

INFOS FOR AUSTRIA

You will receive information from the emergency hotline **+43 1 2676 870 9460**)

Ukrainian refugees will get a special protection status in Austria. This includes the possibility to work, the right to go to school, free medical services, and a monthly payment of a moderate amount of money for food. (Until the special protection status will be passed by the Austrian Parliament, Ukrainian citizens can enter Austria with a passport and stay in the country 'for touristic purposes'.)

When you arrive to Austria, please go to one of the reception centres or to the local community ('Meldeamt' – registration office)

In case you are coming to **Vienna**, please go here:

- a) If you do NOT have a place to stay: go to:
Humanitäres Ankunftszentrum "Sport- und Fun-Halle Leopoldstadt", Address: **Engerthstraße 267 - 269, 1020 Wien**. Open all the time
- b) If you have a place to stay (with friends or family, or rented) go to:
Registrierungs- und Beratungszentrum, Address: **Austria Center Vienna, Bruno-Kreisky-Platz 1, 1220 Wien**. Open Monday-Friday 8:00 till 18:00 (last entry 16:00)

INFORMATION – FREQUENTLY ASKED QUESTIONS

The best information – with answers to many questions - can be found on <https://start.wien.gv.at/ukraine> (some of this is specifically for Vienna, but most points cover the entire country of Austria)

EMERGENCY HOTLINE

- **+43 1 2676 870 9460** for all questions for Ukrainian refugees, by State of Austria: <https://www.bbu.gv.at/ukraine>

LEGAL ADVICE for Austria

- Caritas hotline 05 1776 380 (9-14h)
- <https://www.helpinghands.at> +43-1-310 88 80 10
- Emergency hotline by the State +43 1 2676 870 9460

TRANSPORT

- Trains are currently free for refugees in most EU countries.
- Trains in Austria are free for refugees, as well as public transport in Vienna, and in several other cities. UA cars in Vienna do not pay parking fees for the next days.

HOUSING in Austria

- www.homesforukraine.eu (Ukrainian community in Vienna) – for free
- <https://www.bbu.gv.at/ukraine> (State of Austria) - for free
- <https://www.willhaben.at/iad/immobilien> - biggest estate website - paid apartments

MEDICAL SERVICES

- In Austria free for Ukrainian refugees.

PSYCHOLOGICAL SUPPORT (per telephone, for free. Open all the time)

- Hotline Akutbetreuung Wien (ABW) +43 676 8118 98698

UKRAINAIN COMMUNITY IN AUSTRIA

- [St. Barbara Kirche in Wien \(st-barbara-austria.org\)](http://st-barbara-austria.org)
- Storinka.at