

FINANCIAL AND EVERYDAY SUPPORT

CARITAS WIEN

SOZIALBERATUNG

ADVICE ABOUT FINANCIAL HARDSHIP, BENEFITS AND POSSIBLE EMERGENCY ASSISTANCE.

ASK THE TEAM WHICH SERVICE FITS YOUR CIRCUMSTANCES. SOME SERVICES HAVE EXCLUSIONS.

CONTACT

SOZIALBERATUNG-WIEN@CARITAS-WIEN.AT

[OFFICIAL INFORMATION - OPEN LINK](#)

VOLKSHILFE WIEN

SOZIALBERATUNG

FREE ADVICE FOR PEOPLE EXPERIENCING SOCIAL OR FINANCIAL DIFFICULTIES.

ASK ABOUT SUITABLE SUPPORT AND FOOD ASSISTANCE.

CONTACT

SOZIALBERATUNG@VOLKSHILFE-WIEN.AT

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FINANCIAL AND EVERYDAY SUPPORT

AUSTRIAN RED CROSS

INDIVIDUELLE SPONTANHILFE

ADVICE AND POSSIBLE ONE-OFF FINANCIAL OR MATERIAL HELP IN AN ACUTE EMERGENCY.

SUPPORT IS ASSESSED INDIVIDUALLY. IT MAY BE PROVIDED THROUGH VOUCHERS OR TRANSFERS.

CONTACT
SPONTANHILFE@ROTESKREUZ.AT

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CITY OF VIENNA MA40

HILFE IN BESONDEREN LEBENSLAGEN

ADVICE AND POSSIBLE ONE-OFF ASSISTANCE FOR PEOPLE FACING EXCEPTIONAL HARDSHIP.

ASK FOR AN ASSESSMENT OF YOUR SITUATION. RESIDENCE AND OTHER CONDITIONS APPLY.

CONTACT
SERVICESTELLE@MA40.WIEN.GV.AT

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ARTIST AND MUSIC-CREATOR SUPPORT

KSVF

UNTERSTÜTZUNGSFONDS

A HARDSHIP FUND FOR ARTISTS FACING PARTICULAR EMERGENCIES.

THIS IS SEPARATE FROM THE KSVF SOCIAL-INSURANCE CONTRIBUTION SUBSIDY.

CONTACT
HELP@KSVF.AT
KSVF.AT

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AQUAS SKE

SOCIAL SUPPORT FOR ELIGIBLE AKM AND OR AUSTRO MECHANA RIGHTS HOLDERS.

SUPPORT CAN INCLUDE SERIOUS EMERGENCIES, FINANCIAL HARDSHIP AND SOCIAL-INSURANCE COSTS.

MEMBERSHIP HISTORY AND OTHER CONDITIONS APPLY.

INFORMATION AND FORMS
SKE-FONDS.AT

SOCIAL SUPPORT GENERALLY REQUIRES AT LEAST FIVE YEARS AS AN AKM AND OR AUSTRO MECHANA RIGHTS HOLDER. CHECK THE CURRENT RULES.

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ARTIST AND MUSIC-CREATOR SUPPORT

PETER HERZ FUND

PETER HERZ-FONDS FÜR RASCHE HILFE

ONE-TIME FINANCIAL ASSISTANCE FOR AKM AND AUSTRO
MECHANA RIGHTS HOLDERS FACING HARDSHIP.

EXAMPLES INCLUDE SERIOUS ILLNESS AND ACUTE
FINANCIAL NEED. SEPARATE FROM AQUAS.

INFORMATION AND APPLICATION
AKM.AT FÖRDERUNGEN
PETER-HERZ-FONDS

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MEDICAL HELP AND MEDICATION COSTS

WHERE DO I START?

CONTACT YOUR USUAL DOCTOR FOR MEDICAL ASSESSMENT, ONGOING CARE AND PRESCRIPTIONS.

1450 - HEALTH ADVICE
AVAILABLE DAY AND NIGHT. THEY CAN HELP YOU DECIDE WHERE TO GET CARE.

141 - OUT-OF-HOURS GP SERVICE
IN VIENNA: WEEKNIGHTS 19:00-07:00, WEEKENDS AND PUBLIC HOLIDAYS.

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EMERGENCY? CALL 144.

FOR A LIFE-THREATENING SITUATION, SEVERE BREATHING DIFFICULTY, UNCONSCIOUSNESS OR A SERIOUS ACCIDENT.

TELL THE DISPATCHER WHERE YOU ARE AND WHAT HAS HAPPENED. FOLLOW THEIR INSTRUCTIONS.

DO NOT WAIT FOR A FUNDING DECISION OR AN EMAIL REPLY IN A MEDICAL EMERGENCY.

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MEDICAL HELP AND MEDICATION COSTS

CANNOT AFFORD MEDICATION?

TELL YOUR DOCTOR OR PHARMACIST THAT COST IS STOPPING YOU GETTING YOUR PRESCRIBED MEDICINE.

ASK YOUR INSURER ABOUT PRESCRIPTION-FEE EXEMPTION:
REZEPTGEBUEHRENBEFREIUNG

ASK WHETHER ANY EXEMPTION FROM COST-SHARING APPLIES TO YOU. KEEP PRESCRIPTIONS AND RECEIPTS.

SVS: SVS.AT

OEGK: GESUNDHEITSKASSE.AT

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UNINSURED CARE AND HEARING SUPPORT

AMBERMED

FREE OUTPATIENT MEDICAL CARE, MEDICATION ASSISTANCE AND SOCIAL ADVICE FOR UNINSURED PEOPLE LIVING IN AUSTRIA ON AN ONGOING BASIS.

ASK ABOUT HELP WITH INSURANCE QUESTIONS TOO. CHECK CURRENT OPENING TIMES BEFORE TRAVELLING.

CONTACT
AMBER@DIAKONIE.AT
01 589 00 847
AMBER-MED.AT

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NEUNERHAUS

THE HEALTH CENTRE OFFERS FREE MEDICAL CARE, NURSING AND SUPPORT. YOU CAN COME WITHOUT INSURANCE.

GENERAL MEDICAL CARE: NO APPOINTMENT OR REFERRAL NEEDED. DENTAL CARE: ARRANGE AN APPOINTMENT FIRST.

CONTACT
ARZTPRAXIS@NEUNERHAUS.AT
01 990 09 09 500
NEUNERHAUS.AT HILFE ARZT

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UNINSURED CARE AND HEARING SUPPORT

TA-VOX WIEN

FREE, CONFIDENTIAL ADVICE ABOUT HEARING LOSS, HEARING AIDS, FUNDING POSSIBILITIES AND RELATED APPLICATIONS.

APPOINTMENTS NEED TO BE ARRANGED IN ADVANCE. WRITTEN CONTACT IS RECOMMENDED FOR BOOKINGS.

CONTACT
OFFICE@TA-VOX.AT
SPERRGASSE 8-10, VIENNA

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POLICE QUESTIONING AND ARREST

ASK FOR A LAWYER.

ASK WHETHER YOU ARE BEING QUESTIONED AS A SUSPECT OR AS A WITNESS. THE RULES ARE DIFFERENT.

AS A SUSPECT, YOU HAVE THE RIGHT TO LEGAL ASSISTANCE AND TO REMAIN SILENT ABOUT THE ALLEGATION.

THIS DOES NOT REMOVE ANY LEGAL OBLIGATION TO PROVIDE IDENTITY DETAILS.

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DEFENCE LAWYER HELPLINE

VERTEIDIGERNOTRUF
0800 376 386

FOR ARRESTED SUSPECTS. AVAILABLE AROUND THE CLOCK THROUGHOUT AUSTRIA.

THE FIRST CALL AND INITIAL TELEPHONE ADVICE ARE FREE. FURTHER REPRESENTATION USUALLY COSTS MONEY. ASK ABOUT FEES AND LEGAL AID.

ASK TO NOTIFY A LAWYER AND A TRUSTED PERSON.

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POLICE QUESTIONING AND ARREST

DO NOT PRETEND TO UNDERSTAND.

IN CRIMINAL PROCEEDINGS, A SUSPECT WHO DOES NOT UNDERSTAND THE LANGUAGE HAS A RIGHT TO INTERPRETATION.

SAY IF HEARING LOSS OR ANOTHER DISABILITY AFFECTS COMMUNICATION. ASK FOR SUITABLE ASSISTANCE.

READ INTERVIEW RECORDS CAREFULLY. ASK FOR ERRORS TO BE CORRECTED BEFORE SIGNING.

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COURT LETTERS, ADVICE AND LEGAL AID

KEEP THE LETTER. CHECK THE DATE.

KEEP THE ENVELOPE AND ALL PAGES. NOTE WHEN AND HOW THE DOCUMENT WAS DELIVERED.

LOOK FOR ANY RESPONSE DEADLINE OR REQUIRED APPOINTMENT. GET LEGAL ADVICE PROMPTLY.

ASK WHAT YOU NEED TO DO NEXT. DO NOT ASSUME THAT AN EMAIL ASKING FOR HELP PAUSES A DEADLINE.

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FIRST LEGAL CONSULTATION

ERSTE ANWALTICHE AUSKUNFT

THE REGIONAL BAR ASSOCIATIONS OFFER A FREE FIRST ORIENTATION ABOUT YOUR LEGAL SITUATION AND NEXT STEPS.

IN VIENNA, CHECK THE BOOKING REQUIREMENTS WITH THE RECHTSANWALTSKAMMER WIEN.

INFORMATION
RAKWIEN.AT
OERAK.AT

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COURT LETTERS, ADVICE AND LEGAL AID

ASK ABOUT LEGAL AID.

VERFAHRENSHILFE

APPLY TO THE RESPONSIBLE COURT. ELIGIBILITY DEPENDS ON YOUR FINANCES AND THE TYPE OF CASE.

IN CRIMINAL CASES, A COURT-APPOINTED DEFENCE LAWYER MAY BE AVAILABLE IF THE LEGAL CONDITIONS ARE MET.

IN CIVIL CASES, LEGAL AID DOES NOT COVER COSTS OWED TO THE OTHER SIDE IF YOU LOSE.

INFORMATION
JUSTIZ.GV.AT

IN CIVIL CASES, REPAYMENT OF LEGAL-AID COSTS MAY BE REQUIRED IF FINANCES IMPROVE WITHIN THREE YEARS AFTER THE CASE ENDS.

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HOUSING OPTIONS AND ELIGIBILITY

MEIN WIEN- APARTMENT

FURNISHED ACCOMMODATION FOR PEOPLE IN TRANSITIONAL OR DIFFICULT HOUSING SITUATIONS.

ASK ABOUT ELIGIBILITY, COSTS AND AVAILABILITY.

INFORMATION
MEIN-WIEN-APARTMENT.AT

OFFICIAL INFORMATION - [OPEN LINK](#)

WOHNBERATUNG WIEN

ADVICE ABOUT MUNICIPAL AND SUBSIDISED HOUSING, THE WIENER WOHN-TICKET AND ELIGIBILITY.

PERSONAL CONSULTATIONS REQUIRE AN APPOINTMENT.

CONTACT
01 24 111
WOHNBERATUNG-WIEN.AT

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VIENNA SUPPORT - FACT SHEET - CYON FLEX

HOUSING ADVICE AND NEIGHBOURHOODS

WOHNPARTNER

FREE SUPPORT FOR RESIDENTS OF VIENNA MUNICIPAL HOUSING.

HELP WITH NEIGHBOURHOOD CONFLICTS, FORMS AND APPLICATIONS FOR BENEFITS.

INFORMATION
WOHNPARTNER-WIEN.AT

[OFFICIAL INFORMATION - OPEN LINK](#)

MIETERHILFE

FREE ADVICE ABOUT RENT, TENANCY AGREEMENTS, DEPOSITS AND OTHER HOUSING-LAW QUESTIONS.

CONTACT
01 4000 8000
MIETERHILFE.AT

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MIGRANT SUPPORT AND DISCRIMINATION

INTEGRATIONS- HAUS

FREE, MULTILINGUAL COUNSELLING ABOUT APPLICATIONS, OFFICIAL LETTERS, HOUSING, HEALTH, WORK AND EDUCATION.

ITS FUNDED COUNSELLING SERVICE SUPPORTS ASYLUM SEEKERS AND REFUGEES IN BASIC CARE. CONTACT THE TEAM TO CHECK ELIGIBILITY.

CONTACT
JOURNOLDIENST@INTEGRATIONSHAUS.AT
INTEGRATIONSHAUS.AT

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QUEER BASE

SUPPORT FOR LGBTQ PEOPLE WHO HAVE FLED TO AUSTRIA.

SERVICES INCLUDE ASYLUM-RELATED LEGAL ADVICE, SOCIAL COUNSELLING AND COMMUNITY CONNECTIONS.

CONTACT
ASYLUM@QUEERBASE.AT
QUEERBASE.AT

[OFFICIAL INFORMATION - OPEN LINK](#)

MIGRANT SUPPORT AND DISCRIMINATION

ZARA

FREE, CONFIDENTIAL LEGAL AND PSYCHOSOCIAL ADVICE
ABOUT RACISM AND ONLINE HATE.

CONTACT
BERATUNG@ZARA.OR.AT
ZARA.OR.AT

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SAFETY AND CRISIS SUPPORT

GEWALTSCHUTZ- ZENTRUM WIEN

COUNSELLING, LEGAL INFORMATION AND PRACTICAL SUPPORT FOR PEOPLE EXPERIENCING DOMESTIC VIOLENCE OR STALKING.

SUPPORT REGARDLESS OF GENDER, AGE OR NATIONALITY.
PERSONAL APPOINTMENTS BY ARRANGEMENT.

CONTACT
01 585 32 88
GEWALTSCHUTZ ZENTRUM.AT WIEN

MARIAHILFER STRASSE 116, 1070 VIENNA.

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WIENER FRAUENHAEUSER

SAFE ACCOMMODATION AND SUPPORT FOR WOMEN AND THEIR CHILDREN ESCAPING VIOLENCE.

CONTACT THE SERVICE ABOUT PROTECTION AND AVAILABLE PLACES.

24-HOUR CONTACT
05 77 22
FRAUENHAEUSER-WIEN.AT

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SAFETY AND CRISIS SUPPORT

KRISEN- INTERVENTIONS- ZENTRUM

PROFESSIONAL SUPPORT WITH ACUTE PERSONAL CRISES.

INITIAL APPOINTMENTS ARE ARRANGED BY TELEPHONE.
TELEPHONE AND ONLINE COUNSELLING ARE ALSO
AVAILABLE.

CURRENT CONTACT DETAILS
KRISENINTERVENTIONSZENTRUM.AT

OFFICIAL INFORMATION - [OPEN LINK](#)
