TYROL FOR BEGINNERS
Information for migrants, for a better understanding of the social framework in Tyrol
Tirol für AnfängerInnen
Englische Ausgabe

www.tirol.gv.at/integration
The content of this brochure was created with great care. Nevertheless, no responsibility can be assumed for errors or deviations, for example, through regulatory changes. The text of this brochure has undergone a linguistic intelligibility testing by TextLab. The analysed text meets all requirements of citizen-centred communication material.
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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!

Where can I get a residence permit? Where can I find a day care place for my child? What schools are there? What number do I dial in an accident? Where can I learn German? Who can I contact if there are problems in my family?

Not all migrants in Tyrol know the answers to these and many other questions. They must first orientate themselves. Therefore, on the following pages, we will give answers to as many questions as possible which arise in everyday life.

This “guide” is aimed at bringing people together and making participation in social life easier. This increases the chances of a positive process of integration.

We cannot explain everything understandably in a short text. Therefore, we have collected the addresses of the most important advisory offices on all topics. There you will receive additional information specific to your enquiries.

We hope that this small reference book will help you. We want to relieve some of the difficulties you may experience during the start of your stay here. At the same time it is a welcome greeting.

Christine Baur,
State Minister for Integration and Social Affairs
and the team of the Department of Integration of the state of Tyrol
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.

INTEGRATION WITH MIGRANTS IN TYROL

THE DEPARTMENT OF INTEGRATION OF THE STATE OF TYROL

is part of the JUFF department in
the office of the Tyrolean Regional Government

and co-ordinates integration work in Tyrol

We take care of …

projects for creating awareness of integration (integration calendar, exhibitions, …)

advanced training in the area of trans-cultural 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, …)
Tyrol has developed a good concept for the important future task of integration. Specialists from different social areas have contributed to the concept. Also representatives from regions and municipalities were involved in it. Migrants also participated, as did locals.

This concept “Integration with migrants in Tyrol” is based on overall social understanding of integration. The goal is the inclusion and integration of all people in Tyrol. This includes equal participation on a social, structural and cultural level. Because integration concerns all areas of social life. These areas include: Work, education, politics, administration, living, health, religion, sport, culture and many more.

**Three principles guide integration politics in Tyrol:**

**Integration means living diversity**
Tyrol offers a home to all people permanently living here. Here they should experience respect and appreciation.

**Integration means making use of potentials**
People living here should be able to realise their potentials. For this, equal opportunities are very important. A fair access to health, education and other services is just as important.

Discrimination has no place in Tyrol.

**Integration means designing the future**
We are all responsible for an open, integrative society. This responsibility also applies to all public and private institutions.

You can find more information about Tyrolean integration politics and the integration concept at [www.tirol.gv.at/integration](http://www.tirol.gv.at/integration).

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*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 ...
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:  
8.54 million inhabitants (2014)

National holiday:  
26th October

State holiday:  
1st May

Currency:  
Euro €

Climate:  
Central European transition climate

Gross domestic product (GDP):  
€ 38,540 per inhabitant

States and their capital cities:

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 6.2 million people – are Christians.

**Christianity is divided into three denominations:**
* Catholic (about 5.3 million people),
* Orthodox (about 500,000 people),
* Protestant (about 320,000 people).
The remaining population of Austria is divided among the following religions:

- 500,000 – 600,000 Islamic,
- 80,000 Islamic Alevi,
- 20,000 – 25,000 Buddhist,
- 12,000 – 15,000 Jewish.

The data are from estimates of the religious communities. 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 01, 2013)

### 1.5. PUBLIC HOLIDAYS

1. **1st January** – New Year’s Day,
2. **6th January** – Epiphany,
3. **End of March / beginning of April** – Good Friday, Easter Sunday and Easter Monday,
4. **1st May** – State Holiday,
5. **End of May / beginning of June** – Ascension, Whit Sunday and Whit Monday,
6. **Mid-June** – Corpus Christi,
7. **15th August** – Assumption Day,
8. **26th October** – National Holiday,
9. **1st November** – All Saints,
10. **8th December** – The Immaculate Conception,
11. **24th December** – Christmas Eve,
12. **25th December** – Christmas 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 Integration 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”. 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 729,000 inhabitants. Of these, about 127,000 people live in the state capital of Innsbruck (as of 2014). Innsbruck is a sports, cultural and university city.
At the end of 2014, 101,184 people without Austrian citizenship lived in Tyrol. That is approximately 13.9% of the total population. 17.5% 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.

(Source: Statistik Austria 2015: Bevölkerung am 1.1.2014 nach detaillierter Staatsangehörigkeit und Bundesland, www.statistik.at/web_de/statistiken/bevoelkerung/bevoelkerungsstruktur/bevoelkerung_nach_staatsangehoerigkeit_geburtsland
Statistik Austria 2015: Bevölkerung mit Migrationshintergrund nach Bundesländern (Jahresdurchschnitt 2014)
www.statistik.at/web_de/statistiken/bevoelkerung/bevoelkerungsstruktur/bevoelkerung_nachMigrationshintergrund/index.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. SETTLEMENT AND STAY

2.1. ARRIVAL, STAY AND SETTLEMENT – RESPONSIBLE AUTHORITIES

The district administrations (Bezirks­hauptmannschaften) are responsible for all matters of the stay. In Innsbruck, the Municipal Council is responsible.

These authorities document the right of residency and settlement under Union law. This is done in the form of a registration certificate or residence card.

The right of residency and settlement under Union law applies to persons from the EEA and from Switzerland. EEA means European Economic Area and includes the EU Member States, Norway, Iceland and Liechtenstein.

For a planned stay of more than 6 months, the authorities grant and renew the residence permit for third-country nationals. These are people who are not from the EEA or Switzerland.

The Settlement and Residence Act (NAG) regulates, among other things, the following:

♀ the documentation of the residence and settlement of persons from the EEA
♀ the granting of residence permits

The granting of visas for short-term stays up to a maximum of 6 months is governed by the Visa Code. This is an EU regulation. Further provisions for this can be found in the Aliens Police Act (FPG).

Normally, applications are submitted personally abroad. This applies to both visa applications and first-time applications for residence permits. Applications for renewal of residence permits are made at the competent local authorities in Austria.

2.2. THE POSSIBILITIES OF RESIDENCE AND SETTLEMENT IN AUSTRIA

People from the EEA and Switzerland have a right of residence and settlement in Austria. This also includes their dependants, if they are third-country nationals. This is due to Union regulations.

People from EEA countries apply for a registration certificate from the responsible local authority. This applies if they want to reside for more than 3 months in Austria. The application must be made within 4 months of their arrival. The following documents are required to issue a registration certificate:

♀ proof of identity
♀ proof of health insurance protection
♀ proof of a secure means of living

Dependants from third countries receive a residence card if they join people from the EEA. This is valid for
5 years. Then there’s the possibility to issue a **permanent residence card** upon application.

**Residence permit** will be granted to third-country nationals:

* **Residency permits** for various purposes. This is possible for a temporary stay of more than 6 months. Students or academic staff, for example, can benefit from this.

* **Settlement permit** for various purposes: This is intended for a long-term to permanent residency in Austria. For example, for an immigration or settlement. Since 1 July 2011, there have been additional residence permits: **Red-White-Red card** or **Red-White-Red card plus**. Settlement and residence permits are subject to quotas in many cases. This means that they are numerically limited.

* **Permanent residence – EU**: This is possible after a five-year settlement. The settlement must therefore be legal and uninterrupted. In addition, module 2 of the integration agreement must be fulfilled. This means that you have knowledge of German at level B1. Also, additional requirements apply. These include a sufficient income and the availability of living space. The residence permit entitles you to a permanent and unlimited residence in Austria.

For a temporary stay of up to a maximum of 6 months, third-country nationals usually require a visa. You apply for a visa at the Austrian representative authorities – that is the embassies or consulates. For tourism purposes, you receive a travel visa (Visum C). For employment, there is the residence visa (Visum D). For example, seasonal workers benefit from this.

Special provisions apply to Turkish nationals with employment intentions. Please enquire at the responsible local authority.

**PLEASE NOTE**: All non-EU nationals must provide proof of elementary knowledge of the German language at level A1. This should happen before the immigration, upon first-time application for an intended settlement in Austria. However, exceptions are possible. Only proofs from an examination office recognised by the Austrian Integration Fund (ÖIF) are universally recognised. You can get detailed information about this from the ÖIF (see p. 88).

For certificates which are not written in German language, the following applies: The submission must be made in certified form or in German translation, if requested by the authority. The language diploma or course certificate may not be older than one year at the time of submission.

The issue of the residency permit currently costs approx. € 100. There is an additional personalisation charge for the inspection and approval of police identification data.
2.3. FREQUENTLY ASKED QUESTIONS REGARDING RESIDENCE – SETTLEMENT – 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.

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.

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.

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.

**When do I get a secure residency permit?**

You can apply for the permit *Permanent Residence – EU* on two conditions:

- you have been continuously entitled to *settlement* during the last 5 years, and
- you have fulfilled the integration agreement.

While the right to residence is unlimited in this case, you must extend the card every 5 years. In the case of an extension, it is not planned to perform a new examination of the conditions for approval. Missing requirements do not have legal consequences. Missing requirements are for example: no income, no accommodation or no health insurance.

If, however, certain criminal offences have been committed, there may be

- a downgrading,
- a ban on residence or
- a deportation.

**PLEASE NOTE:** A consolidation of the right of residency already occurs after 5 years of legal residence. This ensures improved residence protection. In this case, it is insignificant whether you have a permanent EU residency permit or not. In case of doubt, legal consultation is advised.

Your right of residence and settlement can expire. This could happen, for example, if you stay outside the EEA for more than 12 months. In such a case, please contact the authorities or a legal counsel in advance.

For people entitled to asylum or subsidiary protection, it is also possible, under certain conditions, to get a permanent EU residency. Please contact the authorities for further information on this.

**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.

**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. 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. 11).

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. There are, however, some exceptions. Please enquire at the specific local authority responsible for you.

**What happens if I do not fulfill 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.

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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.
PLEASE NOTE: You must fulfil module 1 of the integration agreement within 2 years, as mentioned above. The old regulation was based on 5 years. However, this period is no longer valid as of 1st July 2011.

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.

2.4. 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 Agency for Aliens and Asylum (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”.

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” 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” 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 (BH): residency matters, p. 68
- Innsbruck Municipal Council: residency matters, p. 92
- Centre for migrants in Tyrol (ZeMiT): Assistance, counselling and information, p. 97

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)
- www.integrationsfonds.at (Austrian Integration Fund: advice and information, implementation of the integration agreement, integration of recognised refugees)
- www.deserteursberatung.at (deserter and refugee counselling Vienna: advice on foreign national and asylum issues)
3. NATURALISATION

You can obtain Austrian citizenship in two ways: ancestry or award. The award is extended to: spouse, registered partners and children.

PLEASE NOTE: For this, you must submit an application and fulfil certain legal requirements.

3.1. GENERAL NATURALISATION REQUIREMENTS

- **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. The Tyrol Citizenship Department will be happy to give you more information on this.

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

- **The following may not be present**: a procedure for the termination of the residence, a legally valid ban on residence or a legally valid deportation issued in the last 18 months. In addition, no executable repatriation decision or an entry ban connected with this repatriation decision and no repatriation decision from another EEA state or Switzerland.

- **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 a 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. You will receive learning materials to prepare for this test. The learning materials include the most important information about Austria and Tyrol. Please look through this folder for the test!

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

Hereafter, we will give you a general overview of the procedure. We will not go into detail due to the many special provisions. Explanatory information is available from the Citizenship Department.
3.2. APPLICATION AND ENQUIRIES
After a first meeting, you submit your application. 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 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.

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. WITHDRAWAL
Some countries only accept a release from the previous citizenship after the award of a new citizenship. For example Turkey.

In these cases, the Department will monitor the release from the previous citizenship. This is done by using a “release list”. You must then give up the former citizenship within a period of 2 years after the award of Austrian citizenship. Otherwise, a decision will be made to withdraw your Austrian citizenship.

3.6. 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 nevertheless take up your previous citizenship again, your Austrian citizenship automatically expires.

PLEASE NOTE: An initial interview is absolutely necessary! We will be happy to inform and advise you on this. Please make an appointment for this initial meeting by telephone!
INFORMATION

- Citizenship Department of Tyrol: matters of citizenship, marital status and alien status, p. 62

INFORMATION ON OFFICIAL CHANNELS ON THE INTERNET:

- www.help.gv.at
4. WORK

The Employment of Foreign Nationals Act (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:

- foreign correspondents
- 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
- 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 (§ 12a AuslBG), other key workers and graduates (§ 12b AuslBG) and EU blue card (§ 12c 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. 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 six months after completion of their studies. Within these 6 months, they may apply for a Red-White-Red card.

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

- The Red-White-Red card is valid for 12 months.
- It is linked to an employer.

If after 12 months the requirements for an extension are fulfilled, you will receive a Red-White-Red card 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 (AFZ) of the Labour Market Service (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.

Work permit or exemption certificate:
Since 1st January 2014, work permits and exemption certificates are no longer planned. An exception is only available for Turkish nationals. However, work permits and exemption certificates issued before that date remain valid until the expiry of their respective duration.

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 (Tyrol branch, see point of contact for recognition in Tyrol (Tyrol Branch), p. 65) 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 (Labour Market Service)
- 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.

4.4. EDUCATION MONEY “UPDATE” (LABOUR MARKET FUNDING FROM THE STATE OF TYROL)

The state of Tyrol promotes measures aimed at improving professional qualifications. Regardless of your citizenship, you can apply for an “education money update” for training. For further information, please contact the Department of Labour Market Funding of the state of Tyrol or the training facility.

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

Report to the Labour Market Service (AMS) – unemployment benefit

If you have been employed for a long time, you have been payed 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 (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.

4.6. 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 (Arbeit-erkrammer) 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. 52.

**INFORMATION**

- AST (ZeMiT): recognition advice for people with qualifications obtained abroad, see point of contact for recognition in Tyrol, p. 65
- Tyrol Chamber of Labour (AK), advice on labour issues, p. 67
- Labour Market Funding of the state of Tyrol: education money, education aid, funding of course costs, p. 60
- Public Employment Service Austria (AMS): mediation, consultation and information for job seekers, p. 60
- BIZ – Occupation Information Centre of the Chamber of Commerce Tyrol, p. 70
- Office for Equal Treatment: advice and support in cases of discrimination, p. 79
- Austrian Trade Union Federation (ÖGB): representation of interests for employed people, people in training, unemployed people as well as retirees, p. 87
- Centre for migrants in Tyrol (ZeMiT): assistance, counselling and information, p. 97
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 due once per year. These include, for example, the water rates, chimney sweep costs and costs of refuse disposal. You must also additionally pay for heating 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 usually 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.

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 ...
5.4. ADVICE

Do you have questions about tenancy law or your rental contract? Then contact the following organisations: Rental Protection Association, Association for the Protection of Tenants or the Chamber of Labour (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 (AK): advice on housing and tenancy law, p. 67
- Municipal Office of the residence municipality (Registration Office)
- Tenants Association Austria – Tyrol state office: advice on all questions relating to residence, p. 86
- Association for the Protection of Tenants in Austria – State Association of Tyrol: help with issues around the topic of residence, p. 87
- Municipal Council Innsbruck – registration and residents matters: residence registration, rent assistance, p. 92
- Centre for Migrants in Tyrol (ZeMiT), advice and information, p. 97
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 Integration
The Department of Integration 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.

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 ...
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 language skills at level A2 within 2 years (module 1). After signing the integration agreement, you will receive a blue federal voucher (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

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”). 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 What happens if I did not fulfil the integration agreement?, p. 12)

State of Tyrol

Department of Integration
If you are not obligated to fulfil the integration agreement, financial support is possible through the state of Tyrol.
Requirements:
- permanent and legal resident in Tyrol
- not employed
- older than 15 years

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

Field of labour market funding
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” (labour market funding of the state of Tyrol), p. 21. A main residence in Tyrol is a basic condition. 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 labour market funding (update programme) www.mein-update.at.

Public Employment Service Tyrol (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.

USEFUL LINK ON THE INTERNET:

sprachportal.integrationfonds.at (free on-line exercises, learning materials to download, videos and audio material with exercises to independently learn German)

INFORMATION

Financial support:
- Labour Market Funding of the state of Tyrol, p. 60
- Public Employment Service (AMS), p. 60
- The Department of Integration of the state of Tyrol (JUFF), p. 61

German courses:
- Alevi Cultural Centre Innsbruck, p. 65
- Vocational Training Institute (BFI Tyrol), p. 69
- Education forum – Institute Dr. Rampitsch, p. 69
- Adult schools of the Tyrolean education forum, p. 92
- Women from all countries, p. 78
- Inlingua language school, p. 81
- International Language Centre of the University of Innsbruck (ISI), p. 81
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 state Department of Integration.
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. BEFORE 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:

- Department of Education of the state of Tyrol, p. 61
- The Family Department of the state of Tyrol (JUFF), p. 61
- Municipal Office or Municipal Council – School/Kindergarten Department

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

7.2. COMPELLUSORY 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.
Das österreichische Bildungssystem
The Austrian Education System

Vorschulstufe | Pre-Primary school
Kindergarten

Ношле| Secondary school

Polytechnische Schule
Pre-vocational school

Berufsbildende höhere Schule (BHS)
Colleges for Higher Vocational Education

Berufsbildende mittlere Schule (BMS)
Secondary technical and vocational school

Allgemein bildende höhere Schule (AHS)
Academic secondary school

Berufs- und Lehre (Duale Ausbildung)
Part-time vocational school/apprenticeship

Kollegs
Postsecondary VET Courses

Universitäten
Universities

Bildungsweg | Education Path

ISCED 0
ISCED 1
ISCED 2 3 4 5 6 7 8 9 10 11 12 13

ISCED 5B | Bachelor
Maj.; Dipl.-Ing.; Master
Doktor, PhD

ISCED 5A
ISCED 1

7.3. PATHS OF EDUCATION IN AUSTRIA

Austria has a highly differentiated education system. The chart on p. 30 provides a good overview.

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

* attendance of a new middle school (NMS, formerly “Hauptschule”), or
* attendance of a general-education secondary school (AHS, “Gymnasium”).

The **new middle school** 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 after the new middle school. Thus, they have the requirements for a professional training in a company and **vocational school**.

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), 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 state Educational Board of Tyrol is happy to advise parents and pupils with a non-German native language (see p. 76). They also have brochures available in different languages.

7.4. SPECIAL EDUCATIONAL NEEDS

If your child has a disability, you can apply for assistance with “special educational needs”. 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.sonderpaed.tsn.at.

7.5. AFTERNOON CHILDCARE AT SCHOOL

Under the phrase “Afternoon childcare”, 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 (www.tirol.gv.at/bildung/schulorganisation/schulischetagesbetreuung and 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, 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.bmbf.gv.at/schulen/befoe/index.html. 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 to help with the start of school. Apply to the Family

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.
Department of the state of Tyrol for this “school starting aid”.

The Family Department 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 on the homepage of the state Education Board for Tirol (lsr-t.gv.at/de/content/beihilfen-und-stipendien-service).

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 Integration 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. Several institutions offer courses on a wide range of subjects. These include the Adult Education Centre (VHS), 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 (AK): information about education, educational counselling, school, afternoon childcare/all-day schools, p. 67
- Labour Market Funding of the state of Tyrol: training aid, educational grant „update“, financial support, p. 64
- Public Employment Service (AMS): Service for job-seekers, career information and training, p. 60
- Vocational Training Institute (BFI Tyrol): education and further training, courses, p. 69
- District education boards and the state educational board for Tyrol: information concerning the topic of school and teaching, School Counselling Centre for Migrants, p. 84
- Educational counselling of the State Educational Board for Tyrol: advice for pupils and their parents, p. 84
- BIZ – Occupation Information Centre of the Chamber of Commerce Tyrol, p. 70
- The Family Department of the state of Tyrol (JUFF): School starting aid, p. 61
- The Department of Integration of the state of Tyrol (JUFF): information on learning assistance providers, p. 61
- State Schools Inspector for Islamic education, p. 76
- Municipal Office or Municipal Council
- Austrian Students' Union (ÖH) – Department for Foreign Students: point of contact specifically for foreign students, p. 88
- School Psychology, p. 90
- Multi-cultural Association: multilingual educational and career guidance for young people with migration backgrounds and their parents, language and computer courses for adults and young people, p. 96
- VHS Tyrol: Courses, basic education, p. 96
- Institute for Economic Development (WIFI): courses, educational counselling, p. 96
- Centre for Migrants in Tyrol (ZeMiT): advice and information, p. 97
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 general practitioner. 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 recovery. 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 – doctor search and information about on-call services, p. 59
- Hospitals, p. 84
- Migrant consultation hours at the gynaecological clinic Innsbruck, p. 78
- Red Cross – Tyrol state association, p. 90
- Board of Arbitration for medical liability questions for Tyrol: for complaints over the treatment by a doctor or other person employed in the public health system, p. 90
- Institute for social security of the commercial economy (SVA), p. 91
- Tyrolean Health Insurance Fund (TGKK), p. 93
- Tyrolean Patient advocacy: Representation of the rights and interests of patients of public health service institutions, p. 93

USEFUL LINK ON THE INTERNET:

- www.aektirol.at (Medical Chamber for Tyrol – 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. 65
- Double S: self-help group for eating disorders, p. 74
- Easting disorders – self-help group for family members for the area east of Innsbruck, p. 76
- pro mente Tyrol: rehabilitation and support for people with mental illnesses, p. 89
- HPE – assistance for dependants of mentally ill people, p. 80
- Eating disorders network: initial information for young people and adults with anorexia – bulimia – obesity, p. 87
- Psychiatric departments of the hospitals, p. 84
- Psychosocial care service Tyrol (PSP): support of mentally ill people, p. 89
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 to 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, parent-child centres or independent midwives.

The mother-child passport
The mother-child passport 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 regional health insurance funds
* in the outpatient clinics of hospitals with obstetric wards

If you are employed, you must:
* in the pregnancy advisory offices
* immediately inform your employer of the pregnancy and the prospective birth date
* submit a medical certificate to your employer immediately on request
* inform your employer of the period of protection (within the 4th week before the beginning of this period), and
* inform your employer of 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.

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 and extent 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.

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

INFORMATION

- AEP family counselling, p. 59
- Chamber of Labour Tyrol (AK): information on childcare allowance, parental leave, parental part-time, employment ban, p. 67
- Baby hatch/baby nest: possibility of anonymous surrender of the baby, p. 67
- BASIS: maternity and pregnancy conflict counselling, p. 68
- Advisory centre of the Caritas: consultation for pregnant woman and fathers-to-be, p. 71
- Parent-child meeting point Innsbruck: information about pregnancy, birth and baby, courses and nursing groups, p. 76
- Parent-child centre: courses, parent-child groups, p. 76
- Family and social counselling centre, registered association: family planning, pregnancy, birth, p. 77
- First Love outpatient clinic: point of contact for questions on the topics of love, relationship, sexuality, contraception and pregnancy, p. 78
- Remedial families: counselling primarily for foster parents, adoptive parents, parents with their own disabled children, p. 80
- Hospitals, p. 84
- Migrant consultation hours at the gynaecological clinic Innsbruck, p. 78
- Social insurance institution for the commercial sector (SVA), p. 91
- Tyrol regional health insurance fund (TGKK), p. 93
- Tyrolean social service: pregnancy consultation, child daycare centres, p. 93
- Multi-cultural Association: multilingual family counselling and bilingual psychotherapy, p. 96
- Centre for marital and family issues: marriage, partnership, family, life counseling, sexual counselling (also at schools), educating and legal advice, p. 97

Family allowance and tax credit for children

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

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: www.bmfj.gv.at

Childcare allowance and child care subsidy

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

A childcare 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 (Family Department), 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 in the Family Department of the JUFF or on the website of the state. However, you must first apply for support from the AMS!

The Tyrolean CHILD BENEFIT PLUS

The Tyrolean CHILD BENEFIT PLUS is a support benefit for parents of children at the ages between 3 years and school entrance age. It is not bound to any income limits. From the child’s 4th birthday, you must prove to have a childcare place in one of the childcare facilities recognised by the state of Tyrol. The Family Department of the JUFF will be happy to give you further information about this. The necessary forms are also available there.

INFORMATION

- Public Employment Service (AMS): childcare allowance, p. 60
- The Family Department of the state of Tyrol (JUFF): information about the subject of family, child benefit plus, p. 61
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 ("income tax equalisation"). 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/dasteuerbuch.html.

INFORMATION

- Residence tax office: Tax Guide, income tax equalisation, p. 78

USEFUL LINKS ON THE INTERNET

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

Family passport

The free Tyrolean family passport offers many advantages for families. Apart from diverse family support, there are also discounts for leisure activities.

An overview of the most important advantages:

- Annual subscription for the Tyrolean family journal. The family journal 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.

### INFORMATION

- The Family Department of the state of Tyrol (JUFF): Family passport – information and booking, p. 61
- Family and senior citizen information, p. 77

### Childcare institutions and family hotline

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-Thursday: 9am-7pm
- 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 of other children about your specific needs. Do not forget to register your child in good time!

**Forms of childcare**

**Nurseries:** for children under three 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

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.
Volunteer grandparents: older people, who look after children

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

INFORMATION

- The Family Department of the state of Tyrol (JUFF): information on childcare institutions in Tyrol, p. 61
- Family and senior citizen information, p. 77
- State Educational Board for Tyrol: information on the topic of school and teaching, p. 84
- Save the children: volunteer grandparents, p. 89
- Centre for marital and family issues: marriage, partnership, family, life counselling, sexual counselling (also at schools), education and legal advice, p. 97

USEFUL LINKS ON THE INTERNET:

- www.kinderbetreuung.at (childcare database)

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. 50. On the Internet, the site www.gewaltfrei-tirol.at informs in several languages.

9.2. YOUNG ADULTS

Youth Protection Act

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 Youth Department of the state of Tyrol (see p. 62), from the Children and
Young Person’s Representative (see p. 82) or in the info-corner (see p. 80).

**Curfew times**

Children up to the age of 14 may stay in general public places or attend public events until 10pm. This regulation applies to children **without adult accompaniment**. If an adult accompanying person is present, the attendance of 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.

**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. The passing on of alcoholic beverages to young people is likewise forbidden.

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 up to the age of 16 may neither buy nor consume:

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

This also applies if these are intended for use by other persons. Vendors must also adhere to this law.

**HELPFUL INFORMATION ON THE INTERNET:**

- [www.tirol.gv.at/jugendschutz](http://www.tirol.gv.at/jugendschutz)  
  (Tyrolean Youth Protection Act)

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**Youth institutions**

In Tyrol there are numerous youth centres, youth clubs and youth areas. 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**. 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).

Brochures “Mobile youth work in Tyrol” and “Youth work in Tyrol” as well as information about the Youth Protection Act: www.tirol.gv.at/gesellschaft-soziales/jugendreferat/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.

Brochure “Puzzled?” – all counselling and service centres for young people at a glance: www.mei-infoeck.at/infoeck/presse/presseaussendungen/broschuere-ratlos

INFORMATION
- Chamber of Labour Tyrol (AK) – Youth Department: counselling for young people on all questions and problems pertaining to labour law, p. 67
- Education advisory centre of the state of Tyrol: 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. 76
- First Love outpatient clinic: point of contact for questions on the topics of love, relationship, sexuality, contraception and pregnancy, p. 78
- The Youth Department of the state of Tyrol (JUFF): 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. 62
- Info-corner: various information for young people, p. 80
- Child and youth advocacy Tyrol: counselling, support and assistance for children and young people on various issues, p. 82
- Child and juvenile welfare service of the state of Tyrol: Assistance for parents, children and young people, p. 82
- Phone Advice Hotline: Tel. 147 (Austria-wide free telephone counselling)
- Z6 youth, family and drug counselling, p. 98

9.3. WOMEN AND GIRLS
There are special offers for women and girls in Tyrol. Different organisations offer, for example, vocational orientation for girls and vocational guidance for women. There are also girls’ clubs, workshops and further training. Beyond
that, there are further leisure-time and cultural offers. You can find more information in the brochure “Institutions for women in Tyrol – addresses from A – Z” (see link below).

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. 50.

**INFORMATION**

- The Women's Department of the state of Tyrol (JUFF): promotion of women, measures for the actual equality of man and woman, project info/counselling/support of women's groups, education work, public work and info brochures, p. 61

- Office for Equal Treatment: counselling and support for people who feel discriminated against in the context of the Equal Treatment Act, p. 79

**USEFUL LINKS ON THE INTERNET:**


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

- See also advisory centres under point 10.2. Violence, p. 50

**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 activities 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 Senior Citizens Department of the state of Tyrol is at your disposal. Also the senior citizen info centre in the Sillpark Innsbruck will
be happy to advise you on these topics. You can find information on the support and care of elderly people under 10.7. *Long-term care*, p. 54.

**INFORMATION**

- The Senior Citizens Department of the state of Tyrol (JUFF): information and clarification on the possibilities of an active, healthy and meaningfully organised phase of ageing, p. 62

**USEFUL LINKS ON THE INTERNET:**

- [www.tirol.gv.at/seniorinnen](http://www.tirol.gv.at/seniorinnen) (Senior Citizens Department of the state of Tyrol)
- [www.tirol.gv.at/gesellschaft-soziales/seniorinnen/links](http://www.tirol.gv.at/gesellschaft-soziales/seniorinnen/links) (Guide 50+ guidebook with contact persons on the subject of ageing)
- [www.computerias.at](http://www.computerias.at) (list of all Computerias in Tyrol)
- [www.familien-senioreninfo.at](http://www.familien-senioreninfo.at) (Senior citizen info in the Sillpark: 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 counsellors 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 organi-
sations. 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.gewaltfrei-tirol.at (information and organisations in Tyrol)

**INFORMATION**

- BASIS: women’s service and family advisory centre in Reutte District, p. 68
- DOWAS for women: counselling and support for women in emergency situations, women with existential problems and homeless women, p. 75
- EVITA – woman and girls advisory centre in Kufstein, p. 76
- Family and men advisory centre “Klartext”, p. 77
- Women help women: consultation for women, women’s shelter, walk-in family support, temporary housing, p. 79
- Women against rape: work against sexualised violence against women and girls – consultation and prevention, p. 79
- Women’s centre East Tyrol: woman and girl counselling, p. 79
- Violence protection centre Tyrol: help against domestic violence, p. 79
- Child and juvenile welfare service of the state of Tyrol: assistance for parents, children and young people, p. 82
- Child protection Tyrol: help in cases of sexual, physical and mental violence against children and young people, p. 82
- KIZ – crisis intervention centre: assistance for children and young people in need, p. 83
- Men’s forum Diocese of Innsbruck: discussions, projects, man-child weekends, p. 74
- Males in Innsbruck, Landeck and Wörgl: men’s counselling, p. 86
- Phone Advice 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: protection, accommodation, counselling, p. 92
10.3. RACISM AND DISCRIMINATION

Discrimination is the disadvantaging of individual people 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 and
- the Tyrolean Anti-Discrimination Act.

Nevertheless, racist or discriminatory outbursts and attacks occur again and again. In Tyrol, there is the association TIGRA (Tyrolean society for anti-racist work). The association offers counselling for victims as well as witnesses. This is anonymous and free. In addition, TIGRA documents incidents with a racist background. The Anti-Discrimination Ombudsman of Tyrol is a further point of contact. The Chamber of Labour (AK) is responsible for discrimination in the workplace.

INFORMATION

- Chamber of Labour Tyrol (AK): advice on discrimination in the workplace, p. 67
- Anti-Discrimination Ombudsman of Tyrol: Information, counselling and support for affected people, p. 64
- Equal treatment advocacy Austria, p. 79
- TIGRA (Tyrolean society for anti-racism work): free, anonymous counselling and documentation of incidents with a racist background, p. 92

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: hourly employment for people with an addictive disorder, p. 71
- Alcoholics Anonymous: self-help organisation for combating alcoholism, p. 66
- BIN counselling – information – aftercare: assistance with problems related to alcohol and drugs, p. 70
- Drug clinics, p. 75
- Innsbruck social services (ISD): centre for outpatient addiction prevention, p. 81
- KIT – contacts – information – therapy: drug counselling, p. 82
- KOMFÜDRO of Caritas: contact and walk-in centre for persons with addictions, p. 72
- Contact + co: prevention of addiction, p. 83
- Mentlvilla of Caritas: emergency shelter for drug dependents, drug addicts and homeless people, p. 73
- Psychiatric departments in hospitals, p. 75
- Association of addiction counselling Tyrol, p. 95
- Z6 drug counselling office, p. 98

10.5. HOMELESSNESS

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

BARWO: association for homeless, tea-room, assisted living, outreach, p. 67

DOWAS: counselling, support and accommodation for homeless people, p. 74

DOWAS – Chill Out: point of contact, counselling centre and transitional living for homeless young people, p. 74

DOWAS for women: counselling and support for women in emergency situations, women with existential problems and homeless women, p. 75

Association for social projects Schwaz – tearoom, p. 94

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.

NOTE: You are entitled, after different periods depending on your country of origin, to the state care allowance. This can either be immediately, at the latest however, when your main residence has been in Tyrol for three years.

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 the car behind the windshield.

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**INFORMATION**

- Social Department of the state of Tyrol: p. 62
- Disability advisory centre of the city of Innsbruck: contact persons for individuals and all disability organisations, institutions and associations, p. 68
- Municipal office/municipal council
- Social Ministry service – Tyrol state office: vocational and social integration of people with disabilities, p. 90

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**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” 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. 53.

**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 of the state of Tyrol: old people's residential and nursing homes, short-term care, daily care, mobile services, p. 62
- Social Ministry service – Tyrol state office: pensions, care allowance, 24 hr care and more, p. 90
- The Senior Citizens Department of the state of Tyrol (JUFF): information and clarification on the possibilities of an active, healthy and meaningfully organised phase of ageing, p. 62
- Municipal office or municipal council
- Home advocacy of the state of Tyrol: safeguarding the rights and interests of residential home inhabitants, p. 80
- Innsbruck social services (ISD): support, care, social services, p. 81
- Social and health parish in the resident municipality: support, care, social services, p. 91

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 (AK): issues pertaining to labour law as well as consultation on taxes, income and consumer protection, p. 67
- Caritas advisory centre: Information, counselling and assistance for people in need, p. 71
- The Family Department of the state of Tyrol (JUFF): family grants, p. 61
- Debtor advisory centre: consultation for over-indebted private people, p. 90
- Minimum benefit fund of the state of Tyrol, p. 87
- Tyrolean aid organisation: support for people in need, p. 93
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. 46).

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: cultural events (music, literature and much more), p. 80
- Youth institutions, p. 81
- Migrant associations
- Schools

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12. MOBILITY

12.1. PUBLIC TRANSPORT

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

* Tyrol transport association (VVT)
* Austrian federal railway (ÖBB)
* Innsbruck transport association (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”. 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” regularly offers bicycle courses, particularly for migrants. You can find information on this on the website.
USEFUL LINKS ON THE INTERNET:

- www.oebb.at (Austrian federal railways)
- www.vvt.at (Transport association Tyrol)
- www.ivb.at (Innsbruck transport associations)
- www.mobilitaetohnebarrieren.at (bicycle courses and workshops on public transport)
- www.bmeia.gv.at (information on the road system, driving licence, traffic regulations and much more)
13. USEFUL ADDRESSES

AEP –
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: they advise
  - on all social and legal issues of maternity protection,
  - on issues of family planning,
  - on contraception and the desire to have children,
  - in pregnancy conflicts and unwanted pregnancies and
  - in partnership conflicts and sexual problems.

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

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

KUFSTEIN ACADEMY

- training, integration and cultural centre
- learning aid, German courses, cultural offers

6330 Kufstein, Anton-Karg-Straße 22
Tel.: 05372 / 68 9 18
www.akademie-kufstein
akademie.org@aon.at

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@aektirol.at
www.aektirol.at
AMS
LABOUR MARKET SERVICE

- livelihood security under the Unemployment Insurance Act
- referrals and support in searching for apprenticeships and jobs
- career information in the job information centres of the Labour Market Service
- brochures on choice of profession, education and training (our own brochures for young migrants – fit in the future)
- career guidance and career preparation courses, qualification and activation measures,
- secondary school courses, qualification activities
- individual funding

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

6020 Innsbruck · Amraserstraße 8
Tel.: 0512 / 58 46 64
ams.tirol@ams.at
www.ams.at

Opening hours: Mon – Thu 8 am – 4 pm, Fri 8 am – 3 pm, consultations in Bosnian and Serbian every Tue 8 am – 12 pm, consultations in Turkish every Thu 8 am – 12 pm

Regional offices:

Innsbruck
6020 Innsbruck · Schöpfstraße 5
Tel.: 0512 / 59 03
ams.innsbruck@ams.at
Consultation in Turkish every Thu 9 am – 12 pm

Kufstein
6333 Kufstein · Oskar-Pirlo-Straße 13
Tel.: 05372 / 64 8 91
ams.kufstein@ams.at

Kitzbühel
6370 Kitzbühel · Wagnerstraße 17
Tel.: 05356 / 62 4 22
ams.kitzbuehel@ams.at

Landeck
6500 Landeck · Innstraße 11
Tel.: 05442 / 62 6 16
ams.landeck@ams.at
Consultations in Turkish every Tue 8.30 am – 12 pm – by appointment only!

Reutte
6600 Reutte · Claudiastraße 7
Tel.: 05672 / 62 4 04
ams.reutte@ams.at
Consultations in Turkish by appointment!

Imst
6460 Imst · Rathausstraße 14
Tel.: 05412 / 61 9 00
ams.imst@ams.at

Lienz
9900 Lienz · Dolomitenstraße 1
Tel.: 04852 / 64 5 55
ams.lienz@ams.at

Schwaz
6130 Schwaz · Postgasse 1/1
Tel.: 05242 / 62 4 09
ams.schwaz@ams.at
OFFICE OF THE TYROL FEDERAL STATE GOVERNMENT

Department of Education

6020 Innsbruck · Heiliggeiststraße 7 – 9
Tel.: 0512 / 508-2550
bildung@tirol.gv.at

JUFF Department (youth free-time facility) – Family Department

- childcare support
- school start assistance
- family passport
- CHILD BENEFIT PLUS
- family assistance in special (emergency) situations
- holidays activities
- school events
- Tyrol commuter support
- Funding for institutions in the family area

Important: Before submitting an application for childcare support in the JUFF – Family Department an application for support must be made at the AMS!

JUFF Department – Department for Women and Gender Equality

- women’s promotion
- measures for the effective equality of men and women
- project info/consultation/support for women’s groups, women’s initiatives
- educational work, publicity work and info brochures

JUFF Department – Department of Integration

- 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, ...
- library with an emphasis on migration and integration

6020 Innsbruck · Michael-Gaismair-Str. 1
Tel.: 0512 / 508-3581
juff.frauen@tirol.gv.at
www.tirol.gv.at/frauen

6020 Innsbruck · Michael-Gaismair-Str. 1
Tel.: 0512 / 508-3551
juff.integration@tirol.gv.at
www.tirol.gv.at/integration
JUFF Department – Youth Department

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

JUFF Department – Department for Senior Citizens

- 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 on Sillpark (see Family and Senior Citizen Info Tyrol)

JUFF Department – Youth Department

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

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).

Department of Social Affairs

- minimum benefit system (social welfare assistance)
- minimum benefit fund
  - Provision of one-off support in extraordinary emergency situations
  - Interim aid
- rehabilitation and services for the disabled
- consultation for people with disabilities
- retirement homes and nursing homes
- short-term care, daycare
- mobile services (e.g. social and health district, ISD)
- Care Home Act
- aid for social organisations
- addictive substances law and drug co-ordination
- refugee co-ordination
- collecting practice
- victim protection facilities
- war victim and disabled fund
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 7–9
Tel.: 0512 / 508-2362
staatsbuergerschaft@tirol.gv.at
www.tirol.gv.at/gesellschaft-soziales/staatsbuergerschaft

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 · Eduard-Wallnöfer-Platz 3
Tel.: 0512 / 57 57 77 or 57 20 93
erziehungsberatung-innsbruck@tirol.gv.at
www.tirol.gv.at/gesellschaft-soziales/erziehungsberatung

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

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

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 · Meranerstraße 5, 1st floor
Tel.: 0800 / 800 504 (free of charge)
heimanwaltschaft@tirol.gv.at
Info corner – youth info for Tyrol

Information for young people

6020 Innsbruck · Kaiser-Josef-Straße 1
Tel.: 0512 / 57 17 99
info@infoeck.at
www.infoeck.at

West of Innsbruck
6460 Imst · Johannesplatz 6 – 8
Tel.: 0 54 12 / 66 500 ·
oberland@infoeck.at

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

Employment market promotion

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 (funding for advanced training)
• specialist funding
• degree subsidy
• school costs funding
• travel costs subsidy
• European Union programmes
• property funding
• apprentices’ card

Note: Every funding applicant must prove a main domicile in Tyrol at the time of filing the application. Austrian citizenship is not necessary.

6020 Innsbruck · Heiliggeiststraße 7 – 9
Tel.: 0512 / 508-3142
arbeitsmarktfuerderung@tirol.gv.at
www.tirol.gv.at/arbeits-wirtschaft/arbeit/arbeitsmarktfuerderung

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 · Meraner Straße 5
Tel.: 0512 / 508 3799
servicestelle.gleichbehandlung@tirol.gv.at
www.tirol.gv.at/gesellschaft-soziales/gleichbehandlung-antidiskriminierung

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: 9 am – 12 pm and 1 pm – 4 pm · Fri: 9 am – 12 pm

Wörgl office
6300 Wörgl · Peter-Anich-Straße 18
Tel: 05332 / 90100
office@akifair.at
Opening times: Mon – Thu: 9 am – 12 pm and 1 pm – 4 pm · Fri: 9 am – 12 pm

ANKYRA – CENTRE FOR INTER-CULTURAL PSYCHOTHERAPY – DIAKONIE REFUGEE SERVICE

Offers interpreter-supported, culture-sensitive and trauma-specific psychotherapy, psychosocial and medical/psychiatric consultation for refugees and migrants with interpretation needs. Consultation and advanced training is offered for employees of organisations and authorities who work with psychologically burdened refugees and migrants.

6020 Innsbruck · Müllerstraße 7
Tel.: 0512 / 56 41 29
ankyra@diakonie.at
fluechtlingsdienst.diakonie.at

ALEVITIC CULTURAL CENTRE INNSBRUCK

- 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.: 0512/265009
taakm@alevi.at
www.alevi.at

POINT OF CONTACT FOR RECOGNITION IN TYROL (AST TYROL)

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-anerkennung.at/anlaufstellen
www.zemit.at/de/ast.html
ALCOHOLICS ANONYMOUS

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

6020 Innsbruck · Zollerstraße 6
Contact telephone for North Tyrol: 0664 / 51 65 880 (7 pm – 10 pm)
www.anonyme-alkoholiker.at

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 · Schöpfstraße 4
Tel.: 0512 / 890422 · Mobile: 0650 / 2831902
info@aranea.or.at
www.aranea.or.at

Opening times: Wed, Thu, Fri (except public holidays) 4 pm – 8 pm · every 1st Sat in the month (except public holidays) 12 pm – 6 pm

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 – Erdgeschoß

Wörgl
6300 Wörgl · Salzburger Straße 27/Top 11

Lienz
9900 Lienz · Amlacherstraße 2, Stiege 1/II
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. That is persons who are employees, thus all workers, employees and certain groups of contract staff, including apprentices. Therefore, migrants can usually also rely on the consultation and support of the Chamber of Labour.

6020 Innsbruck · Maximilianstraße 7
Tel.: 0800 / 22 55 22 (free of charge)
tirol.arbeiterkammer.at
Opening times: Mon – Fri 8 am – 12 pm,
Mon 2 pm – 4 pm and Wed 1 pm – 5 pm
(personal consultation) – consultation for
migrants with ZeMiT

District offices

Imst
6460 Imst · Rathausstraße 1
Tel.: 05412 / 63 373-0

Kitzbühel
6370 Kitzbühel · Rennfeld 13
Tel.: 053 56 / 66 65-0

Kufstein
6330 Kufstein · Praxmärerstraße 4
Tel.: 05372 / 62 701

Landeck
6500 Landeck · Malser Straße 11
Tel.: 05442 / 62 458

Lienz
9900 Lienz · Beda-Weber-Gasse 22
Tel.: 04852 / 62 474

Reutte
6600 Reutte · Mühler Straße 22
Tel.: 05672 / 62 2 14-0

Schwaz
6130 Schwaz · Dr.-Dorrek-Straße 3
Tel.: 05242 / 62 379

Telfs
6410 Telfs · Moritzenstraße 1
Tel.: 05262 / 62 2 68

EMPLOYMENT MARKET
PROMOTION

See office of the Tyrol State Government – employment market promotion

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-Straße 5
Tel.: 04852 / 606-0
verwaltung@kh-lienz.at

BARWO

See Association for homeless people
**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

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**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

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**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

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**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.

**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 · Hinterstadt 28
Tel.: 05356 / 62131-0
bh.kitzbuehel@tirol.gv.at
www.tirol.gv.at/bezirke/kitzbuehel
BFI – TYROL EDUCATION CENTRE

 ofrece 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.

 DISTRICT HOSPITALS

 See Hospitals

 DISTRICT SCHOOLS COUNCIL

 See State Schools Council for Tyrol
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

Hall
6060 Hall · Schmiedtorgasse 5/I
Tel.: 05223 / 53636
bin-hall@bin-tirol.org
www.suchtberatung-tirol.at

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

Kufstein
6330 Kufstein · Alois-Kemter-Straße 5
Tel.: 05372 / 67 0 19
kufstein@bin-tirol.org

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

Schwaz
6130 Schwaz · Innsbrucker Straße 5/2
Tel.: 05242 / 73 7 98 · Mobile: 0650 / 884 71 10
schwaz@bin-tirol.org

Telfs
6410 Telfs · Obermarkt 43/III
Tel.: 05262 / 66 6 60-10
Mobile: 0650 / 884 71 11
telfs@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 · Malserstraße 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 – VOCATIONAL INFORMATION
CENTRE OF THE CHAMBER OF
COMMERCE IN TYROL

See Chamber of Commerce in Tyrol
Caritas is active, locally and internationally, 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 origin, 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.

**Caritas**

Caritas is active, locally and internationally, 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 origin, 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.

**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

**Abrakadabra**

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

**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

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6021 Innsbruck · Heiliggeiststraße 16  
Tel.: 0512 / 72 70  
caritas.ibk@dibk.at  
www.caritas-innsbruck.at

6020 Innsbruck · Südbahnstraße 1a  
Tel.: 0512 / 58 13 05  
bsd.caritas@dibk.at

6021 Innsbruck · Heiliggeiststraße 16  
Tel.: 0512 / 72 70-15  
beratungszentrum.caritas@dibk.at
**Family Assistance**

The family assistance of Caritas Innsbruck offers interim aid for families, partnerships and unmarried persons in difficult life situations. The family assistants adapt their support flexibly to the respective need. Their activities cover the educational, nursing and domestic areas.

6021 Innsbruck · Heiliggeiststraße 16  
Tel.: 0512 / 72 70-45  
v.knausz@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 · Heiliggeiststraße 16  
Tel.: 0512 / 72 70-78  
j.gschnell.caritas@dibk.at

**KOMFÜDRO**

An open access contact and drop-in centre for drug users.

**Offer:**
- psychosocial consultation and support
- syringe distribution, syringe exchange
- safer use and safer sex consultation
- health information about infectious diseases (hepatitis B/C, HIV, abscesses, ...)
- special opening times for women
- referral to other institutions such as for ongoing consultation, substitution, withdrawal, therapy etc.
- hot and cold drinks and snacks at cost price
- warm meals
- shower and laundry facilities

6020 Innsbruck · Ing.-Etzel-Straße 1  
Tel.: 0512 / 56 14 03  
komfuedro.caritas@dibk.at  
**Opening times:** Mon – Fri: 11 am – 3 pm  
**Opening times only for women:** Tue 3 pm – 4.30 pm  
**Note:** Closed on Saturdays, Sundays and public holidays!
Mentlvilla

Mentlvilla is an emergency night shelter for drug dependent people, substance abusers and homeless people.
¶ primary care (a place to sleep, food, clothes, sanitary articles)
¶ health work (syringe exchange, hygiene consultation, health info, social-psychiatric primary care)
¶ social work (consultation, support, crisis intervention, support for relatives)
¶ socio-educational work (promotion of social and living competencies)

6020 Innsbruck · Mentlgasse 20
Tel.: 0512 / 56 43 51
mentlvilla.caritas@dibk.at

COURAGE INNSBRUCK

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

6020 Innsbruck · Bozner Platz 1 / 4th floor
Tel.: 0699 / 166 166 63
innsbruck@courage-beratung.at
www.courage-beratung.at
Consulting times:
Mon, Wed, Thu 5 pm – 8 pm,
Appointment by telephone:
Mon – Thu, 9 am – 3 pm

CHILL OUT

See DOWAS

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

DIOCESE OF INNSBRUCK

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

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
Men’s forum of the Diocese of Innsbruck

- learning events
- establishment of men’s groups and men’s initiatives
- point of contact, info and specialised office for men’s affairs

Andreas Cia
6423 Mötz · Am Setzberg 14
Tel.: 05263 / 20 1 15 · Mobile: 0650 / 352 51 35
office@maennerforum.at
www.maennerforum.at

DOUBLE S – SELF-HELP GROUP FOR EATING DISORDERS

Offers of the self-help group:

- assistance with search for treatment
- further reading
- meetings to share experiences after telephone consultation
- contact by post

6020 Innsbruck · Innrain 43
Tel.: 0512 / 57 71 98 (Selbsthilfe Tirol)
doppel_s@gmx.net

DOWAS DROP-IN CENTRE FOR HOUSING AND EMPLOYMENT SEEKERS

Counselling centre for questions of livelihood security, employment and housing search.

The following are offered in particular:

- eviction prevention
- assistance in housing search and renting
- assistance with authorities and government offices
- setting up a postal and an AMS address or contact point for the establishment of a main domicile confirmation
- debt regulatory measures
- procurement and safekeeping of documents
- assisted living possibilities

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 from 14- to 19-year-olds) and consists of three areas:

- drop-in centre: covering various primary needs, open access consultation and support.
- counselling centre: support with livelihood security, housing search and retention, job search and training, drug problems and debt management.
- living area: temporary living space with continuous support.

The aim of CHILL OUT is to develop together with the young people a perspective of living corresponding to their needs and possibilities.

6020 Innsbruck · Heiliggeiststraße 8
Tel.: 0512 / 57 21 21
chillout@dowas.org
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.

The following in particular are offered:

- advice and support, e.g. in financial problems, when in contact with various offices
- assistance in housing search, rental, imminent eviction, disputes with landlords, organisation of child care, job search and problems in the workplace
- supervised living opportunities (transitional apartments and social-educational shared accommodation)

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

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

Drug clinic I of the University Hospital in Innsbruck
6020 Innsbruck · Innrain 66a
Tel.: 050 / 504-24750
drogenambulanz@i-med.ac.at

General psychiatric admission ward Hall
6060 Hall · Milser Straße 10
Tel.: 050 / 504-88 11 0
hall.pb.b1-leitstelle@tirol-kliniken.at

Specialist clinic for drug therapy and outpatient consulting
Tel.: 050 / 504-88 13 0
hall.pb.b3-leitstelle@tirol-kliniken.at

Alcohol and drug withdrawal
Tel.: 050 / 504-88 14 01 40 (addiction hotline)
hall.pb.b4-leitstelle@tirol-kliniken.at

Drug clinic Wörgl
6300 Wörgl · Steinbacherstraße 1
Tel.: 05332 / 69 66-0
direktion@bkh-kufstein.at

Therapy and health centre Mutters, ward III a
6162 Mutters · Nockhofweg 23
Tel.: 050 / 504 490 · Fax: 05050 / 44 90-40
info@uki.at
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 and www.eltern-kindzentren-tirols.at/plattform__00.htm

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
Mobile: 0676 / 842 487 500
info@eltern-kind-treff.at
www.eltern-kind-treff.at

EATING DISORDERS – AREA EAST OF INNSBRUCK
Self-help group which meets regularly to exchange experiences.

6020 Innsbruck · Innrain 43
Tel.: 0512 / 57 71 98
dachverband@selbsthilfe-tirol.at
Phone availability: Tue – Fri 9 am – 12 pm

STATE EDUCATIONAL COUNSELLING CENTRE
See Office of the Tyrol State Government – Educational Counselling Centre

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

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 Redzepovič
6060 Hall · Zottstraße 7
Tel.: 0664 / 144 28 99
s.redzepovic@tsn.at
STATE FAMILY DEPARTMENT

See Office of the Tyrol State Government – JUFF Department – Department of Family

KLARTEXT FAMILIES AND MEN’S COUNSELLING CENTRE

- questions of marriage and visiting right for fathers, visiting support
- advice on difficulties in partnerships, in education, school problems, domestic violence
- sexual counselling, medical consultation
- visiting offices and authorities (possibility of a German-Turkish speaking interpreter)
- children’s visitor cafe for the area east of Innsbruck: facilitating/enabling the visiting contact of parents not entitled to custody with neutral support person during the visit (for Turkish parents: German-Turkish speaking visit supporter)

6130 Schwaz · Franz-Kneissl-Straße 13
Tel. Info. Family/life consultation: 0664 / 252 99 99
Fax: Info. Legal advice: 0660/300 61 30
klartext-familienberatung@gmx.net
www.familienberatung.gv.at/beratungstellen/information/einrichtung/6330
Kufstein-Klartext

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 · Museumstr. 38 / SILLPARK
Tel.: 0800 / 800 508
info@familien-senioreninfo.at
www.familien-senioreninfo.at

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.: 05332 / 73 7 58
Consultation: every Thursday 3 pm – 7 pm and by arrangement
**TAX OFFICE**

The main task of the tax offices is to manage taxes as well as to maintain and communicate information to the taxpayer.

- **Finanzamt Innsbruck**  
  6020 Innsbruck · Innrain 32  
  Tel.: 0512 / 505

- **Finanzamt Kitzbühel Lienz**  
  6370 Kitzbühel-Lienz · Im Gries 9  
  Tel.: 05356 / 604

- **Finanzamt Kufstein Schwaz**  
  6333 Kufstein · Oskar-Pirlo-Straße 15  
  Tel.: 05372 / 702

- **Finanzamt Landeck Reutte**  
  6500 Landeck · Innstraße 11  
  Tel.: 05442 / 601-0

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**FIRST LOVE OUTPATIENT CLINIC**

The First Love outpatient clinic is a drop-in centre for teenagers between 12 and 19 years. Counselling offer by two female doctors and a nurse for all questions concerning the topics of love, relationships, sexuality, contraception and pregnancy.  
**Note:** anonymous, free of charge and unburdensome.

- Univ. Hospital for gynaecology, clinical department for gynaecological endocrinology and reproduction medicine  
  6020 Innsbruck · Anichstraße 35  
  (ENT-building)  
  Tel.: 050 / 504-23068  
  frauenheilkunde@uklibk.ac.at  
  www.kinderwunsch-zentrum.at

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**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 and Thu 10 am – 2 pm  
  In the afternoon by appointment

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**STATE WOMEN’S DEPARTMENT**

See Office of Tyrol State Government – JUFF Department – Women and Equal Treatment

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**WOMEN FROM ALL COUNTRIES**

- educational opportunities (German courses, literacy courses, basic education, political education, free learning afternoons, information events, etc.) with childcare
- consultation on women’s and migrant-specific issues (education, work, living, stay, livelihood security, family, violence, migration, discrimination, etc.) as single or group consultation and in different languages or with interpreter
- leisure and culture offers (yoga course, women's swimming, cycling courses, intercultural garden, etc.)

- 6020 Innsbruck · Müllerstraße 7  
  Tel.: 0512 / 56 47 78  
  info@frauenausallenlaendern.org  
  www.frauenausallenlaendern.org  
  Mon – Wed 8.30 am – 11 am and 2 pm – 5 pm
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

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

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 10a
Tel.: 0512 / 58 09 77
info@fhf-tirol.at
www.fhf-tirol.at

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 · Museumstraße 27/3
Tel.: 0512 / 571313
office@gewaltschutzzentrum-tirol.at
www.gewaltschutzzentrum-tirol.at

OFFICE FOR EQUAL TREATMENT

- Consultation, support and information for victims of discrimination
- Documentation, lectures, workshops and information events for multipliers

Contact for 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
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

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, 8 am – 5 pm

HPE – HELP FOR RELATIVES OF PEOPLE WITH A MENTAL ILLNESS

Counselling sessions, group meetings, lectures.

INFO CORNER – YOUTH INFO FOR TYROL

See Office of Tyrol State Government Info Corner – Youth info for Tyrol

MINORITIES INITIATIVE

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

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.

1020 Innsbruck · Kapuzinergasse 43
Tel.: 0512 / 58 75 86
office@hositirol.at
www.hositirol.at

1500 Landeck · Schrofensteinstraße 2a
Tel.: 05442 / 64 7 61

1630 Brixlegg · Marktstraße 29
Tel.: 05337 / 64 4 66

1020 Innsbruck · Kapuzinergasse 43
Tel.: 0512 / 58 75 86
office@hositirol.at
www.hositirol.at
INLINGUA LANGUAGE SCHOOL

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

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

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.

STATE INTEGRATION DEPARTMENT

See Office of the Tyrol State Government – JUFF Department – Department of Integration

INTERNATIONAL LANGUAGE CENTRE (ISI)

Structured foreign language offer and German courses at university level.

STATE YOUTH DEPARTMENT

See Office of the Tyrol State Government – JUFF Department – Youth Department

YOUTH ORGANISATIONS

For addresses and information on youth centres and youth clubs see

- POJAT – voluntary youth work platform Tyrol and
- Office of the Tyrol State Government – JUFF Department – Youth Department.
**YOUTH RED CROSS**

The Youth Red Cross is the youth organisation 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

**CHILD AND YOUTH ADVOCACY TYROL**

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

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

**CHILD AND YOUTH WELFARE**

See Office of the Tyrol State Government – Child and Youth Welfare

**CHILD PROTECTION TYROL**

Point of contact in cases of sexual, physical and psychological violence as well as neglect of children and young people:

- support measures to leave a violent situation
- protection of affected children from further violent experiences
- inclusion of the contact person, the responsible care giver of the child and involved social institutions
- counselling and psychotherapy
- information and sensitisation about the topic of violence for persons who work with children and young people

Child protection Imst
6064 Imst · MedZentrum, Stadtplatz 8, ground floor
Tel.: 05412 / 63 405
imst@kinderschutz-tirol.at

Child protection centre Lienz
9900 Lienz · Amlacherstraße 2 (Dolomitencenter)
Tel.: 0482 / 71 440
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

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

The komm!unity association
* carries out operational work for the areas of youth, integration and community work on behalf of the town of Wörgl
* operates several facilities in Wörgl and the surrounding area (youth centre, youth clubs, mobile youth work, youth information centre, department of integration, centre for community work)
* develops numerous projects and events and implements them

6300 Wörgl · Bahnhofstraße 15
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
HOSPITALS

**District hospital Hall in Tirol**
6060 Hall in Tirol · Milser Straße 10
Tel.: 050 / 504-34 00

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

**District hospital Lienz**
9900 Lienz · Emanuel-von-Hibler-Straße 5
Tel.: 04852 / 606-0

**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

**District hospital Reutte**
6600 Ehenbichl · Krankenhausstraße 39
Tel.: 05672 / 601-0
info@bkh-reutte.at
www.bkh-reutte.at

**District hospital St. Johann**
6380 St. Johann · Bahnhofstraße 14
Tel.: 05352 / 606-0
info@khsj.at
www.khsj.at

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

**St. Vinzenz Zams hospital**
6511 Zams · Sanatoriumstraße 43
Tel.: 05442 / 600
office@krankenhaus-zams.at
www.kh-zams.at

**Hochzirl state hospital**
Specialist hospital for internal medicine & neurological rehabilitation following acute illness
6170 Zirl · Anna-Dengel-Haus
Tel.: 050 / 504-41000
hn.kdion@tirol-kliniken.at

**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 1 pm – 3 pm, 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 8 am – 12 pm
Tel.: 050 / 504-23060 (only with appointment by telephone)

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

**REGIONAL EDUCATIONAL BOARD FOR TYROL**
The Regional Educational Board is the responsible School Board of the Federation at State level.

6020 Innsbruck · Innrain 1 (Andechshof)
Tel.: 0512 / 52 0 33-0
office@lsr-t.gv.at
www.lsr-t.gv.at
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.

1) Individual and group counselling and assistance:
- questions on school career
- mediation between school and parents
- co-operation with the educational psychologist
- advice on questions of special educational needs (special school/integration)
- legal advice on academic matters
- support in the prevention of or mediation in conflict situations
- interpretation & translation activities for educational institutions

2) General information and publicity work:
- educational consultation: information activity at parents evenings
- intercultural projects and meetings
- workshops and lectures on the teaching principle “intercultural learning”
- assistance with intercultural school meetings
- co-operation with public places, mechanisms and associations concerned with the support and consultation of people with migration background

3) Other activities:
- co-ordination activity for mother-tongue teaching
- mediation of family assistance and support for pupils from difficult family backgrounds

consultation of lateral entrants
recommendation of individual and group learning assistance

6020 Innsbruck · Innrain 1
Tel.: 0512 / 520 33-115 or -114
n.marosevac@lsr-t.gv.at or a.tuncer@lsr-t.gv.at

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 · Müllerstraße 7
Tel.: 0512 / 57 65 61
schulpsy@asn-ibk.ac.at
www.schulpsychologie.tsn.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
kontakt@mannsbilder.at
www.mannsbilder.at

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

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

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
mv-tirol@aon.at
mvoe.echonet.at/leistungen/tirol/SID

Branch offices:

Hall
6060 Hall · Oberer Stadtplatz 8

Imst
6460 Imst · Am Grettert 4

Landeck
6500 Landeck · Maisengasse 20

Kufstein
6330 Kufstein · Kempterstraße 1
Tel.: 05372 / 62 6 82 (ÖGB secretariat)
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 · Salurnerstraße 18/III
Tel.: 0512 / 57 40 35
msv@jsl.at
www.mieterschutzverband.at

MINIMUM BENEFIT FUND

See Office of the Tyrol State Government – minimum benefit fund

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.

6020 Innsbruck
Andreas-Hofer-Straße 46 / 3rd floor
Tel.: 0512 / 58 04 04
office.tirol@neustart.at
www.neustart.at

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 5 pm – 6 pm

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
**AUSTRIAN STUDENT UNION (ÖH) – DEPARTMENT FOR FOREIGN STUDENTS**

Especially for foreign students. Information, advice and help with everything concerning students in Innsbruck, such as:
- admission requirements at the University of Innsbruck
- reports on study, tuition fees, scholarships
- residence permit and working in Austria
- general advice on life as a student

The ÖH foreign department has created a brochure which addresses the initial experience of “being a foreigner” in Innsbruck and makes university life easier.

[oehinfo.uibk.ac.at](http://oehinfo.uibk.ac.at)

**ÖH-Center Innsbruck · 6020 Innsbruck Josef-Hirn-Straße 7/II**
Tel.: 0512 / 507-35 560
auslaenderreferat@oeh.cc
www.oehweb.at/beratung/auslaendische-studierende

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**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:
- integration centres in the different federal states
- 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 to download, video and audio material with exercises for independent German learning ([www.integrationsfonds.at/themen/sprache/sprachportal](http://www.integrationsfonds.at/themen/sprache/sprachportal))
- integration centre for Tyrol: support for migrants, persons entitled to asylum, people granted subsidiary protection and the Austrian receiving society, integration projects and workshops on everyday topics

**Innsbruck**
6020 Innsbruck · Lieberstraße 3
Tel.: 0512 / 561771-11
tirol@integrationsfonds.at
www.integrationsfonds.at/tirol/integrationszentrum_tirol
Mon – Wed: 8.30 am – 4.30 pm
Thu: 8.30 am – 6.30 pm · Fri: 8.30 am – 1 pm
Fri: only with appointment by telephone on 0512 / 56 17 71-17

**Vienna**
1030 Wien · Schlachthausgasse 30
Tel.: 01 / 710 12 03-0
mail@integrationsfonds.at
www.integrationsfonds.at
### PHOENIX IN TYROL
Aftercare, Turkish courses, language and cultural competition

<table>
<thead>
<tr>
<th>6063 Rum · Bundesstraße 37</th>
<th>Tel: 0676 / 9505750</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:innsbruck@phoenixintirol.at">innsbruck@phoenixintirol.at</a></td>
<td>phoenixintirol.at</td>
</tr>
</tbody>
</table>

### POJAT – 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.

<table>
<thead>
<tr>
<th>6060 Hall in Tirol · Saline 17</th>
<th>Tel.: 0650 / 3442 910</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:office@pojat.at">office@pojat.at</a></td>
<td><a href="http://www.pojat.at">www.pojat.at</a></td>
</tr>
</tbody>
</table>

### PRO MENTE TIROL (PREVIOUSLY THE SOCIETY FOR MENTAL HEALTH)
- therapeutic shared living
- occupational initiatives
- Domplatz meeting point – leisure and contact club (Domplatz 2, 6020 Innsbruck)

**Note:** There are also offers of the Association for Mental Health in the different districts

<table>
<thead>
<tr>
<th>6020 Innsbruck · Karl-Schönherr-Straße 3</th>
<th>Tel.: 0512 / 58 51 29</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:direktion@promente-tirol.at">direktion@promente-tirol.at</a></td>
<td><a href="http://www.gpg-tirol.at">www.gpg-tirol.at</a></td>
</tr>
</tbody>
</table>

### PSYCHOSOCIAL NURSING SERVICE (PSP)
- support for psychologically ill persons
- assisted shared living and residential homes
- employment initiatives, work training

<table>
<thead>
<tr>
<th>6020 Innsbruck · Anichstraße 4</th>
<th>Tel.: 0512 / 57 27 50-0</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:kontakt.innsbruck@psptirol.org">kontakt.innsbruck@psptirol.org</a></td>
<td><a href="http://www.psptirol.org">www.psptirol.org</a></td>
</tr>
<tr>
<td><strong>Note:</strong> Branch offices in the districts</td>
<td></td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>6020 Innsbruck · Grabenweg 3a / 2nd floor Competence Center</th>
<th>Tel.: 0512 / 57 99 30 · Mobile: 0650/9578869</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.rainbows.at">www.rainbows.at</a></td>
<td></td>
</tr>
</tbody>
</table>

### SAVE THE CHILD
Surrogate grandparents who look after the children.

<table>
<thead>
<tr>
<th>6020 Innsbruck · Krippengasse 4</th>
<th>Tel.: 0512 / 20 24 13</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:office@rettet-das-kind-tirol.at">office@rettet-das-kind-tirol.at</a></td>
<td><a href="http://www.rettet-das-kind-tirol.at">www.rettet-das-kind-tirol.at</a></td>
</tr>
</tbody>
</table>
RED CROSS – REGIONAL ORGANISATION TYROL

Culture-specific advanced training for employees and volunteers in health care professions. The brochure “red cross health information” are also available in Turkish and Serbian language. This brochure is available as a download at www.roteskreuz.at/migration-suchdienst/migration-angebote/gesundheit/gesundheitsinfos

6020 Innsbruck · Sillufer 3a
Tel.: 0512 / 33 444-0
info@t.roteskreuz.at
www.t.roteskreuz.at

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-Straße 23/5
Tel.: 0512 / 57 76 49
office@sbtiroi.at
www.sbtiroi.at

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

Regional office Imst
6460 Imst, Christian-Plattner-Straße 6
Tel.: 05412 / 63 8 30
imst@sbtiroi.at

Regional office Wörgl
6300 Wörgl · Bahnhofstraße 37
Tel.: 05332 / 75 5 04
woergl@sbtiroi.at

EDUCATIONAL PSYCHOLOGY

See Regional Educational Board for Tyrol

STATE SOCIAL DEPARTMENT

See Office of the Tyrol State Government – Social Department

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. The Federal Office for Social and Disability Affairs also supports a set of measures which improve the mobility of disabled people and improve the barrier-free accessibility of companies and institutions, among other things.
* models of integrative professional training for disabled apprentices
* family information points for relatives of disabled children
* grants for companies employing people with disabilities

6020 Innsbruck · Herzog-Friedrich-Str. 3
Tel.: 0512 / 56 31 01
post.tirol@sozialministeriumservice.at
www.sozialministeriumservice.at

**HARPF SOCIAL DIOCESE**

German courses

6067 Absam · Krippstraße 42
andrea.harpf@tirol.com

**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.

**SOCIAL INSURANCE INSTITUTION FOR THE COMMERCIAL SECTOR (SVA)**

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 / 808-20 28
vs.t@svagw.at · esv-sva.sozvers.at

**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 & Vereinsbüro**
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 secondary school pupils or new middle school pupils**
6020 Innsbruck · Dreiheiligenstraße 9

**Schwaz branch – German support classes for primary school pupils**
6130 Schwaz
Volksschule Hans Sachs
Franz-Josef-Straße 26
6130 Schwaz
Volksschule Johannes Messner
Johannes Messner-Weg 8

**STATE CITIZENSHIP DEPARTMENT**

See Office of the Tyrol State Government – citizenship department
INNSBRUCK MUNICIPAL COUNCIL

6010 Innsbruck · Maria-Theresien-Str. 18
Tel.: 0512 / 5360
post.buergerservice@innsbruck.gv.at
www.innsbruck.at

Residence affairs
Tel.: 0512 / 5360-1028, 1030, 1032, 1034
post.aufenthaltsangelegenheiten
@innsbruck.gv.at

Women, families, senior citizens
Tel.: 0512 / 5360-4202
post.frau.familie.senioren@innsbruck.gv.at

Integration office
Tel.: 0512 / 5360-4105
post.stadtplanung@innsbruck.gv.at

Registration and residents’ administration
Tel.: 0512 / 5360-1218
post.meldewesen@innsbruck.gv.at

MARIENHEIM FOUNDATION

Learning assistance for kindergarten children and school pupils with non-German mother-tongue (TUTO learning assistance and TUTO vocabulary) and German courses for migrants.

6020 Innsbruck, Peter-Mayr-Straße 1b
Tel.: 0512 / 52 0 30
office@marienheim.at
www.marienheim.at

TYROL SOCIETY FOR ANTI-RACIST WORK (TIGRA)

The Tyrol Society for Anti-Racist Work (TIGRA) is a regional point of contact and hub for questions and requests concerning the topic of racism. The work covers, above all, counselling for victims and witnesses, documentation (Tyrol Racism Report) and information (with education work).

Tel.: 0680 / 214 91 00
(consultation subject to appointment)
info@tigra.cc
www.tigra.cc

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

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@tirolerfrauenhaus.at
TYROL REGIONAL HEALTH INSURANCE FUND (TGKK)

- 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
tgkk@tgkk.at
www.tgkk.at

TYROL AID ORGANISATION

See Office of the Tyrol State Government – Tyrol aid organisation

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 · Sterzinger Straße 5
Tel.: 0512 / 21440 100
office@tsd.gv.at
www.tiroler-sozialdienst.com

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

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 · Meraner Straße 5
Tel.: 0512 / 508-7702
patientenvertretung@tirol.gv.at
www.tirol.gv.at/patientenvertretung
Opening times: Mon – Thu 8 am – 12 pm and 2 pm – 5 pm, Fri 8 am – 12 pm and by appointment.

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
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 07 03
office@obdachlose.at

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
bw@obdachlose.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 45
Tel.: 0512 / 57 73 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
testeum@obdachlose.at

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
testeum@schwaz.net

Ried im Zillertal
Social Counselling Centre Ried
6272 Ried im Zillertal, parish community centre
Mobile: 0664 / 536 30 13
zillertal@teestube.at
**MENSCHEN.LEBEN ASSOCIATION**

- Integration/education/language, asylum, women’s work, psychological support, youth work
- Project HIPPY: outreach work with parents, early linguistic assistance

<table>
<thead>
<tr>
<th>2500 Baden · Theresiengasse 4/3</th>
<th>Tel: 02252 / 508 248</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:office@menschien-leben.at">office@menschien-leben.at</a></td>
<td><a href="http://www.menschen-leben.at">www.menschen-leben.at</a></td>
</tr>
</tbody>
</table>

**SPRACHRAUM ASSOCIATION**

Language courses, translations, proofreading

<table>
<thead>
<tr>
<th>6020 Innsbruck · Kapuzinergasse 10a</th>
<th>Tel.: 0650 / 8409918</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:mail@sprachraum-innsbruck.com">mail@sprachraum-innsbruck.com</a></td>
<td><a href="http://www.sprachraum-innsbruck.com">www.sprachraum-innsbruck.com</a></td>
</tr>
</tbody>
</table>

**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.

Advice on problems relating to illegal drugs:
- Advice on questions about drug risks and dependence
- Psychotherapy
- Psychosocial counselling and care
- Mediation in inpatient withdrawal and therapy facilities and further social services
- Aftercare after withdrawal or therapy

<table>
<thead>
<tr>
<th>Drogen Suchtberatung Tirol</th>
<th>6111 Volders · Kirchgassee 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel.: 05224 / 51 0 55</td>
<td><a href="mailto:volders@bit-tirol.com">volders@bit-tirol.com</a></td>
</tr>
<tr>
<td><a href="http://www.verein-suchtberatung.at">www.verein-suchtberatung.at</a></td>
<td></td>
</tr>
</tbody>
</table>

**Branch offices**

- **Hall**
  - 6060 Hall · Schmiedtorgasse 5/3
  - Tel.: 05223 / 55 1 70
  - hall@bit-tirol.com

- **Innsbruck**
  - 6020 Innsbruck · Anichstraße 13/3
  - Tel.: 0512 / 58 33 37-10 or 0512 / 58 33 37-12
  - innsbruck@bit-tirol.com

- **Kufstein**
  - 6330 Kufstein · Alois-Kemter-Straße 5
  - Tel.: 05372 / 66 5 88
  - kufstein@bit-tirol.com

- **Lienz**
  - 9900 Lienz · Rosengasse 12/2
  - Tel.: 0680 / 32 4 82 68 · lienz@bit-tirol.com

- **Schwaz**
  - 6130 Schwaz · Innsbrucker Straße 5/2
  - Tel.: 05242 / 71 2 70-12
  - schwaz@bit-tirol.com

- **Telfs**
  - 6410 Telfs · Obermarkt 43/3
  - Tel.: 05262 / 62 1 50 · telfs@bit-tirol.com

- **Imst**
  - 6460 Imst · Ing.-Baller-Str. 1/II, Bußkreuz
  - Tel.: 05412 / 62 8 07-20 · imst@bit-tirol.com

- **Kitzbühel**
  - 6370 Kitzbühel · Rennfeld 15
  - Tel.: 05356 / 66 5 25
  - kitzbuehel@bit-tirol.com

- **Landeck**
  - 6500 Landeck · Malserstraße 44
  - Tel.: 05442 / 62 9 90
  - landeck@bit-tirol.com
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)
- intercultural seminars and further training courses for multipliers
- media workstation (radio, film, photography, writing workshop)
- international European Union projects in the educational sphere
- organisation of cultural events

Verein Multikulturell
6020 Innsbruck · Andreas-Hofer-Straße 46, 1st floor
Tel.: 0512 / 56 29 29
office@migration.cc
www.migration.cc

VHS – 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 – INSTITUTE FOR ECONOMIC DEVELOPMENT 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

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 – 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 polytechnic school
- development of vocational perspectives

BIZ Innsbruck
6020 Innsbruck · Schöpfstraße 5
Tel: 0512 / 5903
eurobiz.innsbruck@ams.at

ZeMiT – CENTRE FOR MIGRANTS IN TYROL

Assistance, consultation and information:

- in affairs of the Foreign Labour Act (AuslBG), Alien Police Act (FPG), Settlement and Residence Act (GNAW) and Unemployment Insurance Act (ALVG)
- 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 (AST Tyrol)

Note: Consultations are offered in multiple languages (German, Turkish, Serbian, Bosnian, Croatian, English, Kurdish and Russian, and other languages depending on the language skills of consultants). An appointment must be made by telephone!

6020 Innsbruck · Andreas-Hofer-Straße 46
Tel.: 0512 / 57 71 70-0
beratung@zemit.at · www.zemit.at

STATE HOUSING SUBSIDY

See Office of the Tyrol State Government – Housing Subsidy Department

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
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