



Ein praktisches Handbuch zur ersten Orientierung in Oberösterreich

## IMPRESSUM

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Wir haben uns um Richtigkeit, Vollständigkeit und Aktualität der Informationen bemüht, können aber weder Gewährleistung noch Haftung übernehmen. Für Feedback, Ergänzungen und ggf. Berichtigungen sind wir dankbar.

Wir bedanken uns herzlich bei migrare – Zentrum für Migrant/innen OÖ für die professionelle Übersetzung der Broschüre.

Alle Angaben Stand März 2017.



# **„LIVING TOGETHER IN UPPER AUSTRIA“**

**A Newcomer's Guidebook**

# **Introduction: Living together in Upper Austria – A Newcomer’s Guidebook**

Arriving in new surroundings can be both a big chance and a big challenge. At the beginning, people are often insecure, and have many unanswered questions. This is why I, member of the Government of Upper Austria with responsibility for integration, would like to support you. This handbook will provide information on daily life in Upper Austria, e.g. work, education, finance, healthcare, environmental protection, housing, traffic and communal life, to make your life easier.

I am looking forward to further cooperation amongst all citizens.

Rudi Anschober  
Secretary of Integration to the Upper Austrian state

Tip: Do you know the “Guide to Social Services” of the State of Upper Austria? There you will find even more useful information. You can get the “Guide to Social Services” at the “Amt der Oö. Landesregierung” (Office of the Upper Austrian Government), Abteilung “Soziales” (Department “Social Services”) or on the homepage of the Office of the Upper Austrian Government [www.land-oberoesterreich.gv.at](http://www.land-oberoesterreich.gv.at).

## **Contents**

<a href="#">General Information.....</a>	<a href="#">2</a>
<a href="#">Arbeit und Wirtschaft: Labour and economics .....</a>	<a href="#">3</a>
<a href="#">Bildung: Education.....</a>	<a href="#">4</a>
<a href="#">Familie: Family.....</a>	<a href="#">9</a>
<a href="#">Finanzen und Konto: Finance and Bank Account .....</a>	<a href="#">11</a>
<a href="#">Umweltschutz: Environmental protection .....</a>	<a href="#">15</a>
<a href="#">Wohnen: Housing.....</a>	<a href="#">16</a>
<a href="#">Verkehr: Public Transport.....</a>	<a href="#">18</a>
<a href="#">Zusammenleben: Living together .....</a>	<a href="#">19</a>



## ÖSTERREICH

Fläche: 83 878,1 km<sup>2</sup>  
 Einwohnerzahl: 8 700 471  
 (Stand: 1.1.2016)  
 Bundeshauptstadt: Wien  
 Nationalfeiertag: 26. Oktober



Integrationslandesrat  
 Rudi Anschober

## OBERÖSTERREICH

Fläche: 11 981,74 km<sup>2</sup>  
 Einwohnerzahl: 1 453 948  
 (1.1.2016)  
 Landeshauptstadt: Linz  
 Wichtige Flüsse: Donau, Inn,  
 Salzach, Enns, Traun, Steyr  
 Höchste Berge: Dachstein  
 (2.995 m), Großer Priel (2.515 m)  
 Größte Seen: Attersee, Traunsee,  
 Mondsee (Salzkammergut)

## **AUSTRIA**

Area: 83 878,1 km<sup>2</sup>

Population: 8 700 471 (effective 1.1.2016)

Capital: Vienna

National holiday: 26<sup>th</sup> October

## **General Information**

Austria is a democratic republic and a federal state, consisting of nine states: Burgenland (Bgld) with its capital Eisenstadt; Carinthia (Ktn) with its capital Klagenfurt; Lower Austria (NÖ) with its capital St. Pölten; Upper Austria (OÖ) with its capital Linz; Salzburg (Sbg) with its capital Salzburg; Styria (Stmk) with its capital Graz; Tyrol (T) with its capital Innsbruck; Vorarlberg (Vbg) with its capital Bregenz; and Vienna, with its capital Vienna.

Head of state is the Federal President (*Bundespräsident*). The parliament of Austria is located in Vienna and consists of two chambers: the *Nationalrat* and the *Bundesrat*. The chairperson of the federal government is called federal chancellor (*Bundeskanzler*). Since 1995, Austria is a member of the European Union. Austria is a member of the United Nations, as well as of most UN-organisations. The currency in Austria is the Euro (€).

## **Upper Austria in summary**

Upper Austria is the fourth largest federal state in Austria. Geographically, it is divided into four regions: Hausruckviertel, Innviertel, Mühlviertel and Traunviertel. The area between the cities Linz, Wels, Steyr and Enns is also called Central Region.

The seat of the federal state government (*Landesregierung*) as well as the parliament (*Landtag*) is located in Linz. The chairperson is called governor (*Landeshauptmann/-frau*).

## **UPPER AUSTRIA**

Area: 11 981,74 km<sup>2</sup>

Population: 1 453 948 (1.1.2016)

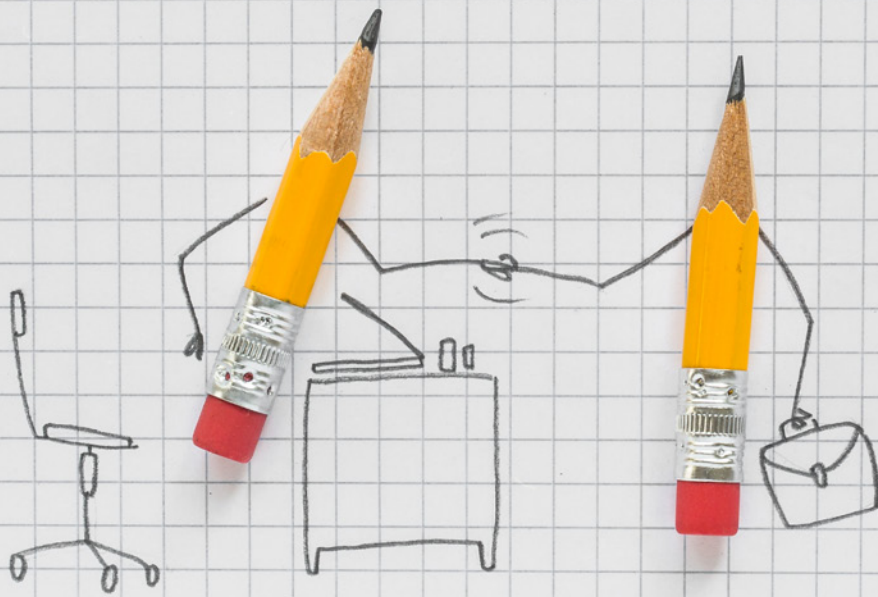
Capital: Linz

Important rivers: Danube (Donau), Inn, Salzach, Enns, Traun, Steyr

Highest mountains: Dachstein (2.995 m), Großer Priel (2.515 m)

Largest lakes: Attersee, Traunsee, Mondsee (Salzkammergut)

Upper Austria is divided into 15 districts, three statutory cities (Linz, Wels and Steyr), as well as 442 municipalities. Each district is chaired by a district administration officer (*Bezirkshauptmann/-frau*).



# ARBEIT UND WIRTSCHAFT

## **Arbeit und Wirtschaft: Labour and economics**

People in Austria work in different kinds of jobs, and have different labour contracts. The main difference in those contracts is social security. You can, for instance, work as a full-time or part-time employee. As an independent contractor you are not permanently employed, but are paid according to the hours you worked. Men and women have the same rights in all jobs – there are strict laws enforcing equality of men and women. Each individual has equal access to education, further training, and jobs. It is understood that women may also take up management positions or other influential positions, e.g. policewoman or judge.

Women decide themselves, if, where, and how much they would like to work.

### **Insurance**

Employees and/or independent contractors are automatically socially insured by their employer. That means that employees/contractors are insured against sickness, unemployment, accidents, and on a public pension scheme. The premia are deducted from your salary. If you lose or quit your job, but were insured for a minimum amount of time, you may qualify for unemployment compensation if you fulfil certain criteria. Tax is also deducted directly from your salary. Once a year you can apply for an income tax return (*Arbeitnehmerveranlagung*), and the taxes you have paid may thus be partly refunded

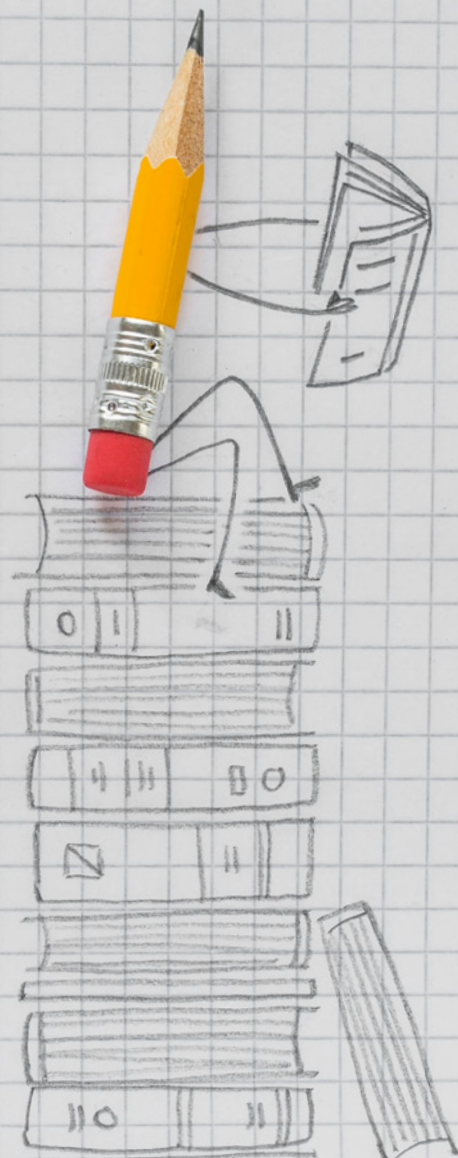
### **How do I find work?**

Looking for work can be tedious and may take a long time. Do not give up! You can find work via the Public Employment Service (*Arbeitsmarktservice*, abbreviated “AMS”), newspaper advertisements („*Stelleninserate*“), or on the Internet. You can also apply directly with a company that has not advertised any vacancies („*Initiativbewerbung*“). The AMS will support you when looking for work or for an apprenticeship. It will also help you if you have a job, but are looking for a professional change. Find more information on [www.ams.at](http://www.ams.at). The AMS provides information on special employment projects for women and adolescents, too.

Social counselling services offer confident, free, individual, and neutral help with social problems. They will inform you about regional and trans-regional assistance, for example support in the form of social welfare and means of subsistence (e.g. needs-based minimum benefit system)

The “Guide to Integration and Work to Upper Austria” supports you entering the labour market as well as gaining further qualifications. This project, carried out by the Upper Austrian Public Employment Service (AMS OÖ) and the Land of Upper Austria, is addressed to people applying for asylum and people having been granted asylum, as well as to migrants. The Guide provides offers, information and places to turn to, all relevant in connection with the labour market. Go to <http://www.wegweiser-integration-arbeit.at/index.php?l=en>.





**BILDUNG**

## **Bildung: Education**

### **Language Acquisition**

Well-educated people find better jobs, are rarely unemployed, and ensure a safer future for themselves and their families.

However, education does not start at school: the better a child speaks its mother tongue, the easier it will learn other languages. This is why you should always talk to your child in the language you know best. Support your children by encouraging them, supporting them, speaking with them, and providing a large variety of experiences for them. You can find more information about early language support on the homepage of [www.sprich-mit-mir.at](http://www.sprich-mit-mir.at).

Additionally, your child should learn German from a very early age on. Sending him/her to a childcare facility will help immensely. In order to live and work in Austria, knowledge of German is essential. No matter if at the supermarket, the doctor or on the job. If you speak German, you can communicate with people and get along better. This is also true for participation in social life, speaking with friends, colleagues, visiting various events, or helping out in clubs. Knowledge of German is essential for your life and career options in Austria. The website of the “Integrationsstelle” (Office for Integration) <http://www.integrationsstelle-ooe.at/> provides an overview of German language courses and other useful advice.

### **Day care: crèches (0-3 years) and kindergartens (3-6 years)**

In Austria, children will be cared for in crèches and kindergartens. Even very small children are looked after and supported by specially trained educators. In those facilities, children get a chance to find friends and improve their German.

It is important to register your child for day-care as early as possible (min. a year in advance) for a place in a crèche and/ or kindergarten. The last year before starting school is mandatory, and free in Upper Austria. Find out more about crèches and kindergartens at your community office or municipal administration.

### **Educational system**

The Austrian school systems offers numerous possibilities, which is why only a short overview will be given here. Further information can be found on the website of the “Bundesministerium für Bildung” (Ministry of Education): <https://www.bmb.gv.at>, on the website <http://www.bildungssystem.at/en/>, as well as on <http://www.schulpsychologie.at/>, or here: <http://www.ibw.at/de/bbs/120-bbs>. The “Landesschulrat Oberösterreich” (Upper Austrian Authority for Schools) provides a detailed overview of all schools, including private schools, as well as various branches and their emphases. Go to <http://lsr-ooe.gv.at/>.

### **General information**

Should parents have questions, they can and should contact their children’s school. In addition, a parent-teacher day takes place twice a year, and teachers in higher education offer weekly consulting hours. On parent-teacher evenings, you will receive information about activities and events taking place (school camps, ski courses, language weeks, etc.). You will have the chance to talk to other parents and get to know new people. Within a class, going on excursions together strengthens a sense of community and friendship, but also gives pupils the feeling to belong to a community. There is usually also a parents’ association, which supports pupils and teachers in their activities. In addition, many schools offer afternoon day care, help with homework; support pupils in social learning; and offer a large variety of great free-time activities.

Furthermore, pupils have a chance to attend lessons in their mother tongue. Ask what your child's school offers and make use of it! Many schools also have a Day of the Open Doors, on which you can take a tour around the school and get more information about the school's programme. Each school includes "Bewegung und Sport" (Physical Education) as a mandatory subject including swimming, which must be attended by girls as well as boys.

### **Enrolment and compulsory education**

If your child turns six before 31<sup>st</sup> August, it will have to start attending school the following September. Your child has to be enrolled at the competent primary school until November of the previous year (inscription). Either the date for this will be made public (announced on the door of the school) or you will receive a letter with the relevant information.

On enrolment there is an examination if your child is ready for school, i.e. if s/he can follow lessons without major problems. Moreover, the knowledge of German will be assessed (this is called "Sprachstandfeststellung"). Enrolment may also proceed in several steps. Any and all children who constantly live in Austria must start attending school on the 1<sup>st</sup> September in the year following their completion of their 6<sup>th</sup> year. From then on, they will have to attend school for at least nine years. All school-aged children are required to attend school; any contraventions will be penalised. Should your child be ill, it must be notified to the school and/or headmaster as soon as possible. During school time, absence can only be requested for urgent reasons. School holidays are different in each federal state. Exact holiday times for Upper Austria can be found here: <http://www.lsr-ooe.gv.at/informationsservice/elternschueler/ferientermine.html> or on [www.bmb.gv.at](http://www.bmb.gv.at).

### **Readiness for school and preschool**

In some cases, the school may find that a child is not yet ready for primary school. Then, s/he will be transferred to preschool. Preschool is only for one year and is the first of the mandatory nine years of compulsory education. Its aim is to support your child in its development, so that it can easily start with the first year of primary school afterwards.

### **"Volksschule" (Primary school)**

Primary school lasts four years, which equals the first up to the fourth grade. In primary school, your child is being taught important abilities such as reading, calculating and writing. Pupils whose knowledge of German is not sufficient, may attend language courses and, within bigger cities, also language classes. Apart from the school forms that have been previously mentioned here, some schools also use specific types of pedagogy (e.g. Montessori schools or Waldorf schools), that are privately managed. Further information on these schools can be found here: <http://www.montessori-oberoesterreich.at/> or <http://www.waldorf.at>. Having finished with the fourth class of primary school, children may switch to either a "Neue Mittelschule" (New Secondary School), or an "Allgemeinbildende Höhere Schule (AHS)" (Academic Secondary School).

### **New Secondary School and Lower Stage**

The New Secondary School lasts 4 years and prepares pupils for higher education as well as for professional life, depending on their interests, abilities and skills.

The Lower Stage of Academic Secondary Schools (AHS) also lasts four years. Here, pupils are prepared for continuing their education at the Upper Stage of an AHS, and are led to take the Academic School Leaving Exam. The aim of an Academic Secondary school is to prepare pupils to go on to university. After 8<sup>th</sup> grade, i.e. after 4<sup>th</sup> class of New Secondary school or Academic Secondary school, pupils will have to decide which educational career they would like to pursue.

If compulsory education has not yet been completed, the children will have to attend a “Polytechnische Schule” (pre-vocational school) or another higher educational school for at least one year. Each child must attend school for nine years before starting work or an apprenticeship. In every school, you will find teachers who provide educational counselling. Ask at the school of your child!

### **Apprenticeship**

If you have finished compulsory education, and would like to begin an apprenticeship, you should look for a position as an apprentice during the last school year already. The better the marks in your diploma, the bigger the chances to find the apprenticeship you want. Further information on various apprenticeships can be found on the website <http://www.berufslexikon.at>. Furthermore, job coaches of the Upper Austrian Youth Service support young adults when looking for apprenticeships, cf. <https://www.jugendservice.at/coaching/>.

People who have not completed their apprenticeship, or only parts of it, may sometimes take their final exams by way of exception. For more information, contact the “Wirtschaftskammer Oberösterreich” (Upper Austrian Chamber of Economy), or the Arbeiterkammer Oberösterreich (Upper Austrian Chamber of Labour).

Apprentices also have the chance to take the *Matura* (also called “Reifeprüfung” [exam of maturity] , a school leaving exam that entitles the holder to attend a university. Further information can be found on this homepage: <http://www.lehremitmatura-ooe.at/> or at the “Jugendservice” (Youth Service Office).

Choosing the right profession is not an easy task, and has to be well thought through. Make use of the education counselling to help you with this important decision.

### **Secondary education**

Should a person wish to attend a secondary school, it is essential to have good marks. Further information on admission criteria can be found on the website of the “Landesschulrat Oberösterreich” (Upper Austrian Authority for Schools), the Chamber of Labour, or the school itself.

**Schools for Intermediate Vocational Education:** This type of education provides a partial vocational education, lasting for three or four years and concluding with a final examination below the grade of a *Matura* (see above). (e. g. “Handelsschule” (Commercial School) or “Fachschule” (Professional School)).

**Schools for Higher Vocational Education:** These schools provide both general and vocational education, last for 5 years and conclude with a *Matura* (see above) . Examples are:

“Handelsakademie (HAK)” (Commercial Academy);

“Höhere technische Lehranstalt (HTL)” (Upper Level Polytechnic School);

“Höhere Bundeslehranstalt für wirtschaftliche Berufe (HLW)” (Upper Level School for Commercial Professions).

“Bildungsanstalten für Elementarpädagogik (BAfEP)” (School for Elementary Pedagogics)

**Academic Secondary School - Upper Level:** General education, no specific vocational training, lasts for 4 years and concludes with a *Matura* . Examples for these schools are:

“Gymnasium” (Classical Academic Secondary School,);

“Realgymnasium” Secondary School emphasizing Mathematics and Science

“Wirtschaftskundliches Realgymnasium” (Secondary School emphasizing economic sciences)  
“Oberstufenrealgymnasium” (*Realgymnasium* offering only Upper Level entry)

For more information on Secondary academic schools go to:

[https://www.bmb.gv.at/enfr/school/gen\\_edu/secon.html](https://www.bmb.gv.at/enfr/school/gen_edu/secon.html)

### **Matura (entitlement to studies) and academic studies**

Persons who have passed a *Matura* (also called “Reifeprüfung”, see above), a “Berufsreifeprüfung” (*Matura* for employed people) ( or “Studienberechtigungsprüfung” (Exam below the grade of a *Matura*)) are entitled to study at a tertiary institution, i.e. university, academy or similar institute. Further information can be found on the website of the Ministry of Science, [www.studieren.at](http://www.studieren.at), on the homepage [www.schulpsychologie.at](http://www.schulpsychologie.at), as well as on the homepage [www.bildungssystem.at](http://www.bildungssystem.at).

Pupils and students who come from disadvantaged families with little money may receive financial support. Further information can be found in the brochure “Guide to Social Services”, which you can get at the Upper Austrian State Council, Department “Social Services” or on the homepage of the State Government Office [www.land-oberoesterreich.gv.at](http://www.land-oberoesterreich.gv.at).

### **Which duties do parents have?**

Not only pupils and teacher have duties, this also applies to parents (father and mother) when it comes to educating their children. They have to make sure their children are on time for lessons, have all the necessary school supplies, and do their homework. Furthermore, parents should maintain good contact with their children’s teachers, i.e. attend parents-teachers’ days/meetings. Support your child when doing homework and when studying: a healthy, varied diet with lots of vitamins also contributes to success.

### **Adults: Recognition of foreign diplomas (“Nostrifikation”)**

If you have completed your studies in another country, you may apply for recognition of your diploma in Austria (in Upper Austria at the “Landesschulrat” (Upper Austrian Authority for Schools) ). There your studies abroad will be compared for equality to those at an Austrian university. You will also have to prove that your diploma is essential to do your job in Austria. Depending on the kind of educational attainment, various offices may be responsible for the recognition. The Ministry of Education has to look into your school certificates before they can be accepted as equivalent. It may occur that you will have to re-sit some exams. For more information go to [www.bmb.gv.at](http://www.bmb.gv.at).

For recognising school leaving diplomas, contact the Ministry of Science, Research and Economy. School leaving diplomas of some countries are automatically recognised. A list and further information can be found here: [www.bmwf.gv.at](http://www.bmwf.gv.at).

For recognising your *Matura* certificate the Ministry of Science, Research and Economy is responsible. There are several states, the leaving exam certificates of which are recognised automatically. Find a list and further information here: [www.bmwf.gv.at](http://www.bmwf.gv.at).

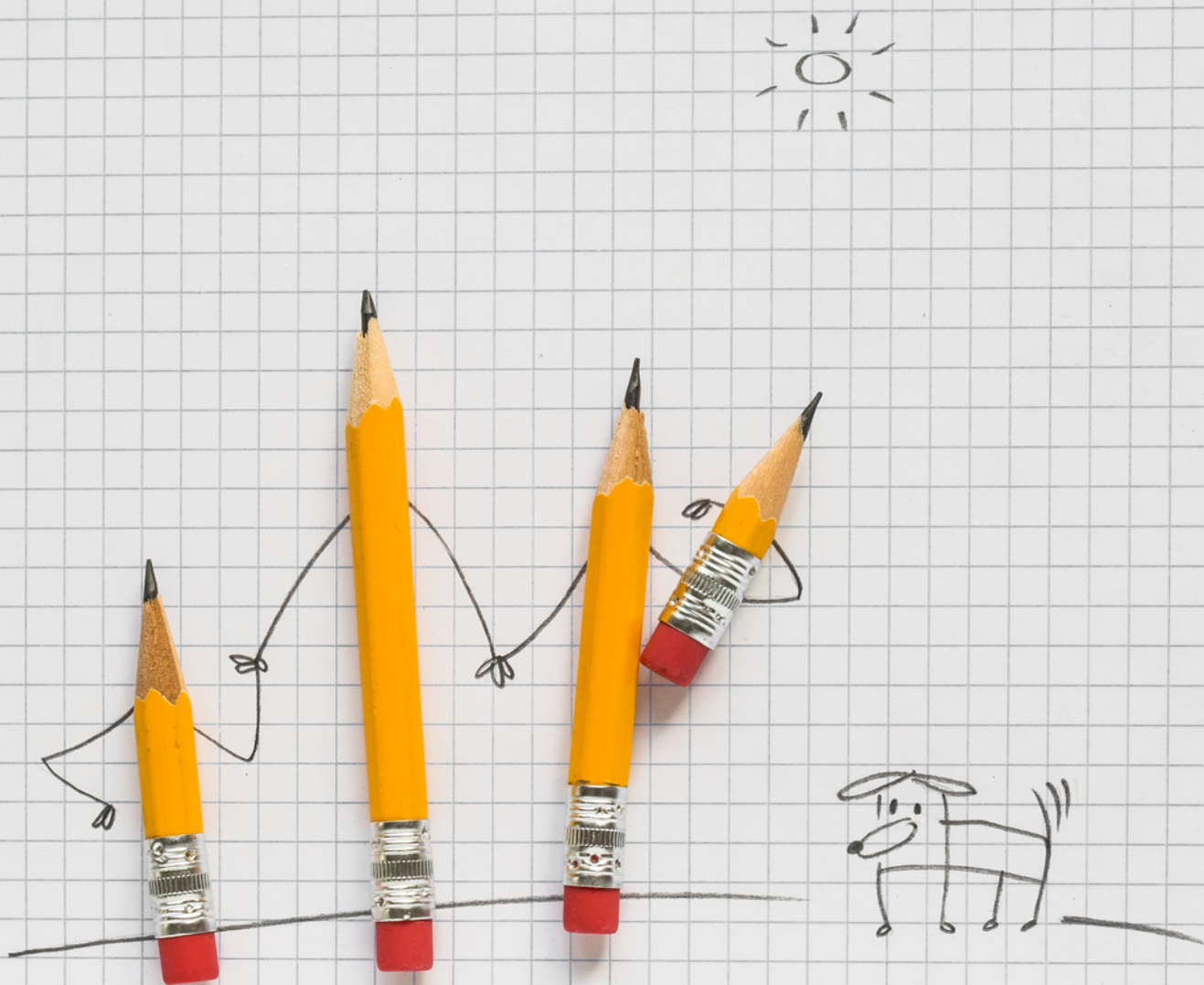
For recognising your university degree, you will have to apply at an Austrian University or a University of Applied Sciences. University degrees are also subject to treaties between Austria and other states, to simplify the recognition of diplomas. Information, offices and consulting services can be found here: <http://www.nostrifizierung.at/?lang=en>.

For recognition of the wide range of professional education there are various offices. , For a quick overview of all of them go to <http://www.berufsanerkennung.at/en/>.

## **Catching up on educational attainment and further training**

Upper Austria offers a wide range of education and training measures. If you haven't finished minimum compulsory schooling or an apprenticeship, you can catch up on your degree and/or train for another profession. With some educational institutions, for example, you can obtain a certificate for completing compulsory school ("*Pflichtschulabschluss*"). For more information contact these educational institutions directly, or ask the social counselling service. Some schools specialise in pupils who work during the day by offering evening classes. You also have the opportunity to train within your actual profession. On the websites <http://www.weiterbilden.at/> and <http://erwachsenenbildung.at/> you can find an overview of all training programmes available in Upper Austria. The network "Educational Guidance" ("*Netzwerk Bildungsberatung*") offers free counselling on vocational training and education opportunities.





**FAMILIE**

## **Familie: Family**

### **You are expecting a child**

When a doctor first determines that you are pregnant, you will receive a “Mutter-Kind-Pass” (maternity card). All necessary examinations from pregnancy until your child turns five will be recorded on this card. In order to be entitled to full-rate child-care allowance, the examinations specified in the maternity card must be carried out at the required times. Should you fail to do so, you may lose the child-raising allowance and/or other financial benefits. If you are employed, you will have to notify your employer as soon as possible about your pregnancy and tell her/him your expected date of birth. From then on, you will be subject to the Maternity Protection Act, including reduced workload.

Said Maternity Protection Act includes, for example, dismissal protection. Dismissal protection starts with the pregnancy and ends 4 weeks after birth; should you be on maternity leave, until four weeks after your maternity leave terminates. During a probation period you are not subject to dismissal protection. Maternity Protection usually starts during the last eight weeks of your pregnancy before birth, this means that you not allowed to work eight weeks before and after having given birth (protection period). If you have compulsory health insurance, this insurance will pay maternity allowance during maternity leave.

Maternity Protection is not tied to any nationality, length of employment, or working hours. As working parents, you are entitled to maternity/paternity leave and part-time work for parents. During this time, you will receive child-care allowance. Employees and women who benefit from unemployment insurance (i.e. unemployment assistance or other unemployment benefits), will receive maternity allowance during the time of employment prohibition. For further information on the maternity card and maternity allowance, contact your health insurance. For more information about job security in connection with pregnancy and maternity leave, please contact the “Arbeiterkammer Oberösterreich” (Upper Austrian Chamber of Labour) . Find all relevant appointments and claims in the “Elternfahrplan” (Schedule for parents) of the Chamber of Labour: [www.ooe.arbeiterkammer.at](http://www.ooe.arbeiterkammer.at) > Broschüren und Ratgeber > Beruf & Familie > Elternfahrplan.

### **Legal actions after birth**

Your child has arrived – Congratulations! The new parents are now in a new situation – including some legal steps that have to be taken at the authorities.

Register the birth of your child at the municipal office or magistrate. There, you will receive a “Geburtsurkunde” (birth certificate) for your child. You will need the birth certificate to register your child in your home residence. Keep the birth certificate safely, as well as all other documents. Your child will need them many times in later life.

If you are a third-state national, who is legally registered in Austria, you have to apply for a residence permit for your child within the first six months of birth. EU/EWR citizens enjoying freedom of movement, or Swiss citizens, have to apply for a registration certificate or residence card (=documentation) for their children within four months.

! NOTE: Apply for a birth certificate and a “Meldezettel” (registration proof) for your child! For children, who do not hold the Austrian citizenship: Apply for residence permit!



## **Family allowance**

Family allowance offers financial support for families with children, whose principal place of residence is in Austria.

You qualify for family allowance if you

- are an Austrian citizen with their main center of life interests in Austria
- are an EU/EWR citizen, Swiss citizen or
- Third Country national with a permanent residence in Austria or
- recognised refugee or qualify for subsidiary protection.

## **Child-care allowance**

Receiving child-care allowance does not depend on whether you work or not.

However, if you want to receive child-care allowance, you have to draw family allowance for your child, live in the same household, and must not earn more extra money than a certain sum per year. Your social insurance will provide further information on child-care allowance.

## **Support and help for parents and children**

Having and educating a child means great responsibility for parents. However, there is support and help from the very beginning. Parent/Mother counselling offers counsel for mothers and parents from birth onwards about all questions concerning the development and assistance of your child, as well as medical advice. Parent-child-centres are places where you can meet other parents, and your child can meet peers to play with.

Sometimes, parents feel overstrained with the education of their child and do not know what to do. Contact education and family advisory centres (*“Erziehungs- und Familienberatungsstellen”*) or the children and youth services (*“Kinder- und Jugendhilfe”*) in districts and cities.

For severe problems of children such as neglect and abuse, also contact the Children and Youth Service.

Find more information here: [www.kinder-jugendhilfe-ooe.at](http://www.kinder-jugendhilfe-ooe.at)

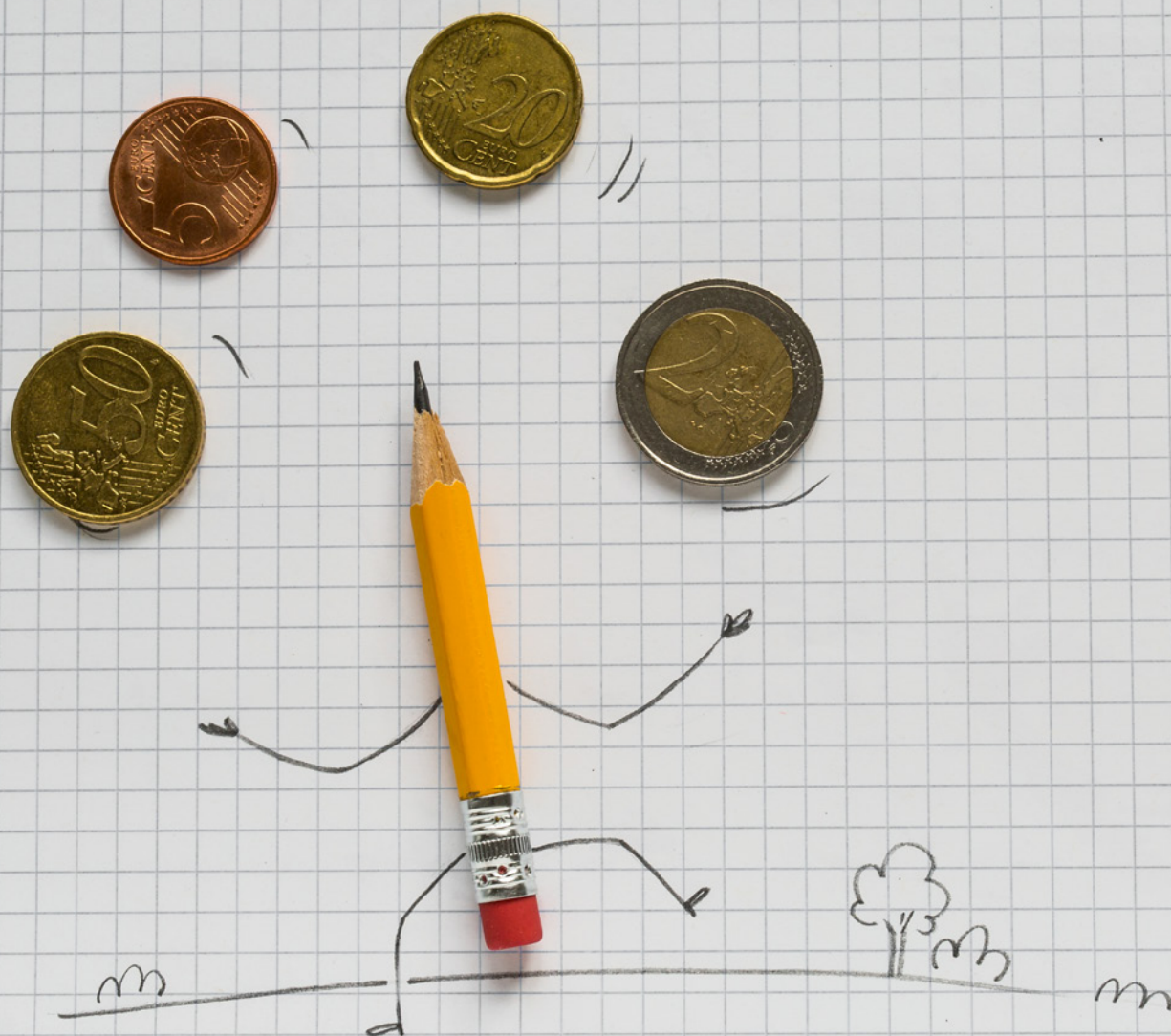
## **Help and Counselling**

Life doesn't always go as planned. Maybe you experience conflicts or even violence within your family, maybe you have to raise your child alone or you have the feeling that everything is just too much.

Some problems cannot be solved by a single person. Upper Austria has a wide variety of counselling centres you can turn to for help. There, you can share your problems, find shelter and receive advice on what you can do. Some of these counselling centres, such as the counselling centre for families and women, are mentioned in the brochure: *“Hilfe für Frauen bei Gewalt und Krisen”* (*“Help for women suffering from violence and crises”*). You can download or order the brochure on the website of the *“Integrationsstelle”* (Office of the Secretary for Integration). If you have your principal place of residence in Upper Austria and receive child-care allowance for at least one child, you can apply for the Upper Austrian Family Card.

Third country nationals also have to hold a valid residence permit to qualify for said card.

If you hold an Upper Austrian Family Card you are eligible for reductions with numerous companies in Upper Austria, e.g. travelling by train with the *“Oberösterreichischer Verkehrsverbund”* (Upper Austrian Traffic Network) at reduced fares. Furthermore, you can get reductions for trips outside Upper Austria if you book tickets online via [www.westbahn.at](http://www.westbahn.at). In addition, you have the opportunity to insure your child against accidents for free until they start school. Further information on the Upper Austrian Family Card can be obtained from the *“Familienreferat”* (Department of Families) at the Office of the Land of Upper Austria (*Amt der oberösterreichischen Landesregierung*).



# FINANZEN UND KONTO

## **Finanzen und Konto: Finance and Bank Account**

### **Bank Account**

A bank account helps you managing your money. As soon as you are employed, your salary will be transferred directly to your bank account, you will also receive a bankcard, which you can use to withdraw money at a cash machine (ATM), or pay at a shop. A standing order from your bank account can transfer a certain pre-determined amount of money to another bank account (e.g. your rent, mobile phone contract).

Each bank offers different account packages. Ask at different banks for the best conditions. To open an account, you need a current, valid photo identification and, sometimes, also a registration certificate.

### **Taxes**

To complete its tasks, the state needs an income. This is why it collects taxes and charges fees.

All citizens have an obligation to contribute to financing public services, even if they are not benefitting or do not want to benefit from any certain services at any certain moment.

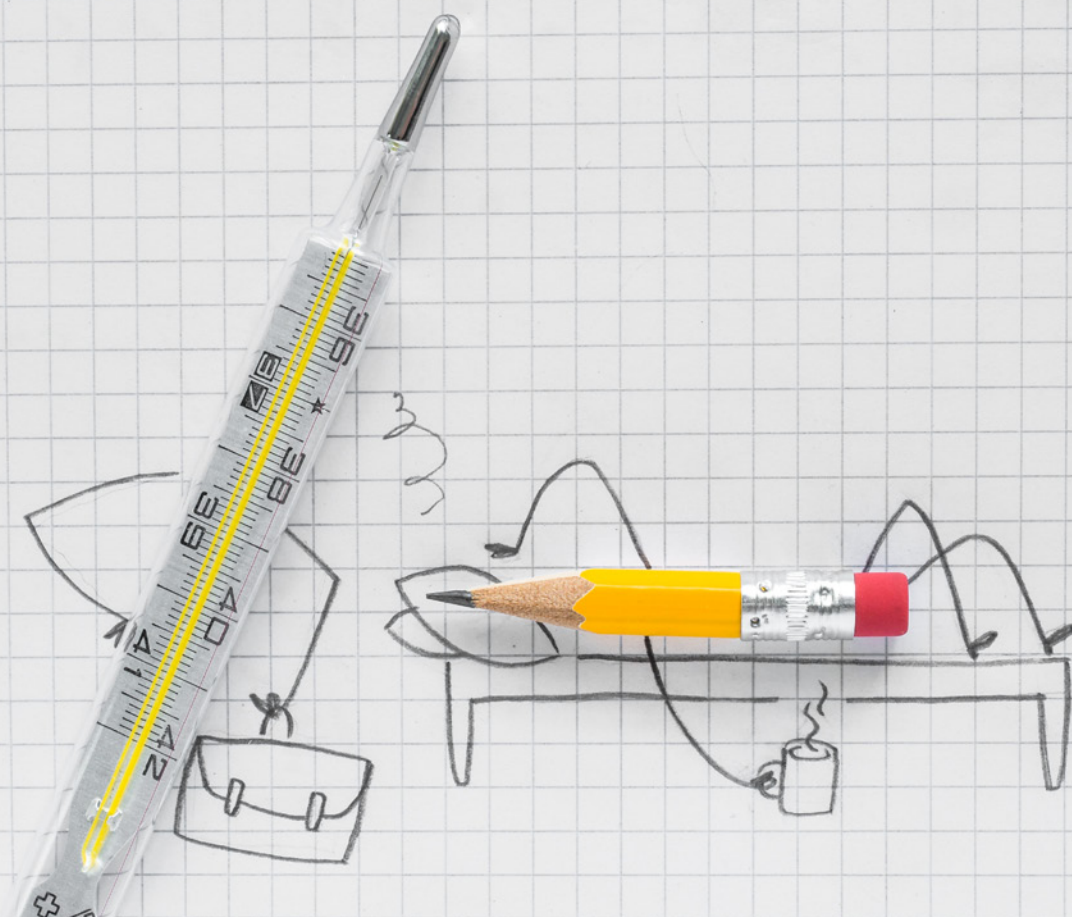
Austria collects different kinds of taxes. As an employee and/or self-employed person, you pay income tax and value added tax (VAT) respectively. The VAT (10 or 20 per cent) is added to each bill and taxes the exchange of deliveries and services. When you do your income tax return at the end of the year ("*Arbeitnehmerveranlagung*"), it is possible to get back part of the taxes you have payed.

For more information on your taxes, check <https://finanzonline.bmf.gv.at/fon/> and <https://english.bmf.gv.at/>.

### **Debts**

Debts may become a big issue. If you do not pay your rent, you will lose your apartment; electricity and gas will be cut off if you are behind with your payments. Contact the help line in time to make an appointment, e.g. with a "Schuldnerberatung" (debt counselling organisation) or "Schuldnerhilfe Oberösterreich" (Debt Aid Upper Austria). Find more information here:

<http://www.ooe.schuldnerberatung.at/beratung.html>  
<http://www.schuldner-hilfe.at/cms/>



**GESUNDHEIT**



## **Gesundheit: Health**

Being healthy psychologically as well as physically is very important. If you meet a person who is not well at all, you have to render First Aid or call 112 (see below) and wait until help arrives. Persons in need must not be ignored and you are obliged to help.

Emergency phone numbers in Austria are free of charge:

**Fire Brigade 122**

**Police 133**

**Ambulance 144**

**EU-emergency call 112**

**Poison centre 01 4064343**

**Emergency service to get a GP 141**

To stay healthy, look after yourself and see a doctor regularly. Austria's health system offers numerous possibilities to do so. Therefore it is important to have health insurance.

### **Compulsory insurance scheme and coinsurance of family members**

In Austria, you are legally obliged to have health insurance. Employees usually are automatically insured with a health insurance fund, e.g. the Upper Austrian Regional Medical Insurance Fund (Oberösterreichische Gebietskrankenkasse [OÖGKK]). Find out which company you are insured with. Your children up to the age of 18 years (children in training up to the age of 27) as well as your spouse or partner can be coinsured with you. For further information contact your health insurance. When you are insured, you will receive an insurance number and an e-card.

Please take your e-card with you whenever you go to a doctor or hospital.



### **Going to the doctor's**

If you have questions about or problems with your health, first see your general practitioner (GP)! S/he knows your medical history best and, thus has a better idea which treatments you have already received. Mostly you will not need to make an appointment. Should you wish to see a specialist, an appointment is mandatory. Follow these appointments punctually !

In urgent cases and outside your GP's office hours please contact the emergency service and/or go to the emergency hospital which is ready for admittance on that day..

When you see a doctor, ask if s/he is a panel physician and thus has a contract with your health insurance fund. If s/he is not on the panel, s/he will be an elective physician. Your health insurance fund will only fully pay your medical bills if you see a panel physician (the Upper Austrian Regional Medical Insurance Fund offers a list of all panel physicians on its website [www.oegkk.at](http://www.oegkk.at)). If you see an elective physician, you will be refunded only part of the costs you had to pay. Should your German not be good enough to go see a doctor alone, take a person with you who will interpret. Sometimes there even are interpreters on site – ask in advance!

### **Exemption from prescription fee**

The prescription fee in Austria is €5.85 since 2017. The prescription fee is a contribution to medication by patients, and paid by them. Usually, the prescription fee is paid in the pharmacy from

which you obtain the medicaments.

In certain cases it may be possible to be exempted from paying the prescription fee (e.g. if you have very low income).

Certain groups (e.g. people with notifiable, transmissible diseases or people doing alternative civilian service) are exempted from paying the prescription fee as well as the service charge for the e-card.

### **Sickness absence**

If you are too sick to go to work, see a doctor and call in sick! Moreover, notify your employer by telephone and/or in written form, and send in a sick note.

When you are on sickness absence, you have to behave according to your doctor's advice to recover as soon as possible. The rules of behaviour (bed rest, times to run errands) are noted on the sick note. Your GP will note down when you have recovered and are able to go back to work.

### **Preventive examination for healthy people**

In Austria, any person older than 18 years may once a year have a free preventive medical examination. This means, you can have your state of health examined although you do not suffer any disorders. That way a possible disease can be detected in an early stage. The earlier a disease is detected, the better it can be treated.

For more information, please contact your GP. The doctors are bound to secrecy. They are not allowed to tell anyone what was discussed during an examination. This also applies to family members such as adult children, spouses or parents, and also when you are co-insured with them. You can decide for yourself with whom you want to share the medical information.

### **Psychosocial health**

Being healthy also means feeling well psychologically. If you have a traumatic experience like the death of a family member, fleeing your home country or experience violence, this may lead to fear, nightmares, depression or other psychological problems that may also cause physical illnesses.

Upper Austria offers different services where you can look for advice, psychosocial counsel and treatments. Further information can be found in the brochure "Sozialratgeber" (Guide to Social Services), which you can get at the Office of the Upper Austrian Government, Department "Soziales" (Social Services) or on the homepage of the Office of the Upper Austrian Government [www.land-oberoesterreich.gv.at](http://www.land-oberoesterreich.gv.at).

Furthermore, Upper Austria has many active psychologists and psychiatrists. Their names and addresses can be found on the Internet or in the phone book.

**For emergencies and psychological crises, call the psychosocial emergency service 24 hours a day. The phone number is 0732 / 65 10 15 or 0732 / 2177.**

### **Physical self-determination and sexuality**

Each person has the right to physical self-determination on his/her body, and no one may interfere with this decision. In Austria, each person may live his/her sexuality the way s/he wants, as long as it happens within the legal framework and does not harm other people. Physical self-determination also means that people decide themselves which clothes to wear, also which make-up or hairstyling to choose.

In school, sexual education is a central topic, as it is imperative to have enough information on sexuality, sexual activity and possible consequences such as pregnancy or diseases. For counsel and

information about topics like sexuality, contraception, sexually transmissible diseases or others, please talk to your gynaecologist/urologist.



# UMWELTSCHUTZ



## **Umweltschutz: Environmental protection**

Protecting the environment is an especially important topic. Every one of us can contribute to the protection of our environment. Putting your waste in the corresponding bins, for instance, helps keep Mother Nature clean. Moreover, only correctly separated waste can be recycled. This is why there are bins in different colours, e.g. red bins for paper, and green bins for biodegradable waste. Separating your waste protects the environment and, at the same time, keeps waste collection charges low – because the more waste has to be disposed of, the higher the charges.

### **Tips on waste separation:**

- Put valuable waste materials such as paper, glass and plastic into the designated bins. Used material centres (*Altstoffsammelzentren* – ASZ) that are located all over Upper Austria accept waste material, too.
- We want to keep our surroundings as clean as your private lodgings. This is why we use waste paper bins. Use those to dispose of bottles, paper, cans, etc. – never leave them at the curb or on a lawn.

Another way to protect our environment is by saving energy. Energy is costly, so saving energy also means saving money! Heating in winter is popular in Austria, but here are a few tips on how not to waste energy and money.

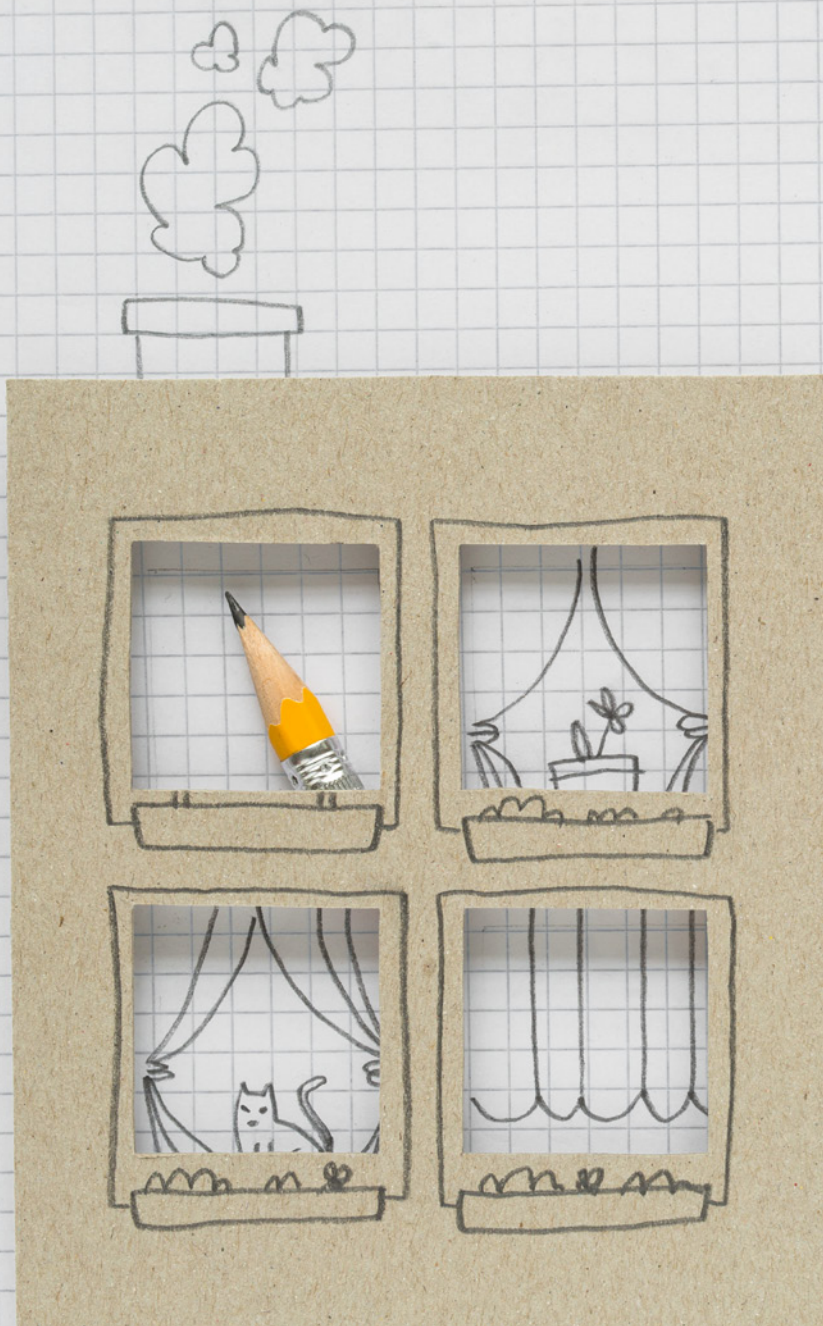
- Do not tilt windows! A lot of energy is lost this way.  
Open all windows for a short period, but several times a day.
- Do not heat all rooms fully! Turn the thermostat down during the night, or when you are not at home.

### **How to save electricity:**

- Turn off the light in rooms which you do not stay in
- Unplug electrical appliances (e.g. mobile chargers), when the device has been fully charged.
- Turn off electrical appliances completely! Standby-mode (i.e. a red light) uses electricity, too.
- Use a lid for pots when cooking.
- Use LED-lamps instead of normal light bulbs. They may cost a little more first, but definitely pay off as they last much longer.
- When you buy new electrical appliances, pay attention to their energy efficiency – appliances from Category A onwards are much more energy efficient.

Water is precious – therefore: Save water

- Turn the water off while you are brushing your teeth.
- Do not shower extensively.
- A short shower uses much less water than a hot bath.
- Run your dishwasher / washing machine only when they are full.



**WOHNEN**

## **Wohnen: Housing**

When looking for a place to live, first determine where you would like to live, how big the place should be, and how much you are ready to pay for it. In addition to rented housing and places you can buy, there are also hire purchase apartments for which you first pay rent and then get the chance to buy them.

If you are looking for an apartment to rent, you have to register as “looking for housing” with your local authority or a Limited-profit Housing Association (*Gemeinnützige Bauvereinigung*). If you are not an Austrian citizen, you should be enrolled at the responsible municipal office/Magistrate or at a -non-profit housing association (*Gemeinnützige Bauvereinigung*). If you do not hold the Austrian citizenship, you must be registered in Austria and fulfill various conditions (according to the municipality or housing association) to be allowed to get enrolled. Prepare for having to wait for several years. Even if you have to wait and are not offered an apartment at the time being,, it is advantageous at any rate to be enrolled Furthermore, you can look for privately owned lodgings or ones that are offered by real estate agents.

Note: If you do find a place via a real estate agent, you will have to pay commission! This commission may be up to two months’ rent (before tax). Private lodgings can be mostly found in weekend editions of newspapers, on the Internet, or on the notice boards in supermarkets.

### **Costs of an apartment**

If you rent an apartment, you will have to make certain one-time payments after you move in. These are:

- Deposit: The deposit must not be higher than six months’ rent and has to be paid by the tenant. Should the tenant not pay the rent, or should the apartment be damaged, the leaseholder can hold the tenant liable due to the deposit.  
If the apartment is returned in the condition that has been agreed by both tenant and leaseholder, the leaseholder must return the deposit. For further information contact counselling services on housing.
- Contribution to building costs often have to be paid when moving into apartments let by municipalities or housing associations. When moving out, you will get a partial refund of these costs (one per cent less per annum).
- Commission: The agency for an apartments is often done by a real estate agent. For his/her work, the real estate agent receives a commission that has to be paid by the tenant. Always ask if you will be charged a commission, and if so, how much it will be. For further information contact counselling services on housing.
- Fees for setting up and concluding tenancy agreements: Tenancy agreements are subject to fees, i.e. a one-time fee has to be paid to the local tax office on conclusion of the agreement.. The amount of these fees is based upon the sum of the rent, and is usually paid by the tenant.

Monthly costs of a rented apartment are:

- Rent and operating costs: Operating costs are for sewage, water, waste collection, etc. They shall be paid in advance at the beginning of each month. If you feel that either the rent or the operating costs are too high, please contact a counselling service and have them check the costs for you.
- Electricity and heating costs: Note that expenses for electricity and heating strongly depend on your consumption. Payment is made in the form of partial payments. Once a year you will receive an annual statement in which the actual amount you have consumed will be

determined. Should your consumption exceed your payment, you have to pay the difference. The partial payments for the next year will then also be increased accordingly. Should your account show a credit, you will get a refund.

Austria offers 130 different regional and national electricity and gas service providers. You may choose your service provider yourself and/ or switch. For more information check [www.e-control.at](http://www.e-control.at).

### **Household insurance**

It is important to have household insurance for your apartment. If, for instance, water or fire damage your apartment, costs incurred are covered by your household insurance. Should you not have one, you will have to pay for any and all necessary repairs yourself. This may, of course, be extremely expensive.

### **Tenancy Agreement**

Conclude Tenancy Agreements in writing only. Only if you have a written tenancy agreement on hand, you are legally secured and therefore eligible for benefits, such as rent subsidy. If your tenancy agreement is concluded for a limited period of time only, i.e. terminable, take care that there is a paragraph about contract cancellation.

### **Obligation to register**

The state of Austria requires you to get registered at your place of living. This means that, if someone moves either to Austria, or changes his domicile within the country, you have to register your new address at the registration authority. The registration authority is located inside your local authority, town hall or municipal authority.

The necessary document, the registration form ("*Meldezettel*"), can be obtained from your local or municipal authorities or printed off the Internet here:

<https://www.help.gv.at/Portal.Node/hlpd/public/resources/documents/meldez.pdf>.

After your relocation you have *three working days* to register. Should you fail to do so, fines may occur.

### **TV and radio**

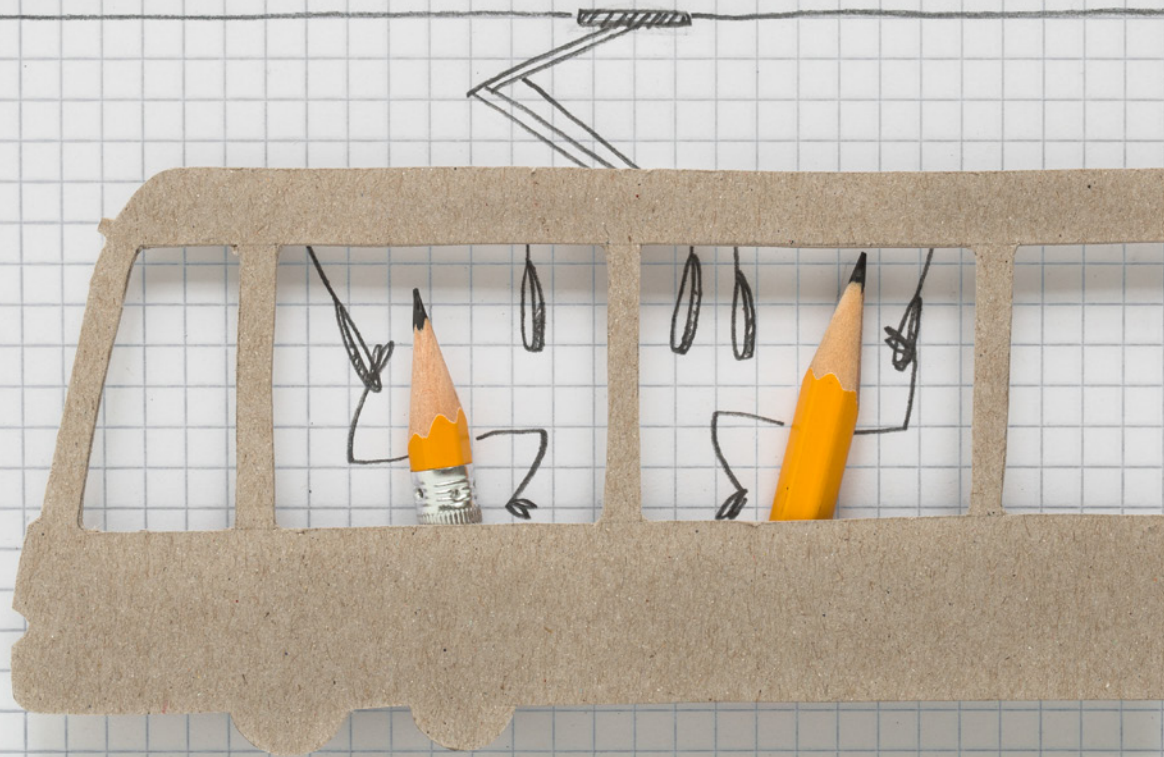
If you have either a TV or a radio in your home, you have to register these at the "Gebühren Info Service (GIS)" and pay a monthly fee. Should you have very little income, you can apply for remission.

### **Loss of housing**

Should there be a chance that you might lose your lodging, act quickly! Talk to a counselling service like "Wohnplattform" – they are always willing to help.

For information on finding a place to live or financing it (e.g. via the Deposit Fund, etc.), please talk to a social assistant. Find more information in the addresses underneath or in the "Guide to Social Services" of the Land of Upper Austria.





**VERKEHR**

## **Verkehr: Public Transport**

In Upper Austria, about 400.000 routes are covered every day by public transport . Using the bus or train is often quicker than going by car. The network of public transport is well developed in Upper Austria, and the drivers will safely take you to your destination.

To use public transport you need to have a valid ticket on hand. Should you fail to do so, you will have to pay large fines.

Validate your ticket before you go.

The tickets can be bought either in advance, online or directly at a booking office. Pupils still attending school have a free ticket for going to and from school, called "*Schüler/innenfreifahrt*".

Should you have questions about normal fares on public transport, contact the "Öö.

Verkehrsverbund-Organisations-GmbH" (Upper Austrian Transport Association), in Linz, whereas questions about deviating fares (e. g. special Citybus-fares etc.) and special permissions may also be answered by the "Department of Traffic" of the Office of the Upper Austrian Government. .. The homepage of the "Oberösterreichischer Verkehrsverbund" (Upper Austrian Transport Association), [www.ooevv.at](http://www.ooevv.at), offers online timetables that will help you find the quickest route to your destination. The largest train company is the "Österreichische Bundesbahnen (ÖBB)" (Austrian Federal Railways /), [www.oebb.at](http://www.oebb.at)) as well as the "Westbahn ([www.westbahn.at](http://www.westbahn.at)). Offers and more information can be found on their websites.

## **Road Traffic Regulations**

The Austrian Road Traffic Act 1960 (StVO 1960) regulates traffic on public roads for all road users.

Apart from definitions of terms, the Road Traffic Act also contains provisions that apply to every road user, above all general traffic rules, the meaning of lights and road signs. Additionally, it contains provisions for specific road users (carts, pedestrians, cyclists, etc.). The full Act can be found on the homepage stated underneath.



**ZUSAMMENLEBEN**

## **Zusammenleben: Living together**

### **Equal treatment and gender equality**

All citizens in Austria have to be treated equally. Women and men have the same rights and can, for example, hold the same positions in authorities. Moreover, women and men living in a relationship have the same rights and obligations. This means that both woman and man share housework, parenting, as well as earning a living. Should women not go to work but, e.g. look after the children and do housework, the right to have a say is in no way diminished. "Equal rights and obligations" also means that e.g. men clean and do the cooking.

It is strictly prohibited to harass or discriminate against anyone because of their ethnicity, religion, ideology, age, sexual orientation, a handicap, or their gender. Should you be subjected to any such discrimination, talk to the Anti-Discrimination center of the Land of Upper Austria or the Office for Equal Treatment. Moreover, Upper Austria is home to numerous organisations and clubs that provide counsel and guidance to migrants.

### **Marriage and Partnership**

In Upper Austria there are different models of living together. Women and men choose the partner they want by free will. Quite often, woman and man live together with one or more children, and are married. However, there are also cohabitations without children. There are also people who are not married but have children together. Some people are divorced and re-married with other partners. There are also same-sex relationships between men or women. Same-sex love is allowed per law and accepted by the majority of the society. The HOSI (homosexual initiative) is a special interest and service organisation promoting tolerance, acceptance and social integration. ). They provide good counselling, and a possibility to talk to and share experiences with like-minded people. More offers, information and contacts can be found here: [www.hosilinz.at](http://www.hosilinz.at).

Since 1.1.2010, same-sex couples can incur an "Eingetragene Partnerschaft (EP)" (registered partnership). Such a registered partnership is only possible between two persons of the same sex who are of age and contractually capable. Further information can be found here:

[www.partnerschaftsgesetz.at](http://www.partnerschaftsgesetz.at).

### **Together in the community / in the district**

Many inhabitants of Upper Austria, especially those who live in rural areas, are active in a club in their leisure time. This may be a sports club, a band, the voluntary fire brigade, a children or youth organisation, a choir, or a local organisation. In many villages, migrants have also founded cultural clubs. Inquire, which clubs exist in your local community, and who can be addressed for more information – maybe you find something of interest!

In addition, Upper Austria has numerous spare time activities to offer, e.g. museums, theatres, operas, countless ways to do sports, enjoy nature, or to perform voluntary work. Offers for voluntary work can be found here: [www.ulf-ooe.at](http://www.ulf-ooe.at).

Upper Austria has a lot of museums and galleries. Those include fine art, photography, design, nature and technology. Ask your local council / district / city, which museums, etc. are close to you – and meet new people, too.

If you are interested in arts and cultural activities, go to [www.kunsthunger-ooe.at](http://www.kunsthunger-ooe.at) for information on art institutions and possible reductions. People with lesser income may obtain a so-called "cultural pass" (*Kulturpass*), a card that entitles them to reduced or free entrance to many exhibitions, concerts, theatre performances or museums.



### **Living together in one house / one estate**

Whenever many different people live in one house, there need to be rules and regulations in order for everyone to get along and feel well. This is why houses with several apartments have house rules, which state the most important regulations. They are publicly displayed at a central place (e.g. next to the entrance) and should be read by everyone. Many houses also have a notice board ("Schwarzes Brett" [Black Board]), which shows current information of the property management the landlord, or other important information. Look at it every now and then to make sure you are not missing some vital information.

In addition to this, there are a couple of valuable tips for living together that are not stated in any house rules, but make everyday life much easier for all neighbours.

- If you move into an apartment, introduce yourself to your neighbours. This may pave the way for a first talk.
- If you have guests in the evening, talk to your neighbours and ask them to excuse possible noise. From Monday to Friday, be sure not to disturb your neighbours in the evening and during the night. You are legally required to keep silence during the night between 22-6 o'clock.
- Especially in summer, everyone loves to be outside, in the courtyard or on the playground. Be sure that playing kids are quiet in the evening – some neighbours may have a very early start and need a quiet evening.
- Look after your hallway, playground and courtyard. Everyone likes a clean and well-kept neighbourhood. Do not leave shoes, furniture or toys in the hallways and put the waste in the according bins – if the waste does not have to be cleared by a cleaning company, everyone's money is saved.

# ADRESSES

## GENERAL INFORMATION

Am der Oö. Landesregierung	Bahnhofplatz 1, 4021 Linz	0732 77 20-10	www.land-oberoesterreich.gv.at	pr.post@ooe.gv.at
Integrationsstelle des Landes Oberösterreich		0732 77 20-138 53	www.integrationsstelle-ooe.at	so.post@ooe.gv.at
ZusammenHelfen in OÖ- Gemeinsam für geflüchtete Menschen			www.zusammen-helfen.at	zusammenhel- fen@ooe.gv.at

## JOBS

AMS Oberösterreich, Landesgeschäftsstelle	Europaplatz 9, 4021 Linz	0732 69630	ams.oberoesterreich@ams.at
AMS Braunau	Laaber Holzweg 44, 5280 Braunau	07722 63345-0	ams.braunau@ams.at
AMS Eferding	Kirchenplatz 4, 4070 Eferding	07272 2202-0	ams.eferding@ams.at
AMS Freistadt	Am Pregarten 1, 4240 Freistadt	07942 74331-0	ams.freistadt@ams.at
AMS Gmunden	Karl-Plentzner-Straße 2, 4810 Gmunden	07612 64591-0	ams.gmunden@ams.at
AMS Bad Ischl	Salzburger Straße 8a, 4820 Bad Ischl	06132 23583-0	ams.badischl@ams.at
AMS Grieskirchen	Manglbург 23, 4710 Grieskirchen	07248 62271-0	ams.grieskirchen@ams.at
AMS JobExpress	Bahnhofplatz 3-6, PF 63, 4020 Linz	0810 810500	ams.jobexpress@ams.at
AMS Kirchdorf	Bambergstraße 46, 4560 Kirchdorf	07582 63251-0	ams.kirchdorf@ams.at
AMS Linz	Bulgariplatz 17-19, 4021 Linz	0732 6903-0	ams.linz@ams.at
AMS Perg	Gartenstraße 4, 4320 Perg	07262 57561-0	ams.perg@ams.at
AMS Ried/Innkreis	Peter-Rosegger-Straße 27, 4910 Ried im Innkreis	07752 84456-0	ams.ried@ams.at
AMS Rohrbach	Haslacher Straße, 4150 Rohrbach-Berg 7	07289 6212-0	ams.rohrbach@ams.at
AMS Schärding	Alfred-Kubin-Straße 5a, 4780 Schärding	07712 3131-0	ams.schaerding@ams.at
AMS Steyr	Leopold-Werndl-Straße 8, 4400 Steyr	07252 53391-0	ams.steyr@ams.at
AMS Traun	Christlgasse 3, 4050 Traun	07229 64264-0	ams.traun@ams.at
AMS Vöcklabruck	Industriestraße 23, 4840 Vöcklabruck	07672 733-0	ams.voecklabruck@ams.at
AMS Wels	Salzburger Straße 23, 4600 Wels	07242 619-0	ams.wels@ams.at

Arbeiterkammer Oberösterreich	Volksgartenstraße 40, 4020 Linz	05 6906 0	<a href="http://www.akooe.at/ooe">www.akooe.at/ooe</a> <a href="mailto:info@akooe.at">info@akooe.at</a>
bfi Oberösterreich	Muldenstraße 5, 4020 Linz	0810 004005	<a href="http://www.bfi-ooe.at">www.bfi-ooe.at</a>
WIFI Oberösterreich	Wiener Str. 150, 4021 Linz	05 7000-77	<a href="http://www.wifi-ooe.at">www.wifi-ooe.at</a> <a href="mailto:kundenservice@wifi-ooe.at">kundenservice@wifi-ooe.at</a>
Wegweiser Integration & Arbeit			<a href="http://www.wegweiser-integration-arbeit.at">www.wegweiser-integration-arbeit.at</a>
Broschüre des AMS Österreichs: „Leben und Arbeiten in Österreich“ <a href="http://www.ams.at/service-arbeitsuchende/auslaenderinnen/asylberechtigte">www.ams.at/service-arbeitsuchende/auslaenderinnen/asylberechtigte</a>			

## SOZIALBERATUNGSSTELLEN IN DEN BEZIRKEN

Amt der Oö. Landesregierung, Abteilung Soziales		0732 77 20-152 21	<a href="http://www.land-oberoesterreich.gv.at">www.land-oberoesterreich.gv.at</a> <a href="mailto:so.post@ooe.gv.at">so.post@ooe.gv.at</a>
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## WEITERE SOZIALBERATUNGSSTELLEN

Caritas Oberösterreich	Kapuzinerstr. 84, 4021 Linz	0732 7610-2020	<a href="http://www.caritas-linz.at">www.caritas-linz.at</a> <a href="mailto:information@caritas-linz.at">information@caritas-linz.at</a>
maiz- Autonomes Zentrum von und für Migrantinnen	Hofgasse 11, 4020 Linz	0732 890204	<a href="http://www.maiz.at">www.maiz.at</a> <a href="mailto:maiz@servus.at">maiz@servus.at</a>
migrare	Humboldtstraße 49, 4020 Linz	0732 66736	<a href="http://www.migrare.at">www.migrare.at</a> <a href="mailto:office@migration.at">office@migration.at</a>
SOS Menschenrechte	Rudolfstraße 64, 4040 Linz	0732 714 274	<a href="http://www.sos.at">www.sos.at</a> <a href="mailto:office@sos.at">office@sos.at</a>
Volkshilfe Oberösterreich	Glimpfingerstraße 48, 4020 Linz	0732 3405	<a href="http://www.volkshilfe-ooe.at">www.volkshilfe-ooe.at</a> <a href="mailto:office@volkshilfe-ooe.at">office@volkshilfe-ooe.at</a>
ZusammenHelfen in OÖ - Gemeinsam für geflüchtete Menschen			<a href="http://www.zusammen-helfen.at">www.zusammen-helfen.at</a> <a href="mailto:zusammenhelfen@ooe.gv.at">zusammenhelfen@ooe.gv.at</a>

## EDUCATION

AMS Berufslexikon	<a href="http://www.berufslexikon.at">www.berufslexikon.at</a>
Bundesministerium für Bildung	<a href="http://www.bmb.gv.at">www.bmb.gv.at</a> <a href="http://www.sprich-mit-mir.at">www.sprich-mit-mir.at</a>
Bundesministerium für Wissenschaft, Forschung und Wirtschaft	<a href="http://www.bmwf.gv.at">www.bmwf.gv.at</a>
Berufs- und Ausbildungsanerkennung	<a href="http://www.berufsanerkennung.at">www.berufsanerkennung.at</a> <a href="http://www.nostrifizierung.at">www.nostrifizierung.at</a>
Erwachsenenbildung Online	<a href="http://www.weiterbilden.at">www.weiterbilden.at</a> <a href="http://www.erwachsenenbildung.at">www.erwachsenenbildung.at</a> <a href="http://www.initiative-erwachsenenbildung.at">www.initiative-erwachsenenbildung.at</a>
Landesschulrat Oberösterreich	<a href="http://www.lsr-ooe.gv.at">www.lsr-ooe.gv.at</a>
Lehre mit Matura ÖBS	<a href="http://www.lehremitmatura-ooe.at">www.lehremitmatura-ooe.at</a>
Lehrlingsstelle der WKO Oberösterreich	<a href="http://www.wko.at">www.wko.at</a>
JugendService Die Jugendinfo des Landes Oberösterreich	<a href="http://www.jugendservice.at/coaching">www.jugendservice.at/coaching</a>
Österreichischer Integrationsfonds	<a href="http://www.integrationsfonds.at">www.integrationsfonds.at</a>
Schulpsychologie	<a href="http://www.schulpsychologie.at">www.schulpsychologie.at</a>
ZusammenHelfen in OÖ - Gemeinsam für geflüchtete Menschen	<a href="http://www.zusammen-helfen.at">www.zusammen-helfen.at</a>

## PUBLIC TRANSPORT

Land Oberösterreich, Abteilung Verkehr	<a href="http://www.land-oberoesterreich.gv.at">www.land-oberoesterreich.gv.at</a>
Oberösterreichischer Verkehrsverbund	<a href="http://www.ooevv.at">http://www.ooevv.at</a>
ÖBB Österreichische Bundesbahnen	<a href="http://www.oebb.at">www.oebb.at</a>
WESTbahn	<a href="http://www.westbahn.at">www.westbahn.at</a>
Gesamte Rechtsvorschrift für Straßenverkehrsordnung 1960 (StVO 1960)	<a href="http://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&amp;Gesetzesnummer=10011336">www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&amp;Gesetzesnummer=10011336</a>

## FINANCE

Bankenvergleich Österreich	<a href="http://www.banken-auskunft.at">www.banken-auskunft.at</a>
Bundesministerium für Finanzen	<a href="http://www.bmf.gv.at">www.bmf.gv.at</a>
Schuldnerberatung Oberösterreich	<a href="http://www.ooe.schuldnerberatung.at/beratung.html">www.ooe.schuldnerberatung.at/beratung.html</a>
Schuldner Hilfe Oberösterreich	<a href="http://www.schuldner-hilfe.at">www.schuldner-hilfe.at</a>

## HEALTH

Krankenhäuser in Oberösterreich	<a href="http://www.krankenhaus.netdokter.at/oberoesterreich">www.krankenhaus.netdokter.at/oberoesterreich</a>
Krisenhilfe Oberösterreich	Scharitzerstraße 6-8, 4020 Linz Tel. 0732 2177 <a href="mailto:office@krisenhilfeooe.at">office@krisenhilfeooe.at</a>
Oberösterreichische Gebietskrankenkasse (ÖGKK)	Gruberstraße 77, 4020 Linz <a href="http://www.ooegkk.at">www.ooegkk.at</a>
Psychosozialer Notdienst - pro mente Oberösterreich	Lonstorferplatz 1, 4020 Linz <a href="http://www.promenteooe.at">www.promenteooe.at</a> <a href="mailto:office@promenteooe.at">office@promenteooe.at</a>

## ENVIROMENTAL PROTECTION

Altstoffsammelzentren	<a href="http://www.altstoffsammelzentrum.at">www.altstoffsammelzentrum.at</a>
Mülltrennung	<a href="http://www.richtigsammeln.at">www.richtigsammeln.at</a>
OÖ Energiesparverband	<a href="http://www.energiesparverband.at">www.energiesparverband.at</a>

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## HOUSING

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E-Control		<a href="http://www.e-control.at">www.e-control.at</a>
Gebühren Info Service (GIS)		<a href="http://www.orf-gis.at">www.orf-gis.at</a>
Mietervereinigung Oberösterreich	Noßbergerstraße 11, 4020 Linz	<a href="http://www.mietervereinigung.at">www.mietervereinigung.at</a>
Wohnratgeber für Alle (Fälle) in 7 Sprachen: Verein Wohnplattform	Harrachstraße 54, 4020 Linz	<a href="http://www.verein-wohnplattform.at">www.verein-wohnplattform.at</a>

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## SOCIAL CONSULTANT OFFICES IN THE DISTRICTS

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Amt der Oö. Landesregierung, Abteilung Soziales		<a href="http://www.land-oberoesterreich.gv.at">www.land-oberoesterreich.gv.at</a>
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## FURTHER SOCIAL CONSULTANT OFFICES

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Caritas Oberösterreich	Kapuzinerstraße 84, 4020 Linz	<a href="http://www.caritas-linz.at">www.caritas-linz.at</a>
maiz- Autonomes Zentrum von und für Mig- rantinnen	Hofgasse 11, 4020 Linz	<a href="http://www.maiz.at">www.maiz.at</a>
migrare	Humboldtstraße 49, 4020 Linz	<a href="http://www.migrare.at">www.migrare.at</a>
SOS Menschenrechte	Rudolfstraße 64, 4040 Linz	<a href="http://www.sos.at">www.sos.at</a>
Volkshilfe Oberösterreich	Glimpfingerstraße 48, 4020 Linz	<a href="http://www.volkshilfe-ooe.at">www.volkshilfe-ooe.at</a>
ZusammenHelfen in OÖ - Gemeinsam für geflüchtete Menschen		<a href="http://www.zusammen-helfen.at">www.zusammen-helfen.at</a>

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## LIVING TOGETHER

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Antidiskriminierungsstelle Land Oberösterreich	Landhausplatz 1, 4021 Linz	<a href="http://www.land-oberoesterreich.gv.at/antidiskriminierung">www.land-oberoesterreich.gv.at/antidiskriminierung</a>
Ehrenamtliche Arbeit in Oberösterreich	Martin-Luther-Platz 3 4020 Linz	<a href="http://www.ulf-ooe.at">www.ulf-ooe.at</a>
Eingetragene Partnerschaft		<a href="http://www.partnerschaftsgesetz.at">www.partnerschaftsgesetz.at</a>
Gleichbehandlungsanwaltschaft	Mozartstraße 5/3, 4020 Linz	<a href="http://www.gleichbehandlungsanwaltschaft.at">www.gleichbehandlungsanwaltschaft.at</a>
HOSI Linz	Goethestraße 51, 4020 Linz	<a href="http://www.hosilinz.at">www.hosilinz.at</a>
Hunger auf Kunst und Kultur		<a href="http://www.sozialplattform.at/kulturpass">www.sozialplattform.at/kulturpass</a> <a href="http://www.kunsthunger-ooe.at">www.kunsthunger-ooe.at</a>
Museen in Österreich		<a href="http://www.museum.at">www.museum.at</a>

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