



Raphaelswerk e.V.

AUSTRIA: Information for refugees who are returned to Austria

Drawn up in Feb. 2021

Under the Dublin Regulation, refugees may be transferred to the EU country responsible (in most cases, the country of first entry), so that the asylum procedure is carried out there. Refugees who have already been recognised in another EU country will be returned to that country based on the safe third country clause because their asylum application is not admissible in Germany.

For many refugees, their imminent return to another EU country creates great uncertainty.

Our guide is intended for advisers, voluntary support groups and people who are affected. It is supposed to show existing services and contacts. Refugees will be given information about their situation after being returned as well as addresses of organisations they may contact locally for support.

However, no assessment of these organisations and services is made. We do not claim that the list is exhaustive.

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Procedure after re-entry into Austria – What needs to be done first?

That depends on whether the person concerned left Austria while the asylum procedure was in progress or whether he/she had not yet initiated an asylum procedure in Austria before his/her departure. Depending on the situation, different steps must be taken:

1) The person concerned has not yet lodged an asylum application in Austria.

Asylum seekers lodge their asylum application according to the procedure described below.

2) The person concerned had already lodged an application for asylum in Austria and left Austria during the asylum procedure.

a) **A decision in favour of granting the asylum application has been taken:**

Protection status has been granted. The person concerned has residence status in Austria. An application for issue or extension of the residence permit must be filed with the Federal Agency for Immigration and Asylum (BFA).

b) **No decision has yet been taken on the asylum application:**

Procedures that commenced before departure from Austria may be resumed within a period of two years. Returnees must apply to the Federal Agency for Immigration and Asylum (BFA) or the Federal Administrative Court (BVG) for reopening of the procedure.

If, due to the refugee's absence, the procedure was closed more than two years ago, a subsequent application must be lodged.

If there are new facts or there is new evidence that were/was not submitted or produced during the first procedure, an application to reopen the procedure may be filed.

c) **The application for asylum was rejected:**

The application will be reconsidered after the person concerned has returned to Austria. If the refugee is unable to put forward new reasons, the application will be rejected and the refugee must leave Austria. He/she may be deported at any time. If there is a risk of absconding, he/she may be detained pending deportation. A new asylum procedure may only be started if new circumstances arise. In that case, a subsequent application may be lodged.

Residence status in Austria

International protection:

- Refugee status:
A residence permit is granted (card for persons entitled to asylum, the so-called "blue card"), which is initially limited to three years. If conditions in the country of origin have not changed substantially, an unlimited right of residence is granted thereafter. The refugee concerned is entitled to family reunification on certain conditions.
- Subsidiary protection:
A limited residence permit for one year is granted (card for beneficiaries of subsidiary protection, the so-called "grey card"). It may be extended for two years each time. The refugee concerned is entitled to family reunification after a waiting period of three years and on certain conditions.

National protection:

- Residence permits on humanitarian grounds that are worthy of consideration:
These residence permits are granted, e.g., for family-related reasons. A residence permit for one year is granted (the so-called "residence card" (*Aufenthaltsberechtigungskarte*), "residence card plus" (*Aufenthaltsberechtigungskarte plus*) or "residence card, special protection" (*Aufenthaltsberechtigungskarte besonderer Schutz*)).

Procedures under the law of residence / asylum procedures

Persons seeking protection may lodge their asylum application with any police station. After registration, an initial interview regarding identity and travel route will usually take place within a few days. The Federal Agency for Immigration and Asylum (*BFA*) will be informed and will then take an initial, predictive decision. Asylum seekers are issued with a procedure card (*Verfahrenskarte*) (the so-called "green card"). This card serves to prove the holder's identity vis-à-vis the *BFA*.

Subsequently, the asylum procedure begins. The first part of the procedure is the admissibility procedure: the question of whether Austria is responsible for the asylum procedure is settled. This decision is taken within 20 days. If their application is rejected as inadmissible, asylum seekers will be heard in the presence of a lawyer. The lawyer is provided to them.

If the procedure is allowed, the actual procedure begins. Asylum seekers are issued with a residence card ("white card"). This card serves as proof of the right of residence during the asylum procedure. During the interview (interrogation) before the *BFA*, asylum seekers are questioned about their reasons for fleeing their country. They may be accompanied by a person enjoying their confidence or by a legal representative. Interpreters are provided. However, often interviews are not interpreted into the asylum seekers' mother tongue but



into another language they understand. Asylum seekers should inform the interpreter or interviewer immediately when they find it difficult to understand what is being said.

The *BFA* must take a decision on the asylum application within a period of six months. Subsequently, notice of the decision is served on the asylum seeker concerned. In the case of a positive decision on the asylum application, asylum, subsidiary protection or a right of residence on humanitarian grounds is granted. In the case of a rejection, the person in question must leave the country within 14 days. If the person concerned does not leave the country voluntarily, he/she may be deported. For this purpose, they may be detained pending deportation.

An appeal may be lodged with the Federal Administrative Court (*BVwG*) against the decision of the *BFA* within a period specified in the notice. Usually, an appeal has suspensive effect, which means that asylum seekers may not be deported as long as their appeal procedure is in progress. Asylum seekers are entitled to free assistance from a legal adviser provided to them in connection with the appeal.

For persons from countries of origin considered safe, an accelerated procedure (fast-track procedure) is carried out. This applies, for example, to the following countries: Algeria, Armenia, Benin, Georgia, Ghana, Kosovo, Morocco, Mongolia, Montenegro, Namibia, Senegal, Serbia, South Korea, Tunisia, Ukraine and Uruguay. Under the accelerated procedure, the decision is taken faster than under the regular procedure. Moreover, in the event of a negative decision, the person concerned may already be deported while the appeal procedure before the Federal Administrative Court is still in progress.

If new circumstances arise, a new application for asylum (subsequent application) may be lodged. This is possible if there are new reasons for fleeing one's country or if the situation in the country of origin has changed substantially.

If there are new facts or there is new evidence that were/was not submitted or produced during the first procedure, an application to reopen the procedure may be filed.

Legal advice

From January 2021, legal advice for persons in need of protection during the asylum procedure will be provided by the governmental agency "Bundesagentur für Betreuungs- und Unterstützungsleistungen", which is under the control of the Ministry of the Interior. Independent, non-governmental organisations like Caritas or Diakonie provide additional legal advice.

Competent authorities

Stage of the procedure	Competent authority	English name
Application on the border	<i>Polizei</i>	Police
Application in the country	<i>Polizei</i>	Police
Dublin procedure	<i>Bundesamt für Fremdenwesen und Asyl (BFA)</i>	Federal Agency for Immigration and Asylum
Determination of refugee status	<i>Bundesamt für Fremdenwesen und Asyl (BFA)</i>	Federal Agency for Immigration and Asylum
Appeal	<i>Bundesverwaltungsgericht (BVwG)</i>	Federal Administrative Court
Appeal before the court of second instance	<i>Verwaltungsgerichtshof (VwGH) Verfassungsgerichtshof (VfGH)</i>	Administrative High Court Constitutional Court
Subsequent application	<i>Bundesamt für Fremdenwesen und Asyl (BFA)</i>	Federal Agency for Immigration and Asylum

Source: Country Report: Austria; aida Asylum Information Database; 2019 update

Contact with the asylum authority:

Bundesamt für Fremdenwesen und Asyl (BFA)

Head office in Vienna:

Modecenterstraße 22

1030 Wien

Tel. +43 59133 98 7004

E-mail: BFA-Einlaufstelle@bmi.gv.at

<https://www.bfa.gv.at/>

There is a regional office in each federal state (*Bundesland*).

What duties do asylum seekers have in Austria?

Asylum seekers are obliged

- to remain in the federal state assigned to them until a decision on the asylum application is taken (restriction on residence);
- to cooperate with the Austrian authorities, i.e. to provide the information required, to submit documents, to keep appointments;
- to have their fingerprints and photographs taken;
- to undergo a medical examination;
- to inform the authorities of their address in Austria and any changes.

What rights do asylum seekers have in Austria?

During the asylum procedure, asylum seekers are entitled

- to remain in Austria until a decision on the application is taken;
- to free legal advice;
- to interpreters free of charge;
- to health care;
- to accommodation;
- to financial support if they have no means of their own.

In the event of any discrimination or infringement of rights, an advisory centre of an NGO should be contacted; see addresses in the annex.

Return to the country of origin

For some countries and on certain conditions, refugees who want to return to their country of origin may receive financial support for their return to and reintegration into the country of origin.

Further information: www.voluntaryreturn.at

The following governmental agency offers advice on this matter:

Bundesagentur für Betreuungs- und Unterstützungsleistungen

E-Mail: rueckkehr@bbu.gv.at

Tel. +43 800 80 8005

www.bbu.gv.at

Identification document for asylum seekers

Asylum seekers going through the admissibility procedure are given the procedure card ("green card"). This card permits them to stay only in the relevant district specified on the card. If the asylum procedure is allowed, asylum seekers are given a residence card ("white card"). This card serves as proof of their right of residence during the asylum procedure. It allows asylum seekers to move around the entire country, but they may only reside in the federal state assigned to them.

Accommodation after re-entry

Following the predictive decision, asylum seekers are placed in an initial reception centre or other accommodation (distribution centre). The journey there is free of charge for them. The basic care scheme begins.

In the case of a subsequent application or unclear identity, asylum seekers continue to be accommodated in an initial reception centre.

During the admissibility procedure, asylum seekers are placed in an initial reception centre (*EAST*) in Traiskirchen or Thalham or in a federal distribution centre.

If and when their asylum procedure is allowed, they will be assigned to one of the nine federal states. There they will be placed in a state accommodation facility for asylum seekers for the duration of the asylum procedure. These facilities, which are usually quite small, are run by NGOs such as Caritas or Diakonie or private operators.

There are special accommodation facilities for families, single women and persons with special needs.

In most accommodation facilities, asylum seekers prepare their own meals, in other facilities they are provided with meals.

Asylum seekers living in accommodation are supported by social workers. They work locally in facilities run by NGOs and they regularly visit facilities managed privately. However, the refugee/social worker ratio provided for by law is too low. Moreover, there is not enough personnel qualified for working with refugees in the facilities run by private organisations.

Asylum seekers may also rent an apartment of their own after a certain time. To do so, approval from the federal state is necessary.

During the asylum procedure, they may only reside in the federal state assigned to them.

Basic care for asylum seekers

During the asylum procedure, asylum seekers are entitled to basic care (*Grundversorgung*) if they have no means of their own. Basic care comprises accommodation, food and/or meals, pocket money, health insurance, financial aid for clothes and school supplies, fares for appointments with authorities as well as information, advice and social assistance.

If the person concerned is placed in a self-catering facility, a meal allowance is paid. Asylum seekers living in apartments rented privately receive rent subsidies as well as a meal allowance.

The amounts of the meal allowance vary in the different federal states. Sometimes reduced amounts are paid for children compared to those paid for adults.

Basic care may be suspended, for example, if asylum seekers leave their place of residence for more than three days or repeatedly breach the house rules.

After the asylum application has been granted, recognised refugees are still entitled to basic care for a transitional period of four months. Beneficiaries of subsidiary protection receive basic care as long as they require financial support.

Rejected asylum seekers receive basic care as long as they cannot or do not have to leave the country.

It may be difficult for returned asylum seekers to regain access to basic care after their return. They must reapply for basic care and it may take some time until it is granted. As a result, asylum seekers may become homeless and depend on emergency accommodation.

Access to health care

Asylum seekers receiving basic care are automatically insured with the national health insurance in Austria (*Österreichische Gesundheitskasse (ÖGK)*). They receive medical care in the health centres of initial reception centres.

Basic care and thus health care vary in the different federal states. In some federal states, e.g. Vienna, asylum seekers are issued with the health insurance card, *E-Card*. Like any other insured person, they can use this card to visit doctors treating patients under the national health insurance scheme or to receive treatment in hospital. In other federal states, they must apply for a replacement document before visiting medical specialists.

Asylum seekers who do not receive basic care any longer, e.g., because they have left their accommodation, are only entitled to emergency care. They have no access any more to the health centres in the initial reception centres. As a result, it may be problematic to provide them with medical care. For some, the only option is to go to centres for people without health insurance coverage to receive treatment.

Beneficiaries of subsidiary protection who still receive basic care automatically have health insurance. As soon as they take up work, they have health insurance cover via their employer.

Recognised refugees have health insurance cover via the needs-based minimum benefit system (*Bedarfsorientierte Mindestsicherung (BMS)*) or via the employer.

Access to housing

After the asylum application has been granted, recognised refugees continue to be entitled to basic care, incl. accommodation, for a transitional period of four months. Beneficiaries of subsidiary protection are entitled to basic care, incl. accommodation, as long as they require financial support.

Once their entitlement to basic care ends, beneficiaries of protection must leave the accommodation facilities for asylum seekers and find a place of their own. In many towns and regions, the situation on the housing market is tense. As a result, beneficiaries of protection often live in precarious conditions because their financial means are insufficient.

There is social housing in some regions. However, there are long waiting lists, and in Vienna, for example, it is required to prove previous residence for a period of two years.

In case of emergency, there are night shelters where homeless persons find a place to sleep.

Access to the labour market

Asylum seekers have no free access to the labour market. They may do seasonal work in tourism or in farming or forestry. To do so, they require a work permit, which is issued no earlier than three months after their asylum application is granted. Moreover, a labour market test will be carried out. Each year quotas are set for individual jobs. If these are exhausted, no permission is granted.

Alternatively, they may do charitable work in return for a small remuneration under certain conditions.

They may take up self-employment three months after the asylum application has been granted. However, they are not allowed to work in some protected trades.

If there is income from employment, the cash benefits paid under the basic care scheme will be reduced.

Asylum seekers cannot register with the Austrian employment office (AMS) as a jobseeker. Consequently, they are not supported in their job search and have no access to subsidised training programmes.

Moreover, asylum seekers have no opportunity of starting an apprenticeship as this would require a work permit. Under certain conditions, they may complete periods of work experience.

Recognised refugees and beneficiaries of subsidiary protection have full access to the labour market. They may register with the Austrian employment office (AMS) in order to receive support in connection with job search and further training.

Due to the general situation on the labour market and a lack of German language skills, access to the labour market is often very difficult. Moreover, a lack of qualifications or the required recognition of qualifications often presents an obstacle.

Integration year

The integration year provides support in connection with finding one's way around the labour market, job search and applications and with improving one's German language skills. It is organised by the Austrian employment office (*Arbeitsmarktservice*). Participation is compulsory for recognised refugees and beneficiaries of subsidiary protection who have not yet found a job. They will receive financial aid during the integration year. Asylum seekers whose recognition is very likely (currently, asylum seekers from Syria, for example) may also take part in the integration year.

Access to social services

Asylum seekers receive benefits under the basic care scheme during the asylum procedure, see above under "Basic care for asylum seekers".

Recognised refugees whose entitlement to basic care has ended and who are unable to earn a living on their own may apply for the minimum benefit. The needs-based minimum benefit system (*BMS*) serves to secure a living and to cover housing costs. In some federal states, refugees receive smaller amounts than those fixed for Austrian nationals. Persons receiving basic care are obliged to look for a job, to cooperate with the Austrian employment office and to take part in training programmes. If they fail to fulfil this duty, benefits will be reduced. In addition, families are entitled to family benefits such as family allowance and child care subsidy.

Beneficiaries of subsidiary protection continue to receive basic care as long as they are not employed and require financial support. Basic care is less than the minimum benefit to which recognised refugees are entitled. In some federal states, basic care for persons entitled to subsidiary protection is supplemented by funds from the needs-based minimum benefit system.

Beneficiaries of subsidiary protection only receive family benefits if they are employed and do not receive benefits under the basic care scheme any longer.

Access to educational institutions

Children living in Austria are obliged to attend school until they complete the 9th year of school, usually at the age of 15. Children of asylum seekers attend public school as soon as the asylum application has been admitted to the regular procedure and they have left the initial reception centre.

There are transitional classes and special language courses for students whose German language skills are not sufficient.

There is no regular schooling for young people over the age of 15 seeking asylum who are not required any longer to attend school. They may attend special courses for refugees that are supposed to facilitate access to the Austrian education system and the working world. Students who have already attended school in Austria may complete a voluntary 10th year in school as extraordinary students. However, these opportunities are not available in all federal states.

Asylum seekers cannot serve an apprenticeship, as this would require a work permit.

There are various possibilities open to asylum seekers in the field of adult education, for example, in the field of basic education and preparation for the compulsory school-leaving qualification. Some opportunities are only available to asylum seekers whose recognition is very likely.

There are no restrictions on access to educational measures for persons entitled to international protection. They may also serve an apprenticeship, as they have full access to the labour market.

Young people under the age of 18 must receive training; after completing compulsory school education, they must go to a secondary school, serve an apprenticeship or undergo another kind of training.

Access to language courses

German language courses for asylum seekers are offered in some accommodation facilities. Moreover, NGOs or private initiatives offer language courses. The range of courses offered is very different in the individual federal states. Many courses are only for beginners. Some courses offered are only available to asylum seekers whose recognition is very likely.

If required, persons entitled to protection are given German lessons in the course of the integration year. The Austrian employment office and the organisation *Österreichischer Integrationsfonds* provide information on such lessons and where they are offered.

Vulnerable persons

According to the Austrian Asylum Act, there is no definition of "vulnerable groups". However, the Act contains specific provisions regarding unaccompanied minors and victims of sexual harassment, of infringements of the right to sexual self-determination and of violence.

Asylum seekers are examined by a doctor at the initial reception centres (*EAST*). During the admissibility procedure, medical reports are requested in order to assess whether there are any reasons preventing deportation. Applications lodged by asylum seekers who are victims of torture or of psychological, physical or sexual violence may not be rejected during the admissibility procedure.

At the initial reception centres, psychologists ask the asylum seekers about mental health problems as a result of torture and violence. This is supposed to ensure that special needs are taken into consideration during the asylum procedure.

Asylum seekers who quote fear of infringement of their right to sexual self-determination as a reason for fleeing their country are interviewed by a person of the same sex.

Asylum seekers with mental or physical impairments must be accommodated and supported according to their needs. There is no defined mechanism for recognising vulnerable asylum seekers. Therefore, it is up to social workers and other people working at the accommodation facilities – and not least to the asylum seekers themselves – to request appropriate conditions of accommodation.

There is special accommodation for unaccompanied minors. For other vulnerable persons, such as single women and mothers, only some federal states offer special accommodation. In some bigger facilities, there are separate sections for them. Other special accommodation is available for traumatised or sick asylum seekers or those who are handicapped.

A decision on accommodation is taken in the individual case. Families may be separated when relatives enter Austria later under the family reunification scheme.

Victims of human trafficking are granted certain victims' rights in the course of police investigations and given assistance by specialised non-governmental organisations.

In the event that vulnerable persons are returned from Germany, the German Federal Office for Migration and Refugees (*BAMF*) notifies the competent Dublin Unit in Austria. The notification gives information on special needs with regard to accommodation and medical care. This also applies, for example, to families who are transferred separately due to violence within the family and are to be placed in different accommodation facilities. The responsibility of the German authorities ends upon arrival in the country of destination and will pass to the authorities in the country of destination.

In practice, however, it becomes apparent that the special needs are not always sufficiently taken into account in the country of destination. If possible, advisers should remain in touch with the transferred persons where critical cases are concerned. If their needs are not taken into account after arrival, they can take action, if required, and arrange contact with relief organisations.

Annex: Where can I get advice and support?

Note: Due to the coronavirus pandemic, the services offered may be different from usual or restricted. Please inquire about the current range of services locally.

Information material on Austria for refugees in various languages:

Information brochures published by the Federal Agency for Immigration and Asylum, e.g. "General information about the asylum procedure" and "Leaflet on the rights and obligations of asylum seekers" in Arabic, Bengali, Chinese, Dari, German, English, French, Hindi, Pashtu, Russian, Somali and Sorani: <https://www.bfa.gv.at/401/start.aspx>

"The Austrian asylum procedure explained in simple terms"

Website of Vienna Law Clinics in German, English, Farsi, Somali, Pashtu and Arabic:
<http://www.asyl-faq.at/>

"Your asylum procedure in Austria"

Brochure published by UNHCR for unaccompanied minors, in Arabic, German, English, Farsi, Pashtu, Somali: <http://deinasylverfahren.at/>

Refugees.Wien

Service platform of "Fonds Soziales Wien" to give guidance to refugees in Vienna, containing information on social matters, coexistence, education, asylum procedure, counselling, basic care, housing, health, work and language, in Arabic, German, English and Farsi:
<https://www.refugees.wien/infos-fuer-gefluechtete/>

w2eu.info – welcome to europe

Independent information for migrants and refugees in Austria, in English, French, Arabic and Farsi, compiled by a network of activists and organisations from Europe and North Africa:
<https://w2eu.info/en/countries/austria>

"Living in Vienna. A guide for refugees"

Guidebook published by the initiative "Flüchtlinge Willkommen", in German, Arabic and Farsi:
www.fluechtlinge-willkommen.at/

Contacts / local advisory services

Caritas Austria

The first point of contact is the social counselling service of the local Caritas organisation. You can search for the nearest advisory centre at <https://www.caritas.at/hilfe-beratung/menschen-in-not/>

Contact details of Caritas in the dioceses: <https://www.caritas.at/ueber-uns/kontakt/>

Diakonie Flüchtlingsdienst gem. GmbH

Steinergasse 3/12

1170 Wien

Tel. +43 1 402 67 54

E-Mail: fluechtlingsdienst@diakonie.at

Services of Diakonie Flüchtlingsdienst throughout Austria:

<https://fluechtlingsdienst.diakonie.at/einrichtungen>

Österreichisches Rotes Kreuz (Austrian Red Cross)

Tel. +43 1 58900-0

www.rotekreuz.at

Advice on and support in connection with procedures regarding family reunification for recognised refugees and beneficiaries of subsidiary protection:

<http://meinefamilie.rotekreuz.at/benefizientinnen/en/beratung/>

Legal advice

Bundesagentur für Betreuungs- und Unterstützungsleistungen GmbH (BBU GmbH)

E-Mail: rechtsberatung@bbu.gv.at

Tel. +43 1 2676 8709 400

www.bbu.gv.at

Caritas Austria

Independent legal advice for asylum seekers in Lower Austria, Upper Austria, Styria, Vorarlberg, Vienna

Please ask your local social counselling service for contact details: <https://www.caritas.at/hilfe-beratung/menschen-in-not/>

Diakonie Flüchtlingsdienst gem. GmbH

Independent legal advice for asylum seekers in Vienna, Salzburg, Carinthia, Tyrol

Search for the nearest advisory centre: <https://fluechtlingsdienst.diakonie.at/unsere-arbeit/beratung> (search for: „unabhängige Beratung“)

Health care and advice

AmberMed

Oberlaaer Straße 300-306

1230 Wien

Tel. +43 1 58900847

E-mail: amber@diakonie.at

www.amber-med.at

Out-patient medical care for people without health insurance cover

Language courses



Tiroler Soziale Dienste GmbH

Sterzinger Straße 1
6020 Innsbruck
Tel. +43 512 21440
E-mail: office@tsd.gv.at
www.tsd.gv.at
<https://www.tsd.gv.at/kursbuch.html>
German language courses for asylum seekers

Österreichischer Integrationsfonds (ÖIF)

Locations: www.integrationsfonds.at/standorte
Integration centres and mobile advisory centres
Promotion of German language courses for persons entitled to protection
On-line teaching units: <https://sprachportal.integrationsfonds.at/onlinekurse>

Caritas of the Archdiocese of Vienna

Albrechtskreithgasse 19-21
1160 Wien
Tel. +43 1/878 12-0
E-mail: office@caritas-wien.at
German language courses for asylum seekers in Vienna
<https://www.caritas-wien.at/hilfe-angebote/asyl-integration/ausbildung-arbeit/deutschkurse-arbeitsmarkt/deutschkurse-fuer-asylwerberinnen/>

Education

Zentrale Beratungsstelle für Basisbildung und Alphabetisierung

B!ll – Institut für Bildungsentwicklung
Petrinumstraße 12
4040 Linz
Tel.: +43 800 244 80
E-mail: office@alphabetisierung.at
www.alphabetisierung.at
Basic education and preparation for compulsory school-leaving qualifications for young people and adults

Recognition of qualifications

Anlaufstelle für Personen mit im Ausland erworbenen Qualifikationen (AST)

Advisory centre for migrants

Perspektive – Anerkennungs- und Weiterbildungsberatungsstelle für NeuzuwanderInnen und Asylberechtigte

Nordbahnstraße 36

1020 Wien

Tel. +43 1 58 58 019

E-mail: ast.wien@migrant.at

Further points of contact in Linz, Graz and Innsbruck: <https://www.anlaufstelle-erkennung.at/anlaufstellen>

Advice for vulnerable groups

LEFÖ – IBF (Interventionsstelle für Betroffene von Frauenhandel – Intervention Center for Trafficked Women)

Lederergasse 35/12-13

1080 Wien

Tel.: +43 1 796 92 98

E-mail: ibf@lefoe.at

<http://lefoe.at/index.php/ibf.html>

Advice and support for women affected by trafficking (safe accommodation, crisis intervention, psycho-social and legal counselling, medical care, psychosocial counselling in court cases and legal assistance services)

NIPE – Netzwerk für Interkulturelle Psychotherapie nach Extremtraumatisierung (Network for Intercultural Psychotherapy and Extreme Trauma)

<http://nipe.or.at/>

Member organisations in the various federal states:

<http://nipe.or.at/mitgliedsorganisationen/index.html>

Psychotherapy centres for the treatment of traumatised refugees

Accommodation

Caritas of the Archdiocese of Vienna – Asylzentrum

Inzersdorferstraße 127

1100 Wien

Tel. +43 1 427 880

E-mail asylzentrum@caritas-wien.at

<https://www.caritas-wien.at/hilfe-angebote/asyl-integration/beratung-fuer-fluechtlinge/asylzentrum/>

Social counselling, guidance on the housing market for asylum seekers, arrangement of accommodation for homeless persons



WIWA – Wohnen in Wien

Künstlergasse 11/5.OG

1150 Wien

Tel. +43 1 9054024-72

E-mail: wiwa@diakonie.at

<https://diakonie.at/einrichtung/wohnberatungsstelle-wiwa>

Advisory centre of Diakonie Flüchtlingsdienst for accommodation; advice and support in connection with search for accommodation for asylum seekers and persons entitled to protection in Vienna

Assistance in returning to the country of origin

Bundesagentur für Betreuungs- und Unterstützungsleistungen

E-Mail: rueckkehr@bbu.gv.at

Tel. +43 800 80 8005

www.bbu.gv.at

Regional services – Vienna

Caritas of the Archdiocese of Vienna

Sozialberatung Wien

Mommsengasse 35

1040 Wien

Tel. +43 1 545 45 02

E-Mail: sozialberatung-wien@caritas-wien.at

<https://www.caritas-wien.at/hilfe-angebote/beratung-nothilfe/soziale-finanzielle-notlagen/sozialberatung/>

Social counselling for people suffering social and/or financial hardship, transfer to specialised services such as legal advice

Caritas of the Archdiocese of Vienna – Asylzentrum

Inzersdorferstraße 127

1100 Wien

Tel. +43 1 427 880

E-mail: asylzentrum@caritas-wien.at

<https://www.caritas-wien.at/hilfe-angebote/asyl-integration/beratung-fuer-fluechtlinge/asylzentrum/>

Social counselling for asylum seekers receiving basic care in Vienna: information, application, payment, health insurance, search for accommodation



Verein Projekt Integrationshaus

Counselling centre for asylum seekers and refugees receiving basic care

Schweidlgasse 38/1

1020 Wien

Tel. +43 1 33 44 592

E-Mail: beratungsstelle@integrationshaus.at

www.integrationshaus.at/de/angebote-kurse

General social counselling and legal advice for asylum seekers, language courses

Further addresses of advisory centres in Vienna:

<https://www.refugees.wien/infos-fuer-gefluechtete/beratung/>

Regional services – Innsbruck

Caritas Tirol

Sozialberatungsstelle Innsbruck (Social counselling center)

Heiliggeiststraße 16

6020 Innsbruck

Tel. +43 512 7270-15

E-Mail: beratungszentrum.caritas@dibk.at

Other social counselling centres in Tyrol: <https://www.caritas-tirol.at/hilfe-angebote/menschen-in-not/sozialberatungen/sozialberatungsstellen/>

FLUCHTpunkt

Verein arge Schubhaft

Jahnstraße 17

6020 Innsbruck

Tel. +43 512 58 14 88

E-mail: info@fluchtpunkt.org

www.fluchtpunkt.org/

Legal advice and psychosocial counselling for refugees

Further addresses of advisory centres, educational opportunities and refugee initiatives in the individual federal states at "asylkoordination österreich":

<http://www.asyl.at/de/adressen/beratungsstellen/>



Sources

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- asylkoordination österreich, info leaflets "AsylKOORDINATEN",
<http://www.asyl.at/de/info/infoblaetter/>
- Caritas Österreich, Fachstelle Integration, Migration und Asyl
- Federal Agency for Immigration and Asylum, information brochures,
<https://www.bfa.gv.at/401/start.aspx>
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