



Social Road Map

Your guide in times of difficulty

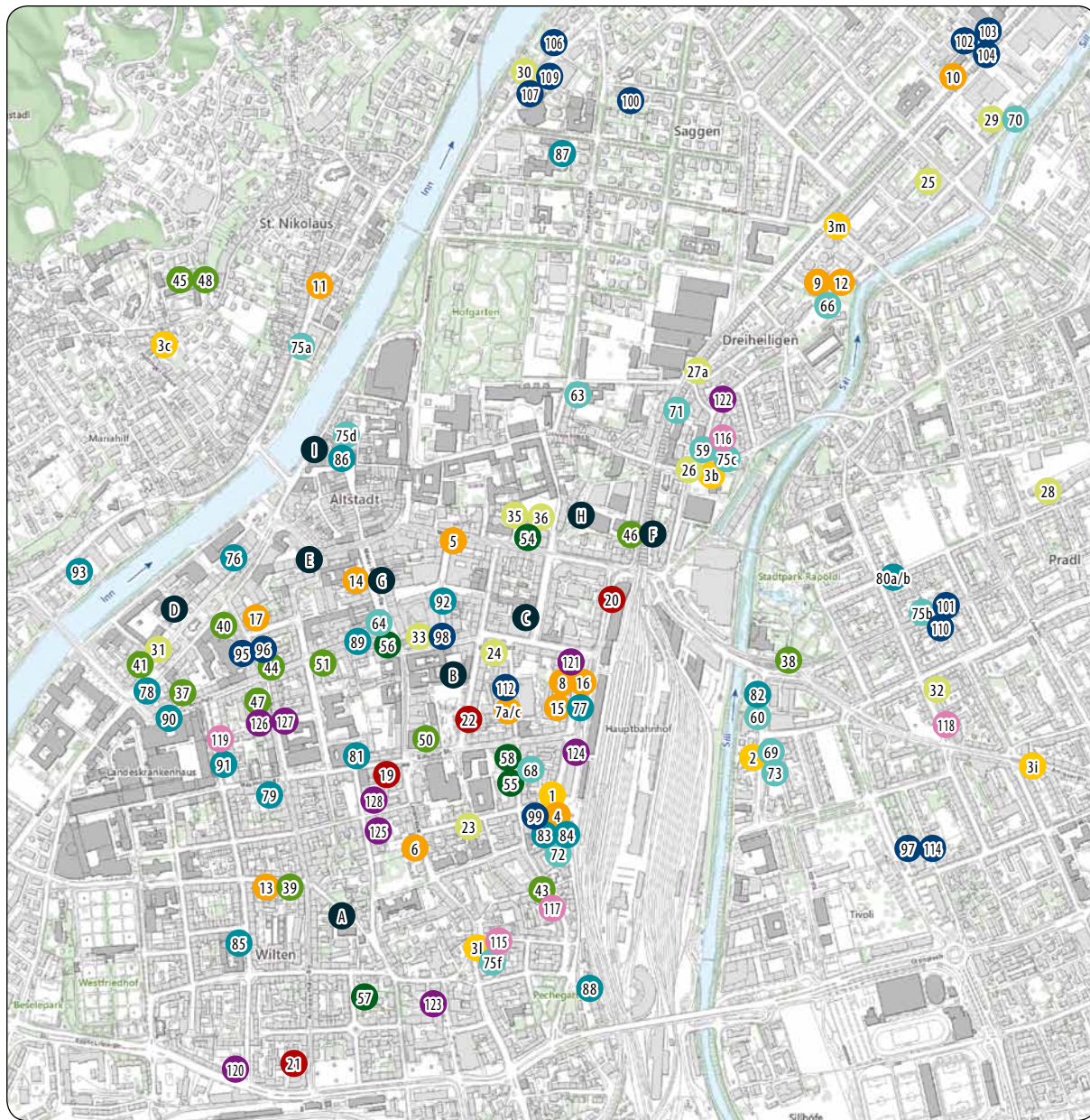
Where you can get advice and support

Who can help in emergencies

How public agencies can help you

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)
Emergency number for counseling and women's shelter	0512 342112
Emergency services for deaf and hard of hearing	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
Emotional support helpline	142
Poison control center	01 406 43 43



GENERAL SOCIAL SERVICES

- 1 Caritas Counseling Center (p. 6)
- 2 Red Cross Social Assistance (p. 7)
- 3 ISD District Meeting Centers (p. 7)

HOUSING / WORK

- 4 Caritas Social Services at the Train Station (p. 9)
- 5 Women Helping Women (p. 9)
- 6 DOWAS Social Assistance (p. 9)
- 7 DOWAS for Women (p. 10)
- 8 inbus – Counseling for workers at risk of poverty (p. 11)
- 9 DELO – Eviction Prevention (p. 11)
- 10 Streetwork – Association for Homeless People (p. 12)
- 11 20er – Street Newspaper (p. 12)
- 12 BARWO – Homeless Organization (p. 12)
- 13 IBUS – Counseling and Support for Sex Workers (p. 13)
- 14 Rahab: Counseling for Sex Workers (Caritas) (p. 13)
- 15 Volkshilfe Tirol Social Counseling (p. 13)
- 16 CORA (innovia) (p. 13)
- 17 bildungsinfo-tirol – Training Info (p. 14)
- 18 Initiative DoppelPlus – Double Plus Initiative (p. 14)

LEGAL SERVICES / DEBT

- 19 AK – Chamber of Labor (p. 15)
- 20 Innsbruck District Court (p. 15)
- 21 NEUSTART Tirol – New Start Tyrol (p. 15)
- 22 Debt Counseling Tyrol (p. 15)

CHILDREN & TEENS

- 23 Chill Out – Temporary Housing for Teens (p. 16)
- 24 Info Corner for All Generations (p. 16)
- 25 Volkshilfe Tirol BETA (p. 16)
- 26 Z6 (p. 17)
- 27 Streetwork Z6 (p. 17)
- 28 Rainbows Tirol (p. 18)
- 29 ARANEA Girls' Youth Center (p. 18)
- 30 Youth Coaching (Innovia) (p. 19)
- 31 emma – Job Center for Young Women (p. 19)

- 32 KIZ – Crisis Intervention Center for Children and Teens (p. 19)
- 33 Tyrol Children and Youth Advocacy (p. 20)
- 34 147 Rat auf Draht – Advice on the Line (p. 20)
- 35 Child and Youth Protection Tyrol (p. 21)
- 36 SCHUSO – School Social Work Tyrol (p. 21)

FAMILY ADVICE / CHILDCARE

- 37 Parent Counseling (p. 22)
- 38 Parent-Child Center (p. 22)
- 39 AEP Family Counseling Center (p. 23)
- 40 FIB – Women in the Spotlight (p. 23)
- 41 In-Home Daycare Provider Initiative Tyrol (p. 23)
- 42 Free Time Assistance and Family Relief (p. 24)
- 43 MFI Therapeutic-Pedagogical Families (p. 24)
- 44 Center for Marriage and Family Counseling (p. 25)
- 45 Platform for Single Parents (p. 25)
- 46 Child and Youth Welfare Office (p. 26)
- 47 Network for a Healthy Start in Life (p. 26)
- 48 Initiative Live Tyrol (p. 26)
- 49 Early Childhood Intervention and Family Support (p. 27)
- 50 Center for Partner, Family & Sexual Counseling (p. 27)
- 51 Men's Center for Education, Meeting and Advice (p. 28)
- 52 Volkshilfe Tirol Visitation Support (p. 28)
- 53 Volkshilfe Tirol MarteMeo Counseling (p. 28)

VIOLENCE / ABUSE

- 54 Tyrolean Children and Youth GmbH (p. 29)
- 55 Women's Shelter Tyrol (p. 29)
- 56 Tyrol Center for Protection from Violence (p. 30)
- 57 Women Against Rape (p. 30)
- 58 WEISSER RING (White Ring) – Crime Victim Help (p. 30)

MEALS / SLEEPING / CLOTHING

- 59 ISD Alexihaus (Shelter) (p. 31)
- 60 ISD Herberge (Shelter) (p. 31)
- 61 NOST (Emergency Overnight Shelter) (p. 31)
- 62 NoRa (Emergency Shelter for Women) (p. 32)
- 63 Wolfgangstube / Kapuzinerkloster (Food Distribution) (p. 32)
- 64 Serviten (Food Distribution) (p. 32)

- 65 Kloster der Barmherzigen Schwestern / Katharina-Stube (Homeless Services) (p. 32)
- 66 Teestube (Tearoom) (Homeless Organization) (p. 33)
- 67 Vinzibus (Food Distribution) (p. 33)
- 68 Tiroler Sozialmarkt – Social Market (p. 33)
- 69 Team Österreich Tafel – Groceries) (p. 33)
- 70 NIKADO (p. 34)
- 71 Kleidung “im Bogen” (Clothing “at the Arches”) (p. 34)
- 72 Mentlvilla (Caritas) (p. 34)
- 73 “Textil” (Clothing Distribution) (p. 35)
- 74 Wäscheleine (Clothesline) (Distribution for Kids) (p. 35)
- 75 General Services (p. 35)

HEALTH / ILLNESS / CARE SERVICES

- 76 ISD Social Service (p. 36)
- 77 Volkshilfe Nursing Care (p. 36)
- 78 Self-Help Tyrol (p. 36)
- 79 Centers for Psychosocial Care (p. 36)
- 80 VAGET – Day Therapy Center (p. 37)
- 81 INSIEME – Counseling (p. 37)
- 82 Home Emergency Alert (p. 38)
- 83 medcar(e) (p. 38)
- 84 Family Assistance Relief Work (Caritas) (p. 38)
- 85 Kraft für Leben (Energy for Life) (p. 38)
- 86 Ministry of Social Affairs Regional Office in Tyrol (p. 39)
- 87 pro mente tirol – Psychosocial Services (p. 40)
- 88 start pro mente gemGmbH (p. 40)
- 89 Psychosocial Nursing Care Tyrol (p. 40)
- 90 Women’s Health Center at the University Clinic in Ibk. (p. 40)
- 91 AIDS Help Tyrol (p. 41)
- 92 Patient Advocacy Tyrol (p. 41)
- 93 ZSB – Center for Systemic Oriented Counseling (p. 42)
- 94 St. John’s Ambulance Services (p. 42)

CENTERS FOR PEOPLE WITH DISABILITIES

- 95 ÖZIV – Advocating for the Interests of People with Disabilities (p. 43)
- 96 ÖZIV SUPPORT Tirol (p. 43)
- 97 WIBS – Counseling Center for People with Learning Difficulties (p. 44)

- 98 Government Office of Tyrol Province – Social Department (p. 44)
- 99 MOHI Tirol gGmbH (p. 44)
- 100 slw Innsbruck (p. 45)
- 101 Finding Work Despite Disability (p. 45)
- 102 Counseling Center for Deaf People / Interpreter Center (p. 45)
- 103 Deaf-Blind Assistance Tyrol (p. 46)
- 104 Sign Language Assistance for Children and Teens (p. 46)
- 105 Living, Leisure, Mobile Assistance (Lebenshilfe) (p. 47)
- 106 AufBauWerk Job Training Innsbruck (p. 47)
- 107 Job-Fit (Innovia) (p. 48)
- 108 Job-Inn – Job Preparation (Lebenshilfe) (p. 49)
- 109 Autism in the Middle (Innovia) (p. 49)
- 110 Autism Support and Awareness (p. 50)
- 111 arbas Tyrol – Job Assistance (p. 50)
- 112 Adult Guardianship (p. 50)
- 113 Integration Tyrol (p. 51)
- 114 Self-Determined Living (p. 51)

DRUG & ADDICTION SERVICES

- 115 Outpatient Addiction Prevention (ISD) (p. 52)
- 116 Drug Work Z6 (p. 52)
- 117 Mentlvilla – Meeting Place for Drug Users (p. 53)
- 118 Addiction Help Tyrol (p. 53)
- 119 abrakadabra (Caritas) (p. 53)

MIGRATION

- 120 ZeMiT – Center for Migrants in Tyrol (p. 54)
- 121 Training and Career Counseling (Innovia) (p. 54)
- 122 FLUCHTpunkt – Refuge (p. 55)
- 123 Women from All Countries (p. 55)
- 124 Social Services Tyrol (p. 56)
- 125 Ankyra – Center for Intercultural Psychotherapy (p. 56)
- 126 Social & Legal Counseling – Refuge (Diakonie) (p. 56)
- 127 IBZ – Refugee Services (Diakonie) (p. 57)
- 128 ÖIF – Integration Center Tyrol (p. 57)

→ also see overview on back of cover

→ **A** to **I** see p. 60

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 June 2022

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

You can download the Social Road Map as a PDF file at: www.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 in 2024.

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	9
● Legal Services / Debt	15
● Children & Teens	16
● Family Advice / Childcare	22
● Violence / Abuse	29
● Meals / Sleeping / Clothing	31
● Health / Illness / Care Services	36
● Centers for People with Disabilities	43
● Drug & Addiction Services	52
● Migration	54
● Support in Emergencies	58
Legal Framework	60
Unemployment	61
Guarenteed Minimum Income	63
Rent and Housing Allowance	66
Illness	68
Pregnancy, Birth, Life with Children	70
Disability	77
Alphabetical List of Organizations	80

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, and 2020, there is now a seventh updated and expanded version for 2022. The brochure is intended to help people overcome difficulties and find ways out of a crisis. It is addressed to both affected persons and anyone in an advisory role through professional or volunteer work – in other words, it is for anyone who needs a guide to social services for personal use or for helping another person.

How?

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

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

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

The Social Road Map gives thorough information that is easy to understand. However, the brochure does not contain complete information. All the data and information in this version was researched with the utmost diligence (updated 2022), however, Covid-19 measures could not be taken into account and some potential errors in content cannot be ruled out. We appreciate any suggestions or feedback. **unicum:mensch is not liable for harm or damages** resulting from incorrect or incomplete content, or from actions committed due to relying on the accuracy and completeness of the content of this brochure.

Who?

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

Contact:

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

☎ 0664/5846661

✉ sozialroutenplan@unicummensch.org

www.unicummensch.org

TYROL CULTURAL PASS

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

How does the Cultural Pass work?

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

Who can get the Cultural Pass?

The Cultural Pass is offered to anyone who would like to participate in cultural life, but cannot afford it: people who receive unemployment benefits (less than € 45,70 daily), emergency unemployment assistance, needs-based guaranteed minimum income or minimum pension, asylum seekers or people whose income falls below the poverty line (€ 1.371 per month).



Where can I get the Cultural Pass?

The Cultural Pass is given out informally at many social organizations and counseling centers, such as: ① **Caritas Counseling Center**, ③ **ISD District Meeting Centers** or ②④ **Info Corner for All Generations**. You will need to go in person and bring your photo ID, residence registration and proof of household income.

For more information about places that issue passes and participation institutions, visit :

www.hungeraufkunstundkultur.at/tirol

Contact:

unicum:mensch

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

✉ kulturpass@unicummensch.org

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!

Contact:

☎ 0677/630689077

✉ kulturbuddy@unicummensch.org

More info:

www.unicummensch.org/projektculturbuddy/

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. 9)

● Legal Services / Debt (p. 15)

● Children & Teens (p. 16)

● Family Advice / Childcare (p. 22)

● Violence / Abuse (p. 29)

● Meals / Sleeping / Clothing (p. 31)

● Health / Illness / Care Services (p. 36)

● Centers for People with Disabilities (p. 43)

● Drug & Addiction Services (p. 52)

● Migration (p. 54)

● Support in Emergencies (p. 58)

Online IVB Transport Schedule: www.ivb.at

GENERAL SOCIAL SERVICES

→ See also “Centers for People with Disabilities” (p. 43–51)

1 Caritas Counseling Center

Heiligegeiststraße 16; ♿ barrier free

☎ 0512/7270207

✉ beratungszentrum.caritas@dibk.at

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

(Please make an appointment.)

Services: Social advice, family counseling, support for people going through 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 → 4 **Caritas Social Services at the Train Station** or the → 3 **Tyrol Social Services** as well as their partner agencies.

Social counseling services: Advice and support, especially dealing with: guaranteed minimum income, public rent allowance, public family allowance, annual income tax adjustment, exemption from paying for prescriptions, exemption from GIS fees, 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.

Appointment is required.

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

2 Red Cross Social Assistance

Red Cross Innsbruck

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

☎ 0512/33444

✉ info@roteskreuz-innsbruck.at

www.roteskreuz-innsbruck.at

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

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

3 Innsbruck Social Services – District Meeting Centers

www.isd.or.at; ♿ all barrier free

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), Innsbruck Amras (3)

3b ISD District Meeting Center and Office for Senior Living **Dreiheiligen**: Dreiheiligenstraße 9

☎ 0664/80093–7570

✉ sst.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), Polizeidirektion (A, R, 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, H, K), Höttinger Kirchplatz (H, K, J), Innsbruck 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 stop (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 stop (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),
 Technik West (2, 5, T, K)

3g ISD District Meeting Center and Office for Senior Living
Mühlau: Hauptplatz 2
 ☎ 0512/5331–7520 ✉ sst.muehlau@isd.or.at
 Opening hours: Tue 10:00–12:00
 🚏 **Bus and tram stop (IVB):** Mühlau (A, 501, 503)

3h ISD District Meeting Center and Office for Senior Living
O-Dorf: Kajethan-Sweth-Straße 1
 ☎ 0664/80093–7860 ✉ sst.odorf@isd.or.at
 Opening hours: Mon–Fri 10:00–12:00
 🚏 **Bus and tram stops (IVB):** Josef-Kerschbaumer-
 Straße (2, F, T), Schützenstraße (2, 5)

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 stop (IVB):** Dr.-Glatz-Straße (3)

3j ISD District Meeting Center **Reichenau Campagne:**
 Radetzkystraße 43g
 ☎ 0664/80093–7761 ✉ c.maass@isd.or.at
 Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
 🚏 **Bus and tram stop (IVB):** Hegenerstraße (R)

3k Office for Senior Living **Reichenau:**
 Reichenauer Str. 123
 ☎ 0512/5331–7560 or 0664/80093–7560
 ✉ lia.reichenau@isd.or.at
 Opening hours: Tue 10:00–12:00
 🚏 **Bus and tram stop (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: Mon–Wed 10:00–12:00
 🚏 **Bus and tram stop (IVB):** Kaiserschützenplatz (M)

3m ISD District Meeting Center **Bienerstraße:**
 Bienerstraße 10/801
 ☎ 0664/ 80093 7460 ✉ stt.bienerstrasse@isd.or.at
 Opening hours: Tue 10:00–12:00, Wed 16:00–18:00
 🚏 **Bus and tram stop (IVB):** Innsbruck Messe Bahnhof (R)

Mobile Social Work:

Mobile, house visits in Innsbruck
 ☎ 0512/5331–7590 ✉ 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.

→ See also “Important Addresses” and “Legal Guidelines” (p. 60)

HOUSING / WORK

4 Social Services at the Train Station (Caritas)

Heiligegeiststraße 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 every day except Fridays.

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 & job search.

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

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

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

6 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 9:00–12:00 und 16:00–18:00,

Wed–Fri 9:00–12:00 (Fridays only by appointment and for picking up post.)

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

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

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

Counseling also in English.

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

7 DOWAS for Women

Counseling Center: Adamgasse 4/2;

♿ Contact in advance for barrier-free counseling

www.dowas-fuer-frauen.at

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

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

Services (for people who identify as female or non-binary): Walk-in center for women with and without children in crisis situations, for women with existential problems, for homeless women. Advice and help with securing the livelihood. Counseling with an interpreter if needed.

🚏 **Bus and tram stop (IVB):**

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

7a Assisted Living

Adamgasse 4/2;

♿ Contact in advance for barrier-free counseling

www.dowas-fuer-frauen.at

☎ 0660/1597303 ✉ bewo@dowas-fuer-frauen.at

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

(please call for an appointment)

Services: Subleasing contract with caregiver agreement; psychosocial and social work counseling; crisis intervention; support with securing livelihood, work and housing, etc.; support in improving competences and independence.*

🚏 **Bus and tram stop (IVB):**

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

7b Social-Pedagogical Shared Apartment

Möblgasse 7; ♿ barrier free

www.dowas-fuer-frauen.at

☎ 0512/295498 ✉ wg@dowas-fuer-frauen.at

Available by phone: Mon 9:00–12:00;

Tue, Wed 14:00–17:00, Thu, Fri 9:00–12:00

Services: Housing options for 12 homeless or at-risk women and their children. Social work, psychosocial and pedagogical support services adapted to the individual needs of the women and children. Assistance with translator if necessary.*

🚏 **Bus and tram stops (IVB):**

Lönstraße (R), Rudolf-Greinz-Straße (3)

7c Housing First

Adamgasse 4/2; ♿ barrier free

www.dowas-fuer-frauen.at

☎ 0660/3106362 und 0664/73121095

✉ housing@dowas-fuer-frauen.at

Opening hours: Mon–Fri 9:00–17:00 (call for appointment)

Services: Long-term, safe, affordable, inclusive living space and individual support separate from the living space.**

🚏 **Bus and tram stop (IVB):**

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

* Services for adult women (and their children) who live in unstable circumstances, are homeless or are at risk of homelessness. Due to the gender-specific focus in supervised living, an individual evaluation for trans, intersex or non-binary persons is needed.

** Services for adult, single women who (recurrently) experience homelessness and need social work and psychosocial support. Due to the gender-specific focus in supervised living, an individual evaluation for trans, intersex or non-binary persons is needed.

8 inbus – Counseling for Workers at Risk of Poverty (Innovia)

Südtirolerplatz 6/1st floor; ♿ barrier free

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

Opening hours: Mon–Fri 8:00–17:00

Services: If you are working, and it still is not enough, then come to us!

inbus offers counseling on how to increase your income, support with applications for financial assistance, and information on training or education possibilities, so that you have more money to live life! inbus is for employed workers who are at risk of poverty. Someone is at risk of poverty if they earn € 1.371 net monthly income or less. We analyze the income and living situation, and work out a plan together to escape the risk of poverty. It may mean getting further job qualifications which are financed through grants or changing employers – there are many options.

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

🚏 Bus and tram stop (IVB):

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

9 DELO – Eviction Prevention

Kapuzinergasse 43; ♿ barrier free

☎ 0664/1954348 ✉ office@delo.tirol

www.delo.tirol

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

Services: Free, anonymous counseling and support for renters who are behind in rent payments and are facing eviction. The goal is to enable a person to stay in their apartment with the support of everyone involved, or to find realistic alternatives. Evaluation of the situation, setting a household and financial plan, support in explaining and applying for insurance and social benefits, as well as financial assistance, information on rental and legal matters, contact information, conflict resolution and mediation with owners, authorities and property management, support for creating a payment plan, crisis intervention, referrals and information on specialized institutions and services.

Counseling also in English, Spanish, Italian and other languages (supported by translator).

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

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

10 Streetwork – Association for Homeless People

Viaduktbogen 134; ♿ barrier free
 ☎ 0650/5773665; 0650/5773666; 0664/2160602;
 0664/88180114; 0512/58070328
 ✉ streetwork@obdachlose.at
www.obdachlose.at
 Opening hours: Tue, Thu 13:30–15:30

Services: Assistance for homeless people on the street. Counseling and support in problem situations; accompaniment and support with authorities, referrals; starting up services at other organizations and system partners; visitation for maintaining contact and relationship care; organization and supervision in emergency shelters. Target groups: socially disadvantaged adults who cannot be reached well enough by conventional social work methods and who use the street as a living space.

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

11 20er – 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 life situations 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 stop (IVB):** Innstraße (W, 501)

12 BARWO – 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/Zeughaus (1),
 Bienerstraße (R)

13 IBUS – Counseling and Support for Sex Workers

Schöpfstraße 19 – courtyard; ♿ barrier free

☎ 0660/4757345 ✉ ibus@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 stop (IVB):** Franz-Fischer-Straße (1, STB)

14 Rahab – Counseling for Sex Workers (Caritas)

Health Department Innsbruck, Maria-Theresien-Straße 18;

♿ barrier free

☎ 0676/87306330 ✉ g.gscheidlinger.caritas@dibk.at

Opening hours: every Thu starting at 14:00

Services: Sex workers receive information on health issues, social laws and exit options

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

15 Volkshilfe Tirol 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 stop (IVB):**

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

16 CORA (innovia)

Südtiroler Platz 6/1st floor; ♿ barrier free

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

www.cora.tirol

Opening hours: Mon–Fri 8:00–17:00

Services: Walk-in center for women seeking a job

Evaluation of situation and needs, individual and needs-based support, steps to take for job market: e.g. arrange German courses, create a resume, job applications for open positions, etc. There are also low-threshold free computer courses online if needed for improving IT skills and increasing job market chances. Childcare as needed.

Open hours to get to know each other, no commitment necessary: Tue 9:30–11:30 at Südtirolerplatz 6.

🚏 **Bus and tram stop (IVB):**

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

17 bildungsinfo-tirol – Training Info Tyrol

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 (2, 3, 5, 5E, 1SE, C, H, J, K, M, STB, Regiobusse), Anichstraße/Rathausgalerien (2, 3, 5, 5E, F, R, 501–503)

**18 Initiative DoppelPlus
(Double Plus Initiative)**

☎ 0699/16198337 ✉ 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.

Free offers from “DoppelPlus” are available for recipients of minimum income, supplemental income, rent allowance and heating cost subsidies, as well as for people who are long-term unemployed.

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

LEGAL SERVICES & DEBT

19 AK – Chamber of Labor

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 & employment laws, rent laws, consumer protection, taxes, education; big library (open to anyone). – Bring all relevant documents.

🚏 **Bus and tram stops (IVB):** Triumphforte/Casino (3, 5, STB, B, F, M, R, 501–505, 590), Bürgerstraße (1, STB)

20 Innsbruck District Court

Brunecker Straße 3; ♿ barrier free

☎ 05/76014342

Opening hours: see below

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

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

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

21 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 stop (IVB):** Westbahnhof (1, STB, T)

22 Debt Counseling Tyrol

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

☎ 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, 505, 590), Triumphforte/Casino (3, 5, STB, F, R, 501–503, 505, 590)

CHILDREN & TEENS

→ See also  **Job Assistance Tyrol** (p. 50)

23 Chill Out – Temporary Housing for Teens

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

 0512/572121  chillout@dowas.org

www.dowas.org

Facebook and Instagram: Chill Out Innsbruck

Opening hours: Mon, Wed–Fri 9:15–12:15 & 17:00–19:30

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

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

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


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



Counseling also in English.

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

Heiliggeiststraße (F, M, R, 501–503, 505, 590)

24 Info Corner for All Generations

Bozner Platz 5;  barrier free

 Free Tel. 0800/800508  info@infoeck.at

www.infoeck.at


Opening hours: Mon, Wed, Fri 9:00–14:00,

Tue, Thu 9:00–14:00 & 15:00–17:00


Services: Drop-in center for youth, families and senior citizens. The “InfoEck” (Info Corner) helps with information, tips, addresses and brochures. Free and anonymous – in person, via telephone or email.


Topics: Staying abroad, work, education, family subsidies, family passes, leisure activities, volunteering, youth protection, job search, childcare, culture, new media, safe Internet, etc.

Additional services: Cultural pass, parent counseling, workshops for students and youth.

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

25 Volkshilfe Tirol BETA

Brixentaler Straße 14, 6300 Wörgl;  barrier free

 050/8909000  beta@volkshilfe.net

www.volkshilfe.tirol (by appointment only)

Services: Job qualification projects for youth with special education needs. 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 stop (IVB):** Wörgl Tagungshaus (1)

26 Z6

Dreiheiligenstraße 9c; ♿ barrier free

www.z6online.com

Center for Youth Work:

Office hours: Tue, Thu 9:00–14:00

☎ 0512/580808 ✉ jugendarbeit@z6online.com

Youth Center Z6:

Opening hours: Mon 14:00–20:00, Tue–Fri 15:00–21:00,

☎ 0664/2628985

Services: Open, low-threshold 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 (schedule an 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.-Etsel-Straße (1), Sillpark (2, 3, 5, C, F, J)

→ See also **116 Drug Work Z6** (p. 52) and **20 Innsbruck District Court** (p. 15)

27 Streetwork Z6

Office: Viaduktbogen 42

☎ Office: 0512/563768 ✉ Office: office@z6-streetwork.com

www.z6-streetwork.com

Facebook: Streetwork Zettsechs

27a Walk-In Center Innsbruck Center: Viaduktbogen 42

Bus and tram stop (IVB): Ing.-Etsel Straße (1)

☎ Team Mitte: 0669/12128185 and 0699/12128145

✉ team.mitte@z6-streetwork.com

27b Walk-In Center Innsbruck West: Viktor-Franz-Hess-Straße 5

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

☎ Team West: 0699/12128135 and 0699/12128195

✉ team.west@z6-streetwork.com

27c Walk-In Center Innsbruck East (Reichenau & O-Dorf):

Reichenauerstraße 243

☎ Team Ost: 0660/7242537 and 0660/3774844

✉ team.ost@z6-streetwork.com

Services: Counseling and support for youth in all life circumstances. Low-threshold outreach social work, cultural and free space work for youth between 12–21 years old in Innsbruck. The work takes place everywhere the youth hang out. Services are targeted to individual youth and groups. Orientation based on individual needs. Contact is low-threshold, transparent, confidential, voluntary and free. Individual social work and social-pedagogical assistance during crisis and support with questions relating to government offices, police and justice, job and apartment search. Information on social institutions and their services, referrals if desired. Recreational projects and outdoor (experiential) education offers, also may be gender-specific. We promote the interests of youth in the community and mediate in conflicts of interest.

28 Rainbows Tirol

Amthorstraße 49/ground floor; ♿ barrier free
 ☎ 0512/579930, 0650/9578869 ✉ tirol@rainbows.at
www.rainbows.at
 Contact: Mon–Thu 9:00–13:00, Fri 8:00–12:00

Services: Support for children and teens during difficult times.

Group and individual guidance for children and teenagers from 4–18 years old after separation or divorce of parents; grief counseling for children and adolescents from 4–18 years old 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 stop (IVB):** Rennerschule (2, 5, F)

29 ARANEA Girls' Youth Center

Matthias-Schmid-Straße 10
 ☎ Girls: 0677/63004454, Office: 0650/2831902
 ✉ info@aranea.or.at
www.aranea.or.at
 Facebook and Insta: ARANEA Mädels
 Opening hours for counseling: Tue, Wed 14:00–16:00,
 Thu 16:00–18:30; Opening hours for youth center:
 Tue, Wed 16:00–20:00, 1x/month on Saturday

Services: Girls' youth center, counseling for girls, workshops, trainings for youth workers, all services are free.

Counseling for Girls: topics such as education, relationships, abuse, self-empowerment, health, etc.

Girls' Youth Center: place to chill without the feeling of needing to buy something, some good food for free, meet with friends, creative work, meet new people.

Workshops: We offer career workshops and self-defense and assertiveness training. All offers are free. Trainings, workshops and counseling on topics relating to the work with girls and gender-sensitive youth work within the framework of specialized work geared toward girls ("Mädchenarbeit").

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

30 Youth Coaching (Innovia)

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 24 years old in cases of higher support needs. Our goals are to improve the level of education and job market opportunities for youth, to prevent school dropout or to introduce youth to educational training and plan individual career prospects. Youth coaching also intends to make a significant contribution to the personal and social stabilization of youth. Problems such as family difficulties, addictive behavior, debt, housing problems, delinquency, mental health crises, etc. make access to higher qualifications difficult. Personal career planning enables school attendance or a chance at earning qualifications, training or permanent employment. Youth coaching is a nationwide offer funded by the Ministry of Social Affairs, and there are youth coaches in every district of Tyrol.

Counseling also in English.

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

→ See also 111 **Job Assistance Tyrol** (p. 50)

31 emma – Job Center for Young Women

Innrain 36

☎ 0512/559700 ✉ emma@fib.at

www.fib.at/emma

Opening hours: Mon–Fri 8:30–13:30 (or by appointment)

Services: Job orientation and counseling for young women upon referral from AMS. Up to six months counseling with an education and job counselor, workshops on learning, health, finances, job application training, an open work room with computer working spaces, and help with questions about application documents.

🚌 **Bus and tram stops (IVB):**

Klinik/Universität (2, 5, C, F, H, K, M, R)

32 KIZ – Crisis Intervention Center for Children and Teens

Pradler Straße 75

☎ 0512/580059 ✉ info@kiz-tirol.at

www.kiz-tirol.at

Open daily at all hours for crisis cases! Free.

Services: Counseling center (in person, telephone, email – also anonymous) for girls, boys and their family members in crisis. Emergency overnight shelter for children and adolescents between ages of 12 and 18 years. Protection from physical, emotional and sexual abuse – victim protection; support in family dialogue; arranging placements & referrals to other help services

Counseling with interpreter if needed.

🚌 **Bus and tram stops (IVB):** Dr. Glatz-Straße, Amraserstraße (3), Defreggerstraße (2, 5)

33 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 (appointment recommended)

Services: “Kija” (Tyrol Children and Youth Advocacy) 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, 505, 590),
Anichstraße/Rathausgalerien (3, STB, F, R, 501–503),
Maria-Theresien-Straße (1, 2, 3, 5, STB, A, C, J, K, M)

34 147 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 accounts

→ See also 35 **Child and Youth Protection Tyrol** (p. 21) and
General Emergency Numbers

35 Child and Youth Protection Tyrol

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” (Child and Youth Protection Tyrol) has five 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 stop (IVB):**

Museumstraße (1, 2, 3, STB, A, C, J, M)

36 SCHUSO – School Social Work

Museumstraße 11

☎ 0699/140592 70 ✉ tirol@schuso.at

www.schuso.at

(SCHUSO locations can be found 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 stop (IVB):**

Museumstraße (1, 2, 3, STB, A, C, J, M)

FAMILY ADVICE / CHILDCARE

→ See also **35** **Child and Youth Protection Tyrol** (p. 21) and **36** **SCHUSO – School Social Work** (p. 21)

→ See also **74** **Wäscheleine (Clothesline)** (p. 35), **75** **General Services** (p. 35) and **84** **Family Assistance Relief Work (Caritas)** (p. 38)

37 Parent Counseling

Anichstraße 40, not barrier free

☎ 0512/508–2972 (call for appointment)

✉ 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

Counseling also possible outside of opening hours.

Offices in all districts throughout Tyrol.

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

🚌 **Bus and tram stop (IVB):**

Klinik/Universität (2, 5, C, F, H, K, M, R)

38 Parent-Child Center

Amraser Straße 5

☎ 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.

Make an 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: 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)

39 AEP Family Counseling Center

Schöpfstraße 19 – courtyard; ♿ barrier free

☎ 0512/573798

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

<https://aep.at/aep-familienberatungsstelle/>

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)

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

40 FIB – 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 supports women anonymously, free and confidentially. Gender and diversity expertise, events concerning women's issues.

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

41 In-Home Daycare Provider Initiative

Josef-Hirn-Straße 1; not barrier free

☎ 0512/583268 ✉ office@atmtv.at

www.atmtv.tirol

Opening hours: Mon–Fri 9:00–12:00

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

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

42 Free Time Assistance and Family Relief

Andechsstraße 73, ♿ barrier free

☎ 0676/88509970

✉ fafe.innsbruck.stadt@fruehfoerdern.at

www.fruehfoerdern.at

Make an appointment.

Services: Accompanying children and adolescents with developmental delays and/or disabilities in their free time, from birth until 18 years old, who receive care allowance (*Pflegegeld*) or a higher family allowance (*Familienbeihilfe*).

By providing free time assistance, we relieve families and caring relatives in everyday life and enable them to take time to rest. An opportunity for children and parents to rediscover and use their own freedom. Additionally, parents can apply for holiday supervision of children who attend kindergarten or school.

The approved hourly rate in the Province of Tyrol ranges from 40 to 376 hours per year and depends on the particular family situation. The deductible depends on the amount of care allowance.

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

→ See also 74 **Wäscheleine (Clothesline)** (p. 35), 75 **General Services** (p. 35) and 84 **Family Assistance Relief Work (Caritas)** (p. 38)

43 MFI Therapeutic-Pedagogical Families

Mentlgasse 12a; ♿ barrier free

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

Opening hours: Mon, Tue, Thu, Fri 8:30–11:30,

Wed 16:00–18:00 and by appointment

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

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

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

44 Center for Marriage and Family Counseling

Anichstraße 24; ♿ barrier free

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

Opening hours: Mon–Thu 9:00–12:00 und 15:00–18:00,
 Fri 9:00–12:00 and by appointment

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

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

Additional Services: Mandatory parent counseling before consensual divorce according to § 95 para. 1a AußstrG. concerning specific needs of underage children going through divorce.

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

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

45 Platform for Single Parents

Riedgasse 9; ♿ barrier free

☎ 0676/87304080 ✉ info@alleinerziehende-tirol.net
www.alleinerziehende-tirol.net

Call for an appointment.

Services: First consultation, information, events and lobbying for single parents and those who feel like single parents. Breakfast for single parents with children, “wir2 Bindungstraining” (relationship building), referrals, talks, workshops. We advocate for the interests of single parents. First consultation for difficult living conditions (also by phone, anonymous, free), referral to relevant counseling centers. Information on events and hosting events on important topics.

🚌 **Bus and tram stop (IVB):** Riedgasse (J)

46 Child and Youth Welfare Office

Ing.-Etzel-Straße 5

☎ 0512/53609228 ✉ post.kinderhilfe@innsbruck.gv.at

www.innsbruck.gv.at/Kinderschutz

Opening hours: Mon–Thu 8:00–12:00 und 14:00–17:00,
Fri 8:00–12:00 (by appointment only)

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

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

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

🚌 **Bus and tram stops (IVB):** Bruneckerstraße (1),
Sillpark (2, 3, 5, C, F, J)

47 Network for a Healthy Start in Life

Bürgerstraße 18

☎ 0676/8850882376 ✉ willkommen@gesundinsleben.at

www.gesundinsleben.at

Office hours: Mon–Fri 9:00–15:00

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

48 Initiative Live Tyrol

Riedgasse 9; not barrier free

☎ 0512/22304090 ✉ info@aktionleben-tirol.org

www.aktionleben-tirol.org

Office opening hours: Mon–Wed, Fri 8:00–12:00,
Thu 8:00–12:00 & 14:00–17:00;

Counseling (Innrain 39): Thu 17:30–19:30
(barrier free, by appointment)

Services: Information on questions about pregnancy, counseling for unplanned or stressful pregnancies or after termination of pregnancy (abortion), mother-child bonding evaluation to support the mother-child relationship, donation support like baby clothes or strollers (if available) or support in the form of vouchers or sponsorships.

🚌 **Bus and tram stop (IVB):** Höttinger Kirchplatz (J)

49 Early Childhood Intervention and Family Support

Andechsstraße 73; ♿ barrier free

☎ 0676/88509316 ✉ innsbruck.stadt@fruehfoerdern.at

www.fruehfoerdern.at

Counseling by appointment.

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

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

50 COURAGE – 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):** Triumphforte/Casino (3, 5, F, R, 501–503, 505, 590), Hauptbahnhof (3, 5, STB, B, F, M, R, 501–505, 590)

51 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

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 (2, 3, 5, STB, F, R, 501–503)

52 Volkshilfe Tirol Visitation Support

Dr.-Franz-Werner-Straße 34; ♿ barrier free

☎ 050/8902000 ✉ besuchsbegleitung@volkshilfe.net
<https://volkshilfe.tirol/hilfe-angebot/kinder-familie/besuchsbegleitung/>

Opening hours: Wed and 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)

53 Volkshilfe Tirol 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)

VIOLENCE / ABUSE

→ See also **51 Men's Center for Education, Meeting and Advice** (p. 28)

54 Tyrolean Children and Youth GmbH

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

Please check our homepage for opening hours.

Services: Prevention – Counseling – Accompaniment – Protection

“Tiroler Kinder und Jugend GmbH” (Tyrolean Children and Youth GmbH) supports children and youth in three specialized focus areas through counseling, protection and supervisory institutions. Tyrolean Children and Youth GmbH 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 in 61 schools and also prevention work.

Services at all institutions are free for our clients.

🚏 Bus and tram stop (IVB):

Museumstraße (1, 2, 3, STB, A, C, J, M)

→ See also **35 Child and Youth Protection Tyrol** (p. 21), **36 SCHUSO – School Social Work** (p. 21) and **32 KIZ** (p. 19)

55 Women's Shelter Tyrol

House address: private

Counseling office: Adamgasse 16

www.frauenhaus-tirol.at

☎ 0512/342112 counseling and women's shelter
 (available at all hours)

Online counseling: ✉ wohnen@frauenhaus-tirol.at

Office and Management: ☎ 0512/272303

✉ office@frauenhaus-tirol.at

Services: “Frauenhaus Tirol” (Women's Shelter Tyrol) is a victim protection and crisis center for women and children who experience or are threatened by physical, emotional and/or sexual abuse. “Frauenhaus” also provides protection for women who experience or are threatened by forced prostitution, forced marriage or women trafficking. Women's shelters are also child protection centers. Protective shelters offering multi-layered, interdisciplinary and intercultural counseling and accompaniment services for women, children and teenagers who experience or are threatened by violence. Outpatient (family) advice centers and legal counseling in Innsbruck. Shelter and counseling centers have barrier free access. Assisted living in five transitional houses supported by “Frauenhaus”. Diverse prevention and public awareness work. Conducting police training, information sessions, workshops, talks. Counseling in different languages, supported by interpreters, including sign-language.

🚏 Bus and tram stops (IVB):

Heiliggeiststraße (F, M, R, 501–503, 505, 590),

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

→ See also **5 Women helping Women** (p. 9) and **62 NoRa** (p. 32)

56 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 stop (IVB):

Triumphforte/Casino (3, 5, STB, F, R, 501–503, 505, 590)

57 Women Against Rape

Sonnenburgstraße 5; not barrier free

(alternative space available if needed – contact us!)

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

Opening hours: Mon, Fri 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 (M)

58 WHITE RING – Crime Victim Help

Adamgasse 11; ♿ barrier free

☎ 0699/13434006 ✉ tirol@weisser-ring.at

☎ 0800/112112 Victim emergency calls 0–24 Uhr
 free of charge

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):

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

MEALS / SLEEPING / CLOTHING

59 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 minutes by foot from train station.

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

60 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 minutes from train station.

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

61 NOST (Emergency Overnight Shelter)

Schusterbergweg 73

☎ 0660/4125564 ✉ nostel@tsd.gv.at

Opening hours: Mon–Sun 18:00–9:30

Available by phone: Mon–Sun 17:00–8:30

Open year round!

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

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

62 NoRa (Emergency Shelter for Women With or Without Children)

Inquiries for temporary housing; not barrier free
 ☎ 0512/214123 ✉ nora@tsd.gv.at
 Mon–Fri 8:00–16:30
 Prefer emails for inquiries for short-term rooms
 (a few lines about specific problem)

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 (approx. 16 person capacity) and 3 rooms for short-term stays (approx. 6 person capacity). Additional focus on networking with system partners.

→ See also 7 DOWAS for Women (p. 10)

63 Wolfgangstube / Kapuzinerkloster (Food Distribution)

Kaiserjägerstraße 6
 Mobile and stationary social counseling: ☎ 0676/87306293

Services:

Free breakfast Mon–Fri 8:30–9:30
 Free dinner Mon–Sun 18:30

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

64 Serviten (Food Distribution)

Maria-Theresien-Straße 42
 ☎ 0512/588883

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

🚌 Bus and tram stop (IVB):

Triumphforte/Casino (3, 5, STB, F, R, 501–503, 505, 590)

65 Kloster der Barmherzigen Schwestern / Katharina-Stube (Homeless Services)

Rennweg 40
 ☎ 0676/87306330 ✉ g.gscheidlinger.caritas@dibk.at
 Mon–Sat 9:00–14:00

Services: Free lunch, showers and counseling.

Breakfast 9:00–10:30

Lunch 11:00–13:15

Showers 9:00–14:00

Services are oriented for people experiencing homelessness or acute homelessness; migrants in poverty from eastern European countries; people from the Maghreb region; retirees on minimum pension; people who are lonely, single, without family, have little money and do not know where else to go.

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

66 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 (when 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/Zeughaus (1), Bienerstraße (R)

67 Vinzibus (Food Distribution)

☎ 0664/5163988 ✉ vinzibus@gmx.at

Services: Free warm meals and drinks.

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

68 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: € 900–950 for single-person household, € 1250–1300 for multi-person households, € 100 per child. Christmas, vacation and disability allowance is not calculated in. Customer card can be applied for at the Sozialmarkt. 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 (F, M, R, 501–503, 505, 590),
 Hauptbahnhof (3, 5, STB, B, F, M, R, 501–505, 590)

69 Team Österreich Tafel (Groceries)

Sillufer 3/3 A (access above parking lot – see sign)
 ☎ 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):** Tivoli (J, T), Sillhöfe (M), Leipziger Platz (2, 3, 5, C)

70 NIKADO

Matthias-Schmid-Straße 10

☎ 0699/16340130 ✉ nikado@tsd.gv.at

www.tsd.gv.at/nikado.html

Opening hours: Mon–Sun 11:00–17:00

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

🚌 **Bus and tram stop (IVB):** Kletterzentrum Innsbruck (B)

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

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

72 Mentlvilla (Caritas)

Mentlgasse 20; ♿ barrier free

☎ 0512/564351 ✉ mentlvilla@caritas.tirol

Opening hours: Mon–Sun 24h geöffnet

Tagescafé: Mon, Tue, Thu, Fri 11:00–14:00,

Wed 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):**

Heiliggeiststraße (F, M, R, 501–503, 505, 590),

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

→ See also services in chapters “General Social Services” (p. 6–8) and “Housing / Work” (p. 9–14)

73 “Textil” (Clothing Distribution)

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

Rotes Kreuz Innsbruck

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

www.roteskreuz-innsbruck.at

Opening hours: by appointment (telephone 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):** Tivoli (J, T), Sillhöfe (M), Leipziger Platz (2, 3, 5, C)

74 Wäscheleine (Clothesline) (Distribution 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, T, K)

75 General Services

75a **Kostnixladen**, Innstraße 45

✉ kostnix@catbull.com

Opening hours: Mon, Fri 10:00–12:00, Tue, Thu 18:00–20:00, Wed 14:00–16:00 – **Services:** For-free-shop with various items, open to everyone.

75b **Leihladen (Borrowing Shop)**, Defreggerstraße 29

☎ 0677/61967540 ✉ innsbruck@leihladen.at

Opening hours: Wed 17:00–19:00, Sun 18:00–20:00

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, recreational and sports equipment, household devices and travel accessories.

Fairteiler – **Services:** Foodsharing of saved and no longer needed food items that are still in good condition.

Locations:

75c Die Bäckerei – Kulturbäckstube, Dreieiligenstraße 21a

Opening hours: same opening hours as “Die Bäckerei”

75d Fairteiler Moustache, Herzog-Otto-Straße 8

Opening hours: 10:00–2:00 (exceptions found on website of Café-Bar Moustache)

75e Outdoor Fairteiler Botanischer Garten, Botanikerstraße

Opening hours: November – 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

75f Stadtteilzentrum Wilten, Leopoldstraße 33a

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



→ See also 4 **Social Services at the Train Station** (p. 9)

HEALTH / ILLNESS / CARE

→ See also  **Job Assistance Tyrol** (p. 50)

76 ISD 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 stop (IVB):**

Terminal Marktplatz (1, 2, 3, STB, C, H, M, K, 501–503)

77 Volkshilfe 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, house-keeping service, dementia assistance, financial support through the dementia assistance fund.

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

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

78 Self-Help Tyrol

Innrain 43/ground floor;  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, 5, C, F, H, K, M, R),

Terminal Marktplatz (1, 2, 3, STB, C, H, M, K, 501–503),

Marktplatz (J, W, A)

79 Centers for Psychosocial Care


Maximilianstraße 23;  barrier free

 050/500  office@psz.tirol

www.psz.tirol

Opening hours: Mon–Fri 9:00–14:00 and by appointment

Services: We provide temporary support or integrated care for people going through a mental health crisis (adults), for people with mental health issues as well as for their relatives and social circle. First point of contact, discussions to understand the situation and support needs carried out by a multi-professional team, needs-based referral and transfers, on-site team provides any services necessary including integration into other suitable specialized services.

 **Bus and tram stop (IVB):** Maximilianstraße (2, 3, 5)

80 VAGET

Pradler Straße 41; ♿ barrier free

www.vaget.at

80a Daytime Therapy Center

☎ 0512/343219 und 0676/8982902119

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

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

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

80b Mobile Psychiatric Care

Pradler Straße 41; ♿ barrier free

☎ 0676/8982902122

Services: Outreach services for senior citizens with mental health issues.

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

80c ZEDER – Rehabilitation Center for Dementia

Daneygasse 1; ♿ barrier free

☎ 0676/8982902545 ✉ zeder@vagat.at

Opening hours: Mon–Fri 8:00–16:00

Services: For people with early-onset dementia; group engagement, training for everyday life, visitor participation in programs expressly welcome. Live up, not give up.

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

81 INSIEME Counseling

Maximilianstraße 2

☎ 0650/2563894

Tel. hours to schedule appointments: Mon–Thu 8:00–8:30

✉ insieme.beratung@verein-insieme.at

www.verein-insieme.at

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 stop (IVB):**

Triumphforte/Casino (3, F, R, 501–503, 505, 590)

82 Home Emergency Alert

Red Cross Innsbruck, Hunoldstraße 12; ♿ barrier free
 ☎ 0512/33444110 (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 35 years of immediate aid at the press of a button throughout Tyrol. It offers clients the security necessary in old age, illness or disability to live independently in their own home, and to get immediate help when needed. The city of Innsbruck covers the monthly costs for Innsbruck residents who are recipients of minimum income and minimum pension.

🚌 **Bus and tram stops (IVB):** Tivoli (J),
 Leipziger Platz (C, STB, 2, 6)

83 medcar(e)

Heiligegeiststraße 16
 ☎ 0676/873068090512 od. 0512/7270254 od. 057/144451
 Opening hours: Mon 15:45–18:00 Office hours at Innrain 28,
 Wed 9:00–10:00 Office hours at Innrain 28, afterwards
 at the → 66 **Teestube**, Kapuzinergasse 43, Fri starting
 at 18:00 medcar(e) bus in the city center

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

🚌 **Bus and tram stops (IVB):**
 Innrain 28: Klinik/Universität (2, 3, 5, C, F, H, J, K, M, R),
 Terminal Marktplatz (1, 2, 3, 5, STB, C, H, M, K, 501–503)
 Kapuzinergasse 43: Messe/Zeughaus (1), Bienerstraße (R)

84 Family Assistance Relief Work (Caritas)

Heiligegeiststraße 16; ♿ barrier free
 ☎ 0512/7270300
 Opening hours: Mon–Thu 8:00–14:00 und Fri 8:00–10:00

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

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

85 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)

86 Ministry of Social Affairs Regional Office in Tyrol

Herzog-Friedrich-Straße 3; ♿ barrier free

☎ 0512/563101 ✉ post.tirol@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 caretaker had to pay for the substitute care.

Another requirement is the person receiving care must have received the care allowance (Pflegegeld) for at least one year at level 3–7 in accordance with the Federal Care Allowance Act (Bundespflegegeldgesetz) (level 1 in cases of dementia or 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: 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 care allowance is at least level 3, and 24-hour care is necessary.

Care must take place in a private household in accordance with the provisions of the Home Care Act. The appropriate application of care will be monitored through quality checks, for example a home visit by trained caretakers from the center “Quality Assurance for In-Home Care”. Funding allows for up to two caretakers if requirements are met. The subsidy for two self-employed caretakers may be up to € 550; for two regularly employed caretakers up to € 1.100.

🚌 Bus and tram stop (IVB):

Terminal Marktplatz (1, 2, 3, STB, C, H, M, K, 501–503)

87 pro mente tirol – Psychosocial Services

Karl-Schönherr-Straße 3; ♿ barrier free
 ☎ 0512/589051 und 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):** Tschurtschenthalerstraße (B), Löwenhaus/ORF (502, 503)

88 start pro mente gemGmbH

Karmelitergasse 21; ♿ barrier free
 ☎ 0699/15918963 ✉ office@startpromente.at
www.startpromente.at
 Opening hours: Mon–Fri 9:00–13:00
 (schedule 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):** Heiligegeiststraße (F, M, R, 501–503, 505, 590), Hauptbahnhof (2, 3, 5, STB, B, F, M, R, 501–505, 590), Fritz-Konzert-Straße/Cineplexx (1, STB, T)

89 Psychosocial Nursing Care Tyrol

Anichstraße 4
 ☎ 0512/572750 ✉ kontakt@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 stop (IVB):**
 Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

90 Women's Health Center at the University Clinic in Innsbruck

Anichstraße 35; ♿ barrier free
 ☎ 0512/50481827 ✉ angelika.bader@tirol-kliniken.at
<http://fgz.i-med.ac.at/>
 Clinic hours: Tue, Wed 13:00–16:00, Thu 8:00–12:00,
 Fri 8:00–12:00 (must contact by telephone in advance!)

Services: Medical evaluation taking gender aspects into account, getting a second opinion; information and counseling about physical and mental changes in various illnesses, treatment and therapy options; help in difficult life situations. Migrant clinic especially for Turkish patients. No certificate of illness or referral needed!

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

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

91 AIDS Help Tyrol

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

☎ 0512/563621 ✉ office@aidshilfe-tirol.at

www.aidshilfe-tirol.at

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

Tue, Wed 10:00–15:00, Thu 10:00–17:00,

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

Services: Support for people with HIV and their relatives. Assisted living, anti-discrimination work and legal counseling; anonymous and free counseling on sexual health; testing for HIV, syphilis, gonorrhea, chlamydia and hepatitis; information and prevention events; workshops for schools.

We launch and promote activities that help to prevent HIV and other sexually transmitted infections. Our information and prevention services are targeted to the general population and high-risk groups, as well as professions and interested parties who encounter HIV issues. We counsel and support people living with HIV and their partners and relatives. Services are for everyone, regardless of lifestyle, sexual orientation, place of origin or religion. We are accepting and orientate our work around the needs and life worlds (“Lebenswelten”) of our target groups. We fight against discrimination at the individual and structural level. We advocate for self-determination and solidarity because these are the milestones on the path to fulfilling the goal: stay “negative” and live “positive.”

Counseling also in English.

🚌 Bus and tram stop (IVB):

Klinik/Universität (2, 5, C, F, H, K, M, R)

92 Patient Advocacy Tyrol

Meraner Straße 5; ♿ barrier free

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

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 Tyrolean 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, STB, F, R, 501–503),

Bozner Platz (501–503, 505, 590)

93 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)

Telefonzeiten: 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 stop (IVB):** Mariahilfpark (A, J, N8)

94 St. John's Ambulance Services

Josef-Wilberger-Straße 48; ♿ barrier free

☎ 0512/241124

Opening hours: Mon–Fri 8:00–12:00

94a **Johanniter Tirol**
Health and Social Services Non-Profit GmbH
 ✉ pflege.tirol@johanniter.at

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

Johanniter Tirol
 94b **Ambulance and Driving Services Non-Profit GmbH**
 ✉ fahrdienst.tirol@johanniter.at

Driving service hours: 6:30–23:00


TPhone 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-Arzt (504) or Rotadlerstraße (504)

CENTERS FOR PEOPLE WITH DISABILITIES

95 ÖZIV – Advocating for the interests of people with disabilities

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

 0512/571983  office@oeziv-tirol.at

www.oeziv-tirol.at


Office hours: Mon–Thu 8:00–12:00 & 13:00–16:00,
Fri 8:00–12:00

Social counseling hours: Mon–Fri 8:00–12:00 without
appointment, Mon–Thu afternoons only by appointment

Services: The ÖZIV-Landesverband Tirol is the advocacy group for people with disabilities.


One of the important tasks is to find solutions together with affected people for different problems related to disability. Our aim is to enable equal and self-determined living for people with disabilities.

We offer social counseling, legal counseling, counseling for barrier-free design and construction, assistive aids counseling and rental, and recreational activities in the 8 district clubs.

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

96 ÖZIV SUPPORT Tirol

Bürgerstraße 12/ground floor, inner courtyard;


 barrier free

 0512/57198317 or 0699/15660611

 support@oeziv-tirol.at

Parteienverkehr: Mon–Fri 8:30–12:00

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

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

97 WIBS – Counseling Center for People with Learning Difficulties

Anton-Eder-Straße 15; ♿ barrier free

☎ 0512/57898953 ✉ wibs@selbstbestimmt-leben.at

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

www.wibs-tirol.at

Facebook: @projektwibs

Services: Wibs is a counseling center for people with learning difficulties. We find the term “mental disability” (*geistige Behinderung*) offensive. 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), Sonnpark (3)

98 Government Office of Tyrol Province

Social Department – Support for War Victims
and People with Disabilities)

Meraner Straße 5 – ground floor; ♿ 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 stop (IVB):** Anichstraße (5, F, R, 501–503)

99 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 stop (IVB):**

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

100 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 stop (IVB):

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

101 Finding Work Despite Disability (Lebenshilfe)

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)

102 Counseling Center for Deaf People / Interpreter Center for Sign Language)

Ing.-Etzel-Straße 67; ♿ barrier free

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

www.gehoerlos-tirol.at/beratungsstelle

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

Services: Counseling in sign language, German and alternative forms of communication; technical advice; advice in senior citizen clubs; deaf services: calling, writing and translating letters, financial advice for sustainable livelihood, living, family, health.

Job Coaching: Assisting clients in the workplace, improving and supporting inclusion and equality of clients in the company, raising awareness of supervisors and employees, support directly in the workplace in sign language and German, explaining tasks and work structures. Goal of the counseling center: low-threshold support services in sign language for workers.

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

Organization of Interpreters: The interpreter center for sign language organizes sign language interpreters for: the workplace, continuing education, public life, private appointments, religious events, reviewing financing of interpreter services, scheduling appointments.

🚌 Bus and tram stops (IVB): Wohnheim Saggen (B),
Messe Bahnhof (1, R), Haydnplatz (T)

103 Deaf-Blind Assistance

Ing.-Ettel-Straße 67; ♿ barrier free

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

www.verband.gehoerlos-tirol.at

Make an appointment.

Services: Daily routine and recreational assistance for deaf-blind people.

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 Deaf Association of 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. The project approach is to preserve health (generally without a therapy mandate) and should prevent social isolation and communication barriers due to disability.

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

104 Sign Language Assistance for Children and Teens

Ing.-Ettel-Straße 67; ♿ barrier free

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

www.verband.gehoerlos-tirol.at

Make an appointment.

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 trusted persons 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 learning services are adapted to what is age appropriate for the service user. Especially with children, it is important to make language acquisition as natural as possible. Children are given linguistic motivation through doing and acting instead of in course contexts. Issues of language support are adapted to each child’s interests, age, and development status.

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

105 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.

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

106 AufBauWerk Job Training Innsbruck

Rennweg 17b; ♿ barrier free

☎ 0512/58581415 ✉ office.innsbruck@aufbauwerk.com

www.aufbauwerk.com

Mon–Thu 8:00–16:30, Fri 8:00–13:30

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; goal is professional integration into the job market.

AufBauWerk is a social services organization for young people in Tyrol. Our job preparation offers involve different trainings and support dealing with topics of work and job. Our core competence is in individualized, praxis-oriented job training for people with special needs offered at five location in Tirol.

The professional and social participation of people with disabilities must be a matter of fact in a modern society. Our primary goal is professional participation through a broad and practical basic qualification, social competence training, modular training services, and practical experience in the job market.

Our standard of measurement: Job trials are an essential part of job training at AufBauWerk. Professional planning, organization and execution of job trials set us apart.

🚏 **Bus and tram stops (IVB):** Martin-Luther-Platz/HAK (A, 504), Mühlaier Brücke (1, A, T, 502, 503, 504, 4123, 4125, 4169)

107 Job-Fit (Innovia)

Rennweg 7a; ♿ barrier free

107a Job-Fit for Workers:

☎ 0676/84384342 ✉ manuel.weiler@innovia.at

www.job-fit.innovia.at/de/Bildung

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

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

107b Job-Fit for Girls:

☎ 0676/84384350 ✉ gerda.reiter@innovia.at

www.job-fit.innovia.at/de/JobFit-Maedels

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

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

107c Job-Fit for People on the Autism Spectrum:

☎ 0676 843 843 42 ✉ manuel.weiler@innovia.at

www.job-fit.innovia.at/de/Autismus

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

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

→ See also **42 Free Time Assistance and Family Relief** (p. 24), **43 MFI Therapeutic-Pedagogical Families** (p. 24) and **49 Early Childhood Intervention and Family Support** (p. 27)

108 Job Inn – Job Preparation (Lebenshilfe)

Andechsstraße 65; ♿ barrier free

☎ 050/4341010 ✉ jobinn@lebenshilfe.tirol

www.tirol.lebenshilfe.at

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 are there to support a internships and offer workshops.

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

109 Autism in the Middle (Innovia)

Rennweg 7a; ♿ barrier free

☎ 0676/84384320 ✉ vera.sokol@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” (Autism in the Middle) 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 the signed a 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 stop (IVB):** Löwenhaus/ORF (502, 503)

110 Autism Support and Awareness

Defreggerstraße 29; ♿ barrier free

☎ 0677/75557930 ✉ office@autistenhilfe.tirol

www.autistenhilfe.tirol/

Opening hours: Mon 8:00–16:00 available by phone

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):** Gabelsbergstraße (2, 5), Langstraße (C)

111 arbas Tirol – Job Assistance

Fürstenweg 80; ♿ barrier free

☎ 059/9699 ✉ office@arbas.at

www.arbas.at

Opening hours: 8:00–12:00 and by appointment

Services: arbas Tirol provides 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)

**112 VertretungsNetz
Erwachsenenvertretung**

Adamgasse 2a; ♿ barrier free

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

www.vertretungsnetz.at

Opening hours: Mon–Fri 9:00–12:00

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, legal guardianship or power of attorney. 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, B, F, M, R, 501–505, 590), Bozner Platz (501, 502, 503, 505, 590)

113 Integration Tyrol

Hallerstraße 109; ♿ barrier free

☎ 0699/19995556 und 0699/9995557

✉ beratung@integration-tirol.at

www.integration-tirol.at

Opening hours: Mon–Wed 9:00–14:00

Services: 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, care 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 stop (IVB):** Hans-Maier-Straße (504, 502)

114 Self-Determined Living

Anton-Eder-Straße 15

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

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

Services: “Selbstbestimmt Leben” (SL) (Self-Determined Living) 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 (“*Teilhabegesetz*”). 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 care 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 to 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 stop (IVB):** Pacherstraße (J, N7)

DRUG & ADDICTION SERVICES

115 ASP – Outpatient Addiction Prevention (ISD)

Liebeneggstraße 2; ♿ barrier free
 ☎ 0512/53317440 ✉ asp@isd.or.at
www.isd.or.at

Sign-in and appointment scheduling hours:
 Mon, Wed 9:00–12:00
 Open hours by telephone: Mon–Fri 9:00–19:00
 Outside office hours: Leave your number on the voicemail
 and we will call you back

Services: Therapy and care services of ASP are directed toward people with addiction, such as misuse of or dependence on: illegal drugs (opiates, cannabinoids, designer drugs, cocaine, combined drug use), alcohol, prescription drugs, eating disorders (anorexia, bulimia, etc.), non-substance-related addictions (gambling, co-dependency, internet addiction, etc.) Psychotherapy using approaches of depth psychology, psychiatric and medical accompaniment, court-ordered therapy “therapy instead of punishment,” health measures in accordance with § 12 SMG, accompaniment to hospital admission, follow-up after hospital stay, advice and information for relatives, counseling and psychotherapy for teenagers, for internet and computer addiction, pathological gambling addiction, and eating disorders (anorexia, bulimia and binge eating)
 ASP is a recognized counseling facility under § 15 SMG.

🚌 Bus and tram stops (IVB):

Triumphforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

116 Drug Work Z6

Dreiheiligenstraße 9
 ☎ 0699/13143316 ✉ beratung@drogenarbeitz6.at
www.drogenarbeitz6.at
www.onlinedrogenberatung.at
 Opening hours: Drug Checking: every Monday 16:00–19:00
 Counseling: Tue–Thu afternoons 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 17:30–20:30 ☎ 0699/11869676
 No appointment needed.

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)

117 Mentlvilla Drop-In Center – Meeting Place for Drug Users

Mentlgasse 20

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

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

Wed 16:30–19:00 only for needle exchange

Thu 14:00–15:00 open hours for women

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

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

🚌 Bus and tram stops (IVB):

Heiliggeiststraße (F, M, R, 501–503, 505, 590),

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

→ See also 72 **Mentlvilla (Caritas)** (p. 34)

118 Addiction Help Tyrol

Lindenstraße 26

Counseling center 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)

119 abrakadabra (Caritas)

Kaiser-Josef-Straße 9

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

abrakadabra.caritas-tirol.at

Opening hours: Mon–Fri 9:00–15:00

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

🚌 Bus and tram stops (IVB):

Klinik/Universität (3, C, F, H, J, M, 2, R),

Terminal Marktplatz (1, 2, 3, STB, C, H, M, K, 501–503)

→ See also 78 **Self Help Tyrol** (p. 36)

MIGRATION

120 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. Counseling also in Bosnian, Croatian, Serbian, Turkish, Kurdish, Russian, English, French, and Arabic.

Counseling at AMS Innsbruck: Turkish: Mon, Thu 08:00–12:00
BKS: Tue 8:00–12:00, Russian/Ukrainian: Wed 8:00–12:00

We provide counseling in: German, English, Bosnian, Croatian, Serbian, Turkish, Arabic, Russian, Ukrainian, Mongolian, Chinese, Farsi, Italian, French.

120a AST – Certification Center for People with Qualifications from Abroad

☎ 0512/577170

✉ ast-tirol@zemit.at

Make an appointment.

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.

120b ARAtirol – Antiracism Work Tirol

☎ 0512/577170

✉ ARAtirol@zemit.at

Make an appointment.

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 stop (IVB):** Westbahnhof (1, STB, T)

121 Training and Career Counseling (Innovia)

Südtiroler Platz 6/1st floor; ♿ barrier free

☎ 0676/84384365 ✉ brigitte.carraro@innovia.at

☎ 0676/84384361 ✉ sandra.linter@innovia.at

www.bildungsberatung.innovia.at

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

Services: Free and independent counseling and information on education and careers for people from any country. We provide information when you are interested in education, discuss your options, support you in recognizing your strengths, talents and interests, inform you of financing possibilities for your education, and can help with registering.

🚌 **Bus and tram stop (IVB):**

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

122 FLUCHTpunkt (Refuge)

Jahnstraße 17; ♿ barrier free

☎ 0512/581488 WhatsApp/Signal 0664/9207973

✉ info@fluchtpunkt.org

www.fluchtpunkt.org

Counseling hours: by appointment

Phone opening hours: Mon–Thu 9:00–12:00

Services: FLUCHTpunkt is a low-threshold walk-in and counseling center for refugees. FLUCHTpunkt is orientated toward the emergency situation of people independent of their legal status. FLUCHTpunkt gives advice on basic social provisions, asylum and foreigner rights, health, finance and other topics. Free and anonymous. Translator if needed.

Counseling: Basic social provisions, asylum process, residency status, and other problems with foreigner law, pre-deportation detention, and deportation. Also health, financial, and social difficulties or problems to cope with everyday (for example, searching for emergency shelters and free meals or work).

Referral or placement options for legal representation, social institutions that can support you, doctors, psychotherapists, and psychiatrists, even if you are not medically insured.

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

123 Women from All Countries

Tschamlerstraße 4; ♿ barrier free

☎ 0512/564778 ✉ info@frauenausallenlaendern.org

www.frauenausallenlaendern.org

Facebook: Frauen aus allen Ländern

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

Tue 8:00–12:00 & 14:00–16:00,

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 topics related to women and migrant: education, work, housing, residence status, livelihood, family, violence, migration, discrimination, generational conflict, forced marriage, 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 translator in Russian, Turkish, Kurdish, Arabic, Farsi, Bosnian, Croatian, Serbian, English, Spanish, French, German, and if possible, other languages.

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

🚌 **Bus and tram stops (IVB):**

Fritz-Konzert-Straße/Cineplexx (1, STB, T),

Kaiserschützenplatz (M, TS, 505, 590)

124 Social Services Tyrol

Sterzinger Straße 1; ♿ barrier free
 ☎ 0512/21440 ✉ office@tsd.gv.at
www.tsd.gv.at

Opening hours: Trientlgasse 2, Thu 14:00–16:00

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

🚏 Bus and tram stop (IVB):

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

125 Ankyra – Center for Intercultural Psychotherapy – Diakonie Refugee Services

Müllerstraße 7; not barrier free, elevator available
 ☎ 0512/564129 ✉ ankyra@diakonie.at
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 stop (IVB):

Triumphforte/Casino (2, 3, 5, STB, F, R, 501–503, 505, 590)

126 Social and Legal Counseling – Diakonie Refugee Services

Bürgerstraße 21/1; not barrier free
 (contact us in advance if needed)
 ☎ 0512/3230728670 ✉ beratung.tirol@diakonie.at
www.diakonie.at/fluechtlingsdienst

Opening hours: Mon 15:00–18:00, Tue 9:00–12:00,
 Thu 9:00–12:00 (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 services (provincial/federal); preparation for asylum seekers for the interview process at the Federal Office for Immigration and Asylum (“Bundesamt für Fremdenwesen und Asyl – BFA”); evaluation 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 (administrative) criminal law issues and assistance in writing and filing appeals and applications for legal aid; counseling on acquiring Austrian citizenship; counseling and support on residence permits according to § 55 and § 56 of the Asylum Act (right to stay – “Bleiberecht”).

🚏 Bus and tram stops (IVB):

Terminal Marktplatz (1, 2, 5, STB, C, H, M, K, 501–503),
 Maximilianstraße (1–5, STB)

127 IBZ – Diakonie Refugee Services

Bürgerstraße 21/1; not barrier free

(if necessary, contact in advance)

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

www.diakonie.at/fluechtlingsdienst

Opening hours: Mon, Tue 9:00–14:00, Wed 9:00–12:00,
Thu 9:00–14:00

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

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 rent owner to lower difficulties 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.

Services are confidential and free.

🚌 Bus and tram stops (IVB):

Terminal Marktplatz (1, 2, 5, STB, C, H, M, K, 501–503),

Maximilianstraße (1–5, STB)

128 ÖiF – Integration Center Tyrol

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 stop (IVB):

Triumphforte/Casino (3, 5, STB, F, R, 501–503, 505, 590)

SUPPORT IN EMERGENCIES

The following institutions offer financial support in emergencies:

Innsbruck Relief Work

Deputy Mayor Johannes Anzengruber

City Hall (room 1307), Maria-Theresien-Straße 18

☎ 0512/5360-1307, Mon–Fri 8:00–12:00

✉ einmalige-unterstuetzung@innsbruck.gv.at

Services: One-time financial assistance in distress possible. No cash payouts. Written request is required, the form should be personally picked up in City Hall (room 1307). Attach copies of all income and expenses of every person living in the household (income confirmation, rent, public rental allowance, electricity bills, confirmation of guaranteed minimum income, proof of child or spousal support, statement of number of people living in household). After request is processed, you are notified in writing whether you will receive assistance and how much. Overdue payments of any kind are directly transferred (e.g. rent, electricity; does not cover security deposits).

🚍 Bus and tram stop (IVB):

Anichstraße/Rathausgalerien (3, 5, STB, F, R, 501–503)

Tyrolean Relief Work

Department of Social Affairs,

Division of Support for Tyroleans in Need

Contact: Meraner Straße 5 – ground floor; ♿ barrier free

☎ 0512/508-3693 or -3692

✉ tiroler.hilfswerk@tirol.gv.at

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

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

Services:

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

Heating or energy costs subsidy: Application form, processed according to regulations.

More information:

<https://www.tirol.gv.at/gesellschaft-soziales/soziales/foerderungen/>

🚍 **Bus and tram stop (IVB):** Anichstraße (5, F, R, 501–503)

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).

Tyrol Help Network

Eduard-Wallnöfer-Platz 3

Contact: ☎ 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). Contact: by telephone, email or letter.

Volkshilfe Tirol

Südtiroler Platz 10–12; ♿ barrier free

✉ 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.

Required documents: application form, proof of income and expenses of all persons living in the household, household confirmation. You can get detailed information at Volkshilfe National Headquarters, ☎ 050/8901000

🚌 **Bus and tram stop (IVB):**

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

Save the Child Tyrol

Krippengasse 4; not barrier free

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

www.rettet-das-kind-tirol.at

Office hours: by appointment

Services: Support for families and single-parents with underage children registered in their household (financial support, food vouchers, learning aids, sponsors, etc.) Contact: People in need can contact us directly (also by email) or be sent by another organization.

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

Vincent Communities

☎ 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, Amras and Igls-Vill.

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

IMPORTANT ADRESSES

- A** AMS – Public Employment Service, Schöpfstr. 5 (→ p. 62, 76)
- B** Government Office of Tyrol, Dep. of Housing Subsidies, Eduard-Wallnöfer-Platz 3 (→ p. 67)
- C** Government Office of Tyrol, Dep. of Society and Work/ Family Division, Meinhardstraße 16 (→ p. 76)
- D** Tax Office Innsbruck, Innrain 32 (→ p. 75)
- E** IVB Customer Center, Stainerstraße 2 (→ p. 66)
- F** Department of Social Affairs, Ing.-Etzel-Straße 5 (→ p. 65)
- G** City Administration of Ibk., Maria-Theresien-Str. 18 (→ p. 67)
- H** ÖGK – Austrian Health Insurance Office, Klara-Pölt-Weg 2 (→ p. 70, 74)
- I** Ministry of Social Affairs, Regional Office in Tyrol, Herzog-Friedrichstraße 3 (→ p. 79)



© map: Stadt Innsbruck

LEGAL FRAMEWORK

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

- Support options when you become **unemployed**
- **Guaranteed minimum income**
- Available help and responsible institutions if **livelihood** is no longer affordable
- Financial coverage in case of **illness**
- Support for **pregnancy and birth of a child**, as well as **child-care**
- Information for **people with disabilities**

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

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

The provided information relies mostly on legal regulations (updated 2022), but short-term measures due to the Covid-19 situation cannot be taken into account. **The type of support actually available to you might change in the following years, and it often depends on your individual situation. Your support options may be different in reality from the general information given in the Social Road Map.**

UNEMPLOYMENT

The following information offers guidance to support available through the AMS (Public Employment Service Austria). **It does not replace visits in person to the AMS and may not have complete information.**

Visit the AMS **no later than 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 and seeking work at the AMS: In person or online with eAMS-login data (access code required, therefore 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. BE AWARE: Application **can only be done in person at the AMS or through an eAMS online account*** (**Applications for emergency unemployment assistance: in person or through an eAMS online account**). Applications **cannot be applied retroactively** – Therefore, it is wise to apply for unemployment benefits, even if you are not sure if you qualify. If your application is rejected, you will need a written notification in order to appeal the decision. Application forms are available at the AMS or online.

➔ Which documents do I need?

- Bring your e-Card to every AMS appointment.
- Personal documents (official photo ID, proof of citizenship/residence permit, marriage certificate/divorce certificate/settlement papers), and other forms of proof indicated on the application; for child custody: child birth certificates, school attendance or enrollment confirmation/apprenticeship contract, proof of child benefit eligibility; for children not living in the same household: proof of parenthood, current proof of spousal support payments and the amount.

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

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

* Access code required, therefore request in advance.

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

➔ What do I get?

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

Amount of unemployment benefits: Depends on net income of the last 12 months; family bonus for children or partner without income or whose income is under the marginal earnings limit. Exemption from paying for prescriptions/e-Card service fees, GIS fee exemption, as well as rent subsidies are possible. Reasonable job positions must be accepted, assigned courses/training must be attended, otherwise no benefits for 6–8 weeks and benefit period will be shortened. Must show up for appointments or risk losing benefits until you show up and a shortened benefit period.

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).

Amount of emergency unemployment assistance: Depends on unemployment benefits and the time period in which you received them, takes economic circumstances into account (own income, income of spouse or domestic partner).

Marginal additional earnings are possible (max. € 485,85 gross income/month, updated 2022) – additional earnings and any changes in economic circumstance **must be reported!**



TIPS:

Self-employed ... can voluntarily join unemployment insurance under certain conditions. Information: Austrian Social Insurance Authority for Business (SVA).

www.svs.at/cdscontent/

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

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

→ **Exemption from radio and television fees (GIS) and subsidies for telephone fees** → see p. 65

A Contact: AMS – Public Employment Service Tyrol

Innsbruck Branch Office (& Innsbruck Land), Schöpfstraße 5
☎ 050/904740 ✉ ams.innsbruck@ams.at

<https://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 (M, 505)

GUARANTEED MINIMUM INCOME

The following information offers an introduction to the guaranteed minimum income (previously basic benefits or social welfare). **This information may not be complete!**

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

The minimum income helps where all other options for support are exhausted, do not apply, or are not sufficient. You must be able to prove that you attempted to obtain support.

➔ Which requirements must I meet?

You are currently or will soon be in distress. You cannot earn a living on your own (e.g. due to unemployment or illness); your income is insufficient (e.g. unemployment benefits, emergency unemployment assistance, sick pay, pension, spousal or child support ...); no savings over € 4.889,70 (updated 2022); must show willingness to work: reasonable work, AMS or language courses. (There is the possibility of reimbursement for training costs, travel costs to and from the course, and examination fees for German courses.)

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

Receipt of guaranteed minimum income **without Austrian citizenship** is possible; there are different criteria/requirements, such as mandatory attendance of courses; **before you apply, it is very important that you get information** from the Social Welfare Office or a counseling center. An application for social benefits can in some cases endanger your Austrian residency permit or prevent you from getting Austrian citizenship! You have the right to minimum income even without a registered address (e.g. when homeless).

➔ Which documents do I need?

(As copies) Photo ID; residency permit; bank account transaction list with the balance from the last three months (available at the bank counter, account printouts are not sufficient!); income documents from applicant(s) and from all persons living and working in the same household (pay slips, AMS documents, pension letters, maintenance expenses, rent allowance, housing allowance, sick pay, childcare allowance, rehabilitation allowance, etc.); **rental contract and current proof of rent divided into rent and utility costs**; other case-related documents and proof of assets (divorce settlement, savings account, life insurance, vehicle registration, etc.); for persons unable to work: proof of trying to find work (e.g. AMS appointment card, proof of job interviews, etc.); for recognized refugees: proof of integration efforts (German course certificates, job search) and proof of amount of basic social benefits; for EU and Swiss citizens: registration certificate after the 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 2022):

- Single person or single parent: € 733,46
- Single adults or single parents in shared living: € 550,09
- Adults with spouse or partner in a supported living (“*Bedarfgemeinschaft*”): € 550,09
- Additional (dependent) adults in the same household, e.g. adult children living with parents: € 366,73
- Minors living in the same household: depending on the number of children, between € 242,04 and € 117,35

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: € 88,01.

Housing costs:

- Capped by district → Maximum upper limits for rent in Innsbruck, e.g. for one person € 581; for two persons € 726 (updated 2022). The difference must be paid by yourself. Also, costs in connection with apartment rental are only proportionally covered. (There is no legal right to have realtor costs covered.)
- Costs for basic apartment set up (furniture, household goods) may be covered.

- Costs for modification or renovation/repair (e.g. washing machine, stove, floors, etc.) may be covered after consultation with the Department of Social Affairs.

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

Allocation law:

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

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

Health insurance:

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

TIPS:



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

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

Repayment:

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

Contact:

For people who are registered or can prove they reside in Innsbruck: **Department of Social Affairs**, Guaranteed Minimum Income, Ing.-Etzel-Straße 5

☎ 0512/53609128 ✉ post.sozialamt@innsbruck.gv.at

Opening hours of service center: Mon–Fri 7:30–12:30

Bus and tram stops (IVB):

Brunecker Str. (1), Sillpark (2, 3, 5, C, F, J)

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

➔ Which documents do I need?

Application form, registration certificate and proof of income from all members of household; additional documents vary depending on reason for application (retirees, minimum income recipients, recipients of disability benefits, AMS etc.). Application and information can be found online at www.gis.at or at any Raiffeisen bank and City Hall.

➔ What do I get?

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

Contact: ORF Fees Info Service (GIS)

☎ Service Hotline 0810/001080 (Mon–Fri 8:00–21:00,

Sat 9:00–17:00) ✉ kundenservice@gis.at

www.gis.at

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

➔ Which requirements must I meet?

Legal age of adulthood, residency in Austria, recipient of guaranteed minimum income, pension, care allowance, benefits in accordance with unemployment insurance law, Labor Market Promotion Act or the Public Employment Service Act, student grants, childcare allowance, etc., including persons who are deaf or hard of hearing.

Income thresholds (net income, updated 2022): € 1.154,15 for single-person households, € 1.820,80 for two persons; for each additional person € 178,08. 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.

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 2022); non-transferable, valid only in combination with photo identification; available at IVB customer center on Stainerstraße. This monthly ticket is only valid within the Innsbruck core zone!

📞 Contact: IVB Customer Center, Stainerstraße 2

☎ 0512/5307-500 ✉ 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, H, M, K, 501–503),

Maria-Theresien-Str. (1, 2, 3, STB, A, C, J, K, M)

RENT AND HOUSING ALLOWANCE

→ **Counseling centers for housing topics are found in the chapters “General Social Services” (p. 6–8) and “Housing/Work” (p. 9–14)**

The following information provides an introduction to rent and housing subsidies. For specific information and all necessary forms → see CONTACT. **This section may not have complete information!**

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

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

➔ Which requirements must I meet?

- **Rent allowance (in Innsbruck):** Primary residence in Innsbruck for at least 2 years for EU citizens or equivalent status, or 5 years for third country relatives. Primary residence in Innsbruck totaling at least 15 years (non-consecutively), will be checked in follow-up applications! (Meanwhile, it is possible in some cases to receive a temporary allowance to help you get by.)
- **Housing allowance:** 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. Minimum age 18 years, Austrian citizenship (or equivalent or at least 5 years primary residency in Tyrol); regular use of apartment by subsidy recipient; ownership of apartment or renting directly from owner.

➔ Which documents do I need?

- Application form (available online).
- Proof of total household income (all members of household): Income tax statement/annual income overview, income tax statement from the previous year; depending on the situa-

tion, confirmation (copy) of unemployment benefits, guaranteed minimum income, childcare allowance, child or spousal support or other earnings.

- 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!



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.



TIP:

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

Contact:

⑥ **City Administration of Innsbruck**, City Hall,
Housing Subsidies, Rent and Annuity Subsidies,
Maria-Theresien-Str. 18/2nd floor

☎ 0512/53602148 (limited availability during hours
open to public)

✉ post.mietzinsbeihilfe@innsbruck.gv.at

www.innsbruck.gv.at → Bauen & Wohnen → Förderungen
→ Mietzins- und Annuitätenbeihilfe

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

🚌 Bus and tram stops (IVB):

Anichstraße/Rathausgalerien (3, STB, F, R, 501–503),
Maria-Theresien-Straße (1, 3, STB, A, C, J, M, 2)

⑧ **Government Office of Tyrol,**

Department of Housing Subsidies,
Eduard-Wallnöfer-Platz 3, 4th floor, 6020 Innsbruck

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

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

🚌 Bus and tram stops (IVB):

Anichstraße/Rathausgalerien (3, STB, F, R, 501–503),
Bozner Platz (501–503, 505, 590), Triumphpforte/
Casino (3, 5, STB, B, F, M, R, 501–505, 590, K)

ILLNESS

→ In case of no insurance, see **83 medcar(e)** (p. 38)

The following information offers an overview of benefits in case of illness. **Information is not complete!**

Österreichische Gesundheitskasse (ÖGK) – Health Insurance

→ Which requirements must I meet?

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

- *Mandatory insurance*: Employees and free contractors who are properly registered and have an income over the marginal earnings limit (€ 485,85 monthly, updated 2022) are insured. Recipients of benefits such as pension, unemployment benefits, emergency unemployment assistance, needs-based minimum income and any childcare allowance, maternity pay or sick pay are automatically insured.
- *Co-insurance*: Option to get health insurance for relatives (partners, children) – there might be additional charges – info/ application at the ÖGK.
- *Self-insurance*: Option for persons without mandatory or co-insurance – info/application at the ÖGK! For incomes under the marginal earnings limit, voluntary self-insurance is possible (“opting in” costs € 68,59 monthly, updated 2022). Persons with work contracts or who are newly self-employed must register their work with the SVA – insurance is mandatory above a certain income level.

→ Which documents do I need?

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

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

ADVICE:



For changes in life situation, for example, switching from one job to another, find out if you are insured same as before!

→ What do I get?

- *Medical care* from doctors and institutions (clinics) contracted with the ÖGK. Partially paid bills at private doctors (must be requested); free annual checkups. Covered costs for necessary hospital stays (90 % for co-insured relatives). Be aware of meal costs!

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

- (In some cases) costs for remedies, therapeutic aids, glasses, braces and artificial teeth, and rehabilitation treatment may be covered.
- For long-term illness: *Sick pay* as (partial) compensation for missed income.

Sick note (“Krankmeldung”) / 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 a sick note and notify your employer! Otherwise there is a risk of lost income.

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 of Labour or ÖGK Case Management for consultation.

e-card (Annual fee € 12,95, updated 2022); take your e-Card to every doctor's visit, it contains all important insurance data and any exemption from paying for prescriptions. Possibility of activating the e-Card as a Civil Card: www.bürgerkarte.at

Maternity services: For benefits involving pregnancy and birth (maternity pay, childcare allowance, Mother-Child-Booklet) → see “Pregnancy, Birth, Life with Children” (p. 70–77)

Exemption from Prescription Costs

➔ Which requirements must I meet?

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

Application: Income limits (monthly net income, updated 2022): € 1.030,49 for single persons (€ 1.185,06 in cases of above-average expenses due to pain or disability), € 1.625,71 for married couples (€ 1.869,57); for children not receiving child support who live in the same household, an additional € 159 per child.

Income from partners and other household members will be considered.

➔ Which documents do I need?

- Application forms (at ÖGK or online at www.gesundheitskasse.at → Formulare [forms])
- Einkommensnachweis (aller Haushaltsmitglieder),
- Proof of income (of all household members)
- Medical confirmation of additional costs due to illness/medication (+ medication list from doctor)

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



TIP:

If you qualify for exemption from prescription costs, you can also apply for **exemption from radio and television fees (GIS) and from telephone fees** → see p. 65

ÖGK Support Funds

There are no legal entitlements to these support funds!

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

➔ Which requirements must I meet?

You may apply for unlimited funding. However, the costs of submitted benefits must total at least € 40 (can be submitted all together).

➔ Which documents do I need?

- Application form (www.gesundheitskasse.at → Formulare [forms])
- Original receipt with proof of payment (you must first **pay by yourself!**)
- Prescription (copy)
- Complete proof of income of all household members

➔ What do I get?

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

Settlement Office:

Ombudsperson ÖGK, refer to Thomas Wackerle

Individual advice for difficult life situations:

Case Management ÖGK, find more information at www.gesundheitskasse.at → Case Management

📞 Contact: Austrian Health Insurance Office (ÖGK),

District Office Tyrol, Klara-Pölt-Weg 2

☎ 050/76618 ✉ office-t@oegk.at or

www.gesundheitskasse.at (Online Contact Form)

Opening hours: Mon–Fri 7:00–16:00

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

PREGNANCY, BIRTH, LIFE WITH CHILDREN

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

Pregnancy / Mandatory Maternity Protection

➔ What do I have to do?

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

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

➔ Which documents do I need?

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

➔ Maternity Regulations

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

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

Entrepreneurs, newly self-employed and farmers have their own regulations which apply. The following websites can provide more information. Commercial Insurance: <http://www.svs.at>

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

Mother-Child-Booklet: Available for every pregnant woman (also non-Austrians), scheduled examinations with doctors with public health contracts are free.

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

Wochengeld

= financial support replacing missed income during mandatory maternity protection.

➔ What do I have to do?

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

➔ Which requirements must I meet?

Valid health insurance at the start of mandatory leave. Other regulations apply for entrepreneurs, newly self-employed and farmers (→ see: <https://www.svs.at>).

➔ Which documents do I need?

- Medical certificate with expected due date; confirmation of work and income or proof of unemployment benefits, emergency unemployment assistance (A1VG Benefits).
- After the birth: Birth certificate, hospital certificate of 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 (€ 9,78 per day, updated 2022).

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

TIP:



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

Birth – Birth Certificate, Registration

➔ What do I have to do?

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

TIP:



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

➔ Which documents do I need?

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

Important: Documents in a foreign language must be originals and be accompanied by a translation notarized in Austria.

Find out which regulations apply.

TIP:



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

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

Childcare Allowance

Updated 2022

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

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

There are two models of childcare allowance – a **childcare allowance account (KBG-Konto)** and an **income-based childcare allowance (ea KBG)**. Amount and duration depend on the model and variation! Additional income limits and additional benefits also vary. Before deciding on a model of childcare allowance, inform yourself and carefully consider which model works best for you. The chosen model applies to both parents. Partnership bonus for parents who split the childcare allowance about evenly.

The model you choose on the application can't be changed, except for within the first 14 days after turning it in.

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

- Austrian Health Insurance Office (ÖGK):
www.gesundheitskasse.at → Leistungen (benefits)
→ Kinderbetreuungsgeld (childcare allowance)
- Federal Chancellor's Office:
www.bundeskanzleramt.gv.at → Familie (family) → Kinderbetreuungsgeld (childcare allowance)
- For self-employed persons:
<https://ratgeber.wko.at/kinderbetreuungsgeld/>

➔ What do I have to do?

Apply at the Health Insurance Office – earliest possible is on the day of birth; you must select a model on the application. Childcare allowance is only given for the youngest child, and you must turn in a new application after each birth! Retroactive (can be done afterward) for a maximum 182 days.

➔ Which requirements must I meet?

Parent(s)/child must have their center of life in Austria; legal residency in Austria; parent(s) and child share a household; recipient of family allowance; proof of → Mother-Child-Booklet doctor visits (or else amount of childcare allowance will be reduced), pay attention to limits on additional income. If parents are separated, they must have custody rights to the child. To choose the income-based model (*ea KBG*), you must have been actively employed in Austria, at a job with mandatory health and pension insurance, without interruption for at least 182 days before the birth of your child.

➔ Which documents do I need?

- Birth certificate
- Mother-Child-Booklet doctor visits
- Application form (www.gesundheitskasse.at → Formulare)
- For separated parents: custody rights to the child and must applicant must receive family allowance (*"Familienbeihilfe"*)
- For non-citizens of Austria: passport of applicant and child, proof of legal residency or asylum decision.

➔ What do I get?

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

Childcare allowance account (KBG-Konto): Amount depends on duration of benefits (updated 2022): depending on duration of benefits between € 14,53 and € 33,88; for multiple births, the amount increases by 50 % per additional child; for low-income parents, additional allowance € 6,06 per day is possible for fixed-rate models for max. 12 months (must apply!).

For both models: Health insurance for recipient of KBG and child; extended period of benefits if both parents take parental leave; single parents going through hard times may receive an extension (must apply!). Pay attention to limits on additional income!

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

Calculator for comparing different models at
www.frauen-familien-jugend.bka.gv.at

TIP:



Difference between “Childcare Allowance” & “Leave of Absence”: *Childcare Allowance* (family benefits): money; apply at the Health Insurance Office. *Leave of Absence* (worker’s right): time off from work max. until child’s 2nd birthday; protection from getting fired; give written notification to employer.

For details on artificial insemination (in vitro fertilization) see:
<https://www.sozialministerium.at/Themen/Gesundheit/Eltern-und-Kind/IVF-Fonds.html>

Settlement Office:

Ombudsstelle der ÖGK, Thomas Wackerle

☎ +43 5 0766–181710

www.gesundheitskasse.at → Ombudsstelle

Family Leave Bonus

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

Requirements: Recipient of family allowance, center of life in Austria, shared household/primary residence with the child and other parent, employment with mandatory health and pension insurance for the 182 days before the start of receiving the family leave bonus, must return directly to the job at the end of the family time. Family time and receipt of the family leave bonus must match up exactly, without receiving other benefits. Apply at the ÖGK. You must apply for and use the Family leave bonus within the first 91 days after the birth.

Duration/amount: 28–31 days, € 22,60 per day.

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

You can find more details about ÖGK benefits, entitlements, and online services at www.gesundheitskasse.at

📞 Contact: Austrian Health Insurance Office (ÖGK),

Motherhood Benefits, Klara-Pölt-Weg 2

Opening hours: Mon–Fri 7:30–14:00

☎ 050/766–181062 to –181066

✉ mutterschaftsleistungen-18@oegk.at

🚌 **Bus and tram stops (IVB):** Landesmuseum (1, 3, STB,

A, C, J, K, M), Meinhardstraße (A, B, R, 502, 504)

Family Allowance

➔ What do I have to do?

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

➔ Which requirements must I meet?

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

➔ Which documents do I need?

Application form (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?

Amount of family allowance (updated 2012) depends on the age and number of children (€ 114 – € 165,10 monthly); bonus for significantly disabled children; multiple child bonus for families with at least 3 children and a family income under € 55.000,- per year (annual income tax adjustment!); back-to-school allowance in September € 100,00 for children aged 6–15; child tax credit.

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

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

Childcare assistance from the AMS while working

No legal entitlement!

To get assistance, you must have a counseling session well BEFORE starting work or training and BEFORE placing your child in childcare.

➔ What do I have to do?

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

➔ Which requirements must I meet?

- Shared household with child; child is younger than 15 years old (under 18 in case of disability).
- Need for childcare must be due to working, e.g. by starting a new job, participating in labor market policy-related training measures (e.g. courses), deteriorating economic situation of family despite employment, need for a new childcare facility due to significant changes in work hours, loss of previous childcare provider.
- Income limits (updated 2022): total monthly gross income (*brutto*) cannot be over € 2.700.

➔ What do I get?

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

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

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

A Contact: AMS – Public Employment Service Tyrol,

Innsbruck Branch (& Innsbruck Land),
Schöpfstraße 5

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

☎ 050/904740 ✉ ams.innsbruck@ams.at

www.ams.at

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

TIP:



Parents who do not receive assistance from the AMS and fulfill certain requirements (income limits, not getting childcare allowance for the child, out-of-home childcare, child under 14 years), can apply for a childcare subsidy from the Province of Tyrol! Application form online.

C Contact: Department of Society and Work /

Family Division, Meinhardstraße 16

☎ 0512/508–7831

www.tirol.gv.at/familie → Familie (family) → Familienförderungen (family subsidies) → Kinderbetreuungs-zuschuss (childcare allowance)

🚏 **Bus and tram stop (IVB):**

Landesmuseum (1, 3, STB, A, C, J, K, M 2)

More options for support for parents/children

No legal entitlement!

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

Child Benefit Plus: Support from the Province of Tyrol for parents with children ages 2 and 3 (who turn 2 and 3 years old before 02 September, until the start of half-day free kindergartens) with primary residence in Tyrol. Income limits based on household income from the previous year. Application online.

For more information:

Department of Society and Work, Family Division

☎ 0512/508–7831 ✉ ga.generationen@tirol.gv.at

<https://www.tirol.gv.at/gesellschaft-soziales/generationen/>

→ Unsere Leistungen im Überblick → Förderungen (subsidies)

→ Kindergeld Plus (child benefit plus).

School Trips Allowance:

From Province of Tyrol: For parents of students in mandatory schools (primary school, middle school, pre-vocational school, not high school!) with primary residence in Tyrol; depends on household income; for school trips within Austria at least 3 days/2 nights; apply well in advance of trip; application online.

Specific information and income limits:

<https://www.tirol.gv.at/buergerservice/e-government/formulare/foerderung-zur-teilnahme-an-schulveranstaltungen-im-inland/>

→ Unsere Leistungen im Überblick → Förderungen (subsidies)

→ Schulveranstaltungen (school trips) or ☎ 0512/508–7831

From Federal Government: for parents of public middle or high school students (or students of qualified private schools); children must have Austrian citizenship (or parents must have paid income taxes for at least 5 years in Austria); depends on family income; for school trips lasting at least 5 days; apply well before trip, last application deadline is 30 April; forms available at school.

For more information: Department of Education Tyrol, Innrain 1, ☎ 0512/52033

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

From Province of Tyrol/Department of Culture: Schulsstarthilfe (school start help), Schulkostenbeihilfe (school costs allowance). Information and applications: <https://www.tirol.gv.at/gesellschaft-soziales/generationen/foerderungen/> or ☎ 0512/508–7831

Landesgedächtnisstiftung (State Memorial Foundation):

Travel costs for boarding school students.

Information on requirements and applications:

<https://www.tirol.gv.at/bildung/landesgedaechtnisstiftung/> or ☎ 0512/508–3759

From Federal Government: Boarding allowance (from 9th grade on), school and boarding allowance (from 10th grade on); information on requirements and applications: Department of Education Tyrol: <https://bildung-tirol.gv.at/> → Service/Beihilfen

Scholarships: Information: Government Office of Tyrol/Regional Memorial Foundation, Leopoldstraße 3, ☎ 0512/508–3759 ✉ landesgedaechtnisstiftung@tirol.gv.at

For parents who pay into the Chamber of Labour (AK): Chamber of Labour in Tyrol, Maximilianstraße 7, ☎ 0800/225522–1515

DISABILITY

Disability Pass

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

➔ Which requirements must I meet?

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

➔ What do I have to do?

Apply at the Ministry of Social Affairs.

Application form: <https://www.sozialministeriumservice.at/Menschen-mit-Behinderung/Behindertenpass-und-Parkausweis/Behindertenpass/Behindertenpass.de.html>

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

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

➔ How does the Disability Pass benefit me?

- **Fare reduction** on ÖBB and public transportation with a **disability degree of 70 %**
- **Flat-rate tax exemption** starting at 25 % disability degree (except for year-round care allowance) and/or covered food costs (with additional note in the Disability Pass)

- **Discounts** at leisure and cultural institutions (**please check before buying tickets!**)
- **Possible exemption from tuition fees** (check with your educational institution).

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

Parking Permit according to § 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. The appropriate application form can be downloaded from the homepage: www.sozialministeriumservice.at.

Alternatively, you can also apply directly at the Ministry of Social Affairs Regional Office in Tyrol.

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

Current medical records, e.g. diagnostic results or medical opinions (not older than 2 years), a color EU passport photo in accordance with ICAO regulations, valid residence permit (for citizens from non-EU countries), current care allowance confirmation (if care allowance is received). If you already have a Disability Pass with the additional note “**Public transport use unreasonable due to permanent mobility restrictions from disability**”, then you just need to turn in a color EU passport photo in accordance with ICAO regulations along with your application.

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

Belonging to the Preferred Group of People with Disabilities

In professional life, it may be beneficial for people with disabilities to belong to the preferred circle of people 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?

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

➔ 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 care allowance confirmation (if care 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.

➔ 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.

Support Fund for People with Disabilities

Target group:

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

➔ What does the Support Fund finance?

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

➔ Which requirements must I meet?

Residence or permanent residence in Austria, required measures due to disability, disability degree of at least 50 %, net income limit € 2.060,98 (amount increases per number of dependents/relatives living in the household) by € 380, or € 570 in case of disability (updated 2022), current proof of income must be submitted. Does not count: bonus payments and social benefits, such as care allowance, housing allowance, etc.

Receiving a grant from the *"Unterstützungsfonds"* (Support Fund) is not possible if the monthly net household income is above the maximum contribution basis in accordance with Section 108 (3) ASVG. Submit application BEFORE start of project, at least BEFORE getting a bill!

➔ What can be granted?

One-time financial payment for important disability-related measures. Maximum subsidy amount € 6000 (updated 2022). The independent decision of the Regional Office allows up to € 1.817. The Austrian Council for Disabled Persons should be consulted on this..

📞 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

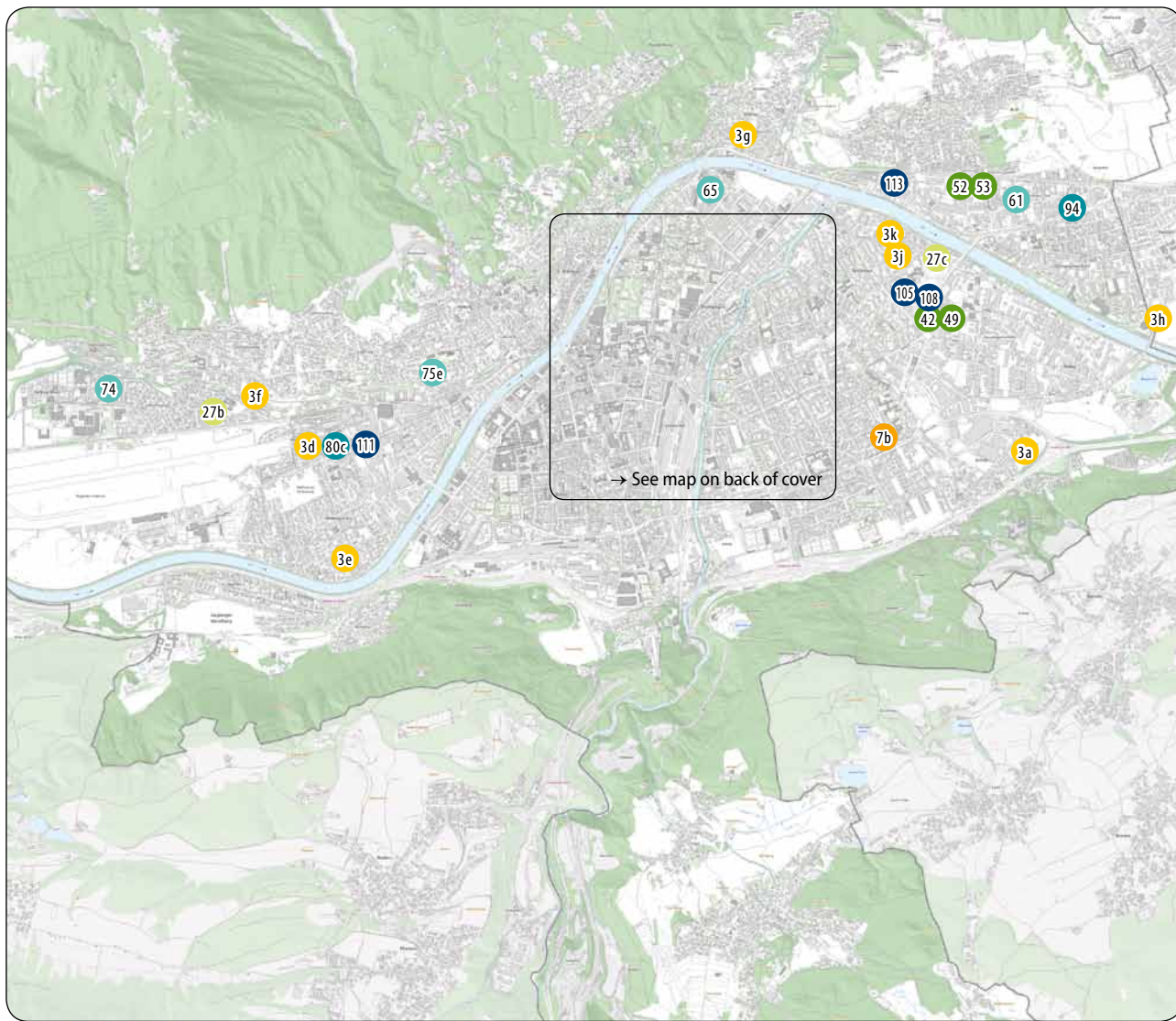
Opening hours: Mon–Thu 8:00–15:30, Fri 8:00–14:30

🚌 Bus and tram stop (IVB):

Terminal Marktplatz (1, 2, 3, STB, C, H, M, K, 501–503)

Alphabetisches Verzeichnis der Einrichtungen

147 Rat auf Draht – Advice on the Line	20	IBUS – Counseling and Support for Sex Workers	13	Psychosocial Nursing Care Tyrol	40
20er – Street Newspaper	12	IBZ – Refugee Services (Diakonie)	57	Rahab: Counseling for Sex Workers (Caritas)	13
abrakadabra (Caritas)	53	inbus – Counseling for workers at risk of poverty	11	Rainbows Tirol	18
Addiction Help Tyrol	53	Info Corner for All Generations	16	Red Cross Social Assistance	7
Adult Guardianship	50	In-Home Daycare Provider Initiative Tyrol	23	SCHUSO – School Social Work Tyrol	21
AEP Family Counseling Center	23	Initiative DoppelPlus – Double Plus Initiative	14	Self-Determined Living	51
AIDS Help Tyrol	41	Initiative Live Tyrol	26	Self-Help Tyrol	36
AK – Chamber of Labor	15	Innsbruck District Court	15	Serviten – Food Distribution	32)
Ankyra – Center for Intercultural Psychotherapy	56	INSIEME – Counseling	37	Sign Language Assistance for Children and Teens	46
ARANEA Girls'Youth Center	18	Integration Tyrol	51	slw Innsbruck	45
arbas Tyrol – Job Assistance	50	ISD Alexihaus (Shelter)	31	Social Services Tyrol	56
AufBauWerk Job Training Innsbruck	47	ISD District Meeting Centers	7	Social & Legal Counseling – Refugee Services	
Autism in the Middle (Innovia)	49	ISD Herberge (Shelter)	31	(Diakonie)	56
Autism Support and Awareness	50	ISD Social Service	36	St. John's Ambulance Services	42
BARWO – Homeless Organization	12	Job-Fit (Innovia)	48	start pro mente gemGmbH	40
bildunginfo-tirol – Training Info	14	Job-Inn – Job Preparation (Lebenshilfe)	49	Streetwork – Association for Homeless People	12
Caritas Counseling Center	6	KIZ – Crisis Intervention Center for Children		Streetwork Z6	17
Caritas Social Services at the Train Station	9	and Teens	19	Team Österreich Tafel – Groceries	33
Center for Marriage and Family Counseling	25	Kleidung "im Bogen" (Clothing "at the Arches")	34	Teestube (Tearoom) – Homeless Organization	33
COURAGE – Center for Partner,		Kloster der Barmherzigen Schwestern /		"Textil" (Clothing Distribution)	35
Family & Sexual Counseling	27	Katharina-Stube (Homeless Services)	32	Tiroler Sozialmarkt – Social Market	33
Centers for Psychosocial Care	36	Kostnixladen	35	Training and Career Counseling (Innovia)	54
Child and Youth Protection Tyrol	21	Kraft für Leben (Energy for Life)	38	Tyrol Center for Protection from Violence	30
Child and Youth Welfare Office	26	Leihladen (Borrowing Shop)	35	Tyrol Children and Youth Advocacy	20
Chill Out – Temporary Housing for Teens	16	Living, Leisure, Mobile Assistance (Lebenshilfe)	47	Tyrolean Children and Youth GmbH	29
CORA (innovia)	13	medcar(e)	38	VAGET – Day Therapy Center	37
Counseling Center for Deaf People / Interpreter Center	45	Mannsbilder – Men's Center for Education,		Vinzibus (Food Distribution)	33
Deaf-Blind Assistance Tyrol	46	Meeting and Advice	28	Volkshilfe Nursing Care	36
Debt Counseling Tyrol	15	Mentvilla (Caritas)	34	Volkshilfe Tirol BETA	16
DELO – Eviction Prevention	11	Mentvilla – Meeting Place for Drug Users	53	Volkshilfe Tirol MarteMeo Counseling	28
DOWAS for Women	10	MFI Therapeutic-Pedagogical Families	24	Volkshilfe Tirol Social Counseling	13
DOWAS Social Assistance	9	Ministry of Social Affairs Regional Office in Tyrol	39	Volkshilfe Tirol Visitation Support	28
Drug Work Z6	52	MOHI Tirol gGmbH	44	Wäscheleine (Clothesline) (Distribution for Kids)	35
Early Childhood Intervention and Family Support	27	Network for a Healthy Start in Life	26	WEISSER RING (White Ring) –	
emma – Job Center for Young Women	19	NEUSTART Tirol – New Start Tyrol	15	Crime Victim Help	30
Fairteiler – Die Bäckerei	35	NIKADO	34	WIBS – Counseling Center for People	
Fairteiler – Moustache	35	NoRa – Emergency Shelter for Women	32	with Learning Difficulties	44
Fairteiler – Botanical Garden	35	NOST – Emergency Overnight Shelter	31	Wolfgangstube / Kapuzinerkloster (Food Distribution)	32
Fairteiler – District Meeting Center Wilten	35	Outpatient Addiction Prevention (ISD)	52	Women Against Rape	30
Family Assistance Relief Work (Caritas)	38	ÖIF – Integration Center Tyrol	57	Women from All Countries	55
FIB – Women in the Spotlight	23	ÖZIV – Advocating for the Interests of People		Women Helping Women	9
Finding Work Despite Disability	45	with Disabilities	43	Women's Health Center at the University Clinic	
FLUCHTpunkt – Refuge	55	ÖZIV SUPPORT Tirol	43	in Innsbruck	40
Free Time Assistance and Family Relief	24	Parent-Child Center	22	Women's Shelter Tyrol	29
General Services	35	Parent Counseling	22	Youth Coaching (Innovia)	19
Government Office of Tyrol Province –		Patient Advocacy Tyrol	41	Z6	17
Social Department	44	Platform for Single Parents	25	ZeMiT – Center for Migrants in Tyrol	54
Home Emergency Alert	38	pro mente tirol – Psychosocial Services	40	ZSB – Center for Systemic Oriented Counseling	42



Imprint:

Edited and published by: Verein unicum:mensch, Esther Röthlingshöfer

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

☎ 0664/5846661

✉ sozialroutenplan@unicummensch.org

www.unicummensch.org

Graphic Design: Karin Berner

Translation: Bonnie Dietrich-Lawrence

Printing: Umweltdruckerei Lokay

7th Edition, 2022



WK9

Dieses Druckerzeugnis wurde mit
dem Blauen Engel ausgezeichnet

www.blauer-engel.de/uz195

