



Social Road Map

Your guide in times of difficulty

- Where you can get advice and support
- Who can help in emergencies
- How public agencies can help you



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What – How – Who?

What?

The Social Road Map is a brochure handed out by unicum:mensch for people experiencing financial and social hardship, especially (but not only) for women and families. The project began in spring 2005 as part of a course called “A Home of Rich Girls? – Ways out of Female Poverty in Austria” and was developed in collaboration with women affected by poverty. After new versions in 2009 and 2012, there is now a fourth updated and expanded version.

The brochure is intended to help people overcome difficulties and find ways out of a crisis. It is addressed to both affected persons and anyone in an advisory role through professional or volunteer work – in other words, it is for anyone who needs a guide to social services for personal use or for helping another person.

How?

The Social Road Map provides **assistance and orientation during social and financial hardship**. The information in this booklet is sorted by key issues and lets you know where you can get advice and assistance, including contact information, addresses, opening hours, tips for requirements for support and for important documents which need to be taken along, as well as information on getting there by public transport and (sometimes) on barrier-free access to advice centers or government agencies.

You can find general information centers, as well as special services for women, families, children and adolescents. In order to make finding support easier, the institutions are marked on two separate maps. This brochure also contains information on who can provide financial help in cases of acute distress, on which

services from public agencies you could use in certain life situations and on legal framework that would apply.

The Social Road Map gives thorough information that is easy to understand. However, the brochure does not claim to be an exhaustive source.

All the data and information in this version was researched/checked with the utmost diligence (updated Spring 2016), however, some potential errors in content cannot be ruled out. We appreciate any suggestions or feedback.

unicum:mensch is not liable for harm or damages resulting from incorrect or incomplete content, or from actions committed due to relying on the accuracy and completeness of the content of this brochure.

Who?

The organization **unicum:mensch** is committed to bridging the gap between university research and social engagement with the goal of contributing to a humane society.

unicum:mensch organizes events and courses on ethics and poverty and coordinates real projects, such as the initiative “Hungry for Art & Culture” (Tyrol Cultural Pass) or the “Social Road Map” for the City of Innsbruck.

Contact:

unicum:mensch, c/o Haus der Begegnung
Rennweg 12, 6020 Innsbruck

☎ 0664/5846661

✉ sozialroutenplan@unicummensch.org

www.unicummensch.org

Hungry for Art and Culture – Tyrol Cultural Pass

People with financial hardship also have the right to art and culture. However, for more and more people, participation in cultural life is becoming unaffordable. This is where the initiative “Hungry for Art and Culture” (“Hunger auf Kunst & Kultur”) can help. The “Cultural Pass” (“Kulturpass”) enables people to enter numerous cultural institutions for free.

How does the Cultural Pass work?

With the cultural pass, you can take advantage of offers from participating cultural institutions for free. We recommend that you reserve your tickets in advance.

Who can get the Cultural Pass?

People who get unemployment benefits, unemployment assistance, needs-based guaranteed minimum income (BMS) or mini-

mum pension, asylum seekers, students who are currently supported by the University Social Fund, and people whose income falls below the poverty line.

Where can I get the Cultural Pass?

Go to one of the places that issues passes and take along your photo ID and proof of income, for example, **1** Caritas Advice Center (Caritas Beratungszentrum), **5** ISD Social Centers (ISD-Sozialzentren), or **9** Caritas Outreach Counseling (Mobile Sozialberatung der Caritas) at the train station.

For more information about places that issue passes and participating institutions, visit www.hungeraufkunstundkultur.at

Contact: unicum:mensch, ✉ kulturpass@unicummensch.org

☎ 0664/5846661 (Opening hours: Tue 10:00–14:00)

Services and Counseling Agencies in Innsbruck

Here is a list of social organizations in Innsbruck ordered by key issues with information on location, opening hours, offered services, requirements and important documents, as well as directions for getting there using public transportation.

Using the numbers, you can locate the organizations on the city maps in the Social Road Map (inside cover pages).

For more social services in the other districts in Tyrol, go to: www.werhilftwie-tirol.at

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Online IVB Transport Schedule: www.ivb.at

GENERAL ADVICE/ HOUSING/WORK

1 Caritas-Beratungszentrum (Advice Center)

Heiliggeiststr. 16; ☎ 0512/727015
✉ beratungszentrum.caritas@dibk.at
Opening hours: Mon–Fri 08:30–12:00,
afternoons by appointment

Services: Social advice, family counseling, support for people going through difficult life circumstances and emergencies. These services are for people officially residing within the jurisdiction of the Innsbruck diocese. Homeless people and asylum seekers are excluded from our services – such cases are referred to the → 9 **Mobile Sozialberatung der Caritas** or the → 69 **Tiroler Soziale Dienste** as well as their partner agencies. *Social counseling services:* Advice and support, especially dealing with: guaranteed minimum income, public rent allowance, public family allowance, annual wage tax adjustment, exemption from paying for prescriptions, exemption from GIS fees, etc.; by appointment only: debt or credit counseling, cult counseling, legal counseling; temporary assistance in proven cases of hardship. *Family counseling services:* Family and life counseling, parenting and youth counseling, pregnancy counseling, open-ended counseling for undecided pregnancies, adoption counseling. Appointment is required.

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

2 Sozialberatungsstelle des DOWAS (DOWAS Social Assistance Center) – Transition Places for Individuals Searching for Housing and Jobs

Leopoldstr. 18; partially barrier free
☎ 0512/572343 ✉ ibk@dowas.org

www.dowas.org

Opening hours: Mon 9:00–12:00 and 16:00–18:00,
Wed–Fri 9:00–12:00

Services: Confidential and free. Consultation and support in securing a livelihood and job search, help with apartment search and rental, apartment maintenance, assistance contacting public agencies and offices, support with submitting applications, debt regulation measures, obtaining and storing of documents, setting up a mailing and/or AMS address, place of contact for registering primary residence, information about and referral to specialized institutions.

Services of the Social Assistance Center is especially aimed toward people who need advice and support dealing with livelihood security, job and housing searches, and in cases of threatened eviction.

The Social Assistance Center can put people in contact with other facilities from DOWAS: transitional housing, community living, assisted living and apartments for families in emergencies. Consultation also in English.

🚏 **Bus and tram stops (IVB):** Triumphforte (3, STB, F, H, R, 501–503, 505, 590), Heiliggeiststr. (F, H, M, R, 501–503, 505, 590)

3 DOWAS für Frauen (DOWAS for Women) – Out-Patient Advice, Assisted Living, Social Living Communities

Adamgasse 4/II; consultation in barrier free rooms
by appointment

☎ 0512/562477 ✉ beratung@dowas-fuer-frauen.at

www.dowas-fuer-frauen.at

Opening hours: Mon, Thu 09:00–13:00, Tue 13:00–17:00,
Wed 09:00–17:00

Services: Drop-in center for women with and without children in crisis situations, for women with existential problems, for homeless women. Advice, accompaniment, assisted living and help with livelihood security. Consultation with an interpreter if needed.

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

4 Frauen helfen Frauen (Women Helping Women)

Museumstr. 10;
barrier free access by telephone request

☎ 0512/580977 ✉ info@fhf-tirol.at

www.fhf-tirol.at

Opening hours: Mon–Thu 09:00–14:00
and by appointment by telephone

Free legal, psychosocial or financial counseling, women's shelter, outpatient family care. Consultation with an interpreter if needed (arrange in advance).

🚏 **Bus and tram stop (IVB):** Museumstr. (1, STB, A, C, J, LK, M, O)

5 ISD-Sozialzentren (Social Centers) – Innsbrucker Soziale Dienste (Innsbruck Social Services)

www.isd.or.at; all barrier free

- 5a** ISD-Sozialzentrum **Amras**: Geyrstr. 86
☎ 0512/5331–7560 ✉ reichenau.sz@isd.or.at
Wed, Fri 10:00–12:00
🚏 **Bus and tram stops (IVB)**: Amras Ort (C), Geyrstr. (C, R, T)
- 5b** ISD-Sozialzentrum **Dreiheiligen**: Dreiheiligenstr. 9
☎ 0512/5331–7570 ✉ sagen.sz@isd.or.at
Wed, Thu 10:00–12:00
🚏 **Bus and tram stop (IVB)**: Sillpark (3, C, F, J, O, 505)
- 5c** SD-Sozialzentrum **Hötting**: Schulgasse 8a
☎ 0512/5331–7520 ✉ hoetting.sz@isd.or.at
Mon, Tue 10:00–12:00
🚏 **Bus and tram stops (IVB)**: Brandjochstr. (A, H, J), Höttinger Kirchplatz (H, J)
- 5d** ISD-Sozialzentrum **Höttinger Au**: Dr.-Stumpf-Str. 77
☎ 0512/5331–7510 ✉ hoettinger-au.sz@isd.or.at
Mon, Tue 10:00–12:00
🚏 **Bus and tram stop (IVB)**: Ingenuin-Fischler-Str. (R)
- 5e** ISD-Sozialzentrum **Hötting-West (auch Sadrach)**: Technikerstr. 84
☎ 0512/5331–7530 ✉ hoetting-west.sz@isd.or.at
Wed, Thu 10:00–12:00
🚏 **Bus and tram stop (IVB)**: Technik West (LK, O, T)
- 5f** ISD-Sozialzentrum **Mühlau**: Hauptplatz 2
☎ 0512/5331–7520 ✉ hoetting.sz@isd.or.at
Wed, Thu 10:00–12:00
🚏 **Bus and tram stop (IVB)**: Mühlau (A, 501, 503)

- 5g** ISD-Sozialzentrum **O-Dorf**: Kajethan-Sweth-Str. 1
☎ 0512/5331–7540 ✉ olympisches-dorf.sz@isd.or.at
Mon–Fri 10:00–12:00
🚏 **Bus and tram stops (IVB)**: Josef-Kerschbaumer-Str. (O, T), Schützenstr. (O)
- 5h** ISD-Sozialzentrum **Pradl**: Dr.-Glatz-Str. 1
☎ 0512/5331–7550 ✉ pradl.sz@isd.or.at
Mon–Fri 10:00–12:00
🚏 **Bus and tram stop (IVB)**: Dr.-Glatz-Str. (3)
- 5i** ISD-Sozialzentrum **Reichenau**: Reichenauer Str. 123
☎ 0512/5331–7560 ✉ reichenau.sz@isd.or.at
Mon, Tue, Thu 10:00–12:00
🚏 **Bus and tram stop (IVB)**: Roßbachstr. (O, 505)
- 5j** ISD-Sozialzentrum **Saggen**: Ing.-Ettel-Str. 59
☎ 0512/5331–7570 ✉ sagen.sz@isd.or.at
Mon, Tue 10:00–12:00
🚏 **Bus and tram stops (IVB)**: Bienerstr. (H, R), Sebastian-Scheel-Str. (T)
- 5k** ISD-Sozialzentrum **Wilten (auch Vill/Igls/Sieglanger)**: Müllerstr. 36
☎ 0512/5331–7580 ✉ wilten.sz@isd.or.at
Mon–Wed 10:00–12:00
🚏 **Bus and tram stops (IVB)**: Klinik/Universität (3, C, F, J, LK, M, O, R), Maximilianstr. (1, 3, STB)

Services: Information, advice, networking, placement – non-bureaucratic drop-in center for residents of the district with emphasis on senior citizens. Prevention dealing with social and health issues. Mobile social work and assistance with applications and contacting agencies. Senior meetings, trips, events and projects.
Consultation also available by appointment.

6 Beratungsstelle Delogierungsprävention (Eviction Prevention Assistance)

Kapuzinergasse 43, barrier free

☎ 0664/1954348 ✉ office@delo.tirol

www.obdachlose.at/delo

Opening hours: Mon, Tue, Thu, Fri 09:00–12:00,
Wed 16:00–18:00

Services: Free, anonymous consultation and support for renters who are behind in rent payments and are facing eviction. The goal is to enable the person to stay in their apartment or to find alternatives.

First consultation – clarify the situation, establish a household and financial plan, provide support in explaining and applying for insurance and social benefits, as well as financial assistance, information on rental and legal matters, contact information, conflict resolution and mediation with owners, authorities and property management, support for creating a payment plan, crisis intervention.

Consultation also in English and Spanish.

🚌 **Bus and tram stops (IVB):** Messe/Zeughaus (1), Bienerstr. (H, R)

7 BARWO – Association for the Homeless

Kapuzinergasse 43/ground floor

☎ 0512/581754 ✉ office@barwo.at

www.obdachlose.at

Consultation hours: Mon, Tue, Thu, Fri 09:00–12:00;
Wed 15:00–17:00; quick advice available anytime during consultation hours, more detailed consultations by appointment only; bring important documents relating to the situation!

Services: Advice and assistance for adults (min. 18 years, not just for homeless!); support in apartment search and renting, job search, matters of livelihood (stability and sustainable security of life situation, for instance, income, pending eviction, debt etc.), assistance at public offices and agencies, arranging mailing address and registered primary residence, use of utilities (telephone, internet, fax, copy machine, newspapers, AMS-Lists) for job and housing search; placement with specialized agencies as needed or requested (e.g. debt or credit advice). Consultation also in English, Spanish, French.

🚌 **Bus and tram stop (IVB):** Messe/Zeughaus (1)

8 Mentvilla (Caritas)

Mentlgasse 20

☎ 0512/564351 ✉ mentvilla.caritas@dibk.at

Opening hours: Mon–Fri 17:00–09:45 (closed between 09:45 and 17:00!), Sat, Sun, and holidays: open all day

Services: Emergency shelter, protected living environment for drug users, separate women's area, support in finding long-term housing options, homeless and basic needs services (safe space, sleeping area, living area, food, clothing and hygiene products, mailbox, mailing address, storage of belongings, telephone), health care (first aid, wound care, health and hygiene advice, needle exchange and purchase), social work assistance (accompaniment, advice, crisis intervention, family and relative counseling, networking, follow-up care, recreational activities).

🚌 **Bus and tram stops (IVB):** Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

9 Mobile Sozialberatung der Caritas am Bahnhof (Mobile Outreach Counseling from Caritas at the Train Station)

Südbahnstr. 1a

☎ 0512/581305

Opening hours: Mon, Tue, Thu 09:00–12:00, Wed 10:00–12:00,
Mon–Thu 16:00–18:00, Sat–Sun 16:00–18:00

Services: Streetwork for people without fixed residence, travelers and anyone in distress. Social law counseling, clarification, referral, last-minute, temporary financial assistance, tickets in certain cases, support in housing and job search.

🚊 **Bus and tram stops (IVB):** Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

10 Teestube (Tearoom) – Association for the Homeless

Kapuzinergasse 45; barrier free

☎ 0512/577366 ✉ teestube@obdachlose.at

www.obdachlose.at

Opening hours: Mon–Sat 08:00–13:30

Services: Breakfast (no cooking options), showers, bag storage, laundry. No requirements except for minimum age of 18 years. Consultation also in English, Italian.

🚊 **Bus and tram stops (IVB):** Messe/Zeughaus (1), Bienerstr. (H, R)

11 IBUS – Innsbruck Advice and Support for Sex Workers

Schöpfstr. 19 – courtyard; barrier free;

☎ 0660/4757345 ✉ ibus@aep.at

Consultation by appointment only

Services for sex workers: Health promotion and prevention, support with relationship and violent conflicts, as well as issues of livelihood security, legal counseling, information and support in changing profession, outreach counseling and health prevention in the area of illegal sex work and indoor sex work. Consultation with interpreter if needed.

🚊 **Bus and tram stop (IVB):** Franz-Fischer-Str. (1, STB)

LEGAL SERVICES/DEBT

12 AK – Arbeiterkammer (Chamber of Labor)

Maximilianstr. 7

☎ 0800/225522 ✉ innsbruck@ak-tirol.com

www.ak-tirol.com

Opening hours: Mon–Fri 08:00–12:00, Mon 14:00–16:00,
Wed 13:00–17:00

Services: Advice for AK members about: labor and employment laws, rent laws, consumer protection, taxes, education; big library (open to anyone).

Bring all documents relevant to your problem!

🚊 **Bus and tram stops (IVB):** Triumphpforte (3, STB, F, H, R, 501–503, 505, 590), Bürgerstr. (1, STB)

13 Bezirksgericht Innsbruck (Innsbruck District Court)

Brunecker Str. 3; barrier free

☎ 05/76014–342

Open office hours: Tue 08:00–12:00

Services: Consultation in rental law (all odd calendar weeks: Tue 08:00–12:00), family counseling (marriage and family law, every Tue 08:30–12:00) as well as advice for legal guardianship through “Verein Vertretungs Netz Sachwalterschaft” (Association of Network Representatives for Legal Guardianship) (every Tue 09:0–12:00).

Bring all relevant documents.

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

14 NEUSTART Tirol (New Start Tyrol)

Andreas-Hofer-Str. 46; barrier free

☎ 0512/580404 ✉ office.tirol@neustart.at

www.neustart.at

Opening hours: Mon–Thu 09:00–16:00, Fri 09:00–13:00

Services: Rehabilitation assistance for offenders, support for victims as well as prevention: Services through which criminality in society can be reduced (probation assistance, jail release assistance, electronically monitored house arrest, out-of-court mediation).

NEUSTART supports people respectfully and professionally as they work through their troublesome past, overcome difficulties in the present, and secure a decent future.

🚏 **Bus and tram stop (IVB):** Westbahnhof (1, STB, T)

15 Schuldenberatung Tirol (Tyrol Debt Counseling)

Wilhelm-Greil-Str. 23/5; not barrier free (5 steps)

☎ 0512/577649 ✉ office@sbtiro.at

www.sbtiro.at

Opening hours: Mon, Wed, Thu, Fri 09:00–13:00, Tue 09:00–12:00, Mon, Wed 15:00–17:00

By appointment made by telephone only! Must use elevator (5th floor) – ring bell outside of opening hours (Elevator will be sent)

Services: Counseling and help with debt.

🚏 **Bus and tram stops (IVB):** Bozner Platz (LK, 501–503, 505, 590), Triumphforte (3, STB, F, H, R, 501–503, 505, 590)

CHILDREN & ADOLESCENTS

16 InfoEck – Jugendinfo Tirol (Info Corner – Tyrol Youth Info)

Kaiser-Josef-Str. 1; not barrier free (several steps)

☎ 0512/571799 ✉ info@infoeck.at

www.mei-infoeck.at

Opening hours: Tue 13:00–19:00, Wed, Thu, Fri 12:00–17:00

Services: InfoEck is a drop-in center for young people from ages 13 to 30 years. No matter what kind of questions pop up, the InfoEck helps with information, topics, addresses and brochures. Free and anonymous – in person, via telephone or email. The topics range from job search, education, opportunities abroad to recreational activities, funding options and sexuality.

🚏 **Bus and tram stops (IVB):** Terminal Marktplatz (1, STB, C, H, J, LK, M, O, 501–503), Klinik/Universität (3, C, F, J, LK, M, O, R)

17 Kinder- und Jugendanwaltschaft Tirol (Tyrol Children and Youth Advocacy)

Meraner Str. 5; barrier free

☎ 0512/508 3792 ✉ kija@tirol.gv.at

www.kija-tirol.at

Opening hours: Mon–Thu 8:00–12:00 and 14:00–16:00,

Fri 08:00–12:00

Appointment required!

Services: Kija is a legal advocacy center which represents the interests of children and adolescents. Services include information, advice, assistance and placement. We deal with all questions, concerns and problems of children and adolescents. Adults can also contact us regarding child and youth-related issues. Counseling is anonymous, free and confidential, and can be done by telephone, in person or by email.

🚌 **Bus and tram stops (IVB):** Bozner Platz (LK, 501–503, 505, 590), Brixner Str. (A, H, M, R, 504)

18 z6

Dreiheiligenstr. 9; barrier free

☎ 0512/580808, 0664/2628985

www.z6online.com

Center for Youth Work:

Office hours: Tue, Fri 08:00–12:00

✉ jugendarbeit@z6online.com

Jugendzentrum (Youth Center) z6:

Mon 15:00–19:00, Tue–Thu 15:00–21:30, Fri 16:30–22:00

Services: Youth recreation and cultural activities, open youth center, specific group offers, German courses for youth up to age 23, free space available on the weekend.

Youth and Family Consultation:

✉ jugendberatung@z6online.com

Consultation hours: Mon 10:00–12:00, Wed 12:00–14:00, Thu 15:00–17:00 (also open to adolescents during opening hours of the youth center)

Services: Counseling for adolescents and anyone else in their lives, also violence and de-radicalization prevention, counseling on experiences with racism and discrimination, as well as other youth-specific topics (education and career advice, family, parental conflict, etc.)

Consultation also in English, French, or with interpreter if needed. Additionally: Cooperation with a psychotherapist and in some cases with legal representatives.

🚌 **Bus and tram stops (IVB):** Dreiheiligenstr. (O, 505), Ing.-Etzel-Str. (1), Sillpark (3, C, F, J, O, 505)

→ also see 57 Drug Work z6 (p. 24)

19 ARANEA Mädchenzentrum (Girl's Center)

Schöpfstr. 4

☎ 0650/2831902 ✉ info@aranea.or.at

www.aranea.or.at Facebook: ARANEA Mädchenzentrum

Opening hours and updated information at www.aranea.or.at or on Facebook!

Services:

Girlspoint: Open meeting spot for girls and young women from ages 10-18 with bar area, hang out room, laptops including free internet access, workshop, sewing area, kitchen, table soccer, Wii, Singstar and much more. Girls and young women can meet at ARANEA, chat, get to know other girls and young women, strengthen their self-confidence and learn about different lifestyles; they are supervised by professional workers and given advice if needed; all offers are free.

Workshops: Free workshop program covering various topics, for example: screen printing, radio, hip-hop, sewing, homepage design, street art, sexuality, etc.

Advice: Free and anonymous individual counseling about love and sexuality, relationships, abuse, conflict, school, career prospects, family, etc.

Additional services: Department of Girl's Youth Work in Tyrol (Drop-in center and continuing education events for advocates and allies); school workshops for girls; violence prevention; career orientation workshops.

🚏 **Bus and tram stops (IVB):** Maximilianstr. (1, 3, STB), Franz-Fischer-Str. (1, STB), Michael-Gaismair-Str. (M, 505)

20 Chill Out – Drop-In and Advice Center, Temporary Housing for Teens

Heiligegeiststr. 8a; partially barrier free
(living area is not barrier free)

☎ 0512/572121 ✉ chillout@dowas.org

www.dowas.org

Opening hours: Mon, Wed, Thu, Fri 09:00–12:00
and 17:00–19:30

Services:

Drop-in center: Snacks and alcohol-free drinks, wash and shower facilities, washing machine and dryer, lockers, recreational activities, internet access, updated AMS job openings list, options for setting up a mailing address, etc.

Social advice services: Evaluation of problems and support in crisis: livelihood security, assistance in housing search and rental, search for a place in assisted living, advice and support with job search, including evaluation of educational prospects; debt regulation measures, information and counseling for alcohol and drug problems, information and counseling about criminal offense, etc. Counseling is confidential and free.

Transitional housing for homeless teens: Temporary assisted living possibilities for up to three months. Separate area for girls. 10 places available (single rooms).

Consultation also in English.

🚏 **Bus and tram stop (IVB):** Heiligegeiststr. (F, R, H, M, 501–503, 505, 590)

21 KIZ – Crisis Intervention Center for Children and Teenagers

Pradler Str. 75

☎ 0512/580059 ✉ info@kiz-tirol.at

www.kiz-tirol.at

Open daily at all hours for crisis cases! Free.

Services:

Counseling (in person, telephone, email – also anonymous) for girls, boys and their family members in crisis.

Emergency overnight shelter for children and adolescents between ages of 12 and 18 years.

Protection from physical, emotional and sexual abuse; support for family and social dialogue; arranging placements and referrals to other help services.

Consultation with interpreter if needed.

🚏 **Bus and tram stops (IVB):** Amraser Str. (C, F), Roseggerstr. (3)

22 Rainbows Tirol

Amthorstr. 49/ground floor; barrier free

☎ 0512/579930, 0650/9578869 ✉ tirol@rainbows.at

www.rainbows.at

Contact: Mon–Thu 09:00–13:00 and by appointment

Services: Group and individual guidance for children and teenagers from 4–18 years old after separation or divorce of parents; grief counseling for children and adolescents from 4–18 years old before or after the death of a loved one; parent counseling in cases of separation or divorce or death; parent counseling for mutual divorce; parental counseling in custody battles and disputed visitation arrangements; coaching people close to the person, teachers, kindergarten teachers, educators. Consultation also in English, French.

🚌 **Bus and tram stops (IVB):** Amthorstr. or Tüiringstr. (H)

→ also see 34 **Tiroler Kinderschutz (Tyrolean Child Protection)** (p. 19)

FAMILY ADVICE/CHILDCARE

23 Zentrum für Ehe- und Familienfragen (Center for Marriage and Family Counseling)

Anichstr. 24; barrier free

☎ 0512/580871 ✉ kontakt@zentrum-beratung.at

www.zentrum-beratung.at

Opening hours: Mon–Thu 09:00–12:00 and 15:00–18:00,
Fri 09:00–12:00 and by appointment

Services: Counseling on relationship problems, conflicts in family life, behavioral issues of children and teenagers, school and education problems of children and teenagers, problems before and after divorce, sexual problems, undecided pregnancy, fertility issues, family planning, psychological counseling in life crises, conflicts, reorientation, worries, depressive moods; counseling and information relating to extremism, racism and radicalization for relatives and people close to someone, prevention of extremism.

Family counseling in court; legal advice in case of divorce, separation, child support, custody, visitation regulations, etc.

Anonymous, confidential, free.

Additional services: Mandatory parent counseling before consensual divorce according to § 95 para. 1a AußStrG (Out of Court Settlement Act) concerning specific needs of underage children going through divorce.

Consultation also in English, Italian, French, Spanish and in some cases, Turkish and Bosnian-Croatian-Serbian.

🚌 **Bus and tram stops (IVB):** Bürgerstr. (1, STB),
Klinik/Universität (3, C, F, J, LK, M, O, R)

24 AEP Familienberatungsstelle (Family Advice Center) – Work group for emancipation and partnership

Schöpfstr. 19 – courtyard; barrier free

☎ 0512/573798

✉ familienberatung@aep.at, bibliothek@aep.at

Opening hours: Mon 16:00–19:00, Tue 17:00–19:00,
Thu, Fri 09:00–12:00

Services:

Psychological counseling: Support and guidance through challenging life situations, working together to find possible solutions and perspectives; counseling for relationships, marriage and domestic partnerships, for cases of separation and divorce (also parent counseling in accordance with §95 Abs. 1a AußStrG (Out of Court Settlement Act)), for family planning, sexuality, pregnancy and trying to get pregnant. Counseling for undecided pregnancy, parenting advice, guidance for teenagers and young adults, job-related counseling, guidance through migration procedures.

Legal advice: Legal counseling in areas of family law (for example, rights and responsibilities in divorce or separation cases, child support payments, information on child custody and visitation rights).

🚏 **Bus and tram stop (IVB):** Franz-Fischer-Str. (1, STB)

25 Familien- und Senioreninfo Tirol (Tyrol Family and Senior Citizen Info)

Museumstr. 38/SILLPARK; barrier free

☎ toll free number: 0800/800 508

✉ info@familien-senioreninfo.at

www.familien-senioreninfo.at

Opening hours: Mon–Wed 09:00–19:00, Thu–Fri 09:00–20:00,
Sat 09:00–18:00

Services: Information and counseling for families and senior citizens – free.

Family-related services: financial assistance (additional child benefits, subsidized school supplies and childcare costs); recreational tips; information on childcare facilities; parent counseling on Tuesday mornings.

Senior citizen services: Educational and recreational calendar of events; workshops; community notice board.

Consultation also in English.

🚏 **Bus and tram stops (IVB):** Bruneckerstr. (1),
Sillpark (3, C, F, J, O, 505)

26 Eltern-Kind-Zentrum Innsbruck (Innsbruck Center for Parents and Children)

Amraser Str. 5

☎ 0512/587270 ✉ familienberatung@ekiz-ibk.at
www.ekiz-ibk.at

Opening hours: Mon 08:30–13:30, Tue 09:00–13:00,
Wed 13:30–17:30, Thu 08:30–13:30

Please make an appointment!

Services: Family counseling in educational, psychological, social and legal issues and problems. Counseling is anonymous and free!

Counseling areas: Pregnancy and birth, parenthood, raising children, couple and single parenting, couple and family conflicts, separation and divorce, emotional problems, balancing career and family, job reentry, intercultural topics, children with disability..

🚏 **Bus and tram stops (IVB):** Leipziger Platz (3, C, F),
Sillpark (3, C, F, J, O, 505)

27 Erziehungsberatung (Parent Counseling)

Anichstr. 40; not barrier free,
contact us ahead of time if needed

☎ 0512/508-2972

✉ erziehungsberatung-innsbruck@tirol.gv.at

www.tirol.gv.at/erziehungsberatung

Opening hours: Mon–Thu 08:00–12:00 and 14:00–16:30,
Fri 08:00–12:00 or by appointment

Services: Information and counseling for parents, children and adolescents, young adults, teachers, doctors and everyone who deals with children and adolescents. Together we try to find possible solutions and perspectives when questions or difficult situations concerning school, family or education arise. Consultation with interpreter if needed.

🚏 **Bus and tram stop (IVB):** Klinik/Universität (3, C, F, J, LK, M, O, R)

28 Amt Kinder- und Jugendhilfe (Child and Youth Welfare Office)

Ing.-Etzel-Str. 5

☎ 0512/5360-9228 ✉ post.kinderhilfe@innsbruck.gv.at

Opening hours: Mon–Thu 08:00–12:00 and 14:00–17:00,
Fri 08:00–12:00

Appointment required!

Voicemail: Leave a message, name and telephone number
and we'll call you back!

Services: Advice for parenting, assistance in raising children; training, supervision and monitoring of foster parents, adoption arrangement and support, counseling and representation of children in child support matters and so on.

Documents needed for proof of paternity and child support settlement: birth certificates and registration forms of child, mother and father; proof of citizenship and passports of mother and father; proof of income of father (last 6 months). In case of divorce, divorce papers and all orders from the court.

🚏 **Bus and tram stops (IVB):** Brunecker Str. (1),
Sillpark (3, C, F, J, O, 505)

29 Mannsbilder – Independent Association of Men's Centers in Tyrol for Education, Meeting and Advice

Anichstr. 11, 1st floor; barrier free

☎ 0512/576644 ✉ beratung@mannsbilder.at

www.mannsbilder.at

Opening hours: Mon, Wed 17:00–20:00, Fri 10:00–13:00
or by appointment (please call for an appointment)

Services: Mannsbilder provides men and male teenagers with the chance of open and honest man-to-man conversations. Mannsbilder provides professional help with: life crises, violence, fatherhood, parenting problems, relationship difficulties, questions relating to marriage law, custody, visitation rights, child support payments, sexuality, homosexuality and coming out, communication difficulties, problems in the workplace or at school.

Consultation is free, you can also voluntarily donate to support the work.

🚏 **Bus and tram stop (IVB):** Anichstr./Rathausg. (3, STB,
501–503, F, H, LK, R)

30 FIB – Frauen im Brennpunkt (Women in the Spotlight)

Innrain 25; barrier free

☎ 0512/587608 ✉ info@fib.at

www.fib.at

Opening hours: Mon–Fri 08:00–12:30 and by appointment

Services: Advice and arrangement of childcare at in-home daycare providers or in daycare centers affiliated with FIB, as well as training for in-home daycare providers. Advice for women and girls, labor market advice and career-building guidance as part of the women's job center for: women looking for jobs who are registered at the AMS, women reentering work, immigrant women who come with qualifications from their home country. Psychosocial counseling; workshops for girls on specific topics.

🚏 **Bus and tram stop (IVB):** Terminal Marktplatz (1, STB, C, H, J, LK, M, O, W, 501–503)

31 aktion leben tirol (Initiative Life Tyrol)

Riedgasse 9; not barrier free

☎ 0512/2230–4090 ✉ info@aktionleben-tirol.org

www.aktionleben-tirol.org

Office opening hours: Mon, Tue, Wed, Fri 8:00–12:00, Thu 8:00–12:00 and 14:00–17:00. Counseling: Tue 14:00–17:00,

Innrain 39 (barrier free) or by appointment

Services: Counseling, information and help in cases of unwanted and burdensome pregnancy, problems after termination of pregnancy (abortion), donation support like baby clothes or strollers (if available) or support in the form of vouchers or sponsorships in cases of financial distress for families with young children.

🚏 **Bus and tram stop (IVB):** Höttinger Kirchplatz (H, J)

32 Aktion Tagesmütter KFVT (In-Home Daycare Provider Initiative)

Josef-Hirn-Str. 1; not barrier free

☎ 0512/583268 ✉ aktion.tagesmutter@familie.at

www.aktion-tagesmutter.at

Opening hours: Mon, Tue, Thu 09:00–12:00

Services: Arranging childcare with in-home daycare providers; training for in-home daycare providers.

🚏 **Bus and tram stop (IVB):** Klinik/Universität (3, C, F, J, LK, M, O, R)

→ also see 45 Wäscheleine (Clothesline) and

49 Entlastungsdienst der Familienhilfe (Relief Work for Family Assistance) – Caritas Tyrol (p. 21)

VIOLENCE/ABUSE

→ also see 29 Mannsbilder (p. 17)

33 Frauenhaus Tirol (Tyrol Women's Home)

House address: secret. ☎ 0512/342112 (all hours)

Office, consultation, business address: Adamgasse 16,

☎ 0512/272303 ✉ office@frauenhaus-tirol.at

www.frauenhaus-tirol.at

Online counseling: ✉ wohnen@frauenhaus-tirol.at

Services: Frauenhaus Tirol is a victim protection and crisis center for women and children who experience or are threatened by physical, emotional and/or sexual abuse. Frauenhaus also provides protection for women who experience or are threatened by forced prostitution, forced marriage or women trafficking. Women's homes are also child protection centers.

Protection home offering multi-layered, interdisciplinary and intercultural counseling and accompaniment services for women, children and teenagers who experience or are threatened by violence.

Out-patient (family) advice centers and legal counseling in Innsbruck. These have barrier free access.

Assisted living in 5 transitional houses supported by Frauenhaus.

Diverse prevention and public awareness work. Conducting police training, information sessions, workshops, lectures ...

Consultation in different languages, supported by interpreters, including sign-language.

🚏 **Bus and tram stop (IVB)** (Büro): Heiligegeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

→ also see **4** **Frauen helfen Frauen (Women Helping Women Initiative)** (p. 8)

34 Tiroler Kinderschutz GmbH (Tyrol Child Protection)

Museumstr. 11/2nd floor; barrier free

☎ 0512/583757 ✉ innsbruck@kinderschutz-tirol.at

www.kinderschutz-tirol.at

Opening hours: Mon–Fri 09:00–12:00, Mon–Tue 14:00–16:00, Wed–Thu 14:00–18:00; please make appointment! Telephone

Services: Mon, Thu 11:00–12:00 and Tue, Wed 14:00–15:00

Services: Counseling and assistance in cases of physical, emotional and sexual violence against children and teenagers, also in suspected cases of sexual violence. Psychotherapeutic support.

🚏 **Bus and tram stop (IVB):** Museumstr. (1, STB, A, C, J, LK, M, O)

→ also see **21** **KIZ (Crisis Intervention Center for Children and Teenagers)** (p. 14)

35 Gewaltschutzzentrum Tirol (Tyrol Center for Protection from Violence)

Maria-Theresien-Str. 42a

☎ 0512/571313 ✉ office@gewaltschutzzentrum-tirol.at

www.gewaltschutzzentrum-tirol.at

Opening hours: Mon–Wed 09:00–17:00, Thu 09:00–20:00, Fri 09:00–13:00; by appointment

Services: Counseling and support for people affected by domestic violence or stalking, guidance through the legal process (psycho-social and legal assistance for victims bringing criminal charges). Consultation also in Turkish, English, Italian; more languages available with interpreters.

🚏 **Bus and tram stop (IVB):** Triumphpforte (3, F, H, R, 501–503, 505, 590)

36 Frauen gegen VerGEWALTigung (Women Against Rape)

Sonnenburgstr. 5; not barrier free (alternative space available if needed – contact us!)

☎ 0512/574416 ✉ office@frauen-gegen-vergewaltigung.at

www.frauen-gegen-vergewaltigung.at

Opening hours: Mon, Fri 09:00–12:00 and Tue, Thu 09:00–16:00

Services: Psychosocial and legal counseling for women and girls at least 16 years old who have been sexually assaulted, and for caregivers and advocates and allies. Psychosocial and legal assistance in case of police report. Awareness training: Wendo self-defense courses, workshops and training programs for advocates and allies. Consultation with interpreter if needed.

🚏 **Bus and tram stops (IVB):** Franz-Fischer-Str. (1, STB), Michael-Gaismair-Str. (M, 505)

MEALS/SLEEPING/CLOTHING

37 Tiroler Sozialmarkt (Social Market)

Adamgasse 13–15

☎ 0512/580593

www.tiso.at

Opening hours: Mon–Fri 08:30–12:30, Wed 15:00–18:00

Services: Cheap shopping outlet for groceries.

Required documents: Proof of income, address registration and passport photo (for customer card).

Monthly income limits: 900–950 € for single-person household, 1250–1300 € for multi-person households, plus 100 € per child.

Christmas, vacation and disability allowance is not calculated in. Customer card can be applied for at the Sozialmarkt (bring documents and passport photo!) With the customer card, you can shop 3 times per week and spend up to 12–15 € each time.

🚏 **Bus and tram stops (IVB):** Heiligegeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

38 Vinzibus

Mon–Sun 18:00 Marktplatz, Mon–Sun 18:30 Kapuzinerkloster/Wolfgangsstube, Kaiserjägerstr. 6

Services: Free warm food and drink for people without a place to stay.

39 Serviten

Maria-Theresien-Str. 42, ☎ 0512/588883

Services: Free soup kitchen everyday at 11:15.

40 Kapuzinerkloster/Wolfgangstube

Kaiserjägerstr. 6

Contact: Mobile outreach services, ☎ 0512/581305

Services: Free breakfast Mon–Fri 8:30–9:30.
Free dinner Mon–Sun 18:30 (Vinzibus).

41 Kloster der Barmherzigen Schwestern/ Katharinastube

Rennweg 40

Contact: Mobile outreach services, ☎ 0512/581305

Services: Free lunch, showers and advice.
Mon–Fri 10:00–13:00.

42 ISD-Alexihaus

Dreiheiligenstr. 9; barrier free

☎ 0512/5331/7620 ✉ alexihaus@isd.or.at

Opening hours: 07:00–23:00

Preferably sign in before 19:00

Services: Emergency night shelter for men over age 18 who qualify for minimum income. Shelter for homeless people: Provides basic necessities (food, clothing, hygiene supplies and so on). Social work advice for residents: Support in obtaining documents, in housing and job search, voluntary money management, recreational activities. Counseling with a psychiatrist (office hours for residents available every 14 days). 10 minutes by foot from train station.

🚏 **Bus and tram stops (IVB):** Dreiheiligenstr. (O, 505), Ing.-Etzel-Str. (1), Sillpark (3, C, F, J, O, 505)

43 ISD-Herberge (Shelter)

Hunoldstr. 22; barrier free

☎ 0512/53317840 ✉ herberge@isd.or.at

Opening hours: Mon–Sun 06:00–23:00

Services: Emergency night shelter for men and women ages 18 and up who qualify for minimum income. *Shelter* for homeless people: Provides basic necessities (food, clothing, hygiene supplies and so on). *Advice* from social workers: Support in the obtaining documents, in housing and job search, voluntary money management, recreational activities. *Care* from nurses and caregivers: Bodily hygiene, if needed, wound care and bandage changing. Medical advice from a general physician and psychiatrist. The house is barrier free everywhere. Getting there: 10 minutes from train station.

🚏 **Bus and tram stops (IVB):** Leipziger Platz (3, C, F), Tivoli (J)

44 Kleidung “im Bogen” (Clothing “at the Arches”) – Association for the Homeless

Viaduktbogen 35; barrier free

☎ 0512/560623 ✉ kleiderausgabe@obdachlose.at

www.obdachlose.at

Opening hours: Mon–Fri 09:00–12:00

Services: Clothing handout center for low-income people ages 18 and up with an income under € 882,78 per month (updated 2016).

🚏 **Bus and tram stops (IVB):** Bienerstr. (H, R), Bundesbahndirektion (1, H, R), Messe/Zeughaus (1)

45 Wäscheleine (Clothesline) – Clothing Handouts for Children

Viktor-Franz-Hess-Str. 7 (Kolpinghaus); barrier free

☎ 0699/10283763 ✉ g.machajdik@tsn.at

Opening hours: Thu 15:00–16:00

(closed holidays and during the month of August)

Services: Second-hand clothing and shoes for children and teenagers. Free and non-bureaucratic.

🚏 **Bus and tram stop (IVB):** Luis-Zuegg-Str. (O)

→ also see “SERVICES IN GENERAL ADVICE/HOUSING/WORK” (p. 7–11)

HEALTH/ILLNESS/CARE

46 ISD-Sozialservice (Social Service)

Innrain 24, barrier free

☎ 0512/533180 ✉ info@isd.or.at

www.isd.or.at

Consultation hours: Mon–Fri 08:00–12:00 and by appointment by telephone

Services: Counseling and information about all services offered by the Innsbruck Social Services (ISD): residential and nursing homes, day care and short-term care, home nursing, home assistance, out-patient therapy, Innsbruck menu service, and much more.

🚏 **Bus and tram stop (IVB):** Terminal Marktplatz (1, STB, C, H, J, LK, M, O, 501–503)

47 SELBSTHILFE TIROL (Self-Help Tyrol), Federation of Tyrolean Self-Help Associations and Groups in Health and Social Sectors

Innrain 43/ground floor; barrier free

☎ 0512/577198 ✉ dachverband@selbsthilfe-tirol.at

www.selbsthilfe-tirol.at

Opening hours: Mon–Fri 08:30–12:00

Services: SELBSTHILFE TIROL is a drop-in center and contact center for victims, professionals and interested parties and supports activities and development in the self-help field. *Advice* for an existing self-help group, or for founding a new self-help group. Support in founding a group, assistance in self-help group activities, continuing education for group members, organizing networking events. *Information* on existing self-help groups, on regional self-help activities and on possibilities and limits to self-help. *Public awareness campaigning* to increase and ensure the acceptance of self-help groups. *Advocacy* for self-help groups and promoting cooperation with professionals in health and social fields.

🚏 **Bus and tram stop (IVB):** Klinik/Universität (3, C, F, J, LK, M, O, R)

48 Psychosozialer Pflegedienst Tirol (Tyrol Psychosocial Nursing Care)

Anichstr. 4

☎ 0512/572750 ✉ kontakt@psptirol.org

www.psptirol.org

Opening hours: Mon–Fri 08:00–12:00 and by appointment

Services: Help for people with mental illness and disability; counseling is anonymous and free, individual care, assisted living

communities and homes, employment initiative, work initiative, career preparation.

🚏 **Bus and tram stop (IVB):** Anichstr./Rathausg. (3, STB, F, H, LK, R, 501–503)

49 Entlastungsdienst der Familienhilfe (Relief Work for Family Assistance) – Caritas Tyrol

Heiliggeiststr. 16

☎ 0512/7270–45

Opening hours: Mon–Fri 08:30–12:00

Services: Educational, household and care support for families in exceptional life, emergency and crisis situations. Mobile services with professionals who are sent to the family home. Depending on the income, there may be a fee the family must pay.

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

50 Frauengesundheitszentrum an der Univ.-Klinik Innsbruck (Women's Health Center at the University Clinic in Innsbruck)

Anichstr. 35; barrier free

☎ 0512/504–81827 ✉ angelika.bader@tirol-kliniken.at

<http://fgz.i-med.ac.at/>


Clinic hours: Tue, Wed 13:00–16:00, Thu 08:00–12:00,

Fri 08:00–12:00. Must contact by telephone in advance!

Services: Medical evaluation taking gender aspects into account, getting a second opinion; information and counseling about physical and mental changes in various illnesses, treatment and therapy options; help in difficult life situations. Migrant clinic


especially for Turkish patients. No certificate of illness or referral needed! Bring along e-Card.



Consultation also in English, Turkish, and with an interpreter if needed.

 **Bus and tram stop (IVB):** Klinik/Universität (3, C, F, J, LK, M, O, R)


51 medcar(e)

Contact: Heiliggeiststr. 16

 0676/87306330

Opening hours: Mon 15:45–18:00 office hours at Südbahnstr. 1, Wed 9:00–10:00 office hours at Südbahnstr. 1 →  afterwards at the Teestube, Kapuzinergasse 43 →  Fri starting at 17:00 medcar(e) bus in the city center

Services: Free social and basic medical care for people without access to medical support. In-patient and out-patient help. Clarification of social legal rights. Community project from Caritas and the Red Cross.

 **Bus and tram stops (IVB):** *Südbahnstr. 1:* Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590); *Kapuzinergasse 43:* Messe/Zeughaus (1), Bienerstr. (H, R)

52 fit2work

Werner-von-Siemens-Str. 7; barrier free


 0512/365603–3997  info@tirol.fit2work.at

www.fit2work.at

Available by telephone: Mon, Tue, Thu 08:00–18:00, Wed 08:00–20:00, Fri 08:00–15:00


Services: fit2work is a service that offers professional guidance and support in dealing with health problems in the workplace. Target group: Workers who are officially employed and suffer

health problems, as well as people who already lost their jobs due to health reasons and are registered as unemployed.

 **Bus and tram stops (IVB):** Hochhaus Schützenstr. (O), Grenobler Brücke (504)

53 VAGET – Daytime Therapy Center (TTZ)


Pradler Str. 41; barrier free

 0512/343219

www.vaget.at

Opening hours: Mon, Fri 12:00–16:00, Tue–Thu 08:00–16:00

Services: Engaging, therapeutic, biographical and nursing group services for senior citizens.

 **Bus and tram stops (IVB):** Defreggerstr. (3), Pradler Str. (O, 505)

54 Kraft für Leben (Power for Life)


Speckbacherstr. 30

 0699/16202020  e.kutmon@kraftfuerleben.org

www.kraftfuerleben.org

Make appointments by telephone.

Services: Meetings, workshops, seminars, activities in order to regain strength for everyday life; for people during and after overwhelming periods of crisis; not a therapeutic institution.

 **Bus and tram stops (IVB):** Franz-Fischer-Str. (1, STB), Westbahnhof (1, STB, T)

55 AIDS-Hilfe Tirol (Tyrol AIDS Help)

Kaiser-Josef-Str. 13, not barrier free,
contact us if needed

☎ 0512/563621 ✉ tirol@aidshilfen.at

www.aidshilfe-tirol.at

Opening hours: Mon 10:00–14:00 and 17:00–18:30,

Tue, Wed 10:00–15:00, Thu 10:00–17:00

Testing: Mon 17:00–18:30, Tue 13:30–15:00

Services: Information, advice, testing, social counseling and support for infected persons, legal information.

Consultation also in English, Italian, French.

🚏 **Bus and tram stops (IVB):** Maximilianstr. (1, 3, STB),
Klinik/Universität (3, C, F, J, LK, M, O,)

DRUG AND ADDICTION SERVICES

56 ASP – Innsbruck Social Services Out-Patient Addiction Prevention

Ing.-Etzel-Str. 5/3rd floor; barrier free

☎ 0512/5331–7440 ✉ asp@isd.or.at

www.isd.or.at

Sign-in and appointment scheduling hours: Mon–Fri 09:00–

11:00; open hours by telephone: Mon–Fri 09:00–19:00 –

Leave your number on the voicemail and we will call you back

Services: Therapy and care services of ASP are directed toward people with addiction, such as misuse of or dependence on: illegal drugs (opiates, cannabinoids, designer drugs, cocaine, combined drug use), alcohol and prescription drugs, eating disorders (anorexia, bulimia, etc.), non-substance-related addictions (gambling, co-dependency, internet addiction, etc.).

Psychotherapy using approaches of depth psychology, psychiatric and medical accompaniment, court-ordered therapy “therapy instead of punishment,” health measures in accordance with § 12 SMG, accompaniment to hospital admission, follow-up after hospital stay, advice and information for relatives, counseling and psychotherapy for teenagers, for internet and computer addiction, pathological gambling addiction, and eating disorders (anorexia, bulimia and binge eating).

ASP is a recognized counseling facility under § 15 SMG.

🚏 **Bus and tram stops (IVB):** Dreieiligenstr. (O, 505),
Ing.-Etzel-Str. (1), Sillpark (3, C, F, J, O, 505)

57 Drogenarbeit z6 (Drug Work z6)

Dreieiligenstr. 9

☎ 0699/13143316, 0680/3066075, 0680/1289712

✉ beratung@drogenarbeitz6.at

www.drogenarbeitz6.at, www.onlinedrogenberatung.at

Drug Counseling: Counseling hours: Tue–Thu 14:00–16:00,
Thu 18:00–20:00 and by appointment made by telephone!

Services: Anonymous – confidential – free. Information and counseling on drug issues for teenagers, young adults and people in their lives. Experiential/adventure learning offers. Accompaniment, referral and follow-up.

MDA basecamp: Opening hours (call to make an appointment):
Tue–Thu 09:00–12:00, 14:00–17:00

☎ 0699/11869676 ✉ mobile@drogenarbeitz6.at

Drug Checking: Mon 17:30–20:30. No appointment needed.

Services: Specialized services for questions about substances, party work, drug checking, online advice, prevention workshops.

🚏 **Bus and tram stops (IVB):** Dreieiligenstr. (O, 505),
Ing.-Etzel-Str. (1), Sillpark (3, C, F, J, O, 505)

58 Suchtberatung Tirol (Addiction Counseling Tyrol) – What concerns everyone needs to be tackled by everyone

Innsbruck location, Anichstr. 13/III

☎ 0512/583337

www.verein-suchtberatung.at

Services: Counseling, assistance, placement, follow-up for at-risk or addicted people and for anyone in close relationship to them. Anonymous, confidential and free.

Outreach social work: Social work and counseling that goes to the homes or living spaces of affected persons, including visits to therapeutic facilities, residential homes, etc.: ☎ 0512/580080–22.

🚌 **Bus and tram stops (IVB):** Bürgerstr. (1, STB), Anichstr./Rathausg. (3, STB, F, H, LK, R, 501–503)

59 sucht.hilfe BIN (addiction.help) – Advice services for addiction to alcohol, prescription drugs, nicotine and gambling, people at risk of addiction and their relatives

Anichstr. 13/3

☎ 0512/573054

www.bin-suchthilfe.tirol

Services: Out-patient advice, information and follow-up for people with alcohol, prescription drugs and nicotine addiction, gambling addiction, or for people at risk of addiction and their relatives.

Additional locations in each district of Tyrol (info and contact: ☎ 0512/580040 ✉ office@bin-suchthilfe.tirol).

🚌 **Bus and tram stops (IVB):** Bürgerstr. (1, STB), Anichstr./Rathausg. (3, STB, F, H, LK, R, 501–503)

60 Mentvilla Anlaufstelle (Drop-In Center) – Meeting Place for Drug Users

Mentlgasse 20

☎ 0512/561403 ✉ komfuedro.caritas@dibk.at

Opening hours: Mon, Tue, Thu, Fri 11:00–15:00,

Wed 15:00–19:00

Drop-in center for drug users (set up as a café)

Services: Needle exchange and purchase, safer-use and safer-sex counseling, free condom handouts, HIV and hepatitis prevention, health work (first aid, wound care, health and hygiene advice), recreational activities, social work assistance (counseling, substitution treatment, referral/transfer to other organizations, housing and job search), women-specific services and opening hours, warm meals, laundry, washing and showering facilities for clients.

🚌 **Bus and tram stops (IVB):** Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

→ also see **8** Mentvilla (Caritas) (p. 10)

61 abrakadabra (Caritas)

Kaiser-Josef-Str. 9

☎ 0512/588547 ✉ abrakadabra.caritas@dibk.at

Opening hours: Mon–Fri 09:00–15:00

Services: Work project for people with addiction (outdoor work, creative workshop, packaging and shipping).

🚌 **Bus and tram stops (IVB):** Klinik/Universität (3, C, F, J, LK, M, O, R), Terminal Marktplatz (1, STB, C, H, J, LK, M, O, 501–503)

→ also see **47** SELBSTHILFE TIROL (Self-Help Tyrol) (p. 22)

MIGRATION

62 ZeMiT – Center for Migrants in Tyrol

Andreas-Hofer-Str. 46; barrier free

☎ 0512/577170 ✉ office@zemit.at

www.zemit.at

Opening hours: Mon–Fri 08:00–12:00,
afternoons by appointment.

Appointments required!

Counseling by telephone: Tue, Wed, Thu 13:00–15:00

Services: Counseling and information on all questions about work and the job market and recognition of qualifications obtained in another country.

Consultation also in Bosnian, Croatian, Serbian, Turkish, Kurdish, Russian, English, French, Arabic.

Consultation at AMS Innsbruck: Mon, Tue, Thu 08:00–12:00.

Bring any relevant documents with you, if possible: passport, residence permit, birth certificate (also of children), marriage certificate, registration (also of children), work permit, log of work hours, proof of insurance periods, certificates, diplomas, etc.

AST – Certification Center for People who Acquired Qualifications Abroad: ✉ ast.tirol@zemit.at

Appointment required!

Free, multilingual information, advice and accompaniment through entire recognition and evaluation process, in order to facilitate integration into the workforce that is appropriate to one's qualifications.

🚌 **Bus and tram stop (IVB):** Westbahnhof (1, STB, T)

63 Verein Multikulturell (Multicultural Association) – Tiroler Integrationszentrum (Tyrolean Integration Center) – Migrationsakademie (Migration Academy)

Andreas-Hofer-Str. 46, 1st floor

☎ 0512/562929 ✉ office@migration.cc

www.migration.cc

Opening hours: Mon–Thu 09:00–18:00, Fri 09:00–16:00

Multilingual Advice Hotline:

☎ 0650/9606055 Mon–Fri 09:00–16:00

Services:

Educational and job counseling: Information and counseling on education and continuing education, education for children and career development opportunities, information on school and extracurricular learning paths; individual application training and coaching, support in writing applications.

Family counseling: Problem solving adapted to the experiences of each family; support in family reunion, family growth, integration of new family members, residency and settlement questions, kindergartens and schools, divorce or separation, verbal or physical abuse in the family; intercultural family mediation, help with applications. Individual and group therapy with bilingual psychotherapists (Turkish-German), lectures and seminars given by native speakers for migrants (awareness and sensitivity building for psychological disorders and causes).

Project ELELE: Work with parents; discussions and/or lectures about parenting, media consumption, gender equality, impact of domestic violence on children (within migrant communities, mosques, cultural centers), prevention, empowerment of women/mothers.

Consultation also in Turkish, Arabic and English.

🚌 **Bus and tram stop (IVB):** Westbahnhof (1, STB, T)

64 Frauen aus allen Ländern (Women from all Countries)

Tschamlerstr. 4

☎ 0512/564778 ✉ info@frauenausallenlaendern.org

www.frauenausallenlaendern.org

Services for women who have migrated or fled to Austria:

Educational offers: German courses, literacy courses, basic education, political education, extra classes in the afternoon, exam preparation, workshops. *Advice:* On topics specific to women and migration: individual and group counseling in various languages, interpreter provided if needed. *Childcare:* Free, professional childcare provided during all educational and counseling offers. *Recreational and cultural offers:* Examples include bicycling or yoga courses, intercultural community gardening, cultural events. Consultation also in English, Spanish, French, Italian, Arabic, Bosnian, Croatian, Serbian, Turkish.

🚏 **Bus and tram stop (IVB):** Fritz-Konzert-Str. (1, T), Kaiserschützenplatz (M, 505, 590)

65 FLUCHTpunkt (Refuge)

Jahnstr. 17

☎ 0512/581488 ✉ info@fluchtpunkt.org

www.fluchtpunkt.org

Opening hours: Mon, Thu 10:00–14:00 open counseling hours, as well as by appointment

Services: FLUCHTpunkt is an advisory centre for refugees. FLUCHTpunkt is concerned with people's distress regardless of their legal status. FLUCHTpunkt advises on matters concerning basic needs, asylum and alien's law, health related, financial or further queries. Free and anonymous.

🚏 **Bus and tram stop (IVB):** Dreieiligenstr. (O, 505)

66 Unabhängige Rechtsberatung Tirol (Tyrol Independent Legal Advice) – Diakonie Refugee Services

Bürgerstr. 21; not barrier free

☎ 0664/88588911 ✉ bti@diakonie.at

Opening hours: Mon 16:00–18:00, Thu 10:00–12:00

Services: Legal advice for refugees and migrants in matters of asylum and residency rights. Consultation with interpreters.

🚏 **Bus and tram stops (IVB):** Terminal Marktplatz (1, STB, C, H, J, LK, M, O, 501–503), Anichstr./Rathausg. (3, STB, F, H, LK, R, 501–503)

67 Ankyra – Center for Intercultural Psychotherapy – Diakonie Refugee Services

Müllerstr. 7; barrier free

☎ 0512/564129 ✉ ankyra@diakonie.at

fluechtlingsdienst.diakonie.at

By appointment only.

Opening hours (phone): Tue, Thu 09:00–12:00

Services: Interpreter-supported psychotherapy for asylum seekers and people with subsidiary protection, refugees and immigrants.

🚏 **Bus and tram stop (IVB):** Triumphpforte (3, STB, F, H, R, 501–503, 505, 590)

68 ÖIF – Tyrol Integration Center

Lieberstr. 3

☎ 0512/561771

www.integrationsfonds.at/tirol

Opening hours: Mon–Wed 08:30–16:30, Thu 08:30–18:30,
Fri 08:30–13:00

Services: ÖIF offers advice in areas of language, education and career at its integration center in Innsbruck, as well as mobile outreach services in Imst and Wörgl, and can promote language integration.

The Tyrol Integration Center holds cultural values and orientation courses, integration projects (“Mentoring for Migrants”) and helpful workshops for immigrants covering everyday topics. It also offers courses for German in the workplace. Immigrants can find free learning material and online exercises on www.sprachportal.at, available in nine languages – including Arabic.

Target groups: refugees, people with subsidiary protection and third country nationals; people with migration background; institutions, organizations and advocates and allies in the integration, social and educational fields.

🚏 **Bus and tram stop (IVB):** Triumphpf. (3, STB, F, H, R, 501–503, 505, 590)

69 Tiroler Soziale Dienste (Tyrolean Social Services)

Sterzinger Str. 1; barrier free

☎ 0512/21440 ✉ office@tsd.gv.at

www.tsd.gv.at

Opening hours: Mon, Tue 09:00–12:00 and 14:00–16:00,
Thu 09:00–12:00 and 14:00–16:00, Fri 09:00–12:00,
at Mentlbergstr. 23: Wed 08:00–11:00

Services: Responsible for ensuring basic care for all asylum seekers residing in Tyrol (care, accommodation, food, medical care, arranging school attendance). Additionally, organizing and running refugee homes in Tyrol, projects for language and job qualifications, as well as information, counseling and social care for asylum seekers.

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, H, M, R, 501–503, 505, 590), Hauptbahnhof (3, STB, F, H, M, R, 501–505, 590)

70 Verein Menschenrechte Österreich (Austrian Association for Human Rights)

Meinhardstr. 5a; barrier free

☎ 0512/582551 ✉ tirol@verein-menschenrechte.at

www.verein-menschenrechte.at

Opening hours: Mon–Fri 08:00–12:00

(appointment by telephone recommended)

Services:

Advice for voluntary departure to the responsible Dublin State and for voluntary return to the home country.

Legal advice for people who are in the asylum procedure or who are affected by immigration police measures (Admissions and appeals procedures: clients are assigned by the authorities; *Asylum approval procedure:* Information about the first instance procedure as well as assistance through it. Appointment required). Consultation also in English, French, Italian, Arabic, Spanish, Russian, Ukrainian, Bosnian, Croatian, Serbian

🚏 **Bus and tram stop (IVB):** Landesmuseum (1, STB, A, C, H, J, LK, M, O, R, 504, 505)

SUPPORT IN DISTRESS AND EMERGENCY

The following institutions offer support in cases of financial distress:

Amtsführender Stadtrat Ernst Pechlaner

(Executive City Council Member Ernst Pechlaner)

Contact: Sabine Daum

City Hall (room 1344), Maria-Theresien-Str. 18, 6020 Innsbruck

☎ 0512/5360-1344, Mon–Fri 08:00–12:00

✉ sabine.daum@magibk.at

Services: One-time financial assistance in distress possible. No cash payouts. Written request is required, the form should be personally picked up in City Hall (room 1344). Attach copies of all income and expenses of every person living in the household (income confirmation, rent, public rental allowance, electricity bills, confirmation of guaranteed minimum income, proof of child or spousal support, statement of number of people living in household). After request is processed, you are notified in writing whether you will receive assistance and how much. Overdue payments are directly transferred (e.g. rent, electricity. No deposits.).

🚏 **Bus and tram stops (IVB):** Anichstr. (3, STB, F, H, LK, R, 501–503), Maria-Theresien-Str./Altstadt (1, STB, A, C, J, LK, M, O)

Einmalige Sonderzuwendungen bei Bedürftigkeit von Familien

(One-Time Special Allowance for Vulnerable Families)

JUFF FB Familie des Landes Tirol

(JUFF Department of Family of the Province of Tyrol),

Michael-Gaismair-Str. 1, 6020 Innsbruck

Services: Especially for families with multiple children, but also for single-parent and vulnerable families, who find themselves in

extraordinary situations which were unforeseen and at no fault of their own, and who have unexpected, additional burdens. Support for expenses related to the welfare of the child(ren) depend on income. Turn in application form explaining life situation, including all income-related documents and monthly expenses (copies), to the JUFF Department of Family of the Province of Tyrol, Michael-Gaismair-Str. 1, 6020 Innsbruck.

Ask for more detailed information from Mrs. Daniela Schwaninger at ☎ 0512/508-3566. Application available online: www.tirol.gv.at/familie → Förderungen (Support) → Bedürftigkeit von Familien (Families in Need)

🚏 **Bus and tram stop (IVB):** Michael-Gaismair-Str. (M, 505)

Mindestsicherungsfonds des Landes

(State Minimum Income Fund)

Contact: Michael-Gaismair-Str. 1, Stöcklgebäude

(entrance on Templstraße), room 4, 6020 Innsbruck

☎ 0512/508-2620 od. -2619

Opening hours: Mon–Fri 08:00–11:00 and by appointments made by telephone

Services: Financial support possible once a year, e.g. for back payments of rent, electricity or utilities; electrical appliances like refrigerators, washing machine, stoves (recipients of federal pension fund (PVA): first apply through PVA/support funds, and if your application is denied, then you can apply here); furniture such as beds, bed frames, mattresses, tables, chairs.

Necessary documents: application form, all proof of income and expenses, as well as copies of cost estimates. Applications can be mailed by post or handed in personally.

Time needed for processing depends on completeness of documents!

🚏 **Bus and tram stop (IVB):** Michael-Gaismair-Str. (M, 505)

Tiroler Hilfswerk (Tyrolean Relief Work)

Contact: Michael-Gaismair-Str. 1
Department of Social Affairs, Division of Support
for Tyroleans in Need
ground floor, room 12, 6020 Innsbruck
☎ 0512/508–3693 or –3692
✉ tiroler.hilfswerk@tirol.gv.at
Public opening hours: Mon–Fri 08:00–12:00,
afternoons by appointment made by telephone

Services:

One-time financial support: Informal application or in person with all documents relating to income, expenses, proof of hardship and any outstanding bills.

Heating costs allowance: Application form and guidelines on the website:

<https://www.tirol.gv.at/gesellschaft-soziales/soziales/fonds/hilfswerk/formulare/>

Application period from the beginning of July until the end of November for the coming winter heating.

🚏 **Bus and tram stop (IVB):** Michael-Gaismair-Str. (M, 505)

Landesunterstützungsfonds (State Support Fund)

Contact: Office of Governor Günther Platter
☎ 0512/508–2000 ✉ landeshauptmann@tirol.gv.at

Services: Financial support for Tyrolean families threatened by loss of livelihood (primarily due to the death of the family wage earner). Not for insured cases.

Netzwerk Tirol hilft (Tyrol Help Network)

Verein Netzwerk Tirol hilft
Eduard-Wallnöfer-Platz 3, 6020 Innsbruck
☎ 0512/508–2014; Fax –2005
✉ buero.landeshauptmann@tirol.gv.at

Services: Financial support for Tyroleans in distress through no fault of their own. Necessary documents vary individually by case and must be submitted together with the application form (will be sent to you).

Contact: by telephone, email or letter.

Stiftung Zuversicht für Kinder (Trust Foundation for Children)

(supported by Swiss Life Select Österreich)
☎ 01/71699–0 ✉ office@stiftung-zuversicht.at
www.stiftung-zuversicht-fuer-kinder.org

Services: Since 1991, Stiftung Zuversicht für Kinder quickly and non-bureaucratically takes care of children in need worldwide, regardless of nationality and denomination. For more information or to apply for help, please contact us directly.

Bruderschaft (Brotherhood) St. Christoph www.bruderschaft-st-christoph.org

Services: Financial support for families with children in distress. Contact: At advice centers (Frauen helfen Frauen, Caritas, Sozialämter), or written (include a short description of situation and contact information) to Bruderschaft St. Christoph, 6580 St. Christoph am Arlberg, or fill out and send the application form on the website.

Rettet das Kind (Save the Child) – Tyrol

Krippengasse 4, 6020 Innsbruck; not barrier free

☎ 0512/202413 ✉ rettet-das-kind-tirol@aon.at

www.rettet-das-kind-tirol.at

Office hours: Mon–Thu 08:30–11:00

Services: Support for families and single-parents with underage children registered in their household (financial support, food vouchers, learning aids, sponsors, etc.)

Contact: People in need can contact us directly (also by email) or be sent by another organization.

🚏 **Bus and tram stop (IVB):** Arzl-West (A, 501–503)

Vinzenzgemeinschaften (Vincent Communities)

www.vinzenzgemeinschaften-tirol.at

Assistance, also financially, if needed (food vouchers, outstanding bills, etc.), for people in need living in an area with a local Vincent Community. Secular organization that works closely with the Catholic Church, therefore contact the local parish office (depending on your address) for information.

Advice centers can give information on more options for financial support in emergencies.

Important Addresses

- A** AMS – Public Employment Service Tyrol; Schöpfstr. 5 (→ p. 34, 45)
- B** Amt der Tiroler Landesregierung (Government Office of Tyrol), Abteilung Wohnbauförderung (Department of Residential Building Funds); Eduard-Wallnöfer-Platz 3 (→ p. 38)
- C** Amt der Tiroler Landesregierung (Government Office of Tyrol), Abteilung JUFF (Family Department)/Abteilung Mindestsicherungsfonds (Department Needs-Based Guaranteed Minimum Income); Michael-Gaismair-Str. 1 (→ p. 45)
- D** Finanzamt Innsbruck (Tax Office); Innrain 32 (→ p. 44)
- E** IVB Customer Center; Stainerstr. 2 (→ p. 36)
- F** Sozialamt Innsbruck (Innsbruck Social Welfare Office); Ing.-Etzel-Str. 5 (→ p. 36)
- G** Stadtmagistrat Innsbruck (City Council); Maria-Theresien-Str. 18 (→ p. 38)
- H** TGKK – Tyrol Health Insurance Office; Klara-Pölt-Weg 2 (→ p. 40, 44)



© Plan: Stadt Innsbruck

Legal Framework

In this section, you can find information on which public agencies can help you in certain life situations and what kind of legal framework exists. It provides an overview of:

- Support options when you become unemployed
- **Needs-based guaranteed minimum income** (formerly basic benefits or social welfare)
- Available help and responsible institutions if **livelihood** is no longer affordable
- Financial coverage in case of **illness**
- Support for **pregnancy and birth**, as well as **childcare**

PLEASE NOTE: The purpose of the information in this section is to give you an orientation to public agencies and authorities which can offer support services. However, it does not replace visits in person to these institutions.

Most institutions mentioned in this section are public offices which communicate with each other and can work together to offer you support.

The provided information relies mostly on legal regulations (updated 2016). The type of support actually available to you might change in the following years and in any case, it often depends on your individual situation. Your support options in reality might be different from the general information given in the Social Road Map.

UNEMPLOYMENT

The following information offers guidance to support available through the AMS (Public Employment Service Austria). **It does not take replace visits in person to the AMS and does not claim to be exhaustive.**

Visit the AMS **no later than your first day of unemployment** (bring along e-Card and ID).

Pay close attention to all deadlines at the AMS which apply to you in order to avoid financial losses.

Unemployment benefits (Arbeitslosengeld) / Unemployment assistance (Notstandshilfe)

Which requirements must I meet?

Basic requirements: unemployed, willing to work, able to work, available for the job market for at least 20 hours per week (if taking care of a child younger than 10 or children with disabilities: 16 hours per week).

Minimum period of employment (required amount of time paying into unemployment insurance): at point of first application, 52 weeks within the last 24 months (for people under age 25: 26 weeks within the last 12 months); upon further applications: 28 weeks in the last 12 months.

What do I have to do?


Register as unemployed and seeking work at the AMS: In person or online with eAMS-login data; registration with the AMS is also possible before unemployment begins – and is recommended.

Apply for unemployment benefits: NOTE: Application **can only be done** in person at the AMS or through an eAMS online account* (**Applications for unemployment assistance: in person or through an eAMS online account**). Applications **cannot be applied retroactively** – Therefore, it is wise to apply for unemployment benefits, even if you are not sure if you qualify. If your application is rejected, you will need a written notification in order to appeal the decision. Application forms are available at the AMS or online.

Which documents do I need?

- Bring your e-Card to every AMS appointment.
- Employment confirmation and termination papers from employer, if not directly sent by the employer (**can also be turned in afterwards**, so don't wait for them – go to the AMS **no later than the first day** of unemployment).
- Personal documents (official photo ID, proof of citizenship/residence permit, marriage certificate/divorce certificate/settlement papers), and other forms of proof indicated on the application; for child custody: child birth certificate, school attendance or enrollment confirmation/apprenticeship contract, proof of child benefit eligibility; for children not living in the same household: proof of parenthood, current proof of spousal support payments and the amount.

The return deadline on the application must be adhered to, even if you do not have all the required documents available – in this case, call the Serviceline to extend the return deadline.

 0512/5903

Additional documents (if available) for unemployment assistance will depend on individual circumstances: for example, proof of income of spouse or partner; proof of increased expenses (illness, pregnancy, death, repayment obligations, etc.), proof of disability according to Disability Employment Act.

* Login data is required, so apply well in advance.

- ! You are required to report any changes! All types of work while receiving unemployment benefits or unemployment assistance must be reported to the AMS **immediately**; also any changes to the income situation (personal, as well as for spouse or partner), relocation, periods abroad, sick leave/hospital stays, etc.

How long do I get unemployment benefits?

Depending on age and length of employment before becoming unemployed, 20-52 weeks, or longer if you attend certain training programs.

If your right to unemployment benefits has ended, then you can apply for unemployment assistance. You can receive unemployment assistance indefinitely, but it is approved for a maximum of 52 weeks at a time. (Each time requires a new application.)

What do I get?

Unemployment benefits or unemployment assistance; health and retirement insurance through the AMS.

Rate of unemployment benefit: Depends on gross income of the last year and the year before; family supplement for children or a partner without possible income. Exemption from paying for prescriptions/e-Card service fees, GIS fee exemption, as well as rent subsidies are possible

- ! If you quit or are fired: for the first 4 weeks after your job ends, you don't get money (benefits are delayed, but overall period of benefits will not be shortened)

Reasonable job positions must be accepted, assigned courses/training must be attended, otherwise no benefits for 6-8 weeks and benefit period will be shortened. Must show up for appointments or risk losing benefits until you show up and a shortened benefit period.

Rate of unemployment assistance: Depends on unemployment benefits, takes economic circumstances into account (own income, income of spouse or partner).

Marginal additional earnings are possible (max. EUR 415,72 gross wages/month, updated 2016) – additional earnings and any changes in economic circumstance **must be reported!**

NOTES:

Self-employed ...

can voluntarily join unemployment insurance under certain conditions. Information: Austrian Social Insurance Authority for Business (SVA). <http://esv-sva.sozvers.at>

Advance pension payment ...

is possible when applying for early retirement due to reduced ability to work, for retirement as soon as you meet the legal age requirement, or for special early retirement (in accordance with regulations for heavy night work); the advance is paid until the retirement application process is finished. Same requirements as with unemployment benefits/unemployment assistance (except willing and able to work).

Transitional workplaces ...

offer the opportunity for temporary employment in socio-economic businesses or work projects for people who are long-term unemployed or who are difficult to employ.

→ **Exemption from radio and television fees (GIS) and subsidies for telephone fees see p. 36.**

Contact: AMS – Public Employment Service Tyrol
Innsbruck Branch Office (& Innsbruck Land)

Schöpfstr. 5, 6010 Innsbruck

☎ 0512/5903 ✉ ams.innsbruck@ams.at

www.ams.or.at

Opening hours: Mon–Thu 08:00–16:00, Fri 08:00–13:00

Computer access in info area.

🚏 **Bus and tram stops (IVB):** Franz-Fischer-Str. (1, STB),
Michael-Gaismair-Str. (M, 505)

NEEDS-BASED GUARANTEED MINIMUM INCOME (BMS, BEDARFSORIENTIERTE MINDEST- SICHERUNG)

The following information offers an introduction to the needs-based guaranteed minimum income (previously basic benefits or social welfare). **This information does not claim to be exhaustive!**

→ Recommended website: www.mindestsicherungtirol.at
(webpage of SPAK – Sozialpolitischer Arbeitskreis Tirol
[Sociopolitical Working Group of Tyrol])

The needs-based guaranteed minimum income helps where all other options for support are exhausted, do not apply, or are not sufficient. You must be able to prove that you attempted to obtain support – that means, you fully cooperated with authorities.

Which requirements must I fulfill?

You are currently or will soon be in distress. You cannot earn a living on your own (e.g. due to unemployment or illness); your income is insufficient (e.g. unemployment benefits, unemployment assistance, sick pay, pension, spousal or child support ...); no savings over € 4188,80; you are fully cooperating with authorities.

The rate of benefits is not fixed, but depends on your income/expenses. Certain portions of income and assets are not included in the calculations of guaranteed minimum income (e.g. child benefits, disability benefits, some income in cases of limited ability to work or single parents caring for school-aged children).

! Receipt of guaranteed minimum income **without Austrian citizenship** is possible – but there is no general right to it; there are different criteria/requirements, such as mandatory attendance of courses; **before you apply, it is very important that you get information** from the Social Welfare Office or a counseling center– applying for benefits in some cases can endanger your Austrian residency permit or prevent you from getting Austrian citizenship!

Which documents do I need?

- Proof of distress: proof of income (pay slips, amount of unemployment benefits, sick pay, pension, rent subsidy...); rent agreement, proof of rent payments, utility costs, heating costs, bills/any evidence of rental or furnishing costs; in cases of previous jail time: release papers; confirmation of seeking work (AMS) or incapacity to work (Public Medical Officer); if you have a fixed residence: registration of all persons living in household; claim can also be made without registration certificate, e.g. if you are homeless and can prove your residence in Innsbruck (e.g. mailing address at DOWAS or Barwo).
- Proof of bank account; in case of no account, it may be possible to open a bank account that cannot be overdrawn at the Zweiten Sparkasse.

What do I get?

The BMS should cover your livelihood and housing costs. There is a fixed monthly minimum sum under guaranteed minimum income laws in Tyrol, which should be provided for the living expenses (including electricity costs and clothing) – if your personal income is below this amount, then the BMS can help out. For housing costs, there are additional benefits.

Minimum rate (excerpt, updated 01 January 2016):

- Single person or single parent: € 628,32
- Adults in a shared apartment with shared living expenses: € 471,24
- Additional (dependent) adults in the same household e.g. adult children living with parents: € 314,16
- Minors who qualify for family allowance: € 207,34

Special payments additionally come in March, June, September and December, if you received BMS for 3 months in a row before getting special payments: € 75,40

Housing costs (also „rent package“: Deposit, rent agreement fees, first month's rent) are paid in the actual amount and must be standard relative to the geographical area. Maximum living space: 40 m² for single persons, 60 m² for two persons, another 10 m² for each additional person (maximum limit 110 m²). Set-up costs of apartment may be covered (furniture, household goods). Cost of repair or renovation/modification may be covered if other services or funds (e.g. retirement insurance) cannot (sufficiently) help.

! You **must clear** all housing-related expenses (also if renting an apartment) **with the Social Welfare Office and get permission in advance!**

→ **For more information on housing-related support, refer to → rent subsidy/housing subsidy → advice centers.**

Krankenversicherung: Wer BMS bezieht, ist krankenversichert, erhält eine e-Card und ist rezeptgebührenbefreit.

Health insurance: A person receiving BMS is insured, gets an e-Card and is exempt from paying for prescriptions.

NOTES:

Application and Decision: File a written application (forms are available at advice centers and the Social Welfare Office) and fill out the application as accurately as possible. Request a written decision. Appealing the decision (if negative or lower than requested) is possible within 4 weeks.

Limitation of the BMS: If the situation of distress is caused by deliberate or reckless actions, the BMS is reduced to a minimum.

Repayment: Paying back the BMS is required under certain conditions (up to 3 years afterwards), for example, if you suddenly gain wealth (e.g. inheritance), if repayment will not cause new distress, or if you give incorrect or withhold information. Therefore, report any changes!

Contact: For people who are registered or can prove they reside in Innsbruck: Sozialamt Innsbruck (Innsbruck Social Welfare Office), Ing.-Etzel-Str. 5, 6020 Innsbruck
☎ 0512/5360–9128 ✉ post.sozialamt@innsbruck.gv.at
Opening hours Service Center: Mon–Thu 07:30–12:30, Fri 07:30–12:00

🚌 **Bus and tram stops (IVB):** Brunecker Str. (1), Sillpark (3, C, F, J, O, 505)

Recipients of BMS can also...

... apply for exemption from radio and television fees (GIS) and for subsidies for telephone fees:

Which requirements must I meet?

Legal age of adulthood, residency in Austria, recipient of BMS, pension, disability benefits, benefits in accordance with unemployment insurance law, Labor Market Promotion Act or the Public Employment Service Act, student grants, etc., including fully or partially hearing impaired persons. Income limits (net wage, updated 2016): € 988,71 for single-person households, € 1.482,41 for two persons; for each additional person € 152,56. Expenses which can be taken into account if the income limits are exceeded: rent costs (including utilities) and recognized outstanding hardship.

Application for GIS exemption: TV/radio must have already been registered and fees already paid!

Which documents do I need?

Application form, registration certificate and proof of income from all members of household; additional documents on the "Checklist"; varies depending on basis for application (retirees, BMS-recipients, recipients of disability benefits, AMS etc.). Application and checklist are online at www.gis.at or at any Raiffeisen bank and City Hall.

What do I get?

If approved: exemption from GIS fees for radio/TV (for a limited time, then a new application and proof are required); for the subsidy: voucher that must be forwarded to the phone company (be aware of the validity period!).

Contact: ORF Radio and TV Fees Info Service (GIS)

☎ Service Hotline 0810/00 10 80 (Mon–Fri 08:00–21:00, Sat 09:00–17:00) ✉ kundenservice@gis.at
www.gis.at

... get a social tariff (subsidized rate) ticket from the Innsbruck Transport Authority (IVB):

Which requirements must I meet?

Primary residence in Innsbruck, recipient of needs-based minimum income (BMS) or minimum pension.

Which documents do I need?

Current decision from Innsbruck Social Welfare Office; for minimum pension: once a year show the updated decision; photo identification.

What do I get?

Social tariff = IVB monthly tickets for central Innsbruck zone at a reduced price of € 17,90 (updated 2016); non-transferable, valid only in combination with photo identification; available at IVB customer center on Stainerstraße.

Contact: IVB Customer Center, Stainerstr. 2

☎ 0512/5307–500 ✉ office@ivb.at
Opening hours: Mon–Fri 07:30–18:00
www.ivb.at

🚌 **Bus and tram stops (IVB):** Terminal Marktplatz (1, STB, C, H, J, LK, M, O, 501–503), Maria-Theresien-Str. (1, STB, A, C, J, LK, M, O)

RENT AND HOUSING SUBSIDIES

→ also see chapter **General Advice/Housing/Work** (p. 7–11)

The following information provides an introduction to rent and housing subsidies. For specific information and all necessary forms see → CONTACT. **This section does not claim to be exhaustive!**

There are standard values for housing costs which are considered reasonable depending on household size (number of people) and income. If living expenses are over this value, you may receive a subsidy. Depending on your housing/living situation, you can apply for rent or housing subsidies:

- **Rent subsidy** (annuity subsidy): Assistance to pay for the rent (or annuity = e.g. installments to pay back loans) of non-subsidized housing.
- **Housing subsidy**: Help paying rent (or annuities) for subsidized rental or owned apartments or compact housing (terrace house, duplex, apartment complex). No subsidies given for apartments provided by employers, group homes, or in cases of housing vouchers, funding for purchase/completion or cancelled loans.

Which requirements must I meet?

Minimum age 18 years, Austrian citizenship (or equivalent or at least 5 years primary residency in Tyrol); regular use of apartment by subsidy recipient; ownership of apartment or renting directly from owner.

Which documents do I need?

- Application form (available online).
- *Proof of total household income* (all members of household): Income tax statement/annual income overview, income tax statement from the previous year; depending on the situation, confirmation (copy) of unemployment benefits, needs-

based guaranteed minimum income, childcare allowance, child or spousal support or other earnings.

- *Proof of living expenses*: Registered rent agreement (for first application, copy), proof of rent or annuity (as requested; form), receipt of rent deposit (money transfer order/bank statement), registration certificate (copy); sworn statement, details on housing situation as requested; perhaps copy of disability card.
- For other documents particular to your situation, see application form!

! Apply well in advance!

For rent subsidy: If you apply by the 3rd business day of the month, the application will count for that month. Otherwise it will count for the month following the application! Payment at end of the month.

For housing subsidy: Counts for the month following application. Application can be filed in advance (earliest possible 3 months before the expected completion of the construction project). Renewal applications have to be filed at the latest 3 months before the subsidies expire in order to ensure continuous subsidies.

What do I get?

Monthly benefits, amount depends on income, number of people, apartment size and estimated burden of housing expenses (income-dependent reference table). In principle, benefits are paid for one year, and then a subsequent application must be filed. Paid at end of the month.

! Required Notification:

Immediately report any changes in family or income status, otherwise subsidy can be discontinued. Wrongfully received subsidies must be paid back. New application when changing apartments.

ADVICE:

Different regulations can apply for rent contracts between close individuals. Students can also receive rent subsidies under certain conditions.

Contact:

Stadtmagistrat Innsbruck (City Council of Innsbruck),
City Hall, Residential Building Funds, Settlement Office II,
Maria-Theresien-Str. 18/2nd floor, 6020 Innsbruck

☎ 0512/5360–2148, –2150, –2152, –2154

(limited availability during hours open to public)

✉ post.wohnungsservice@innsbruck.gv.at

www.innsbruck.gv.at → Bauen & Wohnen (Building and Housing) → Wohnen (Housing) → Mietzins- und Annuitätenbeihilfe (Rent and Annuity Subsidies)

Opening hours/public opening hours: Mon–Fri 08:00–12:00,
for rent subsidy also open Tue and Thu 14:00–16:00
(numbers for waiting only issued until 11:30)

🚏 **Bus and tram stops (IVB):** Anichstr. (3, STB, F, H, LK, R, 501–503), Maria-Theresien-Str. (1, STB, A, C, J, LK, M, O)

Government Office of Tyrol (Amt der Tiroler Landesregierung)
Department of Residential Building Funds (Abteilung
Wohnbauförderung), Eduard-Wallnöfer-Platz 3, 4th floor,
6020 Innsbruck

☎ 0512/508–2732 ✉ wohnbaufoerderung@tirol.gv.at

www.tirol.gv.at → Bauen & Wohnen (Building and Housing)

→ Wohnbauförderung (Residential Building Funds) →
Wohnbeihilfe bzw. (Housing Subsidy or) → Mietzins- und
Annuitätenbeihilfe (Rent and Annuity Subsidies)

🚏 **Bus and tram stops (IVB):** Anichstr./Rathausg. (3, STB, F, H, LK, R, 501–503), Bozner Platz (LK, 501–503, 505, 590),
Triumphpforte (3, STB, F, H, R, 501–503, 505, 590)

ILLNESS

→ In case of no insurance see 51 medcar(e) (p. 23)

The following information offers an overview of benefits in case of illness. **Not an exhaustive source!**

Tyrol Health Insurance Office (TGKK) – Health Insurance

Which requirements must I meet?

You **must** have health insurance: either *mandatory insurance* (automatically through work/income), *co-insurance* through a relative (apply!), or voluntary *self-insurance* (apply!).

- *Mandatory insurance:* Employees and free contractors who are properly registered and have an income over the marginal earnings limit (€ 415,72 monthly, € 31,92 daily; updated 2016) are insured. Recipients of benefits such as pension, unemployment benefits, unemployment assistance, needs-based minimum income and any childcare allowance, maternity pay or sick pay are automatically insured.
- *Co-insurance:* Option to get health insurance for relatives (partners, children) – there might be additional charges – info/ application at the TGKK
- *Self-insurance:* Option for persons without mandatory insurance – information/application at the TGKK. For incomes under the marginal earnings limit, voluntary self-insurance is possible („opting in“ costs € 58,68 monthly, updated 2016). Persons with work contracts or who are newly self-employed must register their work with the SVA – insurance is mandatory above a certain income level.

Which documents do I need?

- *Mandatory insurance*: None; registration is automatically done by employer and authorities (Watch out if you have more than one job under the marginal earnings limit that all together exceed the limit → you will owe back payments for mandatory insurance in the following year. Monthly payment possible.)
- *Co-insurance*: Questionnaire at the TGKK (or online), for verification of family relations forms go to www.tgkk.at → Formulare (forms)
- *Voluntary self-insurance*: Application forms at TGKK (or online), necessary documents depending on your situation (see forms) – be aware of possible waiting period.

- ! **Required notification** for self-insurance: Changes in family status, address, new job, etc. must be reported to the Health Insurance Office within 7 days!
- RECOMMENDATION: For changes in life situation, for example, switching from one job to another, find out if you are insured same as before!

What do I get?

Medical care from doctors and institutions (clinics) contracted with the TGKK. Partially paid bills at private doctors (must be requested); free annual checkups. Covered costs for necessary hospital stays (90% for co-insured dependents). Please note: meal fee!

- ! In hospitals without a contract with TGKK, you need to clear
- the duration and cost of stay **in advance** and request additional coverage of costs from the TGKK **in advance!**

(In some cases) costs for remedies, therapeutic aids, glasses, braces and artificial teeth, and rehabilitation treatment can be covered.

For long-term illness: *Sick pay* as (partial) compensation for missed income.

- ! **Sick note/sick leave** – employees are required to immediately notify employer of illness: **see a doctor on the 1st day** (or request a home visit), **get a sick note and notify your employer!** Otherwise there is a risk of lost income.

RECOMMENDATION: If several illnesses occur around the same time and you are often taking sick leave, it is recommended that you go to the Work Council (Betriebsrat), Chamber of Labor (Arbeiterkammer) or TGKK Case Management for consultation.

e-card (Annual fee 11,10 €); take your e-card to every doctor's visit, it contains all important insurance data and any exemption from paying for prescriptions. Possibility of activating the e-card as a Civil Card: www.buergerkarte.at

Maternity services: For benefits involving pregnancy and birth (maternity pay, childcare allowance, Mother-Child-Booklet) see → „Pregnancy, Birth, Life with Children“ (p. 41)

Exemption from paying for prescriptions (Befreiung von Rezeptgebühr)

Which requirements must I meet?

Persons with special social need for protection are exempt without applying (for example, recipients of minimum retirement, persons with illnesses that are required to be registered, persons doing civil service, asylum seekers).

Application basis:

Income limits (monthly net wage, updated 2016): € 882,78 for single persons (€ 1015,20 in cases of above-average expenses due to pain or disability), € 1.323,58 for married couples (€ 1522,12); for children not receiving child support who live in the same household, an additional € 136,21 per child.

Income from partners and other household members will be considered.

Which documents do I need?

- Application forms (at TGKK or online at www.tgkk.at → Formulare [forms])
- proof of income (of all household members)
- medical confirmation of additional costs due to illness/medication

Application also applies for **exemption from e-card fees**.

NOTES: If you qualify for exemption from paying for prescriptions, you can also apply for exemption from radio and television fees (GIS) and from telephone fees. See → „Needs-based guaranteed minimum income“ (p. 36).

TGKK-Unterstützungsfonds (Support funds)

No legal entitlement!

Financial support for insured persons who become financially distressed because of especially high medical costs. *Voluntary services of TGKK* depend on individual family situations, income and assets.

Which requirements must I meet?

Income limits (updated 2016): 1.750,00 € (monthly gross wage); corrective jaw treatment, artificial teeth as curative treatment (updated 2016): 2.000,00 (monthly gross wage); increase for co-insured dependents of 400,00 € per person; income of relatives will be taken into account!

Which documents do I need?

- Application form (www.tgkk.at → Formulare [forms])
- original receipt with proof of payment (you must **first pay by yourself!**)
- prescription (copy)
- complete proof of income of all household members

What do I get?

If approved, (partial) compensation of costs, for example, for therapeutic aids and remedies, for hearing aids (if lost or stolen), for hospitalization of relatives, for artificial teeth, repairs, corrective jaw treatment etc.; written notice if the application is approved or denied.

Settlement Office:

Public Advocate Office (Ombudsman) TGKK, refer to Thomas Wackerle

Individual advice for difficult life situations:

Case-Management TGKK, find more information at www.tgkk.at → Case Management

Contact: Tyrol Health Insurance Office (TGKK)

Klara-Pölt-Weg 2, 6020 Innsbruck

☎ 0043/(0)59160-0 ✉ tgkk@tgkk.at or

www.tgkk.at (Online Contact Form)

Opening hours: Mon–Thu 07:30–15:00, Fri 07:30–14:00

🚏 **Bus and tram stop (IVB):** Landesmuseum (1, STB, A, C, H, J, LK, M, O, R, 504, 505)

PREGNANCY, BIRTH, LIFE WITH CHILDREN

The following information gives an introduction to possible support. **This information is not an exhaustive source!**

Pregnancy – Paid Maternity Leave

What do I have to do?

Suspected pregnancy or positive pregnancy test: see a doctor for confirmation of pregnancy as soon as possible. You will get a Mother-Child-Booklet (see below), which contains the specific check-ups at certain times during the pregnancy and after the birth (free!).

Employed workers: If the pregnancy is confirmed, **immediately** inform your employer. Labor laws come into effect as soon as the pregnancy is reported → maternity regulations. 4 weeks before the beginning of → mandatory leave (= 12 weeks before the due date) inform your employer again. A premature end of pregnancy must be reported to your employer!

Which documents do I need?

- *For medical care:* e-card. If you don't have health insurance, contact the regional health insurance office (GKK) in person; you will get a slip substituting an e-card for examinations in the Mother-Child-Booklet.
- *For work:* Medical certificate of pregnancy and expected due date, if requested by employer.

Maternity Regulations

An employee is protected against dismissal, discharge and hazardous work as soon as pregnancy is reported.

- ! Other regulations apply for fixed-term employment contracts, independent contracts, or probation periods; check with AK Tyrol before reporting your pregnancy (☎ 0800/225522).

Entrepreneurs, newly self-employed and farmers have their own regulations which apply. Commercial Insurance: <http://esv-sva.sozvers.at> and Farmers Insurance: www.svb.at can provide more information.

Mandatory Maternity Leave (Schutzfrist): It is prohibited to work 8 weeks before expected due date, day of birth and at least 8 weeks after the birth (for premature, multiple or cesarean births: 12 to max. 16 weeks) – during this time, you are entitled to → maternity pay (see below)

Mother-Child-Booklet (Mutter-Kind-Pass): Available for every pregnant woman, scheduled examinations with doctors with public health contracts are free.

- ! Proof of examinations is required in order to fully receive the → childcare allowance! The first examination must be done before the end of the 16th week of pregnancy.

Maternity pay (Wochengeld)

= financial support replacing missed income during mandatory maternity leave.

What do I have to do?

Apply for maternity pay with your health insurance provider (in person or by mail). Application can be filed starting at 8 weeks before the beginning of mandatory leave.

Which requirements do I need to fulfill?

Valid health insurance at the start of mandatory leave. Other regulations apply for entrepreneurs, newly self-employed and farmers (Commercial Insurance and Farmers Insurance provide information, see p. 41).

Which documents do I need?

- Medical certificate with expected due date; confirmation of work and income or proof of unemployment benefits, unemployment assistance (A1VG Benefits), proof of childcare allowance.
- After the birth: Birth certificate, hospital certificate of premature, multiple or cesarean birth, confirmation of hospital stay.

What do I get?

Maternity pay to replace missed income 8 weeks before and 8 weeks (or 12, max. 16) after the birth; amount of maternity pay is calculated from net income (average from the last 3 months) + fixed-rate bonuses such as for vacation and Christmas.

Marginally employed women who are self-insured get fixed-rate maternity pay (€ 8,91 per day, updated 2016).

Recipients of **benefits according to AIVG**: Maternity pay is 180% of the amount of benefits last received.

Recipients of **childcare allowance**: Get maternity pay for a another expected child if they were entitled to maternity pay for a previous pregnancy, for which they now receive childcare allowance, and if they will continue getting this allowance by the start of mandatory maternity leave; amount of maternity pay depends on the selected model for childcare allowance.

NOTES: Additional income next to maternity pay can (partly) suspend maternity pay. The period of entitlement to benefits cannot be extended.

Birth – Birth Certificate, Registration

What must I do?

- *Register child's birth at the Civil Registry Office/Municipal Department*: notification of birth must be done within the first week, birth certificate will be issued.
- *Register residence of child at Registration Office/Municipal Department*: registration forms are available online, in the hospital or to pick-up at the Registration or Civil Registry Offices. It is possible to turn in the registration of residence at the same time as the notification of birth, and can already be done in the hospital – otherwise, 3 days after returning home at the latest.
- *Proof of fatherhood in cases of children born outside of marriage*: can be recognized by the father's signature in person at the Civil Registry Office (no deadline, can also be done before birth).

Which documents do I need?

- For notification of birth and to receive a birth certificate: Documents of both parents: birth certificate, registration, proof of citizenship (for foreign nationalities: passport or proof of nationality); marriage certificate (in cases of divorce or death of one parent: divorce or death certificate), if applicable, proof of fatherhood, proof of academic degrees; form for "Notification of Birth".
- In cases of children born outside of marriage without a recognized father: mother's documents.

- **Important**: documents in a foreign language must be originals and be accompanied by a translation notarized in Austria. **Find out which regulations apply.**

For registration: Completed registration form (form: online, in hospital, at Municipal Department).

NOTES: Often births in the hospital are automatically reported, but in certain circumstances, parents must bring documents to the Civil Registry Office in order to get the birth certificate – find out at the hospital!

- ! Babies and children need a passport or ID card (within the EU) in order to cross borders!

Childcare Allowance (Kinderbetreuungsgeld)

Updated 2016, **PLEASE NOTE: Fundamental changes coming in 2017!**

This overview is not exhaustive and only gives a rough overview!

There are 2 models of childcare allowance – as **fixed-rate benefits** (in 4 variations) and as **income-based benefits**. Amount and duration depend on the model and variation! Additional income limits and additional benefits (e.g. in cases of twins) also vary. Before deciding on a model of childcare allowance, inform yourself and carefully consider which model works best for you. The chosen model applies to both parents!

- ! **The model you choose on the application cannot be changed, except for within the first 14 days after turning it in.**

Information, forms and a comparison calculator can be found on the following websites:

- Tyrol Health Insurance Office (TGKK): www.tgkk.at → Leistungen (Benefits) → Kinderbetreuungsgeld (Childcare Allowance)
- Ministry of Family and Youth (BMFJ): www.bmfj.gv.at → Familie (Family) → Finanzielle Unterstützungen (Financial Support) → Kinderbetreuungsgeld (Childcare Allowance)
- for self-employed persons: www.kinderbetreuungsgeld.or.at/

What must I do?

Apply at the Health Insurance Office – earliest possible is on the day of birth; you must select a model on the application. Childcare allowance can only be received for the youngest child, and you must turn in a new application after each birth!

Which requirements must I fulfill?

Parent(s)/child must have their center of life in Austria; legal residency in Austria; parent(s) and child share a household; recipient of family allowance; proof of → Mother-Child-Booklet examinations (or else amount of childcare allowance will be reduced).

- ! While receiving the income-based model of childcare allowance, you cannot also receive benefits from unemployment insurance (or you will have to pay back childcare allowance).

PLEASE NOTE: Pay attention to limits on additional income.

Income-based model: Before receiving benefits, you must have worked in Austria and paid into social insurance for at least 6 months.

Which documents do I need?

- Birth certificate
- application form (online, www.tgkk.at → Formulare [forms])
- for non-Austrian citizens; passport of applicant and child, and when applicable, proof of legal residency, asylum decision.

What do I get?

Calculator for comparing different models at www.bmfj.gv.at

Income-based childcare allowance: Benefits period max. 12 months (+2 months, if both parents take parental leave); amount depends on the net income before birth; no additional benefits for multiple births; calculated individually for each parent.

Fixed-rate childcare allowance: Amount depends on duration of benefits, 4 variations (updated 2016): 12 (+2) months = € 33,00/day, 15 (+3) months = € 26,60, 20 (+4) months = € 20,80,

30 (+6) months = € 14,53; in cases of multiple births, the amount increases by 50% per additional child; for low-income parents, additional allowance € 6,06 per day is possible for fixed-rate models for max. 12 months (must apply!).

For both models: Health insurance for mother and child; extended period of benefits (additional months in parentheses) if both parents take parental leave; single parents going through hard times can receive an additional 2 months of allowance in certain circumstances under both models (must apply!)

NOTES on the difference between „Childcare Allowance“ and „Parental Leave“:

Childcare Allowance (family benefits): Money; apply at the Health Insurance Office.

Parental Leave (labor law): time off from work max. until child's 2nd birthday; protection from getting fired; give written notification to employer.

For details on **artificial insemination** (in vitro fertilization) see website.

Dispute Review Board: Public Advocate (Ombudsmann) TGKK, Thomas Wackerle

More details on benefits and entitlements, as well as online services of TGKK are available at www.tgkk.at

Contact:

TGKK (Tyrol Health Insurance Office), Motherhood Benefits, Klara-Pörtl-Weg 2, 6020 Innsbruck

Opening hours: Mon–Thu 7:30–15:00, Fri 7:30–14:00

☎ +43 (0)59160–1062 bis –1067

✉ mutterschaftsleistungen@tgkk.at

www.tgkk.at

🚏 **Bus and tram stop (IVB):** Landesmuseum (1, STB, A, C, H, J, LK, M, O, R, 504, 505)

Family Allowance

What must I do?

Apply at the tax office (Finanzamt) for your place of residence.

Which requirements must I fulfill?

Residence and center of life in Austria; Austrian citizenship (or legal residency); parent(s) and child live together in same household; child is a minor; once a child turns 18 years old, family allowance will only be paid under certain circumstances until max. 24th birthday (in some exceptions, until 25), e.g. disability, occupational training or studying at university (limited additional earnings!) or pregnancy. The mother is entitled to the family allowance, unless otherwise determined. *Military service or training or civil service:* During this time, not entitled to family allowance, but afterward period of benefits will be extended.

Which documents do I need?

If birth is in Austria, no need to apply; otherwise, application form (available online or at tax office); adult children need proof of education or training, study program or grade reports, military service or training or civil service.

What do I get?

Amount of family allowance (updated 2016) depends on age and number of children (between € 111,80 and € 162 monthly); bonus for significantly disabled children; multiple child bonus for families with at least 3 children and a family income under € 55.000,00 per year (annual wage tax adjustment!); back-to-school allowance in September € 100,00 for children between ages 6 and 15; child tax credit.

Contact:

Finanzamt (Tax Office) Innsbruck, Innrain 32, 6020 Innsbruck

☎ 050 233 233

🚏 **Bus and tram stops (IVB):** Terminal Marktplatz (1, STB, C, H, J, LK, M, O, 501–503), Klinik/Universität (3, C, F, J, LK, M, O, R)

Childcare assistance from the AMS while working

No legal entitlement! In order to get assistance, you must have a counseling session well BEFORE starting work or training and BEFORE placing your child in childcare.

What must I do?

Counseling session and application at the AMS.

Which requirements must I fulfill?

- Shared household with child; child is younger than 15 years old (under 18 in case of disability).
- Need for childcare must be due to working, e.g. by starting a new job, participating in labor market policy-related training measures (e.g. courses), deteriorating economic situation of family despite employment, need for a new childcare facility due to significant changes in work hours, loss of previous childcare provider.
- Income limits (updated 2016): total monthly gross income (brutto) cannot be over € 2.300, in shared households € 3.350.

Which documents do I need?

- Application form from AMS
- Proof of income
- Registration of parent(s)/child
- Proof of childcare costs

What do I get?

Subsidized care for whole/half-day or hourly care in a preschool, daycare center, children's group, in-home daycare provider, or private persons; does not apply to relatives or au-pairs!

Amount of assistance depends on: family income, estimated childcare costs and duration and type of care; max. € 300/month.

Assistance is possible for 26 weeks at a time; maximum period per child: 156 weeks.

Contact:

AMS – Public Employment Service Tyrol
Innsbruck Branch (& Innsbruck Land)
Schöpfstr. 5, 6010 Innsbruck
Opening hours: Mon–Thu 08:00–16:00, Fri 08:00–13:00
☎ 0512/5903 ✉ ams.innsbruck@ams.at
www.ams.or.at

🚏 **Bus and tram stops (IVB):** Franz-Fischer-Str. (1, STB),
Michael-Gaismair-Str. (M, 505)

NOTES: Parents who do not receive assistance from the AMS and fulfill certain requirements (income limits, not getting childcare allowance for the child, out-of-home childcare, child under 14 years), can apply for a childcare subsidy from the Province of Tyrol/JUFF (Department for Youth, Family and Women); must have already applied for assistance at the AMS (bring proof of rejection with you!) Application form online or at JUFF.

Contact:

JUFF – Familienreferat (Family Department),
Michael-Gaismair-Str. 1
☎ 0512/508–3572
www.tirol.gv.at/juff → Familie (Family) → Familienförderungen (Family Support) → Kinderbetreuungszuschuss (Childcare Subsidy)

🚏 **Bus and tram stop (IVB):** Michael-Gaismair-Str. (M, 505)

More options for support for parents/children

No legal entitlement!

Free preschool for children between ages 2,5 and 6 years in the Innsbruck City Preschools. Childcare open until 14:00, without lunch (whole day care and lunch is available if you pay).

Child Benefit Plus (Kindergeld plus):

Support from the Province of Tyrol for parents with children ages 2 and 3 (who turn 2 years old before 01 September, until the beginning of half-day free preschools) with primary residence in Tyrol.

For more information:

JUFF Family Department of the Province of Tyrol

☎ 0512/508–3545

www.tirol.gv.at/familie → Förderungen (Support)

→ Kindergeld Plus (Child Benefits Plus)

Back to School Help (Schulstarthilfe des Landes Tirol):

Once a year in autumn € 145,35 as a bonus for school-age children (6–15); application possible until 30 September.

Requirements: primary residence in Tyrol, income limits apply! Application form is available online, at the Citizens' Service (Bürgerservice) or at JUFF; necessary documents as stated on application.

For specific information and income limits see form or go to

www.tirol.gv.at/familie → Förderungen (Support) →

Schulstarthilfe (Back to school help) or call ☎ 0512/508–3567.

Assistance for School Trips:

From Province of Tyrol: for parents of students in mandatory schools (primary school, middle school, pre-vocational school, not high school!) with primary residence in Tyrol; dependent on family income; for school trips within Austria at least 3 days/

2 nights; apply well in advance of trip, application deadline every school year: 31 March; form: online or in the school.

www.tirol.gv.at/familie → Förderungen (Support) → Schulveranstaltungen (School trips) or ☎ 0512/508–3574. More information also in Tiroler Familienratgeber (Tyrolean Family Guidebook) www.tirol.gv.at/familie

From Federal Government: for parents of public middle or high school students (or students of qualified private schools); children must have Austrian citizenship (or parents must have paid income taxes for at least 5 years in Austria); depends on family income; for school trips lasting at least 5 days; apply well before trip, for trips starting in April: application deadline is 31 March; forms: in school.

For more information: school administration or Landesschulrat für Tirol (Board of Education for Tyrol), Innrain 1, Andechshof, 6020 Innsbruck, ☎ 0512/52033–116 bis –118.

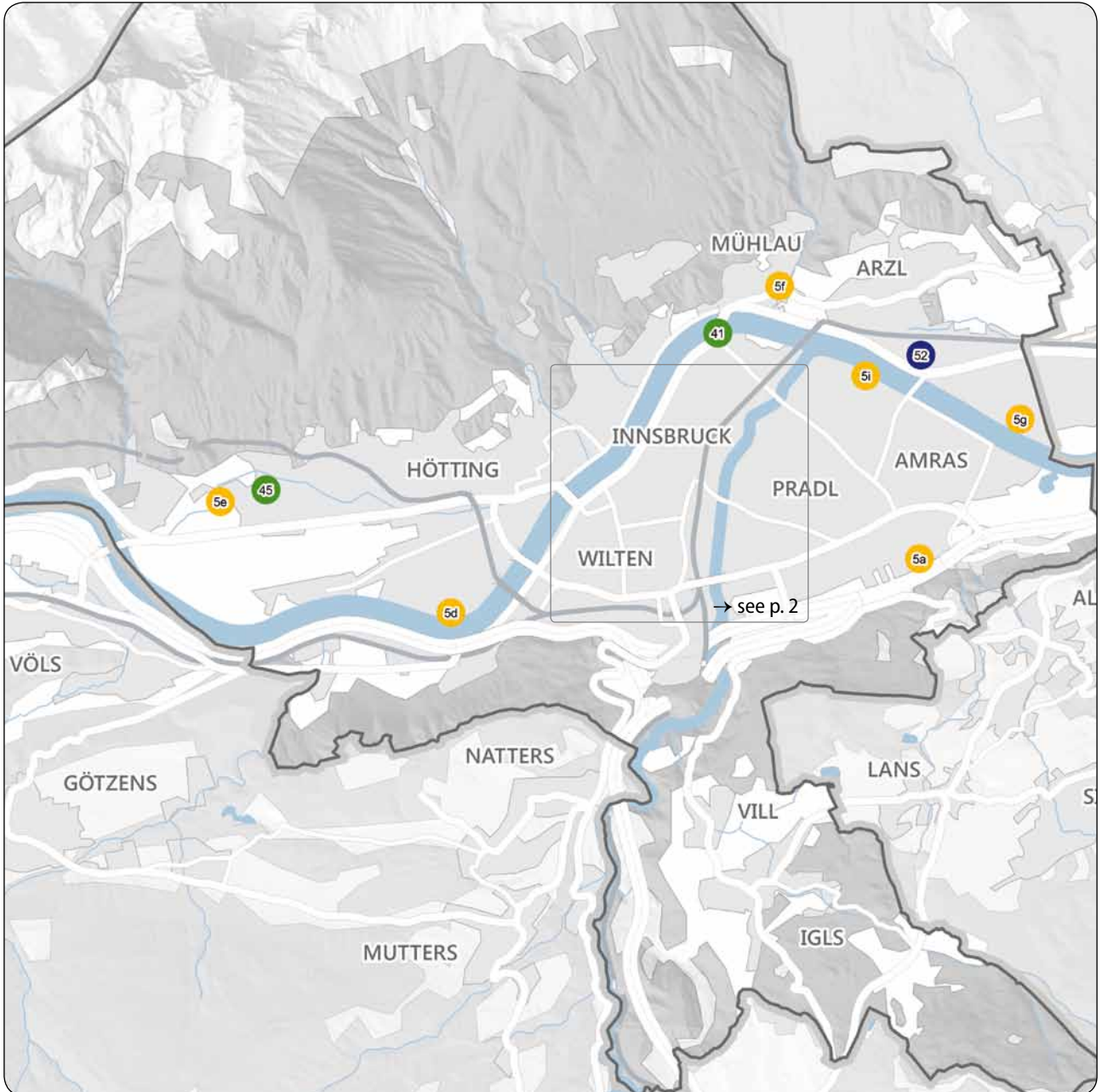
More school or boarding allowances, subsidies, or scholarships for students (also after mandatory school age):

From Province of Tyrol/Department of Culture: School or boarding allowances, transportation subsidies; information on requirements and applications: ☎ 0512/508–3768.

From Federal Government: Boarding allowance (from 9th grade on), school and boarding allowance (from 10th grade on); information on requirements and applications: Landesschulrat für Tirol (Board of Education for Tyrol): www.lsr-t.gv.at → Service/Beihilfen

Scholarships: Information: Amt der Tiroler Landesregierung/Landesgedächtnisstiftung (Office of Regional Government of Tyrol/Regional Memorial Foundation), Leopoldstr. 3, 6020 Innsbruck, ☎ 0512/508–3768.

If parents have to pay into the Chamber of Labor: Arbeiterkammer Tirol (AK), Maximilianstr. 7, 6020 Innsbruck, ☎ 0800/225522–1515.



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