



Country information guide for migrants

The main objective of this guide, developed by UGAIN project partners, is to provide the manager of an intercultural garden, NGOs, associations, and anyone who is interested, with existing resources for the attention of the collective population of immigrants who come to our countries in search of new opportunities, trying to promote their full integration into society.

European citizens face a never before seen migration challenge of unheard of dimensions and complexity, so this manual is intended to serve as a reference when facilitating the social integration of these individuals. In many cases, ignorance of the existing resource portfolio causes us to miss opportunities in guiding and assisting the population of immigrants, who, especially at the beginning of their migration journey, need guidance focused on solving their problems.

We have divided the manual into seven parts with an appendix, each section responding to the specific and general needs of daily life in Europe, with the corresponding resources available. Due to the wide variety and complexity of the cases to be dealt with, each partner of the UGAIN project has developed the guide according to the regulations and characteristics of the host country, following a common pattern to be able to offer a complete and useful manual, which has not been created with the intention of being exhaustive or solving all the doubts that may arise within an intercultural garden, but offering general and reference information where we can support the professionals of the sector in case of need.

Finally, emphasizing the hope in which this guide is derived, the result of years of work by the participating partners, with strong social character and in the hope of supporting those dreams that often stay along the way, so that one day they can become reality.

Links presented below are updated until the end date of the UGAIN project (May 2020). If the address is no longer active, please refer to the organisation responsible for the page described at the beginning of each link.



1. GENERAL INFORMATION

The asylum law refers to people who come to Austria “illegally” or ask for asylum after legal entry into the country. To get asylum people have to apply for it and run through a time consuming admission procedure. In 2018, 48% of asylum decisions were positive and 42% negative. In addition to seeking asylum, people might also obtain subsidiary protection or the right to remain.

For all legal status types the applicant has to sign an integration agreement. This agreement defines what has to be done to receive social services.

Citizens from other EEA countries or people who have “legally” migrated from third countries can stay according to the residence act. The residence act has about 20 different types of legal status. EEA citizens have the right to stay in Austria for three months without permission and unlimited right to stay if they can sustain themselves and their families at a certain level. They have to register in Austria within four months.

*All links starting with www.oesterreich.gv.at/ are leading to a platform provided by the Austrian Governmental Administration. In case any of those links should not work, please search this platform.

Links referring to general information about different legal status of migrants:

- **Official page about asylum in Austria:** https://www.oesterreich.gv.at/themen/leben_in_oesterreich/asyl.html
- **Simple explications about asylum procedure from refugee law clinic, different legal status in different languages:** <http://www.asyl-faq.at/content/?lang=en>
- **Official page about staying in Austria according to the residence act:** <https://www.help.gv.at/Portal.Node/hlpd/public/content/12/Seite.120224.html>

Citizenship

Austrian Citizenship can only be obtained after a minimum stay in Austria of 10 years and only if a number of requirements are met.

- **List of requirements:** <https://www.help.gv.at/Portal.Node/hlpd/public/content/136/Seite.1360000.html>
- **Preparation to obtain the Austrian citizenship:** https://www.oesterreich.gv.at/themen/leben_in_oesterreich/staatsbuergerschaft/1/Seite.260421.html

ID

Depending on their status migrants receive different IDs. The BFA-Passcentre (Bundesamt für Asyl- und Fremdenwesen) is responsible for issuing IDs and - in case of asylum - also travel documents:

- <http://www.bfa.gv.at/bundesamt/standorte/start.aspx>

Driving license: how to validate your license or to obtain a new one

Driving licenses of EEA citizens are generally valid in Austria. People from other countries have to acknowledge their driving license.

- <https://www.help.gv.at/Portal.Node/hlpd/public/content/139/Seite.1390000.html>

Other documents

Free legal advice and support for asylum seekers:

- **Asyl in Not:** <http://www.asyl-in-not.org/php/kontakt,11369.html>
- **Volkshilfe:** <https://www.volkshilfe.at>
- **Helping Hands:** <https://www.helpinghands.at/>
- **Caritas in Vienna:** <https://www.caritas-wien.at/hilfe-angebote/asyl-integration/beratung-fuer-fluechtlinge/asylzentrum/>
- **Deserteurs- und Flüchtlingsberatung Vienna:** <https://deserteursberatung.at/>
- **Free legal advice and support for people dealing with the residence act:**
- **Caritas in Vienna:** <https://www.caritas-wien.at/hilfe-angebote/asyl-integration/beratung-fuer-migrantinnen/fremdenrechtsberatung/>



2. HEALTH AND SOCIAL SERVICES

Everyone living in Austria has to have a health insurance. If the person is employed for more than 446€ (in 2019) the employer is responsible for the health insurance. If the person is self employed or earns less than 446€ he or she is responsible for her health insurance.

Asylum seekers and people who have asylum, subsidiary protection or the right to remain with basic care are automatically insured. Illegal immigrants without basic care have no health insurance.

If people have health insurance, the basic medical care is paid for by the insurance. Depending on the insurance company the patient has to pay a patient's contribution.

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Access to the health system:

- **Österreichische Sozialversicherung – Information about health insurance services:** <https://www.sozialversicherung.at/cdscontent/?contentid=10007.740917>
- **Free medical care for people without health insurance in Graz:** <https://www.oesterreich.gv.at/themen/soziales/armut/2/Seite.1694200.html#Steiermark>
- **In Vienna:** <https://www.oesterreich.gv.at/themen/soziales/armut/2/Seite.1694200.html#Wien>

The structure of the health system and how it works

- **Compulsory insurance – information about the different types of insurances in Austria:** https://www.oesterreich.gv.at/themen/menschen_mit_behinderungen/rehabilitation/1/Seite.1170130.html
- **What insurance do I belong to? Online-guide:** https://www.oesterreich.gv.at/themen/gesundheit_und_notfaelle/online_services_zu_gesundheit_und_notfaelle/Seite.4290002.html

Health service for pregnant women and children

- **Official information about pregnancy and early childhood on the public health portal (Öffentliches Gesundheitsportal Österreichs):** <https://www.gesundheit.gv.at/leben/eltern/inhalt>
- **List of women health centres on the public health portal (Öffentliches Gesundheitsportal Österreichs):** <https://www.gesundheit.gv.at/service/gesundheitsuche/frauengesundheitsfamilienberatungsstellen>

Social care

- **Right to social welfare (Sozialhilfe):** <https://www.oesterreich.gv.at/themen/soziales/armut/3/2/Seite.1693906.html>
- **Information about basic care (Grundversorgung) by Asylkoordination Österreich:** <http://www.asyl.at/de/themen/grundversorgung/>



3. JOB PLACEMENT AND LABOUR MARKET

Access to the labour market depends on the legal status. While asylum seekers have very limited access to the labour market (only in certain sectors) they get full access as soon as they have been granted asylum. The right to access the labour market can be seen on the card people receive after getting a certain title.

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Structure of the labour system

- **Information about different types of work in Austria:** <https://www.help.gv.at/Portal.Node/hlpd/public/content/207/Seite.20700001.html>

Migrants in regular or irregular situation and their rights as workers

- **UNDOK – counselling centre for people who work without documents:** <https://undok.at/>
- **Sezonieri – campaign for the rights of agricultural workers in Austria:** <http://www.sezonieri.at/>
- **Information about workers' rights for employees (Chamber of Labour):** https://arbeiterkammer.at/akportal/meinesituation/startberufsleben/index.html#heading_Arbeitsrecht_fuer_EinsteigerInnen

Requirements to access the labour market

- **Information about access to the labour market for EEA citizens (chapter 4) and their workers' rights (chapter 5) by the Austrian Job Centre:** https://www.ams.at/content/dam/download/flyer-folder-broschueren/001_leben_und_arbeiten_en_bfrei.pdf
- **Information about access to the labour market for refugees and people with subsidiary protection (Chapter 4) and their workers' rights (chapter 5) by the Austrian Job Centre:** https://www.ams.at/content/dam/download/integrationsjahr/001_EN_lebenundarbeiten.pdf

Public and private resources to find a job

- **Information about the “year for integration” - support for refugees, people with subsidiary protection and asylum seekers from Syria and Iran (Austrian Job Centre):** https://www.ams.at/content/dam/download/integrationsjahr/001_EN_Integrationsjahr.pdf
- **Official Job-Searching of the Austrian job centre:** <https://jobroom.ams.or.at/jobsuche/Suche.jsp>
- **Meta-Job-Search engine:** <https://www.metajob.at>



4. TRAINING OPPORTUNITIES

In Austria all children have to go to Kindergarten from the age of 5 to 6 and to school from the age of 6 until the age of 15. From 15 to 18 all young people have to attend a form of education. This might be school, vocational training or different courses. For all types of school children have to be registered a certain time in advance.

Young people who were not at an Austrian school until the age of 15 are not allowed to attend school afterwards. They can attend basic education courses. After the basic education course people can take an exam (Pflichtschulabschluss) that entitles them to start an apprenticeship or continue with school. Asylum seekers are not allowed to start an apprenticeship at the moment. For studying at an Austrian university people need an A-level-certificate. To obtain this certificate

people might attend evening classes. In case of prior education or professional experience in the relevant field people might also take an exam (Studienberechtigungsprüfung) to get access to university.

People who have already taken their A-levels in another country can take preparatory classes (Vorstudienlehrgang) before admittance to university.

The most common vocational education is called "Lehre" and contains practical training in an enterprise or special apprenticeship centre and attendance at a vocational college. Depending on the chosen profession it takes two to four years to complete.

A number of organisations offer German courses for free or language cafés to practice German.

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- **Description of the Austrian Education System in different languages by OeAD:** <https://www.bildungssystem.at/en/>
- **Description of different professions by the Austrian job centre:** <https://www.beruflexikon.at/>

How to validate an education/training certificate/diploma

- **List of organisations in the different regions that are responsible for acknowledgement of diplomas or certificates that people have received in other countries (Anlaufstelle für Personen mit im Ausland erworbenen Qualifikationen):** <https://www.anlaufstelle-erkennung.at/anlaufstellen>

Education/training system for children

- **Description of the education system for children by UNHCR in German and Arabic:** https://www.unhcr.org/dach/wp-content/uploads/sites/27/2017/04/AT_UNHCR_Bildungswegweiser_Arabisch.pdf (page 6-32)

Education/training system for adults

- **Central counselling centre for basic education and literacy, call for free: 0800 244 800**
- **Information for refugees, who want to study at an Austrian university by OeAD:** <https://oead.at/en/to-austria/oead4refugees/>
- **Initiative of the Austrian Conference of Universities (Österreichische Universitätenkonferenz) to invite refugees and asylum seekers to take part in a number of lectures and courses at Austrian universities:** <https://uniko.ac.at/projekte/more/index.php?lang=EN>
- **A high number of schools offer evening classes for people who work and want to get education at the same time. List of schools with evening classes in Vienna:** https://wien.arbeiterkammer.at/service/broschueren/Bildung/Abendschulen_und_Kollegs_2019.pdf

- **HAK/HAS - Abendschulen - Evening classes for economics and trade:** <http://www.abendschulen.at/>

Special education (training for students with special needs)

There are special schools for children with handicaps and also inclusive education up to the age of 15. Afterwards it is often difficult to get further education.

- **Information about education and career for people with handicap:** https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/schule/5.html
<https://ams.brz.gv.at/arbeitsundbehinderung/data/7.html#id22>
- **Netzwerk beruflich Assistenz - Support for people with handicap at work from the age of 15 onwards:** <https://www.neba.at/>

Vocational education and training

- **Information about vocational education (Lehre):** https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/lehre.html
- **Platform for vocational education (HibeIT GmbH):** <https://lehrberuf.info/>
- **Rights for people undergoing vocational education (chamber of Labour):** <https://www.arbeiterkammer.at/beratung/arbeitsrecht/Lehre/index.html>



5. FINANCIAL AID AND OTHER SERVICES INCLUDING HOUSING

Asylum seekers have a right to basic care, people with asylum get a guaranteed minimum income. People with subsidiary protection get either basic care or a guaranteed minimum income depending on the region, where they live. People with the right to remain either get basic care or no support. People living in Austria in accordance with the residence act usually do not have access to any financial aid.

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Public social aids: description of the system and requirements to access the aids

- <https://www.oesterreich.gv.at/themen/soziales/sozialhilfe-mindestsicherung.html>

Housing aids to rent/access housing for people at risk of social exclusion

- **Access to housing benefit in the different federal states:** <https://www.help.gv.at/Portal.Node/hlpd/public/content/138/Seite.1380002.html>
- **Criteria for access to social housing:** https://www.oesterreich.gv.at/themen/bauen_wohnen_und_umwelt/wohnen/Seite.210240.html
- **Description of co-operative flat system (flats that are usually cheaper than on the free market):** https://www.oesterreich.gv.at/themen/bauen_wohnen_und_umwelt/wohnen/Seite.210250.html
- **Mietervereinigung (tenants union): support in all questions when renting a flat:** <https://mietervereinigung.at/?aspxerrorpath=/default.aspx>

Public shelters

- **List of organisations offering help for homeless people and people at risk of loosing their home:** <https://www.oesterreich.gv.at/themen/soziales/armut/2/Seite.1694300.html>

Other resources (Caritas, Red Cross, other NGOs, etc.)

- **List of different regional and national NGOs:** <https://www.oesterreich.gv.at/themen/soziales/armut/2/Seite.1694400.html>



6. INFORMATION FOR VICTIMS OF ABUSE AND DISCRIMINATION

Any kind of violence and abuse is forbidden. There are special laws to protect people living in the same household with a person who violates them. There are laws that protect people from discrimination in the labour market and other spheres of life.

- <https://www.gewaltinfo.at/> (by Bundeskanzleramt)

Abuse/violence against women

- **Frauenhelpline - multilingual helpline for women against violence (Autonome Österreichische Frauenhäuser) | 0800 222 555 | frauenhelpline.at**
- **Lefö - intervention centre for female victims of human trafficking, counselling in many languages:** http://www.lefoe.at/index.php/News_en.html
- **Online help chat for women who have experienced violence and important links to other relevant organisations (Autonome Österreichische Frauenhäuser):** <http://www.haltdergewalt.at/en/>

Abuse/violence against children

- **Information about violence at home for children and youth in German, English, Turkish (Autonome Österreichische Frauenhaeuser):** <https://www.gewalt-ist-nie-ok.at/en>
- **Rat auf Draht - Hotline for children with all types of problems and crisis > call: 147:** <https://www.rataufdraht.at/>
- **Die Moewe - Psychological support for children and youth who are victims of violence in Vienna and lower Austria:** <https://www.die-moewe.at/de/angebote/hilfe-f%C3%BCr-betroffene>

Abuse/violence

- **Weißer Ring – victim emergency call for all people who are victim of a crime, call: 0800 112 112** opfer-notruf.at
- **Men via: support for male victims of human trafficking:** <http://www.men-center.at/via.html>

Racism and discrimination

- **Zara-Zivilcourage und Anti-Rassismus-Arbeit (civil courage and work against racism):** <https://zara.or.at/en>
- **Information about laws concerning discrimination (anti-discrimination Styria):** <http://www.antidiskriminierungsstelle.steiermark.at/cms/dokumente/11758063/c0c9a20e/leitfaden2016.pdf>
- **Information about discrimination at work from the Austrian Chamber of Labour:** <https://www.arbeiterkammer.at/beratung/arbeitsrecht/Arbeitsklima/Diskriminierung.html>



7. OTHER RELEVANT INFORMATION

Funding for gardening projects might be found on national, regional and local level. Municipalities, districts, federal states and the national government have different funding schemes and divisions that might fit to a project – e.g. integration/inclusion, environmental education, city planning. Local and national NGOs might be good partners for gardening projects

Public resources related to social integration of migrants

- **National fund for integration (Ministry for European and International Affairs):** <https://www.bmeia.gv.at/integration/projektfoerderung/nationale-integrationsfoerderung/>
- **Funding for social integration projects in Vienna (City of Vienna):** <https://www.wien.gv.at/english/social/integration/funding/>
- **Integration fund Austria (Integrationsfond):** <https://www.integrationsfonds.at/en/home>

NGO's dealing with social integration of migrants

- **KAMA – courses and workshops for asylum seekers and refugees made by asylum seekers and refugees:** <http://www.kama.or.at/>

<https://www.obdach.wien/n/bike-kitchen-favorita>

- **Big organisations dealing with social integration:**
- **Diakonie** <http://diakonie.at/>
- **Caritas:** <https://www.caritas.at/>
- **Volkshilfe:** <https://www.volkshilfe.at/>
- **Red Cross:** <https://roteskreuz.at/home/>

Specific programs/projects for social integration of migrants

- **Mentoring for people who have migrated to Austria by Verein Grenzenlos:** <https://www.mentoring.or.at/>



APPENDIX FOR THE GARDEN MANAGER

Community gardens organisations

- **Gartenpolylog- Austrian network of community gardens:** www.gartenpolylog.org
- **Links to regional organisations:** <https://gartenpolylog.org/links-0>

Possible financing sources

- **List of possible funding organisations in different Austrian regions by Gartenpolylog:** <https://gartenpolylog.org/links-0>

Partners

Technical
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of Munich



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www.tum.de



anstiftung
(Germany)
www.anstiftung.de



On Projects Advising SL
(Spain)
www.onprojects.es



Asociación Cantabria Acoge
(Spain)
www.cantabriaacoge.com



Folkuniversitetet
(Sweden)
www.folkuniversitetet.se



Social Farms & Gardens
(UK)
www.farmgarden.org.uk



GärtnerInnen der Welt kooperieren

Gartenpolylog
(Austria)
www.gartenpolylog.org

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Project Website

www.ugain.online



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