



Austria



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Contents

General information about Austria	4
Entry to Austria	7
Temporary protection	7
International protection	24
Annex I. Repository of sources	25



1. General information



Austria is situated in the heart of Europe and surrounded by eight neighbouring countries: Germany, Czech Republic, Slovakia, Slovenia, Hungary, Italy, Lichtenstein and Switzerland.

Austria is well located to visit friends and family residing in countries neighbouring Ukraine. For example, a bus ride from Vienna to Warsaw is 9 hours or 3 hours to Budapest. From Vienna or other airports in Austria you can reach all European capital cities within 3 hours.

Language

German is the official language of Austria and an important prerequisite for participating in the working, economic and social life of the country. Croatian, Slovenian and Hungarian are recognised as official languages of autonomous population groups in some regions. English is taught as the first foreign language at most schools. More information is available here: <https://www.migration.gv.at/en/living-and-working-in-austria/austria-at-a-glance/languages-culture-and-religion/>



German classes are provided all over Austria for displaced persons from Ukraine. The Austrian Integration Fund (ÖIF) offers German courses at the language levels A1-C1 at more than 80 course locations, if necessary, also with childcare, throughout Austria. For further information, a personal counselling appointment at the ÖIF is recommended. Depending on the federal province, a form needs to be filled out and sent to the ÖIF. The form is available here:

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

For Ukrainians living in Lower Austria, Styria, Burgenland or Vorarlberg, it is recommended to contact the regional centre of the ÖIF directly to make an appointment. Contacts can be found on the website of the ÖIF: <https://www.integrationsfonds.at/standorte/>

For general questions on the German courses, send an email to: ukrainehilfe@integrationsfonds.at. Displaced persons from Ukraine can also contact Ukrainian- and Russian-speaking staff on the ÖIF information hotline at +43 17151051 - 120.





Administrative settings

The territory of the Federal Republic consists of nine federal states or provinces (Bundesland, Land; plural: Bundesländer, Länder). Vienna is the federal capital and the seat of the supreme federal authorities. Austria has been a Member State of the European Union since 1995. More information is available here: <https://www.migration.gv.at/en/living-and-working-in-austria/austria-at-a-glance/the-political-administrative-and-legal-systems/>

In each federal province, there is a provincial capital from which the province is administered. The provincial capitals and provinces are: Eisenstadt (Burgenland), Klagenfurt (Carinthia), Sankt Pölten (Lower Austria), Linz (Upper Austria), Salzburg (Salzburg), Graz (Styria), Innsbruck (Tyrol), Bregenz (Vorarlberg), Vienna (Vienna).



Population

Austria covers an area of 83 878 square kilometres with a population of 8 933 346 residents (as of 1 January 2021). Of these, approximately 1.58 million have another citizenship. Thus, every sixth inhabitant of Austria is an immigrant. This shows how international and diverse Austria is. More information is available here: <https://www.migration.gv.at/en/living-and-working-in-austria/austria-at-a-glance/geography-and-population/>



Emergency contacts

- ◆ Emergency number **112**
- ◆ Police **133**
- ◆ Fire brigade **122**
- ◆ Crisis hotline **142**
- ◆ Ambulance service **144**
- ◆ Emergency services for children and young people **147**
- ◆ Emergency services for the deaf and hard of hearing **0800/133 133 (SMS, FAX)**
- ◆ Hotline for missing children **116 000**
- ◆ Helpline for crime victims **116 006**
- ◆ Helpline for children **116 111**
- ◆ Non-emergency medical assistance **116 117**
- ◆ Emotional support helpline **116 123**
- ◆ Women's emergency helpline **01 717 19**
- ◆ Psychiatric counselling in emergencies **01 313 30**





Additional emergency numbers can be found at the link of the Austria's digital government agency website here: https://www.oesterreich.gv.at/en/themen/gesundheit_und_notfaelle/notrufnummern.html and the city of Vienna website: <https://www.wien.gv.at/english/contact/emergency.html>



Driving licence

General information on the validity of foreign driving licences in Austria can be found here: https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/fuehrerschein/3/Seite.040500.html

More information is also available on the website of the Austrian Integration Fund, Österreichischer Integrationsfonds (ÖIF) in the form of a question and answers section:

<https://www.integrationsfonds.at/ukraine/ua/>



Ukrainian diaspora

The Ukrainian Community in Austria is still relatively small, but it is very active. Even before the invasion of Ukraine, the number of Ukrainian citizens living in Austria was growing:

- ◆ At the beginning of 2002 only 2 004 Ukrainians were living in Austria.
- ◆ At the beginning of 2022, there were 12 668 Ukrainian citizens living, working and/or studying in Austria.
- ◆ The unemployment rate among Ukrainians in Austria is low (under 10 %).
- ◆ Ukrainian churches exist all over Austria (e.g. St. Barbara in Vienna)
- ◆ Ukrainian restaurants such as Elvira's in Vienna, are not only a social meeting point for Ukrainians in Austria, but of course offer Borsc and other typical dishes.
- ◆ Almost 7 out of 10 Ukrainian citizens residing in Austria are women.

According to preliminary findings of the Austrian Integration Fund, with 7 259 persons, more than half of the of Ukrainian citizens (57.3 %) were residents of Vienna (Data as of 1 January 2022). The second largest share resided in Lower Austria (10.9 %) followed by Upper Austria (9.9 %).





Ukrainian embassy in Austria

The address of the Ukrainian Embassy in Vienna is Naaffgasse 23, 1180 Vienna.

- ◆ Email: emb_at@mfa.gov.ua
- ◆ Opening times: Monday to Friday, 8.30 to 18:00
- ◆ Website: <https://austria.mfa.gov.ua/>

2. Entry to Austria

If you are Ukrainian citizen with a biometric passport, you can enter and stay in Austria for 90 days within a period of 180 days without a visa. If you do not have a biometric passport or visa, displaced persons from Ukraine may be allowed to enter Austria for humanitarian reasons.

Restrictions due to COVID-19 measures have been waived for displaced persons from Ukraine. The COVID-19 entry regulations do not apply to persons who want to enter Austria due to armed conflicts.

3. Temporary protection

In Austria, temporary protection applies to:

- ◆ Ukrainian nationals residing in Ukraine before 24 February 2022 who were displaced from Ukraine on or after 24 February 2022 because of the military invasion by Russian armed forces.
- ◆ Non-European nationals or stateless persons who benefited from international protection or equivalent national protection in Ukraine before 24 February 2022 under Ukrainian law, who were displaced from Ukraine on or after 24 February 2022 as a result of the military invasion by Russian armed forces
- ◆ Family members of persons referred to in points 1 and 2, provided they were residing in Ukraine as part of the family unit before 24 February 2022.



Family members include spouses and registered partners, unmarried minor children of persons from the abovementioned groups 1 and 2 or of their spouses or registered partners, other close relatives of persons from above mentioned groups 1 and 2 who lived together as part of the family unit before displacement and who were wholly or mainly dependent on them.

In addition:

- ◆ Citizens of Ukraine who were lawfully residing in Austria visa-free or with a visa on 24 February 2022, after the end of the visa-free stay or the expiry of the visa if they cannot return to Ukraine or the state of their residence. This applies to Ukrainian citizens who were on a trip to Austria at the beginning of the war and lived in Ukraine or another state to which they cannot return. Persons who lived in another state and can return there are not included.
- ◆ Citizens of Ukraine with a valid residence permit in Austria on 24 February 2022, after the end of the period of validity if they cannot return to Ukraine. This only applies to cases where the residence permit has not been renewed. Persons with currently valid residence permits are not included because they are still lawfully residing in Austria.

Ukrainians who have a residence permit in Austria which will expire soon need to request an extension before the date of expiry. If the authority is unable to extend the residence permit, they will receive the temporary right of residence for displaced persons.

Where can you register for temporary protection in Austria?

Initial registration is carried out by the police, either at specific police stations, or in special arrival or registration centres.

A map is available here: <https://experience.arcgis.com/experience/3e9f6ad59e814102b7c2158b063ce99a/page/English/>

What documents do you need for registration?

Documents such as a passport, birth certificate, marriage certificate, other personal documents and any other identity documents, such as identity card, driving licence, residence permit, etc.



What is the procedure to access temporary protection in Austria?

The Federal Office for Immigration and Asylum (BFA) issues an identity card for displaced persons to persons who belong to the target groups. For this, it is necessary for you to register.

During registration, staff will take your details and the details from your passport or other documents. Persons above the age of 14 will have their fingerprints taken. There is a form available in several languages that you must fill in and submit at registration available here: https://bfa.gv.at/401/files/Ukraine/Registrierungsformular_Aufenthaltstitel_fuer_Vertriebene_ausfuellbar_20220317.pdf

If all data is completely available to the BFA at the registration stage, an identity card for displaced persons as a residence permit will be personally delivered to you. If any further information is required from you, the BFA will contact you and invite you to an interview to gather the missing data. This may be the case if, for example, your passport is not available.

More information on the registration process is available

- ◆ in Ukrainian here: https://www.bfa.gv.at/401/files/Ukraine/Infoblatt_Registrierung_UA-OK_20220317.pdf
- ◆ in Russian here: https://www.bfa.gv.at/401/files/Ukraine/Infoblatt_Registrierung_RU-OK_20220317.pdf

Which documents will you receive as a beneficiary of temporary protection?

As soon as all your details are complete, the identity card for displaced persons will be sent to your registered address or to the delivery address provided at registration or to a registered recipient. You do not need to do anything else.

The authorities will inform you if they need more information. In some cases, it may also be necessary to register your fingerprints again to issue the identity card. This will be carried out by the staff of the BFA. It may also be necessary for you to bring a passport photo, if the photo from your passport cannot be used.



Enclosed with the personal identity document for displaced persons you will also receive essential information about staying in Austria. More information is available here: https://bfa.gv.at/401/files/Ukraine/Begleitschreiben_Ausweis_fuer_Vertriebene_UA_20220315.pdf

In Austria, there is an obligation to register your residence: https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/an__abmeldung_des_ohnsitzes.html

This takes place at the registration office in the municipalities (municipal office). It is important to inform the registration office of any subsequent change of residence as this will also ensure that the BFA can send the identity card for displaced persons and reach you in case of further enquiries.

Duration of temporary collective protection

The temporary protection status is valid until 3 March 2023 and can be extended for a maximum of 12 months. The protection status may be terminated earlier if it becomes safe to return to Ukraine. Furthermore, the right of residence will expire if you leave Austria for a longer time, i.e. if you move to another EU country. Short trips are possible without the right of residence expiring.

Additional information regarding registration and stay in Austria, can be found on the website of the Federal ministry of the interior, Bundesministerium für Inneres (BMI), here: https://www.bmi.gv.at/Ukraine/Erfassung_und_Aufenthalt.aspx

Your rights as a beneficiary of temporary collective protection in Austria

Your rights as a beneficiary of temporary protection are:

- ◆ residence and work permit
- ◆ accommodation
- ◆ access to labour market
- ◆ means of subsistence in the reception system
- ◆ access to medical care
- ◆ access to education
- ◆ family reunification
- ◆ information about the contents of temporary protection.



More information about these rights

Accommodation

At arrival, displaced persons can contact the Federal Agency for reception and support services, Bundesagentur für Betreuungs- und Unterstützungsleistungen (BBU): <https://www.bbu.gv.at/>

Here you will be supported by Ukrainian-speaking staff. The agency provides shelters for those who do not have the financial means to organise accommodation. Temporary housing, food and non-food items are provided in the shelters.

The hotline +43 126768709460 has been set up at the Federal Agency for Reception and Support Services (BBU). Information is also provided in Ukrainian, Russian and English. Tickets for the Austrian Railway are free for Ukrainian displaced persons. More information is available here: <https://www.oebb.at/en/neuigkeiten/ukraine-hilfe>

The police is also a first-contact point and will contact the coordination office of the agency after an initial clarification of the accommodation situation.

Additional information for Ukrainian citizens in Austria can be found here: <https://www.bbu.gv.at/ukraine>

Initial reception

The federal states have set up arrival centres, which serve as the first-contact point and provide orientation. More information about existing arrival centres from the basic care offices of the federal states is available here: https://www.bmi.gv.at/Ukraine/Suche_Unterkunft.aspx

Note that these first organised accommodations are not intended to fulfil the task of housing in the long-term. These accommodations have been established for immediate and emergency assistance in the short-term. They might offer bedrooms you will share with other persons for a couple of days.



Long-term accommodation

If you need shelter, for example because you do not have the necessary financial means or cannot live with friends or relatives, the Austrian authorities will provide organised accommodation for you. The type of accommodation can vary and is provided all over Austria. Please note that you cannot choose the region. All cities in Austria offer a good variety of infrastructure (shops, public transport, medical facilities/hospitals, kindergarten, schools, etc.).

Alternatively, if you prefer to stay in private accommodation and cannot provide for yourself, you can receive basic care benefits, such as rent subsidy and food allowance. The rates for the reimbursement of costs are laid down in the Austrian basic care agreement.



Further information is available on the websites of the federal states:

- ◆ Vienna: <https://www.fluechtlinge.wien/grundversorgung>
- ◆ Burgenland: <https://www.burgenland.at/politik/burgenland-hilft/haeufig-gestellte-fragen/>
- ◆ Lower Austria: https://www.noel.gv.at/noel/SozialeDienste-Beratung/Informationen_fuer_Fluechtlinge_aus_der_Ukraine.html
- ◆ Upper Austria: <https://www.land-oberoesterreich.gv.at/files/ukraine/index.html>
- ◆ Styria: <https://www.ukrainehilfe.steiermark.at/cms/beitrag/12865238/168549306/>
- ◆ Carinthia: <https://ukraine-info.ktn.gv.at/>
- ◆ Tyrol: <https://www.tirol.gv.at/tirol-europa/ukraine-hilfe/grundversorgung-derzhavna-programa-bazovoji-dopomogi/derzhavna-programa-bazovoji-dopomogi/>
- ◆ Vorarlberg: <https://vorarlberg.at/-/grundversorgung>

Registration obligation

In Austria, there is an obligation to register the residence of a person. This takes place at the registration office in the municipalities (municipal office). It is important that Ukrainian displaced persons register with the registration office and inform the registration office of any change of residence. This also ensures that the BFA will send the identity card for displaced persons to you or reach you with further enquiries.

More information is available here: www.oesterreich.gv.at/themen/dokumente_und_recht/an_abmeldung_des_wohnsitzes.html



Access to labour market

Access to the labour market is possible once the identity card for displaced persons has been obtained. However, it is necessary to register with the Austrian public employment service, Arbeitsmarktservice Österreich (AMS) here: <https://www.ams.at/arbeitsuchende/arbeiten-in-oesterreich-und-der-eu/ukraine>



The service provides advice for employment and issues the employment permit. The AMS will collect data such as education, professional experience and skills and further necessary personal information. Specific information for Ukrainians can be found here: <https://www.ams.at/arbeitsuchende/arbeiten-in-oesterreich-und-der-eu/ukraine#inormations-in-english>

The Austrian integration fund, Österreichischer Integrationsfonds (ÖIF), provides a wide range of free services to displaced persons, refugees and immigrants in Austria such as German courses for all language levels from A1 to C1, orientation courses on living and working in Austria, and information about accessing the labour market in Austria. More information is available here: <https://www.integrationsfonds.at/ukraine/>

Basic care



If you do not have financial resources or accommodation with relatives or friends, assistance is provided within the framework of the 'basic care' service (Grundversorgung) and includes services such as the provision of accommodation, meals or healthcare. Basic care benefits, such as rent subsidy and food allowance, can also be granted in the context of private accommodation.

More information is available here: <https://www.bbu.gv.at/ukraine>

Means of subsistence in the reception system



Basic services and means to obtain private or individual housing are provided according to regulations from the respective federal states. Different amounts may apply.



Public health

Medical care/medical prescription

Displaced persons from Ukraine are covered by health insurance throughout and will receive primary care from the federal government or the federal state. Displaced persons from Ukraine are entitled to benefits (in kind) and can, for example, receive medical assistance, medicine and medical supplies.

After registration, the necessary data is forwarded to the Austrian health insurance fund (ÖGK) via the primary care system. Displaced persons from Ukraine will be assigned an insurance number. Once the insurance number is assigned, the ÖGK service points can also issue an e-card replacement voucher. This voucher serves as proof for your health insurance.



Note:

- ◆ Both the 'health insurance voucher for persons with basic healthcare', which is issued during registration, and the 'e-card replacement voucher', which is subsequently issued at the customer service points of ÖGK if required and if the insurance number is available, are valid as e-card replacement vouchers.
- ◆ Before your registration, medical care is also guaranteed by presenting the relevant documents (passport or other residence documents related to Ukraine) if the insurance number or e-card replacement voucher is not available yet.

Further information on health insurance can be found on the homepage of the ÖGK here: <https://www.gesundheitskasse.at/>

The FAQ for displaced persons from Ukraine is available (in German) here: <https://www.gesundheitskasse.at/cdscontent/?contentid=10007.884366&portal=oegkportal>

Psychosocial support

Displaced persons from Ukraine have the same entitlement to in-kind benefits from the health insurance as other insured persons. This means that they are also entitled to health treatment such as therapeutic treatment and clinical-psychological diagnostics.

There are various institutions that provide psychological counselling for displaced persons and refugees (also in Ukrainian and Russian). Details for some are provided below.



Diakonie – Psychological Counselling in Ukrainian

The Diakonie hotline ('AMIKE') offers advice and help with psychosocial stress - anonymously and in the languages Russian and Ukrainian.

More information is available here: https://www.diakonie.at/file/download/32730/file/AMIKE-Telefon_Diakonie_Infoblatt_Ukrain_Russ_Engl.pdf

Hotline: +43 134301014

Project 'NEDA'

NEDA UKRAINE offers needs-oriented psychological support to refugees from Ukraine who are using the basic care service in Vienna. Support is provided through personal counselling in the first language and psychoeducational information sessions in facilities of the Vienna Refugee Assistance.

They are located in the Institute for Women's and Men's Health (FEM/ FEM Süd/MEN) as well as in the residential facilities of the Vienna Refugee Assistance and counselling centres. The counselling sessions are conducted by experts in the first language. Information materials and information sessions or workshops are also offered in Ukrainian.

More information:

- ◆ Ukrainian: <https://fem.at/wp-content/uploads/2022/04/Flyer-NEDA-ukrainisch-fWeb.pdf>
- ◆ Russian: <https://fem.at/wp-content/uploads/2022/04/Flyer-NEDA-russisch-fWeb.pdf>

Psychological Service Vienna (Psychologischer Dienst)

The Psychological Service (PSD) is the largest provider of psychosocial and psychiatric care in Vienna and forms a network of treatment institutions, counselling centres and other medical psychiatric support services in Vienna. The social psychiatric emergency service can be reached by phone 24/7 (even on weekends and public holidays) in cases of acute psychological emergencies.

Hotline: +43 131330 (available 24/7)

More information in Ukrainian is available here: https://psd-wien.at/media/652/download/2%20Seiten%20PSD-allgemein2022pat_ukrainisch.pdf?v=1





Psychological counselling service for Ukrainian students at the University of Vienna

The University of Vienna is committed to assisting its Ukrainian students during these hard times. The University is offering psychological counselling based on the principles of crisis intervention to Ukrainian students from 7 April 2022 onwards. Please note that psychological counselling in Ukrainian language is not offered.

A fact sheet in Ukrainian language is available here: https://psd-wien.at/media/652/download/2%20Seiten%20PSD-allgemein2022pat_ukrainisch.pdf?v=1

NIPE – Network for intercultural psychotherapy

NIPE is a network of organisations offering intercultural psychotherapy for refugees and the Austrian asylum coordination (Asylkoordination) that provide psychotherapy for refugees and asylum seekers.

More information is available here: <http://nipe.or.at/mitgliedsorganisationen/index.html>

Disabilities

Special needs are considered by the Austrian authorities when assigning accommodation. Medical care after your arrival in Austria is also ensured whenever it is needed.

Important information, links and contacts for deaf Ukrainians is provided by the Austrian Federation of the Deaf (ÖGLB): <https://www.oeglb.at/projekte/hilfe-fuer-ukrainerinnen/>

Further information for displaced persons from Ukraine is provided through the following organisations:

Austrian Disability Council (Österreichischer Behindertenrat)

- ◆ Address: Favoritenstraße 111/11, 1100 Vienna
- ◆ Email: dachverband@behindertenrat.at
- ◆ Phone: +43 15131533

Austrian Life Aid (Lebenshilfe Österreich)

- ◆ Address: Favoritenstraße 111/10, 1100 Vienna
- ◆ Email: office@lebenshilfe.at
- ◆ Phone: +43 18122642
- ◆ Fax: +43 18122642 – 85



COVID-19

a. Information on the coronavirus vaccination

All those who live in Austria receive free vaccination to protect them against COVID-19. Registration for the coronavirus vaccine is available via the vaccination platform of the federal states here:

<https://statics.teams.cdn.office.net/evergreen-assets/safelinks/1/atp-safelinks.html>

The obligation to get vaccinated against COVID-19 is being suspended for the time being.

Currently, the following COVID-19 vaccines are licenced in the EU and therefore recognised in Austria:

- ◆ Comirnaty by BioNTech/Pfizer
- ◆ Spikevax from Moderna
- ◆ Vaxzevria from AstraZeneca
- ◆ Vaccine Janssen from Janssen
- ◆ Nuvaxovid from Novavax.



The Ukrainian vaccination certificate can be checked by a general practitioner and then entered into the Austrian electronic health record system (ELGA).

If you have been vaccinated with a vaccine that is not approved in Austria, the Austrian Vaccination Committee recommends taking an antibody test and receiving a vaccination dose with a vaccine approved in Austria. The antibody test in combination with this proof of vaccination is valid in Austria for 6 months.

More detailed information in Ukrainian on COVID-19 and the coronavirus vaccination is available on the webpage of the Ministry for Social Affairs here: <https://www.sozialministerium.at/en/Coronavirus/%D0%86%D0%BD%D1%84%D0%BE%D1%80%D0%BC%D0%B0%D1%86%D1%96%D1%8F-%D1%83%D0%BA%D1%80%D0%B0%D1%97%D0%BD%D1%81%D1%8C%D0%BA%D0%BE%D1%8E-%D0%BC%D0%BE%D0%B2%D0%BE%D1%8E.html>

b) COVID-19 measures

An overview of the current COVID-19 measures in Austria is offered in Ukrainian and Russian by the Austrian Integration Fund:

Ukrainian: <https://www.integrationsfonds.at/coronainfo/ua/>

Russian: <https://www.integrationsfonds.at/coronainfo/ru/>



As part of the online consultation 'Coronavirus chat: lockdown and vaccination', the Austrian Integration Fund provides information on the measures currently in place in Austria as well as on the vaccination to protect against coronavirus.

For people with insufficient knowledge of German, the consultation sessions will be interpreted. Participation is free of charge and does not require registration. All dates can be found at www.integrationsfonds.at/onlinekurse

The staff of the Austrian Integration Fund are available to you via telephone from Monday to Thursday from 10:00 to 14:00 as well as on Friday from 9:00 to 13:00 at +43 1/7151051 - 263 for all questions regarding COVID-19.



Vaccinations for children

Kindergarten children and school children have an increased risk of contracting the coronavirus. Children with pre-existing conditions (e.g. asthma, obesity) are particularly at risk.

Strictly controlled studies have confirmed the efficacy and safety of the coronavirus vaccination for children. In Austria, vaccination is generally recommended for children 5 years and older. For children from 5 to 11 years there is a separate children's vaccine from BioNTech/Pfizer.

For a first vaccination protection, children receive two vaccinations at intervals of three weeks. For children aged 12 to 17 years, a third vaccination is also recommended from 6 months after the second vaccination.

The Federal Ministry of Social Affairs, Health, Care and Consumer Protection has prepared information sheets regarding children and COVID-19 in Ukrainian:

- ◆ <https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=860>
- ◆ <https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=861>



Mandatory check-up with a veterinarian

The entry of pets to Austria is allowed in the presence of their owners/families. The Federal Ministry of Social Affairs, Health, Care and Consumer Protection is following the recommendations of the European Commission on this.





In principle, entry into the EU with pets (dogs, cats, ferrets) would require a completed basic rabies vaccination including a titer test to check the number of antibodies in the blood. This is now waived as an exception.

The Federal Ministry of Social Affairs, Health, Care and Consumer Protection has set up an email address to answer any queries from Member States at the border regions to Ukraine: petsukraine@gesundheitsministerium.gv.at

Further details and an information sheet of the Austrian Chamber of Veterinarians in Ukrainian language can be found here: https://www.tieraerztekammer.at/fileadmin/BoerseUploads/user_upload/Informacija_pro_vviz_z_sobaju_sobak_kotiv_tkhoriv_bizhencjami_Ukrajini_11.03.2022.pdf

Access to education

Austria has a free and public school system. Schooling is compulsory for 9 years in Austria (from age 6 to 15, first to ninth grade). An overview of the Austrian educational system is provided here in Ukrainian: https://www.integrationsfonds.at/fileadmin/user_upload/Ukrainisch_Plakat_BS_2022_web.pdf

The Federal Ministry of Education, Science and Research has published a comprehensive brochure on the Austrian school and educational pathways. The brochure is available in Ukrainian here: https://www.bmbwf.gv.at/dam/jcr:f883f92c-c152-4fa7-803c-e04210979182/bildungswege_sa_ukr_en.pdf



Children can attend the schools of the city in which they are residing. Parents can contact special information services desks for schooling and registration in the different federal states:

- ◆ Vienna: <https://www.bildung-wien.gv.at/service/Krieg-in-der-Ukraine.html>
- ◆ Burgenland: Home: <https://www.bildung-bglld.gv.at/>
- ◆ Kärnten: <https://www.bildung-ktn.gv.at/>
- ◆ Niederösterreich: <https://www.bildung-noe.gv.at/service/Krieg-in-der-Ukraine.html>
- ◆ Oberösterreich: <https://www.bildung-ooe.gv.at/>
- ◆ Salzburg: <https://www.bildung-sbg.gv.at/>
- ◆ Steiermark: <https://www.bildung-stmk.gv.at/>
- ◆ Tirol: <https://www.bildung-sbg.gv.at/>
- ◆ Vorarlberg: <https://www.bildung-vbg.gv.at/>



In Vienna, the Vienna Integration Centre (Integrationszentrum) offers counselling of the Vienna Directorate of Education (Room B1.7. Opening hours Monday to Wednesday, 9:00 to 13:00). The counselling service assists in filling out the online form for the allocation of school places.

In cases of psychological problems in children, a hotline for psychological counselling for students, teachers and guardians and social work counselling for students is offered in Ukrainian and Russian at +43 664/88380377. More information can be found here: <https://www.schulpsychologie.at/hotline>

German language skills and education

Austria supports pupils with insufficient knowledge of German in providing early and intensive learning of German as the language of instruction. This is to ensure that the pupils can follow regular lessons and move into regular classes as quickly as possible.



The German language skills of children and young people are assessed when they are admitted to school using the standardised MIKA-D test procedure (a measuring instrument for analysing competence in German). The MIKA-D result decides which kind of support future pupils will receive. Pupils with little or no knowledge of German as the teaching language attend German support classes.

Childcare/nursery

Very young children are cared for in nurseries (Kinderkrippen/ Spielgruppen). In Austria, children aged 3 and over can attend a nursery school (Kindergarten) voluntarily. Children who turn 5 before 31 August of a given year must attend nursery school in a half-day form. This means they are required to attend Kindergarten for at least 4 days a week for a total of 20 hours. Kindergarten is not part of the school system, however. Very young children (on average from age 2) are also looked after in very small groups by day parents (Tagesmütter), especially in small towns and rural areas.

Primary and secondary school

Primary school

All children permanently residing in Austria are required to attend school for nine years. The first four years of compulsory education are completed in primary schools (Volksschule).



Children reaching their sixth birthday prior to or on 1 September of a given year are required to attend school from that September and must be registered at a primary school by their parents or legal guardians. Generally, pupils attend primary school between the ages of 6 and 10.

A child is deemed to be ready for school if they can follow the lessons in the first grade well, without being overwhelmed. If a child is required to attend school, but is not yet ready for school, then they can be admitted to the pre-school stage. The pre-school stage has a separate curriculum.

Compulsory secondary school

All primary school pupils can attend a compulsory secondary school after successfully completing primary school. All 10 to 14-year-olds must attend this school. Pupils generally attend compulsory secondary school for four years. Many compulsory secondary schools offer full-day care arrangements.

After successful completion of the compulsory secondary school (four years) and depending on their educational targets, pupils can attend one of the following:

- ◆ a pre-vocational school (further information can be found here: <http://pts.schule.at/>);
- ◆ a further academic secondary school (AHS; often referred to as Gymnasium);
- ◆ school of intermediate vocational education (BMS);
- ◆ or college of higher vocational education (BHS).

Successful completion of academic secondary school or a college for higher vocational education culminates with completion of a standardised, competence-based school-leaving examination called a Centralised Matura (Reifeprüfung).

The Reifeprüfung (school-leaving examination) is the prerequisite for higher education (university, academy, technical university, college).

Further information on compulsory schooling is available from the Office of the State Government in the federal provinces or from the City Administration Department of Vienna.

University

Ukrainian university students can enrol at an Austrian university. They are exempted from paying tuition fees for the summer semester 2022. If necessary, this regulation can be extended. Information is available here: <https://www.bmbwf.gv.at/en/Topics/Higher-education---universities/ukraine/tfe.html>

The Austrian national union of students, Österreichische Hochschüler/innenschaft (ÖH), provides a special emergency aid for all students



affected by the war in Ukraine. It also offers counselling in Ukrainian and Russian at ukraine@oeh.ac.at. More information is available here: https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Soforthilfepaket_OeH_Ukraine&quelle=HELP&flow=LO

An overview can also be found at www.oesterreich.gv.at.

- ◆ universities: https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/universitaet/Seite.160302.html
- ◆ universities of applied sciences: https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/fachhochschulen/Seite.810400.html

Education titles recognition / refer to the relevant source of information



Answers to questions regarding the equivalence of foreign vocational training with the Austrian apprenticeship-leave exam or assessment to determine professional equivalence can be found on the website of the Federal Ministry for digital and economic affair, Bundesministerium für Digitalisierung und Wirtschaftsstandort (BMDW) here: <https://www.bmdw.gv.at/Themen/Lehre-und-Berufsausbildung/GleichhaltungeinerauslaendischenBerufsausbildungmitderoesterreichischenLehrabschlusspruefung.html>

Within the framework of the recognition of foreign professional qualifications, there is the possibility of a facilitated procedure for the assessment of qualifications.

Additional information on the evaluation and recognition of foreign certificates can also be found on the website of the Federal Ministry for education, science and research, Bundesministerium für Bildung, Wissenschaft und Forschung, here: <https://www.bmbwf.gv.at/Themen/schule/schulrecht/nostr.html>

Further information



Further information on schools and universities, support services, recognition options for degrees and contact options (including contact persons in the individual education directorates for families with school-age children) can be found on the website of the Federal Ministry for education, science and research, Bundesministerium für Bildung, Wissenschaft und Forschung:

- ◆ War in Ukraine: https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Hilfe_Ukraine_BMBWF_EN&quelle=HELP&flow=LO





- ◆ Support services for refugee families, for students and for educators: https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Unterstuetzungsangebote_Schule_Ukraine&quelle=HELP&flow=LO
- ◆ Ukraine – current information in the science and research sector: https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Ukraine_Wissenschaft_Forschung_EN&quelle=HELP&flow=LO
- ◆ Ukraine – important contacts in the university, college and research sector: https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Ukraine_Ansprechpartner_Wissenschaft_Uni&quelle=HELP&flow=LO

A list of the most important questions and answers for students, researchers and higher education and research institutions that can be found here: <https://www.bmbwf.gv.at/Themen/HS-Uni/Aktuelles/ukraine/FAQ.html>

The Agency for education and internationalisation, Agentur für Bildung und Internationalisierung (OeAD) also developed a platform to provide information regarding the education sector to Ukrainians. It answers all questions that arise in connection with studying or teaching or research abroad or from foreign students and researchers in Austria. The platform is available here: <https://oead.at/en/the-oead/information-about-ukraine>

Everyday life

Most shops in Austria are open from Monday to Saturday. On Sunday, almost all shops are closed and many people do not work. Friday is a normal working day in Austria; many people and most schoolchildren have the day off on Saturday.

The water from the taps in houses and in public is always drinking water. If there is an exception, this is clearly indicated there: Kein Trinkwasser ('not for drinking').

Further information on everyday life in Austria can be found at:

- ◆ the Austrian Red Cross: <https://www.angekommen.online/uk/>
- ◆ a platform of Ukrainian volunteers: <https://helpforukraine.at/>



Want to know more about temporary protection in specific EU countries?

More information about temporary protection in specific countries is available on the EUAA's Who is Who webpage available here: <https://whoiswho.euaa.europa.eu/Pages/Temporary-protection.aspx>











4. International protection

The European Union Agency for Asylum has information leaflets available for both adults and children here: <https://euaa.europa.eu/euaa-response-war-ukraine-vidpovid-euaa-agentstvo-evropeyskogo-soyuzu-z-pitan-pritulkunaviynu-v>



Annex I – Repository of sources

General information		
Service	Website	QR
General information about Austria	https://www.migration.gv.at/en/living-and-working-in-austria/austria-at-a-glance/languages-culture-and-religion/ Available in English and German	
	https://www.migration.gv.at/en/living-and-working-in-austria/austria-at-a-glance/the-political-administrative-and-legal-systems/ Available in English and German	
Emergency contacts	https://www.oesterreich.gv.at/en/themen/gesundheit_und_notfaelle/notrufnummern.html Available in English and German	
	https://www.wien.gv.at/english/contact/emergency.html Available in English and German	
Driving licence	https://www.oesterreich.gv.at/en/themen/dokumente_und_rechtfueherschein/3/Seite.040500.html Available in English and German	
	https://www.integrationsfonds.at/ukraine/ua/ Available in Ukrainian and German	








Ukraine embassy/consulate	https://austria.mfa.gov.ua/ Available in Ukrainian and German	
Temporary protection		
Eligibility criteria	145_2022_FAQUkraine_Homepage_UKRAINISCH_V20220321.pdf (bmi.gv.at) Available in Ukrainian and German	
Registrations		
Requirements		
Procedure/registration/where	https://experience.arcgis.com/experience/3e9f6ad59e814102b7c2158b063ce99a/page/%D0%A3%D0%BA%D1%80%D0%B0%D1%97%D0%BD%D1%81%D1%8C%D0%BA%D0%B0/ Available in Ukrainian, Russian, German, and English	
Procedure/registration/form	https://bfa.gv.at/401/files/Ukraine/Registrierungsformular_Aufenthaltstitel_fuer_Vertriebene_ausfuellbar_20220317.pdf Available in Ukrainian and German	
Accompanying letter to the identity card for displaced persons from Ukraine	https://bfa.gv.at/401/files/Ukraine/Begleitschreiben_Ausweis_fuer_Vertriebene_UA_20220315.pdf Available in Ukrainian, Russian, German, and English	
Registration of residence	https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/an_abmeldung_des_wohnsitzes.html Available in English and German	






Accommodation		
Federal Agency for Reception and Support Services (Bundesagentur für Betreuungs- und Unterstützungsleistungen)	https://www.bbu.gv.at/en Available in Ukrainian, Russian, English and German	
Dedicated website with information for Ukrainian citizens in Austria, including the access to accommodation, education, residence registration, etc.	https://www.bbu.gv.at/ukraine Available in Ukrainian, Russian and English	
I need accommodation	https://www.bmi.gv.at/Ukraine/Suche_Unterkunft.aspx Available in German	
Information for passengers from Ukraine (ÖBB)	https://www.oebb.at/de/neuigkeiten/ukraine-hilfe Available in Ukrainian, English, and German	
Access to labour market		
Specific information for Ukrainians	https://www.ams.at/arbeitsuchen/de/arbeiten-in-oesterreich-und-der-eu/ukraine#inormations-in-english Available in Ukrainian, English, and German	
Austrian Integration Fund (Österreichischer Integrationsfonds (ÖIF))	https://www.integrationsfonds.at/ukraine/ Available in German and Ukrainian	



Public health		
Homepage of the Austrian health insurance fund (ÖGK)	https://www.gesundheitskasse.at/cdscontent/?contentid=10007.88366&portal=oegkportal Available in German	
Access to education		
Information on the Austrian educational system	https://www.bmbwf.gv.at/dam/jcr:188e491c-812d-43f4-806a-da4119c4da76/bildungswege_sa_ukr_ukr.pdf Available in Ukrainian	
School psychology – the psychological counselling for pupils, teachers and guardians	https://www.schulpsychologie.at/hotline Available in German	
Exemption from tuition fees	https://www.bmbwf.gv.at/en/Topics/Higher-education---universities/ukraine/tfe.html Available in English and German	
Austrian National Union of Students emergency aid	https://www.oeh.ac.at/ukraine-info#en Available in Ukrainian, Russian, English, and German	
Universities	https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/universitaet/Seite.160302.html Available in German	

	https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/fachhochschulen/Seite.810400.html Available in German	
Education tiles recognition / refer to the relevant source of information	https://www.bmdw.gv.at/Themen/Lehre-und-Berufsausbildung/Gleichhaltung-einerauslaendischenBerufsausbildungmitderoesterreichischenLehrabschlusspruefung.html Available in German	
	https://www.bmbwf.gv.at/Themen/schule/schulrecht/nostr.html Available in German	
Education tiles recognition / refer to the relevant source of information	https://www.bmbwf.gv.at/Themen/schule/schulrecht/nostr.html Available in German	
	https://www.bmdw.gv.at/Themen/Lehre-und-Berufsausbildung/Gleichhaltung-einerauslaendischenBerufsausbildungmitderoesterreichischenLehrabschlusspruefung.html Available in German	



Additional information on schools and universities	https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Hilfe_Ukraine_BMBWF_EN&quelle=HELP&flow=LO Available in English and German	
	https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Unterstuetzungsangebote_Schule_Ukraine&quelle=HELP&flow=LO Available in German	
	https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Ukraine_Wissenschaft_Forschung_EN&quelle=HELP&flow=LO Available in English and German	
	https://www.help.gv.at/linkaufloesung/applikation-flow?leistung=LA-HP-GL-Ukraine_Ansprechpartner_Wissenschaft_Uni&quelle=HELP&flow=LO Available in German	
Agency for Education and Internationalisation	https://oead.at/de/der-oead/informationen-zur-ukraine Available in English and German	

International protection		
International protection	https://euaa.europa.eu/uk/publications/shcho-vam-potribno-znaty-pro-tymchasovyy-zakhyst	
Additional support		
Information on the war in Ukraine (BMDW)	https://www.bmdw.gv.at/Themen/International/Ukraine.html - Available in German	
City of Vienna platform 'StartWien', providing the most important information for arriving in Austria (especially in Vienna)	https://start.wien.gv.at/ Available in Ukrainian	
Contact points for Ukrainian refugees in Austria (Österreichischer Integrationsfonds)	https://www.integrationsfonds.at/newsbeitrag/anlaufstellen-fuer-gefluechtete-ukraeiner-innen-in-oesterreich-12950/ Available in Ukrainian and German	
Current information on people from Ukraine seeking protection (Asylkoordination Österreich)	https://www.asyl.at/de/info/news/informationsprovtechuzukrayiny/ Available in Ukrainian	



Ukraine We Help (Caritas Österreich)	https://www.caritas.at/spenden-helfen/auslandshilfe/katastrophe-hilfe/laender-brennpunkte/ukraine/caritas-hilft Available in German	
Help for Ukrainian refugees in Austria (Diakonie)	https://www.diakonie.at/unsere-themen/flucht-und-integration/hilfe-fuer-ukraine-fluechtlinge-in-oesterreich - Available in German	
Search for persons (Red Cross)	https://www.roteskreuz.at/ich-brauche-hilfe/personensuche - Available in German	
Information for Ukrainian citizens	https://help.unhcr.org/austria/information-for-ukrainian-nationals/ Available in English and German	
Information platforms (websites)		
FAQs for displaced persons from Ukraine	https://bfa.gv.at/401/files/Ukraine/FAQ_Aufenthaltstitel_fuer_Vertriebene_aus_der_Ukraine_UA_BF_20220330.pdf Available in Ukrainian, Russian, English, and German	

Information leaflet for displaced persons from Ukraine	https://bfa.gv.at/401/files/Ukraine/Infoblatt_Registrierung_UA-OK_20220317.pdf Available in Ukrainian, Russian, English, and German	
The Federal Ministry of the Interior dedicated website with information for Ukrainians coming to Austria	https://www.bmi.gv.at/Ukraine/ Available in German	
FAQ brochure prepared by Federal ministry of the interior, Bundesministerium für Inneres (BMI)	https://www.bmi.gv.at/ukraine/files/145_2022_FAQUkraine_Homepage_UKRAINISCH_V20220321.pdf Available in Ukrainian	

EUAA resources		
Service	Website	
EUAA Information Leaflets on Temporary Protection for Ukrainians	https://euaa.europa.eu/euaa-response-war-ukraine-vidpovid-euaa-agentstvo-evropeyskogo-soyuzu-z-pitan-pritulkuna-viynu-v	
Temporary Protection in a specific country(ies)	https://whoiswho.euaa.europa.eu/Pages/Temporary-protection.aspx Available in English	