

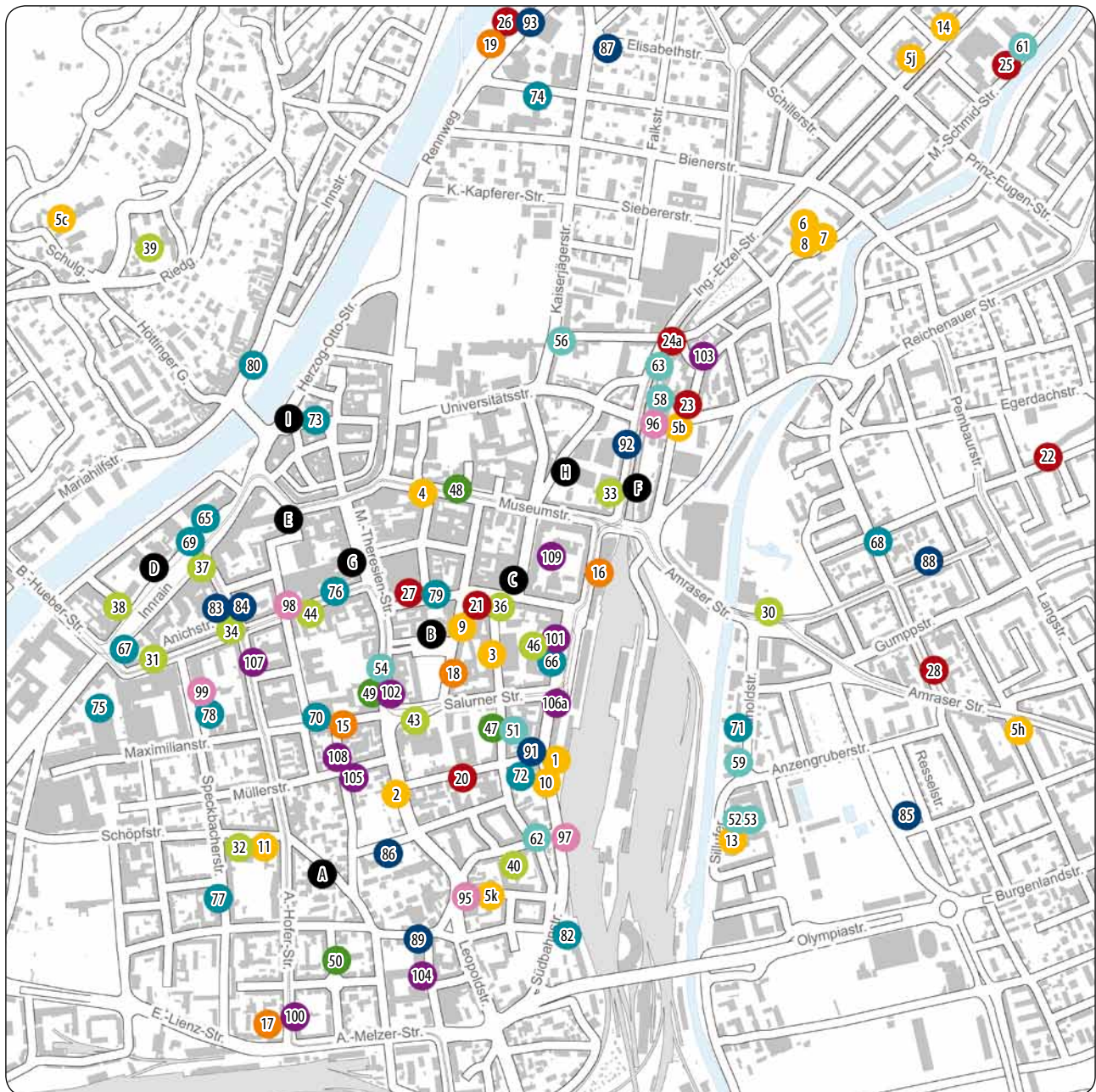


# Social Road Map

**Your guide in times of difficulty**

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

Please note the following: There may be short-term changes to opening hours due to Covid-19!



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[www.unicummensch.org](http://www.unicummensch.org)

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- **Chamber of Labour and ÖGB (Austrian Trade Union Federation)  
(Information for Workers):**  
<https://jobundcorona.at/>
- **Chamber of Commerce (Information for companies):**  
<https://www.wko.at/service/faq-coronavirus-infos.html>
- **Other Information:**  
[www.jobundcorona.at](http://www.jobundcorona.at)



# 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, 2012, 2016, and 2018, there is now a sixth 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 and 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 contain complete information.

All the data and information in this version was researched with the utmost diligence (updated 2020), however, Covid-19 measures could not be taken into account and 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](mailto:sozialroutenplan@unicummensch.org)

[www.unicummensch.org](http://www.unicummensch.org)

## TYROL CULTURAL PASS

People facing financial hardship still have the right to art and culture. The Cultural Pass (Kulturpass) grants free entry into many cultural institutions.

### 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?

The Cultural Pass is offered to anyone who would like to participate in cultural life, but cannot afford it: people who receive unemployment benefits (less than € 42,88 daily), emergency unemployment assistance, needs-based guaranteed minimum income or minimum pension, asylum seekers or people whose income falls below the poverty line (€ 1.286 per month).

### Where can I get the Cultural Pass?

The Cultural Pass is given out informally at many social organizations and counseling centers, such as ① Caritas Advice Center or in the ⑤ ISD Social Centers. You will need to go in person and bring your photo ID, residence registration and proof of household income.



For more information about places that issue passes and participation institutions, visit [www.hungeraufkunstundkultur.at](http://www.hungeraufkunstundkultur.at)

**Contact:** unicum:mensch, ✉ [kulturpass@unicummensch.org](mailto:kulturpass@unicummensch.org)  
☎ 0664/5846661 (Opening hours: Tue 10:00–14:00)

## HELP AT ALL HOURS

### 142 TelefonSeelsorge

Confidential – free – available all hours

☎ Emergency number 142 without area code

Also online advice & chat counseling: [www.telefonseelsorge.at](http://www.telefonseelsorge.at)

We are here for you and will listen if you need to get something off your chest.

We try to understand your current distress and concerns, and try to offer new perspectives.

The focus of our work is active listening and searching for solutions to the crisis together. We take your personal circumstances into account and respect your problem-solving approach and decisions.

### 116 123 Ö3-Kummernummer

At the Ö3-Kummernummer, we listen! 365 days a year, specially trained workers from the Red Cross are all ears! They help with grief and worries every day between 16:00 and 00:00, working together with professional psychologists and educators through the free counseling hotline: ☎ 116 123.

**Services:** Sensitive, active listening; clarifying and encouraging conversation; interest in problems and worries; help for you to help yourself; contact with professional specialists.

### 147 Rat auf Draht (“Advice on the Line”)

Emergency telephone hotline for children, teens and concerned parties → see page 18.



## 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](http://www.werhilftwie-tirol.at)

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Online IVB Transport Schedule: [fahrplan.ivb.at](http://fahrplan.ivb.at)

## GENERAL ADVICE / HOUSING / WORK

### 1 Caritas Advice Center

Heiliggeiststr. 16

☎ 0512/727015 ✉ [beratungszentrum.caritas@dibk.at](mailto:beratungszentrum.caritas@dibk.at)

Opening hours: Mon–Fri 8:30–12:00,  
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 → **10 Caritas Outreach at the Train Station** or the → **106 Tyrol Social Services** 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 income tax adjustment, exemption from paying for prescriptions, exemption from GIS fees, etc., debt or credit counseling by appointment only, cult counseling by appointment only, legal counseling by appointment only, 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 (1. Informational events for prospective adoptive parents, 2. Preparation course for future adoptive parents 3. Accompaniment for adoptive parents and adoptive families).

Appointment is required.

🚌 **Bus and tram stops (IVB):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

## 2 DOWAS Social Assistance – Transit Point for Individuals Searching for Housing and Jobs

Leopoldstr. 18; partially barrier free  
☎ 0512/572343 ✉ [ibk@dowas.org](mailto:ibk@dowas.org)  
[www.dowas.org](http://www.dowas.org)

Opening hours: Mon 9:00–12:00 and 16:00–18:00,  
Wed–Fri 9:00–12:00 (Friday only by appointment  
and for picking up post)

**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 Counseling 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 Counseling 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/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590), Heiliggeiststr. (F, M, R, 501–503, 505, 590)

## 3 DOWAS for Women – Outpatient Advice, Assisted Living, Social Living Communities

Adamgasse 4/II;  
consultation in barrier free rooms by appointment  
☎ 0512/562477 ✉ [beratung@dowas-fuer-frauen.at](mailto:beratung@dowas-fuer-frauen.at)  
[www.dowas-fuer-frauen.at](http://www.dowas-fuer-frauen.at)

Opening hours: Mon, Thu 9:00–13:00, Tue 13:00–17:00,  
Wed 9:00–17:00

**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 (2, 3, 5, STB, B, F, 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](mailto:info@fhf-tirol.at)  
[www.fhf-tirol.at](http://www.fhf-tirol.at)

Opening hours: Mon–Thu 9:00–14:00  
and by appointment by telephone

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

🚏 **Bus and tram stop (IVB):** Museumstr. (1, 2, 3, 5, STB, A, C, J, M)

## 5 ISD Social Centers – Innsbruck Social Services

[www.isd.or.at](http://www.isd.or.at); all barrier free

- 5a** ISD Social Center **Amras**: Geyrstr. 86  
 ☎ 0512/5331–7560 ✉ [reichenau.sz@isd.or.at](mailto:reichenau.sz@isd.or.at)  
 Wed 10:00–12:00  
 🚌 **Bus and tram stops (IVB)**: Amras Ort (C), Geyrstr. (C, R, T)
- 5b** ISD Social Center **Dreiheiligen**: Dreiheiligenstr. 9  
 ☎ 0512/5331–7570 ✉ [saggen.sz@isd.or.at](mailto:saggen.sz@isd.or.at)  
 Wed, Thu 10:00–12:00  
 🚌 **Bus and tram stops (IVB)**: Sillpark (2, 3, 5, C, F, J), Polizeidirektion (A, R, 504), Ing.-Etzel-Straße (1)
- 5c** ISD Social Center **Hötting**: Schulgasse 8a  
 ☎ 0512/5331–7520 ✉ [hoetting.sz@isd.or.at](mailto:hoetting.sz@isd.or.at)  
 Mon, Tue 10:00–12:00  
 🚌 **Bus and tram stops (IVB)**: Brandjochstr. (A, H, K), Höttinger Kirchplatz (H, K, J), Wohnheim Hötting (J)
- 5d** ISD Social Center **Höttinger Au**: Dr.-Stumpf-Str. 77  
 ☎ 0512/5331–7510 ✉ [hoettinger-au.sz@isd.or.at](mailto:hoettinger-au.sz@isd.or.at)  
 Tue 10:00–12:00  
 🚌 **Bus and tram stop (IVB)**: Mitterweg (R)
- 5e** ISD Social Center **Hötting-West (also Sadrach)**:  
 Technikerstr. 84  
 ☎ 0512/5331–7530 ✉ [hoetting-west.sz@isd.or.at](mailto:hoetting-west.sz@isd.or.at)  
 Mon, Wed 10:00–12:00  
 🚌 **Bus and tram stop (IVB)**: Technik West (2, 5, T, K)
- 5f** ISD Social Center **Mühlau**: Hauptplatz 2  
 ☎ 0512/5331–7520 ✉ [hoetting.sz@isd.or.at](mailto:hoetting.sz@isd.or.at)  
 Wed, Thu 10:00–12:00  
 🚌 **Bus and tram stop (IVB)**: Mühlau (A, 501, 503)
- 5g** ISD Social Center **O-Dorf**: Kajethan-Sweth-Str. 1  
 ☎ 0512/5331–7540 ✉ [olympisches-dorf.sz@isd.or.at](mailto:olympisches-dorf.sz@isd.or.at)  
 Mon–Fri 10:00–12:00  
 🚌 **Bus and tram stops (IVB)**: Josef-Kerschbaumer-Str. (2, F, T), Schützenstr. (2, 5)
- 5h** ISD Social Center **Pradl**: Dr.-Glatz-Str. 1  
 ☎ 0512/5331–7550 ✉ [pradl.sz@isd.or.at](mailto:pradl.sz@isd.or.at)  
 Mon–Fri 10:00–12:00  
 🚌 **Bus and tram stop (IVB)**: Dr.-Glatz-Str. (3)
- 5i** ISD Social Center **Reichenau**: Reichenauer Str. 123  
 ☎ 0512/5331–7560 ✉ [reichenau.sz@isd.or.at](mailto:reichenau.sz@isd.or.at)  
 Mon, Tue, Thu 10:00–12:00  
 🚌 **Bus and tram stop (IVB)**: Roßbachstr. (2, 5)
- 5j** ISD Social Center **Saggen**: Ing.-Etzel-Str. 59  
 ☎ 0512/5331–7570 ✉ [saggen.sz@isd.or.at](mailto:saggen.sz@isd.or.at)  
 Mon, Tue 10:00–12:00  
 🚌 **Bus and tram stops (IVB)**: Bienerstr. (R), Mozartstr. (T, B)
- 5k** ISD Social Center **Wilten (also Vill/Igls/Sieglanger)**:  
 Liebeneggstr. 2a  
 ☎ 0512/5331–7580 ✉ [wilten.sz@isd.or.at](mailto:wilten.sz@isd.or.at)  
 Mon–Wed 10:00–12:00  
 🚌 **Bus and tram stops (IVB)**: Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590), Fritz-Konzert-Straße (1, STB, T), Maximilianstr. (1, 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 Eviction Prevention

Kapuzinergasse 43; barrier free  
 ☎ 0664/1954348 ✉ office@delo.tirol  
[www.delo.tirol](http://www.delo.tirol)

Opening hours: Mon, Tue, Thu, Fri 9:00–12:00,  
 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 other 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. (R)

## 7 Teestube (Tearoom) – Homeless Organization

Kapuzinergasse 45; barrier free  
 ☎ 0512/577366 ✉ teestube@obdachlose.at  
[www.obdachlose.at](http://www.obdachlose.at)

Opening hours: Mon–Sat 8:00–13:30;  
 Closed Sundays and holidays

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

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

## 8 BARWO (Homeless Organization)

Kapuzinergasse 43/ground floor  
 ☎ 0512/581754 ✉ office@barwo.at  
[www.obdachlose.at](http://www.obdachlose.at)

Consultation hours: Mon, Tue, Thu, Fri 9:00–12:00;  
 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, apartment retention, job search, sustainable livelihood (information and clarification of financial requirements), assistance at public offices and agencies, arranging mailing address and registered primary residence, use of utilities (telephone, internet, fax, copy machine, newspapers) for job and housing search; obtaining documents; placement with specialized agencies as needed or requested. Consultation also in English, Spanish, French.

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


## 9 bildungsinfo-tirol (Training Info)

Wilhelm-Greil-Str. 15; barrier free  
 ☎ 0512/562791–40 ✉ bildungsinfo@amg-tirol.at  
[www.bildungsinfo-tirol.at](http://www.bildungsinfo-tirol.at)  
[www.facebook.com/bildungsinfo](https://www.facebook.com/bildungsinfo)

Opening hours: Mon–Fri 10:00–18:00 Uhr


**Services:** Free and open walk-in center for any questions about education and work. Information about funding and continuing education, orientation, information, motivation, developing strengths and interests, visualizing one's own competences, identifying career opportunities, support in decisions, ideas for

application documents. This offer is for anyone who wants to or must change, develop or re-orientate their career. Does not depend on age, education or work background. "bildungsinfo-tirol" is available during opening hours for questions and chatting. An appointment is required for personal counseling.

 **Bus and tram stops (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590), Bozner Platz (501–503, 505, 590)

## 10 Mobile and Stationary Outreach at the Train Station (Caritas)


Heiligegeiststr. 16

 0512/581305 or 0676/87306293

Opening hours: Mon, Tue, Thu, Fri 10:00–12:00;



Mon–Sun 15:00–18:00

**Services:** Streetwork for people without fixed residence, travelers and anyone in need of help. 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):** Heiligegeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

## 11 IBUS – Innsbruck Advice and Support for Sex Workers


Schöpfstr. 19 – courtyard; barrier free

 0660/4757345  [ibus@aep.at](mailto:ibus@aep.at)


[www.aep-ibus.at/](http://www.aep-ibus.at/)

Consultation by appointment only

**Services for sex workers:** Counseling and psychosocial support dealing with the following topics: health promotion and prevention, sustainable livelihood, legal and social counseling, support with relationship and violent conflicts, support in professional reorientation, protection of labor and social rights and of actual work and conditions in sex work (legal jobs, personal reporting obligations, required taxes, required social insurance, specific regional regulations). Counseling is confidential, anonymous, free and can be scheduled according to your needs (also with an interpreter).

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

## 12 Initiative DoppelPlus (Double Plus Initiative)

 0699/16198337  [kontakt@doppelplus.tirol](mailto:kontakt@doppelplus.tirol)

[www.doppelplus.tirol](http://www.doppelplus.tirol)

Consultation by appointment only

**Services:** The "Initiative DoppelPlus" offers free energy and climate coaching for everyone in their home. There are countless possibilities in every household to save on energy and costs. Well-trained energy and climate coaches from DoppelPlus come to into each home to give simple tips and tricks in energy efficiency, heating, ventilation, mold prevention, water usage, mobility, nutrition, sustainable consumption, and sorting or reducing garbage.

Additionally, each household receives an energy-saving, climate protection starter packet with LED bulbs, thermo-hygrometer and many more useful items that can help save money and protect the climate.

Cost-free offers from DoppelPlus are available for recipients of minimum income, supplemental income, rent allowance and heating cost subsidies, as well as for people who are long-term unemployed. Our services are available in: German, English, Arabic, Italian and French.

### 13 Red Cross Social Assistance

Red Cross Innsbruck

Sillufer 3/3A (entrance above parking lot – look for sign)

☎ 0512/33444 ✉ [info@roteskreuz-innsbruck.at](mailto:info@roteskreuz-innsbruck.at)

[www.roteskreuz-innsbruck.at](http://www.roteskreuz-innsbruck.at)

**Services:** The volunteer social workers of the Red Cross provide support in self-help during difficult social or emergency situations. Clients are supported in the development of problem-solving strategies. Red Cross employees provide information on help services and can accompany clients to offices, authorities and counseling centers. Social support is free for clients.

🚌 **Bus and tram stops (IVB):** Tivoli (J, T),  
Leipziger Platz (2, 3, 5, C)

### 14 Streetwork – Association for Homeless People

Viaduktbogen 134, barrier free

☎ 0650/5773665, 0650/5773666, 0664/2160602,  
0664/88180114, 0512/580703–28

✉ [streetwork@obdachlose.at](mailto:streetwork@obdachlose.at)

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

Opening hours: Tue, Thu 13:30–15:30

**Services:** Outreach social work and outpatient support for homeless people on the street; organization and supervision in emergency shelter; referral to other agencies; recreational offers. Target groups: socially disadvantaged adults who cannot be reached well enough by conventional social work methods and who use the street as a living space.

*Objective:* Stability in living conditions through existing measures, positive and sustainable change in the starting point of those affected, public representation of group interests.

*Offers:* Advice and supervision – assistance in problem situations; accompaniment – support with authorities; referral – acceptance of offers from other social agencies and partner agencies; visits – “keeping in touch” and relationship care.

*Principles:* Anonymity – no revealing of service user data and information; voluntary – frequency, duration and content of contact is decided by the service user; proximity to setting – outreach to service users occurs in their setting and on their terms; partiality – the interests of service users are the focus of professional work; continuity – contact maintenance is ongoing in settings relevant to the target group.

🚌 **Bus and tram stops (IVB):** Bienerstraße (R),  
Wohnheim Saggen (B), Haydnplatz (1)



## LEGAL SERVICES / DEBT

### 15 AK – Chamber Of Labour

Maximilianstr. 7

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

[www.ak-tirol.com](http://www.ak-tirol.com)

Opening hours: Mon–Fri 8:00–12:00, 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/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590), Bürgerstr. (1, STB)

### 16 Innsbruck District Court

Brunecker Str. 3; barrier free

☎ 05/76014–342

**Office open hours:** Tue 8:00–12:00 by appointment only;  
schedule appointments in the service center daily from

**Consultation concerning rental laws:** all odd calendar weeks  
Tue 8:00–12:00 by appointment only; schedule appointments in  
the service center daily from 8:30–15:30.

**Services with no appointment needed:** Family counseling (marriage and family law, every Tue 8:30–12:00) also counseling on legal guardianship through “Verein Vertretungs Netz Erwachsenenvertretung” (Association of Network Representatives for Legal Guardianship of Adults) (Clearingstelle, every Tue 9:00–12:00). Bring all relevant documents.

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

### 17 NEUSTART Tirol (New Start Tyrol)

Andreas-Hofer-Str. 46; barrier free

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

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

Opening hours: Mon–Thu 9:00–16:00, Fri 9:00–13:00

**Services:** Resocialization help for offenders, support for victims, prevention: services to help reduce crime in society (probation assistance, jail release assistance, electronically monitored house arrest, out-of-court settlements, contact to local charities, assistance through the legal process.

NEUSTART intends to support 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)

### 18 Tyrol Debt Counseling

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

☎ 0512/577649 ✉ office@sbtiro.at

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

Opening hours: Mon, Wed, Thu, Fri 9:00–13:00,  
Tue 9:00–12:00, Mon, Wed 15:00–17:00

By appointment made by telephone only!

Must use elevator (5<sup>th</sup> floor) – ring bell outside of opening  
hours (elevator will be sent)!

**Services:** Counseling and help with debt.

🚏 **Bus and tram stops (IVB):** Bozner Platz (501–503, 505, 590),  
Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

## 19 inbus – Counseling for Workers at Risk of Poverty

Rennweg 7a; barrier free zugänglich

☎ 0676/84384310 ✉ johannes.ungar@innovia.at

**Services:** If you are working, and it still is not enough, then come to us! inbus offers counseling on how to increase your income, support with applications for financial assistance, and information on training or education possibilities, so that you have more money to live life!

inbus is for employed workers who are at risk of poverty. Someone is at risk of poverty if they earn € 1.079 net monthly income or less.

We analyze the income and living situation, and work out a plan together to escape the risk of poverty. It may mean getting further job qualifications which are financed through grants or changing employers – there are many options.

Services are confidential, free and tailored to individual needs. By appointment only. If needed, we can come to you.

Consultation also in English.

🚌 **Bus and tram stop (IVB):** Löwenhaus/ORF (502, 503)

## CHILDREN & ADOLESCENTS

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

Heiliggeiststr. 8a; partially barrier free

(living area is not barrier free)

☎ 0512/572121 ✉ chillout@dowas.org

[www.dowas.org](http://www.dowas.org)

Facebook and Instagram: Chill Out Innsbruck

Opening hours: Mon, Wed, Thu, Fri 9:00–12:00 & 17:00–19:30

#### Services:

Three areas under one roof for youth ages 14–21 years.

*Drop-in center:* Snacks and alcohol-free drinks, wash and shower facilities, washing machine and dryer, lockers, leisure activities, internet access, options for setting up a mailing address, etc.

*Social counseling 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):** Heiliggeiststr. (F, M, R, 501–503, 505, 590)

## 21 Info Corner for All Generations

Bozner Platz 5; barrier free

☎ Free Tel.: 0800/800508 ✉ info@infoeck.at

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

Opening hours: Mon–Thu 10:00–17:00, Fri 10:00–14:00

**Services:** Drop-in center for youth, families and senior citizens, for legal guardians and youth workers. The InfoEck helps with information, topics, addresses and brochures. Free and anonymous – in person, via telephone or email. Topics: opportunities abroad, family pass, family subsidies, childcare, new media, youth protection, job search, education, leisure activities, volunteering, pregnancy, birth, mother-parent counseling.

🚏 **Bus and tram stops (IVB):** Bozner Platz (501–503, 505, 590), Brixner Str. (A, B, R)

## 22 Rainbows Tirol

Amthorstr. 49/EG; barrier free

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

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

Contact: Mon–Thu 9:00–13:00, Fri 8:00–12:00

**Services:** Group and individual guidance for children and teenagers from 4–17 years old after separation or divorce of parents; grief counseling for children and adolescents from 4–17 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 stop (IVB):** Rennerschule (2, 5, F)

## 23 Z6

Dreiheiligenstr. 9c; barrier free

[www.z6online.com](http://www.z6online.com)

### Center for Youth Work:

Opening hours: Tue, Thu 9:00–14:00

☎ 0512/580808 ✉ jugendarbeit@z6online.com

### Youth Center Z6:

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

☎ 0664/2628985

**Services:** Youth recreation and cultural activities, open youth center, specific group offers, free space to use on the weekend.

### Youth and Family Consultation:

Consultation hours: Mon 10:00–12:00 (focus on extremism counseling), Wed 15:00–17:00, 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 prevention and de-radicalization counseling, 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. (F), Ing.-Etzel-Str. (1), Sillpark (2, 3, 5, C, F, J)

→ see also 96 Drug Work Z6 (p. 43)

## 24 Streetwork Z6

**24a: Walk-in center Innsbruck Central:** Viaduktbogen 42

🚌 **Bus and tram stop (IVB):** Ing.-Ettel Str. (1)

Team Central: ☎ 0699/12128185 and 0699/12128145,

Facebook: Farni Pello Zett Sechs

**24b: Walk-in center Innsbruck West:** Viktor-Franz-Hess-Str. 5

🚌 **Bus and tram stop (IVB):** Technik West (2, 5, T, K)

Team West: ☎ 0699/12128135 and 0699/12128195

Facebook: Lucia Moritz Zett Sechs

**24c: Innsbruck East (Reichenau & O-Dorf)**

Team East: ☎ 0660/7242537 and 0660/3774844

Facebook: Domi Sarah Zett Sechs

Facebook: Streetwork Zettsechs

[www.z6-streetwork.com](http://www.z6-streetwork.com)

**Services:** Low-threshold outreach organization supporting social, cultural and free space for youth between 12–21 years old in the metropolitan area of Innsbruck. The work goes where the youth hang out. Services are targeted to individual youth and groups. Orientation based on individual needs.

Contact is low-threshold, transparent, confidential and voluntary. Individual social work and social education counseling and accompaniment for youth in all life situations. Help during crisis and support with questions relating to government offices, police and justice, job and apartment search, etc.; information about social institutions and their services, referrals if desired.

Recreational projects and outdoor (experiential) education offers, also may be gender-specific. We promote the interests of youth in the community and mediate between system partners and interest groups.

## 25 ARANEA Center for Working with Girls

Matthias-Schmid-Str. 10

☎ Girls\*: 0677/63004454,

☎ Public: 0650/2831902 ✉ [info@aranea.or.at](mailto:info@aranea.or.at)

[www.aranea.or.at](http://www.aranea.or.at)

Facebook and Insta: ARANEA Mädels

Opening hours and latest updates at [www.aranea.or.at](http://www.aranea.or.at),  
Insta or Facebook!


### Services:

**Monday, 16:00–20:00: Cooking at Space youth center at Reichenauerstraße 68.** Cooking together every Monday. Open to girls and young women ages 10–19. **Tue 16:00–19:00: Violence prevention (Matthias-Schmid-Str. 10):** low-threshold offers for violence prevention at the girls' center! **Wed 13:30–15:30: Workshop in the girls workshop Fablab, 15:30–19:00: open girls workshop Fablab Franz-Fischer-Str. 12:** low-threshold access to high-tech machines like laser and vonylcutters, 3D printers and workshop equipment. Girls can try their hand at printing t-shirts and lasercutting jewelry. **Fri 16:00–19:00: low-threshold drop-in center / Girlspoint Matthias-Schmid-Straße 10:** open meeting point for girls and young women ages 10–19 with a bar area, chill room, laptops with free internet access, sewing area, fußball table, Wii, Singstar and much more. Girls and young women can meet each other at ARANEA, chat, get to know other girls and young women, increase self-confidence, learn about different lifestyles; supervised by professional workers who can offer advice if needed.

**Workshops:** Free workshop program covering various topics, for example, screen printing, radio, hip-hop, sewing, home-page design, street art, sexuality (for more information, visit the homepage).

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

**Additional Services:** Growing specialist center in the work with girls in Tyrol (drop-in center and continuing education events for advocates and allies); school workshops for girls; violence prevention. All services are free!

 **Bus and tram stops (IVB):** Pauluskirche (2, 5, R), Seb.-Scheel-Str. (T)


## 26 Youth Coaching (Innovia)

Rennweg 7a; barrier free

 0676/84384320  vera.sokol@innovia.at



[www.jugendcoaching-tirol.at](http://www.jugendcoaching-tirol.at)

**Services:** Youth coaching is free and voluntary support for students and youth outside of school, mandatory school-age youth, juvenile offenders, and young adults between 14 and 19 years old, or up to 24 years old in cases of higher support needs. Our goals are to improve the level of education and job market opportunities for youth, to prevent school dropout or to introduce youth to educational training and plan individual career prospects. Youth coaching also intends to make a significant contribution to the personal and social stabilization of youth. Problems such as family difficulties, addictive behavior, debt, housing problems, delinquency, mental health crises, etc. make access to higher qualifications difficult. Personal career planning enables school attendance or a chance at earning qualifications, training or permanent employment. Youth coaching is a nationwide offer funded by the Ministry of Social Affairs, and there are youth coaches in every district of Tyrol. Go to: [jugendcoaching-tirol.at](http://jugendcoaching-tirol.at). Consultation also in English.

 **Bus and tram stop (IVB):** Löwenhaus/ORF (502, 503)

## 27 Tyrol Children and Youth Advocacy

Meraner Str. 5; barrier free

 0512/5083792  [kija@tirol.gv.at](mailto:kija@tirol.gv.at)

[www.kija-tirol.at](http://www.kija-tirol.at)

Opening hours: Mon–Thu 8:00–12:00 and 14:00–16:00, Fri 8:00–12:00. Appointment recommended!

**Services:** Kija is an ombudsperson's office which advocates for the interests of children and adolescents. Services include information, counseling, help and referrals. We address any and all questions. Adults can also contact us about child and youth-related issues. Services are free, confidential and can be used anonymously.

 **Bus and tram stop (IVB):** Bozner Platz (501–503, 505, 590)

## 28 KIZ – Crisis Intervention Center for Children and Teenagers


Pradler Str. 75

 0512/580059  [info@kiz-tirol.at](mailto:info@kiz-tirol.at)

[www.kiz-tirol.at](http://www.kiz-tirol.at)

Open daily at all hours for crisis cases! Free.

**Services:** *Counseling center* (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 – victim protection; support in family dialogue; arranging placements and referrals to other help services. Consultation with interpreter if needed.

 **Bus and tram stops (IVB):** Dr. Glatz-Str., Amraser Str. (3), Defreggerstr. (2, 5)

## 29 Arbeitsassistentz Tirol gGmbH (Job Assistance)

### 29a: Job training assistance

Fürstenweg 80; barrier free

### 29b: Youth coaching

Fürstenweg 103; barrier free

☎ 0599699-100 ✉ office@arbas.at

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

Opening hours: Mon–Thu 8:00–16:00, Fri 8:00–12:00

🚌 **Bus and tram stops (IVB):** Exlgasse (F);

Höttinger Au/EKZ West (2, 5)

### Services Job Training Assistance:

The vocational training assistance advises and accompanies youth in the extended apprenticeship and partial qualification during the entire training period. It accompanies young people between 15 and 24 years of age who have special educational needs, who failed or have not completed mandatory schooling, who have disabilities, or who need additional support during their apprenticeship for various reasons. The service is free.

We maintain regular contact with youth, training companies and vocational schools; organize learning support or personal learning aids; support with problems or crisis situations in the vocational school or the training company; support in preparing for the final exam; and support with all formalities during the training.

### Services Youth Coaching:

Youth coaching helps you to get to know your personal skills and to find your professional interests. You get to know different professions. Youth coaching provides information about possible schools and training opportunities, provides decision support for further steps and supports you with your personal problems. The service is free of charge.

You get support with individual questions and problems about your future. Coaching can make change easier for you or even make it possible in the first place. Coaching is support through the process of change in which you are the expert. If you are between 15 and 19 years old, you can contact your coach at any time. You can also contact us if you are not yet 24 years old and need support for various reasons (special educational needs, learning difficulties, long-term illnesses, disabilities, emotional or mental health problems).

## 147 Rat auf Draht – Emergency Number for Children, Adolescents and their Caregivers

☎ 147 around the clock, free, anonymous, Austria-wide

✉ 147@rataufdraht.at

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

**Services:** Psychological counseling and support for children, youth and their caregivers dealing with a variety of issues, ranging from family problems school, health and sexuality, legal issues and new media to violence, sexual abuse and suicidal thoughts; guidance in difficult life situations; crisis intervention; conference calls when speaking with outside institutions.

### Counseling channels:

Telephone: emergency number 147

Online: Monday–Friday

Chat counseling: Monday through Friday from 18:00–20:00 Uhr

Facebook: <https://www.facebook.com/147rataufdraht>

Instagram Account

→ see also 48 Tyrolean Child Protection Center (p. 25)



## FAMILY ADVICE / CHILDCARE

### 30 Family Counseling – Innsbruck Parent-Child Center

Amraser Str. 5

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

[www.ekiz-ibk.at](http://www.ekiz-ibk.at)

Opening hours: Mon 8:30–12:30, Tue 9:00–12:00, Thu 8:30–12:30. Counseling also available by appointment on Wednesday or Friday afternoons and evenings. Counseling times without advance notice: Mon, Thu 8:30–9:00, Tue 11:00–12:00

**Services:** Counseling for educational, psychological, social and legal questions and problems. Support and guidance in challenging life situations. Counseling is confidential, anonymous and free, our work is supported through voluntary fees. Counseling areas: Pregnancy and birth, family planning, parenthood, raising children, couple and single parenting, couple and family conflicts, separation and divorce, mental health issues, burnout and overwork, balancing career and family, job reentry, intercultural topics, children with disabilities. In addition to individual, couple and family counseling, we offer group counseling, as well as counseling for mutual divorce under § 95 AußStr.G.

The Parent-Child Center is also a meeting place with open meetings (Mon, Wed 9:00–12:00 and 14:00–18:00, and Tue, Thu 9:00–13:00 and 15:00–18:00), parent-child groups, preschool, and lectures and workshops about parenting (parent education).

🚏 **Bus and tram stops (IVB):** Leipziger Platz (2, 3, 5, C), Sillpark (2, 3, 5, C, F, J)

### 31 Parent Counseling

Anichstr. 40; not barrier free

Please make an appointment in advance: ☎ 0512/508–2972

✉ [erziehungsberatung-innsbruck@tirol.gv.at](mailto:erziehungsberatung-innsbruck@tirol.gv.at)

Find more information at:

[www.tirol.gv.at/erziehungsberatung](http://www.tirol.gv.at/erziehungsberatung)

Opening hours: Mon–Thu 9:00–12:00 and 14:00–16:00, Fri 9:00–12:00. Counseling also possible outside of opening hours. Offices in all districts throughout Tyrol

**Services:** Information and counseling for parents, adolescents and children, young adults, kindergarten teachers, teachers, doctors and all persons involved with children and youth. Working together with those affected, we try to find solutions to everyday questions of upbringing, family or school life, or to dealing with difficult situations. Counseling with interpreter if needed.

🚏 **Bus and tram stop (IVB):** Klinik/Universität (2, 5, C, F, H, K, M, R)

### 32 AEP Family Advice Center – Work Group for Emancipation and Partnership

Schöpfstr. 19 – courtyard; barrier free

☎ 0512/573798 ✉ familienberatung@aep.at,


✉ [bibliothek@aep.at](mailto:bibliothek@aep.at)

Opening hours: Mon 17:00–20:00, Tue 17:00–19:00, Thu, Fri 9:00–12:00

**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, 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)

### 33 Child and Youth Welfare Office

Ing.-Etzel-Str. 5

 0512/5360-9228  [post.kinderhilfe@innsbruck.gv.at](mailto:post.kinderhilfe@innsbruck.gv.at)

Opening hours: Mon–Thu 8:00–12:00 and 14:00–17:00,


Fri 8:00–12:00

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):** Bruneckerstr. (1), Sillpark (2, 3, 5, C, F, J)

### 34 Center for Marriage and Family Counseling

Anichstr. 24; barrier free

 0512/580871  [kontakt@zentrum-beratung.at](mailto:kontakt@zentrum-beratung.at)

[www.zentrum-beratung.at](http://www.zentrum-beratung.at)

Opening hours: Mon–Thu 9:00–12:00 and 15:00–18:00,


Fri 9:00–12:00 and by appointment

**Services:** Counseling on relationship problems, conflicts in family life, behavioral issues in 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 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. concerning specific needs of underage children going through divorce.

Consultation also in English, French, Spanish; also available in native speaker Italian and Turkish.

 **Bus and tram stops (IVB):** Bürgerstr. (1, STB), Klinik/Universität (2, 3, 5, C, F, H, J, M, R)

### 35 Network “Gesund ins Leben – Frühe Hilfen Tirol”

☎ 0676/8850882376 ✉ [willkommen@gesundinsleben.at](mailto:willkommen@gesundinsleben.at)  
[www.gesundinsleben.at](http://www.gesundinsleben.at)

Opening hours: Mon–Fri 9:00–15:00 Uhr

**Services:** Support for families with special challenges surrounding birth and up to the first year of their baby. We offer outreach family support for over a year in the function of case management. We navigate and refer the families to existing services, tailored to their needs. Acute services for postpartum depression.

### 36 Info Corner for All Generations

Bozner Platz 5; barrier free  
 ☎ Gratistelefon: 0800/800508 ✉ [info@infoeck.at](mailto:info@infoeck.at)  
[www.infoeck.at](http://www.infoeck.at)

Opening hours: Mon–Thu 10:00–17:00, Fri 10:00–14:00

**Services:** Drop-in center for youth, families and senior citizens, for legal guardians and youth workers. The “InfoEck” (Info Corner) helps with information, topics, addresses and brochures. Free and anonymous – in person, via telephone or email. Topics: opportunities abroad, family pass, family subsidies, childcare, new media, youth protection, job search, education, leisure activities, volunteering, pregnancy, birth, mother-parent counseling.

🚏 **Bus and tram stops (IVB):** Bozner Platz (501–503, 505, 590), Brixner Str. (A, B, R)

### 37 FIB – Women in the Spotlight

Innrain 25; barrier free  
 ☎ 0512/587608 ✉ [info@fib.at](mailto:info@fib.at)  
[www.fib.at](http://www.fib.at)

Opening hours: Mon–Fri 8:00–12:30 and by appointment

**Services:** Advice searching for and arranging childcare with in-home daycare providers or in daycare centers affiliated with FIB. Training for in-home daycare providers. Women’s counseling and workshops on behalf of AMS in the case of new or re-entry into labor market, career planning and developing a plan for education or continuing education. Women’s counseling for private issues and professional decisions in Innsbruck and Landeck. Online women’s counseling supports women anonymously, free and confidentially. Gender and diversity expertise, gender-sensitive youth work, EU projects.

🚏 **Bus and tram stop (IVB):** Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)

### 38 In-Home Daycare Provider Initiative

Josef-Hirn-Str. 1; not barrier free  
 ☎ 0512/583268 ✉ [office@atmtv.at](mailto:office@atmtv.at)  
[www.atmtv.at](http://www.atmtv.at)

Opening hours: Mon–Fri 9:00–12:00

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

🚏 **Bus and tram stop (IVB):** Klinik/Universität (2, 5, C, F, H, K, M, R)

**39 Initiative Live Tyrol**

Riedgasse 9; not barrier free

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

[www.aktionleben-tirol.org](http://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: Thu 17:30–19:30 by appointment

**Services:** Information on questions about pregnancy, counseling for unplanned or stressful pregnancies, problems after termination of pregnancy (abortion), mother-child bonding evaluation to support prenatal mother-child relationship, 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, K)

**40 MFI Therapeutic Pedagogical Families**

Mentlgasse 12a; barrier free

☎ 0512/580004 ✉ peter.weiler@chello.at

Opening hours: Mon, Tue, Thu, Fr. 8:30–11:30,  
Wed 16:00–18:00 and by appointment

**Topics:** conflict counseling, crises, life counseling, sexual abuse, rape, eating disorders, disability, death, grieving, financial problems, debt, workplace problems, relationships, partnership, sexual counseling, family planning, childlessness, pregnancy conflicts, parenting, divorce, separation, generational conflict, child and youth counseling, single-parenting.

**Services:** Counseling for foster parents, therapeutic pedagogical foster parents, adoptive parents, parents of children with disabilities, families with adults with disabilities including barrier-free living, persons and couples concerning pregnancy issues and family planning, counseling for HIV-positive mothers concerning daycare for their children, counseling for employees of institutions dealing with these topics.

🚏 **Bus and tram stops (IVB):** Heiligegeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

**41 Early Childhood Intervention and Family Support**

Andechsstr. 73; barrier free

☎ 0676/88509316

✉ innsbruck.stadt@fruehfoedern.at

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

Counseling by appointment

**Services:** Support for children with developmental delays or disability from birth until school start. A trained early intervention specialist makes regular home visits. Specialist orientates work around resources and abilities of the child and offers support through specific suggestions for development of the child's motor skills, perception, communication, cognition, concentration, social behavior and independence. The specialist strengthens parental competence and encourages the family to participate naturally in society. Offer is valid everywhere in Tyrol.

🚏 **Bus and tram stop (IVB):** Andechsstraße (C, F, T)

**42 Free Time Assistance and Family Relief**

Andechsstr. 73; barrier free

☎ 0676/88509970

✉ fafe.innsbruck.stadt@fruehfoerdern.at

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

Counseling by appointment

**Services:** Accompanying children and adolescents with developmental delays and/or disabilities in their free time, from birth until 18 years old, who receive care allowance (*Pflegegeld*) or a higher family allowance (*Familienbeihilfe*). By providing free time assistance, we relieve families and caring relatives in everyday life and enable them to take time to rest. An opportunity for children and parents to rediscover and use their own freedom. Additionally, parents can apply for holiday supervision of children who attend kindergarten or school. The approved hourly rate in the Province of Tyrol ranges from 40 to 376 hours per year and depends on the particular family situation. The deductible depends on the amount of care allowance.

🚌 **Bus and tram stop (IVB):** Andechsstraße (C, F, T)

→ see also **64 Wäscheleine** ("Clothesline") (p. 29)  
and **72 Relief Work for Family Assistance (Caritas)** (p. 32)

**43 COURAGE Innsbruck – Center for Partner, Family and Sexual Counseling**

Salurner Straße 15 / 2<sup>nd</sup> floor /(Casino-Hilton-Passage);  
barrier free

☎ 0699/16616663 ✉ innsbruck@courage-beratung.at

[www.courage-beratung.at](http://www.courage-beratung.at)

Counseling hours: Mon, Wed, Thu 17:00–20:00

Appointments must be made in advance!

Tel. appointment scheduling: Mon–Thu 9:00–15:00

**Services:** Advice for youth, adults, couples, families and (youth) groups. Focus: sexuality and relationships, same-sex love and lifestyles, questions concerning trans identities and intersexuality, rainbow families and violence and sexual assault. Counseling, information and help in topics such as: relationship, marriage and partner conflicts, sex education, self-determined sexuality, sexual orientation, problems with (couples) sexuality, contraception, pregnancy, desire to have children, gender identity, gender role conflicts, sexual cultures, eroticism and sexuality of people with disabilities, sexuality in old age, stressful sexual desires, and experiences with discrimination and (sexual) violence. LGBTIQ counseling and support with family situation (parents and caregivers, partners, relatives, etc.). Education in the form of workshops, lectures, seminars, etc. for school and extracurricular youth work, adult education also for facilitators (*Multiplikator\*innen*) and educational/supervisory institutions.

Counseling also in English, Italian, Romanian and Hungarian.

🚌 **Bus and tram stops (IVB):** Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

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

Anichstr. 11, 1<sup>st</sup> floor; barrier free

☎ 0512/576644 ✉ beratung@mannsbilder.at

[www.mannsbilder.at](http://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:** The men's counseling center 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. (2, 3, 5, STB, F, R, 501–503)

#### 45 Volkshilfe Visitation Support

Dr.-Franz-Werner-Straße 34, barrier free

☎ 050/8902000 ✉ besuchsbegleitung@volkshilfe.net

Opening hours: Wed und Thu by appointment

**Services:** Support for parents in maintaining, newly establishing or re-establishing contact between children and parents; and in setting up a framework for child-appropriate and conflict-free visitation. Offers for self-financing parents and financial options for state funding or for parents required by Child and Youth Welfare.

🚏 **Bus and tram stops (IVB):** Haller Straße (504), Hochhaus Schützenstraße (2, 5)

#### 46 Volkshilfe MarteMeo Counseling

Südtiroler Platz 10–12/6<sup>th</sup> floor, barrier free

☎ 0676/897452270 ✉ martemeo@volkshilfe.net

Opening hours: by appointment

**Services:** Counseling methods with video support in order to implement and build up skills, strengths and methods of parents in a goal-oriented way. Offers for self-financing parents, as well as parents required by Child and Youth Welfare.

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)



## VIOLENCE / ABUSE

→ see also **44** Mannsbilder

### 47 Tyrol Women's Shelter

House address: private

Counseling Center: Adamgasse 16

☎ 0512/342112 (counseling and women's shelter available at all hours), Online counseling: ✉ [wohnen@frauenhaus-tirol.at](mailto:wohnen@frauenhaus-tirol.at)

Office and Management: ☎ 0512/272303

✉ [office@frauenhaus-tirol.at](mailto:office@frauenhaus-tirol.at)

[www.frauenhaus-tirol.at](http://www.frauenhaus-tirol.at)

**Services:** "Frauenhaus Tirol" (Tyrol Women's Shelter) 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 shelters are also child protection centers. Protection shelters offering multi-layered, interdisciplinary and intercultural counseling and accompaniment services for women, children and teenagers who experience or are threatened by violence. Outpatient (family) advice centers and legal counseling in Innsbruck. Shelter and counseling centers 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 stops (IVB):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

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

### 48 Tyrolean Children and Youth GmbH

Prevention – Counseling – Accompaniment – Protection

Museumstraße 11/1<sup>st</sup> floor; barrier free

☎ 0512/552358 ✉ [office@kinder-jugend.tirol](mailto:office@kinder-jugend.tirol)

Please check our homepage for opening hours:

[www.kinder-jugend.tirol](http://www.kinder-jugend.tirol)

**Services:** "Tiroler Kinder und Jugend GmbH" (Tyrolean Children and Youth GmbH) supports children and youth in three specialist areas: operating counseling, protection and supervisory institutions; operating Tyrolian child protection with counseling centers in Innsbruck, Imst, Lienz, Wörgl and Reutte, as well as making outpatient and inpatient help in parenting for available in Tyrol Province; operating Turntable – crisis center for children and youth at the Turntable shared living residence in Kufstein, as well as the short-term, staffed, shared living residence neMon in Schwaz. We also offer SCHUSO – school social work in Tyrol with 43 current locations and additional prevention work. All counseling offers are free.

🚌 **Bus and tram stop (IVB):** Museumstr. (1, 2, 3, 5, STB, A, C, J, M)

→ see also **28** KIZ (p. 17)

## 49 Tyrol Center for Protection from Violence

Maria-Theresien-Str. 42a

☎ 0512/571313 ✉ [office@gewaltschutzzentrum-tirol.at](mailto:office@gewaltschutzzentrum-tirol.at)

[www.gewaltschutzzentrum-tirol.at](http://www.gewaltschutzzentrum-tirol.at)

Opening hours: Mon–Wed 9:00–17:00, Thu 9:00–20:00,  
Fri 9:00–13:00; by appointment

**Services:** Counseling and support for people affected by domestic violence or stalking, guidance through the legal process (psychosocial 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/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

## 50 Women Against Rape

Sonnenburgstr. 5; not barrier free

(alternative space available if needed – contact us!)

☎ 0512/574416 ✉ [office@frauen-gegen-vergewaltigung.at](mailto:office@frauen-gegen-vergewaltigung.at)

[www.frauen-gegen-vergewaltigung.at](http://www.frauen-gegen-vergewaltigung.at)

Opening hours: Mon, Fri 9:00–12:00 and Tue, Thu 9:00–16:00

**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)

## FOOD / SLEEPING / CLOTHING

## 51 Tyrol Social Market

Adamgasse 13–15

☎ 0512/580593

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

Opening hours: Mon–Fri 8:30–12:30, Wed 15:00–18:00

**Services:** Günstige Einkaufsmöglichkeit für Lebensmittel.

**Services:** Low-cost 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, € 1.250–1.300 for multi-person households, € 100 per child. Christmas, vacation and disability allowance is not calculated in. Customer card can be applied for at the “Sozialmarkt” (Tyrol Social Market) (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):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

## 52 “Textil” – Clothing Distribution

Red Cross Innsbruck

Sillufer 3/3 A (access above parking lot – see sign)


☎ 0512–33444 ✉ [info@roteskreuz-innsbruck.at](mailto:info@roteskreuz-innsbruck.at)

[www.roteskreuz-innsbruck.at](http://www.roteskreuz-innsbruck.at)

Opening hours: by appointment (telephone or email)

**Services:** Free distribution of second-hand clothing to people in need. Clothing is donated from the public and sorted and distributed by Red Cross workers.



Clients are registered or accompanied by a social agency and receive an access card. What is the access card for? The Austrian Red Cross helps with this. This only works if access to the clothing distribution center TEXTIL happens in a controlled manner. Clothing is only given to people who are supervised or accompanied by social agencies.

 **Bus and tram stops (IVB):** Tivoli (J, T), Leipziger Platz (2, 3, 5, C)

### 53 Team Österreich Tafel (Food)

Rotes Kreuz Innsbruck


Sillufer 3/3 A (access above parking lot – see sign)

 0512–33444  [info@roteskreuz-innsbruck.at](mailto:info@roteskreuz-innsbruck.at)

[www.roteskreuz-innsbruck.at](http://www.roteskreuz-innsbruck.at)


Opening hours: every Saturday (except holidays) – see distribution hours on homepage

**Services:** Free distribution of groceries to people with low incomes or whose income is not enough for daily living costs. Offered groceries depend on donations from businesses. Access cards are issued at registration.


 **Bus and tram stops (IVB):** Tivoli (J, T), Leipziger Platz (2, 3, 5, C)

### 54 Serviten


Maria-Theresien-Str. 42

 0512/588883

**Services:** Everyday at 11:15, free soup kitchen.

 **Bus and tram stop (IVB):** Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

### 55 Vinzibus

 [vinzibus@gmx.at](mailto:vinzibus@gmx.at)


Mon–Sun, 18:00 Uhr: St. Paulus Church, Reichenauer Str. 68;  
Mon–Sun, 18:30: Kapuzinerkloster/Wolfgangsstube, Kaiserjägerstr. 6; Mon–Sun, 19:00: Parking lot at the Markthalle garage, Herzog-Siegfried-Ufer 5

**Services:** Free hot food and drink.

### 56 Kapuzinerkloster/Wolfgangstube

Kaiserjägerstr. 6

Contact: Mobile and stationary outreach services


 0676/87306293

**Services:** Free breakfast Mon–Fri 8:30–10:00,  
Free dinner Mon–Sun 18:30.

 **Bus and tram stop (IVB):** Polizeidirektion (A, R, 502, 504)

### 57 Kloster der Barmherzigen Schwestern/ Katharinastube

Rennweg 40

Contact:  0676/87306330

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

 **Bus and tram stop (IVB):** Mühlauer Brücke (1, A, T, 502–504)

**58 ISD-Alexihaus (Shelter)**

Dreiheiligenstr. 9b; barrier free

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

Opening hours: 7:00–23:00

Please sign in before 19:00

**Services:** Emergency overnight 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, leisure activities. 10 min. by foot from train station.

🚏 **Bus and tram stops (IVB):** Dreiheiligenstr. (F), Ing.-Etzel-Str. (1), Sillpark (2, 3, 5, C, F, J)

**59 ISD-Herberge (Shelter)**

Hunoldstr. 22; barrier free

☎ 0512/5331-7840 ✉ herberge@isd.or.at

Opening hours: Mon–Sun 6:00–23:00

**Services:** Emergency overnight 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, leisure activities. *Care* from nurses and caregivers (on workdays): Body hygiene, if needed, wound care and bandage changing. Medical advice from a general physician and psychiatrist. 10 minutes walking from train station.

🚏 **Bus and tram stops (IVB):** Leipziger Platz (2, 3, 5, C), Tivoli (J)

**60 Tyrol Social Services GmbH – Winter Emergency Overnight Shelter**

Schusterbergweg 73

☎ 0660/4125564 ✉ nostel@tsd.gv.at

Available by telephone: between 17:00 Uhr and 9:00 Uhr

Opening hours: daily from 18:00 until 8:0

**Services:** Emergency overnight shelter: place to sleep, warm meal, clothing, hygiene articles, shower, laundry, hygiene advice, basic psychosocial care, social work (counseling, crisis intervention, networking, placement or referral to another institution).

🚏 **Bus and tram stop (IVB):** Siemens Innsbruck (502)

**61 Nikado**

Matthias-Schmid-Straße 10

☎ 0699/16340130 ✉ nikado@tsd.gv.at

Opening hours: Mon–Sun 12:30–18:30

Winter opening hours: Mon–Sat 12:30–18:30;

Sundays and holidays 11:00–17:00

**Services:** Personal counseling on voluntary basis, support in change and improvement of life situation, support in concerns of daily life and in official matters, support in building up trust in the help system, providing alcohol-free drinks (tea, coffee), providing small warm meals and snacks, referral to other specialized institutions, alcohol tolerance.

🚏 **Bus and tram stop (IVB):** Kletterzentrum (B)

**62 Mentlvilla (Caritas)**

Mentlgasse 20

☎ 0512/564351 ✉ [mentlvilla.caritas@dibk.at](mailto:mentlvilla.caritas@dibk.at)

Opening hours: Mon–Fri 16:30–9:45 (closed between 9:45 and 16:30), open all day on Sat, Sun, holidays

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

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

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

Viaduktbogen 35; barrier free

☎ 0512/560623 ✉ [kleiderausgabe@obdachlose.at](mailto:kleiderausgabe@obdachlose.at)[www.obdachlose.at](http://www.obdachlose.at)

Opening hours: Mon–Fri 9:00–12:00

**Services:** Clothing handout center for low-income people ages 18 and up with an income under € 966,65 per month (updated 2020).

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

**64 Wäscheleine (“Clothesline”) –  
Clothing Handouts for Children**

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

☎ 0699/10283763 ✉ [g.machajdik@tsn.at](mailto: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):** Technik (2, 5, T, K)

→ see also services in “GENERAL ADVICE / HOUSING / WORK” (p. 7–12)

## HEALTH / ILLNESS / CARE

### 65 ISD Social Service

Innrain 24; barrier free

☎ 0512/533180 ✉ info@isd.or.at

[www.isd.or.at](http://www.isd.or.at)

Consultation hours: Mon–Fri 8:00–12:00  
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, outpatient therapy, Innsbruck menu service, and much more.

🚏 **Bus and tram stop (IVB):** Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)

### 66 Volkshilfe Nursing Care

Südtiroler Platz 10–12; barrier free

☎ 050/8900100 ✉ pflegedienste@volkshilfe.net

[www.volkshilfe.tirol](http://www.volkshilfe.tirol)

Opening hours: Mon–Fri 9:00–12:00 Uhr,  
by appointment

**Services:** Advice and information about all services for Volkshilfe Nursing Care, home nursing, home assistance, housekeeping service, dementia assistance, financial support through the dementia assistance fund.

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

### 67 SELBSTHILFE TIROL (Self-Help Tyrol)

Innrain 43/ground floor; barrier free

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

[www.selbsthilfe-tirol.at](http://www.selbsthilfe-tirol.at)

Opening hours: Mon–Fri 8:30–12:00 and by appointment

**Services:** Informing and counseling belong to the most important tasks of the Association of Tyrolian Self-Help Groups. People affected or family members learn what is important around the topic of self-help groups. For example: How can I join a group and where are groups in Tyrol? Or how can I found a new group?

🚏 **Bus and tram stops (IVB):** Klinik/Universität (2, 5, C, F, H, K, M, R), Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503), Marktplatz (A, J, W)

### 68 VAGET – Daytime Therapy Center

Pradler Str. 41; barrier free

☎ 0512/343219, 0676/8982902119

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

Opening hours: Mon 12:00–16:00, Tue–Fri 8:00–16:00

**Services:** Engaging, therapeutic, biographical and nursing group services for senior citizens with mental health problems, especially dementia.

**VAGET – Mobile Psychiatric Care:** outreach services for senior citizens with mental health issues.

Address same as above, ☎ 0676/8982902122

🚏 **Bus and tram stop (IVB):** Leipziger Platz (2, 3, 5, C)



**69 medcar(e)**

Contact: Heiligeiststr. 16

☎ 0676/87306330

Opening hours: Mon 15:45–18:00 office hours Innrain 28,  
Wed 9:00–10:00 office hours at Innrain 28, afterwards at  
the 7 Teestube (Tea Room) , Kapuzinergasse 43,  
Fri starting at 18:00 medcar(e) bus in the city center

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

**Bus and tram stops (IVB):**

*Innrain 28:* Klinik/Universität (2, 3, 5, C, F, H, J, K, M, R),  
Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)  
*Kapuzinergasse 43:* Messe/Zeughaus (1), Bienerstr. (R)

**70 INSIEME – Counseling**

Maximilianstr. 2

☎ 0650/2563894 (Tel. hours to schedule appointments)

Mon–Thu 8:00–8:30 ✉ [insieme.beratung@verein-insieme.at](mailto:insieme.beratung@verein-insieme.at)  
[www.verein-insieme.at](http://www.verein-insieme.at)

**Services:** Overcoming crisis together – Psychological counseling and psychotherapy referral. Counseling for mental health problems such as depressive states, mood swings, overstress, exhaustion, anxiety, concentration and sleep disorders, addiction, lack of self-confidence, psychosomatic symptoms, life and existential crisis, relationship difficulties, couple conflicts, sexual problems, violence or abuse experiences, trauma, difficulty in certain life stages (entering adulthood, aging, pregnancy, etc.).

Counseling offers: precise clarification of problem; diagnosis or development of treatment or counseling suggestions; solution-oriented counseling; professional support in crises and difficult situations; support in finding psychotherapy placement, accompaniment until professional support is found.

The offer is for individuals (youth over 16 years old and adults of all ages), couples and families. Costs: Clarification and diagnosis are free. Further appointments depend on the individual options.

**Bus and tram stop (IVB):** Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

**71 Home Emergency Alert Tyrol**

Red Cross Innsbruck

Hunoldstraße 12

☎ 0810–100144 (24 hours available)

✉ [info@hausnotruf-tirol.at](mailto:info@hausnotruf-tirol.at)

[www.hausnotruf-tirol.at](http://www.hausnotruf-tirol.at)

Opening hours: Mon–Sun 8:00–18:00

**Services:** Inpatient and mobile home emergency alert devices, home care aids rental. Hausnotruf Tirol of Red Cross Innsbruck offers 35 years of immediate aid at the press of a button throughout Tyrol. It offers clients the security necessary in old age, illness or disability to live independently in their own home, and to get immediate help when needed.

The city of Innsbruck covers the monthly costs for Innsbruck residents who are recipients of minimum income and minimum pension.

**Bus and tram stops (IVB):** Tivoli (J), Leipziger Platz (2, 3, 5, C)

## 72 Relief Work for Family Assistance (Caritas)

Heiliggeiststr. 16

☎ 0512/7270-37

Opening hours: Mon–Fri 8:30–16:00

**Services:** Caritas Family Assistance is a “crisis responder” that comes to your home if there is an emergency or last-minute need for childcare in the family. Caritas workers support families in their everyday life during difficult times. The costs are covered by the city of Innsbruck, the towns and the family (self-pay). Donations and sponsors ensure that self-pay for families is adjusted to their income and ability to pay for emergency assistance.

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

## 73 Ministry of Social Affairs Regional Office in Tyrol

Herzog-Friedrich-Str. 3; barrier free

☎ 0512/563101 ✉ [post.tirol@sozialministeriumservice.at](mailto:post.tirol@sozialministeriumservice.at)

Consultation times: Mon–Fri 8:00–12:00,  
afternoons by appointment

Opening hours: Mon–Thu 8:00–15:30, Fri 8:00–14:30

**Services:** Help for family caregivers if they are unable to provide care themselves due to illness or vacation. People who have been the primary caregiver for a close relative for at least one year can apply for a subsidy. This should be the amount to cover the proven costs that the main caretaker had to pay for the substitute care.

Another requirement is the person receiving care must have received the care allowance (*Pflegegeld*) for at least one year at level 3–7 in accordance with the Federal Care Allowance Act (*Bundespflegegeldgesetz*) (level 1 in cases of dementia or under-age relatives).

Support for the cost of professional or private substitute care for at least one to four weeks maximum per calendar year. The subsidy amount depends on the care level, max. € 1.200 to € 2.200. If the duration of substitute care is shortened, then the subsidy will be reduced.

In the case of dementia and under-age relatives, the maximum subsidy is raised by € 300 and can be requested after four days of substitute care.

### *Funding for 24-hour care for persons in need of care:*

With the subsidy model of the Ministry of Social Affairs, people in need of care of their relatives can receive financial support from the support funds for people with disabilities. Walk-in center for questions about 24-hour care and submitting application. Requirements: the person receiving the care allowance is at least level 3, and 24-hour care is necessary. Care must take place in a private household in accordance with the provisions of the Home Care Act. The appropriate application of care will be monitored through quality checks, for example a home visit by trained caretakers from the center “Quality Assurance for In-Home Care”. If the requirements are fulfilled, the subsidy may be granted for up to two caretakers. The subsidy for two self-employed caretakers may be up to € 550; for two regularly employed caretakers up to € 1.100.

🚏 **Bus and tram stop (IVB):** Terminal Marktplatz (1, 2, 3, STB, C, H, M, K, 501–503)

## 74 pro mente tirol / PSD – Psychosocial Services

Karl-Schönherr-Str. 3; barrier free

☎ 0512/589051 and 0664/88358010

✉ psychosozialerdienst.ibk@promente-tirol.at

[www.promente-tirol.at](http://www.promente-tirol.at)

Available hours: : Mon–Thu 9:00–11:00 and 14:00–16:00,  
Fri 9:00–11:00

**Services:** A diverse range of outpatient care services for people with mental health problems. The goal of counseling and accompanying our clients is the promotion of mental health, autonomy and the social participation in society.

Mobile support, basic rehabilitation and daily structure, living, activities supporting daily structure, work, training and work integration, leisure, communication and life quality.

Consultation also in Turkish.

🚏 **Bus and tram stops (IVB):** Tschurtschenthalerstraße (B), Löwenhaus/ORF (502, 503)

## 75 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 8:00–12:00,  
Fri 8:00–12:00. 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! Consultation also in English, Turkish, and with an interpreter if needed.

🚏 **Bus and tram stop (IVB):** Klinik/Universität (2, 5, C, F, H, K, M, R)

## 76 Psychosocial Nursing Care Tyrol

Anichstr. 4

☎ 0512/572750 ✉ kontakt@psptirol.org

[www.psptirol.org](http://www.psptirol.org)

Opening hours: Mon–Fri 8:00–12:00 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. (2, 3, 5, STB, F, R, 501–503)

**77 Kraft für Leben (Power for Life)**

Speckbacherstr. 30

☎ 0699/16202020 ✉ e.kutmon@kraftfuerleben.org

[www.kraftfuerleben.org](http://www.kraftfuerleben.org)

Schedule appointments by telephone

**Services:** Meetings, creativity and awareness seminars, workshops, 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)

**78 AIDS Help Tyrol**

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

☎ 0512/563621 ✉ tirol@aidshilfen.at

[www.aidshilfe-tirol.at](http://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 affected persons, legal information.  
Consultation also in English.

🚏 **Bus and tram stop (IVB):** Klinik/Universität (2, 5, C, F, H, K, M, R)

**79 Patient Representation Tyrol**

Meraner Str. 5; barrier free

☎ 0512/508–7702 ✉ patientenvertretung@tirol.gv.at

Opening hours: Mon–Thu 8:00–12:00 and 14:00–17:00,  
Fri 8:00–12:00

Patient representation has been set up to protect the rights and interests of persons seeking health services or who, due to health issues, require such services – in health or therapeutic facilities or in other health institutions under the government's jurisdiction and in emergency services. The patients receive free counseling and information, independent and non-binding. We are required to maintain confidentiality of all information resulting from our work.

**Services:** Receiving and handling of complaints, as well as the results of investigation, identification and elimination of deficiencies or abuse, providing information about the rights and responsibilities of patients, reviewing suggestions and stating recommendations to improve the position of patients, fulfilling the tasks as the commissioned body according to the Tyrolean patient reimbursement law. Establishing living wills (advance directives).

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

## 80 ZSB – Center for Systemic Oriented Counseling, Treatment and Psychotherapy

Mariahilfpark 4, Top 712, 7<sup>th</sup> floor; barrier free

☎ 0650/2835868 ✉ ZSB@gmx.at

Opening hours: Mon–Fri 9:00–12:00 nach Vereinbarung

**Services:** The ZSB Organization offers free individual, psychosocial and systemic outreach counseling, treatment and psychotherapy. The services are available to at-risk or drug addicted people who are in medical substitution programs, who consume illegal drugs, who have pill or alcohol addiction, as well as to their relatives and close trusted people. Outpatient help for drug withdrawal is also offered.

The individual help includes follow-up care, psychosocial support, therapy offers, counseling for parents and kids, and educational guidance. A special focus is placed on long-term help for re-socialization and support for reintegration into the work force. We also offer free support and companionship for kids and youth in crisis situations.

The institution is barrier-free and reachable from the street; there is a lift in the house. Services are available in German, English, Italian and Spanish.

**Topics:** Drugs, alcohol, follow-up care, withdrawal, crisis situations, addiction, relapse prevention, outreach work, drug counseling, addiction counseling, drug issues, alcohol issues, drugs, addiction, center for systemic oriented counseling, treatment and psychotherapy.

🚌 **Bus and tram stop (IVB):** Mariahilfpark (A)

## 81 St. John Ambulance Tyrol

### 81a: Health and Social Services Charitable GmbH

Josef-Wilberger-Str. 48; barrier free

☎ 0512/2411–24 ✉ pflege.tirol@johanniter.at

Opening hours: Mon–Fri 8:00–12:00

### 81b: St. John Tyrol Ambulance and Rescue Services GmbH

Josef-Wilberger-Str. 48; barrier free

☎ 0512/2411–10 ✉ fahrdienst.tirol@johanniter.at

Ambulance service hours: daily 6:30–23:00

Telephone opening hours: Mon–Fri 6:30–18:00

**Health and Social Services:** Counseling, support and information on possibilities for mobile care and support from the “Johanniter” (St. John Ambulance) (medical in-home care, in-home assistance, housekeeping services, seniors’ café), financial support, etc.

**Ambulance and Rescue Services:** Chauffeur/driving service: help with shopping, assisted recreational trips, doctor and therapy appointments, shuttle service to rehabilitation facilities, student shuttle services, assisted ride to concerts, art exhibitions or other events, shuttle service for social organizations. The “Johanniter” have specially adapted vehicles for wheelchairs (no switching or changing seats), modern and comfortable fleet of vehicles.

🚌 **Bus and tram stops (IVB):** Neu-Arzt (504) or Rotadlerstr. (504)

**82 start pro mente gemGmbH**

Karmelitergasse 21; barrier free

☎ 0699/15918963 ✉ office@startpromente.at

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

Opening hours: Mon–Fri 9:00–13:00

Schedule appointments by telephone or in-person

**Services:** Support and accompaniment for people with mental illness. We offer counseling, attendance and support in difficult life situations and outreach assistance. We offer possibilities for creative and practical work possibilities, including job qualification. We offer contact and meeting up – shared involvement, active participation and co-decision-making are key.

🚏 **Bus and tram stops (IVB):** Heiliggeiststr. (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590), Fritz-Konzert-Str./Cineplexx (1, STB, T)

**Train stops:** Westbahnhof and Hauptbahnhof

**CENTERS FOR PEOPLE WITH DISABILITIES****83 ÖZIV Tyrol – Advocating for the Interests of People with Disabilities**

Bürgerstr. 12 / 2<sup>nd</sup> floor, inner courtyard, barrier free

☎ 0512/571983 ✉ office@oeziv-tirol.at

[www.oeziv-tirol.at](http://www.oeziv-tirol.at)

Opening hours: Mon–Thu 8:00–12:00 and 13:00–16:00,  
Fri 8:00–12:00

Social counseling hours:

Mon–Fri 8:00–12:00 without appointment,

Mon–Thu afternoons only by appointment

**Services:** The ÖZIV Tyrol is the advocacy group for people with disabilities. One of the important tasks is to find solutions together with affected people for different problems related to disability. Our aim is to enable equal and self-determined living for people with disabilities. We offer social counseling, legal counseling, counseling for barrier-free design and construction, assistive aids counseling and rental, and recreational activities in the 8 district clubs.

🚏 **Bus and tram stops (IVB):** Bürgerstr. (1, STB, 3),  
Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503),  
Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503)

**84 ÖZIV SUPPORT Tyrol**

Bürgerstr. 12 / ground floor in the courtyard; barrier free

☎ 0512/571983–17 or 0699/15660611

✉ support@oeziv-tirol.at

Contact hours: Mon–Fri 8:30–12:00

**Services:** ÖZIV SUPPORT offers coaching to people with disabilities or chronic illness who are of working age. Professional coaches with and without disabilities. Coaching promotes each person's abilities and helps to create new prospects in work and private life. Free counseling about disability-specific questions (mobility, financial support, living, etc.), about applications to authorities (e.g. disability pass, care allowance, rehabilitation allowance, etc.) and about social agencies and offers. Financed by the Ministry of Social Affairs. Therefore, services can be used for free.

🚌 **Bus and tram stops (IVB):** Bürgerstr. (1, STB, 3), Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503), Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503)

**85 WIBS – Counseling Center for People with Learning Difficulties**

Anton-Eder-Str. 15

Opening hours: Mon–Thu 9:00–16:00, Fri 9:00–12:00

☎ 0512/578989–53 ✉ wibs@selbstbestimmt-leben.at

[www.wibs-tirol.at](http://www.wibs-tirol.at)

Facebook: @projektwibs

**Services:** WIBS is a counseling center for people with learning difficulties. We find the term “mental disability” (*geistige Behinderung*) offensive. That's why we call ourselves people with learning difficulties (*Menschen mit Lernschwierigkeiten*).

We encourage people with learning difficulties. We strengthen people with learning difficulties.

All people with learning difficulties should live as they want. For example, in work, leisure, living or partnership.

We advise people with learning difficulties. And we advise people without learning difficulties.

WIBS is barrier free. We use Easy Language (*Leichte Sprache*).

🚌 **Bus and tram stops (IVB):** Pacherstraße (J), Sonnpark (3)

**86 Government Office of Tyrol Province – Social Department – Support for War Victims and People with Disabilities**

Michael-Gaismair-Str. 1 / Parterre, Zimmer 12

☎ 0512/508–3693 or –7660 ✉ ukmb@tirol.gv.at

Opening hours: Mon–Fri 8:00–12:00,

nachmittags nach telefonischer Vereinbarung

**Services:** Financial support for housing needs. Subsidy for the purchase of assistive aids. Subsidy for improving the living situation. Funding for rehabilitation or education/training.

**Application form and guidelines:**

<https://www.tirol.gv.at/gesellschaft-soziales/soziales/beihilfen/unterstuetzung-kriegsopfer-und-menschen-mit-behinderungen/>

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



**87 slw Innsbruck**

Elisabethstr. 2; barrier free

☎ 0512/582440 ✉ innsbruck@slw.at

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

Opening hours: Mon–Thu 8:30–16:00, Fri 8:30–12:00

Please make an appointment.

**Services:** slw Innsbruck is a mobile agency for people with disabilities. Services include full-time support and assisted living (in residential groups and shared living communities), daily structure and mobile accompaniment to leisure activities. Daily structure means doing things with the support of professionally qualified assistants which is adapted to the client's individual needs and strengths. Consultation also in English.

🚏 **Bus and tram stop (IVB):**

Martin-Luther-Platz/HAK (A, 502, 504)

**88 Finding Work Despite Disability – meine Job.Chance (Lebenshilfe)**

Defreggerstraße 29; barrier free

☎ 050/434–1031 ✉ Job.Chance-ibk@job.chance.tirol

[www.lebenshilfe.tirol/Job.Chance](http://www.lebenshilfe.tirol/Job.Chance)

Opening hours: counseling by appointment

**Services:** A life support service for people with disabilities who need assistance at work. Affected persons receive support and accompaniment in (re)entering working life, searching for a job, adjusting to the company, and managing difficult times at work.

🚏 **Bus and tram stops (IVB):** Gabelsbergerstraße (2, 5), Langstraße (C)

**89 Counseling Center for Deaf People / Interpreter Center for Sign Language**

Franz-Fischer-Str. 7; barrier free, no barrier free bathroom

☎ 0512/580800 ✉ beratung@gehoerlos-tirol.at

[www.gehoerlos-tirol.at/beratungsstelle](http://www.gehoerlos-tirol.at/beratungsstelle)

Counseling hours: Mon 15:00–19:00, Wed 9:00–13:00, Fri 15:00–19:00 (bring disability ID to open counseling, if available)

**Counseling Center Services:** Target group: people who are deaf, hard of hearing (with a 30 % or higher degree of hearing loss) and wear hearing aids/implants, but also relatives (parents, children, siblings, etc.), institutions (clubs, schools, kindergartens, etc.) and anyone interested. All employees are competent in sign language. Consultation in sign language, German and alternative forms of communication. Technical advice; advice in senior citizen clubs; deaf services: telephoning, writing and translating letters, financial advice for sustainable livelihood, living, family, health.

*Public relations work:* General information for hearing persons (e.g. for relatives of deaf persons), library, newsletter, seniors club, etc.

**Job Coaching:** Assisting clients in the workplace, improving and supporting inclusion and equality of customers in the company, raising awareness of supervisors and employees, support directly in the workplace in sign language and German, explaining tasks and work structures.

*Organization of Interpreters:* The interpreter center for sign language organizes sign language interpreters. The translation center for written translation organizes writing translators.

*The respective interpreters and translators works in different contexts: workplace (interviews and meetings, trainings, conferences), continuing education (school, courses), public life (lectures, events), private appointments (official appointments, doctor visits, bank or insurance appointments, parent-teacher meetings), religious events (mass, religious celebrations), evaluation of financing interpreter services, scheduling appointments.*



**Interpreter Services:** Organization of interpreters for various matters: workplace (presentation and conversations with colleagues, training, company meetings), continuing education (school, courses), public life (lectures, informational events), private appointments (official visits, doctor visits, bank appointments, insurance meetings, parent-teacher talks in school and kindergarten), religious appointments (fairs, celebrations), explanation of funding interpreter costs, scheduling appointments.

*In the Workplace:* Accompanying clients in the workplace, improving and supporting inclusion and equality for clients in companies, raising awareness of managers and employees, supporting through sign language and German, explaining work tasks and structures.

 **Bus and tram stop (IVB):** Kaiserschützenplatz (M, 505, 590)

## 90 Job Training Innsbruck (Aufbauwerk)

Rennweg 17b; barrier free

 0512/585814  office.innsbruck@aufbauwerk.com

**Services:** "Aufbauwerk" is an organization for young people in Tyrol who need support. "Aufbauwerk" promotes the development of young people through education. Young people are treated as equals with the supervisors. Practical modules: design, electrical data processing and archiving, housekeeping, cooking, building and landscape maintenance, service, workshop, carpentry, bike repair. Training modules: career planning and job interview training, health and sexuality, "I" communication skills, life skills, participation, empowerment, school education. Also: first aid courses, outdoor adventure education, self-defense, driver's license, European Computer Driving License (ECDL).

**Job Coaching:** Career planning, trial periods in companies, placement in a suitable workplace. This is offered to young people who have completed school and need support in searching for a job. We can arrange support from an interpreter for the first consultation. Requirement: must be eligible according to the Tyrolean Participation Act (*Teilhabe-gesetz*).

 **Bus and tram stop (IVB):** Martin-Luther-Platz/HAK (A, 504)

**91 MOHI Tirol gGmbH**

Heiligegeiststr. 21/2; barrier free

☎ 0512/579583 ✉ [mohi@mohi-tirol.at](mailto:mohi@mohi-tirol.at)

[www.mohi-tirol.at](http://www.mohi-tirol.at)

Opening hours: Mon–Thu 9:00–13:00 and 13:30–17:00,  
Fri 9:00–13:00

**Services:** Long-term support for people with disabilities, mental health problems, addictions, HIV/AIDS. Mobile assistance under the Tyrol Participation Act. Socially inclusive daily accompaniment; advice, motivational work, discussions, accompaniment to official appointments, getting around, shopping, accompaniment in leisure activities, household assistance. Available in Innsbruck City and Innsbruck-Land (greater Innsbruck area). For Oberland (Landeck, Imst and Innsbruck-Land-West), there is a regional office in Telfs.

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

**92 Living, Leisure, Mobile Assistance (Lebenshilfe)**

Ing.-Etzel-Straße 11; barrier free

☎ 050/434–0 ✉ [Beratung-ibk@lebenshilfe.tirol](mailto:Beratung-ibk@lebenshilfe.tirol)

[www.lebenshilfe.tirol](http://www.lebenshilfe.tirol)

Opening hours: Mon–Thu 9:00–12:00 and 13:00–15:00,  
Fri 9:00–12:00 and by appointment

**Services:** People with disabilities are entitled to accompaniment. Whether you need support in everyday life, in organization of life affairs or in leisure activities, Lebenshilfe counselors give neutral advice. They inform clients about local services and facilitate the necessary support.

The Lebenshilfe itself offers full-time supported living (shared living communities, single apartments with full-time support) or mobile hourly accompaniment and assistance in your own home. Available in the city of Innsbruck and villages in Tyrol.

🚏 **Bus and tram stop (IVB):** Ing.-Etzel-Str. (1),  
Sillpark (2, 3, 5, C, F, J)

**93 Job-Fit (Innovia)**

Rennweg 7a; barrier free

[www.job-fit.innovia.at](http://www.job-fit.innovia.at)

**Job-Fit for Workers:**

☎ 0676/84384342 ✉ [christiane.zimmer@innovia.at](mailto:christiane.zimmer@innovia.at)

[www.job-fit.innovia.at/de/Bildung](http://www.job-fit.innovia.at/de/Bildung)

**Services:** Individually tailored education and qualification services for workers with learning difficulties and disabilities. The aim is to open the door to new jobs through training, to find a new job or to keep an existing job and continue developing professionally. The training involves courses and individual training.

**Job-Fit for Companies:**

☎ 0676/84384344 ✉ [bettina.unger@innovia.at](mailto:bettina.unger@innovia.at)

[www.job-fit.innovia.at/de/Unternehmensberatung](http://www.job-fit.innovia.at/de/Unternehmensberatung)

**Services:** Information and support for companies about anything relating to employment and disability. Through targeted information and on-site support, we help you to succeed in increasing economic and social value. Advice on employment issues involving workers with learning difficulties and disabilities; on legal innovation or subsidies; on employment of workers who need altered working conditions due to an accident, illness or mental or chronic illnesses; questions of which type of work in the company can be done by people with disabilities and/or learning difficulties; if you see the need for training or professional develop-

ment for your employees with disabilities or learning difficulties, or if you or other employees want to feel more comfortable being in contact with people with disabilities or learning difficulties and need training or information. We give you non-binding and free advice on site!

#### **Job-Fit for Girls:**

☎ 0676/84384350 ✉ gerda.reiter@innovia.at  
[www.job-fit.innovia.at/de/JobFit-Maedels](http://www.job-fit.innovia.at/de/JobFit-Maedels)

**Services:** Accompanying girls and young women in transitioning from school to job for 10 to 18 months maximum. Participants work on specific career goals, learn about different jobs through internships and improve important competences/requirements needed on the job or in secondary schooling. Focus: New media, computer and basic education. Job preparation is aimed at girls and young women up to 24 years old who have learning difficulties and disabilities at a disability degree over 30 %.

#### **Job-Fit for Persons on the Autism Spectrum:**

☎ 0676/84384342 ✉ christiane.zimmer@innovia.at  
[www.job-fit.innovia.at/de/Autismus](http://www.job-fit.innovia.at/de/Autismus)

**Services:** Job preparation and qualification, which involves the entire accompanied process of job training through entry into the labor market. Project focus in IT field: Information Technology, network technology, graphics, media design, administration or quality control. The Project clarifies and promotes computer skills and participant talents. Individual qualification and career guidance are specifically tailored to the career goals and opportunities. The project is for adolescents and young adults between the ages of 15–30 who have an autism spectrum diagnosis.

🚌 **Bus and tram stop (IVB):** Löwenhaus/ORF (502, 503)

→ see also 40 MFI Therapeutic Pedagogical Families, 41 Early Childhood Intervention and Family Support (p. 22) and 42 Free Time Assistance and Family Relief (p. 23)

## **94 Arbeitsassistentz Tirol gGmbH (Job Assistance)**

**94a: Job Assistance for Adults and Youth**

**94b: Job Coaching**

**94c: Technical Assistance**

Fürstenweg 80; barrier free

☎ 05/99699–100 ✉ office@arbas.at

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

Opening hours: Mon–Thu 8:00–16:00, Fri 8:00–12:00

For people with an impairment or illness, it is especially difficult to find suitable work or to keep it long term. Job Assistance Tyrol offers help with its experienced and trained team for returning to work life, as well as support when having difficulties or crises at the company. Services are for free.

#### **Job assistance service for adults and youth:**


Finding a secure job for youth and adults with impairments, chronic illness or mental health problems. Counseling for companies which want to or already have hired people with impairment or illness.

#### **Job coaching service:**

Job coaching can be used by people with disabilities and/or illnesses, also by young women and men with special educational needs. Companies that offer suitable jobs are also prepared and advised accordingly. Direct and individual help in the workplace. Accompaniment at the job by members of the job coaching team starting from day one of employment up to six months maximum, regardless of training phases. Help with organizational problems or with crisis in everyday work life.


**Technical assistance services:**

The technical assistance informs and helps people with disabilities in selecting and fitting appropriate technical aids. Technical aids are devices that assist people with disabilities with their independence and staying healthy in the workplace. Evaluation of necessary aids and setting in the workplace; organization of rentals; evaluation of necessary changes in the organization of work; support with application for financial support for technical aids or design changes; evaluation of education and workplace adjustments.

 **Bus and tram stops (IVB):** Exlgasse (F),  
Höttinger Au/EKZ West (2, 5)

**DRUG & ADDICTION SERVICES****95 ASP Outpatient Addiction Prevention (ISD)**

Liebeneggstr. 2; barrier free

 0512/5331–7440  [asp@isd.or.at](mailto:asp@isd.or.at)


[www.isd.or.at](http://www.isd.or.at)

Sign-in and appointment scheduling hours:

Mon and Wed 9:00–12:00

Open hours by telephone: Mon–Fri 9:00–19:00;  
outside office hours: 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, 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):** Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

## 96 Drug Work Z6

Dreiheiligenstr. 9

☎ 0699/13143316 ✉ beratung@drogenarbeitz6.at

[www.drogenarbeitz6.at](http://www.drogenarbeitz6.at)

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

### Drug Counseling:

Call for an appointment

☎ 0699/11869676, 0680/3066075, 0680/1289712

✉ beratung@drogenarbeitz6.at

**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. Expert help on questions about substances, drug safety checking, online counseling, workshops and team training, certified agencies in accordance with § 15 SMG.

### MDA Basecamp:

☎ 0676/3659118 ✉ mobile@drogenarbeitz6.at

**Services:** Mobile drug work, information and advice for parties, violence prevention in nightlife.

**Drug Checking:** Mon 17:30–20:30 ☎ 0699/11869676

No appointment needed.

**Services:** Free and confidential drug safety checks, providing information.

🚌 **Bus and tram stops (IVB):** Dreiheiligenstr. (F), Ing.-Etsel-Str. (1), Sillpark (2, 3, 5, C, F, J)

## 97 Mentlvilla Drop-In Center – Meeting Place for Drug Users

Mentlgasse 20

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

Opening hours: Mon, Tue, Thu, Fri 11:00–14:00,

Wed 16:30–19:00 (only for needle exchange),

Thu 14:00–15:00 open hours for women;

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, 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, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

→ see also 62 Mentlvilla (Caritas) (p. 29)

## 98 Addiction Help Tyrol

Counseling center Innsbruck, Anichstr. 10/II

☎ 0512/580080 ✉ office@suchthilfe.tirol

[www.suchthilfe.tirol](http://www.suchthilfe.tirol)

**Services:** Outpatient advice, information and follow-up for people with alcohol, prescription drug and nicotine addiction, gambling addiction, or for people at risk of addiction and their relatives, or who want to quit smoking.

Additional locations in each district of Tyrol. Info and contact:

☎ 0512/580080–22

🚏 **Bus and tram stops (IVB):** Bürgerstr. (1, 3, STB), Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503)

## 99 abrakadabra (Caritas)

Kaiser-Josef-Str. 9

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

Opening hours: Mon–Fri 9:00–15:00

[www.abrakadabra.caritas-tirol.at](http://www.abrakadabra.caritas-tirol.at)

**Services:** Work project for people with addiction: shipping service, creative branches (weaving, sewing, workshop) outdoor work.

🚏 **Bus and tram stops (IVB):** Klinik/Universität (2, 3, C, F, H, J, M, R), Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)

→ see also 67 SELBSTHILFE TIROL (p. 30)

## MIGRATION

### 100 ZeMiT – Center for Migrants in Tyrol

Andreas-Hofer-Str. 46; barrier free

☎ 0512/577170 ✉ office@zemit.at

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

Opening hours: Mon–Fri 8:00–12:00, afternoons by appointment. Appointments required!

Counseling by telephone: Tue, Wed, Thu 13:00–14:30

**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, and Arabic.

Consultation at AMS Innsbruck: Mon, Tue, Thu 8:00–12:00. 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)



### 101 Training and Career Counseling (Innovia)

Südtiroler Platz 6 / 1<sup>st</sup> floor; barrier free

Brigitte Carraro: ☎ 0676/84384365

✉ brigitte.carraro@innovia.at

Sandra Linter: ☎ 0676/84384361

✉ sandra.linter@innovia.at

[www.bildungsberatung.innovia.at](http://www.bildungsberatung.innovia.at)

Counseling hours: Mon–Thu 10:00–14:00  
or call to make an appointment

**Services:** Free training and career counseling for people with migration experience. Thu you come from another country? Thu you want to study or continue your education? We can help you improve your educational opportunities. We offer independent counseling and information on jobs and education. We discuss your option with you. We support you in realizing your strengths, talents and interests. We clarify which education and experiences you have. We help you to get certificates accredited. We work with you to create an education plan. We support you by explaining financial options for education. We assist you with registration. These offers are open to everyone, but particularly aims to support people with migration experience. Consultation also in English and French.

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

### 102 Association “menschen.leben”

Maria-Theresien-Str. 57; barrier free

☎ 0699/10386807 ✉ hohlbrugger@menschen-leben.at

[www.menschen-leben.at/tirol](http://www.menschen-leben.at/tirol)

Opening hours: Mon, Tue, Thu 9:00–12:00,  
no appointment required

**Services:** German courses for persons entitled to asylum and subsidiary protection, as well as third country citizens (in part with childcare). Also training and early intervention program HIPPY.

🚏 **Bus and tram stop (IVB):** Triumphforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

### 103 FLUCHTpunkt

Jahnstr. 17

☎ 0512/581488 ✉ info@fluchtpunkt.org

[www.fluchtpunkt.org](http://www.fluchtpunkt.org)

Counseling hours: Mon, Thu 10:00–14:00, Tue 14:00–18:00,  
also by appointment

**Services:** Help, counseling and intervention for refugees: women, men and teenagers who are insufficiently or not at all covered in the current care, counseling and insurance system. FLUCHTpunkt provides counseling to people based on need and emergency situation, not based on legal status. Free and anonymous. Translator if needed.

🚏 **Bus and tram stop (IVB):** Dreieiligenstr. (F)

**104 Women from all Countries**

Tschamlerstr. 4

☎ 0512/564778 ✉ info@frauenausallenlaendern.org

[www.frauenausallenlaendern.org](http://www.frauenausallenlaendern.org)

Facebook: Frauen aus allen Ländern

Opening hours: Mon 13:30–15:00, Tue 8:30–11:30  
and 13:30–16:00, Wed 8:30–10:30 and 13:30–16:00

**Services for women and girls  
who have migrated or fled to Austria:**

*Educational offers:* German courses, literacy courses, basic education, political education, extra classes in the afternoon, mother-child groups, exam preparation, workshops

*Counseling:* 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, motherhood counseling

*Recreational and cultural offers:* Examples include bicycling or yoga courses, museum visits, participation in public events.

Consultation with or without translator in Russian, Turkish, Kurdish, Arabic, Farsi, Bosnian, Croatian, Serbian, English, Spanish, French, German, and if possible, other languages.

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

**105 Ankyra – Center for Intercultural Psychotherapy – Diakonie Refugee Service**

Müllerstr. 7; elevator available

☎ 0512/564129 ✉ ankyra@diakonie.at

[www.fluechtlingsdienst.diakonie.at](http://www.fluechtlingsdienst.diakonie.at)

Register and schedule an appointment

**Services:** Interpreter-supported, trauma-specific psychotherapy for asylum seekers, refugees, people with subsidiary protection and immigrants in individual and group settings.

🚏 **Bus and tram stop (IVB):** Triumphforte/ Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

**106 Tyrol Social Services**

**106a:** Sterzinger Str. 1; barrier free

☎ 0512/21440 ✉ office@tsd.gv.at

[www.tsd.gv.at](http://www.tsd.gv.at)

**106b:** Trientlgasse 4

Opening hours: Tue 9:00–11:00, Thu 14:00–16:00

**Services:** Responsible for ensuring basic care for all asylum seekers residing in Tyrol (care, accommodation, food, medical care, arranging school attendance).

🚏 **Bus and tram stop (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

## 107 Diakonie Refugee Services

Bürgerstr. 21/1; not barrier free,  
contact us in advance if needed

☎ 0512/323072-1 ✉ [beratung.tirol@diakonie.at](mailto:beratung.tirol@diakonie.at)  
[www.diakonie.at/fluechtlingsdienst](http://www.diakonie.at/fluechtlingsdienst)

### Independent Legal Advice

Opening hours: Mon 15:00–18:00, Thu 10:00–13:00 without advance notice, appointments also available

People with refugee or migration backgrounds are often in situations where others make decisions about them and their lives. We inform refugees and migrants of their rights and help them to exercise their rights. This way we enable them to get back as room to act and decide as possible. The independent legal advice center in Tyrol offers free counseling with interpreters for refugees and migrants in asylum or immigration police procedures, as well as in procedures dealing with settlement and residency laws.

### Counseling service

Counseling in the asylum procedure; documenting and writing statements, applications and legal remedies; preparing asylum seekers for the interview at the Office of Immigration and Asylum (BFA); counseling and representation in residency proceedings; counseling when changing residency status in accordance with asylum, settlement and residency laws; counseling for and filing legal suits in cases dealing with basic social care. Referral to other specialized agencies, if needed.

During counseling opening hours, interpreters for Dari/ Farsi and Arabic are present, further languages upon request.

### Integration and Education Center Innsbruck

☎ 0664/88682255 ✉ [integration.tirol@diakonie.at](mailto:integration.tirol@diakonie.at)  
Opening hours for counseling (no advance notice needed):  
Wed 9:00–12:00 and by appointment

**Services:** An agency of the “Diakonie Flüchtlingsdienst” (Diakonie Refugee Services) with offices in Telfs, Wörgl, Imst und Innsbruck. It offers start-up help for refugees and people with subsidiary protection who want to build a future in Tyrol.

### Housing Counseling

IBZ Innsbruck supports recognized refugees, as well as people with subsidiary protection, in independently searching for a place to live; helps with the renting process and answers legal questions about renting. Services are for free.

### Integration and Social Counseling

At the end of the asylum procedure, people face a long and difficult process. We see integration as the possibility to take part in the social, economic, work, cultural and political life in Austria. We offer planning and support in different areas.

### Housing through starter apartments

The Diakonie Refugee Services can take on the role as rent owner to lower difficulties in the search for apartments.

🚏 **Bus and tram stops (IVB):** Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503), Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503)

**108 ÖIF – Tyrol Integration Center**

Lieberstr. 3

☎ 0512/561771

[www.integrationsfonds.at/tirol](http://www.integrationsfonds.at/tirol)

Opening hours: Mon–Wed 8:00–16:30, Thu 8:00–18:30,  
Fri 8:00–16:30

**Services:** Advice for immigrants and refugees on important questions for integration, promoting German courses and values. Providing mandatory values and orientation courses to persons entitled to asylum and subsidiary protection, and more in-depth courses on work and career, women, health, culture and society, environment and neighborhood, as well as integration projects, such as “Mentoring for Migrants”. Refugees and immigrants can access free learning material and online exercises on [www.sprachportal.at](http://www.sprachportal.at).

**Target groups:** refugees, people with subsidiary protection, asylum seekers who are highly likely to get asylum, third-country nationals; people with migration background; institutions, organizations and facilitators in the integration, social and educational fields.

🚌 **Bus and tram stop (IVB):** Triumphpforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

**109 Austrian Association for Human Rights**

Meinhardstr. 5a; barrier free

☎ 0512/582551 ✉ [tirol@verein-menschenrechte.at](mailto:tirol@verein-menschenrechte.at)[www.verein-menschenrechte.at](http://www.verein-menschenrechte.at)

Opening hours: Mon–Fri 8:00–12:00  
(appointment by telephone recommended)

**Services:** *Advice for voluntary departure* to the responsible Dublin State and to 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 how the first instance procedure will run, as well as assistance through it.

Consultation also in English, French, Italian, Arabic, Spanish, Russian, Ukrainian, Bosnian, Croatian, Serbian.

🚌 **Bus and tram stops (IVB):** Landesmuseum (1, 2, 3, 5, STB, A, C, J, M)

## SUPPORT IN DISTRESS AND EMERGENCY

The following institutions offer support in cases of financial distress:

### Innsbruck Relief Work

**Deputy Mayor Johannes Anzengruber**

City Hall (room 1307), Maria-Theresien-Str. 18

☎ 0512/5360-1307, Mon–Fri 8:00–12:00

✉ [einmalige-unterstuetzung@innsbruck.gv.at](mailto:einmalige-unterstuetzung@innsbruck.gv.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 1307). 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 of any kind are directly transferred (e.g. rent, electricity; does not cover security deposits).

🚌 **Bus and tram stop (IVB):** Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503)

### Tyrolean Relief Work

Contact: Michael-Gaismair-Str. 1 / ground floor, room 12

Department of Social Affairs, Division of Support for

Tyroleans in Need

☎ 0512/508-3693 or -3692

✉ [tiroler.hilfswerk@tirol.gv.at](mailto:tiroler.hilfswerk@tirol.gv.at)

Public opening hours: Mon–Fri 8:00–12:00,

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 subsidy:*

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)

### State Support Fund

Contact: Office of Governor Günther Platter

☎ 0512/508-2000

✉ [landeshauptmann@tirol.gv.at](mailto:landeshauptmann@tirol.gv.at)

**Services:** Financial support for Tyrolean families in danger of losing their livelihood (e.g. in the event of the death of the family provider or a fire).

### Netzwerk Tirol hilft (Tyrol Help Network)

Eduard-Wallnöfer-Platz 3

Contact: ☎ 0512/508–2014

✉ [netzwerk@tirol.gv.at](mailto:netzwerk@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).

### Volkshilfe Tirol

Südtiroler Platz 10–12; barrier free

Opening hours: Mon, Wed 9:00–12:00, call for an appointment ✉ [unterstuetzung@volkshilfe.net](mailto:unterstuetzung@volkshilfe.net)

**Services:** One-time financial support for families and single parents in distress through no fault of their own. Taking over of back rent, electricity and utility back payments, electrical appliances such as washing machines or refrigerators. Written application required and available through Volkshilfe National Headquarters. No cash payments.

Required documents: application form, proof of income and expenses of all persons living in the household, household confirmation.

You can get detailed information at Volkshilfe National Headquarters, Tel. 050–8901000

🚌 **Bus and tram stop (IVB):** Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590)

### Rettet das Kind (“Save the Child”) – Tirol

Krippengasse 4; not barrier free

☎ 0512/202413 ✉ [office@rettet-das-kind-tirol.at](mailto:office@rettet-das-kind-tirol.at)

[www.rettet-das-kind-tirol.at](http://www.rettet-das-kind-tirol.at)

Office hours: by appointment

**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)

### Vincent Communities

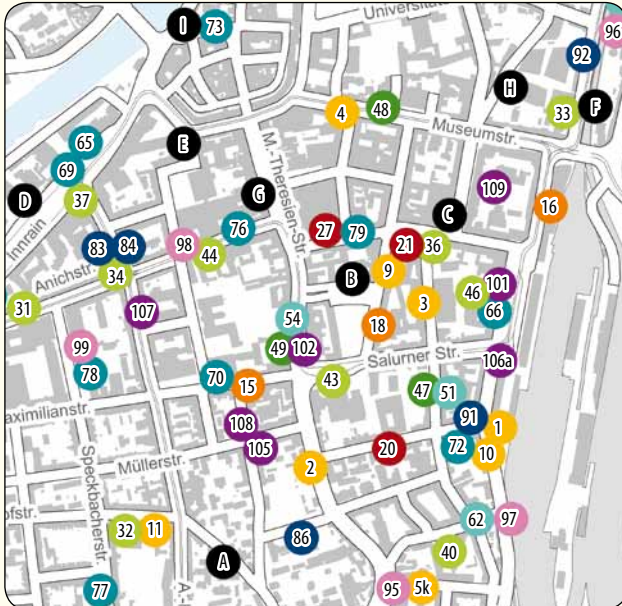
[www.vinzenzgemeinschaften-tirol.at](http://www.vinzenzgemeinschaften-tirol.at)

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.

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

## IMPORTANT ADDRESSES

- A** AMS – Public Employment Service; Schöpfstr. 5 (→ p. 54, 67)
- B** Government Office of Tyrol, Dep. of Housing Subsidies; Eduard-Wallnöfer-Platz 3 (→ p. 59)
- C** Department of Society and Work/Family Division, Meinhardstraße 16 (→ p. 67)
- D** Tax Office Innsbruck; Innrain 32 (→ p. 66)
- E** IVB Customer Center; Stainerstr. 2 (→ p. 57)
- F** Department of Social Affairs; Ing.-Etzel-Str. 5 (→ p. 56)
- G** City Administration of Innsbruck; Maria-Theresien-Str. 18 (→ p. 58)
- H** ÖGK – Austrian Health Insurance Office; Klara-Pölt-Weg 2 (→ p. 61, 66)
- I** Ministry of Social Affairs Regional Office in Tyrol, Herzog-Friedrichstraße 3 (→ p. 71)



© map: 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
- **Guaranteed minimum income**
- 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**
- Information for **people with disabilities**

**TIPS:** 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 2020), but short-term measures due to the Covid-19 situation cannot be taken into account. **The type of support actually available to you might change in the following years, and it often depends on your individual situation. Your support options may be different in reality 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 replace visits in person to the AMS and may not have complete information.**

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 / EMERGENCY UNEMPLOYMENT ASSISTANCE

#### ➔ Which requirements must I meet?

*Basic requirements:* be 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, if you can show proof that longer child-care options do not exist).

*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:* BE AWARE: Application **can only be done in person** at the AMS or through an eAMS online account\* (**Applications for emergency 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.
- 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 certificates, 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 ☎ +43–50904740 to extend the return deadline.

**Additional documents (if available) for emergency unemployment assistance will depend on individual circumstances: for example, proof of income.**

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\* 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 **emergency 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 emergency unemployment assistance. You can receive emergency 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 **emergency unemployment assistance**; health and retirement insurance through the AMS.

*Amount of unemployment benefits:* Depends on net income of the last 12 months; family bonus for children or partner without income or whose income is under the marginal earnings limit. 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.

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

Marginal additional earnings are possible (max. € 460,66 gross income/month, updated 2020) – additional earnings and any changes in economic circumstance **must be reported!**



### TIPS:

#### 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/emergency unemployment assistance (except willing and able to work).

#### Transitional workplaces ...

offer the opportunity for temporary employment in socioeconomic 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. 56.

Note that no in-person visit is currently required to claim unemployment benefits or emergency unemployment assistance. It is not known whether or for how long this regulation will continue to exist. The personal application is mentioned several times in the "Social Route Planner".

Regarding the amount of unemployment benefits, note that there are new regulations as of 1 July 2020.

Regarding the opening hours, note that these only apply now. It is not known how long they will remain, as stated on the website.

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

Schöpfstr. 5

☎ 509–04740 ✉ [ams.innsbruck@ams.at](mailto:ams.innsbruck@ams.at)

<https://www.ams.at/regionen/tirol/geschaeftsstellen/ams-innsbruck>

Opening hours: Mon–Thu 8:00–16:00, Fri 8:00–13:00

Computer access in info area

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

## GUARANTEED MINIMUM INCOME

The following information offers an introduction to the guaranteed minimum income (previously basic benefits or social welfare).

### This information may not be complete!

→ see also: [www.mindestsicherungtirol.at](http://www.mindestsicherungtirol.at)  
SPAK website – Sozialpolitischer Arbeitskreis Tirol  
(Sociopolitical Working Group of Tyrol)

The 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.

### ➔ Which requirements must I meet?

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, emergency unemployment assistance, sick pay, pension, spousal or child support ...); no savings over € 4.586,75; must show willingness to work: reasonable work, AMS or language courses. (There is the possibility of reimbursement for training costs, travel costs to and from the course, and examination fees for German courses.)

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; 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. An application for social benefits can in some cases endanger your Austrian residency permit or prevent you from getting Austrian citizenship!

### ➔ Which documents do I need?

(As copies) Photo ID; residency permit; **bank account transaction list** with the balance from the last three months (available at the bank counter, account printouts are not sufficient!); **income documents** from applicant(s) and from all persons living and working in the same household (pay slips, AMS documents, pension letters, maintenance expenses, rent allowance, housing allowance, sick pay, childcare allowance, rehabilitation allowance, etc.); **rental contract and current proof of rent** divided into

rent and utility costs; other case-related documents and proof of assets (divorce settlement, savings account, life insurance, vehicle registration, etc.); for persons unable to work: proof of trying to find work (e.g. AMS appointment card, proof of job interviews, etc.); for recognized refugees: proof of integration efforts (German course certificates, job search) and proof of amount of basic social benefits; for EU and Swiss citizens: registration certificate after the 4<sup>th</sup> month of residence or proof of legal residency.

### ➔ What do I get?

The guaranteed minimum income 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 guaranteed minimum income can help out. For housing costs, there are additional benefits.

*Minimum rate* (excerpt, updated 2018):

- Single person or single parent: € 688,01
- Single adults or single parents in shared living: € 516,01
- Adults with spouse or partner in a supported living (*Bedarfs-gemeinschaft*): € 516,01
- Additional (dependent) adults in the same household, e.g. adult children living with parents: € 344,01
- Minors living in the same household: depending on the number of children, between € 227,04 and € 110,08

*Bonus payments* for eligible groups are given in March, June, September and December, if you received guaranteed minimum income for 3 months in a row before receiving bonus payments: € 82,56.

*Housing costs:*

Capped by district → Maximum upper limits for rent in Innsbruck, e.g. for one person € 553; for two persons € 691 (updated 2018, not yet adjusted). The difference must be paid by yourself. Also, costs in connection with apartment rental are only proportionally covered. (There is no legal right to have realtor costs covered.) Costs for basic apartment set up (furniture, household goods) may be covered. Costs for modification or renovation/repair (e.g. washing machine, stove, floors, etc.) may be covered after consultation with the Department of Social Affairs.

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

*Allocation law:*

The authorities can assign you to housing – it may not be an apartment, it could also be a home or shared living community! Legal remedies (appeals) cannot delay the outcome. If the assigned housing is not taken within 4 weeks, then support for housing costs will not be paid for the next 6 months → check with a counseling center!

→ **For more information on housing-related support: rent allowance/housing allowance → counseling centers**

*Health insurance:*

A person receiving guaranteed minimum income is insured, receives an e-Card and is exempt from paying for prescriptions.



**TIPS:**

**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.

**Limits to Guaranteed Minimum Income:**

If the emergency situation is caused by deliberate or reckless actions, then the guaranteed minimum income may be reduced to a minimum; also in case of failure to attend courses, etc.

**Repayment:**

Paying back the guaranteed minimum income 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!

**F Contact:** For people who are registered or can prove they reside in Innsbruck: Department of Social Affairs, Guaranteed Minimum Income, Ing.-Ettel-Str. 5  
☎ 0512/5360–9128 ✉ post.sozialamt@innsbruck.gv.at  
Opening hours of service center: Mon–Thu 7:30–12:00

**🚌 Bus and tram stops (IVB):** Brunecker Str. (1), Sillpark (2, 3, 5, C, F, J, O)

## Exemption from Radio and Television Fees (GIS) / Subsidies for Telephone Fees

### ➔ Which requirements must I meet?

Legal age of adulthood, residency in Austria, recipient of guaranteed minimum income, pension, care allowance, benefits in accordance with unemployment insurance law, Labor Market Promotion Act or the Public Employment Service Act, student grants, childcare allowance, etc., including persons who are deaf or hard of hearing. Income thresholds (net income, updated 2018): € 1.082,65 for single-person households, € 1.648,64 for two persons; for each additional person € 167,05. Expenses which can be taken into account if the income limits are exceeded: rent costs (including utilities), recognized outstanding hardship, costs of 24-hour care. 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 vary depending on reason for application (retirees, minimum income recipients, recipients of disability benefits, AMS etc.). Application and information can be found online at [www.gis.at](http://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 0810/001080 (Mon–Fri 8:00–21:00, Sat 9:00–17:00) ✉ kundenservice@gis.at; [www.gis.at](http://www.gis.at)

## Subsidized Ticket – Innsbruck Transport Authority (IVB)

### ➔ Which requirements must I meet?

Primary residence in Innsbruck, recipient of guaranteed minimum income 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?

Subsidized Ticket = IVB monthly tickets for central Innsbruck zone at a reduced price of € 20,70 (updated 2020); non-transferable, valid only in combination with photo identification; available at IVB customer center on Stainerstraße. This monthly ticket is only valid within the Innsbruck core zone!

**📞 Contact:** IVB Customer Center, Stainerstr. 2

**☎** 0512/5307–500 **✉** [office@ivb.at](mailto:office@ivb.at)

Opening hours: Mon–Fri 7:30–18:00

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

**🚌 Bus and tram stops (IVB):** Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503), Maria-Theresien-Str. (1, 2, 3, 5, STB, A, C, J, K, M)

## RENT AND HOUSING ALLOWANCE

→ **Counseling centers for housing topics are found in the Chapter “General Advice / Housing / Work” (p. 7–12)**

The following information provides an introduction to rent and housing subsidies. For specific information and all necessary forms see → Contact.

**This section may not have complete information!**

This allowance is a subsidy from the state or local community to help cover housing costs. If your income is low in comparison to the cost of housing, you may receive an allowance. Depends on: household size (number of people) and income. Depending on your living situation, you can apply for a rent or housing allowance:

- **Rent allowance** (annuities subsidy): Help paying rent (or annuities, e.g. installments to pay back loans) of non-subsidized housing (housing which is not socially supported). Apply at the City Administration (*Magistrat*).
- **Housing allowance:** Help paying rent (or annuities) for subsidized rental or owned apartments or compact housing (terrace house, duplex, apartment complex). No allowance given for apartments provided by employers, group homes or apartments which are supported through housing or purchasing vouchers (apartments at least 10 years old). Apply at the Tirol Government Office, Department of Housing Subsidies.

### ➔ Which requirements must I meet?

**Rent allowance (in Innsbruck):** Primary residence in Innsbruck for at least 2 years for EU citizens or equivalent status, or 5 years for third country relatives. Primary residence in Innsbruck totaling at least 15 years (non-consecutively), will be checked in follow-up applications! (Meanwhile, it is possible in some cases to receive a temporary allowance to help you get by.)

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, 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 specific to your situation, see application form!

#### TIP:

Different regulations apply to students or to rental situations involving “closely related persons”.



### Apply well in advance!



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. The application for a housing subsidy can be filed **at the earliest 3 months before the expected completion of the building project**. Following applications must be filed at the latest 3 months before the subsidies expire in order to ensure continuous subsidy payments.

### ➔ What do I get?

Monthly benefits. Amount depends on income, number of people, apartment size and estimated burden of housing expenses (depending on income). In principle, benefits are paid for one year, and then a following application must be filed.

**Notification Requirement:** Immediately report any changes in family or income status, otherwise subsidy can be discontinued. Wrongfully received subsidies must be paid back. File a new application when changing apartments.

#### Contact:

📍 **City Administration of Innsbruck, City Hall, Housing Subsidies, Settlement Office II**

Maria-Theresien-Str. 18 / 2<sup>nd</sup> floor, ☎ 0512/5360-0

(limited availability during hours open to public)

✉ [post.wohnungsservice@innsbruck.gv.at](mailto:post.wohnungsservice@innsbruck.gv.at)

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

Opening hours: Mon–Thu 8:00–12:00 and 13:00–16:00, Fri 8:00–12:00

🚏 **Bus and tram stops (IVB):** Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503), Maria-Theresien-Str. (2, 1, 3, 5, STB, A, C, J, K, M)

**B Government Office of Tyrol,  
Department of Housing Subsidies,**

Eduard-Wallnöfer-Platz 3, 4<sup>th</sup> floor

☎ 0512/508–2732 ✉ [wohnbaufoerderung@tirol.gv.at](mailto:wohnbaufoerderung@tirol.gv.at)

[www.tirol.gv.at](http://www.tirol.gv.at) → Bauen & Wohnen (Building & Housing)

→ Wohnbauförderung (Housing Subsidies) → Wohnbeihilfe (Housing Allowance) or → Mietzins- und Annuitätenbeihilfe (Rent and Annuity Subsidies)

🚌 **Bus and tram stops (IVB):** Anichstr./Rathausg. (2, 3, 5, STB, F, R, 501–503), Bozner Platz (501–503, 505, 590), Triumphpforte (2, 3, 5, STB, F, R, 501–503, 505, 590)

## ILLNESS

→ In case of no insurance, see **69** **medcar(e)** (p. 31)

The following information offers an overview of benefits in case of illness.

**Information is not complete!**

## ÖGK – Austrian 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 (€ 460,66 monthly, updated 2018) are insured. Recipients of benefits such as pension, unemployment benefits, emergency 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 ÖGK.
- *Self-insurance:* Option for persons without mandatory or co-insurance – info/application at the ÖGK! For incomes under the marginal earnings limit, voluntary self-insurance is possible („opting in“ costs € 65,03 monthly, updated 2020). 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 (Be careful 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 ÖGK (or online), to verify whether relatives qualify, go to <https://www.gesundheitskasse.at> → Formulare (forms)
- *Voluntary self-insurance:* Application forms at ÖGK (or online), necessary documents depending on your situation (see forms) – be aware of possible waiting period.

**Notification Requirement** for self-insurance: Changes in family status, address, new job qualifying for mandatory insurance, etc. must be reported to the Health Insurance Office within 7 days!



**ADVICE:**

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 ÖGK. Partially paid bills at private doctors (must be requested); free annual checkups. Covered costs for necessary hospital stays (90 % for co-insured relatives). Be aware of meal costs!

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

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

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

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

**ADVICE:**

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 Labour or ÖGK Case Management for consultation.

*e-Card* (Annual fee € 11,95, updated 2020); 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](http://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. 62)

## Exemption from Prescription Costs

➔ **Which requirements must I meet?**

Persons with "special social needs 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*: Income limits (monthly net income, updated 2020): € 966,65 for single persons (€ 1.111,65 in cases of above-average expenses due to pain or disability), € 1.472 for married couples (€ 1.692,80); for children not receiving child support who live in the same household, an additional € 149,15 per child.

Income from partners and other household members will be considered.



### ➔ Which documents do I need?

- Application forms (at ÖGK or online at [www.gesundheitskasse.at](http://www.gesundheitskasse.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**.

#### TIP:



If you qualify for exemption from prescription costs, you can also apply for **exemption from radio and television fees** (GIS) and from **telephone fees** → see p. 56

## ÖGK Support Funds

### There are no legal entitlements to these support funds!

Financial support for insured persons who face financially distress because of especially high medical costs. This is a *voluntary service of the ÖGK* depending on individual family situations, income and assets.

### ➔ Which requirements must I meet?

You may apply for unlimited funding.

### ➔ Which documents do I need?

- Application form ([www.gesundheitskasse.at](http://www.gesundheitskasse.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:

Ombudsperson ÖGK, refer to Thomas Wackerle

#### Individual advice for difficult life situations:

Case Management ÖGK, find more information at: [www.gesundheitskasse.at](http://www.gesundheitskasse.at) → Case Management

**H Contact:** Austrian Health Insurance Office (ÖGK)  
Klara-Pölt-Weg 2

+43/5/0766-18 office-t@oegk.at or  
[www.gesundheitskasse.at](http://www.gesundheitskasse.at) (Online Contact forms)

Opening hours: Mon–Thu 7:30–14:00

**Bus and tram stops (IVB):** Landesmuseum (1, 2, 3, 5, STB, A, C, J, K, M), Meinhardstraße (A, B, R, 502, 504)

## PREGNANCY, BIRTH, LIFE WITH CHILDREN

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

### Pregnancy / Mandatory Maternity Protection (Mutterschutz)

#### ➔ 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 (see below). 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 Austrian health insurance office (ÖGK) 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. The following websites can provide more information. Commercial Insurance: <https://www.svs.at>

*Mandatory Maternity Protection:* Working is prohibited from 8 weeks before the expected due date, day of birth until 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:* Available for every pregnant woman (also non-Austrians), 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 16<sup>th</sup> week of pregnancy.

## Maternity Pay (*Wochengeld*)

= financial support replacing missed income during mandatory maternity protection.

### ➔ 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 maternity protection.

### ➔ Which requirements must I meet?

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 aforementioned links).

### ➔ Which documents do I need?

- Medical certificate with expected due date; confirmation of work and income or proof of unemployment benefits, emergency unemployment assistance (A1VG Benefits).
- After the birth: Birth certificate, hospital certificate of prematurity, 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) + proportional bonus payments.

**Marginally employed women** who are self-insured get fixed-rate maternity pay (€ 9,47 per day, updated 2020).

Recipients of **benefits according to A1VG**: Maternity pay is 180 % of the amount of benefits last received.

### TIP:



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 do I have to do?

- *Register child's birth at the Civil Registry Office/City Administration*: notification of birth must be done within the first week, birth certificate will be issued.
- *Register residence of child at Registration Office/City Administration*: 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).

### TIP:



Unlike with the registration, the child must be present to get a person ID or passport. This also applies to newborns and is free of charge.

### ➔ 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.
- For registration confirmation: completed registration form (online, in hospital, at the City Administration).

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

#### TIP:



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 2020.

**The information here is not complete and only gives a rough overview!**

Free hotline for information on childcare allowance:  
Mon–Thu 9:00–15:00 ☎ 0800/240014

There are 2 models of childcare allowance – a **childcare allowance account** (*KBG-Konto*) and an **income-based childcare allowance** (*ea KBG*). Amount and duration depend on the model and variation! Additional income limits and additional benefits 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:

- Austrian Health Insurance Office (ÖGK):  
[www.gesundheitskasse.at](http://www.gesundheitskasse.at) → Leistungen (Benefits)  
→ Kinderbetreuungsgeld (Childcare Allowance)
- Ministry of Women, Family and Youth:  
[www.frauen-familien-jugend.bka.gv.at](http://www.frauen-familien-jugend.bka.gv.at)  
→ Familie (Family) → Finanzielle Unterstützungen (Financial Support) → Kinderbetreuungsgeld (Childcare Allowance)
- For self-employed persons:  
<https://ratgeber.wko.at/kinderbetreuungsgeld/>

### ➔ What do I have to 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 is only given for the youngest child, and you must turn in a new application after each birth! Retroactive (can be done afterward) for a maximum 182 days.

### ➔ Which requirements must I meet?

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 doctor visits (or else amount of childcare allowance will be reduced), pay attention to limits on additional income. In order to choose the income-based model (*ea KBG*), you must have been actively employed in Austria, at a job with mandatory health and pension insurance, without interruption for at least 182 days before the birth of your child.

### ➔ Which documents do I need?

- Birth certificate
- Mother-Child-Booklet doctor visits
- Application form (online, [www.gesundheitskasse.at](http://www.gesundheitskasse.at) → Formulare [forms])
- For non-citizens of Austria: passport of applicant and child; when applicable, proof of legal residency or asylum decision.

### ➔ What do I get?

Calculator for comparing different models at:

[www.frauen-familien-jugend.bka.gv.at](http://www.frauen-familien-jugend.bka.gv.at)

*Income-based childcare allowance (ea KBG):* Benefits period max. 12 months (+ 2 months, if both parents take parental leave); amount depends on the income before birth (80 % of maternity pay, max. € 66 per day); no additional benefits for multiple births; calculated individually for each parent.

*Childcare allowance account (KBG-Konto):* Amount depends on duration of benefits (updated 2020): depending on duration of benefits between € 14,53 and € 33,88; for 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 recipient of KBG and child; extended period of benefits if both parents take parental leave; single parents going through hard times may receive an extension (must apply!). Pay attention to limits on additional income!

*Partnership bonus:* If both parents receive the childcare allowance for about the same amount of time (50:50 to 40:60) and the duration for each parent is at least 124 days long, then each parent can apply for the partnership bonus. Each partner receives a one-time payment of € 500. Apply at the ÖGK latest within the 124 days after the last allowance payment for both parents.

### TIP: Difference between „Childcare Allowance“ and „Leave of Absence“:



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

*Leave of Absence (worker's right):* time off from work max. until child's 2<sup>nd</sup> birthday; protection from getting fired; give written notification to employer.

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

### Settlement Office:

Ombudsperson ÖGK, Thomas Wackerle ☎ +43/50766–181710, [www.gesundheitskasse.at](http://www.gesundheitskasse.at) → Ombudsperson

## Family Leave Bonus (*Familienzeitbonus*)

Financial support for the father or second parent to take a break from work directly after birth for family time.

**Requirements:** Recipient of family allowance, center of life in Austria, shared household/primary residence with the child and other parent, employment with mandatory health and pension insurance for the 182 days before the start of receiving the family leave bonus, must return directly to the job at the end of the family time. Family time and receipt of the family leave bonus must match up exactly, without receiving other benefits.

Apply at the ÖGK. You must apply for and use the Family leave bonus within the first 91 days after the birth. Duration/amount: 28–31 days, € 22,60 per day.

The family leave bonus cannot be taken in addition to the childcare allowance. If the father, or second parent, takes the childcare allowance later, it will be reduced by the family leave bonus. There is no legal right to the family leave bonus. Make arrangements with your employer. Some collective agreements allow for a leave of absence → Advice from the Worker's Council (*Betriebsrat*), Chamber of Labour (*Arbeiterkammer*), labor union (*Gewerkschaft*)

Nähere Details zu Leistungen und Ansprüchen sowie den Online-Service der ÖGK finden Sie unter [www.gesundheitskasse.at](http://www.gesundheitskasse.at)

**Contact:** Austrian Health Insurance Office (ÖGK)

Motherhood Benefits, Klara-Pöhl-Weg 2

Opening hours: Mon–Fri 7:30–14:00

+43/50766–181062 bis –181066

✉ [mutterschaftsleistungen-18@oegk.at](mailto:mutterschaftsleistungen-18@oegk.at)

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

**Bus and tram stops (IVB):** Landesmuseum (1, 3, STB, A, C, J, K, M), Meinhardstraße (A, B, R, 502, 504)

## Family Allowance (*Familienbeihilfe*)

### ➔ What do I have to do?

No application necessary for in-country births, otherwise apply at the tax office in your place of residence.

### ➔ Which requirements must I meet?

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. 24<sup>th</sup> 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/training/civil service:* During this time, not entitled to family allowance, but afterward, period of benefits will be extended.

### ➔ Which documents do I need?

Application form (available online or at tax office); for adult children need proof of education/continuing education, study program/academic completion, military service/training/civil service.

### ➔ What do I get?

Amount of family allowance (updated 2018) depends on the age and number of children (between € 114 and € 165,10 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 income tax adjustment!); back-to-school allowance in September € 100,00 for children between ages 6 and 15; child tax credit.

**Contact:** Tax Office Innsbruck, Innrain 32, ☎ 050–233233

**Bus and tram stops (IVB):** Klinik/Universität (2, 3, 5, C, F, H, J, K, M, R), Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)

## 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 do I have to do?

Counseling session and application at the AMS before starting work or training and before placing your child in childcare.

### ➔ Which requirements must I meet?

- 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 2020): total monthly gross income (*brutto*) cannot be over € 2.300.

### ➔ What do I get?

Subsidized care for 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.

#### **A Contact:**

AMS – Public Employment Service Tyrol, Innsbruck Branch (& Innsbruck Land), Schöpfstr. 5, 6010 Innsbruck  
Opening hours: Mon–Thu 8:00–16:00, Fri 8:00–13:00  
☎ +43/509–04740 ✉ [ams.innsbruck@ams.at](mailto:ams.innsbruck@ams.at)  
[www.ams.at](http://www.ams.at)

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

#### **TIP:**



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! Application form online.

#### **C Contact:**

Abteilung Gesellschaft and Arbeit/Familie, Meinhardstr. 16  
☎ 0512/508–7831  
[www.tirol.gv.at/familie](http://www.tirol.gv.at/familie) → Familie (Family) → Familienförderungen (Family Subsidies) → Kinderbetreuungs-zuschuss (Childcare Allowance)

🚌 **Bus and tram stop (IVB):** Landesmuseum (1, 2, 3, 5, STB, A, C, J, K, M, O)

## More options for support for parents/children

### No legal entitlement!

#### ➔ Free Kindergarten

For children between 3 and 6 years of age in an Innsbruck City Kindergarten with primary residence in Innsbruck, childcare until 14:00 without lunch (whole day care and lunch is available if you pay).

#### ➔ Child Benefit Plus

Support from the Province of Tyrol for parents with children ages 2 and 3 (who turn 2 and 3 years old before 02 September, until the start of half-day free kindergartens) with primary residence in Tyrol.

Income limits based on household income from the previous year. Application online.

For more information:

Department of Society and Work, Family Division

☎ 0512/508–7847 ✉ [ga.familie@tirol.gv.at](mailto:ga.familie@tirol.gv.at)

[www.tirol.gv.at/familie](http://www.tirol.gv.at/familie) → Förderungen (Subsidies) → Kindergeld Plus (Child Benefit Plus)

#### ➔ Back to School Help from Tyrol

Once a year in autumn € 150 as a bonus for school-age children (6–15); application possible until 30 September; requirements: primary residence in Tyrol, income limits apply! Application online.

Specific information and income limits:

[www.tirol.gv.at/familie](http://www.tirol.gv.at/familie) → Förderungen (Subsidies) →

Schulstarthilfe (Back to School Help) or ☎ 0512/508–7833

✉ [ga.familie@tirol.gv.at](mailto:ga.familie@tirol.gv.at)

#### ➔ School Trips Allowance

*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; depends on household income; for school trips within Austria at least 3 days/2 nights; apply well in advance of trip; application online.

Specific information and income limits: [www.tirol.gv.at/familie](http://www.tirol.gv.at/familie) → Förderungen (Subsidies) → Schulveranstaltungen (School trips) or ☎ 0512/508–7838.

*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, last application deadline is 30 April; forms available at school.

For more information: school administration or Board of Education for Tyrol, Innrain 1 / Andechshof, ☎ 0512/52033–116

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

*From Province of Tyrol/Department of Culture:* travel allowance for boarding school students; information on requirements and applications: ☎ 0512/508–3768

*From Federal Government:* Boarding allowance (from 9<sup>th</sup> grade on), school and boarding allowance (from 10<sup>th</sup> grade on); information on requirements and applications: Board of Education for Tyrol: [www.lsr-t.gv.at](http://www.lsr-t.gv.at) → Service/Beihilfen

*Scholarships:* Information: Government Office of Tyrol/Regional Memorial Foundation, Leopoldstr. 3, ☎ 0512/508–3759

✉ [landesgedaechtnisstiftung@tirol.gv.at](mailto:landesgedaechtnisstiftung@tirol.gv.at)

For parents who pay into the Chamber of Labour (AK):

AK Tirol, Maximilianstr. 7, ☎ 0800/225522–1515



## DISABILITY

### Disability Pass

Photo ID to show proof of disability and to obtain various benefits. Issued for free.

#### ➔ Which requirements must I meet?

People are eligible for a Disability Pass if they have a disability degree (GdB) or reduced ability to work (MdE) of at least 50 %, and if they live in or regularly stay in Austria.

#### ➔ What do I have to do?

Apply at the Ministry of Social Affairs,  
Application form: [www.sozialministeriumservice.at](http://www.sozialministeriumservice.at) or at the Ministry of Social Affairs Regional Office in Tyrol

#### ➔ Which documents do I need to turn in with the application?

Current medical records, e.g. diagnostic results or medical opinions (not older than 2 years), a color EU passport photo in accordance with ICAO regulations, valid residence permit (for citizens from non-EU countries), current care allowance confirmation (if care allowance is received).

#### ➔ How does the Disability Pass benefit me?

**Fare reduction** on ÖBB and public transportation with a **disability degree of 70 %**, flat-rate tax exemption starting at 25 % disability degree (except for year-round care allowance) and/or covered food costs (with **additional note** in the Disability Pass), **discounts** at leisure and cultural institutions (**please check before buying tickets!**), **possible exemption from tuition fees** (check with your educational institution).

A Disability Pass with the note “Public transport use unreasonable due to permanent mobility restrictions from disability” gives additional benefits: exemption from driving-related insurance taxes, auto club member discounts at ARBÖ and ÖAMTC, Euro-Key – a key to use the restrooms reserved for people with disabilities, free motorway toll sticker. Be aware: Vehicle must be approved for the person with a disability.

### Parking Permit according to § 29 b StVO

Issuance of permits according to § 29b of the Street Traffic Act (StVO), short-term parking permits, from the Ministry of Social Affairs. Issued for free.

#### ➔ Which requirements must I meet?

People with a Disability Pass are eligible for a parking permit under § 29b StVO if they have the additional note “**Public transport use unreasonable due to permanent mobility restrictions from disability**”.

#### ➔ What do I have to do?

Request a parking permit from the Ministry of Social Affairs. The appropriate application form can be downloaded from the homepage [www.sozialministeriumservice.at](http://www.sozialministeriumservice.at). Alternatively, you can also apply directly at the Ministry of Social Affairs Regional Office in Tyrol.

#### ➔ Which documents do I need to turn in with the application?

Current medical records, e.g. diagnostic results or medical opinions (not older than 2 years), a color EU passport photo in accordance with ICAO regulations, valid residence permit (for citizens from non-EU countries), current care allowance confirmation (if care allowance is received).

If you already have a Disability Pass with the additional note **“Public transport use unreasonable due to permanent mobility restrictions from disability”**, then you just need to turn in a color EU passport photo in accordance with ICAO regulations along with your application.

**Benefits:** Exemption from driving-related insurance taxes, auto club member discounts at ARBÖ and ÖAMTC, Euro-Key – a key to use the restrooms reserved for people with disabilities, usage of facilitated parking (precise regulations § 29b StVO).

## Belonging to the preferential group of people with disabilities

In professional life, it may be beneficial for people with disabilities to belong to the **preferential circle of people with disabilities**. Various support services help in accessing and keeping jobs.

You can find information at [www.sozialministeriumservice.at](http://www.sozialministeriumservice.at) or in personal counseling.

### ➔ Which requirements must I meet?

Preferential people with disabilities, according to federal law, are Austrian citizens (or equivalent) with a disability degree of at least 50 %.

### ➔ Who cannot belong to the preferential group of people with disabilities?

Students, and persons who already receive permanent pension benefits in accordance with federal or provincial regulations and are not employed.

### ➔ What do I have to do?

Apply at the Ministry of Social Affairs. Application form online or at the Ministry of Social Affairs Regional Office in Tyrol. Application processing is free of charge.

### ➔ Which documents do I need to turn in with the application?

Current medical records, e.g. diagnostic results or medical opinions (not older than 2 years), proof of citizenship or copy of passport, valid residence permit (for citizens from non-EU countries), current care allowance confirmation (if care allowance is received).

### ➔ How does belonging to the preferential group of people with disabilities benefit me?

Entitlement special subsidies, special protection from losing employment, and additional vacation – if provided for in the collective agreement, work laws or in company agreements. Employers may receive subsidies and tax benefits when employing workers with disabilities; payment of equality tax (*Ausgleichstaxe*) is also eliminated.

## Support Fund for People with Disabilities

**Target group:** Grants from the Support Fund for People with Disabilities may be given to persons in social distress.

### ➔ What does the Support Fund finance?

Subsidies for measures to create accessibility in the private sphere (social distress), grants for environmental catastrophe damages.

### ➔ Which requirements must I meet?

Residence or permanent residence in Austria, required measures due to disability, disability degree of at least 50 %, net income limit € 1.680 (amount increases per number of dependents/relatives living in the household), current proof of income must be submitted. Does not count: bonus payments and social benefits, such as care allowance, housing allowance, etc. Submit application BEFORE start of project, at least BEFORE getting a bill!

### ➔ What can be granted?

One-time financial payment for important disability-related measures. Maximum subsidy amount € 5.800 (updated 2020).

#### 📞 Contact:

Ministry of Social Affairs Regional Office in Tyrol,  
Herzog-Friedrich-Str. 3; barrier free

☎ 0512/563101 ✉ [post.tirol@sozialministeriumservice.at](mailto:post.tirol@sozialministeriumservice.at)

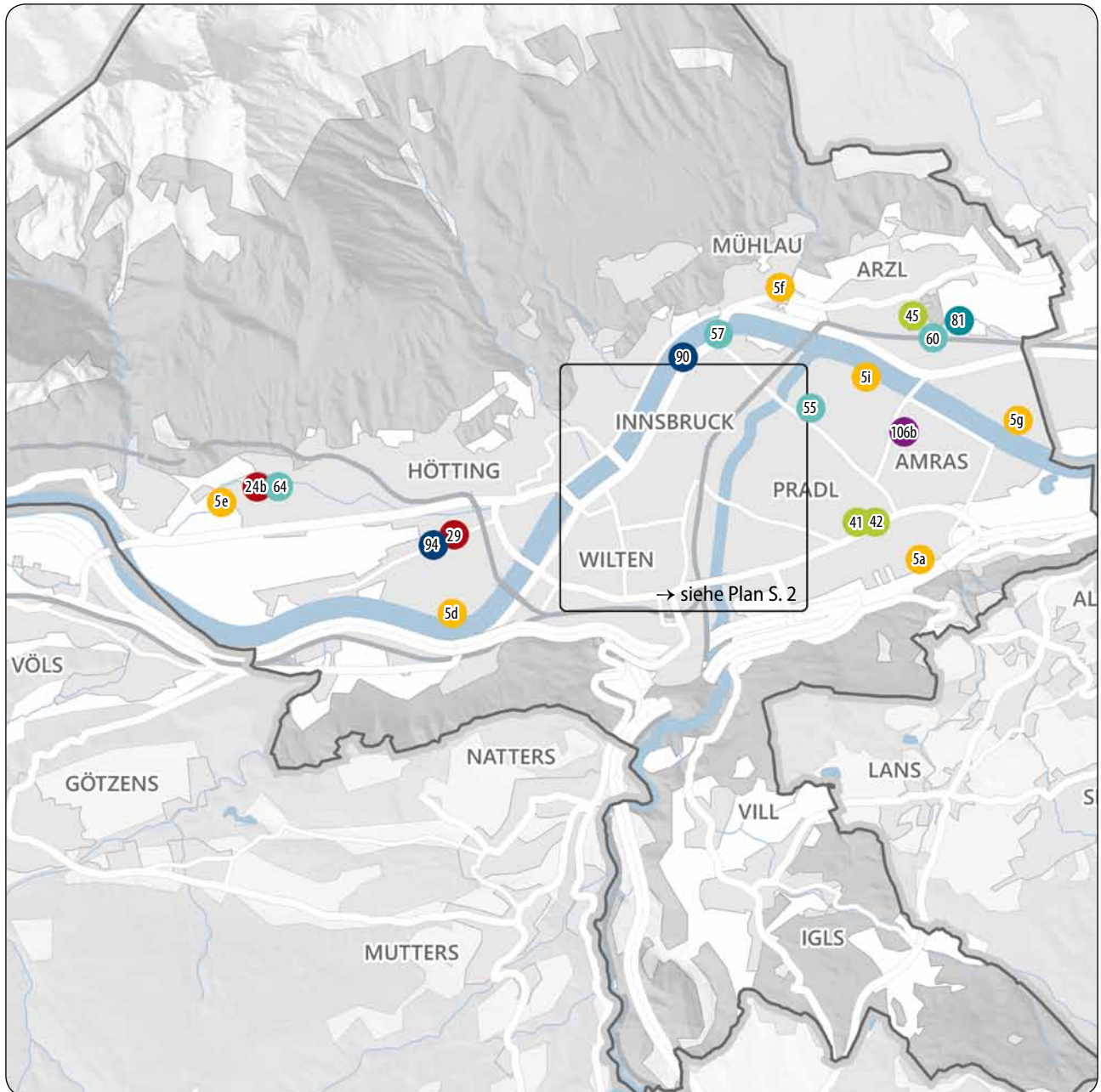
Counseling hours: Mon– Fri 8:00–12:00,  
afternoons by appointment

Opening hours: Mon–Thu 8:00–15:30, Fri 8:00–14:30 Uhr

🚏 **Bus and tram stop (IVB):** Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)

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