



Social Road Map

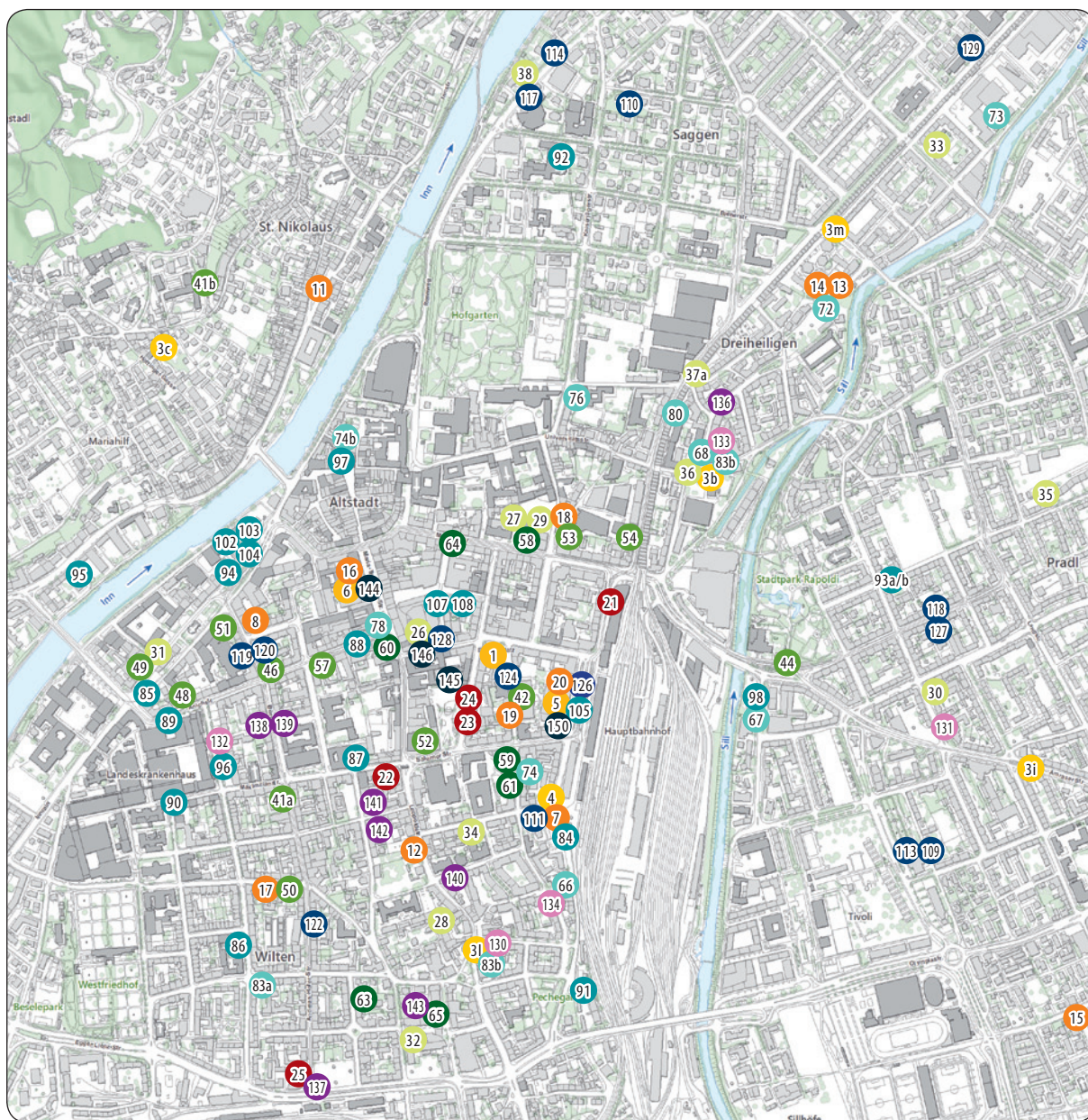
Your guide in times of difficulty

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

STARTING
FALL 2024:
SOCIAL ROAD MAP
WILL BE AVAILABLE
IN DIGITAL
FORMAT!

EMERGENCY NUMBERS / HOTLINES

Fire department	122
Police	133
Rescue services (ambulance)	144
European emergency number	112
Pharmacy services	1455
Emergency doctor	141
Health advice hotline	1450
Women's crisis hotline (domestic violence)	0800 222 555 (24h)
Women's shelter emergency number	0512 342 112
Deaf and hard of hearing emergency number	0800 133 133
Hotline for missing children	116 000
Cold hotline Tirol (Kältetelefon)	0512 21 447
Kids hotline (advice for young people)	0800 234 123
KIZ – Crisis intervention for children and teens	0512 580059
Men's crisis hotline	0800 246 247
Ö3 Emotional support helpline	116 123
Helpline for crime victims (White Ring)	0800 112 112
Psychosocial Crisis Services (8:00–20:00)	0800 400 120
Emotional support helpline	142
Poison control center	01 406 43 43



GENERAL SOCIAL SERVICES

- 1 InfoEck der Generationen (Info Corner for All Generations) (p. 6)
- 2 Rotes Kreuz Ibk. Sozialbegleitung (Red Cross Social Assistance) (p. 7)
- 3 ISD District Meeting Centers (Innsbruck Social Services) (p. 7)
- 4 Caritas-Beratungszentrum (Counseling Center) (p. 9)
- 5 Volkshilfe Tirol Sozialberatung (Social Counseling) (p. 9)
- 6 Teuerungsberatung (Inflation Counseling) (p. 10)

HOUSING / WORK

- 7 Bahnhofsozialdienst Caritas (Social Services at the Train Station) (p. 10)
- 8 bildungsinfo-tirol (Training Info) (p. 10)
- 9 DoppelPlus (Double Plus) (p. 11)
- 10 Rotes Kreuz Ibk. Lernhilfe (Red Cross Learning Assistance) (p. 11)
- 11 20er – Die Tiroler Straßenzeitung (Street Newspaper) (p. 11)
- 12 DOWAS (Social Assistance / Housing & Jobs) (p. 12)
- 13 BARWO (Homeless Organization) (p. 12)
- 14 Beratungsstelle DELO (Eviction Prevention) (p. 13)
- 15 Caravan (pro mente tirol) (p. 13)
- 16 Rahab (Services for Sex Workers) (Caritas) (p. 13)
- 17 iBUS (Counseling and Support for Sex Workers) (p. 14)
- 18 zesa (Center for Occupational Social Work) (p. 14)
- 19 lilawohnt (Housing) (p. 15)
- 20 inbus (Counseling for workers at risk of poverty) (innovia) (p. 16)

LEGAL SERVICES / DEBT

- 21 Bezirksgericht Innsbruck (Innsbruck District Court) (p. 17)
- 22 AK – Arbeiterkammer (Chamber for Workers and Employees) (p. 17)
- 23 Schuldenberatung Tirol (Debt Counseling) (p. 17)
- 24 zesa (Center for Social Work Justice) (p. 18)
- 25 NEUSTART Tirol (New Start Tyrol) (p. 18)

CHILDREN & TEENS

- 26 Kinder-/Jugendanwaltschaft Tirol (Children & Youth Advocacy) (p. 19)
- 27 Kinderschutz Tirol (Child and Youth Protection) (p. 19)
- 28 AusbildungsFit Innsbruck, TAFIE GmbH (Ready for Education) (p. 20)
- 29 SCHUSO – Schulsozialarbeit Tirol (School Social Work) (p. 20)
- 30 KIZ (Crisis Intervention Center for Children and Teens) (p. 20)
- 31 emma (Job Center for Young Women) (p. 21)
- 32 Heilpädagogische Familien (Therapeutic-Educational Families) (p. 22)
- 33 Verein Aranea (Youth Center for Girls) (p. 22)
- 34 Chill Out (Counseling, Temp. Housing for Teens/Young Adults) (p. 23)
- 35 RAINBOWS-Tirol (p. 23)
- 36 z6 (Youth Center) (p. 24)

- 37 Streetwork z6 (p. 24)
- 38 Jugendcoaching (Youth Coaching) (innovia) (p. 25)
- 39 Rat auf Draht (Advice on the Line) (p. 25)
- 40 Volkshilfe Tirol BETA (p. 26)

FAMILY ADVICE / CHILDCARE

- 41 Schwangerenberatung (Pregnancy Counseling) (p. 26)
- 42 Netzwerk Gesund ins Leben (Network for a Healthy Start in Life) (p. 27)
- 43 Elternberatung (Parent Counseling) (p. 27)
- 44 Parent-Child Center Family Counseling (p. 28)
- 45 Free Time Assistance and Family Relief (p. 28)
- 46 Center for Marriage and Family Counseling (p. 29)
- 47 Early Childhood Intervention and Family Support (p. 29)
- 48 Erziehungsberatung (Parent Counseling) (p. 30)
- 49 Aktion Tagesmütter/väter Tirol (In-Home Childcare) (p. 30)
- 50 AEP Familienberatungsstelle (Family Counseling Center) (p. 30)
- 51 Frauen* im Brennpunkt (Women in the Spotlight) (p. 31)
- 52 COURAGE Ibk. (Center for Partner, Family & Sexual Counseling) (p. 31)
- 53 zesa (Child and Youth Support) (p. 32)
- 54 Child and Youth Welfare Office (p. 32)
- 55 Volkshilfe Tirol MarteMeo Counseling (p. 33)
- 56 Volkshilfe Tirol Besuchsbegleitung (Visitation Support) (p. 33)
- 57 Mannsbilder (Men's Center for Education, Meeting and Advice) (p. 33)

VIOLENCE / ABUSE

- 58 Tiroler Kinder und Jugend GmbH (Child and Youth Protection) (p. 34)
- 59 WEISSER RING (WHITE RING – Crime Victim Help) (p. 34)
- 60 Gewaltschutzzentrum Tirol (Center for Protection from Violence) (p. 35)
- 61 Frauen*Haus Tirol Beratungsstelle (Women's Counseling Center) (p. 35)
- 62 Frauen*haus Tirol Schutzhaus (Women's Shelter) (p. 36)
- 63 Frauen gegen VerGEWALTigung (Women Against Rape) (p. 37)
- 64 Frauen helfen Frauen (Women Helping Women) (p. 37)
- 65 Center for Forced Marriage – Women from All Countries (p. 37)

MEALS / SLEEPING / CLOTHING

- 66 Mentlvilla (Caritas) (p. 38)
- 67 ISD Herberge (Shelter) (p. 38)
- 68 ISD Alexihaus (Shelter) (p. 38)
- 69 TSD Notschlafstelle (Emergency Overnight Shelter) (p. 39)
- 70 Notschlafstelle Waldhüttl (Emergency Overnight Shelter) (p. 39)
- 71 TSD NoRa (Emergency Shelter for Women) (p. 39)
- 72 Teestube (Tearoom) – Homeless Organization (p. 39)
- 73 TSD Nikado (Walk-In Center) (p. 40)
- 74 TISO Tiroler Sozialmarkt (Social Market) (p. 40)

- 75 Vinzibus (Food Distribution) (p. 40)
- 76 Wolfgangstube (Kapuzinerkloster) (Food Distribution) (p. 40)
- 77 Katharina-Stube (Homeless Services) (p. 41)
- 78 Serviten (Food Distribution) (p. 41)
- 79 Rotes Kreuz Tafel (Red Cross Groceries) (p. 41)
- 80 Kleidung "im Bogen" (Clothing "at the Arches") (p. 41)
- 81 Wäscheleine (Clothesline – Clothing Handouts for Kids) (p. 42)
- 82 Rotes Kreuz Innsbruck "Textil" (Red Cross Clothing Handouts) (p. 42)
- 83 General Services (p. 42)

HEALTH / ILLNESS / CAREGIVING SERVICES

- 84 Caritas Familienhilfe (Family Support) (p. 43)
- 85 Selbsthilfe Tirol (Self-Help) (p. 43)
- 86 Kraft für Leben (Energy for Life) (p. 43)
- 87 INSIEME Beratung (Counseling) (p. 44)
- 88 Psychosozialer Pflegedienst (Psychosocial Nursing Care) (p. 44)
- 89 Women's Health Center at the University Clinic in Innsbruck (p. 44)
- 90 Klinikbrücke (Hospital Bridge: Visit and Guide Service) (p. 45)
- 91 start pro mente gemGmbH (p. 45)
- 92 pro mente tirol (Psychosocial Services) (p. 45)
- 93 VAGET (Daytime Therapy Center) (p. 46)
- 94 medcar(e) (p. 46)
- 95 ZSB (Systemic Oriented Counseling, Treatment, Psychotherapy) (p. 47)
- 96 Zentrum Sexuelle Gesundheit Tirol (Center for Sexual Health) (p. 47)
- 97 Ministry of Social Affairs Regional Office in Tyrol (p. 48)
- 98 Hausnotruf Tirol (Home Emergency Alert) (p. 49)
- 99 Johanniter Tirol (St. John's Ambulance Services) (p. 49)
- 100 Mobile Hausseelsorge (Mobile Emotional Support) (p. 50)
- 101 Red Cross Innsbruck Home Visit Service (p. 50)
- 102 ISD Sozialservice (Social Service) (p. 50)
- 103 ISD Ehrenamt (Volunteer Service) (p. 51)
- 104 ISD Nachbarschaftshilfe (Neighborhood Support for Seniors) (p. 51)
- 105 Volkshilfe Tirol Pflegedienste (Nursing Care) (p. 51)
- 106 Rotes Kreuz Therapiebegleithunde (Red Cross Therapy Dogs) (p. 51)
- 107 Tiroler Patientenvertretung (Patient Advocacy) (p. 52)
- 108 ELGA-Ombudsstelle Standort Tirol (ELGA Ombudsperson) (p. 52)

CENTERS FOR PEOPLE WITH DISABILITIES

- 109 Selbstbestimmt Leben (Self-Determined Living) (p. 53)
- 110 slw Innsbruck (p. 53)
- 111 MOHI Tirol gGmbH (p. 54)
- 112 Living, Leisure, Mobile Assistance (Lebenshilfe) (p. 54)
- 113 Wibis (Counseling Center for People with Learning Difficulties) (p. 54)
- 114 AufBauWerk (Job Training) (p. 55)

- 115 Job Inn (Lebenshilfe) (Job Preparation) (p. 56)
- 116 arbas Tirol (Job Assistance) (p. 56)
- 117 Job-Fit (innovia) (p. 56)
- 118 meine Job.Chance (Finding Work Despite Disability) (p. 57)
- 119 ÖZIV Advocating for the Interests of People with Disabilities (p. 58)
- 120 ÖZIV SUPPORT Tirol (p. 58)
- 121 Integration Tirol (Family Counseling for People with Disabilities) (p. 59)
- 122 Kunst+Drüber, TAFIE GmbH (Art and Beyond) (p. 59)
- 123 FreiRaum, TAFIE GmbH (Free Space – Inclusive Learning) (p. 60)
- 124 VertretungsNetz Erwachsenenvertretung (Adult Guardianship) (p. 60)
- 125 IST, TAFIE GmbH (Integration and Independent Living Training) (p. 60)
- 126 mittendrin Autismus (innovia) (Autism in the Middle) (p. 61)
- 127 Autistenhilfe (Autism Support and Awareness) (p. 61)
- 128 Government Office of Tyrol Province – Social Department (p. 61)
- 129 Gehörlosenverband Tirol (Association of the Deaf) (p. 62)

DRUG AND ADDICTION SERVICES

- 130 ASP (ISD) (Outpatient Addiction Prevention) (p. 64)
- 131 Suchthilfe Tirol (Addiction Help) (p. 64)
- 132 abrakadabra (Caritas) (p. 64)
- 133 Drogenarbeit Z6 (Drug Work Z6) (p. 65)
- 134 Mentlvilla Drop-In Center (Meeting Place for Drug Users) (p. 65)

MIGRATION

- 135 TSD Tiroler Soziale Dienste (Social Services) (p. 66)
- 136 FLUCHTpunkt – Verein arge Schubhaft (Refuge) (p. 66)
- 137 ZeMiT (Center for Migrants in Tyrol) (p. 67)
- 138 IBZ Tirol – Diakonie Flüchtlingsdienst (Refugee Services) (p. 67)
- 139 Independent Social & Legal Counseling (Diakonie) (p. 68)
- 140 BANDARI (Space for Boys and Young Men) (p. 68)
- 141 ÖIF – Integrationszentrum Tirol (Integration Center) (p. 68)
- 142 Ankyra (Center for Intercultural Psychotherapy) (p. 69)
- 143 Frauen aus allen Ländern (Women from All Countries) (p. 69)

SUPPORT IN EMERGENCIES

- 144 Innsbrucker Hilfswerk (Innsbruck Relief Work) (p. 70)
- 145 Netzwerk Tirol hilft (Tyrol Help Network) (p. 70)
- 146 Tiroler Hilfswerk (Tyrolean Relief Work) (p. 70)
- 147 Landesunterstützung (State Support) (p. 70)
- 148 Vinzenzgemeinschaften (Vincentian Communities) (p. 71)
- 149 RETTET DAS KIND TIROL (Save the Child – Tyrol) (p. 71)
- 150 Volkshilfe Tirol (p. 71)

→ see also overview on back of cover

With kind support from:

**INNS'
BRUCK**



SWAROVSKI



The Social Road Map does not claim to be a complete source of information. The information was researched with utmost diligence, and yet may still contain some errors. We appreciate any suggestions or feedback. The publisher 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.

Updated January 2024

The brochure is available for free at official and independent aid organizations.

You can download the Social Road Map as a PDF file at: <http://unicummensch.org/sozialroutenplan>

DONATION ACCOUNT:

Description: Sozialroutenplan

IBAN: AT93 5700 0001 2004 9619

BIC: HYPTAT22

Your donation enables us to update the Social Road Map every two years. Thank you!



The digital Social Road Map for western Austria will be available online starting fall 2024.
Pre-register now!

More information on the current FFG Project at:
www.uibk.ac.at/economics/wsg/sozialroutenplan.html



**EIN DIGITALER WEGWEISER
BEI SOZIALEN PROBLEMEN**



**Laura
Bassi**

TABLE OF CONTENTS

What – How – Who?	4
Tyrol Cultural Pass	5
Services and Counseling Agencies in Innsbruck	6
● General Social Services	6
● Housing / Work	10
● Legal Services / Debt	17
● Children & Teens	19
● Family Advice / Childcare	26
● Violence / Abuse	34
● Meals / Sleeping / Clothing	38
● Health / Illness / Caregiving Services	43
● Centers for People with Disabilities	53
● Drug & Addiction Services	64
● Migration	66
● Support in Emergencies	70
Legal Framework	72
Unemployment	73
Guarenteed Minimum Income	75
Rent and Housing Allowance	78
Illness	80
Pregnancy, Birth, Life with Children	84
Disability	93
Alphabetical list of organizations	96

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, 2018, 2020, and 2022, there is now an 8th version, updated and expanded for 2024.

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 very carefully (updated 2024), nevertheless, it may contain some mistakes. We appreciate any suggestions or feedback.

unicum:mensch is not liable for harm or damages resulting from incorrect or incomplete content, or from actions taken based on the content of this brochure.

Who?

The organization unicum:mensch is committed to bridging the gap between university research and social engagement with the goal of contributing to a humane society. unicum:mensch organizes events and courses on ethics and poverty and coordinates real projects, such as the initiative „Hungry for Art & Culture“ (Tyrol Cultural Pass) or the „Social Road Map“ for the City of Innsbruck.

Contact:

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

☎ 0664/5846661 ✉ sozialroutenplan@unicummensch.org

www.unicummensch.org

TYROL CULTURAL PASS

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 € 46,40 daily), emergency unemployment assistance, needs-based guaranteed minimum income or minimum pension, asylum seekers or people whose income falls below the poverty line (€ 1.392 per month). (Updated January 2024)



**Hunger
auf
Kunst
&
Kultur**

Where can I get the Cultural Pass?

The Cultural Pass is given out informally at many social organizations and counseling centers. You will need to go in person and bring your photo ID, residence registration and proof of household income. Examples: ① Info-Eck der Generationen (Info Corner for All Generations), ③ ISD-Stadtteiltreffs (ISD District Meeting Centers), ④ Caritas Beratungszentrum (Caritas Counseling Center), ② inbus (Counseling for workers at risk of poverty).

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

Contact:

unicum:mensch

✉ kulturpass@unicummensch.org

☎ 0664/5846661

Kulturbuddy (Culture Buddy)

You have a Cultural Pass, but cannot or do not want to visit art or cultural events alone? Contact us! A Kulturbuddy can accompany you. Plan with your Kulturbuddy which event you wish to attend together and decide when and where you will meet. Then enjoy art and culture **together instead of alone!**

Weitere Infos:

www.https://unicummensch.org/projektkulturbuddy/

Contact:

☎ 0677/630689077

✉ kulturbuddy@unicummensch.org

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.

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

● General Social Services (p. 6)

● Housing / Work (p. 10)

● Legal Services / Debt (p. 17)

● Children & Teens (p. 19)

● Family Advice / Childcare (p. 26)

● Violence / Abuse (p. 34)

● Meals / Sleeping / Clothing (p. 38)

● Health / Illness / Care Services (p. 43)

● Centers for People with Disabilities (p. 53)

● Drug & Addiction Services (p. 64)

● Migration (p. 66)

● Support in Emergencies (p. 70)

Online IVB Transport Schedule: www.ivb.at

GENERAL SOCIAL SERVICES

→ see also **64 Frauen helfen Frauen** (Women Helping Women) (p. 37) and **70 Tiroler Hilfswerk** (Tyrolean Relief Work) (p. 70)

1 InfoEck der Generationen (Info Corner for All Generations)

Bozner Platz 5; ♿ barrier free

☎ 0800/800508 (free telephone number)

✉ info@infoeck.at

www.infoeck.at

Opening hours: Mon–Fri 9:00–14:00, Tue, Thu 15:00–17:00

Services: Information center for youth, families and senior citizens. The InfoEck helps with information, tips, addresses and brochures. Free and anonymous – in person, via telephone or email.

Topics: Information on going abroad, work, education, dementia, subsidies, leisure activities, volunteering, job search, youth safety, childcare, senior caregiving, internet safety, new media, etc.

Additional services: Cultural pass, parent counseling from the state health department, workshops for students and youth, mobile InfoEck, Computerias, InfoEck EU youth programs “Erasmus+” for travel abroad and funding and the “European Solidarity Corps” for youth and organizations.

🚌 **Bus and tram stops (IVB):** Bozner Platz (501–503, 590)

2 Rotes Kreuz Innsbruck Sozialbegleitung (Red Cross Social Assistance)

Hafenareal, Innrain 149; ♿ barrier free

☎ 0512/33444 ✉ info@roteskreuz-innsbruck.at

www.roteskreuz-innsbruck.at

Services: For people facing difficult social or financial situations. Helping people to help themselves. Going with clients to offices, authorities and counseling centers.

The volunteer social workers of the Red Cross help people to help themselves 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):** Hafen (C, M),
Innrain/Campus WIFI (C, M), Freiburger Brücke (C, M, T)

3 ISD Stadtteiltreffs (District Meeting Centers) – Innsbrucker Soziale Dienste (Innsbruck Social Services)

♿ barrier free (all)

www.isd.or.at

Services: District Meeting Centers are places for everyone in the district to meet up, exchange and network. An important part of its services is the space given to neighbors, initiatives and groups – from the talks at networking events to voluntary homework help. (Almost) everything is possible.

In some Innsbruck districts, the ISD is responsible for district coordination in connection with the District Meeting Centers.

Some District Meeting Centers offer specific information and services (Senior Living) to people in old age and their relatives. There are special drop-in centers, Offices for Senior Living, for these purposes in some neighborhoods.

3a Office for Senior Living **Amras**

Geyrstraße 86

☎ 0512/5331–7560 or 0664/80093–7560

✉ lia.amras@isd.or.at

Opening hours: Wed 10:00–12:00

🚍 **Bus and tram stops (IVB):** Amras Ort (C),
Geyrstraße (C, R, T), Amras (3)

3b ISD District Meeting Center and Office for Senior Living **Dreiheiligen**

Dreiheiligenstraße 9

☎ 0664/80093–7570 ✉ stt.dreiheiligen@isd.or.at

Opening hours: Tue 10:00–12:00, Wed 16:00–18:00

🚍 **Bus and tram stops (IVB):** Sillpark (2, 3, 5, C, F, J, M),
Polizeidirektion (A, R, 502, 504), Ing.-Etzel-Straße (1),
Dreiheiligenstraße (F)

3c Office for Senior Living **Hötting**

Schulgasse 8a

☎ 0512/5331–7520 or 0664/80093–7520

✉ lia.hoetting@isd.or.at

Opening hours: Mon 10:00–12:00

🚍 **Bus and tram stops (IVB):** Brandjochstraße (A, K),
Höttinger Kirchplatz (J, K), Wohnheim Hötting (J)

- 3d** ISD District Meeting Center **Höttinger Au**
Daneygasse 1, entrance on Fürstenweg
☎ 0664/80093-7770 ✉ stt.hoettinger-au@isd.or.at
Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
🚏 **Bus and tram stops (IVB):** Angergasse (F, T)
- 3e** Office for Senior Living **Höttinger Au**
Dr.-Stumpf-Straße 77
☎ 0664/80093-7510 ✉ lia.hoettingerau@isd.or.at
Opening hours: Tue 10:00–12:00
🚏 **Bus and tram stops (IVB):** Ingenuin-Fischler-Straße (R)
- 3f** ISD District Meeting Center **Hötting-West**
Viktor-Franz-Hess-Straße 11
☎ 0664/80093-7530 ✉ stt.hoetting-west@isd.or.at
Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
🚏 **Bus and tram stops (IVB):** Luis-Zuegg-Straße (2, K), Technik West (5, K, T)
- 3g** ISD District Meeting Center and
Office for Senior Living **Mühlau**
Hauptplatz 2
☎ 0512/5331-7520 ✉ stt.muehlau@isd.or.at
Opening hours: Tue 10:00–12:00
🚏 **Bus and tram stops (IVB):** Mühlau (A, 501–503)
- 3h** ISD District Meeting Center and
Office for Senior Living **O-Dorf**
Kajethan-Sweth-Straße 1
☎ 0664/80093-7860 ✉ stt.odorf@isd.or.at
Opening hours: Tue 10:00–12:00, Wed 15:00–18:00
🚏 **Bus and tram stops (IVB):** Josef-Kerschbaumer-Straße (2, F, T), Schützenstraße (2, 5, T)
- 3i** ISD District Meeting Center and
Office for Senior Living **Pradl**
Dr.-Glatz-Straße 1
☎ 0664/80093-7550 ✉ stt.pradl@isd.or.at
Opening hours: Tue 10:00–12:00, Wed 15:00–18:00
🚏 **Bus and tram stops (IVB):** Dr.-Glatz-Straße (3)
- 3j** ISD District Meeting Center **Reichenau**
Radetzkystraße 43g
☎ 0664/80093-7761 ✉ stt.reichenau@isd.or.at
Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
🚏 **Bus and tram stops (IVB):** Hegnerstraße (R)
- 3k** Office for Senior Living **Reichenau**
Reichenauer Straße 123
☎ 0512/5331-7560 or 0664/80093-7560
✉ lia.reichenau@isd.or.at
Opening hours: Tue 10:00–12:00
🚏 **Bus and tram stops (IVB):** Roßbachstraße (2, 5)
- 3l** ISD District Meeting Center and
Office for Senior Living **Wilten**
Leopoldstraße 33a
☎ 0664/80093-7660 or 0664/80093-7661
✉ info@stadtteiltreff-wilten.at
Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
🚏 **Bus and tram stops (IVB):** Kaiserschützenplatz (K, 590)
- 3m** ISD District Meeting Center **Biennerstraße**
Biennerstraße 10/801
☎ 0664/80093-7460 ✉ stt.biennerstrasse@isd.or.at
Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
🚏 **Bus and tram stops (IVB):** Messe Bahnhof (R)

Mobile Social Work:

Mobile, house visits in Innsbruck

☎ 0512/53317590 ✉ sozialarbeit@isd.or.at

Make appointments by telephone

Mobile social work is aimed at seniors with mobility and age-related limitations in every district. Workers offer low-threshold outreach social counseling within a client's own home to find individual and self-determined solutions. Assistance in social work issues, help with applications, information on issues of social law, counseling for financial benefits, information on services in District Meeting Centers and Offices for Senior Living.

4 Caritas-Beratungszentrum (Counseling Center)

Heiligegeiststraße 16; ♿ barrier free

☎ 0512/7270207 ✉ beratungszentrum@caritas.tirol

Opening hours: Mon–Fri 8:30–12:00, Tue 17:00–19:00

(Please make an appointment)

Services: Social counseling, family counseling and support for people facing difficult life situations. 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 → **7 Bahnhofsozialdienst der Caritas** (Social Services at the Train Station) (p. 10) or the → **135 TSD Tiroler Soziale Dienste** (Tyrol Social Services) (p. 66), 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 prescription costs, exemption from ORF fees, debt counseling, cult counseling, legal counseling, temporary assistance with financial problems (after reviewing earnings situation).

Family counseling services: Family and life counseling, parenting and youth counseling, pregnancy counseling, open-ended counseling for undecided pregnancies, adoption counseling.

🚏 **Bus and tram stops (IVB):** Heiligegeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

5 Volkshilfe Tirol Sozialberatung (Social Counseling)

Südtiroler Platz 10–12 / 6th floor; ♿ barrier free

☎ 050/8901015 ✉ sozialberatung@volkshilfe.net

www.volkshilfe.tirol

Call for an appointment

Services: Free counseling and information on Volkshilfe Tirol support services for people living in poverty or at risk of poverty. We are also happy to give advice on and establish contact with other support services.

🚏 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

6 Teuerungsberatung (Inflation Counseling)

Maria-Theresien-Straße 18; ♿ barrier free

☎ 0512/53608394 ✉ teuerungsberatung@innsbruck.gv.at

www.innsbruck.gv.at

Counseling hours: Wed, Thu 8:00–11:30 and by appointment

Services: Advice center for people who have not needed subsidies before but are now struggling with inflation. Do you have questions about federal, state or municipal subsidies? Our main concern is to show Innsbruck residents the way through the maze of funding.

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

→ see also „Important Addresses“ (p. 72) and „Legal Framework“ (p. 72f.)

HOUSING / WORK

→ see also 64 **Frauen helfen Frauen** (Women Helping Women) (p. 37) and 28 **AusbildungsFit Innsbruck** (Ready for Education) (p. 20)

7 Bahnhofsozialdienst der Caritas (Social Services at the Train Station)

Heiliggeiststraße 16

☎ 0512/581305 or 0676/87306293

✉ bahnhofsozialdienst@caritas.tirol

Opening hours: Mon–Wed, Fri 10:00–12:00, Mon–Thu 14:00–17:00, Sat, Sun 15:00–18:00, mobile at the train station if needed

Services: Counseling for people without fixed residence, travelers and anyone in need of help. Outreach social work, 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):** Heiliggeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

8 bildungsinfo-tirol (Training Info)

Colingasse 12 (entrance on Bürgerstraße); ♿ barrier free

☎ 0512/562791–40 ✉ bildungsinfo@amg-tirol.at

www.bildungsinfo-tirol.at

www.facebook.com/bildungsinfo

Opening hours: Mon–Fri 10:00–18:00

Services: Free and open walk-in center for any questions about education and work. Information on 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 service 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): Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503), Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

9 DoppelPlus (Double Plus)

Müllerstraße 7

☎ 0660/2227477 ✉ kontakt@doppelplus.tirol

www.doppelplus.tirol

Counseling 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.

Our services are available in: German, English, Arabic, Italian and French.

10 Rotes Kreuz Innsbruck Lernhilfe (Red Cross Learning Assistance)

Hafenareal, Innrain 149; ♿ barrier free

☎ 0512/33444 ✉ info@roteskreuz-innsbruck.at

www.roteskreuz-innsbruck.at

Services: Learning support for (young) adults learning various skills. With volunteer tutors, we support people in need by providing the infrastructure. Learning support is for (young) adults who, for different reasons, have not received enough support in learning various skills. Volunteer tutors provide focused, structured support. Learning assistance is free after receiving initial consultation, agreement upon conditions, and an assigned tutor.

Bus and tram stops (IVB): Hafen (C, M), Innrain/
Campus WIFI (C, M), Freiburger Brücke (C, M, T)

11 20er – Die Tiroler Straßenzeitung (Street Newspaper)

St.-Nikolaus-Gasse 6 / Innstraße 77; not barrier free

☎ 0512/561152 or 0677/64063680 ✉ verkauf@20er.at

www.20er.at

Opening hours: Mon, Tue, Thu, Fri 9:00–11:00

Services: People in social distress can improve their situation in life by selling the Street Newspaper. Selling papers on a free-lance basis can begin quickly and simply after scheduling an appointment for a training session.

Bus and tram stops (IVB): Innstraße (J, W, 501)

12 DOWAS (Social Assistance) – Transit Point for Individuals Searching for Housing and Jobs

Leopoldstraße 18; ♿ partially barrier free

☎ 0512/572343 ✉ ibk@dowas.org

www.dowas.org

Opening hours: Mon, Wed, Thu 9:00–12:00, Wed 15:00–18:00,
Fridays by appointment

Social Counseling Center:

☎ 0512/572343 ✉ ibk@dowas.org

Services: Counseling and support in securing a livelihood and living costs, job search, help with apartment search and rental, apartment maintenance, assistance contacting public agencies and offices, support with submitting applications, debt regulation measures, place of contact for setting up a primary residence or postal address. Confidential and free. Counseling centers also in Imst, Kufstein and Wörgl (only by appointment).

Temporary Housing:

☎ 0512/572343 ✉ v19@dowas.org

Services: DOWAS has a house for temporary living that offers limited stays of up to 3 months for mainly male homeless adults. Couples may also be possible.

Assisted Living:

☎ 0512/572343 ✉ bewo@dowas.org

Services: Assisted living offers long-term housing (up to 3 years) for homeless people by subletting apartments to clients.

There is also shared housing for stays of up to 2 years and temporary housing for families.

🚏 **Bus and tram stops (IVB):** Triumphpforte/Casino (3, 5, STB, F, R, 590), Heiliggeiststraße (K, 501–503, 590)

13 BARWO (Verein für Obdachlose) (Homeless Organization)

Kapuzinergasse 43/ground floor

☎ 0512/581754 ✉ office@barwo.at

www.obdachlose.at

Counseling hours: Mon, Tue, Thu, Fri 9:00–12:00,
Wed 15:00–17:00. Quick advice available anytime during
counseling hours, more detailed counseling 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.

Counseling also in English, Spanish, French.

🚏 **Bus and tram stops (IVB):** Messe/Zeuhaus (1),
Messe Bahnhof (R)

14 Beratungsstelle DELO – Delogierungsprävention Tirol (Eviction Prevention)

Kapuzinergasse 43; ♿ barrier free (contact in advance)

☎ 0664/195438 ✉ office@delo.tirol

www.delo.tirol

Opening hours: Mon, Tue, Thu, Fri 9:00–12:00,
Wed 16:00–18:00 (call for appointment)

Services: Counseling and support for renters who are facing eviction. The goal is to enable a person to stay in their apartment or to find alternatives. Services are anonymous and free.

Counseling on securing housing; support in applying for insurance and social benefits as well as financial assistance; setting up a budget plan, information on rental and legal matters; contact, conflict resolution and mediation with owners, authorities, courts and property management; support for creating a payment plan, crisis intervention, an referrals to specialized services if needed.

Counseling also in Deutsch, English, Turkish, Spanish, Italian, Portuguese.

Locations also in Imst and Wörgl (more info on the website).

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

15 Caravan (pro mente tirol)

Kaufmannstraße 17; ♿ barrier free

☎ 0512/573740 ✉ caravan@promente-tirol.at

www.promente-tirol.at

Counseling hours: Mon–Fri, by appointment only

Services: For people with addiction searching for work. Psychological stabilization through daily structure, professional orientation, integration into the labor market, AMS (Public Employment Service) training.

🚌 **Bus and tram stops (IVB):** Tivoli (J, M), Pradler Friedhof (3)

16 Rahab (Caritas) (Counseling and Support Services for Sex Workers)

Gesundheitsamt Innsbruck, Maria-Theresien-Straße 18;

♿ barrier free

☎ 0676/87306330 ✉ karin.lichtner@caritas.tirol

www.caritas-tirol.at/hilfe-angebote/menschen-in-not/rahab-beratung-fuer-sex-dienstleisterinnen

Opening hours: Thursdays starting at 14:00

Services: Information and counseling on social, legal and health questions.

Confidential advice and information on topics of health protection, legal frameworks, social services, as well as psychosocial support, and support with new professional orientation. Referral to other specialized services if needed and desired.

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503), Maria-Theresien-Straße (1, 2, 3, STB, A, C, J, K, M)

17 iBUS – Innsbrucker Beratung und Unterstützung für Sexarbeiter*innen (Counseling and Support for Sex Workers)

Schöpfstraße 19, courtyard; ♿ barrier free
 📞 Mobile/WhatsApp 0660/4757345 ✉ info@aep.at
www.aep-ibus.at
 Counseling by appointment only

Service for sex workers: Counseling and psychosocial support dealing.

Key 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 stops (IVB):** Franz-Fischer-Straße (1, STB)

18 zesa – Zentrum für Soziale Arbeit Betriebliche Sozialarbeit (Center for Occupational Social Work)

Sillgasse 21, 1st floor; ♿ barrier free
 📞 0677/63784397 ✉ info@zesa.at
www.zesa.at
 Opening hours: Mon–Fri 8:30–13:30 and by appointment

Services: Social work counseling, conflict mediation, prevention work, coaching for companies and employees.

Occupational social work offers customized and goal-oriented services for small, medium and large companies in all sectors: social work counseling (e.g. for personal, family, financial, professional or health problems); conflict mediation; workshops on current, relevant topics (e.g. addiction/dependency issues, managing new media, antidiscrimination in the workplace, etc.); development of prevention strategies; creating a positive, healthy culture in the company; coaching for employees responsible for personnel; team-building measures; support for apprentices; participation in work and project groups; support and relief for management and human resources.

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

19 lilawohnt (Housing)

Counseling center: Adamgasse 4/3;

♿ barrier free meeting can be planned in advance

☎ 0512/562477 ✉ beratung@lilawohnt.at

www.lilawohnt.at

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

Tue, Wed 13:00–17:00

Services: For people of legal age who identify as female or non-binary, who are homeless or at risk of becoming homeless and/or are experiencing existential problems.

Social work counseling in existential emergencies and homelessness; setting up a postal address or residential registration while homeless; counseling on financial support for abortion.

Social work and psychosocial counseling: finding, renting and keeping housing; financial problems (information on legal rights, benefits and debt); health issues and (unwanted) pregnancy and financial support for contraception and abortion, living with children and youth, separation and divorce.

Support in contacting various authorities; help with finding a job and with problems in the workplace; legal advice or referral to relevant legal counseling centers.

lilawohnt – Assisted Living:

☎ 0660/1597303, 0664/73121094

✉ bewo@lilawohnt.at

www.lilawohnt.at/betreutes-wohnen_de.php

Available by phone: Mon–Fri 9:00–17:00

Services: Subletting agreements with contracts for assisted living for a studio or two room apartment for women with children; ongoing psychosocial and social work supervision; support and counseling from the mother-and-child specialist team; crisis intervention; support in increasing skills, independence, stability; support for longer term security of livelihood; support with professional orientation and job search; support in finding an apartment with own rental contract; 7 studio apartments and 3 two-room apartments with assisted living.

Target groups: people who identify as female (the organization has a broad understanding of gender) and who live in unsustainable (living) conditions, or are losing or have lost a place to live. For women whose living conditions do not allow them to live independently and who want to achieve stability through long-term intensive support and assistance.

🚏 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590), Bozner Platz (501–503, 590)

lilawohnt – Housing First:

☎ 0660/3106362, 0664/73121095

✉ housing@lilawohnt.at


www.lilawohnt.at/housing-first_de.php

Available by phone: Mon–Fri 9:00–17:00


Services: social work support for five women in their own homes (contact with authorities and institutions, financial and legal advice, career orientation and job search, etc.); support with stable housing: long-term rental apartments (ideally subsidized apartments) by the women taking over their own rental agreements; psychosocial support to strengthen health and

well-being; crisis intervention; expanding skills for everyday life; support for social inclusion.

Target groups: people who identify as female (the organization has a broad understanding of gender), who are homeless or at risk of homelessness, who need psychosocial support, who have an income, who have a secure residency status, who experience a low level of social inclusion.

 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590), Bozner Platz (501–503, 590)

19a lilawohnt – Social-Learning Living Community


Mößlgasse 7;  barrier free

 0512/295498  wg@lilawohnt.at


www.lilawohnt.at/sozialpaedagogische-wg_de.php



Available by phone: Mon 9:00–12:00, Tue, Wed 14:00–17:00, Thu, Fri 9:00–12:00

Services: Housing for 12 women who are homeless or at risk of homelessness and their children. Social work, psychosocial and educational support services meet the individual needs of the women and children. Interpreter support if needed.

 **Bus and tram stops (IVB):** Lönsstraße (C, R), Rudolf-Greinz-Straße (3)

20 inbus (innovia) (Counseling for Workers at Risk of Poverty)

Südtirolerplatz 6/first floor;  barrier free

 0676/84384313  sandra.linter@innovia.at


www.inbus.tirol

Opening hours: Mon–Fri 8:00–17:00, by appointment

Services: For people who do not have enough money for living. Counseling on how to increase income, support with applications for financial assistance, information on training or education options, to have more money left for living. 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.

Counseling also in English.

 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

LEGAL SERVICES & DEBT

→ see also **64** **Frauen helfen Frauen** (Women Helping Women) (p. 37)

21 Bezirksgericht Innsbruck (Innsbruck District Court)

Brunecker Straße 3; barrier free

05/76014342

Office open hours: Tue 8:00–12:00 by appointment only;
schedule appointments in the service center
daily from 8:30–15:30

Information on rental law:

in even calendar weeks each Tue 8:00–12:00
(room 3.24 / 4.22)

Family counseling (marriage and family law):

every Tue 8:30–12:00 by appointment made at the Center for
Marriage and Family Issues

0512/58 08 71 (room 1.13 / hatch 739)

Bus and tram stops (IVB): Hauptbahnhof (3, 5, STB, F, K, R,
501–504, 590)

22 AK – Arbeiterkammer (Chamber for Workers and Employees)

Maximilianstraße 7

0800/225522 innsbruck@ak-tirol.com

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 (3, 5, STB,
F, R, 501–503, 590), Maximilianstraße (1, STB)

23 Schuldenberatung Tirol (Debt Counseling)

Wilhelm-Greil-Straße 23/5;

not barrier free (5 stories)

0512/577649 office@sbtiro.at

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 (5th floor) – ring bell outside of opening
hours (elevator will be sent)!

Services: Counseling and help with debt.

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

24 zesa – Zentrum für Soziale Arbeit Justiz Tirol (Center for Social Work Justice)

Leopoldstraße 7/ Top 3, 2nd floor;
not barrier free (elevator in some parts)
☎ 0660/1914566 or 0681/10314614 ✉ info@zesa.at
www.zesa.at
Opening hours: Mon–Fri 8:30–13:30 and by appointment

Services: Social therapeutic residential care with daily structure for mentally unwell criminal offenders; individual living space and support concepts; possibility of UdU (interruption of accommodation); structured daily routine, group activities with different focuses; individualized care; no caregiving on weekends.

As an alternative to (imminent) unconditional detention in prisons, other institutions of the justice system or in forensic psychiatric wards, adults can be admitted to residential caregiving with daily structure. This applies to both the criminal justice system and enforcement measures. zesa offers these people the possibility of space for social engagement through supervised living spaces and a modular, competence-oriented group setting through daily structured measures to support an individual, customized resocialization process.

Each client has a primary care worker and advocate. The group activities take place in small group settings and address different topics. There is a daily and weekly routine in combination with individual social contact and external appointments several times a week. Please note: Admission is only possible by court order.

🚌 **Bus and tram stops (IVB):** Triumphforte/Casino (3, 5, STB, F, R, 501–503, 590)

25 NEUSTART Tirol (New Start Tyrol)

Andreas-Hofer-Straße 46; ♿ barrier free
☎ 0512/580404 ✉ office.tirol@neustart.at
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 stops (IVB):** Westbahnhof (1, STB, T)

CHILDREN & TEENS

→ see also **1** InfoEck der Generationen (Info Corner for All Generations) (p. 6) and **116** arbas Tirol – Arbeitsassistentz Tirol gGmbH (Job Assistance) (p. 56)

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


Meraner Straße 5;  barrier free

 0512/508–3792  kija@tirol.gv.at

www.kija-tirol.at


Opening hours: Mon–Thu 8:00–12:00, 14:00–16:00,
Fri 8:00–12:00, by appointment

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 stops (IVB):** Bozner Platz (501–503, 590), Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503), Maria-Theresien-Straße (1, 2, 3, STB, A, C, J, K, M)

27 Kinderschutz Tirol, Tiroler Kinder und Jugend GmbH (Child and Youth Protection)


Museumstraße 11

 0512/552358  info@kinderschutz-tirol.at

www.kinderschutz-tirol.at

Services: Support measures that enable people to leave violent situations and protect them from further violence.

Kinderschutz Tirol has 5 branches: Innsbruck, Wörgl, Lienz, Imst and Reutte. It offers free, confidential and, if necessary, anonymous counseling. The goal is to establish child/youth protection. This can also take the form of psychotherapy in the context of child protection work or in therapeutic children's groups. In the case of a legal complaint or criminal process, we provide the children/youth and their trusted persons with information and support regarding legal steps and options (legal process support).

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

→ see also **58** Tiroler Kinder und Jugend GmbH (Child and Youth Protection) (p. 34)

28 AusbildungsFit Innsbruck, TAFIE GmbH (Ready for Education)

Franz-Fischer-Straße 4a; ♿ barrier free

☎ 0676/84555626 ✉ ausbildungsfit.innsbruck@tafie.at

www.tafie.at

Opening hours: Mon–Wed 9:00–15:30, Thu, Fri 9:00–12:30

Services: We prepare youth for education. AusbildungsFit Innsbruck, TAFIE GmbH, is aimed at youth and young adults who have completed mandatory schooling through the age of 24, who want to complete vocational training but are currently unable to fulfill their career goals without support in certain basic skills. We offer coaching, training, sports, learning workshops.

Prep Course for AusbildungsFit, TAFIE GmbH

Franz-Fischer-Straße 4a; ♿ barrier free

☎ 0699/15563839 ✉ ausbildungsfit.innsbruck@tafie.at

www.tafie.at

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

Services: This prep course is aimed at youth and young adults who have completed mandatory schooling through the age of 24. This program is for young people who are not yet ready for the higher-threshold AusbildungsFit program. To begin, participants need the motivation to complete vocational training and to work in a group.

AusbildungsFit and AusbildungsFit Prep Course is also available in Mils (near Hall) and Wörgl.

🚌 **Bus and tram stops (IVB):** Kaiserschützenplatz (K, 590), Templstraße (K)

29 SCHUSO – Schulsozialarbeit Tirol, Tiroler Kinder und Jugend GmbH (School Social Work)

Museumstraße 11

☎ 0699/14059270 ✉ tirol@schuso.at

www.schuso.at

(School social work locations on the website)

Services: The target group of SCHUSO – School Social Work is students, including in their private or family environment. We work in close cooperation with schools and external support systems.

SCHUSO works preventatively and intervenes in individual, group and class settings, as well as in community or social spaces. Social work counseling, prevention work, intervention, social group work, referral, public relations work, school structures, community and social-space-oriented work.

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

30 KIZ – Crisis Intervention Center for Children and Teens

Pradler Straße 75; ♿ Counseling center barrier free

☎ 0512/580059 ✉ info@kiz-tirol.at

www.kiz-tirol.at

Open daily at all hours for crisis cases. Free.


Services: Counseling center and emergency shelter for children and adolescents in personal, family, and social crisis situations that endanger their emotional, mental or physical well-being.

Counseling center for acute crisis:


Counseling services are available around the clock and can be used anonymously. This includes in-person, telephone and e-mail counseling for children, youth, parents, relatives, and helpers. Counseling is orientated around the following criteria: voluntary basis and confidentiality, active protection for those seeking help, support in family and social dialogue, arrangement of social services, de-escalating and reflecting on the crisis situation, strengthening skills in children and youth, developing realistic perspectives and coping strategies.



Emergency shelter:

Protection from physical, psychological, emotional and sexual violence against children and youth between the ages of 12 and 18; safe place – de-escalation, support in family dialogue, arrangement and networking of social services; interpreter assistance available if needed. To protect children and young people from violence, de-escalate and resolve crisis situations, the KIZ provides short and medium-term overnight accommodation for up to six children or youth at its emergency shelter. Admission is on a voluntary basis. The length of stay is limited to two weeks. In addition, there is an emergency bed that is kept free for children and youth who need urgent protection during the night and is only for one night.

 **Bus and tram stops (IVB):** Sonnpark (3), Amraser Straße (C), Defreggerstraße (2, 5)

31 emma – Berufszentrum für junge Frauen* (Job Center for Young Women)

Innrain 36;  not barrier free entrance
(wheelchair stair climber at back entrance)

 0512/559700  emma@fib.at

www.fib.at/emma

Facebook: @emmaberufszentrum

Instagram, TikTok, YouTube: @emma_berufszentrum

Opening hours: Mon–Fri 8:00–13:00 (or by appointment)

Services: The emma career center is for all young women aged 15 to 24 and is supported by the AMS (employment services). Schedule a first appointment by phone or email.

In the educational and career counseling service, we support you for up to 6 months with career orientation. We help you to find your strengths and skills and to choose your career path. We work with you to create application documents and offer interview coaching and help with finding an apprenticeship, job or education program. The emma counseling service can fulfill the education requirement.

You can take part in the career and training orientation workshop. The workshop lasts 6 weeks and takes place on Mon, Tue, Thu and Fri 8:30–12:30. As part of the workshop, you can do internships in various companies. You are insured and receive financial support from the AMS.

 **Bus and tram stops (IVB):** Klinik/Universität (2, 5, C, F, J, K, M, R)

32 Heilpädagogische Familien gGmbH (Therapeutic-Educational Families)

Neuhauserstraße 7; ♿ barrier free

☎ 0512/580004 ✉ info@hpfamilien.at

www.hpfamilien.at

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

(Schedule first appointment by phone)

Services: Mobility support and early intervention.

Mobility development support (in the areas of perception processing, motor skills, language, cognition, emotion, interaction) uses a concept oriented around the individual and daily life. It is offered in accordance with the Participation Act (“Teilhabe-gesetz”). The support takes place once or twice a week in the child’s home or living environment. A comprehensive, resource-oriented approach and a focus on the concerns and needs of the child and the family are important to us. The aim is to strengthen the child’s abilities and skills, to expand his or her competencies, and to contribute to a good quality of life with the highest level of independence and social inclusion possible. Additional services: Outreach support for parenting on behalf of child and youth welfare services.

🚌 **Bus and tram stops (IVB):** Cineplexx (1, STB, T), Kaiserschützenplatz (K, 590)

33 Verein Aranea – Raum für Mädchen* und junge Frauen* (Youth Center for Girls)

Erzherzog-Eugen-Straße 25; ♿ barrier free

☎ 0677/63004454 ✉ info@aranea.or.at

www.aranea.or.at

Instagram: @verein_aranea

Office hours: Mon, Tue 9:00–11:30

Counseling hours: Tue–Thu 14:30–15:30

and by appointment

Opening hours walk-in: Tue–Thu 15:30–19:30

Services: For girls and young women ages 10–25.

Counseling: Process-oriented counseling on violence and abuse prevention and gender-specific violence, crisis intervention (e.g. homelessness, violence, etc.), social work (e.g. visits to authorities, doctor appointment, etc.), sex counseling, support in finding a job or apprenticeship (e.g. preparing application documents, etc.)

Walk-In Center: Social space for girls and young women, safe space for girls and young women experiencing gender-specific violence, space for reflection and empowerment for girls and young women, space for low-threshold socio-educational counseling.

Workshops: Aranea offers workshops on self-assertion/self-defense, violence prevention and sex education.

Expertise in youth work for girls: Training, workshops and advice on the topics of working with girls, gender-sensitive youth work, and violence prevention.

🚌 **Bus and tram stops (IVB):** Pauluskirche (2, 5, R), Messe Bahnhof (R), Sebastian-Scheel-Straße (T)

34 Chill Out (Walk-In Center, Counseling, Temporary Housing for Teens and Young Adults)

Heiliggeiststraße 8a; ♿ partially barrier free

☎ 0512/572121 ✉ chillout@dowas.org

www.dowas.org/chillout

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

Available at all hours for emergencies

Services: Support for teenagers, young adults, and young families between the ages of 14 and 21 in emergency situations through three different services under one roof:

Drop-in center: The drop-in center is for hang out and relaxing, drinking coffee, meeting up with people and finding out about other services available. There are also drinks/snacks, leisure activities such as table football, games and sound, free WLAN and PCs, a washing machine and shower facilities, the ability to set up a postal address and much more.

Counseling center: The counseling center offers free and confidential counseling to prevent or overcome emergencies. We offer support dealing with family conflicts, securing a livelihood (help with applications such as for minimum income, debt settlement, etc.), finding training and work, finding and financing an apartment or assisted living space, handling problems with the courts or police, as well as managing health issues (e.g. searching for a place for therapy).

Transitional living: It is possible to live temporarily up to 3 months at Chill Out for young people who can no longer live at home or who experience homelessness for other reasons.

The living area is supervised around the clock. There are 10 single rooms with a separate area for girls. A caregiver provides any necessary support. The main goal is to find safe, long-term housing before they move out.

🚌 **Bus and tram stops (IVB):** Heiliggeiststraße (K, 501–503, 590)

35 RAINBOWS-Tirol

Bienerstraße 27a; ♿ barrier free

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

www.rainbows.at

Opening hours: Mon–Thu 9:00–13:00, Fri 8:00–12:00

Services: Support for children and teens from 4–18 years old during difficult times.

Group and individual counseling after separation or divorce of parents. Grief counseling after the death of a loved one or through the terminal illness of a relative; support for children and teens when a parent has a mental health condition – in individual, group or family settings; parent counseling in cases of separation or divorce or death; parent counseling for mutual divorce; parent counseling in custody battles and disputed visitation arrangements; parent counseling when one parent has a mental health condition; coaching people close to the person, teachers, kindergarten teachers, educators.

Counseling also in English.

🚌 **Bus and tram stops (IVB):** Messe Bahnhof (R), Mitterhoferstraße (2, 5, R), Bundesbahndirektion (1, R), Pradler Straße (F)

36 z6

Dreiheiligenstraße 9c; ♿ barrier free
www.z6online.com

Center for Youth Work:

☎ 0676/5542196, 0676/5542269 ✉ leitung@z6online.com
 Office hours: Tue, Thu 9:00–15:00

Jugendzentrum (Youth Center) Z6:

☎ 0664/2628985 ✉ jugendarbeit@z6online.com
 Opening hours: Mon 14:00–20:00, Tue–Fri 15:00–21:00

Services: Low-threshold open youth work, youth recreation, (youth) cultural work, open youth center, specific group offers, free space to use on the weekend.

Youth and Family Counseling:

☎ 0664/2628985 ✉ jugendarbeit@z6online.com
 Counseling hours: Wed and Thu 15:00–17:00, by appointment, also open to teens during opening hours of the youth center

Services: Counseling for teens and their trusted persons: violence and radicalization prevention, counseling on various youth-specific issues such as: education and career advice, perspective work, refugee issues, migration, racism, discrimination, violence, sexuality, contraception, family, crisis and conflict, etc. Counseling also in English, French, or with interpreter as needed. Also, cooperation with a psychotherapist and in some cases with legal representatives as needed.

🚌 **Bus and tram stops (IVB):** Dreiheiligenstraße (F), Ing.-Etzel-Straße (1), Sillpark (2, 3, 5, C, F, J, M)

→ see also 133 **Drogenarbeit z6** (Drug Work Z6) (p. 65)

37 Streetwork z6

www.z6-streetwork.com

Facebook: Streetwork Zettsechs

37a Walk-In Center Innsbruck Center

Viaduktbogen 42; ♿ barrier free
 ☎ 0699/12128185, 0699/12128145, 0660/3774844,
 0660/7242537 ✉ team.mitte@z6-streetwork.com
 Facebook: Streetwork Mitte Zettsechs
 🚌 **Bus and tram stops (IVB):** Ing.-Etzel-Straße (1)

37b Walk-In Center Innsbruck West

Viktor-Franz-Hess Straße 5; ♿ barrier free
 ☎ 0699/12128135, 0699/12128195
 ✉ team.west@z6-streetwork.com
 Facebook: Streetwork West Zettsechs
 🚌 **Bus and tram stops (IVB):** Technik West (5, K, T)

Services: Low-threshold outreach social work, cultural and free space work for youth between ages 12–21 in Innsbruck. We are here to listen to all your concerns and issues!

Our work takes place where the youth are. We offer: information, counseling, support and mediation in cases of stress with school, parents, friends, authorities; we go with you to authorities (social welfare office, city council or court), doctor appointments and other places; support in finding housing and work; crisis intervention, i.e., support in acute emergencies and other situations; referral to specialized institutions or helping make first contact; support in planning and carrying out projects, such as workshops, football tournaments, festivities; leisure activities such as cooking together, making music or taking trips.

Our services are voluntary and free.

38 Jugendcoaching (innovia) (Youth Coaching)

Rennweg 7a; ♿ barrier free

☎ 0676/84384333

✉ florian.reiner@innovia.at, philipp.moeller@innovia.at

www.jugendcoaching-tirol.at

Services: Youth coaching is free and voluntary support for youth.

For students, youth out of school, mandatory school-age youth, juvenile offenders, and young adults between 14 and 19 years old, or up to 25 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. Counseling also in English as needed, or with translator support.

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

39 Rat auf Draht (Advice on the Line)

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

✉ 147@rataufdraht.at

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.

Parent counseling at: www.elternseite.at

Counseling channels:

Telephone: emergency number 147, around the clock

Online counseling: Monday–Friday

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

Facebook: www.facebook.com/rataufdraht

Instagram and YouTube

→ see also 27 **Kinderschutz Tirol** (Child and Youth Protection) (p. 19) and **General Emergency Numbers** (cover flap)

40 Volkshilfe Tirol BETA

Brixentaler Straße 14, 6300 Wörgl; ♿ barrier free

☎ 0676/897453276 ✉ beta@volkshilfe.net

www.volkshilfe.tirol

By appointment only

Services: Job qualification projects for youth and young adults ages 15–25 years. Projects aimed at meeting these needs and preparing the youth for professional work. Support in choosing a career, as well as the education and job search.

🚌 **Bus and tram stops (IVB):** Wörgl Tagungshaus

FAMILY ADVICE / CHILDCARE

→ see also 1 **InfoEck der Generationen** (Info Corner for All Generations) (p. 6), 27 **Kinderschutz Tirol** (Child and Youth Protection) (p. 19), 29 **SCHUSO Tirol** (School Social Work) (p. 20), 81 **Wäscheleine** (Clothesline) (p. 42), 83 **General Services** (p. 42) and 84 **Caritas Familienhilfe** (Family Support) (p. 43)

41 Schwangerenberatung – Aktion Leben Tirol (Pregnancy Counseling)

☎ 0676/3900375 ✉ info@aktionleben-tirol.org

www.aktionleben-tirol.org

Services: Psychosocial and socio-legal counseling and support with questions relating to pregnancy and birth, unbiased counseling for conflict in pregnancy in cases of unplanned or burdensome pregnancies, counseling on prenatal diagnostics, follow-up care after the loss of a child or after an abortion, pre-natal bonding evaluation to promote the mother/parent-child relationship, counseling services for men, financial assistance, sponsors or fostering, as well as and practical help, pregnancy prevention, workshops and contraception counseling.

41a Andreas-Hofer-Straße 4/1; not barrier free

Opening hours: Mon 8:30–12:30,

Tue–Thu 8:30–12:30, 13:00–17:00

🚌 **Bus and tram stops (IVB):** Maximilianstraße (1, STB)

41b Riedgasse 9/E16; ♿ barrier free

Opening hours: Mon 8:30–12:30,

Tue–Thu 8:30–12:30, 13:00–17:00

🚌 **Bus and tram stops (IVB):** Höttinger Kirchplatz (J, K)

42 Netzwerk Gesund ins Leben (Network for a Healthy Start in Life)

Adamgasse 4; not barrier free

☎ 0664/6046630480 ✉ willkommen@gesundinsleben.at

www.gesundinsleben.at

Opening hours: Mon–Fri 9:00–15:00

Services: Offers free, voluntary and outreach family support throughout Tyrol for pregnant women and parents of children ages 0–3 years in stressful life situations such as: uncertainties in dealing with the child or overload; psychosocial stress such as a lack of a social network or existential worries; (onset of) mental illnesses such as anxiety or depression; children with developmental risks, illnesses or special needs; multiple pregnancies, births or premature births; very early or very late parenthood; relationship conflicts and experiences of violence; unprocessed birth experiences. We support families with a broad network of experts, personal counseling, referrals to services and support with the authorities. These services are supplemented by group offers, such as a self-help group for mothers with psychological stress, for parents of premature or stillborn babies, as well as various parenting classes.

🚌 **Bus and tram stops (IVB):** Bozner Platz (501–503, 590), Triumphforte/Casino (3, 5, STB, F, R, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

43 Elternberatung (Parent Counseling)

An der Lan Straße 43 and throughout Tyrol;

♿ barrier free

☎ 0512/5082831 ✉ elternberatung@tirol.gv.at

www.tirol.gv.at/gesundheit-vorsorge/elternberatung

Opening hours: Mon–Fri 8:00–12:00

Services: Free advice for parents with children ages 0–4 years.

Child weight and health are checked. Advice on breastfeeding and bottle feeding, solid foods, child development and sleep advice. Free or low cost courses are offered, such as birth preparation courses, postnatal courses, babywearing advice, PEKiP courses, infant care courses. Courses for pregnant women and new parents.

Advice centers are in every district in Tyrol.

🚌 **Bus and tram stops (IVB):** Schützenstraße (2, 5, T)

44 Familienberatung des Eltern-Kind-Zentrums (Parent-Child Center Family Counseling)

Amraser Straße 5; ♿ barrier free

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

www.ekiz-ibk.at

Opening hours: Mon 8:30–12:30, Wed 12:00–15:00, Thu 9:00–13:00. Counseling also possible outside of opening hours (by appointment)

Services: Counseling for educational, psychological, social and legal questions and problems. Support and guidance in challenging life situations. We find solutions and prospects together with clients.

Counseling areas: desire to have children, unwanted pregnancy, pregnancy and birth, parenthood, raising children, couple and single parenting, couple and family conflicts, separation and divorce, mental health issues, burnout and overwork, balancing career and family, reentering the job market, children with disabilities.

Additional services: Free parent counseling with Parent-Child Pass. Mandatory counseling for mutual divorce under § 95 AußStr.G.

The Parent-Child Center is also a place to meet, exchange and educate through open meet-ups for parents, parent-child groups, preschool, and talks and workshops about child development and parenting.

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

45 Freizeitassistenz & Familienentlastung (Free Time Assistance & Family Relief)

Andechsstraße 73; ♿ barrier free

☎ 0676/88509970

✉ fafe.innsbruck.stadt@fruehfoerdern.at

www.fruehfoerdern.at

By appointment only

Services: Accompanying children and adolescents with developmental delays and/or disabilities in their free time, from birth until 18 years old, who receive caregiving 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 caregiving allowance.

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

→ see also 47 **Frühförderung & Familienbegleitung** (Early Childhood Intervention & Family Support) (p. 29), 81 **Wäscheleine** ("Clothesline") (p. 42), 83 **General Services** (p. 42) and 84 **Caritas Familienhilfe** (Family Support) (p. 43)

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

Anichstraße 24; ♿ barrier free

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

www.zentrum-beratung.at

Opening hours: Mon–Thu 9:00–12:00, 14:00–16:00,
Fri 9:00–12:00

Services:

Psychosocial Counseling: for 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, feelings of depression; counseling for problems with work, life transition, counseling for older people.

Counseling and information on extremism: Racism, radicalization, xenophobia, etc. for relatives and people close to someone, educators, prevention work.

Free parent counseling for the Parent-Child Pass: Financial support for birth, sharing parental leave, parental leave models, right to parental part-time work, returning to work, parenting, raising children, conflict resolution, etc.

Family counseling in court: Legal and psychosocial counseling at district court appointments.

Legal advice: Legal counseling for divorce, separation, child support, custody, visitation regulations, etc. Anonymous, confidential, free.

Additional Services:

Mandatory parent counseling before consensual divorce according to law (§ 95 para. 1a Außerstreitgesetz) concerning specific needs of underage children going through divorce.

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

🚌 **Bus and tram stops (IVB):** Bürgerstraße (1, 3, STB),
(Klinik/Universität (2, 3, 5, C, F, J, K, M, R)

47 Frühförderung & Familienbegleitung (Early Childhood Intervention and Family Support)

Andechsstraße 73; ♿ barrier free

☎ 0664/88895351 ✉ innsbruck.stadt@fruehfoerdern.at

www.fruehfoerdern.at

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 stops (IVB):** Andechsstraße (C, R, F, T)

→ see also 45 **Freizeitassistenz & Familienentlastung** (Free Time Assistance and Family Relief) (p. 28)

48 Erziehungsberatung (Parent Counseling)

Anichstraße 40; not barrier free

☎ 0512/5082972

✉ erziehungsberatung-innsbruck@tirol.gv.at

www.tirol.gv.at/erziehungsberatung

Opening hours: Mon–Thu 9:00–12:00, 14:00–16:00,
Fri 9:00–12:00 and by appointment.

Offices in all districts throughout Tyrol

Services: Tyrol's counseling service offers information, advice and support for parents, teenagers and children by addressing their personal situations. Working together, we try to find solutions to everyday issues involved with raising children, family, school life, or other difficult situations. All counseling is free, confidential and can be anonymous if desired.

🚌 **Bus and tram stops (IVB):** Klinik/Universität (2, 3, 5, C, F, J, K, M, R)

49 Aktion Tagesmütter/väter Tirol (In-Home Childcare)

Josef-Hirn-Straße 1; ♿ barrier free

☎ 0512/583268 ✉ office@atmtv.at

www.atmtv.at

Opening hours: Mon–Fri 9:00–12:00

Services: Arranging childcare with in-home caregivers in and around Innsbruck, Imst, Kufstein; arranging and supporting centers for in-home caregivers in these locations.

🚌 **Bus and tram stops (IVB):** Klinik/Universität (2, 3, 5, C, F, J, K, M, R)

50 AEP Familienberatungsstelle (Family Counseling Center)

Schöpfstraße 19 – Hof; ♿ barrier free

☎ 0512/573798

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

www.aep.at/familienberatung

Opening hours: Mon 9:00–11:00, 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).


Since 2023, the AEP Family Counseling Center has also offered counseling in the following areas:

- *End-of-life counseling and grief counseling:* The service is aimed at people who are dealing with end-of-life issues. Our counselors offer support and also help with legal questions in accordance with the law (Sterbeverfügungs-Gesetz § 7 Abs. 2 Z. 5).

- *Parent counseling for the Parent-Child Pass:* (Expecting) parents can come discuss and get information on important issues relating to the birth of a child, such as financial benefits, the division of childcare between partners, parental leave models, pension plans or personal topics relating to parenting, raising children and conflict resolution.

 **Bus and tram stops (IVB):** Franz-Fischer-Straße (1, STB)

51 Frauen* im Brennpunkt (Women in the Spotlight)


Innrain 25/3;  barrier free

 0512/587608  info@fib.at


www.fib.at



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

Services: 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 (www.online-frauenberatung.at) supports women anonymously, free and confidentially. Gender and diversity expertise, events concerning women's issues.

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

52 COURAGE Innsbruck (Center for Partner, Family and Sexual Counseling)

Salurner Straße 15/2nd floor (Casino-Passage);  barrier free

 0699/16616663  innsbruck@courage-beratung.at

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.).

Awareness and educational work in the form of workshops, talks, 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 (3, 5, STB, F, R, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

53 zesa – Kinder- und Jugendhilfe (Child and Youth Support)

Sillgasse 21, 1st floor; ♿ barrier free

☎ 0681/20592936 or 0677/63004390 ✉ info@zesa.at

www.zesa.at

Opening hours: Mon–Fri 8:30–13:30 and by appointment

Services: Educational support from the Child and Youth Welfare Office.

zesa offers outreach, outpatient socio-pedagogical care and intensive family support within their family environment, in accordance with the law for supporting families with children (§ 41 TKJHG). The aim is to build a sustainable family system by supporting parents or legal custodians in childcare and raising children so they can act in the best interests of the child. The service can be used by children, adolescents, young adults and their caregivers. The type of support depends on the individual needs and circumstances. Requests should be submitted to the Child and Youth Welfare Office in the appropriate district, i.e., Innsbruck City Council or the district authorities.

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

54 Amt Kinder- und Jugendhilfe Stadtmagistrat Innsbruck (Child and Youth Welfare Office)

Ing.-Etzel-Straße 5; ♿ barrier free

☎ 0512/53608014 ✉ post.kinderhilfe@innsbruck.gv.at

www.innsbruck.gv.at/leben/soziales/familie-elternschaft

Opening hours: Mon–Thu 8:00–12:00, 13:00–16:00
(by appointment only)

Services:

Protection, prevention and support: Counseling on raising children, supporting parents, protecting child welfare.

Foster children and adoption: Assessment of potential foster parents and home, supervision and support for foster parents; assessment of applicants for adoption and support during the adoption process.

Child support and proof of paternity: Ask which documents are needed when making an appointment.

🚌 **Bus and tram stops (IVB):** Brunecker Straße/BFI (1), Sillpark (2, 3, 5, C, F, J, M)

55 Volkshilfe Tirol MarteMeo-Beratung (MarteMeo Counseling)

Dr.- Franz-Werner-Straße 34; ♿ barrier free
☎ 0676/897453270 ✉ martemeo@volkshilfe.net
www.volkshilfe.tirol

Opening hours: by appointment

Services: Family counseling, counseling methods with video support 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):** Haller Straße (504),
Schützenstraße (2, 5, T)

56 Volkshilfe Tirol Besuchsbegleitung (Visitation Support)

Dr.-Franz-Werner-Straße 34; ♿ barrier free
☎ 050/8902000 ✉ besuchsbegleitung@volkshilfe.net
www.volkshilfe.tirol/hilfe-angebot/kinder-familie/besuchsbegleitung

Opening hours: Wed, 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),
Schützenstraße (2, 5, T)

57 Mannsbilder (Men's Center for Education, Meeting and Advice)

Anichstraße 11, 1st floor; ♿ barrier free
☎ 0512/576644 ✉ beratung@mannsbilder.at
www.mannsbilder.at

Counseling hours: Mon, Wed 17:00–20:00, Thu 16:00–19:00,
Fri 10:00–13:00

Phone counseling and appointment scheduling:
Mon–Thu 10:00–12:00, Tue 14:00–17:00

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.

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

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5,
STB, F, R, 501–503)

VIOLENCE / ABUSE

→ see also **57 Mannsbilder** (Men's Center for Education, Meeting and Advice) (p. 33)

58 Tiroler Kinder und Jugend GmbH (Child and Youth Protection)

Museumstraße 11/1st floor; ♿ barrier free
☎ 0512/552358 ✉ office@kinder-jugend.tirol
www.kinder-jugend.tirol

Services: Prevention – Counseling – Accompaniment – Protection.

Tiroler Kinder und Jugend GmbH supports children and youth in three specialized focus areas through counseling, protection and supervisory institutions. Kinderschutz Tirol has counseling centers in Innsbruck, Imst, Lienz, Wörgl and Reutte. Provides outpatient and inpatient help with parenting for Tyrol: crisis center "Turntable WG Kufstein" (ages 12–18) and "Kurzzeit WG neMo Schwaz" (ages 6–14) provide children and youth protection and temporary assistance during difficult life circumstances. "baseCamp" provides supervised living for youth ages 15 and older. We also offer SCHUSO – School Social Work in Tyrol at 80 schools in 30 Tyrolean towns, as well as prevention work.

Services at all institutions are free for our clients.

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

→ see also **27 Kinderschutz Tirol** (Child and Youth Protection) (p. 19), **29 SCHUSO – Schulsozialarbeit Tirol** (School Social Work) (p. 20) and **30 KIZ** (Crisis Intervention Center for Children and Teens) (p. 20)

59 WEISSER RING – Verbrechensofferhilfe (WHITE RING – Crime Victim Help)

Adamgasse 11; ♿ barrier free
☎ 0699/13434006 ✉ tirol@weisser-ring.at
www.weisser-ring.at
Opening hours: Mon–Fri,
call for counseling appointment

Services: Counseling, assistance, psychosocial and legal process support.

The White Ring in Tyrol helps victims of crime regardless of age, gender, nationality or type of crime, and puts their needs and interests at the center of its work. Assistance is free and may range from counseling for psychosocial and legal process support in criminal proceedings to financial help in special emergencies. It is best to contact us as soon as possible! The White Ring advocates at the national level for compliance and further development of victim rights, as well as for special projects and research.

🚌 **Bus and tram stops (IVB):** Heiligegeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

60 Gewaltschutzzentrum Tirol (Tyrol Center for Protection from Violence)

Maria-Theresien-Straße 42a

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

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).

Counseling also in Turkish, English, Italian; more languages available with interpreters.

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

61 Frauen*Haus Tirol Beratungsstelle (Women's Counseling Center)

Adamgasse 16; ♿ barrier free

☎ 0512/931846 ✉ beratung@frauenhaus-tirol.at

www.frauenhaus-tirol.at

Opening hours: Mon–Thu 9:00–12:00, 13:00–16:00,
Fri 9:00–12:00

Available by phone: 0512/342112, online advice via website

Services: Frauen*Haus has 5 important components: 1. Shelters; 2. Counseling center for victims of violence; 3. Assisted living; 4. Prevention and public relations work; 5. StoP. Neighborhoods without partner violence.

→ see also **62 Frauen*Haus Tirol Schutzhaus** (Women's Shelter) (p. 36)

The (family) counseling center of Frauen*Haus Tirol advises on issues relating to the dynamics of violence/abuse and violence in its various forms with a focus on relationship violence, violence in the social environment, violence against children and youth, ways out of the dynamics of violence, legal advice, risk assessment and risk management.

Are you experiencing or affected by domestic violence, but don't need a place to live? Is a friend or someone you know experiencing or affected by domestic violence? Do you suspect that women or children in your class or community are experiencing violence at home? Do you suspect that your neighbor is experiencing violence? Do you believe that one of your coworkers is experiencing violence? Then our counseling center in Innsbruck offers you outpatient (by phone and in person) psychosocial and legal advice and support in various languages. If we do not speak your language, we will organize an interpreter. A sign language interpreter can also be arranged. Our center is accessible and equipped with barrier-free informational materials. Counseling is free and can be anonymous if you wish.

🚏 **Bus and tram stops (IVB):** Heiliggeiststraße (K, 501–503, 590)

62 Frauen*Haus Tirol Schutzhaus (Women's Shelter)

House address: private; ♿ barrier free

☎ 0512/342112

✉ wohnen@frauenhaus-tirol.at; office@frauenhaus-tirol.at

www.frauenhaus-tirol.at

Always open

Services: Frauenhaus Tirol is a victim protection and crisis center for women and children who experience or are threatened by physical, emotional and/or sexual violence.

Frauenhaus also provides protection for women who experience or are threatened by forced prostitution, forced marriage or women trafficking. Frauenhaus is also a child protection center. Frauenhaus offers protective housing with multi-layered, interdisciplinary and intercultural counseling and support services. Support focuses on protection and security, strengthening resources, securing livelihoods, legal advice, support through the legal process, going with clients to offices and authorities, guidance, etc.

Assisted living:

Threatening situations very often are not over at the end of one's stay at the women's shelter. Additional legal measures for protection from violence (Gewaltschutzgesetz) are often necessary, such as reporting persistent harassment and stalking, and this may require support from Frauenhaus workers. Ongoing legal proceedings such as custody and divorce negotiations are often only concluded after one's stay at the women's shelter. For this, we offer outpatient care for women and children in a safe environment or in our transitional apartments. In our 9 transitional apartments, you have a temporary place to live and can receive necessary counseling and support.

Prevention and public relations work:

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

As part of our prevention and public relations work, we try to create awareness about violence in different types of relationships and show them different paths out of abuse. You can book us for awareness-raising workshops, presentations, job-specific training, informational events, expert lectures, panel discussions, concept development of guidelines for action against violence, etc.

StoP – Neighborhoods without partner violence:

StoP is a violence prevention project that aims to prevent domestic violence against women and children, partner violence and femicide. It operates where domestic violence happens: at home, in the neighborhood. Neighbors are encouraged and supported to show civil courage and not conceal or tolerate partner violence. StoP provides information and helps to recognize and interrupt domestic violence at an early stage. Everyone can say something – do something! Join in! For more information: stop-partnergewalt.at/stop-innsbruck-wilten

→ see also 61 Frauen*Haus Tirol Beratungsstelle (Women's Counseling Center) (p. 35), 64 Frauen helfen Frauen (Women Helping Women) (p. 37) and 71 TSD NoRa – Übergangswohnprojekt für Frauen (Emergency Shelter for Women) (p. 39)

63 Frauen gegen VerGEWALTigung (Women Against Rape)

Sonnenburgstraße 5; not barrier free (bei Bedarf
(alternative space available if needed – contact us!))

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

www.frauen-gegen-vergewaltigung.at

Opening hours: Mon, Fri 9:00–12:00, 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. Counseling with interpreter if needed.

🚏 **Bus and tram stops (IVB):** Franz-Fischer-Straße (1, STB), Michael-Gaismair-Straße (K)

64 Frauen helfen Frauen (Women Helping Women)

Museumstraße 10; ♿ barrier free

☎ 0512/580977 ✉ info@fhf-tirol.at

www.fhf-tirol.at

Opening hours: Mon–Thu 9:00–14:00
or call for an appointment

Services: Free legal, psychosocial or financial counseling, women's shelter, transitional housing, outpatient family caregiving.

Project: Self-Worth Competence Training for Girls and Boys. Counseling with an interpreter if needed (arrange in advance).

🚏 **Bus and tram stops (IVB):** Museumstraße (1, 2, 3, 5, A, C, J, M)

65 Fachstelle Zwangsheirat – Frauen aus allen Ländern (Center for Forced Marriage – Women from All Countries)

Tschamlerstraße 4; ♿ barrier free

☎ 0676/3984347 ✉ fachstelle@frauenausallenlaendern.org

www.frauenausallenlaendern.org/projekte-fachstelle-zwangsheirat

Facebook, Instagram @frauenausallenlaendern

Opening hours: Mon–Thu 9:00–12:00, 13:00–15:00

Services: Violence prevention and counseling for girls and women threatened and affected by forced marriage and domestic violence. Safe and anonymous advice; advice for professionals; awareness workshops; training and networking.

Counseling can be anonymous, with an interpreter, and can take place where needed (e.g. at school). We advise those affected by forced marriage, as well as professionals supporting people affected. The counseling services include the following topics: family control and pressure (e.g. forbidden relationships, social isolation, cell phone control, etc.); family-based violence (e.g. threats, manipulation); forced marriage.

We offer awareness workshops for students, youth and women's groups upon request.

🚏 **Bus and tram stops (IVB):** Cineplexx (1, STB, T), Kaiserschützenplatz (K, 590)

→ see also 143 **Frauen aus allen Ländern** (Women from All Countries) (p. 69)

MEALS / SLEEPING / CLOTHING

66 Mentlvilla (Caritas)

Mentlgasse 20; ♿ barrier free

☎ 0512/564351 ✉ mentlvilla@caritas.tirol

Opening hours: Mon–Sun open 24h

Day Café: Mon, Tue, Thu, Fri 11:00–14:00,

Mi. 16:00–19:00 (only needle exchange)

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):** Heiligegeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

→ see services in chapters **General Social Services** (p. 6–10) and **Housing/Work** (p. 10–16)

67 ISD Herberge (Shelter)

Hunoldstraße 22; ♿ barrier free

☎ 0512/5331–7840 ✉ herberge@isd.or.at

Opening hours: Mon–Sun 6:00–23:00

(Please check in before 17:00)

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 min. by foot from train station.

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

68 ISD Alexihaus (Shelter)

Dreiheiligenstraße 9b; ♿ barrier free

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

Opening hours: Mon–Sun 7:00–23:00

(Please check 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):** Dreiheiligenstraße (F), Ing.-Etzel-Straße (1), Sillpark (2, 3, 5, C, F, J, M)

69 TSD Notschlafstelle (Emergency Overnight Shelter)

Schusterbergweg 73; not barrier free

☎ 0660/4125564 ✉ nost@tsd.gv.at

www.tsd.gv.at

Opening hours: daily 17:30–9:00

Services: Place to stay overnight, hot meals, social work counseling and support; offers up to 99 people a place to sleep all year round. There is a hot meal in the evening and a small breakfast in the morning. Clothes can be washed or obtained from donations stored on site. Shower facilities and hygiene supplies are also available. People also have access to psychosocial care and social work, including counseling, crisis intervention, networking and referrals to other services.

🚌 **Bus and tram stops (IVB):** Siemens (502)

70 Notschlafstelle Vinzenzgemeinschaft Waldhüttl (Emergency Overnight Shelter)

Natterer-See-Weg 6; not barrier free

☎ Jussuf 0650/2706292 or Wolfgang 0650/7433760

✉ info@waldhuettl.at, jussuf.windischer@gmx.net

www.waldhuettl.at

For anyone interested: Sat 17:00 House and Facility Tours

Services: Simple place to sleep (bed and chair) for people experiencing homelessness, especially migrants living in poverty. Beautiful location on the edge of the city: community house and living, community gardens, companion planting beds, small-scale farm with beeds, hens, ducks, donkeys, sheep; barbecue space; playground with tree house.

🚌 **Bus and tram stops (IVB):** Peterbrünnl (M), Peterbrünnlweg (C)

71 TSD NoRa (Emergency Shelter for Women)

not barrier free

☎ 0512/214123 ✉ nora@tsd.gv.at

www.tsd.gv.at

Opening hours: 24/7

Services: This is a housing project for women with and without children, who are experiencing acute or hidden homelessness and/or find themselves in an unstable living situation. Services can accommodate about 22 people; 6 rooms available as temporary living and 3 rooms for short-term stays.

→ siehe auch 19 lilawohnt (Housing) (p. 15) and 62 Frauen* Haus Tirol Schutzhaus (Women's Shelter) (p. 36)

72 Teestube (Tearoom) – Homeless Organization

Kapuzinergasse 45; ♿ barrier free

☎ 0512/577366 ✉ teestube@obdachlose.at

www.obdachlose.at

Opening hours: Mon–Sat 8:00–13:30,

Closed Sundays and holidays

Services: Breakfast (8:30–12:30, no cooking options), showers, laundry, baggage storage. No requirements except for minimum age of 18 years. General counseling (also in English) and if necessary referral to specialized institutions (if desired). Services for people experiencing acute homelessness or who are at-risk of becoming homeless, also for people who are lonely, single and without family.

🚌 **Bus and tram stops (IVB):** Messe/Zeuhaus (1), Messe Bahnhof (R)

73 TSD Nikado (Walk-In Center)

Matthias-Schmid-Straße 10; ♿ barrier free

☎ 0699/16340130 ✉ nikado@tsd.gv.at

www.tsd.gv.at

Opening hours: daily 11:00–17:00

Services: Shelter – advice – drinks and snacks – referrals.

Nikado is a walk-in center for people in need in Innsbruck. The center offers a warm place to stay, support through peer counseling and provides referrals to other relevant services. Nikado takes an alcohol-tolerant approach, meaning that low-proof alcoholic beverages may be consumed in the center, but only non-alcoholic drinks are served. At Nikado, people are allowed to relax as well as play, laugh and chat together.

🚏 **Bus and tram stops (IVB):** Sebastian-Scheel-Straße (T)

74 TISO Tiroler Sozialmarkt (Social Market)

Adamgasse 13–15

☎ 0512/580593

www.tiso.at

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

Services: Low-cost shopping outlet for groceries. Required documents: Proof of income, address registration and passport photo (for customer card).

Monthly income limits: € 1.100–1.200 for single-person household, € 1.300–1.450 for two-person households, plus € 100 per child. Christmas, vacation and disability allowance is not calculated in. Customer card can be applied for at the Sozialmarkt. With the customer card, you can shop 3 times per week and spend up to 12–15 € each time.

🚏 **Bus and tram stops (IVB):** Heiligegeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

75 Vinzibus (Food Distribution)

☎ 0664/5163988 ✉ vinzibus@gmx.at

Services: Free, warm meals and drinks.

- Mon–Sun 18:00 at St. Paulus Church, Reichenauer Str. 68
- Mon–Sun 18:30 at Kapuzinerkloster „Wolfgangstube“, Kaiserjägerstraße 6
- Mon–Sun 19:00 at parking lot at the Markthalle garage, Herzog-Siegmund-Ufer 5

76 Wolfgangstube (Kapuzinerkloster) (Food Distribution)

Kaiserjägerstraße 6

Mobile and stationary social counseling:

☎ 0676/87306293

Angebot:

Free breakfast: Mon–Fri 8:30–9:30

Free dinner: Mon–Sun 18:30

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

77 Katharina-Stube im Kloster der Barmherzigen Schwestern (Homeless Services)

(in cooperation with Caritas)

Rennweg 40; ♿ barrier free, shower and bathroom not barrier free

☎ 0676/87306330 ✉ karin.lichtner@caritas.tirol

www.caritas-tirol.at/hilfe-angebote/menschen-in-not/waermestuben/katharina-stube

Opening hours: Mon–Sat 9:00–10:15, 11:00–14:00, closed Sun and holidays

Services: Free breakfast and lunch, shower facilities, advice, basic medical care medcar(e) for people who are homeless, socially disadvantaged, living in poverty or at-risk-of-poverty, or isolated people (age 18 and over).

Breakfast: 9:00–10:15, lunch: 11:00–13:15

Basic medical care: every Wed 11:00 to approx. 12:00

Safe place to stay, breakfast, hot lunch, cold non-alcoholic drinks, tea and coffee. Shower facilities (a fresh towel and basic hygiene products are available). Conversation, private counseling sessions and referral to other support services are available.

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

78 Serviten (Food Distribution)

Maria-Theresien-Straße 42

☎ 0512/588883

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

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

79 Rotes Kreuz Innsbruck Team Österreich Tafel (Red Cross Groceries)

Hafenareal, Innrain 149; ♿ barrier free

☎ 0512/33444 ✉ info@roteskreuz-innsbruck.at

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):** Hafen (C, M), Innrain/Campus WIFI (C, M), Freiburger Brücke (C, M, T)

80 Kleidung “im Bogen” (Clothing „at the Arches”)

Viaduktbogen 35; ♿ barrier free

☎ 0512/560623 ✉ kleiderausgabe@obdachlose.at

www.obdachlose.at

Opening hours: Mon–Fri 9:00–12:00

Services: The clothing handout center is for low-income people age 18 and over and for people who are in a difficult situation. Free clothing, addiction placements, barrier-free showers, referrals to specialized services.

🚏 **Bus and tram stops (IVB):** Messe/Zughaus (1), Bundesbahndirektion (1, R)

81 Wäscheleine ("Clothesline" – Clothing Handouts for Kids)

Viktor-Franz-Hess-Straße 7 (Kolpinghaus);
elevator available if arranged in advance
☎ 0699/10283763 ✉ g.machajdik@tsn.at
Opening hours: Thu 15:00–16:00
(Closed holidays and during the month of August)

Services: Second-hand clothing and shoes, toys and books for babies, children and teens. Free and non-bureaucratic.

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

82 Rotes Kreuz Innsbruck "Textil" (Red Cross Clothing Handouts)

Hafenareal, Innrain 149; ♿ barrier free
☎ 0512/33444 ✉ info@roteskreuz-innsbruck.at
www.roteskreuz-innsbruck.at
By appointment only (phone or email)

Services: Free distribution of second-hand clothing to people in need with an access card. Clothing is donated from the public and sorted and distributed by Red Cross workers. Clients are registered or accompanied by a social agency and get an appointment after confirming their right to benefits. Clothing is only given to people who are supervised or accompanied by social agencies and have received an appointment for the distribution.

🚌 **Bus and tram stops (IVB):** Hafen (C, M),
Innrain/Campus WIFI (C, M), Freiburger Brücke (C, M, T)

83 General Services

83a Leihladen (Borrowing Shop)

Speckbacherstraße 41
☎ 0677/61967540 ✉ innsbruck@leihladen.at
www.leihladen.wordpress.com
Make an appointment

Services: Library of things. Pay a membership fee up to 20 € per calendar year (depending on time of year and type of membership) to be able to borrow useful items such as: tools, moving boxes, recreational and sports equipment (e.g. sleds), household devices (e.g. pressure washers), and travel accessories.

83b Fairteiler

Services: Food-sharing for saved and tossed food items that are still in good condition.
→ see also www.foodsharing.at

Locations:

- **Die Bäckerei – Kulturbackstube**, Dreiheiligenstraße 21a
Opening hours are the same opening hours as „Die Bäckerei“
- **Fairteiler Moustache**, Herzog-Otto-Straße 8
Opening hours: 10:00–2:00
(exceptions found on website of Café-Bar Moustache)
- **Outdoor Fairteiler Botanischer Garten**, Botanikerstraße
Opening hours: November to March: Mon–Fri 7:30–17:00,
Sat, Sun and holidays 8:00–17:00; March–October:
Mon–Fri 7:30–19:00, Sat, Sun and holidays 8:00–19:00
- **Stadtteilzentrum Wilten**, Leopoldstraße 33a
Opening hours: Tue 10:00–12:00 and Wed 16:00–18:00

→ see also 7 **Bahnhofsozialdienst der Caritas** (Social Services at the Train Station) (p. 10)

HEALTH / ILLNESS / CAREGIVING

84 Caritas Familienhilfe (Family Support)

Heiligegeiststraße 16; ♿ barrier free

☎ 0512/7270350 ✉ alina.hornsteiner@caritas.tirol

www.caritas-tirol.at

Opening hours: Mon–Thu 8:30–12:30, 13:30–17:00,
Fri 8:30–12:30

Services: For families in emergency and crisis situations (illness, exhaustion, exceptional situations). Care for children at home.

Caritas Family Support is a „crisis team“ that comes into the home for acute emergency situations and short-term care needs for children in a family. Employees provide support and relief for the family in their everyday lives during this time. The costs are covered by the city of Innsbruck, local municipalities, and the family (out of pocket). Through donations and sponsors, the out of pocket fees can be adjusted depending on the family's income. Family support services can thus provide simple, fast and efficient help.

🚏 **Bus and tram stops (IVB):** Heiligegeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

85 Selbsthilfe Tirol (Self-Help)

Innrain 43/Parterre; ♿ barrier free

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

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, 3, 5, C, F, J, K, M, R), Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503), Marktplatz (A, J, K, W)

86 Kraft für Leben (Energy for Life)

Speckbacherstraße 30

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

www.kraftfuerleben.org

Call for appointment

Services: For people going through overwhelming times of crisis. 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-Straße (1, STB), Westbahnhof (1, STB, T)

87 INSIEME – Beratung

Maximilianstraße 2; ♿ barrier free

☎ 0650/2563894 ✉ insieme.beratung@verein-insieme.at

www.insieme-beratung.at

Scheduling hours: Mon–Thu 8:30–9:00, call for appointment

Services: Overcoming crisis together – Psychological counseling and psychotherapy placement.

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 services: 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.

This service is for individuals (youth over 16 years old and adults of all ages), couples and families.

🚌 **Bus and tram stops (IVB):** Triumphforte/Casino (3, 5, STB, F, R, 501–503, 590)

**88 Psychosozialer Pflegedienst gGmbH
(Psychosocial Nursing Care)**

Anichstraße 4; not barrier free

☎ 0512/572750 ✉ Contact@psptirol.org

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 stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

**89 Women's Health Center at the
University Clinic in Innsbruck**

Anichstraße 35; ♿ barrier free

☎ 0512/50481827 ✉ angelika.bader@tirol-kliniken.at

<https://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! Counseling also in English, Turkish, and with an interpreter if needed.

🚌 **Bus and tram stops (IVB):** Klinik/Universität (2, 3, 5, C, F, J, K, M, R)

90 Klinikbrücke (Hospital Bridge: Visit and Guide Service)

Maximilianstraße 43; not barrier free

☎ 050/50428541 ✉ klinikbruecke@tirol-kliniken.at

www.klinikbruecke.at

Office hours: Mon–Fri 8:00–12:00, volunteers are also available outside of office hours

Services: We provide additional services for inpatients and outpatients.

Visiting service: Visits to patients in hospital; *Guide service:* Helping patients find their way around the hospital; *Dementia caregiving:* Visits to patients with dementia or older people at risk of dementia.

Volunteers provide additional services for patients during their stay in hospital. They offer additional time, support and social comfort in the form of walks in the fresh air, small shopping trips, playing board games together, animated conversations or empathetic listening. The main goal is to make a positive contribution to the well-being of patients and to make their stay in hospital more pleasant. In addition, the organization's volunteer guides help outpatients find their way around the hospital and accompany them to their desired destination.

🚒 **Bus and tram stops (IVB):** Klinik/Universität (2, 3, 5, C, F, J, K, M, R), Maximilianstraße (1, STB)

91 start pro mente gemGmbH

Karmelitergasse 21; ♿ barrier free

☎ 0699/15918963 ✉ office@startpromente.at

www.startpromente.at

Opening hours: Mon–Fri 9:00–13:00

(request an appointment)

Services: Support and accompaniment for people with mental health issues. Mobile support; daily structured work and recreation; work in the OLG cafeteria; job qualifications for young people in the workshop.

🚒 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590), Kaiserschützenplatz (K, 590), Cineplexx (1, STB, T), Gaismairstraße/Schule (K), Heiliggeiststraße (K, 501–503, 590)

92 pro mente tirol (Psychosocial Services)

Karl-Schönherr-Straße 3; ♿ barrier free

☎ 0664/88218348 ✉ psd.innsbruck@promente-tirol.at

www.promente-tirol.at

Opening hours: Mon–Fri 9:00–12:00

Services: A diverse range of outpatient care services for people with mental health problems. The goal of counseling and support is the facilitation 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.

Counseling also in Turkish.

🚒 **Bus and tram stops (IVB):** Löwenhaus/ORF (502, 503), Martin-Luther-Platz/HAK (A, 502, 504)

93 VAGET – Daytime Therapy Centerwww.vaget.at

Services: The service is for older people with mental or neurological illnesses.

93a Mobile Psychiatrische Pflege (Mobile Psychiatric Nursing)

Bereichsstelle Innsbruck

Pradler Straße 41; ♿ barrier free

☎ 0676/898290–2122 and 0676/898290–2119

✉ Contact@vaget.at

Services: Outreach psychiatric nursing for people struggling to cope with everyday life in old age. We offer individual caregiving in the home environment, based on appreciative and trusting relationships. Our professional team has specialist knowledge in psychiatric nursing and social services.

🚌 **Bus and tram stops (IVB):** Defreggerstraße (2, 5)

93b Tagespflegeeinrichtungen (Daytime Therapy Center)

☎ 0676/898290–2571 and 0512/343219

✉ tageszentren@vaget.at

Opening hours: Mon–Fri 8:00–16:00

Services: Activating, therapeutic, biographical and nursing daytime care for seniors with memory impairments.

TTZ Daytime Therapy Center

Pradler Straße 41; ♿ barrier free

🚌 **Bus and tram stops (IVB):** Defreggerstraße (2, 5)

ZEDER Center for Dementia Rehabilitation

Daneygasse 1; ♿ barrier free

🚌 **Bus and tram stops (IVB):** Angergasse (F, T)

94 medcar(e)

Innrain 28/Top 45; ♿ barrier free

☎ 057/144451 or 0676/87306809 or 0664/88541358

✉ medcare@roteskreuz-tirol.at

www.caritas-tirol.at/hilfe-angebote/menschen-in-not/medcare-medizinische-basisversorgung

www.roteskreuz.at/tirol/ich-brauche-hilfe/medizinische-versorgung-ohne-versicherung

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

Wed: 8:45–9:30 → **76 Wolfgangstube**, Kaiserjägerst. 6, Kapuzinerkloster; 9:45–10:45 → **72 Teestube**, Kapuziner-gasse 45; 11:00–12:00 Uhr → **77 Katharina-Stube**, Rennweg 40

Thu: starting at 18:15 → **76 Wolfgangstube**, Kaiserjägerstr. 6, Kapuzinerkloster, afterwards: only in winter (November to April) **Winternotschlafstelle Rotes Kreuz** Innsbruck, Richard-Berger-Straße 10; afterwards: → **69 NOST** (TSD Notschlafstelle), Schusterbergweg 73

Services: Free access to basic social and medical care for uninsured, people experiencing homelessness ages 18 and over.

medcar(e) gives people who are homeless and/or without insurance free access to medical care and offers mobile and inpatient basic and primary medical care in Innsbruck. Patients at medcar(e) receive low-threshold, basic medical care from the Red Cross and specific social counseling from Caritas. The service is therefore seen as a comprehensive offer consisting of physical health, psychological stabilization and reintegration into the existing healthcare system.

🚌 **Bus and tram stops (IVB):** Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503), Marktplatz (A, J, K, W)

95 ZSB – Center for systemic oriented counseling, treatment and psychotherapy

Mariahilfpark 4, Top 712, 7th floor; ♿ barrier free

☎ 0650/2835868 ✉ ZSB@gmx.at

Opening hours: Mon–Fri 9:00–12:00 (by appointment)

Phone hours: Mon–Fri 9:00 –12:00 (by appointment)

Services: 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. 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 for kids and youth in crisis situations. The center focuses particularly on psychosocial outreach support. Services are available in German, English, Italian and Spanish.

🚌 **Bus and tram stops (IVB):** Mariahilfpark (A, J)

96 Zentrum Sexuelle Gesundheit Tirol (Center for Sexual Health)

Kaiser-Josef-Straße 13; not barrier free
(contact us if needed)

☎ 0512/563621 ✉ office@sg-tirol.at

www.sg-tirol.at

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

Tue, Wed 10:00–15:00, Thu 10:00–17:00

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

Services: Testing, counseling, prevention, support. Services are for the general population with a focus on students, youth and adults, people living with HIV and their relatives, people in the LGBTIQ+ community and their relatives, advocates (Multiplikator:innen), professionals and cooperation partners.

Sexual health; HIV and STI testing, counseling and information; sex counseling and therapy; prevention services for schools and youth institutions; sex education workshops; sex education for adults; support for people living with HIV; assisted living; sexual identities and orientations; sexual health and addiction; anti-discrimination and destigmatization; prevention events and awareness for sexual health.

Our aim is to provide low-threshold and anonymous access to knowledge, information, testing for sexually transmitted infections, counseling, sex therapy and sexual education. Sexual health is a fundamental human right and more than just the absence of disease; it is also about sexual well-being, quality of life, self-determination, self-acceptance and empowerment.

🚌 **Bus and tram stops (IVB):** Klinik/Universität (2, 3, 5, C, F, J, K, M, R)

97 Sozialministeriumservice Landesstelle Tirol (Ministry of Social Affairs Regional Office in Tyrol)

Herzog-Friedrich-Straße 3; ♿ barrier free

☎ 0512/563101 ✉ post.tirol@sozialministeriumservice.at

www.sozialministeriumservice.at

Counseling 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

The Ministry of Social Affairs helps 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 caregiver had to pay for the substitute care.

Another requirement is the person receiving care must have received the caregiver allowance (Pflegegeld) for at least one year at level 3–7 in accordance with the Federal Caregiver Allowance Act (“Bundespflegegeldgesetz”) (level 1 in cases of dementia or underage 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 underage relatives, the maximum subsidy is raised by € 300 and can be requested after four days of substitute care.

Services: Courses to spread knowledge in the field of caregiving and support (“Caregiving Courses”)

This grant is intended to improve access to caregiving courses, including training or professional guidance at home, for close relatives of people in need of care. This facilitates caregiving at home and helps prevent physical and mental overload. The grant can also be awarded for caregiving courses to be completed online.

Grants can be awarded to close relatives of people entitled to caregiving allowance level 1 or higher according to the Federal Caregiving Allowance Act (“Bundespflegegeldgesetz”) if they take part in one or more courses to spread knowledge in the field of caregiving and support. The maximum annual allowance is € 200 per person in need of care.

Services: 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 or their relatives can receive financial support for people with disabilities.

Walk-in center for questions about 24-hour care and submitting application. Requirements: the person receiving the caregiving 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 caregiving will be monitored through quality checks, for example a home visit by trained caregivers from the center “Quality Assurance for In-Home Care”. Funding allows for up to two caregivers if requirements are met. The subsidy for two self-employed caregivers may be up to € 800; for two regularly employed caregivers up to € 1.600.

🚌 **Bus and tram stops (IVB):** Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503)

98 Hausnotruf Tirol (Home Emergency Alert)

Red Cross Innsbruck, Hunoldstraße 12; ♿ barrier free
☎ 0512/33444 (24 h) ✉ info@hausnotruf-tirol.at
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 almost 40 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):** Freibad Tivoli (J, M), Leipziger Platz (2, 3, 5, C)

99 Johanniter Tirol mildtätige GmbH (St. John's Ambulance Services)

Josef-Wilberger-Straße 48; ♿ barrier free
☎ 0512/241124
<https://www.johanniter.at/tirol>
Opening hours: Mon–Fri 8:00–12:00

**Johanniter Tirol –
Health and Social Services Non-Profit GmbH:**
✉ pflege.tirol@johanniter.at

Services: Counseling, support and information on options for mobile care and support from the Johanniter (medical in-home care, in-home assistance, housekeeping services, seniors' café, financial support, etc.

**Johanniter Tirol –
Ambulance and Driving Services Non-Profit GmbH:**
✉ fahrdienst.tirol@johanniter.at
Driving service hours: daily 6:30–23:00
Phone registration hours: Mon–Fri 6:30–18:00

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-Arzl (504), Rotadlerstraße (504)

100 Mobile Hausseelsorge (Mobile Emotional Support)

Mobile work

☎ 0676/87304316

www.vinzenzgemeinschaften-tirol.at/at/projekte/mobile-hausseelsorge.php

Available by phone: Mon–Wed 9:00–12:00

Services: Loneliness support for seniors. You can talk to us about whatever is on your mind.

The service looks after people who are no longer able to leave their home alone. These people often feel lonely and want someone to respond to their needs. They may need to talk together about God and the world or pause together in silence; they may need compassionate support when saying goodbye in the last phase of life or organizing worship or a church service at home in a familiar environment. They may wish for the receiving of communion and/or contact with a representative of their faith community. The volunteer care workers come to people in their homes on behalf of the Catholic and Protestant churches.

A joint project of the Innsbruck Social Services and the Vincentian Communities of Tyrol.

101 Rotes Kreuz Innsbruck Besuchsdienst (Red Cross Innsbruck Home Visit Service)

Hafenareal, Innrain 149; ♿ barrier free

☎ 0512/33444 ✉ info@roteskreuz-innsbruck.at

www.roteskreuz-innsbruck.at

Services: Visiting service and conversation, going for walks, playing games, shopping services.

We give the gift of time. The visiting service aims to counteract loneliness and social isolation and enable social contact and participation in social life. It is for people who feel lonely and provides necessary contact with the outside world, and can provide valuable relief for relatives as well. Visiting services are free and can be arranged upon request.

🚌 **Bus and tram stops (IVB):** Hafen (C, M), Innrain/Campus WIFI (C, M), Freiburger Brücke (C, M, T)

102 ISD Sozialservice (Social Service)

Innrain 24; ♿ barrier free

☎ 0512/533180 ✉ info@isd.or.at

www.isd.or.at

Counseling 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 stops (IVB):** Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503)

103 ISD Ehrenamt (Volunteer Service)

Innrain 24

☎ 0664/80093-1510 ✉ ehrenamt@isd.or.at

www.isd.or.at, www.vinzenzgemeinschaften-tirol.at

Services: Innsbrucker Soziale Dienste GmbH offers voluntary individual and group visiting services to residential and retirement homes, homeless organizations, children's centers and neighborhood assistance for senior citizens. Volunteer activities enhance the quality of life of the residents and clients, such as music, dance, board games, nature experiences, creative activities and much more.

104 ISD Nachbarschaftshilfe für Senior:innen (Neighborhood Support for Seniors)

Innrain 24

☎ 0664/80093-1510, 0650/6535872

✉ nachbarschaftshilfe@isd.or.at

www.isd.or.at, www.vinzenzgemeinschaften-tirol.at

Services: The Neighborhood Support for Seniors is a joint project of the Innsbruck Social Services and the Vincentian Communities of Tyrol. We offer a bridge-building function between helpers and those seeking help in the districts of Innsbruck. Neighborhood Support counteracts loneliness and connects people of different generations and cultures. Volunteers provide support by going on walks, holding conversations, promoting hobbies or accompanying seniors to everyday activities outside the home. Neighborhood Support volunteers do not replace a professional caregiving or nursing service!

105 Volkshilfe Tirol Pflegedienste (Nursing Care)

Südtiroler Platz 10-12; ♿ barrier free

☎ 050/8900100 ✉ pflegedienste@volkshilfe.net

www.volkshilfe.tirol

Opening hours: Mon-Fri 9:00-12:00 (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 stops (IVB):** Hauptbhf. (3, 5, STB, F, K, R, 501-504, 590)

106 Rotes Kreuz Innsbruck Therapiebegleithunde (Red Cross Therapy Dogs)

Hafenareal, Innrain 149; ♿ barrier free

☎ 0512/33444 ✉ info@roteskreuz-innsbruck.at

www.roteskreuz-innsbruck.at

Services: Therapy dogs for visiting schools or residential homes.

The Red Cross therapy dogs reach people in a very special way, in kindergartens and schools for playful knowledge transfer and learning support, in care facilities for therapy support for cognitive or motor impairments or in visiting services to animate and bring variety into everyday life. The task is always adapted to the needs of the client – this is how we spread joy and enthusiasm. All (volunteer) teams have state certification.

🚌 **Bus and tram stops (IVB):** Hafen (C, M), Innrain/Campus WIFI (C, M), Freiburger Brücke (C, M, T)

107 Tiroler Patientenvertretung (Patient Advocacy)

Meraner Straße 5; ♿ barrier free

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

www.tirol.gv.at/gesundheit-vorsorge/patientenvertretung

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

Fri 8:00–12:00 (make an appointment)

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

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.

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503), Bozner Platz (501–503, 590)

108 ELGA-Ombudsstelle Standort Tirol (ELGA Ombudsperson)

Meraner Straße 5; ♿ barrier free

☎ 0512/5087999 ✉ elga-ombudsstelle@tirol.gv.at

[www.tirol.gv.at/gesundheit-vorsorge/patientenvertretung/](http://www.tirol.gv.at/gesundheit-vorsorge/patientenvertretung/elga-ombudsstelle-standort-tirol)

[elga-ombudsstelle-standort-tirol](http://www.tirol.gv.at/gesundheit-vorsorge/patientenvertretung/elga-ombudsstelle-standort-tirol)

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

Fri 8:00–12:00 (make an appointment)

Services: Information and support with ELGA (Electronic Health Record).

Information, advice and support in the event of suspected data protection violations related to ELGA, inspection of ELGA participation status, ELGA logs, ELGA health data, entry of individual access authorizations in your ELGA.

The Electronic Health Record (ELGA) is the electronic networking of ELGA health data. The ELGA portal is for people who have ID-Austria. The ELGA Ombudsperson's Office (OBST) gives people without ID-Austria the opportunity to gain access to exercise their ELGA participant rights. OBST provides information, support and legal advice on ELGA, in particular regarding the enforcement of participant rights and suspected data protection violations. It is also possible to view ELGA participant status, ELGA logs and ELGA health data without obstacles.

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503), Bozner Platz (501–503, 590)

CENTERS FOR PEOPLE WITH DISABILITIES

→ see also **32 Heilpädagogische Familien** (Therapeutic Educational Families) (p. 22), **45 Freizeitassistenz & Familienentlastung** (Free Time Assistance and Family Relief) (p. 28) and **47 Frühförderung & Familienbegleitung** (Early Childhood Intervention and Family Support) (p. 29)

109 Selbstbestimmt Leben (Self-Determined Living)

Anton-Eder-Straße 15; ♿ barrier free

☎ 0512/578989 ✉ office@selbstbestimmt-leben.at

www.selbstbestimmt-leben.at

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

Services: Selbstbestimmt Leben (SL) organizes personal assistance services for people in Tyrol. The main focus is on the individual, personal needs of the person receiving the assistance. With personal assistance, the daily support needs can be covered. The Government Office of Tyrol approves and finances personal assistance in accordance with the Tyrolian Participation Law ("Teilhabe-gesetz"). SL also provides personal assistance in the workplace. This is approved and financed by the Ministry of Social Affairs. Employees or self-employed people who receive the caregiving allowance ("Pflege-geld") levels 3–7 can apply for personal assistance in the workplace. This assistance can also be used in the context of a study program or job training. The Federal Ministry for Education, Science and Research funds personal assistance for students at care levels 3–7 in federal educational institutions (AHS, BHS, teaching training schools).

We are happy to support you with the needs assessment, application and organization for assistance. It is important to apply as early as possible – which means in the spring. Counseling, services, and advocacy: our counseling services also include peer counseling. SL considers itself to be an important advocate for people with disabilities with the following goals: self-determination, equality, nondiscrimination, barrier-free access, unlimited participation in society and the enforcement of citizen rights, quick implementation of the UN convention on the Rights of Persons with Disabilities.

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

110 slw Innsbruck

Elisabethstraße 2; ♿ barrier free

☎ 0512/582440 ✉ innsbruck@slw.at

www.slw.at

Admin opening hours: Mon–Fri 8:00–12:00
(Individual counseling appointments available)

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.

Counseling also in English.

🚌 **Bus and tram stops (IVB):** Martin-Luther-Platz/HAK (A, 502, 504)

111 MOHI Tirol gGmbH

Heiliggeiststraße 21/2; ♿ barrier free
 ☎ 0512/579583 ✉ mohi@mohi-tirol.at
www.mohi-tirol.at

Opening hours: Mon–Thu 9:00–13:00, 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 stops (IVB):** Hauptbhf. (3, 5, STB, F, K, R, 501–504, 590)

→ see also **Drug & Addiction Services** (p. 64–65)

112 Living, Leisure, Mobile Assistance (Lebenshilfe)

Andechsstraße 52; ♿ barrier free
 ☎ 050/4340 ✉ Beratung-ibk@lebenshilfe.tirol
www.lebenshilfe.tirol/

Opening hours: Mon–Thu 9:00–12:00, 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.

Counseling also provides information on options for support in the workplace and job preparation programs (→ see **115 Berufsvorbereitung Job Inn** (Job Preparation), p. 56) or Job-Chance (→ see **118 Arbeit finden trotz Behinderungen: meine Job-Chance** (Finding Work Despite Disability), p. 57).

🚌 **Bus and tram stops (IVB):** Klappholzstraße (T), Andechsstraße (C, F, R, T)

113 WIBS (Counseling Center for People with Learning Difficulties)

Resselstraße 18; ♿ barrier free
 ☎ 0512/57898953 ✉ wibs@selbstbestimmt-leben.at
www.wibs-tirol.at

Facebook: @projektwibs

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

Services: Wibs is a counseling center for people with learning difficulties. We find the term “mental disability” (geistige Behinderung) offensive. For this reason, we call ourselves people with learning difficulties (Menschen mit Lernschwierigkeiten). We provide peer counseling. We encourage people with learning difficulties. We strengthen people with learning difficulties. All people with learning difficulties should live as they want. We give advice on many different topics such as work, leisure, living, partnership or abuse. Wibs is funded by the Ministry of Social Affairs, which means counseling is free.



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

114 AufBauWerk (Job Training)

Rennweg 17b;  barrier free
www.aufbauwerk.com

Services: Training offers for young people with special needs after the end of mandatory schooling: graduates of special needs schools ("Sonderschulen") and integration classes, people with learning difficulties, people with social/emotional disabilities. The goal is professional integration into the job market through: practical experience in the job market; a broad, practical basic qualification (on-the-job training); training in social skills; a modular, up-to-date training program; empowerment; up to 5-year education.



AufBauWerk Job Training Innsbruck:

 0676/842968-415  office.innsbruck@aufbauwerk.com
 Opening hours: Mon–Thu 8:00–16:30, Fri 8:00–13:30

Services: Job training at AufBauWerk combines know-how with practical application. It consists of various practical and training modules in which young people can get to know different professions and develop practical life skills. This allows young people to gain experience for their future careers and find their own talents. They also learn what is important for themselves, their lives, and how to manage their everyday lives. No practice, no experience – that's why work trials are an essential part of job training at AufBauWerk. Job coaching is an important part of job training. The young people go out into the world of work and gain their first experience in a company during "on-the-job training," regardless of whether it is an internship or a fixed position.

If necessary, trainees are supported and accompanied on site by a job coach. We offer this job support to the companies in our AufBauWerk network for free. We organize the training and ensure everything runs smoothly.


AufBauWerk LernWerk – Learning Support for Apprentices in Integrative Job Training:

 0676/842968422  lernwerk@aufbauwerk.com

Opening hours: Mon–Fri 8:00–12:00

Services: Learning support while attending vocational school, for apprentices in integrative job training (registration via vocational training assistance required).

The project offers young people in vocational training (whose job is at risk due to their academic performance) professional coaching to help them keep their job and achieve their training goal. The amount of support required depends on the individual needs of the young people. Coaching is provided in individual sessions. In most cases, 1 to 2 hours per week are needed. Coaching takes place alongside vocational school hours. In addition to learning support, independent learning is very important and necessary. The target group includes young people who are doing an extended apprenticeship or partial qualification in a company in accordance with vocational training laws (§ 8b des Berufsausbildungsgesetzes). Apprentices in a regular apprenticeship can also take advantage of the offer if they have previously attended a special needs school or integration class or have proof of disability of at least 50 %. Our offer is for young people between the ages of 15 and 25 who have their main residence in Tyrol.

 **Bus and tram stops (IVB):** Martin-Luther-Platz/HAK (A, 502, 504), Mühlauer Brücke (1, A, T, 502–504)

115 Berufsvorbereitung Job Inn (Lebenshilfe) (Job Preparation)

Andechsstraße 65; ♿ barrier free

☎ 050/4341010 ✉ jobinn@lebenshilfe.tirol

www.lebenshilfe.tirol/

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

Services: Job preparation for people with learning difficulties.

Job Inn accompanies them on the path to a career. We help in finding strengths and interests, and work together to develop future career goals. We help in figuring out which jobs can be learned (diverse training services). Training services, for example, in the following fields: culinary arts, sales, radio and gardening. We support people in internships and offer workshops. Internships are possible in many different areas. The strengths, skills and interests of the participants are considered on an individual basis. Ideal for trying out new things and for getting to know new professional fields.

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

116 arbas Tirol – Arbeitsassistentz Tirol gGmbH (Job Assistance)

Fürstenweg 80; ♿ barrier free

☎ 059/9699 ✉ office@arbas.at

www.arbas.at

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

Services: Counseling and assistance in the job world for people with support needs.

Our services are for teens and adults from the end of mandatory schooling to retirement, as well as for companies. Working together to develop awareness, remove barriers and find individual solutions. We have been doing this work since 1996 with currently over 100 employees throughout Tyrol. We offer youth coaching, job training assistance, job coaching, technical assistance, company services, and work assistance for teens, adults, people with mental health problems, deaf and blind people, as well as people with hearing or vision impairments.

🚌 **Bus and tram stops (IVB):** Exlgasse (F),
Bachlechnerstraße/MED-EL (F)

117 Job-Fit (innovia)

Rennweg 7a; ♿ barrier free

www.job-fit.innovia.at

Opening hours: Mon–Fri, counseling by appointment

Services: Supporting people with learning difficulties, disabilities and special needs to enter the world of work. Expanding skills and qualifications and increasing possibilities in the job market.

Job-Fit for Workers:

☎ 0676/84384342 ✉ christina.spanner@innovia.at

www.job-fit.innovia.at/services/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.

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

Job-Fit for Girls:

☎ 0676/84384342 ✉ christina.spanner@innovia.at

www.job-fit.innovia.at/services/maedls

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 %.

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

Job-Fit for People on the Autism Spectrum:

☎ 0676/84384355 ✉ herwig.ferchl@innovia.at

www.job-fit.innovia.at/services/autismus

Services: Job preparation and qualification, which involves the entire accompanied process of job training through entry into the labor market. The project 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 1–30 who have an autism spectrum diagnosis.

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

118 Arbeit finden trotz Behinderungen: meine Job.Chance (Lebenshilfe) (Finding Work Despite Disability)

Defreggerstraße 29; ♿ barrier free

☎ 050/4341031 ✉ Job.Chance-ibk@job.chance.tirol

www.lebenshilfe.tirol/jobchancetirol

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)

119 ÖZIV Landesverband Tirol – Advocating for the interests of people with disabilities

Bürgerstraße 12, inner courtyard, 2nd floor; ♿ barrier free

☎ 0512/571983 ✉ office@oeziv-tirol.at

www.oeziv-tirol.at

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

Fri 8:00–12:00

Personal counseling by appointment

Services: The ÖZIV-Landesverband Tirol is an advocacy group and counseling center for people with disabilities and chronic illnesses.

We offer social advice, legal counseling, assistive aids rental and counseling, counseling on barrier-free design and construction, coaching and advice on work issues, and recreational activities in the district clubs.

Our goal is to find solutions together with clients for various problems related to disability. We want our support services to help achieve self-determination and equal participation in social life for people with disabilities.

🚌 **Bus and tram stops (IVB):** Bürgerstraße (1, 3, STB), Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503), Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

120 ÖZIV SUPPORT Tirol

Bürgerstraße 12, im Innenhof, EG; ♿ barrier free

☎ 0512/571983 ✉ support@oeziv-tirol.at

www.oeziv-tirol.at

Opening hours: Mon–Fri 8:30–12:00

Personal counseling by appointment

Services: Coaching and counseling to people with disabilities or chronic illness who are of working age (15–65 years). Coaching promotes each person's abilities and helps to create new prospects in work and private life. Counseling on disability-specific questions (mobility, financial support, work), on applications to authorities (e.g. disability pass) and on social agencies and services.

Financed by the Ministry of Social Affairs. Therefore, services can be used for free. No proof of disability necessary.

🚌 **Bus and tram stops (IVB):** Bürgerstraße (1, 3, STB), Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503), Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

121 Integration Tirol – Family Counseling for People with Disabilities and Relatives

Hallerstraße 109; ♿ barrier free

☎ 0699/19995556, 0699/9995557

✉ beratung@integration-tirol.at

www.integration-tirol.at

Opening hours: Mon–Wed 9:00–14:00

Services: We support families with disabled relatives in their right to inclusion in all areas of life. Children, youth and adults belong in the middle of society. We are a team of parents and highly qualified professionals.

Psychosocial counseling and support with a “disability” diagnosis, addressing questions regarding kindergarten, school, and education, independent living, family issues, partnership and sexuality, abuse prevention, abuse experience, problems with authorities, caregiving allowance and other financial support options, financing of therapy and assistive aids.

Abuse counseling: Personal counseling for violence prevention and victim protection, raising awareness for violence and prevention. People with disabilities are at higher risk of experiencing violence. They are far more often affected by mental, physical and sexual violence than people without disabilities. They especially experience discrimination and structural violence. Violence against people with disabilities happens everywhere: in the family home, in schools, in care facilities, and in public.

🚌 **Bus and tram stops (IVB):** Hans-Maier-Straße (502, 504)

122 Kunst+Drüber, TAFIE GmbH (Art and Beyond)

Andreas-Hofer-Straße 29; ♿ barrier free

☎ 0676/84555651 ✉ kunst-und-drueber@tafie.at

www.tafie.at

Opening hours: Mon–Fri 9:00–15:00

Services: Daily structure and art therapy for women with disabilities and/or mental illnesses.

In addition to training in various artistic techniques, the main focus is on finding their own expression, their own artistic style, stabilizing their life situation through clear structures, working conditions and respectful interaction between all women involved. Kunst+Drüber can become a stepping stone to a job as soon as their personal situation stabilizes and they develop a professional perspective.

TAFIE GmbH offers the following outside Innsbruck: residential communities for adults with disabilities in Wattens and Vomp; daily structure for adults with disabilities in Vomp; Ausbildungs-Fit in Mils (near Hall) and Wörgl.

🚌 **Bus and tram stops (IVB):** Franz-Fischer-Straße (1, STB)

123 **FreiRaum – Inklusive Bildung, TAFIE GmbH (Free Space – Inclusive Learning)**

Courses throughout Tirol; ♿ barrier free

☎ 0699/15043711 ✉ freiraum@tafie.at

www.tafie.at

Courses offered at various times

Services: Inclusive recreational and educational project for people with individual learning abilities (with and without disabilities). Our work is guided by Article 24 of the UN Convention on the Rights of Persons with Disabilities. This states that people with disabilities have the same right to lifelong learning as everyone else. FreiRaum offers courses, recreational groups and discussion groups on various topics. TAFIE GmbH offers the following outside Innsbruck: residential communities for adults with disabilities in Wattens and Vomp; daily structure for adults with disabilities in Vomp; AusbildungsFit in Mils (near Hall) and Wörgl.

124 **VertretungsNetz Erwachsenenvertretung (Adult Guardianship)**

Adamgasse 2a; ♿ barrier free

☎ 0512/561602 ✉ innsbruck.ev@vertretungsnetz.at

www.vertretungsnetz.at

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

Tue, Thu 13:00–16:00

Services: Counseling and evaluation related to all forms of adult guardianship and possible alternatives; set up and registration of adult guardianship; awareness for legal adult guardianship.

Guardianship may be required if a person has limited decision making abilities due to mental health problems or other impairment. We provide counseling to people and their relatives if guardianship becomes relevant. We clarify whether there are alternatives, for example, suitable forms of support. We set up and register forms of guardianship such as: elective adult guardianship and legal guardianship. We represent people as legal guardians. We provide training for legal guardians. There are both employed and voluntary workers serving as legal adult guardians. We see ourselves as bound by the UN Convention on the Rights of Persons with Disabilities, under which people with disabilities should be autonomous in their decisions as much as possible.

🚏 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590), Bozner Platz (501– 503, 590)

125 **IST – Integrations- und Selbstständigkeitstraining, TAFIE GmbH (Integration and Independent Living Training)**

Mobile work

☎ 0676/84555645 ✉ ist@tafie.at, inklusive-wg@tafie.at

www.tafie.at

by appointment

Services: IST supports people on the autism spectrum and/or with neurological processing conditions in coping with everyday life in family, school and work. Inclusive shared apartments for people with and without autism. TAFIE GmbH offers the following outside Innsbruck: residential communities for adults with disabilities in Wattens and Vomp; daily structure for adults with disabilities in Vomp; AusbildungsFit in Mils (near Hall) and Wörgl.

126 mittendrin Autismus (innovia) (Autism in the Middle)

Südtirolerplatz 6/1st floor; ♿ barrier free

☎ 0676/84384396 ✉ karin.maier@innovia.at

www.innovia.at

Opening hours: Mon–Fri 9:00–13:00

Services: Support in the search for a suitable job; training in the job tasks; support in the workplace as needed; unlimited support is possible as long as there is a need; support of the company with wage subsidies; organization of mentoring in the company; mittendrin Autismus supports people with a diagnosis on the autism spectrum on the path to participation in the job market.

Services are for teens and young adults with a diagnosis on the autism spectrum who need help with the job search and in the workplace. Each person has a signed case manager for the period of needed support. Additionally, there is a personal assistant in the workplace for support. Both the time and intensiveness of support services are available for as long as support is needed. Case managers provide support for internship and job searches, employers, mentors at the company. Personal assistants in the workplace provide needs-based support. Case managers work closely with parents and other important parties.

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

127 Autistenhilfe und Wahrnehmungsentwicklung in Tirol (Autism Support and Awareness)

Defreggerstraße 29; ♿ barrier free

☎ 0677/62491528 ✉ office@autistenhilfe.tirol

www.autistenhilfe.tirol/

Opening hours: Mon 13:00–17:00

(call for appointment)

Services: Counseling, support and self-help meetings. Target groups: people on the autism spectrum from 0–99 years old, as well as their parents.

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

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

Meraner Straße 5 / EG; ♿ barrier free

☎ 0512/508–3693 or –3692 ✉ ukmb@tirol.gv.at

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

Services: Financial support for housing needs, support in purchasing assistive aids, medical and technical working aids; support in improving the living situation, subsidies for health resorts ("Kur"), dentures and training.

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

129 Gehörlosenverband Tirol (Association of the Deaf)

Ing.-Etzel-Straße 67; ♿ barrier free

☎ 0512/586162 ✉ verband@gehoerlos-tirol.at

www.gehoerlos-tirol.at

By appointment only

Services: The Association of the Deaf sees itself first and foremost as a meeting place, as a space in which deaf culture, sign language and deaf identity can and may be lived and passed on. A particular concern of ours is the support of deaf youth – especially regarding education, self-confidence and equal opportunities. In addition to hiring out rooms, the Association of the Deaf also offers awareness-raising activities (in schools, kindergartens, etc.). It is the umbrella organization for various projects: Sign Language Support, Deaf-Blind Assistance, Inclusive Support for the Deaf, KommBi, Counseling Center.

🚌 **Bus and tram stops (IVB):** Messe Bahnhof (R), Haydnplatz (1, T), Mozartstraße (T)

IGLU – Inclusive Support for the Deaf:

Services: Support for people who are deaf, hard of hearing or hearing-impaired.

IGLU is a comprehensive project that is committed to supporting people who are deaf, hard of hearing or hearing-impaired. Special attention is given to communication in sign language. We are committed to ensuring that deaf people have unrestricted access to information and services and that their individual needs are wholly supported in various areas of life.

The approach involves support in various areas of life, including daily life (household help, shopping assistance, mobility support), leisure, social relationships and education (easy language, participation) and health promotion (making appointments, accompanying people to medical appointments).

Sign Language Support for Children and Teens:

Services: Children and teens with hearing loss confirmed by a specialist have the chance for bimodal language development. Their social environment is built into assistance – also parents, siblings, friends and other caregivers learn sign language. Austrian sign language is taught as an equally valuable language. Support in sign language competence increases the ability to acquire spoken language. Language topics are adapted to each child's interests, age, and development status.

Deaf-Blind Assistance:

Services: Daily routine and recreational assistance for people who are deaf-blind or hearing-impaired.

Deaf-blind people or those with hearing and vision impairments need individual support services to participate in society and to lead self-determined lives. Project "Deaf-Blind Assistance" from the Association of the Deaf Tyrol provides these services.

Assistance involves support in daily and recreational life while ensuring communication, orientation, and mobility in diverse situations. Forms of communication (sign language, tactile sign language, spoken language, tactile fingerspelling, haptic signals, braille, or pictograms) are individually adapted.

KommBi – Education and Communication Center for Youth and Adults with Hearing Impairments:

☎ 0512/580855–21 ✉ kommbi@gehoerlos-tirol.at

www.kommbi.gehoerlos-tirol.at

Services: KommBi is an education and communication center for youth and adults with hearing impairments. The aim is to improve the living and working conditions of participants through targeted support. KommBi is committed to promoting professional integration and offers personal and professional training opportunities. Individual training courses improve career opportunities for people who are deaf and hard of hearing and give them the chance to expand their skills.

Counseling Center for the Deaf / Sign Language Interpreter Center / Written Translator Center:

Services: Advice in sign language, German and alternative forms of communication; technical advice; advice in the senior citizens' club.

Deaf services: Phone calling, writing and translating letters, counseling on finances, housing, family and health.

Job coaching: Supporting clients in the workplace, improving and supporting inclusion and equality for clients in companies, raising awareness among managers and employees, providing support directly at the workplace in sign language and German, explaining work tasks and structures. Goal of the counseling center: Low-threshold support services in sign language for employees and employers.

Public relations: General information for hearing people (e.g. for relatives of deaf people), library, newsletter, senior citizens' club, etc.

Coordination of interpreters: The Sign Language Interpreter Center arranges sign language interpreters for: the workplace, education, public life, private appointments, church appointments, explaining funding for interpreting jobs, scheduling appointments.

🚌 **Bus and tram stops (IVB):** Messe Bahnhof (R), Haydnplatz (1, T), Mozartstraße (T)

DRUG & ADDICTION SERVICES

130 ASP – Outpatient Addiction Prevention – (ISD)

Liebeneggstraße 2; ♿ barrier free

☎ 0512/53317440 ✉ asp@isd.or.at

www.isd.or.at

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 (3, 5, STB, F, R, 501–503, 590), Kaiserschützenplatz (K, 590)

131 Suchthilfe Tirol (Addiction Help)

Lindenstraße 26

Beratungsstelle Innsbruck

☎ 0512/580080 ✉ vermittlung@suchthilfe.tirol

www.suchthilfe.tirol

Services: Counseling, supervision, referral, follow-up care for people in danger of addiction and dependency, as well as their trusted persons. Anonymous, confidential and free.

Mobile Social Work: Social work outreach and counseling in the home or living space of the affected person, visits in therapy centers, living centers, etc.

🚌 **Bus and tram stops (IVB):** Dr.-Glatz-Straße (3), Langstraße (C)

132 abrakadabra (Caritas)

Kaiser-Josef-Straße 9; ♿ barrier free

☎ 0512/588547 ✉ abrakadabra@caritas.tirol

<https://abrakadabra.caritas-tirol.at/>

Opening hours: Mon–Fri 9:00–15:00 Uhr

Services: Work project for people with addiction: shipping service, wood workshop, weaving/sewing, laser cutting, embroidery, field work and outdoor work.

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

133 Drogenarbeit Z6 (Drug Work Z6)

Dreiheiligenstraße 9

☎ 0699/13143316 ✉ beratung@drogenarbeitz6.at

www.drogenarbeitz6.at

www.onlinedrogenberatung.at

Drug Checking: Mon 16:00–19:00

Counseling: Tue, Wed, Thu afternoon or by appointment

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 16:00–19:00. No appointment needed.

☎ 0699/11869676

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

🚏 **Bus and tram stops (IVB):** Dreiheiligenstraße (F), Ing.-Ettel-Straße (1), Sillpark (2, 3, 5, C, F, J, M)

134 Mentlvilla Anlaufstelle (Drop-In Center) – Meeting Place for Drug Users

Mentlgasse 20

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

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

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):** Heiligegeiststraße (K, 501–503, 590), Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

→ see also 66 Mentlvilla (p. 38)

MIGRATION

135 TSD Tiroler Soziale Dienste (Social Services)

Public office: Trientlgasse 2; ♿ barrier free
(Billing address: Sterzinger Straße 1)
☎ 0512/21440 ✉ office@tsd.gv.at

www.tsd.gv.at

Available by phone: Mon–Fri 9:00–12:00, Mon–Thu 13:00–16:00. Opening hours: Thu 14:00–16:00, for people in need Tue 10:00–12:00

Services: Basic social benefits – German courses – Career advice – Learning assistance.

TSD provides accommodation and support for people entitled to basic social benefits in Tyrol. The clients receive basic care and are covered by health insurance. In addition, TSD offers German courses for asylum seekers, career advice with the Tiroler IntegrationsKompass and learning assistance for students.

🚌 **Bus and tram stops (IVB):** Rossau West (R)

136 FLUCHTpunkt (Refuge)

Jahnstraße 17; ♿ barrier free

☎ +43 (0)512/581488

☎ Mobil/WhatsApp/Signal: +43 (0)664/9207973

✉ info@fluchtpunkt.org

www.fluchtpunkt.org

By appointment only

Available by phone: Mon–Wed 9:00–12:00

Services: Legal and social counseling on asylum, immigration and legal residency procedures.

FLUCHTpunkt is a low-threshold advice center for people who have fled their home country. FLUCHTpunkt focuses on the difficult situation people face, regardless of their legal status.

The service is free, barrier-free and anonymous. If needed, interpreters are available in the following 16 languages: Arabic, Dari, German, English, Farsi, French, Hindi, Kurmanji, Pashto, Russian, Somali, Sorani, Spanish, Turkish, Ukrainian and Urdu.

Counseling and support in the following areas: Asylum procedures (AsylG); basic social care (GVS); residency procedures under the Settlement and Residence Act (NAG), such as family reunification or change from subsidiary protection to permanent residence in the EU; foreigner legal procedures in the event of (imminent) deportation; administrative legal procedures; referral to legal representatives or other advice and support centers in the areas of work, housing, social welfare for living.

🚌 **Bus and tram stops (IVB):** Dreiheiligenstraße (F), Ing.-Etzel-Straße (1)

137 ZeMiT – Center for Migrants in Tyrol

Andreas-Hofer-Straße 46; ♿ barrier free

☎ 0512/577170 ✉ office@zemit.at

www.zemit.at

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

Counseling by phone: Mon–Thu 13:00–15:00

Call for appointment

Services: Counseling and information on all questions about work and the job market and recognition of qualifications obtained in another country. We provide counseling in: German, English, Bosnian, Croatian, Serbian, Turkish, Arabic, Russian, Ukrainian, Mongolian, Chinese, Farsi, Italian, French. Counseling at AMS Innsbruck: Turkish: Mon, Thu 08:00–12:00, BKS: Tue 8:00–12:00, Russian/Ukrainian: Wed 8:00–12:00.

AST – Certification Center for People with Qualifications from Abroad:

☎ 0512/577170 ✉ ast-tirol@zemit.at

Services: 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.

ARAtirol – Antiracism Work Tirol:

☎ 0512/577170 ✉ ARAtirol@zemit.at

Services: We give advice to people affected by discrimination and racism, document incidents of racism and discrimination, engage in the development of a lasting network against racism in Tyrol, and provide relevant education and training.

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

138 IBZ Tirol – Diakonie Flüchtlingsdienst (Refugee Services)

Bürgerstraße 21/1; not barrier free

☎ 0512/3230728676 ✉ integration.tirol@diakonie.at

www.diakonie.at/fluechtlingsdienst

By appointment only

Services: Starter apartments, housing advice and placement, integration and social counseling, educational and career counseling, workshops and intercultural events.

The Integration and Education Center is part of the Diakonie Refugee Services with offices in Telfs, Wörgl, Imst and Innsbruck. It offers start-up help for refugees and people with subsidiary protection. Services are confidential and free.

- *Housing advice:* IBZ Innsbruck help with the independent search for a place to live, with the renting process and answers legal questions about renting.
- *Housing through starter apartments:* The Diakonie Flüchtlingsdienst can take on the role as rental owner to lower barriers in the search for apartments.
- *Integration and social counseling:* counseling with or without interpreter on topics dealing with livelihood, debt, work, German courses, education services, and assistance with contact with authorities and submitting applications.

🚌 **Bus and tram stops (IVB):** Terminal Marktplatz (1, 2, 3, STB, C, J, K, M, 501–503), Maximilianstraße (1, STB)

139 Unabhängige Sozial- und Rechtsberatung, Diakonie Flüchtlingsdienst (Independent Social and Legal Counseling – Refugee Services)

Bürgerstraße 21, 1st floor; not barrier free

☎ 0512/323072 ✉ beratung.tirol@diakonie.at

www.diakonie.at/unsere-angebote-und-einrichtungen/unabhaengige-beratung-tirol

Opening hours: Mon–Thu 9:00–12:30,
counseling by appointment

Services: Social and legal counseling for people with refugee and migration backgrounds.

Counseling on legal questions about residency law according to the Asylum Act and Settlement and Residence Act; counseling on social rights, livelihood assistance; counseling on basic social care (provincial/federal); general social counseling for target groups. Preparation for asylum seekers for the interview process at the Federal Office for Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl – BFA); explanation of prospects after negative results from the Federal Administrative Court; assistance with applications for legal aid at the higher courts; counseling on changing the residence permit under the Asylum Act to a residence permit under the Settlement and Residence Act; counseling on issues of criminal law, assistance in writing and filing appeals and applications for legal aid; counseling and legal support in acquiring Austrian citizenship.

Services are independent, confidential and free.

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

140 BANDARI – Space for Boys and Young Men

Michael-Gaismair-Straße 5; ♿ barrier free

☎ 0664/88705940 ✉ bandari.innsbruck@diakonie.at

www.diakonie.at/unsere-angebote-und-einrichtungen/bandari

Opening hours: Mon–Fri 15:00–19:00

Services: Meeting space – counseling – workshops for young men with refugee and migration backgrounds between the ages of 15 and 25.

Masculinity and “being a man” in a new environment raises many questions for boys and young men with refugee and migration backgrounds. At Bandari, we meet these challenges by creating space for social encounters and exchanges, and by strengthening strategies to encourage respectful coexistence.

🚏 **Bus and tram stops (IVB):** Michael-Gaismair-Straße (K)

141 ÖIF – Integrationszentrum Tirol (Integration Center)

Lieberstraße 3

☎ 0512/561771


www.integrationsfonds.at/tirol

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

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.

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 stops (IVB):** Triumphforte/Casino (3, 5, STB, F, R, 501–503, 590)

142 Ankyra – Center for Intercultural Psychotherapy (Diakonie Refugee Services)

Müllerstraße 7; not barrier free, elevator available


 0512/564129  ankyra@diakonie.at

www.fluechtlingsdienst.diakonie.at


Opening hours: Mon, Tue, Thu 9:00–12:00
and by appointment

Services: Interpreter-supported psychotherapy for people with refugee and migration backgrounds. Intercultural, trauma-centered psychotherapy in group and individual settings.

Both brief, focused therapy and long-term therapy can be attended depending on appropriate treatment needs. Our psychotherapy services are for women, men, and children. Clients have access to the institution's internal psychiatric and medical consultation. Services are confidential and free.

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

143 Frauen aus allen Ländern (Women from All Countries)

Tschamlerstraße 4;  barrier free

 0512/564778  info@frauenausallenlaendern.org

www.frauenausallenlaendern.org

Facebook, Instagram: @frauenausallenlaendern


Opening hours: Mon 9:00–12:00, 13:30–16:00,

Tue, Wed 8:00–12:00, 14:00–16:00, Thu 9:00–12:00

Services: Counseling for women and girls with migration or refugee experience on issues specific to women and migrants: education, housing, residence status, work, livelihood, violence, discrimination, child development, family, forced marriage, family control issues, social isolation, intergenerational conflicts, etc. Individual and group counseling in various languages, interpreter provided if needed.

Educational offers: German courses, literacy courses, basic education, mother-child groups, political education, extra classes in the afternoon, informational events, conversation groups, exam preparation, etc. Childcare provided during all educational and counseling offers. Counseling with or without interpreter in Russian, Turkish, Kurdish, Arabic, Dari, Farsi, Bosnian, Croatian, Serbian, English, Spanish, French, Somali, German, and other languages upon request.

Recreational and cultural offers: women's cafés, bicycling courses, exhibits, workshops, trips, etc.

 **Bus and tram stops (IVB):** Cineplexx (1, STB, T), Kaiserschützenplatz (K, 590)

SUPPORT IN EMERGENCIES

The following institutions offer financial support in emergencies:

144 Innsbrucker Hilfswerk (Ibk. Relief Work)

City Administration of Innsbruck
City Hall (room 1307), Maria-Theresien-Straße 18
☎ 0512/5360-1307, Mon–Fri 8:00–12:00
✉ einmalige-unterstuetzung@innsbruck.gv.at

Services: Possibility of one-time financial assistance for an emergency after applying in person. 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 stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

145 Netzwerk Tirol hilft (Tyrol Help Network)

Eduard-Wallnöfer-Platz 3
☎ 0512/508-2014 ✉ netzwerk@tirol.gv.at or letter via post

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).

146 Tiroler Hilfswerk (Tyrolean Relief Work)

Meraner Straße 5/EG; ♿ barrier free
☎ 0512/508-3693 or -7660
✉ tiroler.hilfswerk@tirol.gv.at
www.tirol.gv.at

Public opening hours: Mon–Thu 8:00–16:00, Fri 8:00–12:00

Services: Counseling, especially in financial emergencies

One-time financial support: Written or in-person application with form and proof of emergency situation.

Heating subsidy: Application form, processed according to regulations.

Additional subsidies to help with inflation (e.g. utility and energy costs).

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

147 Landesunterstützung (State Support)

Contact: Governor's Office
☎ 0512/508-2000 ✉ 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).

148 Vinzenzgemeinschaften (Vincentine Communities)

☎ 0650/6535872

✉ vinzenzgemeinschaften.tirol@gmail.com

www.vinzenzgemeinschaften-tirol.at

Services: Assistance, also financially, if needed (food vouchers, payment of outstanding bills, etc.), for people in need, regardless of place of origins or religious beliefs, 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. There is a Vincent Community in all Innsbruck districts except for in Mühlau, Amra and Igls-Vill.

149 RETTET DAS KIND TIROL

Krippengasse 4; not barrier free

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

www.rettet-das-kind.tirol

Office hours: by appointment

Services: Financial support for families and single-parents with underage children living in their household (food vouchers; sponsorships; financial support for: unpaid bills, tutoring, child-care, etc.) Contact: People in need can contact us directly (also by email) or be sent by another organization.

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

150 Volkshilfe Tirol

Südtiroler Platz 10–12; ♿ barrier free

☎ 050/8901000 ✉ unterstuetzung@volkshilfe.net

Opening hours: Mon, Wed 9:00–12:00

Call for appointment

Services: One-time financial support for families and single parents facing emergency 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. Necessary documents: application form, proof of income and expenses of all persons living in the household, household confirmation.

🚌 **Bus and tram stops (IVB):** Hauptbahnhof (3, 5, STB, F, K, R, 501–504, 590)

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

IMPORTANT ADDRESSES

- A** AMS – Public Employment Service Innsbruck, Schöpfstr. 5 → p. 74, 91 (unemployment, AMS childcare support)
- B** Department of Social Affairs, Ing.-Etzel-Str. 5 → p. 77 (minimum income)
- C** IVB Customer center, Stainerstr. 2 → p. 78 (IVB reduced prices)
- D** City Administration of Innsbruck, Maria-Theresien-Str. 18/ 2nd floor → p. 80, 87 (rent subsidies, birth certificates)
- E** Government Office of Tyrol Province, Dept. Housing Subsidies, Eduard-Wallnöfer-Platz 3 → p. 80 (rent subsidies)
- F** Austrian Health Insurance (ÖGK), District Office Tyrol, Klara-Pöltl-Weg 2 → p. 84, 86, 88, 89 (illness, maternity pay, childcare allowance, family leave bonus)
- G** Chamber for Workers and Employees Tyrol, Maximilianstr. 7 → p. 86, 93 (maternity pay, other subsidies)
- H** Tax Office Innsbruck, Innrain 32 → p. 90 (family allowance)

- I** Government Office of Tyrol Province, Dept. Society and Work, Generations, Meinhardstr. 16 → p. 91, 92 (childcare subsidy, support for parents)
- J** Education Service Center, Ing.-Etzel-Str. 7 → p. 92 (support for parents)
- K** Department of Education Tyrol, Heiligegeiststr. 7 → p. 92, 93 (support for parents)
- L** Ministry of Social Affairs – District Office Tyrol, Herzog-Friedrich-Str. 3 → p. 95 (disability)

LEGAL FRAMEWORK

In this section, you can find information on which public agencies can help you in various situations, what should be taken into consideration, and what kind of legal framework exists. It provides an overview of:

- Support options if you become unemployed
- Guaranteed minimum income
- Help and where to find it if you cannot afford the cost of living
- Financial coverage in case of illness
- Support for pregnancy and birth of a child, as well as childcare
- Information for people with disabilities

This information is intended to help you find out which offices and authorities can offer you different kinds of support. However, it is not a substitute for direct and personal contact. It is important that you contact the authorities directly. Most of the institutions mentioned are public offices that work together to help you.

The information here is mainly based on general legal provisions (updated 2024). Exactly what kind of support you can get may change and often depends on your individual situation. Therefore, the actual support may differ from the general information in the Social Road Map.



UNEMPLOYMENT

Here you will find information on services available through the AMS (Public Employment Service Austria). **This does not replace visits in person to the AMS and may not have complete information.**

Visit the AMS **no later than on 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 childcare 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 or seeking work at the AMS: In person or online with an eAMS account (access code required – request in advance!); registration with the AMS is also possible before unemployment begins – and is recommended. To avoid gaps that could affect your social benefits or insurance, you must register your unemployment at the latest on the first day you become unemployed.

Apply for unemployment benefits: After registering as unemployed, you can apply for unemployment benefits. PLEASE NOTE: **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 through an eAMS account online.

➔ Which documents do I need?

- Bring your e-Card to every AMS appointment.
- Personal documents (e.g. official photo ID, proof of citizenship/residence visa, marriage certificate/divorce or settlement papers) and supporting documents as specified in the form

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, relocation, travel abroad, sick leave/hospital stays, etc.

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 Service Line ☎ 050/904740 to extend the return deadline.

➔ How long do I get unemployment benefits?

Depending on age and length of employment before becoming unemployed, 20–52 weeks.



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

How much unemployment benefits will I receive?

Use the online guide to calculate how much unemployment money you are likely to receive:

www.amsratgeber.at/ratgeber-arbeitsuchende/hoehhe

Amount of emergency unemployment assistance: Depends on unemployment money you received and the period in which you received it, while taking into account your financial circumstances (own income).

Important Tips:

- Reasonable job positions must be accepted, agreed upon courses/training must be attended, otherwise no benefits for 6–8 weeks and benefit period will be shortened.
- You must show up for appointments or risk losing benefits until you show up and a shortened benefit period.
- 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).
- Additional earnings are possible (max. € 518,44 gross income/month, updated 2024) – additional earnings and any changes in financial circumstances **must be reported!**

GOOD TO KNOW:

If you are unemployed, you might receive family allowances for children or partners who do not earn over the additional earnings limit; exemption from prescription costs or e-card service fees → see p. 82 f., exemption from ORF-fees, phone subsidies, EAG fee exemption → see p. 77 f. and rent subsidies → see p. 78 f.

Self-employed can voluntarily join unemployment insurance under certain conditions. Information: Austrian Social Insurance Authority for Business (SVA). www.svs.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 for certain target groups (e.g. long-term unemployed people) in socioeconomic businesses or work projects.

A Contact: AMS – Public Employment Service Innsbruck & Innsbruck Region

Schöpfstraße 5, 6020 Innsbruck,

☎ 050/904740 ✉ ams.innsbruck@ams.at, www.ams.at/organisation/adressen-und-telefonnummern#tirol

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-Straße (1, STB), Michael-Gaismair-Straße (K)

GUARANTEED MINIMUM INCOME

Here you will find information on guaranteed minimum income ("Mindestsicherung"; previously basic benefits or social welfare).

This information may not be complete!

→ see also: www.mindestsicherungtirol.at
(Website of Sociopolitical Working Group of Tyrol – SPAK)

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 € 5.779,20 (updated 2024); 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. It 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! **You have the right to minimum income even without a registered address** (e.g. when homeless).

➔ Which documents do I need?

- Application form „Antrag auf Gewährung von Mindestsicherung“ → www.innsbruck.gv.at → Leben in Innsbruck → Soziales → Mindestsicherung
- Valid Photo ID
- Residency permit (e.g. positive asylum decision, red-white-red visa, etc.)
- **Proof of income:** Bank account transaction list with the balance from the last three months (available at the bank counter) or complete account printouts from the last 3 months). Proof of income of the applicant and any dependents or any dependents living in the same household, such as payslips, confirmation of unemployment benefits/AMS, sick pay, childcare allowance, pension, rent subsidies, child support
- **Proof of expenses:** Rental contract and current rent bill divided into rent and utility costs; other case-related documents and proof of expenses or assets (alimony, divorce settlement, savings account, life insurance, building savings account, vehicle registration, etc.)
- For people unable to work: Medical documents. For people able to work: proof of looking for work (e.g. AMS appointment card, proof of job interviews, etc.)

- For recognized refugees: Proof of integration efforts (German course certificates, job search if the person has high enough German proficiency) and proof of basic social benefits
- For EU and Swiss citizens: Registration certificate after the 4th 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 2024):

- Single person or single parent: € 866,88
- Single adults or single parents in shared living: € 650,16
- Adults with spouse or partner in a supported living (“Bedarfsgemeinschaft”): € 650,16
- Additional (dependent) adults in the same household, e.g. adult children living with parents: € 433,44
- Minors living in the same household: depending on the number of children, between € 286,07 and € 138,70

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: € 104,03.

Housing costs:

- Capped by district → Maximum upper limits for rent in Innsbruck, e.g. for one person € 639, for two people € 855 (updated December 2023). The difference must be paid by yourself. Also, costs in connection with apartment rental are only proportionally 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** → p. 78 f.

Health insurance:

A person receiving guaranteed minimum income is insured, receives an e-Card and is exempt from prescription costs.

**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!

**B Contact: Department of Social Affairs,
Minimum Income Division**

Ing.-Ettel-Straße 5, 6020 Innsbruck,

☎ 0512/5360–8181, 0512/5360–8410

✉ post.sozialamt@innsbruck.gv.at

www.innsbruck.gv.at/leben/soziales/mindestsicherung

Opening hours Service Center: Mon–Fri 7:30–12:30

🚌 **Bus and tram stops (IVB):** Brunecker Straße/BFI (1), Sillpark (2, 3, 5, C, F, J, M)

Exemption from ORF fees beginning 1 January 2024, phone subsidies, EAG fee exemption or EAG fee cap

Beginning 1 January 2024, the ORF fees still replace the previous GIS fee. The ORF fee does not depend on owning a radio or TV. Each main residence pays a basic fee of € 15,30 per month, plus any provincial fees. Secondary residences are not required to pay the fee.

➔ Which requirements must I meet?

Legal age of adulthood, residency in Austria, recipient of guaranteed minimum income, pension, caregiving 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, as well as apprentices.

Income thresholds (net income, updated 2024): € 1.364,12 for single-person households, € 2.152,04 for two persons; for each additional person € 210,48. 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.

➔ 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 (e.g. confirmation of minimum income, exemption from prescription costs, etc.)

Application and information: Online at <https://orf.beitrag.at/> and at your municipal or district office in Austria. You can check whether you are eligible at any time using the online exemption calculator.

➔ What do I get?

If approved: Exemption from ORF fees including additional charges and exemption from EAG fees (for a limited time, thereafter new application and proof required); for the subsidy: voucher to forward to the phone company (check the validity period!) In case of rejected application: If the application is rejected due to ineligibility, you might be able to apply for the EAG fee cap in accordance with § 72a EAG.

Contact: ORF Fee Service GmbH (OBS)

Postfach 1000, 1051 Wien,

☎ Service-Hotline 0810/00 10 80 (Mon–Fri 8:00–19:00)

✉ service@orf.beitrag.at

<https://orf.beitrag.at>, <https://orf.beitrag.at/chat>,

<https://orf.beitrag.at/befreiungsrechner>

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 € 22 (updated 2023); 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!

📍 IVB Customer Center, Stainerstr. 2

Stainerstraße 2, ☎ 0512/5307500 ✉ office@ivb.at

Opening hours: Mon–Fri 7:30–18:00

www.ivb.at

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

RENT AND HOUSING ALLOWANCE

➔ For counseling centers related to housing, see **General Social Services** (p. 6–10) and **Housing/Work** (p. 10–16)

The following information provides an introduction to rent and housing subsidies. **Information in this section may not be complete!**

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 municipality or online through ID-Austria.

- **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 or online through ID-Austria.
- Proof of cost of living: 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!

➔ Which requirements must I meet?

- **Rent allowance (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!
- **Housing allowance (Tyrol):** Austrian citizenship (or equivalent) or at least 5 years primary residence in Tyrol; regular use of the apartment by the person receiving the allowance; apartment owner or direct rental from the owner.

➔ Which documents do I need?

- Application form (available online → www.innsbruck.gv.at → Leben in Innsbruck → Wohnen → Mietzinsbeihilfe → Online-Formular)
- 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.

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 to ensure continuous subsidy payments. The subsidy is generally granted for one year.

➔ 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.



GOOD TO KNOW:

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

D Contact: City Administration of Innsbruck, Department IV – Financial, Economic and Investment Administration, Office for Housing Services, Division for Rent and Annuities Subsidies

Maria-Theresien-Straße 18/2nd floor,

☎ 0512/5360–8020 (limited availability during opening hours)

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

✉ post.mietzinsbeihilfe@innsbruck.gv.at

www.innsbruck.gv.at → Suche → Mietzinsbeihilfe or

www.innsbruck.gv.at → Leben in Innsbruck → Förderungen, Subventionen & Leistungen → Mietzinsbeihilfe

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

E Contact: Government Office of Tyrol, Department of Housing Subsidies

Eduard-Wallnöfer-Platz 3, 4th floor,

☎ 0512/5082732 ✉ wohnbauforderung@tirol.gv.at

www.tirol.gv.at → Themen → Bauen & Wohnen → Wohnbauförderung → Beihilfe → Wohnbeihilfe bzw. → Mietzins- und Annuitätenbeihilfe

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503), Bozner Platz (501–503, 590), Triumph-
pforte/Casino (3, 5, STB, F, R, 590)

ILLNESS

→ In case of no insurance, see ⁹⁴ **medcar(e)** (p. 46)

→ For information on patient rights, see ¹⁰⁷ **Tiroler Patientenvertretung** (Patient Advocacy) (p. 52)

The following information offers an overview of health insurance, sick leave, exemption for prescription costs, and support in cases of illness. **Information may not be complete!**

Almost everyone in Austria is covered by mandatory health insurance. Anyone with health insurance is entitled to necessary medical services such as medical assistance and medication, although deductibles (out of pocket payments) are sometimes required. Anyone with health insurance receives an e-card and shows it when receiving treatment.

There are several insurance providers. You cannot choose which insurance provider you are insured with. People insured through the Austrian Health Insurance (ÖGK) include: employees, apprentices, pensioners, the unemployed, recipients of childcare allowance, recipients of minimum income, recipients of rehabilitation subsidies, asylum seekers and survivors of war. Self-employed persons and farmers are insured with the Self-Employed Social Insurance (SVS). There are also other insurance providers, such as for the civil servants, mining and railroad workers.

Österreichische Gesundheitskasse (ÖGK) – Austrian Health Insurance

Health insurance through the ÖGK comes from mandatory insurance, self-insurance or co-insurance through relatives.

➔ Which requirements must I meet?

- *Mandatory insurance:* Employees who are properly registered and have an income over the additional earnings limit (€ 518,44 monthly, updated 2024) are automatically 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.

At the end of employment or salary, you are no longer covered by health insurance. However, there is a protection period: Up to 6 weeks after the end of mandatory insurance, benefits such as doctor's visits and medical devices can still be accessed. Recommendation: If your life situation changes – e.g. if you change jobs – find out whether you are still insured!

- *Co-insurance:* ÖGK policyholders can also insure family members (e.g. partners, children, people running the household, related caregivers) – usually free of charge. Relatives must live in Austria and may not be insured themselves. Children are automatically insured for free up to the age of 18. Young people who are studying at a university or university of applied sciences can be co-insured for free up to the age of 27.

- *Self-insurance:* People without mandatory insurance can voluntarily insure themselves, e.g. people working under the additional earnings limit, studying, or caring for relatives). The monthly fee is € 495,58 (updated 2024). If your income is below the additional earnings limit, monthly not more than € 518,44, (updated 2024) or if you pay with service vouchers, monthly not more than € 710,19 (updated 2024), the monthly fee is € 73,20 (updated 2024). You can apply for the fee to be reduced.

Be careful if you have several jobs under the additional earnings limit: If the total income is more than the monthly additional earnings limit, then mandatory insurance will apply and additional payments will be required.

➔ Which documents do I need?

- *Mandatory insurance:* None; registration is automatically completed by employer and authorities. Retirees are insured from the start of their retirement. Unemployed people are insured from the time they receive unemployment benefits.
- *Co-insurance:* Form „Prüfung der Anspruchsberechtigung für Angehörige“ (Evaluation of eligibility for dependents) at the ÖGK or online at www.gesundheitskasse.at → Gesundheitsleistungen → Versicherungsschutz Prüfung der Anspruchsberechtigung für Angehörige (form). Sometimes further documents, such as birth certificate, confirmation of school attendance, proof of success from the last year of study, etc. are required.
- *Voluntary self-insurance:* Application forms at ÖGK (or online), necessary documents depending on your situation such as ID, confirmation of registration. Documents showing proof of income are required when applying for a reduced fee. Information and application online at www.gesundheitskasse.at → Gesundheitsleistungen → Versicherungsschutz → Selbstversicherung). Be aware of a 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!

➔ What do I get?

- *Medical care* from doctors and institutions (clinics) contracted with the ÖGK. Free annual health check-up (preventive care); costs are covered for necessary hospital stays, a daily fee must be paid by the insured person.

There are services that are not covered by health insurance! For example: Elective private doctors do not have a contract with the ÖGK and you have to pay for the treatment yourself first. In most cases, the ÖGK will reimburse part of the costs. If you are unsure about a treatment, always ask what costs are involved beforehand and ask the ÖGK whether it will cover the costs!

- (In some cases) costs for remedies, therapeutic aids, glasses, braces and artificial teeth, therapy and rehabilitation treatment may be covered.
- For long-term or recurrent 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 1st day** (or request a home visit), **get confirmation of illness and notify your employer!** Otherwise, you risk losing income. Employers have the right to request confirmation of sick leave. The sick leave confirmation must state the cause for not being able to work, but not the diagnosis (privacy)!



RECOMMENDED:

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 for Workers and Employees or ÖGK Case Management for consultation.

e-card: With a few exceptions, everyone insured and co-insured with the ÖGK receives an e-card. Take your e-card with you to every doctor's visit, it contains all important data on insurance and any prescription costs exemptions. The annual fee is € 13,80 (updated 2024).

Information at: www.gesundheitskasse.at → Gesundheitsleistungen → Versicherungsschutz → Allgemeines → e-card

Maternity services: For benefits involving pregnancy and birth (maternity pay, childcare allowance, Parent-Child Pass) → see **Pregnancy, Birth, Life with Children** (p. 84 f.)

Exemption from prescription costs

➔ Which requirements must I meet?

The following people are automatically exempt from prescription costs: people whose income falls below the poverty line; people in their civil service year; recipients of social assistance who have health insurance; asylum seekers; self-insured persons who are caring for a child with disability; people with communicable diseases that must be reported, people who are covered by the ÖGK in accordance with the War Victims' Compensation Act, the Armed Forces Compensation Act or the Victims' Welfare Act.

Application can be turned in if monthly net income does not exceed the following limits (updated 2024): Single persons € 1.217,96 / € 1.400,65 if needs are higher due to illness); married couples: € 1.921,46 / € 2.209,68 if needs are higher due to illness; in cases of non-dependent children in the joint household, an additional € 187,93 per child.

Income from partners and other household members will be considered.

➔ Which documents do I need?

- Form „Antrag auf Rezeptgebühr-Befreiung“ (Application for Exemption from Prescription Costs) at the ÖGK or online at www.gesundheitskasse.at → Gesundheitsleistungen → Rezepte und Medikamente → Rezeptgebühr und Rezeptgebührenbefreiung
- Proof of income (of all household members)
- Depending on the situation: Proof of receipt of alimony, medical confirmation of additional costs due to illness/medication (+ medication list from doctor), etc.

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 ORF fees (ORF fees, phone subsidies, EAG fee exemption/cap) → see p. 77 f.

ÖGK-Unterstützungsfonds (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?

High expenses for illness, and low income. An application can be made by ÖGK insured persons, co-insured partners and co-insured children.

➔ What do I get?

The amount of the support depends on income and is determined on a case-by-case basis. Financial support is available for: Medical aids and devices; dental prostheses; braces; hospital costs for relatives. The costs must total at least € 40 and can be submitted all together.

The following cannot be submitted: higher costs for personally preferred versions of medical aids and devices (hearing aids, etc.); funeral costs; costs for rehabilitation, relaxation or wellness retreats; fees for hospital stays; building or living costs.

➔ Which documents do I need?

- Written application at the ÖGK or online at: www.gesundheitskasse.at → Gesundheitsleistungen → Gesund werden → Unterstützungen → Unterstützungs-fonds

- Proof of income of all household members from the month before applying (e.g. paychecks, proof of pension, etc.)
- Receipts/invoices, cost estimates, treatment plan costs, etc.
- The application can be submitted before the treatment with a cost estimate and after the treatment with the invoice for a maximum of 24 months after the services have been used. The ÖGK will inform you in writing whether the application has been approved.

Questions about the Support Fund:

☎ 050/766–181400 ✉ ufonds-18@oegk.at

Individual support for difficult life situations:

Case Management ÖGK, find more information at:

www.gesundheitskasse.at → Case Management

📍 Contact: Austrian Health Insurance Office (ÖGK), District Office Tyrol

Klara-Pölt-Weg 2,

☎ 050/76618 ✉ office-t@oegk.at

www.gesundheitskasse.at

Opening hours: Mon–Fri 7:00–16:00

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

PREGNANCY, BIRTH, LIFE WITH CHILDREN

Here you will find important information on mandatory maternity leave, maternity pay, childcare allowance, family allowance, and an overview of other support. **This information may not be 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 Parent-Child Pass (previously Mother-Child Pass, see below).

Employed workers: Notify your employer of your pregnancy as soon as you find out. The Maternity Protection Act (MschG) grants you legal protection from this point on. If you announce your pregnancy later, you will not face any legal consequences. Are you currently in your probationary period or are you in a fixed-term employment contract? Then it is advisable not to report your pregnancy too soon (no protection against dismissal).

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

➡ Which documents do I need?

For medical care: e-Card. If you don't have health insurance, contact the Austrian health insurance office (ÖGK) in person; you will get a slip substituting an e-Card for examinations in the Parent-Child Pass

For work: Medical certificate of pregnancy and expected due date, if requested by employer.

➔ **Maternity Regulations**

As soon as a pregnancy is reported, an employee is protected against dismissal, discharge and hazardous work.

GOOD TO KNOW:



Other regulations apply for fixed-term employment contracts, independent contracts, or probation periods; check with **AK Tyrol** (Chamber for Workers and Employees) 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:

www.svs.at

Absolute ban on employment: 8 weeks before and 8 weeks after the expected date of birth or actual delivery. For premature birth, multiple births, caesarean section: 12 to max. 16 weeks after birth. You are entitled to → **maternity pay during this period.**

Individual employment ban: If there is a risk to the life or health of the mother or child should employment continue, the mother must stop working early. Specialists in gynecology certify an individual employment ban. The health insurance responsible funds early maternity pay.

Ban on certain work: Some work is not permitted or only permitted to a limited extent even before the absolute employment ban or up to 12 weeks after the birth.

For example: Working while standing, lifting and carrying heavy loads, working with substances that are hazardous to health or in smoking areas, etc. Night hours between 20:00–6:00 and work on Sundays and public holidays are prohibited for pregnant women. There are some exceptions.

Parent-Child Pass (formerly mother-child pass): Records all important medical results/examinations during pregnancy and in the first years of the child's life. All pregnant women residing in Austria can obtain the parent-child pass from their gynecologist. Many of the planned examinations are free of charge at doctors contracted with the mother's insurance.

Proof of medical examinations done on time for the parent-child pass is a prerequisite for full entitlement to childcare allowance!

Maternity Pay (Wochengeld)

= financial support replacing missed income during absolute and individual employment bans.

➔ **What do I have to do?**

Apply for maternity pay with your health insurance provider e.g. → www.gesundheitskasse.at → Gesundheitsleistungen → Geburt und Kind → Wochengeld (in person or by post or mail). Application can be filed at the start of mandatory maternity leave.

➔ **Which requirements must I meet?**

Valid health insurance at the start of mandatory leave.

➔ 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); medical confirmation of individual employment ban, if applicable
- After the birth: Birth certificate, hospital certificate of premature, multiple or cesarean birth, confirmation of hospital stay.

➔ What do I get?

Maternity pay to replace missed income 8 weeks before and 8 weeks (or 12, max. 16) after the birth; amount of maternity pay is calculated from net income (average from the last 3 months) + proportional bonus payments.

Marginally employed women who are self-insured get fixed-rate maternity pay (€ 11,35 per day, updated 2024).

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!

Information on Maternity Pay:

F Austrian Health Insurance Office (ÖGK)

Klara-Pölt-Weg 2, ☎ 050/766–181490

✉ mutterschaftsleistungen-18@oegk.at

www.gesundheitskasse.at

Opening hours: Mon–Fri 7:00–16:00

G AK Tirol (Chamber for Workers and Employees)

Maximilianstraße 7, ☎ 0800/225522 (Mon–Thu 8:00–12:00, 14:00–16:00, Fri 8:00–12:00) ✉ innsbruck@ak-tirol.com

www.arbeiterkammer.at/wochengeld

Opening hours: Mon–Fri 8:00–12:00, Mon 14:00–16:00, Wed 13:00–17:00

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 "Vornamenserklärung" (Declaration of First Name).

- 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 in advance!**

GOOD TO KNOW:



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!

For more information:

① City Administration of Innsbruck, Registry Office and Citizenship – Birth

Maria-Theresien-Straße 18, 1st floor,

☎ 0512/5360–8001 ✉ post.standesamt@innsbruck.gv.at

www.innsbruck.gv.at → Leben in Innsbruck → Service-center → Standesamt & Pass → Geburt & Geburtsurkunde

🚌 **Bus and tram stops (IVB):** Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503), Maria-Theresien-Straße (1, 2, 3, STB, A, C, J, K, M)

Childcare Allowance (Kinderbetreuungsgeld)

Updated 2024

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

Parents receive the childcare allowance (KBG) to care for their newborn or infant. The KBG is a cash benefit from the health insurance fund and is independent of parental leave (leave of absence from work). The health insurance fund from which you received maternity pay or with which you are or were last insured is responsible.

➡ Which requirements must I meet?

- Parent(s) and child must have their center of life in Austria
- Parent(s) and child share a household
- Proof of Parent-Child Pass medical examinations
- Not earn above the additional earning limits per calendar year
- For non-Austrian citizens, proof of legal residency in Austria or asylum status
- In the case of parents living separately, proof of custody rights and receipt of family allowance

➡ What do I have to do?

- Apply to the health insurance provider/health insurance fund. At earliest, on the day of birth and retroactively for a maximum of 182 days. Childcare allowance is only paid for the youngest child and must be newly applied for after each birth, e.g. at ÖGK: form at www.gesundheitskasse.at → Gesundheitsleistungen → Geburt und Kind → Kinderbetreuungsgeld → Anspruch und Antrag

- Decide on a model: **Childcare allowance account** (flat-rate system) or **income-based childcare allowance** (ea KBG). The two models differ in the amount and duration of entitlement. The KBG online calculator can help you decide: www.bundestkanzleramt.gv.at/kbg-rechner

Please note: The model you choose on the application cannot be changed, except for within the first 14 days after turning it in.

➔ What do I get?

Childcare allowance account (KBG account) or flat-rate childcare allowance: Open to everyone, whether working before the birth or not. Amount depends on the length of time – the shorter the time period, the higher the rate – between € 16,87 and € 39,33 per day. Duration of allowance: around 12 to 28 months after birth for one parent or around 15 to 35 months after birth for both parents. Additional earnings limit: generally up to € 18.000 per year, but the details of the regulation are very complex → be sure to ask beforehand! Parents with a low income can apply for a supplement to the KBG account amounting to € 6,06 per day, max. 1 year (continuously).

Income-based childcare allowance (ea KBG): Primarily for parents who have a higher income and only want to take a short break from work. Amount is 80 percent of the last income, maximum € 76,60 per day. Duration of allowance: up to the 365th day after birth (+ 61 days if both parents share the childcare time). Additional earnings limit: € 8.100 per year.

For both models:

- The recipient of KBG and the child have health insurance while receiving the allowance – no need to apply
- Partnership bonus: If parents receive KBG for about the same length of time (50:50 to 60:40) and for at least 124 days each, then each parent is entitled to € 500 upon application. Sub-

mit to the relevant health insurance provider within 124 days starting from the last day of the maximum allowance period!

Please note: In difficult circumstances, single parents may be able to receive an extension.

GOOD TO KNOW:



If maternity pay is received, the KBG is “suspended”. If the maternity pay is lower than the KBG, the difference is paid out.

For more information:

Infoline Childcare Allowance (free)

☎ 0800 240 014, Mon–Thu 9:00–15:00

Federal Chancellery/Division of Family and Youth

☎ 0800 240 262 ✉ familien-service@bka.gv.at

www.bundestkanzleramt.gv.at/familienportal

Chamber for Workers and Employees

www.arbeiterkammer.at/kbg

If the ÖGK is your health insurance provider:

☎ Contact: Austrian Health Insurance Office (ÖGK), District Office in Tirol

Klara-Pöhl-Weg 2, ☎ 050/766–181490

✉ mutterschaftsleistungen-18@oegk.at

www.gesundheitskasse.at → Gesundheitsleistungen →

Geburt und Kind → Kinderbetreuungsgeld (Formular)

Opening hours: Mon–Fri 7:00–16:00

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

Family Leave Bonus (Familienzeitbonus – FZB)

All fathers, as well as the second parent in same-sex couples, are legally entitled to family leave (time off work) for 1 month immediately after the birth of the child.

➔ What do I have to do?

Apply to your health insurance. From the birth of the child or up to 91 days after (or for births from 1 November 2023 on, within 121 days).

➔ Which requirements must I meet?

- Recipient of family allowance
- Center of life in Austria
- Shared household/primary residence with the child and other parent
- For non-Austrians, legal residence in Austria or fulfillment of certain requirements under asylum law
- Continuous employment with mandatory health and pension insurance for the last 182 days immediately before the start of the family leave bonus.

➔ What do I get?

Daily € 52.46 (updated 2024). The FZB must be claimed as an uninterrupted period of 28, 29, 30 or 31 days (choice of four variants) within the fixed period of 91 days after the child's birth.

Important: The selected period to receive funds for the family time bonus must be at the same time as "family time".

"Family time" includes, for example, time off from work due to the birth of a child ("papa month"), special leave ("Sonderurlaub") with loss of pay or taking early parental leave in the public sector. Additional leave for public sector employees ("Gebührenurlaub") or sick leave do not count as a break, therefore, no family time bonus.

Use the family leave bonus online calculator:

www.bundestkanzleramt.gv.at/kbg-rechner

For more information:

Federal Chancellery/Division of Family and Youth

☎ 0800 240 262 ✉ familien-service@bka.gv.at

www.bundestkanzleramt.gv.at/familienzeitbonus

If the ÖGK is your health insurance provider:

📍 Contact: Austrian Health Insurance Office (ÖGK), District Office in Tirol

Klara-Pöhl-Weg 2, ☎ 050/766–181490

✉ mutterschaftsleistungen-18@oegk.at

www.gesundheitskasse.at → Gesundheitsleistungen →

Geburt und Kind → Kinderbetreuungsgeld → Familienzeitbonus (Formular)

Opening hours: Mon–Fri 7:00–16:00

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

Family Allowance (Familienbeihilfe)

Parents are entitled to family allowance for their children until they reach the age of adulthood, regardless of their income, if the child's center of life is in Austria and the child resides permanently in Austria.

➔ What do I have to do?

If the child was born in Austria, it is not necessary to submit an application. The tax office (Finanzamt) will handle it. If all requirements are met, family allowance will automatically be paid out starting at birth and parents will receive notification. In other cases, you will need to turn in an application at the tax office.

➔ 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
- Once a child turns 18 years old, family allowance may be paid with proof of vocational training until the 24th birthday (some exceptions until the 25th birthday, e.g. disability, military, training, civil service, or pregnancy/birth of a child. Starting at age 19, additional income limit for the child's earnings are set at € 15.000. Not able to receive family allowance while completing military/training/civil service at the age of adulthood, but period of family allowance is extended afterwards.
- Family allowance is generally given to the mother, but in some cases to the father. It is possible for the mother to waive allowance and give it the father.

➔ Which documents do I need?

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

➔ What do I get (Updated 2024)?

Amount of family allowance depends on the age (between €132,30 and € 196, 60 per month) and number of children. In addition to the family allowance, a child tax deduction of € 67,80 per child per month is paid. Additional sums are possible with proof of significant disability of a child (min. 50 % disability or unable to work). In September, a back-to-school allowance of € 116,10 is given for children between ages 6–15. There is a bonus for families with multiple children of € 23,30 per child per month (at least 3 children and a family income under € 55.000,00 per year). This must be applied for through the employee tax assessment ("Arbeitnehmerveranlagung").

For more information:

Federal Chancellery, Division of Family and Youth

☎ 0800 240 262 ✉ familienervice@bka.gv.at
www.bundestkanzleramt.gv.at/agenda/familie/familienbeihilfe

Chamber for Workers and Employees,

Familienbeihilfe-Rechner (Family Allowance Calculator) →
<https://familienbeihilfe.arbeiterkammer.at/>

🏠 Finanzamt Innsbruck (Tax Office)

Innrain 32, ☎ 050/233233

Self-Service Area: Mon, Tue 7:30–15:30, Wed, Fri 7:30–12:00, Thu 7:30–17:00

Appointment required for in-person contact:

www.bmf.gv.at/public/informationen/terminvereinbarungen

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



Childcare assistance from the AMS

No legal entitlement! To get assistance, you must have a counseling session well BEFORE starting work or childcare measures.

➔ 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, participating in labor market training measures (e.g. courses), or extending childcare to be able to attend a course or new job. Income limits (updated 2024): total monthly gross income (brutto) cannot be over € 2.700.

➔ What do I get?

- Subsidized care for kindergarten, daycare center, preschool, in-home daycare provider.
- Amount of subsidy depends on: family income, estimated childcare costs, duration and type of care; max. € 300/month.
- Subsidy period per child: max. 1 year

A Contact: AMS – Public Employment Service Innsbruck (and Innsbruck Region)

Schöpfstraße 5, 6020 Innsbruck,
☎ 050/904740 ✉ ams.innsbruck@ams.at

www.ams.at

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

🚏 **Bus and tram stops (IVB):** Franz-Fischer-Straße (1, STB), Michael-Gaismair-Straße (K)

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 (see contact).

1 Contact: Government Office of Tyrol

Department of Society and Work, Generations

Meinhardstraße 16, ☎ 0512/508–7831

✉ ga.generationen@tirol.gv.at

www.tirol.gv.at → Themen → Gesellschaft & Soziales → Generationen → Förderungen → Kinderbetreuungszuschuss

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

More options for support for parents/children

No legal entitlement!

Financial support for people trying to get pregnant (in vitro fertilization): The IVF fund provides support if treatments using medically assisted reproduction methods are medically necessary.

Information at:

www.sozialministerium.at/Themen/Gesundheit/Eltern-und-Kind/IVF-Fonds

Free kindergartens in the City of Innsbruck: for children between 3 and 6 years whose main residence is in Innsbruck, for free until 13:00 with or without meal, until 14:00 free with compulsory meal (€ 4,10 per meal, updated 2024). Full day care (7:00–16:30) possible for a fee.

📞 Contact: Education Service Center

Ing.-Etzel-Straße 7, BFI Tirol, Room E04,

☎ 0512/5360–8029

✉ post.bildungsservice@innsbruck.gv.at

Available by phone: Mon–Thu 8:00–12:00, 14:00–17:00

www.innsbruck.gv.at/leben/betreuung-bildung/kindergaerten

Child Benefit Plus: Supports families with childcare costs for their 2- and 3-year-old children. Beneficiaries can be persons who are entitled to custody and live in the same household as the children. The subsidy is income-dependent. Application online (see contact).

📞 Contact: Government Office of Tyrol,

Department of Society and Work, Generations

Meinhardstraße 16,

☎ 0512/508–7831 ✉ ga.generationen@tirol.gv.at

www.tirol.gv.at → Themen → Gesellschaft & Soziales →

Generationen → Förderungen → Kindergeld plus

Subsidies for School Events:

From Province of Tyrol: Grants are awarded to children up to 9th grade who attend a mandatory school (VS, HS, PL, not AHS). Funding recipients must have custody and live in the same household as the child. The school event must take place in Austria and last at least three days (two overnight stays).

Funding is dependent on income. Apply using the online form before the event (see contact). Payment after handing in confirmation of participation.

📞 Contact: Government Office of Tyrol,

Department of Society and Work, Generations

Meinhardstraße 16,

☎ 0512/508–7831 ✉ ga.generationen@tirol.gv.at

www.tirol.gv.at → Themen → Gesellschaft & Soziales →

Generationen → Förderungen → Förderung für die

Teilnahme an Schulveranstaltungen im Inland

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). Subsidy depends on family income, size and status. The school event must last at least 4 days, for example ski courses, sports and project weeks or language trips. Forms available at school and online at: www.bmbwf.gv.at/Themen/schule/befoe/schuelerunterstuetzung

📞 Contact: Department of Education Tyrol

Heiliggeiststraße 7, 3rd and 4th floor, ☎ 0512/9012–0

www.bildung-tirol.gv.at

More school or boarding allowances, subsidies, or scholarships for students:

From Province of Tyrol:

Information and application at: www.tirol.gv.at → Themen → Gesellschaft & Soziales → Generationen → Förderungen → Schulkostenbeihilfe or ☎ 0512/508–7831

Travel costs for boarding school students:

Information and application at: www.tirol.gv.at/bildung/landesgedaechtnisstiftung

or ☎ 0512/508–3759

Grants for Students in Tyrol:

Grants: Information and application at: www.tirol.gv.at/bildung/landesgedaechtnisstiftung

or ☎ 0512/508–3759

From Federal Government: Federal aid is intended to support students in social need at school. This includes: School allowance (10th grade and higher), housing allowance (9th grade and higher), and travel allowances (9th grade and higher if receiving housing allowance), support for school events for AHS students (including lower grades) and BMHS students (minimum duration 5 days), special school allowance for students at secondary schools for professionals while taking exams, reduced childcare fees for full-day school forms.

For more information:**K Department of Education Tyrol**

Heiliggeiststraße 7, 3rd and 4th floor, ☎ 0512/9012–0

www.bildung-tirol.gv.at/service/beihilfen

G Chamber for Workers and Employees

Maximilianstraße 7, ☎ 0800/225522–1515

(Mon–Thu 8:00–12:00, 14:00–16:00, Fri 8:00–12:00)

✉ bildung@ak-tirol.at

www.tirol.arbeiterkammer.at/beratung/bildung/BildungundFoerderungen

BildungundFoerderungen

Opening hours: Mon–Fri 8:00–12:00, Mon 14:00–16:00,

Wed 13:00–17:00

🚌 **Bus and tram stops (IVB):** Triumphforte/Casino (3, 5, STB, F, R, 501–503, 590), Maximilianstraße (1, STB)

DISABILITY**Disability Pass**

The disability pass is a photo ID and serves as proof of disability. It enables various benefits. The application and issue are 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 → Menschen mit Behinderung → Behindertenpass und Parkausweis → Behindertenpass

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

- Color EU passport photo in accordance with ICAO regulations
- Current medical records, e.g. diagnostic results or medical opinions (not older than 2 years)
- Valid residence permit (for citizens from non-EU countries)
- Current caregiver allowance confirmation (if caregiver 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 caregiver 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 Law (§ 29b 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. Find the application form at the Ministry of Social Affairs or online at www.sozialministeriumservice.at → Menschen mit Behinderung → Behindertenpass und Parkausweis → Parkausweis

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

- Color EU passport photo in accordance with ICAO regulations
- Current medical records, e.g. diagnostic results or medical opinions (not older than 2 years)
- Valid residence permit (for citizens from non-EU countries)
- Current caregiver allowance confirmation (if caregiver 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: Use of facilitated parking (precise regulations § 29b StVO).

Belonging to group of beneficiaries with disabilities

In professional life, it may be helpful for people with disabilities to belong to a **group of beneficiaries with disabilities**. Various support services help in accessing and keeping jobs. You can find information at www.sozialministeriumservice.at or in personal counseling.

➔ Which requirements must I meet?

Beneficiaries with disabilities are Austrian citizens (or equivalent) with a degree of disability of at least 50 %.

➔ Who cannot belong to the preferred 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. 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 caregiver allowance confirmation (if caregiving allowance is received).

➔ How does belonging to the preferred 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 can be given to people who find themselves in a social emergency due to an event related to their disability. The funding is intended to alleviate or eliminate the hardship.

➔ What does the Support Fund finance?

The following can be financially supported from the Support Fund for People with Disabilities: Adaptation of living space and sanitary facilities, stair lifts, communication devices, mobility (car conversions required due to disabilities), service dogs.

➔ Which requirements must I meet?

Residence or permanent residence in Austria, required measures due to disability, degree of disability of at least 50 %, net income limit € 2.220,52 (updated 2023) – amount increases by € 380 per number of dependents/relatives living in the household), or by € 570 in case of disability. Current proof of income must be submitted. Does not include: bonus payments and social benefits, such as caregiving allowance, housing allowance, etc. Receiving a grant from the Unterstützungsfond (Support Fund) is not possible if the monthly net household income is above the maximum contribution basis in accordance with the law (§ 108 Abs. 3 ASVG). Submit application BEFORE start of project, at least BEFORE getting an invoice (date on invoice).

➔ What can be granted?

One-time financial payment for important disability-related measures. Maximum grant amount € 6000 (updated 2024). The regional office allows up to € 1.817; the Austrian Council for Disabled Persons must be consulted for any amounts higher than this. There is no legal entitlement to grants from this fund.

📍 Contact: Ministry of Social Affairs Regional Office in Tyrol

Herzog-Friedrich-Straße 3; ♿ barrier free,
☎ 0512/563101 ✉ post.tirol@sozialministeriumservice.at
www.sozialministeriumservice.at

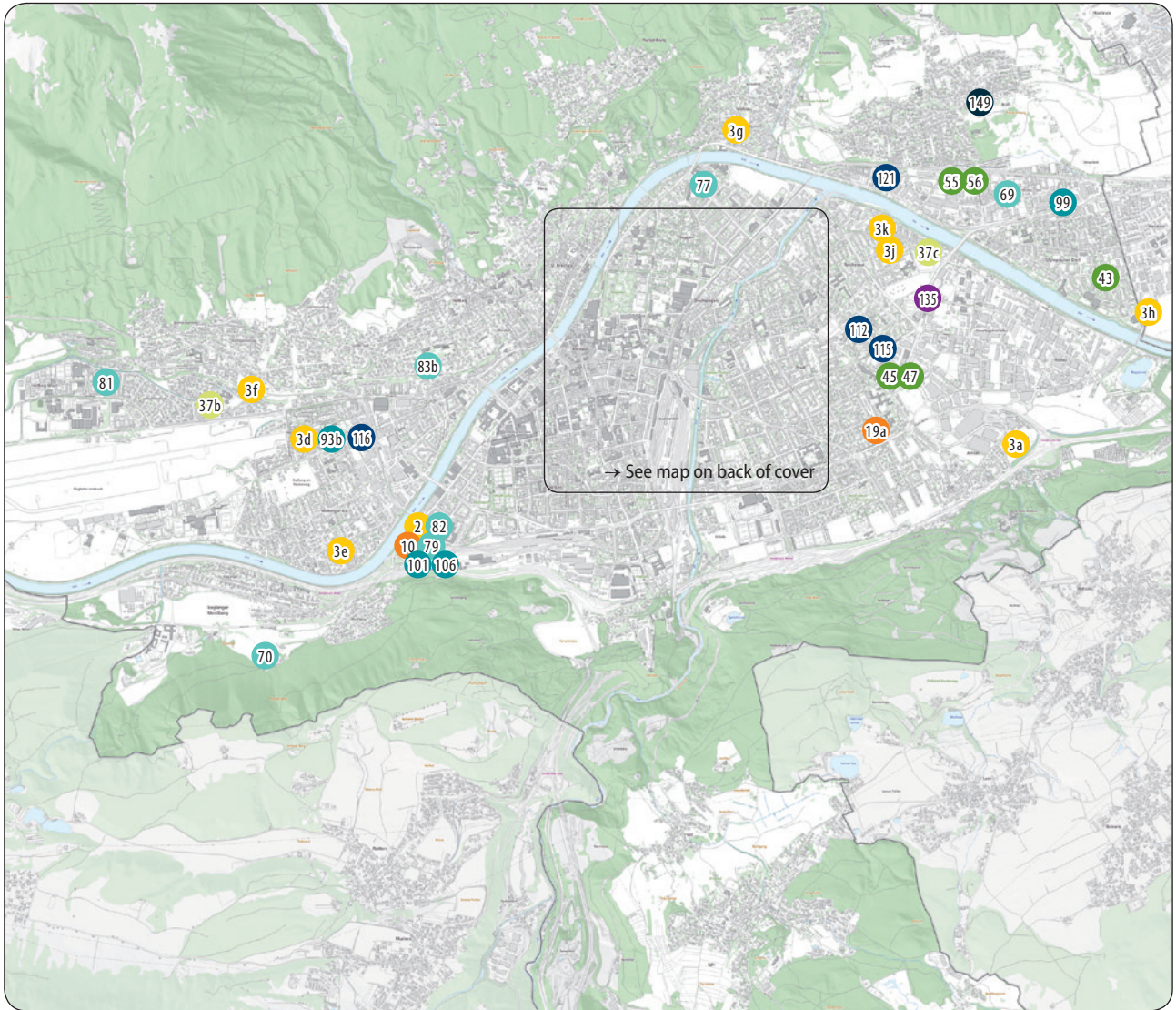
Counseling hours: Mon–Fri 8:00–12:00,
afternoons by appointment

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

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

Alphabetical list of organizations

20er (Street Newspaper)	11	Home Emergency Alert.....	49	RETTET DAS KIND TIROL (Save the Child – Tyrol)	71
abradakabra (Caritas)	64	iBUS (Counseling and Support for Sex Workers)	14	Red Cross Clothing Handouts	42
AEP Family Counseling Center	30	IBZ Tirol – Diakonie Flüchtlingsdienst (Refugee Services)	67	Red Cross Groceries (Team Österreich Tafel)	41
AK – Chamber for Workers and Employees	17	inbus (Counseling for workers at risk of poverty) (innovia)	16	Red Cross Home Visit Service	50
Aktion Tagesmütter/väter (In-Home Childcare)	30	Independent Social & Legal Counseling (Diakonie)	68	Red Cross Learning Assistance	11
Ankyra (Center for Intercultural Psychotherapy)	69	Info Eck der Generationen (Info Corner for All Generations)	6	Red Cross Social Assistance	7
Aranea (Youth Center for Girls)	22	Innsbruck District Court	17	Red Cross Therapy Dogs	51
arbas Tirol (Job Assistance)	56	Innsbrucker Hilfswerk (Innsbruck Relief Work)	70	Schuldenberatung Tirol (Debt Counseling)	17
ASP (ISD) (Outpatient Addiction Prevention)	64	INSIEME – Beratung (Counseling)	44	SCHUSO (School Social Work)	20
AufBauWerk (Job Training)	55	Integration Tirol (Family Counseling f. People w. Disabilities)	59	Schwangerenberatung (Pregnancy Counseling)	26
AusbildungsFit, TAFIE (Ready for Education)	20	ISD Alexihaus (Shelter)	38	Selbstbestimmt Leben (Self-Determined Living)	53
Autistenhilfe Tirol (Autism Support and Awareness)	61	ISD District Meeting Centers (Innsbruck Social Services)	7	Selbsthilfe Tirol (Self-Help)	43
BANDARI (Space for Boys and Young Men)	68	ISD Ehrenamt (Volunteer Service)	51	Serviten (Food Distribution)	41
BARWO (Homeless Organization)	12	ISD Herberge (Shelter)	38	slw Innsbruck	53
Beratungsstelle DELO (Eviction Prevention)	13	ISD Neighbourhood Support for Seniors	51	Social Services at the Train Station (Caritas)	10
bildungsinfo-tirol (Training Info)	10	ISD Social Service	50	start pro mente gemGmbH	45
Caravan (pro mente tirol)	13	IST, TAFIE (Integration and Independent Living Training)	60	Streetwork z6	24
Caritas Counseling Center	9	Job-Fit (innovia)	56	Suchthilfe Tirol (Addiction Help)	64
Caritas Family Support	43	Johanniter Tirol (St. John's Ambulance Services)	49	Teestube (Tearoom) – Homeless Organization	39
Center for Forced Marriage – Women from All Countries	37	Jugendcoaching (Youth Coaching) (innovia)	25	Teuerungsberatung (Inflation Counseling)	10
Center for Marriage and Family Counseling	29	Katharina-Stube (Homeless Services)	41	Tiroler Hilfswerk (Tyrolean Relief Work)	70
Center for Protection from Violence	35	KIZ (Crisis Intervention Center for Children and Teens)	20	Tiroler Kinder u. Jugend GmbH (Child & Youth Protection)	34
Child and Youth Protection	19	Kleidung "im Bogen" (Clothing "at the Arches")	41	Tiroler Patientenvertretung (Patient Advocacy)	52
Child and Youth Welfare Office	32	Klinikbrücke (Hospital Bridge: Visit and Guide Service)	45	TISO Tiroler Sozialmarkt (Social Market)	40
Children & Youth Advocacy	19	Kraft für Leben (Energy for Life)	43	TSD Nikado (Walk-In Center)	40
Chill Out (Counseling, Temporary Housing for Teens/ Young Adults)	23	Kunst+Drüber, TAFIE (Art and Beyond)	59	TSD NoRa (Emergency Shelter for Women)	39
COURAGE (Center for Partner, Family & Sexual Counseling)	31	Landesunterstützung (State Support)	70	TSD Notschlafstelle (Emergency Overnight Shelter)	39
DoppelPlus (Double Plus)	11	Lebenshilfe – Job.Chance (Finding Work Despite Disability)	57	TSD Tiroler Soziale Dienste (Social Services)	66
Drogenarbeit Z6 (Drug Work Z6)	65	Lebenshilfe – Job Inn (Job Preparation)	56	VAGET (Daytime Therapy Center)	46
DOWAS (Social Assistance / Housing & Jobs)	12	Lebenshilfe – Living, Leisure, Mobile Assistance	54	VertretungsNetz Erwachsenenvertr. (Adult Guardianship)	60
Early Childhood Intervention and Family Support	29	Leihladen (Borrowing Shop)	42	Vinzenzgemeinschaften (Vincentian Communities)	71
ELGA-Ombudsstelle (ELGA Ombudsperson Tyrol)	52	lilawohnt (Housing)	15	Vinzibus (Food Distribution)	40
Elternberatung (Parent Counseling)	27	Mannsbilder (Men's Center for Education, Meeting, Advice)	33	Volkshilfe Tirol	71
emma (Job Center for Young Women)	21	medcar(e)	46	Volkshilfe Tirol BETA	26
Erziehungsberatung (Parent Counseling)	30	Mentvilla (Caritas)	38	Volkshilfe Tirol MarteMeo Counseling	33
Fairteiler (Foodsharing)	42	Mentvilla Drop-In Center (Meeting Place for Drug Users)	65	Volkshilfe Tirol Nursing Care	51
Familienberatung (Parent-Child Center Family Counseling)	28	Ministry of Social Affairs Regional Office in Tyrol	48	Volkshilfe Tirol Social Counseling	9
FLUCHTpunkt – Verein arge Schubhaft (Refuge)	66	mittendrin Autismus (innovia) (Autism in the Middle)	61	Volkshilfe Tirol Visitation Support	33
Frauen*Haus Tirol (Women's Counseling Center)	35	Mobile Emotional Support	50	Waldhüttl (Emergency Overnight Shelter)	39
Frauen*Haus Tirol (Women's Shelter)	36	MOHI Tirol gGmbH	54	Wäscheleine (Clothesline – Clothing Handouts for Kids)	42
Frauen aus allen Ländern (Women from All Countries)	69	Netzwerk Gesund ins Leben (Healthy Start in Life)	27	WEISSER RING (WHITE RING – Crime Victim Help)	34
Frauen gegen VerGEWALTigung (Women Against Rape)	37	Netzwerk Tirol hilft (Tyrol Help Network)	70	Wibs (Counseling Center f. People w. Learning Difficulties)	54
Frauen helfen Frauen (Women Helping Women)	37	NEUSTART Tirol (New Start Tyrol)	18	Wolfgangstube (Kapuzinerkloster) (Food Distribution)	40
Frauen* im Brennpunkt (Women in the Spotlight)	31	ÖIF Integration Center	68	Women's Health Center at the University Clinic in Innsbruck	44
Free Time Assistance and Family Relief	28	ÖZIV Advocating for the Interests of People with Disabilities	58	z6 (Youth Center)	24
FreiRaum, TAFIE (Free Space – Inclusive Learning)	60	ÖZIV SUPPORT Tirol	58	ZeMIT (Center for Migrants in Tyrol)	67
Gehörlosenverband Tirol (Association of the Deaf)	62	pro mente tirol (Psychosocial Services)	45	Zentrum Sexuelle Gesundheit (Center for Sexual Health)	47
Government Office of Tyrol Province – Social Department	61	Psychosocial Nursing Care	44	zesa – Center for Occupational Social Work	14
Heilpädagogische Familien gGmbH		Rahab (Services for Sex Workers) (Caritas)	13	zesa – Center for Social Work Justice	18
(Therapeutic-Educational Families)	22	RAINBOWS-Tirol	23	zesa – Child and Youth Support	32
		Rat auf Draht (Advice on the Line)	25	ZSB (Systemic Oriented Counseling, Psychotherapy)	47



Imprint:

Published by: Verein unicum:mensch

Contact: unicum:mensch, c/o Haus der Begegnung,
Rennweg 12, 6020 Innsbruck, ☎ 0664/5846661

✉ sozialroutenplan@unicummensch.org

www.unicummensch.org

Editing: Hemma Übelhör

Graphic Design: Karin Berner

Translation: Bonnie Dietrich-Lawrence

Printing: Alpina Druck GmbH

8th edition, 2024

