info-Eck): various information for young people, p. 87
 - innovia: Youth Coaching, p. 88
 - Child and youth advocacy Tyrol (Kinder- und Jugendanwaltschaft Tirol): counselling, support and assistance for children and young people on various issues, p. 90
 - Department for child and juvenile welfare Service (Abteilung Kinder- und Jugendhilfe): Assistance for parents, children and young people, p. 67
 - Phone Advice Hotline (Rat auf Draht-Hotline): Tel. 147 (Austria-wide free telephone counselling)
 - Z6 youth, family and drug counselling, p. 109
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9.3. WOMEN

There is much on offer for women and girls in Tyrol. For example, the women's vocational centres and advisory agencies for women and girls offers careers guidance for girls and

vocational advice for women. Other associations offer leisure and cultural activities, networking opportunities and advice.

Fundamentally, in Austria women and men have equal rights. Any suppression of women and girls is strictly forbidden. In order to promote equal rights of women, there are "Equal Treatment Acts". Various organisations

dedicate their work to the fight against inequality. They support affected women and provide assistance. On the subject of violence against women, see *10.2. Violence*, p. 53.

INFORMATION

- Department of Society and Employment – Women and Gender Equality Division (Abteilung Gesellschaft und Arbeit – Bereich Frauen und Gleichstellung): Securing the livelihood and economic independence of women, reconciliation of work and family (fair distribution of care work for children and relatives to be cared for), equal participation of women in decision-making processes and decision-making positions, prevention of violence, especially in the social environment, in the family, elimination of role stereotypes, p. 66

- Office for Equal Treatment (Gleichbehandlungsanwaltschaft): counselling and support for people who feel discriminated against in the context of the Equal Treatment Act, p. 96

USEFUL LINKS ON THE INTERNET:

- www.peregrina.at (information for female migrants)

- See also advisory centres under point *10.2. Violence*, p. 53

9.4. ELDERLY PEOPLE

The number of elderly people in our society is rising significantly. Therefore, it is particularly important to have consideration for the different needs of these people. In addition, one must create prospects for an engaged and fulfilled life in old age. Senior citizens find many suitable offers for healthy and active ageing in Tyrol. Voluntary commitment, lifelong learning, sporty and cross-generational activi-

ties contribute to the promotion and preservation of their independence. For many, handling computers and new technologies also means an increase in their quality of life. In some municipalities, there are so-called "Computerias". Here the generations can learn from each other through the exchange between young and old. For further information on active, healthy ageing, the Department of Society and

Employment of the state of Tyrol is at your disposal. Also the senior citizen info centre (Senioreninfo) at Boznerplatz Innsbruck will be happy to advise

you on these topics. You can find information on the support of elderly people under *10.7. Long-term care*, p. 57.

INFORMATION

- The Senior Citizens Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich SeniorInnen): information

and clarification on the possibilities of an active, healthy and meaningfully organised phase of ageing, p. 67

USEFUL LINKS ON THE INTERNET:

- www.tirol.gv.at/seniorinnen (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit)

- www.tirol.gv.at/gesellschaft-soziales/seniorinnen/links (Guide 50+ guidebook with contact persons on the subject of ageing)

- www.computerias.at (list of all Computerias in Tyrol)

- www.familien-senioreninfo.at (senior citizen info (Senioreninfo) at Boznerplatz: Meeting – information – counselling for the 50+ generation)

10. IF THERE ARE PROBLEMS...

For many unusual situations and problems, there are special organisations. These offer counselling, information and support.

In this chapter we would like to address some central topics and answer the following questions: Where can I turn in an emergency? Where do I find the right contact persons? What special offers are there for migrants?

10.1. EMERGENCY NUMBERS

Important emergency numbers:

- Emergency ambulance..... 144
- Emergency doctors 141
- Police..... 133
- Fire brigade 122
- European emergency number.. 112

These emergency call numbers can be reached free of charge from all telephones. You do not need any dialling code and the offices are also reachable in the event of a power failure! The

abuse of these emergency call numbers is punishable!

The following data are important:

- **Who** is calling?
- **Where** did the incident happen?
- **What** happened?
- **How many** injured or sick people are there?
- **What injuries** or sicknesses are there?

Wait for further questions and do not hang up immediately!

10.2. VIOLENCE

Physical or psychological violence is never a means for the assertion of interests! Nevertheless, many women are subjected to violence. Likewise children and young people. It does not have to be like that – there is help! Make use of free and anonymous advice. Experienced violence counselors work in the advisory centres. They offer legal and psychosocial support.

There is also special counselling available for violent people themselves. These help to change violent behaviour. Thus, they help people to break out of the cycle of violence.

Women and girls in particular can be affected by many problems. These include, for example, sexual harassment at work, abuse experiences and violence in the family. For such

situations, there are special women's counselling organisations. There are also various organisations for men which are dedicated to the actual problems of men.

Genital mutilation

Genital mutilation (female circumcision) of the female body is an extremely serious injury. In Austria, genital mutilation is a criminal offence – consent is not possible. Also the circumcision of girls abroad is a criminal offence. Non-Austrian citizens

can expect to be deported if they are charged with this.

Forced marriage

Forced marriage is also a form of violence and is punishable in Austria as grave coercion. In addition, it is also an offence against the individual's human rights. A marriage is forced if

- a marriage ceremony takes place under heavy pressure from the family and
- against the will of the marriage partner.

HELPFUL INFORMATION ON THE INTERNET:

- www.tirol.gv.at/gesellschaft-soziales/gewaltfrei (information and organisations in Tyrol)

INFORMATION

- BASIS: women's service and family advisory centre in Reutte District, p. 72
- DOWAS for women (DOWAS für Frauen): counselling and support for women in emergency situations, women with existential problems and homeless women, p. 81
- EVITA – woman and girls advisory centre in Kufstein, p. 83
- Women help women (Frauen helfen Frauen): consultation for women, women's shelter, walk-in family support, temporary housing, p. 85
- Women against rape (Frauen gegen Vergewaltigung): work against sexualised violence against women and girls – consultation and prevention, p. 85
- Women's centre East Tyrol (Frauenzentrum Osttirol): woman and girl counselling, p. 86
- Violence protection centre Tyrol (Gewalt-schutzzentrum Tirol): help against domestic violence, p. 86
- Department child and juvenile welfare service (Abteilung Kinder- und Jugendhilfe): assistance for parents, children and young people, p. 67
- Child protection Tyrol (Kinderschutz Tirol): help in cases of sexual, physical and mental violence against children and young people, p. 91
- KIZ – crisis intervention centre (Krisen-interventionszentrum): assistance for children and young people in need, p. 101
- Men's forum Diocese of Innsbruck: educational programs, p. 81
- Males in Innsbruck, Landeck and Wörgl: men's counselling (Mannsbilder), p. 93

- Phone Advice Hotline (Rat auf Draht-Hotline): emergency number for children, young people and their guardians (around the clock, free of charge and anonymous): telephone number 147

- Tyrolean women's shelter (Tiroler Frauenhaus): protection, accommodation, counselling, p. 102
- Women's Helpline against violence (Frauenhelpline gegen Gewalt), p. 86

10.3. RACISM AND DISCRIMINATION

Discrimination is the disadvantaging of individuals or groups. Discrimination always takes place due to group-specific characteristics. These characteristics include, for example,

- age or gender,
- skin colour and origin,
- language or religion.

In these cases, one talks of racism. Discrimination is forbidden by different laws. This includes

- the Charter of Fundamental Rights of the European Union,
- the Equal Treatment Act 2004 (Gleichbehandlungsgesetz 2004) and
- the Tyrolean Anti-Discrimination Act (Tiroler Antidiskriminierungsgesetz).

Nevertheless, racist or discriminatory outbursts and attacks occur again and again. The Anti-Discrimination Ombudsman of Tyrol is a further point of contact. The Chamber of Labour (Arbeiterkammer AK) is responsible for discrimination in the workplace.

INFORMATION

- Chamber of Labour Tyrol (AK Arbeiterkammer Tirol): advice on discrimination in the workplace, p.72
- Anti-Discrimination Ombudsman of Tyrol (Antidiskriminierungsbeauftragte des

Landes Tirol): Information, counselling and support for affected people, p. 69

- Equal treatment advocacy Austria (Gleichbehandlungsanwaltschaft Österreich), p.96

10.4. ADDICTION PROBLEMS

Addiction is the colloquial term for the dependence on a substance or behaviour. Certain substances such as alcohol, tobacco, narcotics or medicines

can be addictive. This also applies to behaviours such as gambling, eating, watching television or working. The boundaries between enjoyment,

consumption, abuse, habituation and dependency are often blurred. There are some bodies which are active in prevention. Other institutions provide first aid and offer counselling for acute problems.

Again, others offer

- work,
- therapies or
- accommodation.

INFORMATION

- Abrakadabra of Caritas (Abrakadabra der Caritas): hourly employment for people with an addictive disorder, p. 76
 - Alcoholics Anonymous (Anonyme Alkoholiker): self-help organisation for combating alcoholism, p.71
 - BIN counselling – information – aftercare: assistance with problems related to alcohol and drugs, p. 75
 - Drug clinics, p. 82
 - Innsbruck social services (Innsbrucker Soziale Dienste ISD): centre for outpatient addiction prevention, p. 88
 - KIT – contacts – information – therapy: drug counselling, p. 91
 - KOMFÜDRO of Caritas: contact and walk-in centre for persons with addictions, p. 78
 - Contact + co (Kontakt + Co): prevention of addiction, p.92
 - Mentlvilla of Caritas (Mentlvilla der Caritas): emergency shelter for drug dependents, drug addicts and homeless people, p. 78
 - Psychiatric departments in hospitals, p.82
 - Association of addiction counselling Tyrol (Verein Suchtberatung Tirol), p. 106
 - Z6 drug counselling office, p. 109
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10.5. HOMELESSNESS

People who have no fixed residence get help from the following institutions:

BARWO: association for homeless, tea-room, assisted living, outreach, p. 72

DOWAS: counselling, support and accommodation for homeless people, p. 81

DOWAS – Chill Out: point of contact, counselling centre and transitional living for homeless young people, p.81

DOWAS for women (DOWAS für Frauen): counselling and support for women in emergency situations, women with existential problems and homeless women, p. 81

Association for social projects Schwaz – Tearoom (Verein für Sozialprojekte Schwaz – Teestube), p. 105

10.6. DISABILITY

Care allowance

The care allowance is an allocated benefit. It is intended to partly cover additional expenditure incurred due to a need for care.

An application for care allowance can be submitted to the pension insurance institution (Pensionsversicherungsanstalt PVA).

Disability passport

The disability passport serves as proof of a disability (regardless of the type of disability). It is issued in three languages: English, French and German.

The passport is also sometimes recognised abroad. It does not provide entitlement to a financial benefit. However, one receives reductions at various events upon presentation of the disability passport.

Disabled parking space

These parking spaces are recognisable by an additional sign with the disabled symbol. You may only park in such parking spaces if you have a disability certificate. Attach the certificate visibly in your car behind the windscreen.

INFORMATION

- PVA – Tyrol state office: Application and information about the requirements for care allowance, p. 67
 - Disability advisory centre of the city of Innsbruck (Behindertenbeirat der Stadt Innsbruck): contact persons for individuals and all disability organisations, institutions and associations, p. 88
 - innovia: Youth coaching, education and careers advice, p. 88
 - Municipal office/municipal council (Gemeindeamt/Stadtmagistrat)
 - Social Ministry service – Tyrol state office (Sozialministeriumservice – Landesstelle Tirol): vocational and social integration of people with disabilities, p. 100
-

10.7. LONG-TERM CARE

The care of older people is becoming ever more important in our society. For this reason, we will inform you briefly below about the most important possibilities for care and about helpful points of contact.

Outpatient care

With outpatient care, elderly people can remain as long as possible in their accustomed environment and nevertheless receive professional assistance. This is what most people wish for.

Usually, the social and health parish provide outpatient care. This involves a caregiver coming at regular intervals and taking over certain tasks. These include, for example, the administration of medicines, assistance with personal hygiene and in the household. Many persons in need of care can no longer cook for themselves. The service "meals on wheels" (Essen auf Rädern) delivers a warm lunch to their home each day in this case.

The care allowance can make a substantial contribution to the partial covering of the costs. You can find more detailed information on this under *10.6. Disability*, p. 57.

Old people's and nursing homes

In some cases, a more intensive care is necessary, which is no longer possible at home. Therefore, a range of old people's and nursing homes are available. Inform yourself, if necessary, where there are homes with free spaces near you.

INFORMATION

- Social Department (Abteilung Soziales): old people's residential and nursing homes, short-term care, daily care, mobile services, p. 67
 - Social Ministry service – Tyrol state office (Sozialministeriumservice – Landesstelle Tirol): pensions, care allowance, 24 hr care and more, p. 100
 - The Senior Citizens Division of the state of Tyrol (Department of Society and Employment) (Abteilung Gesellschaft und Arbeit – Bereich SeniorInnen): information and clarification on the possibilities of an active, healthy and meaningfully organised phase of ageing, p. 67
 - Municipal office or municipal council (Gemeindeamt or Stadtmagistrat)
 - Home advocacy of the state of Tyrol (Heim-anwaltschaft des Landes Tirol): safeguarding the rights and interests of residential home inhabitants, p. 58
 - Innsbruck social services (Innsbrucker Soziale Dienste ISD): support, care, social services, p. 88
 - Social and health parish in the resident municipality (Sozial- und Gesundheitsprengel in der Wohnsitzgemeinde): support, care, social services, p. 102
-

10.8. FINANCIAL EMERGENCY

Ever more people are slipping into states of financial emergency. In this case, contact a debt counsellor. The employees help you with the creation

of a reasonable financial plan. This can help you to get a grasp on your debts.

INFORMATION

- Chamber of Labour Tyrol (Arbeiterkammer Tirol AK): issues pertaining to labour law as well as consultation on taxes, income and consumer protection, p.72
 - Caritas advisory centre (Caritas Beratungszentrum): Information, counselling and assistance for people in need, p.76
 - The Family Division of the state of Tyrol (Department of Society and and Employment) (Abteilung Gesellschaft und Arbeit – Bereich Familie): family grants, p.66
 - Debtor advisory centre (Schuldnerberatungsstelle): consultation for over-indebted private people, p. 100
 - Tyrolean aid organisation (Tiroler Hilfswerk): support for people in need, p.108
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11. LEISURE, CULTURE, SPORT

The leisure-time offer in Tyrol is diverse. Therefore, many tourists take advantage of this offer. There are many local recreation areas and beautiful hiking trails right outside your front door. In addition, a rich cultural programme is available. There are, for example, many museums, theatres and open air events. Cafés and restaurants serve local and foreign specialities.

Organisations such as libraries, sport clubs and associations offer distractions from everyday life. As well as sports clubs, there are also non-profit associations, for example the voluntary fire-brigade. Numerous social and cultural associations contribute to a functioning society. Many associations could not exist without voluntary members.

Particularly in the state capital of Innsbruck, there are some migrant

associations. These can facilitate the entrance into Tyrolean society.

Many municipalities have set up youth centres for young people. Beyond that, there are numerous youth organisations and clubs. These include, for example, the alpine youth association, the nature friends youth association, the scouts, the youth Red Cross and religious youth associations. (For further information see *youth organisations*, p. 49).

In addition, many schools offer additional leisure activities. These include, for example, optional courses such as chess or volleyball. You can find out more about these on the notices in the schools or directly from the teachers.

Get information from the municipal office of your resident municipality, regarding what clubs there are in your area. There you will also get information about the club activity and how you can join the club.

INFORMATION

- Municipal office or municipal council
 - Minorities initiative (Initiative Minderheiten): cultural events (music, literature and much more), p.88
 - Youth institutions, p. 90
 - Migrant associations
 - Schools
-

12. MOBILITY

12.1. PUBLIC TRANSPORT

In Tyrol, there are different transport providers. The most important include:

- Tyrol transport association (Verkehrsverbund Tirol VVT)
- Austrian federal railway (Österreichische Bundesbahnen ÖBB)
- Innsbruck transport association (Innsbrucker Verkehrsbetriebe IVB)

In Innsbruck and the surrounding areas, buses and trams are driven by the IVB. In the whole of Tyrol, buses are operated by the VVT and trains by the ÖBB. You can find information on connections, timetables and prices on the Internet pages of the transport providers. Children under 6 years travel free of charge in the company of an adult.

12.2. DRIVING A CAR IN AUSTRIA

Do you have a driving licence from a non-EU or non-EEA country? Then a driving licence authority must transcribe this so that it is valid in Austria. You have half a year after establishing your residence in Austria to carry out this transcription.

In Austria, generally the following maximum speed limits apply:

- 130 km/h on motorways
- 100 km/h on federal and state roads
- 50 km/h in built-up areas

You need a motorway Vignette in order to use Austrian motorways. This must be clearly visibly attached to your windscreen. You can get the Vignette from automobile clubs (for example ÖAMTC, ARBÖ), at post offices, at tobacconists' as well as at some petrol stations. You can find further information about driving a car in Austria on the webpage of the State Department.

12.3. BICYCLE

Particularly in the warm season, the bicycle is a popular means of getting around in Tyrol. You don't have your own bicycle and would nevertheless like to cycle in Innsbruck? Then you can rent a "city bike" ("Stadtrad"). With this bicycle renting service, you can

rent out bicycles at various locations for an annual fee. Per journey, the first half hour is free. The project "mobility without barriers" ("Mobilität ohne Barrieren") regularly offers bicycle courses, particularly for migrants. You can find information on this on the website.

USEFUL LINKS ON THE INTERNET:

- www.bmeia.gv.at (information on the road system, driving licence, traffic regulations and much more)
- www.ivb.at (Innsbruck transport associations)

- www.oebb.at (Austrian federal railways)
 - <https://tirol.klimabuendnis.at/gemeinden-mobilitaet> (bicycle courses and workshops on public transport)
 - www.vvt.at (Transport association Tyrol)
-

13. USEFUL ADDRESSES

ABC-CAFÉ

The ABC-Café is an open-access facility for individuals for whom German is not their first language. It offers them the chance to improve their German-language skills in a relaxed atmosphere at no cost. It also provides useful information about living in Tyrol (rising children, nutrition, education system, health ...). The following institutions offer ABC-Cafés:

Volunteers' Partnership Tyrol:

ABC-Café for women

Volunteers' Centre Schwaz
6130 Schwaz · Franz-Josef-Strasse 25
Tel.: 05242 / 6931805830
bezirkschwaz@freiwillige-tirol.at
www.freiwilligenzentren-tirol.at/ueber-unskontakt/freiwilligenzentren/fwz-bezirk-schwaz

Kommunity Wörgl

6300 Wörgl · Christian-Plattner-Strasse 8
Tel.: 0664 / 88745205
office@kommunity.me
www.web.kommunity.me

Imst Municipality

6460 Imst · Pfarrgasse 16
Tel.: 0664 / 60698 218
integrationsbuero@cni.at
www.imst.gv.at

Jenbach Market Community – Volunteer coordination

6200 Jenbach · Huberstrasse 34a
Tel.: 0664 / 808 376 020
freiwilligenboerse@jenbach.at
www.jenbach.at

Kufstein Municipality

6330 Kufstein · Oberer Stadtplatz 17
Tel.: 05372 / 602502
sevencan@stadt.kufstein.at
www.kufstein.at

Schwaz Municipality

Coordination Agency for Integration,
Migration & Asylum
Tel.: 05242 / 6960312
integration@schwaz.at
www.schwaz.at

AEP – ARBEITSKREIS EMANZIPATION UND PARTNERSCHAFT

WORKING GROUP EMANCIPATION AND
PARTNERSHIP

The fields of activity of the AEP comprise:

- a public women's library
- AEP information (feminist magazine for politics and society) and
- family advisory board

AEP family counselling
6020 Innsbruck · Schöpfstrasse 19
Tel.: 0512 / 58 36 98
familienberatung@aep.at
www.aep.at

AIDS-HILFE TIROL

AIDS ASSISTANCE TYROL

- advice on HIV infection and AIDS
- HIV antibody test and hepatitis test (free and anonymous)
- comprehensive support for those affected and their relatives

All offers are anonymous and free!

6020 Innsbruck, Kaiser-Josef-Strasse 13
Tel.: 0512/56 36 21
tirol@aidshilfen.at
www.aidshilfe-tirol.at

AMG TYROL

Implacementstiftung JUST Integration Implacement Foundation JUST Integra- tion: INTEGRATION through QUALIFICA- TION

Asylum-seekers or individuals with subsidiary protection aged between 18 and 30 with German-language skills at minimum B1 level can complete all vocational courses (on a half-time basis with a six-month extension).

6020 Innsbruck · Wilhelm-Greil-Strasse 15
Tel.: 0512/562791
www.amg-tirol.at/content/integration-durch-qualifikation-neue-arbeitsstiftung

AMS ARBEITSMARKTSERVICE

AMS LABOUR MARKET SERVICE

- livelihood security under the Unemployment Insurance Act
- referrals and support in searching for apprenticeships and jobs
- brochures on choice of profession, education and training (our own brochures for young migrants – fit in the future ("Fit für die Zukunft"))
- career guidance and career preparation courses, qualification and activation measures

Note: In collaboration with the Centre for Migrants (Zentrum für MigrantInnen ZeMiT), native speaker counselling is offered at certain times.

6020 Innsbruck · Amraserstrasse 8
Tel.: 050/904 740
ams.tirol@ams.at
www.ams.at

Opening hours: Mon–Thu 8am–4pm, Fri 8am–1pm, consultations in Bosnian, Croatian, Serbian, Turkish and English

Regional offices:

Innsbruck

6020 Innsbruck · Schöpfstrasse 5
Tel.: 050/904 740
ams.innsbruck@ams.at
Consultations in Turkish, Bosnian, Croatian and Serbian

Kufstein

6333 Kufstein · Oskar-Pirlo-Strasse 13
Tel.: 050/904 740
ams.kufstein@ams.at

Kitzbühel

6370 Kitzbühel · Wagnerstrasse 17
Tel.: 050/904 740
ams.kitzbuehel@ams.at

Landeck

6500 Landeck · Innstrasse 11
Tel.: 050/904 740
ams.landeck@ams.at
Consultations in Turkish every Tue
8.30am–12pm – by appointment only!

Reutte

6600 Reutte · Claudiasstrasse 7
Tel.: 050/904 740
ams.reutte@ams.at
Consultations in Turkish by appointment!

Imst

6460 Imst · Rathausstrasse 14
Tel.: 050/904 740
ams.imst@ams.at

Lienz

9900 Lienz · Dolomitenstrasse 1
Tel.: 050/904 740
ams.lienz@ams.at

Schwaz

6130 Schwaz · Postgasse 1/1
Tel.: 050/904 740
ams.schwaz@ams.at

AMT DER TIROLER LANDESREGIERUNG OFFICE OF THE TYROL FEDERAL STATE GOVERNMENT

Abteilung Gesellschaft und Arbeit - Bereich Arbeit

Department of Society and Employment –
Employment Division

**In addition to many other offers, the
following are of special importance for
migrants:**

- training subsidy for apprentices
- talent programme for apprentices
- training subsidy

- educational grant update (Bildungsgeld update) (funding for advanced training)
- specialist funding
- degree subsidy
- school costs funding
- travel costs subsidy
- European Union programmes
- property funding
- apprentices' card

Note: Funding applicants must prove a main domicile or place of employment in Tyrol at the time of filing the application. Austrian citizenship is not necessary.

6020 Innsbruck · Meinhardstrasse 16
Tel.: 0512/508-807804
ga.arbeit@tirol.gv.at
[www.tirol.gv.at/arbeit-wirtschaft/arbeit/
arbeitsmarktfoerderung](http://www.tirol.gv.at/arbeit-wirtschaft/arbeit/arbeitsmarktfoerderung)

Abteilung Gesellschaft und Arbeit – Bereich Elementarbildung

Department of Society and Employment –
Basic Education division

- Legal information in terms of the Tyrolean Child Education and Childcare Act
- Establishment of childcare facilities
- Quality management/supervision of childcare facilities
- Support for the personnel costs of childcare facilities
- Investment cost support for childcare facility managers
- Specialist advice for inclusion
- Speech promotion

6020 Innsbruck · Heiliggeiststrasse 7
Tel.: 0512/508-807804
ga.elementarbildung@tirol.gv.at
www.tirol.gv.at/bildung/elementarbildung

Abteilung Gesellschaft und Arbeit – Bereich Familie

Department of Society and Employment –
Family Division

- childcare support (Kinderbetreuungs-
beihilfe)
- school start assistance (Schulstarthilfe)
- Euregio FamilyPass
- CHILD BENEFIT PLUS (KINDERGELD PLUS)
- family support in emergency
- holidays activities
- school events
- Funding for institutions in the family area

Important: Before submitting an application for childcare support to the Department of Society and Employment Family Division (Abteilung Gesellschaft und Arbeit – Bereich Familie), an application for support must be made at the AMS!

6020 Innsbruck · Meinhardstrasse 16
Tel.: (free family hotline): 0800/800 508
ga.familie@tirol.gv.at
www.tirol.gv.at/familie and
www.familienpass-tirol.at

Abteilung Gesellschaft und Arbeit – Bereich Frauen und Gleichstellung

Department of Society and Employment –
Women and Gender Equality Division

- Secure the existence and economic independence of women
- Work/life balancer (fair division of childcare and dependents needing)
- equal involvement of women in decision-making processes and decisions taken
- Violence prevention, especially in the immediate social circle, in the family
- Break down role-specific clichés

6020 Innsbruck · Meinhardstrasse 16
Tel.: 0512/508-807804
ga.frauen@tirol.gv.at
www.tirol.gv.at/frauen

Abteilung Gesellschaft und Arbeit – Bereich Integration

Department of Society and Employment –
Integration Division

- co-ordination of the integration with non-natives in Tyrol
- creating awareness concerning opportunities for immigration
- subsidies for integration projects and organisations
- financial support for language learning and literacy
- brochures (also multilingual) on integration, language development,...

Tyrol Integration Compass to help guide the integrations process of refugees (www.tirol.gv.at/gesellschaftsoziales/integration/integration-von-fluechtlingen-in-tirol/tiroler-integrationskompass-tik)

6020 Innsbruck · Meinhardstrasse 16
Tel.: 0512/508-807804
ga.integration@tirol.gv.at
www.tirol.gv.at/integration

Abteilung Gesellschaft und Arbeit – Bereich Jugend

Department of Society and Employment –
Youth Division

- support, education and information for people in youth work
- measures for the promotion and protection of children and young people promotions for child and youth institutions (premises, projects, holidays activities,...)
- youth waiting area at the main station

6020 Innsbruck · Meinhardstrasse 16
Tel.: 0512/508-807804
ga.jugend@tirol.gv.at
www.tirol.gv.at/jugend

Abteilung Gesellschaft und Arbeit – Bereich SeniorInnen

Department of Society and Employment –
Senior Citizens' Division

- seminars, symposiums, workshops, lectures
- consultation and stimuli
- senior citizen initiatives/projects
- publications and events calendar
- financial support (e.g. for events, projects, brochures,...)
- Senior Citizen Info (see Family and Senior Citizen Info Tyrol) (see Familien- und Senioreninfo Tirol)

6020 Innsbruck · Meinhardstrasse 16
Tel.: 0512/508-807804
ga.senioren@tirol.gv.at
www.tirol.gv.at/gesellschaft-soziales/seniorinnen

Abteilung Kinder und Jugendhilfe

Department of Children and Youth Welfare

The Tyrol children and youth welfare service offers comprehensive assistance to parents, children and young persons. The offer extends from outpatient family support to inpatient support, foster care, educational counselling, child protection and emergency night shelters for young people up to Streetwork Z6.

Note: Info leaflet also available in Turkish and BCS (Bosnian/Croatian/Serbian).

6020 Innsbruck · Eduard-Wallnöfer-Platz 3
Tel.: 0512/508-2642
kiju@tirol.gv.at
www.tirol.gv.at/gesellschaft-soziales/kinder-jugendhilfe

Abteilung Soziales

Department of Social Affairs

- minimum benefit system (social welfare assistance)
- support for Tyrolean people in need (Hilfswerk)
- rehabilitation and services for the disabled
- retirement homes and nursing homes
- aid for social organisations
- refugee co-ordination
- victim protection facilities

6020 Innsbruck
Eduard-Wallnöfer-Platz 3/II
Tel.: 0512/508-2592
soziales@tirol.gv.at
www.tirol.gv.at/soziales

Abteilung Staatsbürgerschaft

Department of Citizenship

The Department of Citizenship deals with legal affairs of citizenship, civil status, non-nationals as well as non-profit foundations and funds.

- briefings before filing an application
- completion of award, maintenance and determination procedures on request
- information about issues of citizenship concerning the country of origin

6020 Innsbruck · Heiliggeiststrasse 7

Tel.: 0512/508-2362

staatsbuergerschaft@tirol.gv.at

www.tirol.gv.at/gesellschaft-soziales/

[staatsbuergerschaft](http://www.tirol.gv.at/gesellschaft-soziales/staatsbuergerschaft)

Abteilung Wohnbauförderung

Department of Housing Subsidy

The following subsidies are granted independently of Austrian citizenship:

- rent of a subsidised dwelling
- house renovations/extension of living space

The following subsidies are granted to individuals, if they have had their main domicile in Tyrol for at least 5 years:

- housing assistance
- rent and annuities subsidies

6020 Innsbruck · Eduard-Wallnöfer-Platz 3

Tel.: 0512/508-2732

wohnbaufoerderung@tirol.gv.at

www.tirol.gv.at/wohnbaufoerderung

Erziehungsberatungsstelle des Landes

State Child Guidance Office

- It offers information and consultation on all topics that have something to do with parents, young people, children, nursery school, school, children's development, child's welfare, separations, puberty, adolescence, youth welfare, etc.
- Therapy

6020 Innsbruck · Anichstrasse 40

Tel.: 0512/508-2972

erziehungsberatung-innsbruck@tirol.gv.at

[www.tirol.gv.at/gesellschaft-soziales/](http://www.tirol.gv.at/gesellschaft-soziales/erziehungsberatung)

[erziehungsberatung](http://www.tirol.gv.at/gesellschaft-soziales/erziehungsberatung)

Note: There are branch offices in Brixlegg, Imst, Kitzbuhel, Kufstein, Landeck, Lienz, Reutte, Schwaz and Steinach.

Freiwilligenpartnerschaft Tirol und regionale Freiwilligenzentren

Volunteer Partnership Tyrol and regional volunteer centres

Coordination of charitable and volunteer work by refugees. Tyrol Coordination Point, Regional Development and Future Strategy Division

6020 Innsbruck · Heiliggeiststrasse 7-9

Tel.: 0512/508-363

andrea.fink@tirol.gv.at

www.freiwillige-tirol.at

Heimawtschaft

Care home advocacy system

- consultation and distribution of information in connection with the rights and obligations of care home residents
- clarification of shortcomings and elimination of abuse in nursing homes
- acceptance and handling of complaints within the areas of accommodation, care
- support and care in residential and nursing homes, but also presentation of possibilities for improvement
- mediation in case of disputes

6020 Innsbruck · Meranerstr. 5, 1st floor
Tel.: 0800/800 504 (free of charge)
heimawtschaft@tirol.gv.at

InfoEck – Jugendinfo Tirol

Info corner – youth info for Tyrol

Information for young people

6020 Innsbruck · Kaiser-Josef-Strasse 1
Tel.: 0512/57 17 99
0699/15083515 – WhatsApp Broadcast
info@infoeck.at
www.mei-infoeck.at

Info Corner Imst

6460 Imst · Johannesplatz 6–8
Tel.: 0 54 12/66 5 00
oberland@infoeck.at

Info Corner Wörgl

6300 Wörgl · Christian-Plattner-Strasse 8
Tel.: 05332/78 26 251
woergl@infoeck.at

Servicestelle Gleichbehandlung und Antidiskriminierung

Equal treatment and anti-discrimination service office

- equal treatment: consultation and support from officials in the state administration, music schools and employees, in accordance with state employment rules, on questions of equal treatment
- anti-discrimination: consultation and support of citizens in dealing with state or municipal organisations
- UN Convention on the Rights of Persons with Disabilities: monitoring of the implementation of the UN Convention on the Rights of Persons with Disabilities.

6020 Innsbruck · Meinhardstrasse 16
Tel.: 0512/508 807804
servicestelle.gleichbehandlung@tirol.gv.at
www.tirol.gv.at/gesellschaft-soziales/gleichbehandlung-antidiskriminierung

Tiroler Hilfswerk

Tyrol aid organisation

- support for people in need
- assistance in special life situations – in case of extraordinary difficulties which can be rooted in the personal, social or economic conditions of the individual.

6020 Innsbruck · Michael-Gaismair-Str. 1
Tel.: 0512/508-3692
tiroler.hilfswerk@tirol.gv.at

AKIFAIR

Consultation and support in the search for employment (e.g. clarifying the vocational and personal situation, preparation of a curriculum vitae and application documents, recommendation of jobs which are acquired by AKIFAIR, EDP training, etc.)

6020 Innsbruck · Innstrasse 7 / 1st floor
(next to Metropolkino)

Tel: 0512/563 567

office@akifair.at

www.akifair.at

Opening times: Mon–Thu: 9am–12pm
and 1pm–4pm · Fri: 9am–12pm

Hötting office

6020 Innsbruck · Schneeberggasse 7

Tel.: 0512/563 567, Fax: 0512/563 567-20

Opening times: Mon–Thu: 9am–12pm
and 1pm–4pm Fri: 9am–12pm

Jenbach office

6200 Jenbach · Rotholzerweg 14

Tel.: 0512/563 567-80

Fax: 0512/563 567-20

Opening times: Mon–Thu: 9am–12pm
and 1pm–4pm Fri: 9am–12pm

Wörgl office

6300 Wörgl · Salzburgerstrasse 3

Tel: 0512/56 35 67-50

office@akifair.at

Opening times: Mon–Thu: 9am–12pm
and 1pm–4pm · Fri: 9am–12pm

ALEVITISCHE GEMEINDE JENBACH (PIR SULTAN ABDAL KULTUR- ZENTRUM

ALEVITIC COMMUNITY JENBACH

- tutoring
- reading and writing for women reading and writing for women
- turkish guitar lessons
- folklore classes

6200 Jenbach · Innstrasse 1

Tel.: 0650/793 70 44

jenbach@aleviten.at

ALEVITISCHES GLAUBENSGEMEIN- SCHAFT TIROL

ALEVITIC FELLOWSHIP TYROL

- literacy and German courses, learning assistance for children
- meetings, lectures, discussions, measures for raising awareness, media work
- folklore courses for children and young people, football
- integration work, projects, activities, programmes

6020 Innsbruck · Haller Strasse 206

Tel.: 0676/3754056

tirol@aleviten.at

www.aleviten.at

ANLAUFSTELLE ANERKENNUNG TIROL (AST TIROL)

POINT OF CONTACT FOR RECOGNITION
IN TYROL (AST TYROL)

ZemiT – Zentrum für MigrantInnen in Tirol

ZeMiT – Centre for migrants in Tyrol

Consultation for the recognition of qualifications acquired abroad

- multilingual, free recognition consultation
- if necessary support in the entire recognition procedure
- obtaining certified translations of diplomas, certifications and other documents
- forwarding diplomas to the assessment bodies

6020 Innsbruck
Andreas-Hofer-Strasse 46 / 1st floor
Tel.: 0512 / 577170
ast.tirol@zemit.at
[www.anlaufstelle-erkennung.at/
anlaufstellen](http://www.anlaufstelle-erkennung.at/anlaufstellen)
www.zemit.at/de/ast.html

ANONYME ALKOHOLIKER ALCOHOLICS ANONYMOUS

- information and consultation for alcoholics and their relatives
- anonymous and free of charge

6020 Innsbruck · Spingesserstrasse 14
Contact telephone for North Tyrol:
0664 / 51 65 880 (7pm–10pm)
www.anonyme-alkoholiker.at

ARANEA MÄDCHENZENTRUM ARANEA GIRLS' CENTRE

ARANEA is a place where girls are supported and empowered to lead their lives self-confidently and determinedly and to act as an equal part of society.

6020 Innsbruck · Matthias-Schmid-Str. 10
Tel.: 0512 / 890422
Mobile: 0650 / 2831902
info@aranea.or.at · www.aranea.or.at

Opening hours: Mon & Wed 4–8pm,
Tue 4–7.30pm, every second Fri of the
month (except holidays) 4–7pm

ARBAS ARBEITSASSISTENZ TIROL ARBAS WORK ASSISTANCE IN TYROL

Support for people with disabilities for participation in working life

6020 Innsbruck · Fürstenweg 80
Tel.: 05 / 996 99-100
office@arbas.at
www.arbas.at

Opening times: Mon–Fri: 8 am–12 pm
Appointments also possible in the afternoon and in the evening by arrangement!

Branch offices:

Imst

6460 Imst · Johannesplatz 6 and
Rathausstrasse 1

Schwaz

6130 Schwaz · Swarovskistrasse 16–18

Wörgl

6300 Wörgl · Salzburger Strasse 27 / Top 11
and Top 7a

Lienz

9900 Lienz · Amlacherstrasse 2

Landeck

6500 Landeck · Malsrstrasse 54

ARBEITERKAMMER (AK) CHAMBER OF LABOUR (AK)

The Chamber of Labour (AK) in Tyrol is the public interest agency for workers and employees. It offers consultation in employment and social issues, consumer protection, rights of residence and rental law, representations before court, supports, subsidies, grants and scholarships. Only AK members can make use of this service.

6010 Innsbruck · Maximilianstrasse 7
Tel.: 0800 / 22 55 22 (free of charge)
www.tirolarbeiterkammer.at

Opening times: Mon–Fri 8am–12pm, Mon 2pm–4pm and Wed 1pm–5pm

District offices

Imst

6460 Imst · Rathausstrasse 1
Tel.: 0800 / 22 55 22-3131

Kitzbühel

6370 Kitzbühel · Rennfeld 13
Tel.: 0800 / 22 55 22-3232

Kufstein

6330 Kufstein · Praxmarerstrasse 4
Tel.: 0800 / 22 55 22-3333

Landeck

6500 Landeck · Malser Strasse 11
Tel.: 0800 / 22 55 22-3434

Lienz

9900 Lienz · Beda-Weber-Gasse 22
Tel.: 0800 / 22 55 22-3535

Reutte

6600 Reutte · Mühler Strasse 22
Tel.: 0800 / 22 55 22-3636

Schwaz

6130 Schwaz · Dr.-Dorrek-Strasse 3
Tel.: 0800 / 22 55 22-3737

Telfs

6410 Telfs · Moritzenstrasse 1
Tel.: 0800 / 22 55 22-3838

ARBEITSMARKTFÖRDERUNG EMPLOYMENT MARKET PROMOTION

See Amt der Tiroler Landesregierung – Abteilung Gesellschaft und Arbeit (Office of the Tyrol State Government – Department of Society and Employment)

ÄRZTEKAMMER FÜR TIROL MEDICAL COUNCIL FOR TYROL

The medical council for Tyrol offers a wide variety of information, for example contacts for doctors and on-call services.

6020 Innsbruck · Anichstrasse 7, 1st floor
Tel.: 0512 / 52 0 58-0
kammer@aeaktirol.at · www.aeaktirol.at

BABYKLAPPE/BABYNEST BABY HATCH/BABY NEST

Possibility for the anonymous handover of a baby, for women who would not like to make use of the offer of an anonymous birth.

Lienz district hospital ·
9900 Lienz · Emanuel-von-Hibler-Str. 5
Tel.: 04852 / 606-0
verwaltung@kh-lienz.at

BARWO

See Verein für Obdachlose (BARWO)

BASIS

Women's service and family counselling centre in Außerfern.

- women, partnership, family, life and legal advice, consultation in case of domestic violence
- psychotherapeutic consultation

- pregnancy and pregnancy conflict consultation
- girls' projects
- support from self-help groups

6600 Reutte · Planseestrasse 6
 Tel.: 05672/72 6 04
office@basis-beratung.net
www.basis-beratung.net

BEHINDERTENBEAUFTRAGTE DER STADT INNSBRUCK

REPRESENTATIVES FOR PEOPLE WITH DISABILITIES FROM THE AUTHORITIES OF INNSBRUCK

- contact person for individuals and all disability organisations, institutions and associations
- office of the advisory council for people with disabilities

6010 Innsbruck · Maria-Theresien-Str. 18
 Tel.: 0512/5360-3307
behindertenbeauftragte@innsbruck.gv.at

BERATUNGSSTELLE EXTREMISMUS/ DE-RADIKALISIERUNG

ADVISORY CENTRE FOR EXTREMISM/ DE-RADICALISATION

In the Federal Ministry for Family and Youth.

- information on extremism
- assistance when recognising the first signs of extremism in relatives/friends/pupils
- support for de-radicalisation

Tel.: 0800/20 20 44
office@beratungsstelleextremismus.at
www.familienberatung.gv.at/beratungsstelleextremismus

Z6 – Centre for Youth Work

6020 Innsbruck · Dreiheiligenstrasse 9
 Tel.: 0512/580808
jugendberatung@z6online.com
www.z6online.com/contact

Centre for Marriage and Family Counselling

6020 Innsbruck · Anichstrasse 24/2
 Tel.: 0512/580871
kontakt@zentrum-beratung.at
www.zentrum-beratung.at

BEZIRKSHAUPTMANNSCHAFT DISTRICT AUTHORITY

The District Authorities are responsible for different fields of activity, such as e.g. residence issues, housing issues, social welfare office and road traffic law. However, the Innsbruck City Council is responsible for the district of Innsbruck City.

For integration coordination at the district level, see Integration Coordinators and District Coordinators.

BH Imst

6460 Imst · Stadtplatz 1
 Tel.: 05412/6996-0
bh.imst@tirol.gv.at
www.tirol.gv.at/bh-imst

BH Innsbruck

6020 Innsbruck · Gilmstrasse 2
 Tel.: 0512/5344-5140
bh.innsbruck@tirol.gv.at
www.tirol.gv.at/innsbruck

BH Kitzbühel

6370 Kitzbühel · Josef-Herold-Strasse 10
 Tel.: 05356/62131-0
bh.kitzbuehel@tirol.gv.at
www.tirol.gv.at/bezirke/kitzbuehel

BH Kufstein

6330 Kufstein · Boznerplatz 1–2

Tel.: 05372/606–0

bh.kufstein@tirol.gv.at

www.tirol.gv.at/bezirke/kufstein

BH Landeck

6500 Landeck · Innstrasse 5

Tel.: 05442/6996

bh.landeck@tirol.gv.at

www.tirol.gv.at/bezirke/landeck

BH Lienz

9900 Lienz · Dolomitenstrasse 3

Tel.: 04852/6633

bh.lienz@tirol.gv.at

www.tirol.gv.at/bezirke/lienz

BH Reutte

6600 Reutte · Obermarkt 7

Tel.: 05672/6996

bh.reutte@tirol.gv.at

www.tirol.gv.at/bezirke/reutte

BH Schwaz

6130 Schwaz · Franz-Josef-Strasse 25

Tel.: 05242/6931

bh.schwaz@tirol.gv.at

www.tirol.gv.at/bezirke/schwaz

BEZIRKSKRANKENHÄUSER DISTRICT HOSPITALS

See Hospitals

BFI – TIROL BILDUNGSZENTRUM

BFI – TYROL EDUCATION CENTRE

- offers a broad spectrum of courses and seminars (the BFI Tyrol course programme is free!) – special German courses for every level
- free German classification appointments

6010 Innsbruck · Ingenieur-Etzel-Strasse 7

Tel.: 0512/59 6 60

bfi.info@tirol.com

www.bfi-tirol.at

Note: Regional offices in Kufstein, Kitzbühel, Lienz, Schwaz, Wattens, Telfs, Imst, Landeck and Reutte.

BILDUNGSDIREKTION FÜR TIROL

BOARD OF EDUCATION TYROL

- Civil Service Law and Personnel Representation for Regional and National Teaching Staff
- Quality management/school supervision for all school types (except the agricultural and forestry education system)
- External school organisation
- School maintenance for federal schools in Tyrol (lower and upper secondary schools)
Service facilities for schools, students and teachers, in particular provided by
- School psychology – educational counselling
- School medical service
- Tyrolean cultural service office (Tiroler Kulturservicestelle)
- Educational counselling office for migrants
- Student subsidy office

6020 Innsbruck · Heiliggeiststrasse 7

Tel.: 0512/9012-0

office@bildung-tirol.gv.at

integration@schwaz.at

MigrantInnenberatung

Migrant consultation

For questions and problems in school, for parents or pupils with non-German mother tongue, there is the possibility to contact the advice centre for advice and assistance. The centre offers individual and group counselling and support as well as general information and publicity work.

6020 Innsbruck · Innrain 1
Tel.: 0512/9012 9292 or 0512/9012 9293
natasa.marosevac@bildung-tirol.gv.at
gamze.yoendem@bildung-tirol.gv.at
www.lsr-t.gv.at/de/content/kontakt-migrantinnenberatung

Schulpsychologie

Educational psychology

This focuses on work with pupils, parents and teachers. The educational psychology advice centres, which also exist in the districts, are intended to provide community-based psychosocial primary care. They offer a broad and open-access service (counselling, treatment, crisis intervention, email counselling), which can be used without great organisational and bureaucratic hurdles. The counselling itself is free, but a prior telephone appointment is recommended.

Central office Innsbruck
6020 Innsbruck · Südtiroler Platz 10–12
Tel.: 0512/90129262
schulpsy.ibk@tsn.at
www.lsr-t.gv.at/news-schulpsychologie

BILDUNGSFORUM – INSTITUT DR. RAMPITSCH EDUCATION FORUM – INSTITUTE DR. RAMPITSCH

German courses

6020 Innsbruck · Maria-Theresien-Str. 40
Tel.: 0512/5608404
innsbruck@bildungsforum.at
www.bildungsforum.at

BIN – BERATUNG, INFORMATION UND NACHSORGE BEI ABHÄNGIG- KEITSERKRANKUNGEN

BIN – CONSULTATION, INFORMATION
AND AFTERCARE FOR ADDICTIVE
DISORDERS

Support with problems in connection with alcohol and medicines:

- clarification of the current situation as well as support in coping with the problems
- referral to suitable specialised organisations
- for relatives: information, recommendation of support offers

Branch offices:

Innsbruck

6020 Innsbruck · Anichstrasse 13/III
Tel.: 0512/57 30 54
innsbruck@bin-tirol.org

Lienz

9900 Lienz · Rosengasse 12/II
Tel.: 04852/73 4 50
lienz@bin-tirol.org

Schwaz

6130 Schwaz · Innsbrucker Strasse 5/2

Tel.: 05242/73 7 98

Mobile: 0650/884 71 10

schwaz@bin-tirol.org

Imst

6460 Imst

Ing.-Baller-Strasse 1/II, Busskreuz

Tel.: 05412/62 8 07

Mobile: 0650/582 45 35

imst@bin-tirol.org

Kitzbühel

6370 Kitzbühel · Rennfeld 15

Tel.: 05356/72 3 24

kitzbuehel@bin-tirol.org

Landeck

6500 Landeck · Malsersstrasse 44/1

Tel.: 05442/64 8 12

Mobile: 0650/582 45 39

landeck@bin-tirol.org

Reutte

6600 Reutte · Untermarkt 11

Tel.: 05672/73 2 88

Mobile: 0650/980 74 97

reutte@bin-tirol.org

St. Johann

6380 St. Johann · Bahnhofstrasse 7

Tel.: 05352/67 6 42-10

Mobile: 0664/231 19 99

st.johann@bin-tirol.org

Wörgl

6300 Wörgl · Bahnhofstrasse 42a

Tel.: 05332/70 5 11-2010

woergl@bin-tirol.org

**BIZ – BERUFSINFORMATION-
ZENTRUM DER WIRTSCHAFT-
SKAMMER TIROL**

BIZ – VOCATIONAL INFORMA-
TION CENTRE OF THE CHAMBER OF
COMMERCE IN TYROL

See Wirtschaftskammer Tirol (Chamber of
Commerce in Tyrol)

CARITAS

Caritas is active, locally and internation-
ally, as a sub-organisation of the Catholic
Church. Caritas works for people who need
help in the short or long term.

Caritas helps people regardless of their ori-
gin, religion or any personal culpability. The
assistance should reach, above all, those
people who are otherwise only helped
insufficiently or not helped at all. Caritas
has many sub-organisations which offer
assistance in different kinds of situations.

6021 Innsbruck · Heiliggeiststrasse 16

Tel.: 0512/72 70

caritas.ibk@dibk.at

www.caritas-innsbruck.at

Abakadabra

Legal part-time employment for adults
who consume drugs or are in a substitution
programme.

6020 Innsbruck · Kaiser-Josef-Strasse 9

Tel.: 0512/58 85 47

abakadabra.caritas@dibk.at

Bahnhofsozialdienst

Station Social Service

An offer for an unspecified demographic, rather for people in diverse problem situations:

- opportunities for discussion, consultation, information (e.g. about financial requirements, work, living, debts)
- short-term financial support, services (dialogues and short-term safekeeping of documents, sanitary articles, postal deposit address, post support, sandwiches and tea etc.)
- assistance for travellers in difficulties
- arrangement of sleeping accommodation

6020 Innsbruck · Heiliggeiststrasse 16
Tel.: 0676 / 87306345
bsd.caritas@dibk.at

Beratungszentrum

Counselling centre

Counselling and assistance in acute emergency situations and difficult life situations:

- pregnancy counselling / pregnancy conflict counselling
- adoption mediation and support
- marriage, family and life counselling
- legal advice in matters of family and criminal law

6021 Innsbruck · Heiliggeiststrasse 16
Tel.: 0512 / 72 70-15
beratungszentrum.caritas@dibk.at

Buddy System

Caritas buddies help recognised refugees, individuals eligible for subsidiary protection and those granted asylum to deal with day-to-day life in a new country. They go shopping together, learn German, and provide support when attending official agencies and the doctor.

6020 Innsbruck · Karl-Schönherr-Str. 3
(Canisianum)
Tel.: 0676 / 8730-6201
m.fischer.caritas@dibk.at
www.caritas-tirol.at/hilfe-angebote/fluechtlinge/buddy-system

Family Assistance

The family assistance of Caritas Innsbruck offers interim aid for families, partnerships and unmarried persons in difficult life situations.

6021 Innsbruck · Heiliggeiststrasse 16
Tel.: 0512 / 72 70-13
m.knett.caritas@dibk.at

Integration Consultation and Support

Community-oriented initial support for people entitled to asylum and subsidiary protection with emphasis on accommodation management.

6021 Innsbruck · Karl-Schönherr-Strasse 3
(Canisianum)
Tel.: 0512 / 72 70-78
h.neuerer.caritas@dibk.at

KOMFÜDRO

An open-access contact and drop in centre offering support, information, advice and care for drug users.

6020 Innsbruck · Mentlgasse 20
Tel.: 0512/56 14 03

komfuedro.caritas@dibk.at

Opening times: Mon–Fri: 11am–3pm

Opening times only for women:

Tue 3pm–4.30pm

Note: Closed on Saturdays, Sundays and public holidays!

Mentlvilla

Mentlvilla is an emergency night shelter for drug dependent people, substance abusers and homeless people.

6020 Innsbruck · Mentlgasse 20
Tel.: 0512/56 43 51

mentlvilla.caritas@dibk.at

Wohnraumvermittlung und Integrationsberatung

Accommodation and integration support

Caritas Tyrol finds private accommodation for individuals granted asylum and subsidiary protection in the Innsbruck area, as well as church support throughout the whole of Tyrol, and offers individuals who have found accommodation comprehensive integration advice.

6020 Innsbruck · Heiliggeiststrasse 16
Tel.: 0512/7270-13

h.neuerer.caritas@dibk.at

www.caritas.at/spenden-helfen/spenden/fluechtlingshilfe/wohnraumvermittlung

CHILL OUT

See DOWAS

CHRISTLICH-MUSLIMISCHE DIALOGGRUPPE

CHRISTIAN-MUSLIM DIALOGUE GROUP

- inter-religious events, dialogue tours, advanced training
- mosque, church and monastery tours
- consultation/cross-linking in religious/cultural topics

6020 Innsbruck · Sillgasse 4

Mobile: 0650/512 18 67

info@dialoggruppe.at

www.dialoggruppe.at

COURAGE INNSBRUCK

Free and anonymous consultation particularly for lesbians, gays, bisexuals, transgender persons and their relatives.

6020 Innsbruck · Salurner Str. 15 / 2nd floor

Tel.: 0699/166 166 63

innsbruck@courage-beratung.at

www.courage-beratung.at

Consulting times:

Mon, Wed, Thu 5pm–8pm,

Appointment by telephone:

Mon–Thu, 9am–3pm

DIAKONIE

ANKYRA – Zentrum für interkulturelle Psychotherapie in Tirol

ANKYRA – Centre for intercultural psychotherapy in Tyrol

The centre for intercultural psychotherapy offers culture-sensitive, interpreter-supported and trauma-specific psychotherapy and psychological consultations in Tyrol. Our services are geared towards asylum-seekers, individuals eligible for subsidiary protection, recognised refugees and migrants.

6020 Innsbruck · Müllerstrasse 7
Tel.: 0512 / 564129

ankyra@diakonie.at

www.diakonie.at/einrichtung/ankyra-zentrum-fuer-interkulturelle-psychotherapie-tirol

Diakonie Flüchtlingsdienst: IBZ (Integrations- und Bildungszentren) Tirol

Integration and Consultancy Centre (IBZ)

The Integration and Education Centre Tyrol (IBZ Tirol) is an Institution of the Diakonie refugee service, which since its foundation in October 2015 has offered start-up aid for those who are granted asylum and for those who receive subsidiary protection and want to establish a perspective for the future in Tyrol. The offer from IBZ Tirol comprises of the following areas in four locations in Tyrol (Imst, Telfs, Innsbruck and Wörgl):

- Residential care in Diakonie starter flats
- Support in finding accommodation and housing throughout Tyrol
- Social and integration counselling
- Education and vocational guidance
- Workshops and other educational opportunities
- Meeting opportunities and events

- Cooperation with and training of communities, authorities, associations, initiatives and parishes
- Information events; creation of a welcome culture in the communities

IBZ Tirol

6020 Innsbruck · Bürgerstrasse 21

Tel.: 0512 / 32 30 72-8673

integration.tirol@diakonie.at

<https://fluechtlingsdienst.diakonie.at/einrichtung?bundesland=tirol>

IBZ Imst

6460 Imst · Floriengasse 22

Tel.: 0664 / 88 72 81 68

Open consultation Mon and Thu 9.30–12 and consultation by appointment

IBZ Innsbruck

6020 Innsbruck · Bürgerstrasse 21

Tel.: 0664 / 88 71 15 07

Open consultation Wed 9–12 and consultation by appointment

IBZ Telfs

6410 Telfs · Zollergasse 4

Tel.: 0664 / 88 63 28 25

Open consultation Tue and Thu 9.30–12 and consultation by appointment

IBZ Wörgl

6300 Wörgl · Bahnhofstrasse 4 / 1st floor

Tel.: 0664 / 82 73 451

Open consultation Mon and Thu 9.30–12 and consultation by appointment

Unabhängige Beratung Tirol Rechtsschutz für Geflüchtete und Migrant*innen

Impartial legal advice in Tyrol

Rechtsschutz für Geflüchtete und Migrant*innen Legal Protection for refugees and migrants

People who have migrated or forced to flee often find themselves in situations in which their lives are determined for them. Our aim is to inform refugees about their rights and support them in being aware of these rights. In this way we give them back as much capacity to act and scope for decision-making as possible. The impartial legal advice in Tyrol (Unabhängige Beratung Tirol) offers free counselling for refugees and migrants in asylum and immigration proceedings as well as in proceedings under the Settlement and Residence Act.

This advice covers the following areas:

- Explanation of and advice on the asylum process
- Preparation for reaching agreements and negotiations before the Federal Office for Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl BFA)
- and the Federal Administrative Court
- Accompaniment to visit authorities (where possible)
- Submissions and applications as part of the asylum process
- Support with applications in respect of residency status

6020 Innsbruck Bürgerstrasse 21 / 1
Tel.: 0512 / 32 30 72-8670
bti@diakonie.at
<https://fluechtlingsdienst.diakonie.at/einrichtung/unabhaengige-beratung-tirol>

DIÖZESE INNSBRUCK DIOCESE OF INNSBRUCK

Familienreferat

Department of families

The department of families of the diocese supports families in various life situations:

- support and assistance for couples and families
- handling of social and church issues regarding the family

6020 Innsbruck · Riedgasse 9
Tel.: 0512 / 22 30-43 01
familienreferat@dibk.at
www.dioezese-innsbruck.at/familienreferat

Frauenreferat

Department for women

- point of contact for women's issues in the Catholic Church
- education and spiritual offers
- information, socio-political women's issues

6020 Innsbruck · Riedgasse 9
Tel.: 0512 / 22 30-43 22
frauenreferat@dibk.at
www.dioezese-innsbruck.at/frauenreferat

Haus der Begegnung

Raising awareness via a varied programme of Catholic social teaching.

6020 Innsbruck · Rennweg 12
Tel.: 0512 / 587869-12
hdb.kurse@dibk.at
www.hausderbegegnung.com

Männerreferat der Diözese Innsbruck

Men's forum of the Diocese of Innsbruck

Educational events with a focus topics:

- Fathers and career
- Gender equality
- Men's spirituality
- Father-child seminar
- Starting, specialist and networking point for men's issues

Lorand Veress

6020 Innsbruck · Riedgasse 9

Tel.: 0512/2230-4301

maennerreferat@dibk.at

www.dibk.at/ful

DOWAS DURCHGANGSORT FÜR WOHNUNGS- UND ARBEITS- SUCHENDE MENSCHEN

DOWAS DROP-IN CENTRE FOR
HOUSING AND EMPLOYMENT
SEEKERS

General social advisory centre for questions of livelihood security, employment and housing search.

The following are offered in particular:

- Setting up a postal and Austrian Public Employment Service (AMS) address as a place of contact to establish confirmation of a main place of residence
- Securing and storage of documents

6020 Innsbruck · Leopoldstrasse 18

Tel.: 0512/57 23 43

ibk@dowas.org

www.dowas.org

DOWAS – Chill Out

The CHILL OUT is an open access organisation for homeless girls and boys (main target group 14 to 21-year-olds). It provides temporary accommodation as well as counselling and support.

6020 Innsbruck · Heiliggeiststrasse 8a

Tel.: 0512/57 21 21

chillout@dowas.org

DOWAS für Frauen

DOWAS for women

DOWAS for women is a drop-in centre for women (and their children) in crisis situations, with existential problems and for homeless women. It offers advice and support with regard to accommodation and financial issues.

Note: If needed, an interpreter will be provided for counselling appointments, info folder in German, Turkish and Bosnian-Croatian-Serbian (BKS):

www.dowas-fuer-frauen.at

Counselling office:

6020 Innsbruck · Adamgasse 4/2

Tel.: 0512/56 24 77

buero@dowas-fuer-frauen.at

Shared accommodation:

Tel.: 0512/29 54 98

wg@dowas-fuer-frauen.at

DROGENAMBULANZEN

DRUG CLINICS

- substitution (replacement therapy) when the criteria/conditions are met
- diagnosis and treatment of physical and psychological problems
- advice and assistance concerning livelihood, insurance, housing, work, court

Drogenambulanz I der Universitäts-klinik Innsbruck

Drug clinic I of the University Hospital in Innsbruck

6020 Innsbruck · Innrain 66a

Tel.: 050/504-24750

drogenambulanz@i-med.ac.at

Allgemeinpsychiatrische Aufnahme-station Hall

General psychiatric admission ward Hall

6060 Hall · Milser Strasse 10

Tel.: 050/504-88 11 0

hall.pb.b1-leitstelle@tirol-kliniken.at

Fachstation für Drogentherapie und ambulante Sprechstunde

Specialist clinic for drug therapy and outpatient consulting

Tel.: 050/504-88 13 0

hall.pb.b3-leitstelle@tirol-kliniken.at

Alkohol und Medikamenten-entwöhnung

Alcohol and drug withdrawal

Tel.: 050/504-88 14 01 40 (addiction hotline)

hall.pb.b4-leitstelle@tirol-kliniken.at

Drogenambulanz Wörgl

Drug clinic Wörgl

6300 Wörgl · Steinbacherstrasse 1

Tel.: 05332/70200

direktion@bkh-kufstein.at

Therapie- und Gesundheitszentrum

Mutters Station III a

Therapy and health centre Mutters, ward III a

6162 Mutters · Nockhofweg 23

Tel.: 050/504 4 90 · Fax: 05050/44 90-40

info@uki.at

ELTERN-KIND-ZENTRUM

PARENT AND CHILD CENTRE

Consultation on questions of pregnancy, everything to do with birth, baby care, education, for family problems, re-entrance into working life, development-psychological issues, in cases of personal loss, etc.

6020 Innsbruck · Amraser Strasse 5

Tel.: 0512/58 19 97-0

info@ekiz-ibk.at

www.ekiz-ibk.at

ELTERN-KIND-TREFF INNSBRUCK

PARENT AND CHILD MEETING PLACE INNSBRUCK

Offers comprehensive information about pregnancy, birth and baby. In addition, interesting courses are offered, nursing groups with corresponding specialist consultation, and the young mothers-to-be also have the opportunity to exchange experiences with like-minded people.

6020 Innsbruck · Adamgasse 4

Tel.: 0512/58 06 50

info@eltern-kind-treff.at

www.eltern-kind-treff.at

ERZIEHUNGSBERATUNGSSTELLE DES LANDES

STATE EDUCATIONAL COUNSELLING
CENTRE

See Amt der Tiroler Landesregierung –
Erziehungsberatungsstelle (Office of the
Tyrol State Government – Educational
Counselling Centre)

EVANGELISCHE DIÖZESE SALZBURG – TIROL

EVANGELICAL DIOCESE OF
SALZBURG-TYROL

Evangelische Fachstelle Ehrenamt für Flüchtlinge in Tirol (EFEF Tirol)

Evangelical Special Volunteer Unit for Refu-
gees in Tyrol (EFEF Tyrol)

Advice, support, promotion, education or
further training of volunteers working with
refugees in the Evangelical parishes of Tyrol,
as well as information and awareness of the
issue concerning flight/refugees in religious
and confirmation teaching, in youth groups,
schools and in parishes etc.

Evangelical Diocese of Salzburg – Tyrol
6020 Innsbruck · Rennweg 13
Tel.: 0699 / 8877574
j.binder@evang.at
www.sichtbar-evangelisch.at

EVITA FRAUEN- UND MÄDCHEN- BERATUNGSSTELLE

EVITA WOMEN AND GIRLS'
COUNSELLING CENTRE

- advice and support for women and girls in
difficult life situations
- workshops on violence prevention in
schools
- process support for victims of sexual and
physical violence, from the reporting to
the conclusion of the proceedings
- lectures, theme evenings and women's
groups on specific topics

6330 Kufstein · Oberer Stadtplatz 6
Tel.: 05372 / 63 6 16
evita@kufnet.at
www.evita-frauenberatung.at

FACHINSPEKTOR FÜR ISLAMISCHE RELIGION IN TIROL

SPECIALIST INSPECTOR FOR ISLAMIC
RELIGION IN TYROL

- contact person for questions and issues
that directly or indirectly affect the Islamic
religion or Islamic religious education
- assignments of teaching staff, supervision,
inspections
- responsible for all types of schools in Tyrol

Herr Samir Redzepović
6060 Hall · Zottstrasse 7
Tel.: 0664 / 144 28 99
s.redzepovic@tsn.at

FAMILIENBEREICH DES LANDES STATE FAMILY DEPARTMENT

See Amt der Tiroler Landesregierung –
Abteilung Gesellschaft und Arbeit – (Office
of the Tyrol State Government – Depart-
ment of Society and Employment)

FAMILIEN- UND SENIOREINFO TIROL FAMILIES AND SENIOR CITIZEN INFO TYROL

- consultation on offers and services for families
- information for senior citizens
- promotion of the co-operation of the generations

6020 Innsbruck · Boznerplatz 5
Tel.: 0800/800 508
info@familien-senioreninfo.at
www.familien-senioreninfo.at

FAMILIEN- UND SOZIAL- BERATUNGSZENTRUM E.V. FAMILY AND SOCIAL COUNSELLING CENTRE

Focus:

- family planning
- sexual, youth and divorce consultation
- pregnancy counselling
- marriage-psychological counselling and partner counselling

6300 Wörgl · Fritz-Atzl-Strasse 66
Tel.: 0650/3276301
Consultation: by arrangement

FINANZAMT TAX OFFICE

The main task of the tax offices is to man-
age taxes as well as to maintain and com-
municate information to the taxpayer.

Finanzamt Innsbruck

6020 Innsbruck · Innrain 32
Tel.: 050-233 233

Finanzamt Kitzbühel Lienz

6370 Kitzbühel · Im Gries 9
Tel.: 050-233 233
9900 Lienz · Dolomitenstrasse 1
Tel.: 050-233 233

Finanzamt Kufstein Schwaz

6333 Kufstein · Oskar-Pirlo-Strasse 15
Tel.: 050-233 233
6130 Schwaz · Brandlstrasse 19/1
Tel.: 050-233 233

Finanzamt Landeck Reutte

6500 Landeck · Innstrasse 11
Tel.: 050-233 233
6600 Reutte · Claudiastrasse 7
Tel.: 050-233 233

FIRST LOVE AMBULANZ FIRST LOVE OUTPATIENT CLINIC

The First Love outpatient clinic is a drop-in
centre for teenagers between 12 and 19
years. Counselling offer by a female doctor
and a nurse for all questions concerning
the topics of love, relationships, sexuality,
contraception and pregnancy.

Note: anonymous, free of charge and
unbureaucratic.

Univ. Hospital for gynaecology, clinical department for gynaecological endo- crinology and reproduction medicine

6020 Innsbruck · Anichst. 35 (ENT-building)
Tel.: 050/504-23068
frauenheilkunde@uklibk.ac.at
www.kinderwunsch-zentrum.at

FLUCHTpunkt

FLUCHTpunkt advises refugees who do not feel sufficiently cared for, advised or supported. The consultation is free and anonymous.

6020 Innsbruck · Jahnstrasse 17
Tel.: 0512/58 14 88
info@fluchtpunkt.org
www.fluchtpunkt.org

Opening times:

Mon 10am–2pm, Tue 2pm–6pm
and Thu 10am–2pm

FRAUENBEREICH DES LANDES STATE WOMEN'S DIVISION

See Amt der Tiroler Landesregierung –
Abteilung Gesellschaft und Arbeit (Office of
Tyrol State Government – Department of
Society and Employment)

FRAUEN AUS ALLEN LÄNDERN WOMEN FROM ALL COUNTRIES

- educational opportunities with childcare
- consultation on women's and migrant-specific issues in individual or group consultation and in different languages with interpreters

6020 Innsbruck · Tschamlerstrasse 4
Tel.: 0512/56 47 78
info@frauenausallenlaendern.org
www.frauenausallenlaendern.org

FRAUEN GEGEN VERGEWALTIGUNG WOMEN AGAINST RAPE

- psychosocial counselling for women and girls from the age of 16 years affected by sexual violence and their relatives
- lawsuit support, self-help groups, assertiveness workshops
- organisation of self-defence courses

Note: Consultation is free and anonymous; translations are possible, personal consultation by appointment.

6020 Innsbruck · Sonnenburgstrasse 5
Tel.: 0512/57 44 16
office@frauen-gegen-vergewaltigung.at
or
beratung@frauen-gegen-vergewaltigung.at
www.frauen-gegen-vergewaltigung.at

FRAUEN HELFEN FRAUEN WOMEN HELPING WOMEN

- free information, consultation as well as assistance for women and girls
- women's shelter, transition dwellings, outpatient family assistance

6020 Innsbruck · Museumstrasse 10
Tel.: 0512/58 09 77
info@fhf-tirol.at
www.fhf-tirol.at

FRAUENHELPLINE GEGEN GEWALT WOMEN'S HELPLINE AGAINST VIOLENCE

The Women's Helpline is the first point of contact for all questions concerning violence against women (violence in the family, in marriage or partnership, stalking, forced marriage, rape, sexual abuse, sexual harassment in the workplace etc). It is a professional, target-group-oriented institution which offers counselling and information around the clock and nationwide.

Tel.: 0800/222 555
frauenhelpline@aof.at
www.frauenhelpline.at

FRAUZENTRUM OSTTIROL WOMEN'S CENTRE EAST TYROL

Information, consultation and support with partnership conflicts, separation/divorce, economic and social problems, life crises, violence as well as vocational life and career planning (career guidance, training, re-entrance to work, compatibility of family and occupation).

9900 Lienz · Schweizergasse 26
Tel.: 04852/67 1 93
info@frauenzentrum-osttirol.at
www.frauenzentrum-osttirol.at

FREUNDKREISE FRIENDSHIP CIRCLE

In Tyrol, there are many people engaged on a voluntary basis to ensure people get along together, integration WITH migrants and that locals and new arrivals get together. The following districts currently have active friendship circles: Imst, Innsbruck, Innsbruck Land, Kitzbühel, Kufstein, Landeck, Lienz, Schwaz and Telfs. The current list of active friendship circles in Tyrol is available on the website of the Department of Society and Employment of the state of Tyrol at: www.tirol.gv.at/gesellschaft-soziales/integration/integration-von-fluechtlingen-in-tirol/begegnung-und-zusammenleben/

GEWALTSCHUTZZENTRUM TIROL VIOLENCE PROTECTION CENTRE TYROL

Intervention in cases of violence in the private sphere and consultation and support of people threatened within domestic violence.

6020 Innsbruck · Maria-Theresien-Str. 42a
Tel.: 0512/571313
office@gewaltschutzzentrum-tirol.at
www.gewaltschutzzentrum-tirol.at

GLEICHBEHANDLUNGS- ANWALTSCHAFT OFFICE FOR EQUAL TREATMENT

- consultation, support and information for victims of discrimination
- documentation, lectures, workshops and information events for multipliers

Telephone inquiries from the whole of Austria free of charge: 0800/206 119
6020 Innsbruck · Leipziger Platz 2
Tel.: 0512/343 032
ibk.gaw@bka.gv.at

HEILPÄDAGOGISCHE FAMILIEN REMEDIAL EDUCATION FOR FAMILIES

- counselling on family issues (once weekly also in Turkish language)
- support for families with disabled children (also foreign language possible)
- support and assistance for families with disabled children at government offices
- remedial educational rehabilitation

Brixlegg

6230 Brixlegg · Marktstrasse 29
Tel.: 05337/64 4 66
brixlegg@hpfamilien.at

Innsbruck

6020 Innsbruck · Mentlgasse 12 a
Tel.: 0512/58 00 04
info@hpfamilien.at

Landeck

6500 Landeck · Schrofensteinstrasse 2 a
Tel.: 05442/64 7 61
landeck@hpfamilien.at

Lienz

9900 Lienz · Amlacherstrasse 12
Tel.: 04852/67 813
lienz@hpfamilien.at

Kitzbühel

6380 St. Johann · Salzburgerstrasse 23 a
Tel.: 05352/610 31
st.johann@hpfamilien.at

Reutte

Heilpädagogische Familien gGmbH
6600 Reutte · Untermarkt 11
Tel.: 05672/21017 or 0650/9403234
reutte@hpfamilien.at

HEIMANWALTSCHAFT CARE HOME ADVOCACY SYSTEM

See Office of the Tyrol State Government – home advocacy system

HOSI TYROL

Point of contact and communication centre for homosexual and bisexual people as well as for their relatives, partners, friends, acquaintances and interested parties.

6020 Innsbruck · Kapuzinergasse 43
Tel.: 0512/58 75 86
office@hositirol.at · www.hositirol.at

HOTLINE GEGEN DISKRIMINIERUNG UND INTOLERANZ HOTLINE AGAINST DISCRIMINATION AND INTOLERANCE

For victims of discrimination on grounds of ethnic origin, cultural origin or religion.

Tel.: 050/11 50-4242
www.bmeia.gv.at/integration/hotline-gegen-diskriminierung

Opening times: Mon–Fri, 8am–5pm

HPE – HILFE FÜR ANGEHÖRIGE PSYCHISCH KRANKER HPE – HELP FOR RELATIVES OF PEOPLE WITH A MENTAL ILLNESS

Counselling sessions, group meetings, lectures.

6020 Innsbruck · Karl-Schönherr-Strasse 3
Mobile: 0699/17 23 80 60
hpe-tirol@hpe.at · www.hpe.at

INFOECK – JUGENDINFO TIROL INFO CORNER – YOUTH INFO FOR TYROL

See Amt der Tiroler Landesregierung Info-Eck – Jugendinfo Tirol (Office of Tyrol State Government Info Corner – Youth info for Tyrol)

INITIATIVE MINDERHEITEN MINORITIES INITIATIVE

- mouthpiece for minorities
- cultural events (music, literature,...)
- integrative meetings

6020 Innsbruck · Zollerstrasse 7
Tel.: 0512 / 58 67 83
im.tirol@minorities.at
www.initiative.minderheiten.at

INLINGUA SPRACHSCHULE INLINGUA LANGUAGE SCHOOL

- company training
- language courses
- language tours
- translations & interpretation

6020 Innsbruck · Südtirolerplatz 6
Tel.: 0512 / 56 20 31
info@inlingua.com · www.inlingua-tirol.at

INNOVIA

- Education and careers advice (impartial advice and information about careers and training; identifying strengths, talents and interests; establishing training completed and experiences; help in having certificates recognised; joint development of a training plan; information about financing options)
- Youth Coaching (advice; guidance; support)
- Cuda Welcome Club Computer und Lernen (Cuda Welcome Club Computer and Learning) (leaning via laptop; practise your German; write applications)

6020 Innsbruck · Rennweg 7
Tel.: 0676 843 843 30
office@innovia.at · www.innovia.at

INNSBRUCKER SOZIALE DIENSTE (ISD) INNSBRUCK SOCIAL SERVICES (ISD)

- senior citizens' residential homes and nursing homes (permanent, short-term and daily care)
- mobile nursing care at home, home assistance, therapy food provision
- care of children

Sozialservice

Social service

- assistance to the homeless
- social centres in the individual districts (information & counselling services)

6020 Innsbruck · Innrain 24
Tel.: 0512 / 53 31 80
info@isd.or.at
www.isd.or.at

Ambulante Suchtpräventionsstelle (ASp)

Outpatient Addiction Prevention Service

The team offers various therapy possibilities and supports during and after an inpatient stay. In addition, it advises and informs parents, children and young people as well as relatives of addicts. Free consultation on drugs, alcohol, eating disorders, gambling and Internet addiction.

6020 Innsbruck · Liebeneggstrasse 2
Tel.: 0512 / 5331-7440
asp@isd.or.at
www.isd.or.at/index.hp/suchtpraevention

INTEGRATIONSBEREICH DES LANDES

STATE INTEGRATION DIVISION

See Amt der Tiroler Landesregierung – Abteilung Gesellschaft und Arbeit – Bereich Integration (See Office of the Tyrol State Government – Department of society and Employment – Integration Division)

INTEGRATIONSBÜRO INTEGRATION OFFICE

Information and meeting point with cultural activities and a hub for societies

6020 Innsbruck · Universitätsstrasse 30
Tel.: 0512/29 71 21
info@integrationsbuero.at
www.integrationsbuero.at

INTEGRATIONSKOORDINATORINNEN UND BEZIRKSKOORDINATORINNEN INTEGRATION COORDINATIONS AND DISTRICT COORDINATORS

Integrationskoordination auf Bezirks- ebene

Integration coordination at district level

The particular district coordinators within your local authority's main district team can also help with a number of issues.

www.tirol.gv.at/gesellschaft-soziales/integration/integration-von-fluechtlingen-in-tirol/bereichsuebergreifende-angebote

Integrationskoordination auf kommunaler Ebene

Integration coordination at the municipal level

You can talk to the municipal integration coordinators about your integration concerns at the municipal level in various areas. Integration coordinators are currently represented in the municipalities of Hall in Tirol, Imst, Innsbruck, Kufstein, Telfs, Reutte, Schwaz and Jenbach. Contact details for the relevant coordinator can be found on the state of Tyrol website at www.tirol.gv.at/integration-regional-kommunal

INTERNATIONALES SPRACHEN- ZENTRUM (ISI) INTERNATIONAL LANGUAGE CENTRE (ISI)

Structured foreign language offer and German courses at university level.

6020 Innsbruck · Innrain 52f,
Bruno-Sander-Haus, 1st floor
(Room no. 60118)
Tel.: 0512/507-36 4 01 or -46 84
isi@uibk.ac.at
www.uibk.ac.at/isi

INTERPRAID: DOLMETSCHPLATTFORM interprAID: INTERPRETERS' PLATFORM

Arrange local interpreters, both face-to-face and via video call. Share local pools to create a pool of highly-differentiated virtual interpreters who are always available.

6020 Innsbruck · Andreas Hofer Str. 37
Tel.: 0660/712-3757
info@interpraid.org
www.interpraid.org

List of lay interpreters in Tyrol

www.tirol.gv.at/gesellschaft-soziales/integration/themen/

ITWORKS: JOB SERVICE TYROL

- For individuals granted asylum or subsidiary protection
- Case Management for professional support when looking for work in the labour market
- Preparation of application documents
- Building contact with companies and other advisory agencies
- Placement on a German course and/or arrangement of a skills check

6020 Innsbruck · Dr. Franz-Werner-Str. 30
Tel.: 0512/204744
jobservice.tirol@itworks.co.at
www.itworks.co.at

JUGENDBEREICH DES LANDES STATE YOUTH DIVISION

See Amt der Tiroler Landesregierung –
Abteilung Gesellschaft und Arbeit (Office of
the Tyrol State Government – Department
of Society and Employment)

JUGENDEINRICHTUNGEN YOUTH ORGANISATIONS

For addresses and information on youth
centres and youth clubs see

- POJAT – voluntary youth work platform
Tyrol (POJAT – Plattform offene Jugendar-
beit Tirol) and
- Office of the Tyrol State Government –
Department of Society and Employment
(Amt der Tiroler Landesregierung -
Abteilung Gesellschaft und Arbeit)

JUGENDROTKREUZ YOUTH RED CROSS

The Youth Red Cross is the youth organisa-
tion of the Red Cross.
Learning assistance for children of non-
German native language – Tyrol-wide in
over 30 schools (for more exact information
please refer to the responsible school)

6020 Innsbruck · Rennweg 1 (Hofburg)
Tel.: 0512/58 24 67
office@jrktirol.at
www.jugendrotkreuz.at

KINDER- UND JUGEND- ANWALTSCHAFT TIROL CHILD AND YOUTH ADVOCACY TYROL

- consultation, support, assistance, media-
tion for children and young people with
diverse problems
- confidential, anonymous and free of
charge

6020 Innsbruck · Meraner Str. 5, 4th floor
Tel.: 0512/508-3792
kija@tirol.gv.at
www.kija.at/tirol

KINDER- UND JUGENDHILFE CHILD AND YOUTH WELFARE

See Amt der Tiroler Landesregierung –
Kinder- und Jugendhilfe (Office of the
Tyrol State Government – Child and Youth
Welfare)

KINDERSCHUTZ TIROL CHILD PROTECTION TYROL

Drop-in centre in cases of sexual, physical and psychological violence as well as neglect of children and young people (information, advice and support).

Child protection Imst

6064 Imst · MedZentrum,
Stadtplatz 8, ground floor
Tel.: 05412 / 63 4 05
imst@kinderschutz-tirol.at

Child protection centre Lienz

9900 Lienz · Amlacherstrasse 2
(Dolomitencenter)
Tel.: 0482 / 71 4 40
lienz@kinderschutz-tirol.at

Child protection centre Innsbruck

6020 Innsbruck · Museumstr. 11, 2nd floor
Tel.: 0512 / 58 37 57
innsbruck@kinderschutz-tirol.at

Child protection Wörgl

6300 Wörgl · Bahnhofstrasse 53
Tel.: 05332 / 72 1 48
woergl@kinderschutz-tirol.at

Child protection Reutte Innovation centre

6600 Pflach bei Reutte · Kohlplatz 7
Tel.: 05672 / 64510

KIT – KONTAKTE – INFORMATION – THERAPIE

KIT – CONTACTS – INFORMATION – THERAPY

- contact point for drug-endangered and drug-addicted young people and their relatives
- contact meetings, counselling
- prevention, prophylaxis
- aftercare of former clients

6020 Innsbruck · Mentlgasse 12
Tel.: 0512 / 58 27 27

Consulting times: Mon 10am–12pm,
Wed 11am–1pm and subject to appointment by telephone on 05242 / 64 5 62 or 05272 / 66 47

KIZ – KRISENINTERVENTIONS-ZENTRUM

KIZ – CRISIS INTERVENTION CENTRE

Help for children and young people in need.

- personal, telephone and email counselling (also anonymously) for girls and boys and their families in crisis situations – meetings also possible with interpreting
- emergency night shelter, refuge and protection from violence for children and young people between 12 and 18 years of age

6020 Innsbruck · Pradler Strasse 75 (entry to inner courtcard)
Tel.: 0512 / 58 00 59

info@kiz-tirol.at
www.kiz-tirol.at

Accessibility: 24 hours a day, 7 days a week, 365 days a year

KOMFÜDRO

See Caritas Komfüdro

KOMM!UNITY

Association for the promotion of youth, integration and community work

6300 Wörgl · Christian-Plattner-Strasse 8
Tel.: 0664/88 745 205
office@kommunity.me
www.kommunity.me

KONTAKT + CO

- addiction prevention programmes for the working sphere, school, family and young persons
- educational events and workshops on addiction prevention
- specialised library and digital press archives

6020 Innsbruck · Bürgerstrasse 18
Tel.: 0512/58 57 30
office@kontaktco.at
www.kontaktco.at

KRANKENHÄUSER HOSPITALS

Landeskrankenhaus Hall in Tirol Hall in Tirol state hospital

6060 Hall in Tirol · Milser Strasse 10
Tel.: 050/504-34 0 00

Bezirkskrankenhaus Kufstein District hospital Kufstein

6330 Kufstein · Endach 27
Tel.: 05372/69 66-0

Bezirkskrankenhaus Lienz

District hospital Lienz

9900 Lienz · Emanuel-von-Hibler-Str. 5
Tel.: 04852/606-0

Bezirkskrankenhaus Schwaz

District hospital Schwaz

Schwaz district hospital can provide an interpreter if necessary.

6130 Schwaz · Swarovskistrasse 1-3
Tel.: 05242/600-0
info@kh-schwaz.at
www.kh-schwaz.at

Bezirkskrankenhaus Reutte

District hospital Reutte

6600 Ehenbichl · Krankenhausstrasse 39
Tel.: 05672/601-0
info@bkh-reutte.at
www.bkh-reutte.at

Bezirkskrankenhaus St. Johann

District hospital St. Johann

6380 St. Johann · Bahnhofstrasse 14
Tel.: 05352/606-0
info@khsj.at
www.khsj.at

Gesundheitszentrum Kitzbühel

Kitzbühel health centre

6370 Kitzbühel · Hornweg 28
Tel.: 05356/601-0
www.gz-kitz.at

Krankenhaus St. Vinzenz Zams

St. Vinzenz Zams hospital

6511 Zams · Sanatoriumstrasse 43
Tel.: 05442/600
office@krankenhaus-zams.at
www.kh-zams.at

Landeskrankenhaus Hochzirl Hochzirl state hospital

Specialist hospital for internal medicine and neurological rehabilitation following acute illness

6170 Zirl · Anna-Dengel-Haus
Tel.: 050/504-41000
hn.kdion@tirol-kliniken.at

Landeskrankenhaus Innsbruck Innsbruck state hospital

Innsbruck state hospital can provide an interpreter if necessary.

6020 Innsbruck · Anichstrasse 35
Tel.: 050/504-0
www.tirol-kliniken.at

Migrant consultation hours at the women's clinic

University hospital for women's health
Tel.: 05/05 04-23 0 60

Tue 1pm–3pm, in the outpatient department of the university clinic for obstetrics, Frauen-Kopf-Klinik, 2nd floor
Tel.: 050/504-23060
frauenklinik.ambulanz@uki.at

Appointment times:

Mon–Fri 8am–12pm
Tel.: 050/504-23060 (only with appointment by telephone)

Landeskrankenhaus Natters Natters state hospital

6161 Natters · In der Stille 20
Tel.: 050/504-48000
hn.dion-sek@tirol-kliniken.at
www.tirol-kliniken.at

MANNSBILDER

Counselling for men and young males on various issues: relationship problems, violence, education, visiting rights, alimony, joint custody, matrimonial law and alimony and child support, sexuality, coming out, contact problems and difficulties at work or at school.

Innsbruck

6020 Innsbruck · Anichstrasse 11
Tel.: 0512/57 66 44
beratung@mannsbilder.at
www.mannsbilder.at

Landeck

6500 Landeck · Schulhausplatz 7, Alter Widum
Tel.: 0650/79 01 479
beratung.landeck@mannsbilder.at

Lienz

9900 Lienz · Amlacherstrasse 2/3/2
Tel.: 0650/6036836
beratung.lienz@mannsbilder.at

Wörgl

6300 Wörgl · Bahnhofstrasse 53/4
Tel.: 0650/57 66 444
beratung.woergl@mannsbilder.at

MIETERVEREINIGUNG ÖSTERREICH – LANDESSTELLE TIROL

TENANT ASSOCIATION AUSTRIA – TYROL REGIONAL OFFICE

- consulting on all issues concerning accommodation
- representation of tenants in the non-contentious procedure (arbitration board and district court)
- regular sending of tenant newspaper

Note: Turkish interpreting every 1st Tuesday of the month

6020 Innsbruck · Adamgasse 9
Tel.: 0512/58 24 31
tirol@mietervereinigung.at
mietervereinigung.at/742/
Mietervereinigung-Tirol

MIETERSCHUTZVERBAND – LANDESVERBAND TIROL

TENANTS PROTECTION ASSOCIATION – TYROL REGIONAL ASSOCIATION

- consultation on right of residence, renting and property contracts
- examination of utility and heating costs and maintenance contribution statements
- support with termination and eviction processes
- right of residence disputes
- housing subsidy consultation (housing assistance consultation)

6020 Innsbruck · Müllerstrasse 27 / 1st floor
Tel.: 0512/57 40 35
office@msv-tirol.at
www.mieterschutzverband.at

NETZWERK ESSSTÖRUNGEN: ANOREXIE – BULIMIE – ADIPOSITAS

EATING DISORDERS NETWORK: ANOREXIA – BULIMIA – OBESITY

- first information for young people and adults with eating disorders
- consultation and assistance in the search for possibilities of treatment
- setting up a guided self-help group
- annual "eating disorders" conferences, accessible for those affected, their relatives and experts

6020 Innsbruck · Templstrasse 22
Tel.: 0512/57 60 26
info@netzwerk-essstoerungen.at and
beratung@netzwerk-essstoerungen.at
www.netzwerk-essstoerungen.at

NEUSTART TYROL

Rehabilitation assistance for ex-offenders, support for victims and prevention.

Branches

NEUSTART Imst

6460 Imst · Ingenieur-Baller-Strasse 1
Tel.: 0512/58 04 04

NEUSTART Lienz

9900 Lienz · Amlacher Str. 2/3 / 2nd floor
Tel.: 0512/58 04 04

NEUSTART Wörgl

6300 Wörgl · Kanzler-Biener-Strasse 16
Tel.: 05332/72 60 1

ÖSTERREICHISCHE GESUNDHEITS- KASSE (ÖGK)

AUSTRIAN HEALTH INSURANCE FUND
(ÖGK)

- precaution and protection in case of sickness
- sick pay, sick leave
- maternity, weekly money
- guidelines for the release from the prescription fee
- support fund

6020 Innsbruck, Klara-Pölt-Weg 2
Tel.: 05/91 60-0
office-t@oegk.at
www.gesundheitskasse.at

ÖSTERREICHISCHE HOCHSCHÜLER- SCHAFT (ÖH) – REFERAT FÜR AUSLÄNDISCHE STUDIERENDE AUSTRIAN STUDENT UNION (ÖH) – DEPARTMENT FOR FOREIGN STUDENTS

Especially for foreign students. Information, advice and help with everything concerning studying in Innsbruck.

The ÖH Ausländerreferat (ÖH Department for foreign students) has created a brochure which addresses the initial feeling of 'strangeness' in Innsbruck and makes university life easier.

ÖH-Center Innsbruck · 6020 Innsbruck
Josef-Hirn-Strasse 7/II
Tel.: 0512/507-35 560
auslaenderreferat@oeh.cc
www.oeh.ac.at/ar

ÖSTERREICHISCHER ALPENVEREIN (ÖAV)

AUSTRIAN ALPINE ASSOCIATION (ÖAV)

The Alpine club handles integration under the motto 'Getting out together'. People from a different cultural are warmly invited will to join an excursion. While hiking and climbing, participants will experience Austrian hospitality and make new friendships.
www.alpenverein.at/miteinander

ÖGB – ÖSTERREICHISCHER GEWERKSCHAFTSBUND

ÖGB – AUSTRIAN TRADE UNION
FEDERATION

- free legal advice and legal protection for the relevant trade unions
- courses and seminars for further education
- solidarity insurance (professional liability for Union members)
- unemployment support
- discounted tickets for cultural and sports events
- free and anonymous counselling for victims of bullying Mon & Tue 5pm–6pm

ÖGB Landesorganisation Tirol
6010 Innsbruck · Südtiroler Platz 14–16
Tel.: 0512/59 7 77
tirol@oegb.or.at
www.oegb.at/tirol

Note: mother-tongue consultation hours in Bosnian, Croatian, Serbian, Turkish, Spanish, English by appointment

ÖSTERREICHISCHER INTEGRATIONSFONDS (ÖIF) AUSTRIAN INTEGRATION FUND (ÖIF)

The Austrian Integration Fund is a fund of the Republic of Austria and a partner of the Federal Ministry for Europe, Integration and Foreign Affairs. The ÖIF offers among other things:

- Orientation support to determine individual integration requirements for individuals granted asylum and subsidiary protection
- support of immigrants with their process of integration in Austria
- "Welcome Desks" with consultation in the areas of language, education and jobs
- promotion of linguistic integration measures (under certain conditions)
- on-line language portal with free on-line exercises, learning materials for independent German learning (www.integrationsfonds.at/themen/sprache/sprachportal)
- integration centre for Tyrol
- Integration projects and workshops on everyday matters

Innsbruck

6020 Innsbruck · Lieberstrasse 3
Tel.: 0512/561771-11

tirol@integrationsfonds.at
www.integrationsfonds.at/tirol/

Appointment by telephone
on 0512/56 17 71

Vienna

1030 Wien · Landstrasser Hauptstr. 26
Tel.: 01/71 51 051

wien@integrationsfonds.at
www.integrationsfonds.at

ÖSTERREICHISCHE UNIVERSITÄTEN- KONFERENZ (UNIKO): MORE – FLÜCHTLINGSINITIATIVE DER UNIVERSITÄTEN

UNIVERSITIES AUSTRIA (UNIKO):
UNIVERSITIES' MORE INITIATIVE FOR
REFUGEES

The platform brings together scientists and artists forced to flee their country with members of Austrian universities.

6020 Innsbruck · Innrain 52
Tel.: 0512/507-0
www.more-uni.at

PLATTFORM ASYL – FÜR MENSCHENRECHTE PLATTFORM ASYL – FOR HUMAN RIGHTS

Public events; series of talks on topic such as fleeing, asylum, migration, racism, far-right populism; informations and educational work/campaigns, educational videos about encountering common prejudices online, workshops; open meetings rooms.

6020 Innsbruck · Jahnstrasse 20
Tel.: 0664/88588931
info@plattform-asyl.eu
www.plattform-rechtsberatung.at

Patenschaftsprojekt "ertebat"

Patron Project 'ertebat'

The project centres around forming friendships and networks between patrons and unaccompanied refugee minors.

6020 Innsbruck · Bürgerstrasse 21 / 1st floor
Tel.: 0681/10750557
j.binder@plattform-asyl.eu
www.plattform-rechtsberatung.at

POJAT – PLATTFORM OFFENE JUGENDARBEIT TIROL

PLATFORM FOR OPEN YOUTH WORK TYROL

As well as youth associations and organisations, there are also numerous offers for open youth work in the whole of Tyrol (such as youth centres, youth clubs or mobile youth work). The Platform for Open Youth Work in Tyrol and municipalities offers information on facilities for open youth work.

6020 Innsbruck · Kirschentalgasse 10
Tel.: 0660 / 2633617
office@pojat.at
www.pojat.at

PRO MENTE TIROL

- therapeutic shared living
- occupational initiatives
- Domplatz meeting point – leisure and contact club (Domplatz 2, 6020 Innsbruck)

Note: There are also offers of Pro Mente Tirol in the different districts

6020 Innsbruck · Karl-Schönherr-Str. 3
Tel.: 0512 / 58 51 29
direktion@promente-tirol.at
www.promente-tirol.at

PSYCHOSOZIALER PFLEGEDIENST (PSP)

PSYCHOSOCIAL NURSING SERVICE

- support for psychologically ill persons
- assisted shared living and residential homes
- employment initiatives, work training

6020 Innsbruck · Anichstrasse 4
Tel.: 0512 / 57 27 50-0
kontakt.innsbruck@psptirol.org
www.psptirol.org
Note: Branch offices in the districts

PVA – LANDESSTELLE TIROL

PVA – TYROL STATE OFFICE

Application and information about the requirements for care allowance

6020 Innsbruck · Ing.-Etzel-Strasse 13
Tel.: 05 03 03
pva-lst@pensionsversicherung.at
www.pensionsversicherung.at

RAINBOWS – TYROL

Support for children and young people who are affected by separation or divorce of parents or by the death of family and friends.

6020 Innsbruck · Amthorstrasse 49
Tel.: 0512 / 57 99 30
tirol@rainbows.at
www.rainbows.at

REFUGEE MIDWIFERY SERVICE AUSTRIA

Midwifery service for female refugees in Austria

RMSA comprises a team of midwives who, with the help of interpreters, offer consultations and midwife-led check-ups for pregnant women with a refugee background at the TREWI (Michael-Gaismair-Str. 7). Its other aims are preparation for the birth in the delivery room and the period after giving birth. There are also regular 'Mummy Chats' to facilitate exchange.

6020 Innsbruck
TREWI Michael-Gaismair-Strasse 7
tirol@RMSA.help
www.RMSA.help

RETTET DAS KIND SAVE THE CHILD

Surrogate grandparents who look after the children.

6020 Innsbruck · Krippengasse 4
Tel.: 0512 / 20 24 13
office@rettet-das-kind-tirol.at
www.rettet-das-kind-tirol.at

ROTES KREUZ – LANDESVERBAND TIROL

RED CROSS – REGIONAL ORGANISATION TYROL

Culture-specific advanced training for employees and volunteers in health care professions.

The brochure "**red cross health information**" (**Rotkreuz-Gesundheitsinfos**) are also available in Turkish and Serbian language. This brochure is available as a download at www.rotekreuz.at/nocache/tirol/berichten/publikationen/broschueren

6063 Rum · Steinbockallee 13
Tel.: 057 / 144
info@rotekreuz-tirol.at
www.rotekreuz-tirol.at

Project 'PROTECT'

The guiding principles of the host society are communicated and information is provided regarding refugees' rights and duties (equal rights, social norms, residency status, access to the labour market, accommodation, etc.).

6063 Rum
Steinbockallee 13 (ÖRK LV Tyrol)
www.rotekreuz.at/tirol/migration-suchdienst/projekt-protect-plus/

Projekt "wegepunkt" – Familientreffen

"Wegepunkt" family meetings project

Intensive socio-pedagogical support at the Start in Austria. Facilitation in finding accommodation for recognised refugee families and additional support in everyday life. Cooperation with the project Familien-Treffen: a volunteer buddy will spend leisure time with the family and improve their German language skills.

6063 Rum · Steinbockallee 13
(ÖRK LV Tyrol)
www.rotekreuz.at/tirol/migration-suchdienst/projekt-wegepunkt-fuer-anerkannte-fluechtlingsfamilien

ProjectXchange

projektXchange ambassadors seek to facilitate new access for children and young people to intercultural understanding and a broader view of the world.

6063 Rum
Steinbockallee 13 (ÖRK LV Tyrol)
www.projektxchange.at

SHAKAN – Junges Wohnen

Youth Accommodation

Acquisition, rental and sub-letting of accommodation with simultaneous social teaching support for unaccompanied young refugees until they become independent.

6063 Rum
Steinbockallee 13 (ÖRK LV Tyrol)
www.rotekreuz.at/tirol/migration-suchdienst/shakan-junges-wohnen

Search Service

The work of the Search Service ranges from looking for missing family members worldwide and communicating Red Cross messages about reuniting separated families to supporting these families through their integration in Austria.

6063 Rum
Steinbockallee 13 (ÖRK LV Tyrol)
www.rotekreuz.at/tirol/migration-suchdienst/suchdienst/
www.rotekreuz.at/tirol/migration-suchdienst/suche-nach-vermissten

yovlita

Fixed and transitional residential groups for refugee minors: care and support towards independence during an ongoing or completed asylum process.

Netzwerk St. Josef Mils
6086 Mils · Vinzenzweg 2
yovlita@rotekreuz-tirol.at
www.rotekreuz.at/tirol/migration-suchdienst/yovlita-perspektiven-fuer-unbegleitete-minderjaehrige-fluechtlinge

SCHIEDSSTELLE FÜR ARZT-HAFTPFLICHTFRAGEN FÜR TIROL BOARD OF ARBITRATION FOR MEDICAL LIABILITY ISSUES FOR TYROL

For complaints on treatment by a doctor or other employees in the public health system. The procedure is free of charge, only lawyers' costs are to be paid separately. The members of the board of arbitration include a judge as chairperson, lawyers, doctors and representatives of the hospital operators.

6020 Innsbruck · Anichstrasse 7
Tel.: 0512 / 52 0 58-160
schiedsstelle@aektirol.at
www.aektirol.at

SCHULDENBERATUNG

DEBT COUNSELLING

- strategies for debt repayment
- negotiation with creditors
- legal representation in private bankruptcy

Note: There are Turkish and Croatian info sheets available on the essential topics of debt rehabilitation.

6020 Innsbruck · Wilhelm-Greil-Str. 23/5

Tel.: 0512/57 76 49

office@sbtiroel.at

www.sbtiroel.at

Regional office Imst

6460 Imst, Christian-Plattner-Strasse 6

Tel.: 05412/63 8 30

imst@sbtiroel.at

Regional office Wörgl

6300 Wörgl · Bahnhofstrasse 37

Tel.: 05332/75 5 04

woergl@sbtiroel.at

SCHULPSYCHOLOGIE

EDUCATIONAL PSYCHOLOGY

See Bildungsdirektion für Tirol (Board of Education Tyrol)

SOS KINDERDORF

SOS CHILDREN'S VILLAGE

BIWAK

Protection, advice, integration and a home for 15 unaccompanied refugee minors. Additional services: BIWAK BEWO (sheltered housing) and 'Wings' employment project

6060 Hall in Tyrol · Bruckergasse 15

Tel.: 05223/57016

biwak@sos-kinderdorf.at

www.sos-kinderdorf.at

SOS-Kinder.Welt

Afternoon service with trained teachers for children aged 0 to 15. In parallel with this, exchange for parents/family over coffee and biscuits, or German course (GemNova).

6020 Innsbruck · Tschamlerstrasse 10

Tel.: 0676/88144359

kinder.welt@sos-kinderdorf.at

www.sos-kinderdorf.at/soskinderwelt

SOZIALABTEILUNG DES LANDES

STATE SOCIAL DEPARTMENT

See Amt der Tiroler Landesregierung – Abteilung Soziales (Office of the Tyrol State Government – Social Department)

SOZIALMINISTERIUMSERVICE – LANDESSTELLE TIROL

MINISTRY FOR SOCIAL AFFAIRS – TYROL STATE OFFICE

The Federal Office for Social and Disability Affairs promotes and co-ordinates a broad range of offers which enable people with disabilities to lead an equal life without barriers. There is also support for a set of measures which improve the mobility of disabled people and improve the barrier-free accessibility of companies and institutions.

6020 Innsbruck · Herzog-Friedrich-Str. 3

Tel.: 0512/56 31 01

post.tirol@sozialministeriumservice.at

www.sozialministeriumservice.at

SOZIALSPRENGEL HALL SOCIAL DIOCESE HALL

6060 Hall · Zollstrasse 8
Tel.: 05223/45604
sozialsprengel-hall@cnh.at
www.sozialsprengel-hall.at

SOZIAL- UND GESUNDHEITS- SPRENGEL SOCIAL AND HEALTH DIOCESE

In Tyrol, nearly all municipalities which provide different support services within the health and social fields belong to a social diocese. You can find further information at www.tirol.gv.at/gesellschaft-soziales/soziales/mobile-dienste

Note: Inquire in your social diocese about which services are offered. You can get the address of your responsible social diocese from your municipal office.

SOZIALVERSICHERUNG DER SELB- STÄNDIGEN (SVS) SOCIAL INSURANCE INSTITUTION FOR THE COMMERCIAL SECTOR (SVS)

The Social Insurance Institution for the commercial sector is responsible for the health and pension insurance of tradesmen and freelancers.

Landesstelle Tirol
6020 Innsbruck · Klara-Pölt-Weg 1
Tel.: 050/808-808
vs@svs.at
svs.at

SPRACHINSEL – FORUM FÜR INTERKULTURELLES LERNEN LANGUAGE ISLAND – FORUM FOR INTERCULTURAL LEARNING

- homework support and learning assistance, in particular for school-age children with non-German mother-tongue
- German early learning for kindergarten and preschool children
- German preparation courses for school-age children and also courses for lateral entrants
- literacy courses and courses for mothers

Sprachinsel I & Office

6020 Innsbruck · Südtiroler Platz 6
Tel.: 0512/58 35 30
sprachinsel@aon.at
www.sprachinsel.at

Branch office Innsbruck West for primary school pupils and students of the NMS

6020 Innsbruck · Fürstenweg 114

Dreiheiligenstrasse branch for sec- ondary school pupils or new middle school pupils

6020 Innsbruck · Dreiheiligenstrasse 9

Schwaz branch – German support classes for primary school pupils

6130 Schwaz · Franz-Josef-Strasse 26
Volksschule Hans Sachs

6130 Schwaz · Johannes Messner-Weg 8
Volksschule Johannes Messner

STAATSBÜRGERSCHAFTS- ABTEILUNG DES LANDES STATE CITIZENSHIP DEPARTMENT

See Amt der Tiroler Landesregierung –
Abteilung Staatsbürgerschaft (Office of
the Tyrol State Government – citizenship
department)

STADTMAGISTRAT INNSBRUCK INNSBRUCK MUNICIPAL COUNCIL

6010 Innsbruck · Maria-Theresien-Str. 18
Tel.: 0512/5360
post.buergerservice@innsbruck.gv.at
www.innsbruck.at

Aufenthaltsangelegenheiten **Residence affairs**

Tel.: 0512/5360-1028, 1030, 1032, 1034
post.aufenthaltsangelegenheiten@innsbruck.gv.at

Frauen, Familien, SeniorInnen **Women, families, senior citizens**

Tel.: 0512/5360-4202
frauen.generationen@innsbruck.gv.at

Integrationsstelle **Integration office**

Tel.: 0512/5360-4105
post.stadtplanung@innsbruck.gv.at

Melde- und Einwohnerwesen **Registration and residents' adminis- tration**

Tel.: 0512/5360-1218
post.meldewesen@innsbruck.gv.at

STIFTUNG MARIENHEIM MARIENHEIM FOUNDATION

Learning assistance for kindergarten chil-
dren and school pupils with non-German
mother-tongue (TUTO Lernhilfe and TUTO
Sprachschatz) (TUTO learning assistance
and TUTO vocabulary) and German courses
for migrants.

6020 Innsbruck, Peter-Mayr-Strasse 1 b
Tel.: 0512/52 0 30
office@marienheim.at
www.marienheim.at

TIROLER BILDUNGSFORUM TYROL EDUCATION FORUM

Education and culture offers in the
municipalities (courses within the areas of
language (also German courses), sport and
exercise, music, EDP and creative up to
educational trips and cultural events).

6020 Innsbruck · Sillgasse 8/III
Tel.: 0512/58 14 65-0
tiroler.bildungsforum@tsn.at
www.tiroler-bildungsforum.at

Servicestelle Gemeinschaftsgärten Tirol Service Point Community Garden Tyrol

Garden together – meet each other.
A garden as a meeting place.

Tel.: 0512/58 14 65
gemeinschaftsgaerten.tirol@gmail.com
www.gemeinschaftsgaerten.tirol

TIROLER FRAUENHAUS TYROL WOMEN'S REFUGE

The women's refuge offers shelter for abused women and children. The offer covers protection and living possibilities as well as counselling and support in psychological, legal, health and social work issues.

24-hour emergency telephone number:
0512 / 34 21 12
office@frauenhaus-tirol.at

TIROLER HILFSWERK TYROL AID ORGANISATION

See Amt der Tiroler Landesregierung – Tiroler Hilfswerk (Office of the Tyrol State Government – Tyrol aid organisation)

TIROLER PATIENTENVERTRETUNG TYROL PATIENT REPRESENTATION

- representation of the rights and interests of patients at health care facilities, which fall within the jurisdiction of the state (hospitals, etc.); processing of complaints
- identifying shortcomings or irregularities in regard to care of patients and working towards the remedying of these shortcomings.
- information relating to the rights and obligations of patients
- creating "binding living wills" (free of charge)

6020 Innsbruck · Meraner Strasse 5
Tel.: 0512 / 508-7702
patientenvertretung@tirol.gv.at
www.tirol.gv.at/patientenvertretung
Opening times: Mon–Thu 8am–12pm and 2pm–5pm, Fri 8am–12pm and by appointment.

TIROLER RECHTSANWALTSKAMMER TYROL BAR ASSOCIATION

Contact point for legal questions (services such as the free "first legal information" and "legal aid", if your financial situation does not permit the payment of lawyers' fees).

6020 Innsbruck · Meraner Strasse 3/III
Tel.: 0512 / 58 70 67
office@tiroler-rak.at
www.tiroler-rak.at

TIROLER SOZIALE DIENSTE GMBH TYROL SOCIAL SERVICES GMBH

- ensuring primary care for all asylum seekers staying in Tyrol (support, accommodation, meals, medical care, organisation of school attendance)
- organisation and management of refugee homes
- language and vocational training projects
- information, consultation and social support for asylum seekers

6020 Innsbruck · Sterzinger Strasse 1
Tel.: 0512 / 21440
office@tsd.gv.at

Hotline Flüchtlingshilfe Refugee Support Hotline

Ring the hotline for information about how you can support refugees with donations or get involved as a volunteer.

Freephone:
0800 / 080777, Mon–Fri 8am–6pm

TIROLER SOZIALDIENST TYROL SOCIAL SERVICE

Focuses:

- child daycare centres
- crisis accommodation
- senior citizen activities

6020 Innsbruck · Pradler Platz 6a
Tel.: 0512/34 52 82
office@tiroler-sozialdienst.at
www.tiroler-sozialdienst.com

VEREIN FÜR OBDACHLOSE (BARWO) ASSOCIATION FOR THE HOMELESS (BARWO)

The Association for Homeless People has different offers for different needs of homeless people and thus unites under its umbrella BARWO, Streetwork and the Teestube.

6020 Innsbruck · Kapuzinergasse 43
Tel.: 0512/58 17 54
office@obdachlose.at

BARWO und Betreutes Wohnen BARWO and assisted living

- support, occupational orientation, search for employment and job application
- assistance with government offices and authority contacts
- livelihood security

6020 Innsbruck · Kapuzinergasse 43
Tel.: 0512/58 07 03 28
office@barwo.at

Streetwork

- continuous presence on the street
- visiting social work and outpatient assistance
- visits to emergency accommodations, condemned houses as well as hospital and detention institutions
- referrals to relevant institutions in cases of addiction
- office support (AMS, social office, housing office etc.)
- livelihood security

6020 Innsbruck · Kapuzinergasse 43
Tel.: 0512/58 07 03 28
Mobile: 0650/577 36 65 or
0650/577 36 66
streetwork@obdachlose.at

Teestube

- drop-in centre and accommodation possibility for homeless people
- medical assistance
- luggage safekeeping
- cooking possibilities, showers and laundry
- post and money management
- work projects
- counselling and referral

6020 Innsbruck · Kapuzinergasse 45
Tel.: 0512/57 73 66
teestube@obdachlose.at

VEREIN FÜR SOZIALPROJEKTE SCHWAZ TEESTUBE ASSOCIATION FOR SOCIAL PROJECTS SCHWAZ TEESTUBE

Day centre and counselling centre for job and accommodation seekers.

- assistance for people in various emergency situations (separation and divorce, over-indebtedness, isolation, alcohol and drug addiction), cheap post address
- lunch, shower possibilities
- support with government offices and authorities, doctors and therapy institutions, public and private (social) services

Schwaz

6130 Schwaz, Ludwig-Penz-Strasse 21
Tel.: 05242 / 67 6 54
teestube@schwaz.net

Ried im Zillertal

Social Counselling Centre Ried
6272 Ried im Zillertal, parish community centre
Mobile: 0664 / 536 30 13
zillertal@teestube.at

VEREIN MENSCHENRECHTE HUMAN RIGHTS AUSTRIA ASSOCIATION

Legal advice and consultancy concerning voluntary return of asylum-seekers and foreigners.

6020 Innsbruck · Meinhardstrasse 5 a
Tel.: 0512 / 582551 oder 0664 / 8404280
tirol@verein-menschenrechte.at
www.verein-menschenrechte.at

VEREIN MULTIKULTURELL MULTI-CULTURAL ASSOCIATION

The Multi-Cultural Association is a non-profit association with intercultural focus. The principal purpose is the promotion of the vocational and social integration of migrants.

Offers and projects:

- multilingual family consultation
- bilingual psychotherapy
- multilingual education and vocational guidance for youth migrants and their parents
- language and computer courses for adults and young people (certified by ÖIF)

6020 Innsbruck
Andreas-Hofer-Strasse 46, 1st floor
Tel.: 0512 / 56 29 29
office@migration.cc
www.migration.cc

VEREIN SPRACHRAUM SPRACHRAUM ASSOCIATION

Language courses, translations, proofreading

6020 Innsbruck · Kapuzinergasse 10 a
Tel.: 0650 / 8409918
mail@sprachraum-innsbruck.com
www.sprachraum-innsbruck.com

VEREIN SUCHTBERATUNG TIROL

TYROL ADDICTION COUNSELLING ASSOCIATION

Outpatient drugs and addiction counselling

The Tyrol Addiction Counselling Association offers psychosocial and clinical psychological counselling, support and accompaniment of drug addicts and drug-vulnerable people with illegal substance use as well as for their family members and caregivers. Since January 2016 the association has offered an 'outreach service' for the greater Innsbruck area, which receives, visits and advises people in the respective area. The offer is aimed at people, with drug and/or addiction problems, who want and need more intensive outreach work or who have no opportunity to visit a counselling centre due to their secondary illness or who want and require more intensive aftercare after completing an inpatient therapy for stabilisation.

Drogen Suchtberatung Tirol

Addiction counselling

6020 Innsbruck · Anichstrasse 10/2
Tel.: 0512/580080
office@verein-suchtberatung.at
www.verein-suchtberatung.at

Mobile Sozialarbeit

Mobile social work

6020 Innsbruck · Anichstrasse 10 or 13
Tel.: 0512/580080
office@verein-suchtberatung.at

Branch offices:

Innsbruck

6020 Innsbruck · Anichstrasse 13/3
Tel.: 0512/580080-150 or
0512/580080-152
office@verein-suchtberatung.at

Lienz

9900 Lienz · Rosengasse 12/2
Tel.: 0512/580080-600
office@verein-suchtberatung.at

Schwaz

6130 Schwaz · Innsbrucker Strasse 5/2
Tel.: 0512/580080-400
office@verein-suchtberatung.at

Telfs

6410 Telfs · Obermarkt 43/3
(in social and health parish)
Tel.: 0512/580080-150
office@verein-suchtberatung.at

Imst

6460 Imst · Ing.-Baller-Strasse 1/II,
Bußkreuz, centre
Tel.: 0512/580080-250
office@verein-suchtberatung.at

Kitzbühel

6370 Kitzbühel · Rennfeld 15
Tel.: 0512/580080-600
office@verein-suchtberatung.at

Landeck

6500 Landeck · Malsersstrasse 44
Tel.: 0512/580080-300
office@verein-suchtberatung.at

Reutte

6600 Reutte · Untermarkt 11
Tel.: 0512/580080-350
office@verein-suchtberatung.at

Wörgl

6300 Wörgl · Bahnhofstrasse 42a
Tel.: 0512/580080-450
office@verein-suchtberatung.at

VHS – VOLKSHOCHSCHULE ADULT EDUCATION CENTRE

The Adult Education Centres offer a broad range of courses which are easily accessible. Literacy and German courses for migrants are also offered, among many other courses.

6020 Innsbruck · Marktgraben 10
Tel.: 0512/58 88 82-0
innsbruck@vhs-tirol.at
www.vhs-tirol.at

Note: Branches in the districts

WIFI – WIRTSCHAFTSFÖRDERUNGS- INSTITUT INSTITUTE FOR ECONOMIC DEVELOP- MENT IN TYROL

The WIFI is a service of the Tyrol Chamber of Commerce. German courses for migrants are also offered, among many other courses.

6020 Innsbruck · Egger-Lienz-Strasse 116
Tel.: 05/90 90 570 00
info@wktirol.at
www.tirol.wifi.at

Note: Branches in the districts

WIRTSCHAFTSKAMMER TIROL TYROL CHAMBER OF COMMERCE

The Chamber of Commerce is the interest group for the self-employed.

6020 Innsbruck · Wilhelm-Greil-Strasse 7
Tel.: 05/90 90 5-0
information@wktirol.at · www.wko.at/tirol

BIZ – Berufsinformationszentrum der Wirtschaftskammer Tirol

Vocational Information Centre of the Tyrol Chamber of Commerce

The BIZ offers free vocational and educational consultations for young people from 13 to approx. 25 years of age with the following offer:

- creating an interest profile
- training paths after secondary school, AHS lower level and matura
- vocational possibilities after poly-technical school
- development of vocational perspectives

BIZ Innsbruck
6020 Innsbruck · Schöpfstrasse 5
Tel: 0512/5903
eurobiz.innsbruck@ams.at

WOHNBAUFÖRDERUNG DES LANDES STATE HOUSING SUBSIDY

See Amt der Tiroler Landesregierung – Abteilung Wohnbauförderung (Office of the Tyrol State Government – Housing Subsidy Department)

ZeMiT – ZENTRUM FÜR MIGRANTIN- TINNEN IN TIROL

CENTRE FOR MIGRANTS IN TYROL

Assistance, consultation and information:

- in legal affairs
- for the acquisition and keeping of a job or training position
- on employment market policy training and support measures
- on social and employment law, on accident and pension insurance
- when dealing with authorities, filling out forms and drafting appeals
- multilingual information and events
- recognition consultation for persons with qualifications acquired abroad (AST) – see Contact point for recognition Tyrol (Anlaufstelle Anerkennung Tirol AST Tirol)

Note: Consultations are offered in multiple languages. An appointment must be made by telephone!

6020 Innsbruck · Andreas-Hofer-Str. 46
Tel.: 0512/57 71 70-0
beratung@zemit.at
www.zemit.at

ZENTRUM FÜR EHE- UND FAMILIENFRAGEN

CENTRE FOR MARITAL AND FAMILY
ISSUES

Marriage, partnership, family, life counselling, sexual counselling (also at schools), education and legal advice.

6020 Innsbruck · Anichstrasse 24 / 2
Tel.: 0512 / 58 08 71
kontakt@zentrum-beratung.at
www.zentrum-beratung.at

Telephone appointments for consultations in all locations: Tel. 0512 / 58 08 71

Branches

Pradl ISD social centre

6020 Innsbruck · Dr.-Glatz-Strasse 1

Hötting-West

ISD residential home (Wohnheim)

6020 Innsbruck · Technikerstrasse 84

Kematen

social diocese next to the Melach (Sozi- alsprengel an der Melach)

6175 Kematen · Auweg 2

Mieders social diocese Stubaital

6142 Mieders · Dorfstrasse 39

Telfs social diocese (Sozi- alsprengel)

6410 Telfs · Kirchstrasse 12

Hall residential home (Wohnheim)

Seidnergarten

6060 Hall · Zollstrasse 6

Schwaz Franciscan monastery

6130 Schwaz · Gilmstrasse 3

Lienz education house (Bildungshaus) East Tyrol

9900 Lienz · Kärntner Strasse 42 / 2nd floor

Advice for

- problems with parents, brothers and sisters, boyfriends/girlfriends, teachers
- anxiety, excessive demands, experience of violence and exclusion
- questions on partnership, sexuality, contraception, pregnancy, separation
- problems with training, work, school, home, money
- information and consultation in connection with drugs
- legal questions and problems with police and judicial institutions
- distribution of free condoms and pregnancy tests
- assistance and support with leaving certain groups and situations
- consultation of family members and support with the common search for solutions

Note: The consultation takes place voluntarily, free of charge, anonymously.

Jugendzentrum Z6
6020 Innsbruck · Dreiheiligenstrasse 9
Tel.: 0512/58 08 08
jugendberatung@z6online.com
www.z6online.com

Tyrol for Beginners

Information for Migrants,
for a better understanding of the
social framework in Tyrol

Tirol für AnfängerInnen · Englisch