

Who is granted a temporary right of residence in Austria?

The following persons are granted a temporary right of residence in Austria until 3 March 2023:

- Ukrainian citizens who had to flee from Ukraine as of 24 February 2022 and their family members (spouses, registered partners, minor children, close relatives).
- Persons entitled to protection in Ukraine (e.g. recognised refugees) who had to flee from Ukraine as of 24 February and their family members.
- Ukrainian citizens who cannot return to Ukraine and who had a valid Austrian residence title on 24 February that was withdrawn or not renewed.
- Ukrainian citizens who cannot return to Ukraine and who were legally residing in Austria on 24 February. They are also granted a temporary right of residence after expiry of their visa-free or visa-required stay.

Persons belonging to one of these groups are issued an ID card for displaced persons by the BFA. For this purpose they should register at the registration offices of the police (at police stations or in special reception or registration centers). With this temporary right of residence in Austria it is not necessary to apply for asylum. Further information on [FAQs for displaced persons from Ukraine](#). Excluded from this are persons who are presumed to have committed certain serious crimes.

Temporary protection also ensures access to the labor market, education and medical care and is also valid for the time being until 3 March 2023. The [Austrian Public Employment Service \(→ AMS\)](#) has more information on **employment** in Austria. The free platform [Ukraine Jobs \(→ karriere.at\)](#) supports the job search in Austria.

Arriving in Vienna and first steps

If you **do not have** accommodation

Humanitäres Ankunftszentrum "Sport- und Fun-Halle"

Address: Engerthstraße 267-269, 1020 Wien, open 24 hours

It offers:

- Medical care
- Emergency sleeping places
- Food and drinks
- Psychosocial care
- Information on orientation in Vienna
- Covid 19 tests

Updated and useful information in Ukrainian and German:

- <https://start.wien.gv.at/ukraine>
- <https://www.bbu.gv.at/en/ukraine>
- Hotline of the ministry of the Interior: +4317151051–120

Registration in Vienna

Registering on the address - Meldeservice

1. Every person who comes to Vienna and moves into an apartment/room must register with the Meldeservice (Magistratisches Bezirksamt) of the City of Vienna.

2. If you have fled Ukraine, you can come to the Meldeservice offices without an appointment and you can register at any Meldeservice, no matter in which district you live.
3. Before you visit local Magistrat to register, your host or a landlord must sign “meldezettel form” for you - <https://www.help.gv.at/Portal.Node/hlpd/public/resources/documents/meldezettel.pdf>

Here are the addresses of all offices in Vienna: <https://www.wien.gv.at/mba/mba.html>

You must bring the following with you to your registration:

- Passport
- Filled out registration form:
<https://www.help.gv.at/Portal.Node/hlpd/public/resources/documents/meldezettel.pdf>
 - Your host (the person you are staying with) has to **sign** the registration form.

Registration as displaced person

You can now register with Austrian authorities as a displaced person. After the registration you will receive a so-called ‘ ID for displaced persons’, also called ‘blue card’ (in German: Ausweis für Vertriebene/blaue Karte). This card enables access to housing, medical care, the job market and education.

- This registration is necessary for people who plan to stay in Austria and will give them a legal title until at least March 2023.
- All information in four languages (German, English, Ukrainian, Russian) can be found here: <https://www.bfa.gv.at/401/start.aspx#ukraine> (scroll down to “Aufenthaltsrecht für Vertriebene aus der Ukraine”).
 - The form can be found here:
https://www.bfa.gv.at/401/files/Ukraine/Registrierungsformular_Aufhaltstitel_fuer_Vertriebene_ausfuellbar_20220317.pdf Consult the above linked website for more information!
- An initial registration is done by the police and currently at **Messe Wien registration**.
<https://www.bbu.gv.at/en/registration>

There is one registration center in Vienna:

1020 Wien, Messeplatz 1 – “Messe”, Monday – Sunday 08:00 - 18:00 Uhr

- It is recommended that you do a Covid-test before going there, as lines for doing a test at the center are huge. However, there is a possibility to make a test there as well; During registration, your data and the data of your passport or other documents are taken.
- Fingerprints will be taken from persons 14 years and older;
- A photograph will be taken of each person;
- There is a form which you are requested to fill in, sign and hand in at the time of registration;
- In order for the ID card for displaced persons to be sent to you, it is absolutely necessary that you register at your current address as well as re-register if you change your residential address;
- The ID card for displaced persons can only be sent to you if you register. Please understand that it may take several weeks for the ID card to be sent to you;
- Please bring following document with you to the registration (if available):
 - Passport;

- Birth certificate, marriage certificate, other civil status documents;
- Other identity documents, such as identity card, driving license, residence permit, etc.

Info sessions in Ukrainian

The **online sessions** are from **16.3.2022** every **Monday, Wednesday and Friday** from **10:00 to 12:00** via this link:

<https://stadtwien.webex.com/stadtwien/onstage/g.php?MTID=eecdc567a467f83a20f21f301a870fb9e>

In these sessions (online and onsite) you will get information regarding:

- Residency
- The education system
- The health system
- Corona protection measures.

The onsite sessions are from **17.3.2022 Tuesday and Thursday** from **10:00 to 12:00** at the **Regional Office West of the Department for Integration and Diversity, Gaspasse 8/10, 1150 Vienna.**

During these on-site appointments, please observe the following Corona protection measures:

- Wear an FFP2 mask and keep your distance.
- Please bring a current 3G certificate (vaccinated, recovered, tested) with you.
- Limited number of participants!

Accommodation

For free:

- ICDO [International Cultural Diversity Organization](#) (An NGO based in Vienna can help you find accommodation, provide you with necessary supplies, welcome you and provide you with the assistance)
- Shelter 4 UA - <https://www.shelter4ua.com/en>
- Ukraine Take Shelter
<https://www.ukrainetakeshelter.com/search?iname=Vienna%2C%20Austria&ilat=48.20833&ilong=16.37306>
- Hospitality-Helps - <https://hospitality-helps.org>

Renting an apartment for money:

- Short-term accommodation search services - Booking.com (mostly hotels) and Airbnb (apartments and rooms)
- Find housing for the long term through the most popular bulletin boards - Willhaben (<https://www.willhaben.at/iad>) and ImmoScout24 (<https://www.immobilienscout24.at/>).

Cash withdraw and bank accounts

Withdraw from the card at ATMs of local banks:

- It is better not to agree to the conversion through the US dollar, because some ATMs offer it. It is always better to choose a direct hryvnia-euro conversion, because otherwise there will be a double conversion and you will lose extra money.
- Austrian banks can charge a fee for cash withdrawals of 2 to 5 euros per transaction, regardless of the amount withdrawn. Ukrainian banks usually do not charge a fee for such transactions.
- Currently, there are restrictions on cash withdrawals per day set by the Ukrainian authorities. But you can just withdraw money every day.
- The currency will be withdrawn at the rate set by your Ukrainian bank. Currently, the normal exchange rate is 33 hryvnias for 1 euro. In the branches of Erste Bank no more than 300 euros per person at a time.

Bank account:

- With your address registration (Meldezettel) and your passport you can open an account at a bank branch for 1 year for free and do it without intermediaries. In Raiffeisen and Erste Bank you are able to open a bank account easily. To open, you need to contact the branch of the bank that has a cash register and deals with such operations.
- It is now known that **Erste Bank - Filiale Mariahilf (Mariahilfer Straße, 69)** and **Erste Bank - Filiale Breitensee (Hütteldorfer Straße 85)** can help in Vienna.
- With the opening of the account you will be able to officially receive funds on the Austrian account (assistance, salary), debit card (there will be no credit limit, but it can be paid online, in stores, withdraw cash at ATMs), transfer funds to other accounts in Europe, access to internet banking through an application or website
- If you have additional questions, you can call the bank's hotline: **+435010050050**

Revolut

Online bank Revolut eased the process of opening an account:

- Refugees who have left the country can now quickly set up an account with Revolut by linking it to their Ukrainian bank account. In addition, Revolut waives exchange fees when exchanging Ukrainian hryvnia into another currency, so that there are no additional costs.
- Furthermore, the Revolut standard account has no monthly fees and can be used to send and receive money and exchange currencies. The linked debit card can be used throughout the European Economic Area, as a physical card in Ukraine and also in connection with Google and Apple Pay. For transfers abroad and Revolut peer-to-peer there is a limit of 1,500 euros per day. Money can be quickly and securely transferred to a Revolut account in Ukraine, even to friends and family who are in another country.
- How does the registration work?
 - Only a phone number is required to register with Revolut. A Ukrainian number can also be used here, the only important thing is that SMS can be received. When providing the address, the accommodation is sufficient, in which the refugees are currently staying. A Ukrainian passport or ID card is required to confirm identity. Alternatively, a passport from another country with a Ukrainian visa can also be used.
- Instructions in English: https://www.revolut.com/en-PT/news/revolut_to_offer_payment_services_to_ukrainian_refugees_displaced_by_the_invasion

Medical care

You can search for doctors who offer free service for Ukrainians on the Praxisplan website:

<https://www.praxisplan.at/e-suche.php>

- To do this, select in the search query:
 - in the "Specialty" field, select the term "General medicine".
 - in the field "Health insurance companies" the term "ÖGK Österreichische Gesundheitskasse".
- You do not need an appointment to see a general practitioner.
- These doctors can also refer you to a specialist.

Please take your passport with you to the doctor. An e-card or social security number is not required at this time.

In addition, you can receive free medical care at the following facilities:

- Humanitarian Arrival Center of the City of Vienna, Engerthstraße 267-269, 1020 Vienna.
- **Amber-Med**, Oberlaaer Straße 300 -306, 1230 Vienna
- Krankenhaus der Barmherzigen Brüder Wien, Johannes-von-Gott-Platz 1, 1020 Vienna
- The AkutBetreuung Wien (ABW) is an institution of the City of Vienna. Specially trained psychosocial professionals care for affected persons after an exceptionally stressful event. The AkutBetreuung Wien can be reached at +43 676 8118 98698 daily around the clock
- **Neunerhaus Wien** - <https://www.neunerhaus.at/ich-will-helfen/spenden/ukraine/> (they also provide medical care for pets, there is a veterinary clinic as well, which is for free)

As proof of health insurance, you will be assigned an insurance number after registration – at the customer service points of the Austrian Health Insurance Fund (ÖGK), this can be used to issue an e-card replacement voucher.

Clothes and food

Relevant websites are in German:

<https://www.wien.gv.at/umweltschutz/abfall/lebensmittel/einrichtungen.html>, <https://www.caritas-leo.at/>,
<https://somaesterreichundpartner.at/standorte/>

- Humanitäres Ankunftszentrum "Sport- und Fun-Halle" in Engerthstraße 267-269, 1020 Wien provides people with clothes and food for free.
- Erste Group-Kantine im Canetti Tower in Canettistraße 5, 1100 Wien
 - Ukrainian refugees will find a retreat here with warm meals, a child protection zone and rest rooms with cots.
 - The day center is open daily from 7:00 a.m. to 7:00 p.m. and offers space for about 100 people.
- International Cultural Diversity Organization (ICDO) also provides refugees with clothes and hygienic products
- Train of Hope - Flüchtlingshilfe, provides refugees with clothes and other necessities

- Address: In d. Wiesen 6, 1230 Wien

Covid measures in Austria

To enter Austria, you must comply with the 3G rule and meet one of the following conditions:

- Have 2 vaccinations and a certificate not older than 270 days
- Get sick and have a certificate not older than 180 days
- Have a negative PCR test no older than 72 hours after taking the test material

NOTE: Covid tests (antigen and PCR.Gurgel tests) are for free in Vienna

Children under 12 do not need anything. For children from 12 years old, the rule applies as for adults. The certificate or other documents must be in English or German. An electronic certificate or a photo certificate is suitable.

Schooling for children

- If your child is below 15 years old, write an email to: schulplatz@bildung-wien.gv.at with the copy of the passport as well as a picture of the last school record.
- If your child is above 15 years, write an email to vielfaltmachtschule@bildung-wien.gv.at with the copy of the passport as well as a picture of the last school record.
- In addition to that, visit the school of your choice (you can find all the schools at this website: <https://schulfuehrer.bildung-wien.gv.at/schoolguide/>)
- There is a possibility of day care at many schools, please mention that at the registration
- Information about the austrian schoolsystem you will find at this website in Russian <https://www.bmbwf.gv.at/Themen/schule/schulsystem/sa.html>
- Further information in German and Ukrainian can be found [here](#).

Teaching opportunities for Ukrainians:

If you meet the criteria below and are interested in working as a native speaker teacher for Ukrainian in Viennese schools, please send your contact information (name, home address, telephone number, e-mail address, curriculum vitae in German) to

muttersprachlicherunterricht_ukrainisch@bildung-wien.gv.at. Inquiries regarding this area can only be processed via this email address.

Prerequisites:

- Ukrainian mother tongue
- pedagogical education (gladly also in the country of origin)
- German language skills level B2

Information about host families and child custody

Information about host families for unattended children below 14 y.o.:

- Telephone: 01 4000-90770
- E-Mail: kanzlei-rap@ma11.wien.gv.at

- Opening hours: Monday to Friday, 7.30 - 15.30
- Address: Schlagergasse 8, 1090 Vienna

Information about child custody you will find here

<https://www.wien.gv.at/menschen/kind-familie/servicestellen/rechtsvertretung.html>

- Opening hours: Monday to Friday from 8.00 to 15.30

Free German courses

- A list of free German courses you will find under following link :
<https://www.wien.gv.at/menschen/integration/deutsch-lernen/frauen/index.html>
- There you will find special courses for mothers, which also offer day care for children, while the moms are attending the course
- Free German courses at the Language Center of the University of Vienna will start on 28.3. Send an email to: nicola.kraml@univie.ac.at. (For people more than 16 years old)

Public transport and parking

- Public transport is for free until the end of April, Ukrainian IDs or passports are sufficient for proof:
<https://www.wienerlinien.at/unterst%C3%BCtzung-f%C3%BCr-menschen-die-aus-der-ukraine-gef%C3%BChrt-sind>
- Parking with Ukrainian plates is for free on public parking slots until the end of April

Hotlines

- Caritas hotline for questions about entry, stay and accommodation
 - +43 5 1776 380 (Mon-Fri 9 a.m. - 2 p.m.)
- Hotline of the [Federal Agency for Care and Support Services](#) (BBU) for questions about emergency accommodation in German, Ukrainian and Russian
 - +43 1 2676 870 9460. nachbarschaftsquartier@bbu.gv.at
- Hotline of the Federal Agency for Care and Support Services (BBU) for legal questions in German, Ukrainian and Russian
 - +43 1 2676870 9461.
- Hotline of the Austrian Integration Fund (ÖIF) in Ukrainian for questions about support and assistance offers, living and working
 - +43 1 715 10 51 120 (Monday to Friday, 8 a.m. to 6 p.m.)
- Hotline for psychological support and help
 - +43676811898698
- Hotline for juridical questions
 - Free consultations are available on Mondays, Wednesdays and Fridays from 9:30 to 12:30 at: Zimmermannsgasse 8 in the coworking space [ZI8] (<https://zi8.at/>) under the number: +43676852511200
- ICDO (International Cultural Diversity Organization) hotline:
 - +43 681 20275603 (Monday to Friday, 12 p.m. to 8 p.m.)

Telegram Chats for refugees:

- apartments/ Житло: https://t.me/Shelter_in_Austria
- volunteering/Волонтери: https://t.me/volonter_wien
- Мітинги: <https://t.me/meetingvienna>
- transportation/Транспорт: <https://t.me/+Vd-r0QaoV4c3MTY8>
- Legal issues/ Правове: <https://t.me/+s4iuhlcTYAg3OTBk>
- Humanitarian issues/ Гуманітарка: <https://t.me/+AJ1-1jrgsKZiOWQy>

The list of museums in Vienna free for kids and their parents from Ukraine:

- 🎨 Albertina
- 🎨 Albertina Modern
- 🎨 Oberes Belvedere
- 🎨 Unteres Belvedere
- 🎨 Kunsthistorisches Museum
- 👑 Schatzkammer
- 🏹 Hofjagd- und Rüstkammer
- 🏺 Ephesos Museum
- 🌐 Weltmuseum
- 🎭 Theater Museum
- 🎨 Akademie der bildenden Künste
- 🪑 MAK
- 🎨 MUMOK
- 🦎 Naturhistorisches Museum
- 🔧 Technisches Museum
- 🏹 Heeresgeschichtliches Museum
- 🚿 Waschsalon Rotes Wien
- 🏛️ Römer Museum
- 📖 Wien Museum MUSA
- 🇦🇹 Haus der Geschichte Österreichs
- 🌟 Judisches Museum
- 🕒 Uhrenmuseum
- 🏠 Volkskundemuseum
- 📖 Österreichische Nationalbibliothek
- 🌐 Globenmuseum
- 📜 Papyrus Museum