

# Information on Applying for Financial Assistance for Special Circumstances (“Förderung als Hilfe in besonderen Lebenslagen”)



City of Vienna  
Department for Social Welfare,  
Social and Public Health Law  
Phone: +43 1 4000 8040  
[www.soziales.wien.at](http://www.soziales.wien.at)

Financial assistance for special circumstances will be provided to people who are eligible and comply with the requirements under Sections 39 and 40 of the Vienna Basic Benefit Act.

As the Province of Vienna, which is responsible for the provision of basic benefit (“Mindestsicherung”), offers financial assistance payments as part of its private-law activities, financial assistance is decided by approval or rejection and not by administrative decision. For this reason, applicants are not entitled to be issued with an administrative decision.

## Who is eligible to apply for assistance?

- › **Austrian citizens** or persons who have been living **legally in Austria for more than 3 months, provided that,**
- › their **centre of vital interest** and their **primary residence** is in Vienna and that they **actually live in Vienna and**
- › find themselves **in an emergency situation** due to special **personal, family-related or economic circumstances or as a result of extraordinary events**, which they are unable to overcome **by using their own resources and powers.**

## How do you apply for assistance?

If you need advice and support in crisis and difficult circumstances, you can arrange a **personal or telephone appointment** with one of our social workers. During this session, we will discuss the emergency situation you are in (or are about to face) and talk about what you have already done to deal with it yourself and what might help to solve your problem. If you decide to file an application after the consulting session, you will receive the necessary documents and information during the session.

### You can make an appointment

- › at the front desk of the appropriate social welfare centre during opening hours or
- › by calling our call centre (+43 1 4000 8040).

If you are already supported by a social worker in another facility, you can also get advice and information on financial assistance options there.

## The completed and signed application and copies of the required documents can be

- › sent by post to the appropriate social welfare centre (“Sozialzentrum”) **or**
- › emailed to the appropriate social welfare centre **or**
- › put into the letter box of the social welfare centre **or**
- › handed in personally at the appropriate office of the City of Vienna’s Department for Social Welfare, Social and Public Health Law (see contacts).

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## Which documents do you need?

You need to provide copies of the following documents for all members of your household:

› **Official photo identification** (e.g. passport)

› **Personal documents**

Asylum approval letter („Zuerkennungsbescheid“) from the Federal Office for Immigration and Asylum, current residence permit, marriage certificate, valid divorce decree/decision on divorce, divorce settlement, etc.

› **Current income statements**

Pay statement (net income), proof of health insurance benefits (e.g. sickness benefit, childcare allowance), information on benefits from the Public Employment Service Austria, proof of basic income benefits, maintenance payments, pension approval certificate, benefits decision letters, proof of type and amount of other income

› **Housing documents**

Tenancy agreement, proof of the amount of current rent payable (breakdown of your rent), housing benefit approval letter (if applicable)

› **Proof of benefits you have applied for**

Applications for benefits from the Public Employment Service Austria, health insurance benefits, maintenance payments, pension, housing benefit, etc.

› **Proof of your assets**

Bank statements, savings accounts, shareholdings, building savings contracts, life/pension insurance redemption value, assets received by inheritance or gift, cars, and property

› **Your reasons for the application**

What specific benefit would you like to apply for?

Please indicate what has caused your emergency situation: What are possible explanations for it?

What have you done to deal with it yourself? What kind of assistance do you need to overcome the situation?

› **Bank card of the person** you would like the money transferred to

› **If you apply for financial assistance to pay rent or energy arrears:**

Proof of arrears in rent and/or energy bills

› **Estimates of costs for benefits** you want to apply for

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 **Incomplete applications will not be processed.**

Please **submit all required documents**, provide **complete and truthful information** and only apply for benefits you are entitled to (**e.g. child maintenance, housing benefit**), as otherwise your application cannot be further processed or has to be rejected.

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## What are your duties?

### Duty to co-operate

You have the duty to co-operate in the procedure, especially to

- › keep to **appointments and agreements**,
- › submit all **required documents and**
- › answer all **questions completely and truthfully**.

Otherwise, the benefit may be refused or stopped. You will receive no back pay for the time period the benefit was refused or stopped.

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## When do you have to repay the assistance you have been granted?

You have to repay the assistance when

- › the assistance has been granted **on the condition that it must be paid back** or
- › you have **not used** the assistance **for the intended purpose** or
- › you have obtained the assistance by deliberately providing false information or **by deliberately concealing material facts**.

**If you deliberately provide false or incomplete information in order to receive the assistance, you will be subject to criminal penalties.**

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## What do you have to notify immediately to the City of Vienna's Department for Social Welfare, Social and Public Health Law?

- › All changes to your income, assets, family or housing situation
- › Any changes to your rent
- › Stays outside of Vienna, stays abroad, hospital stays, stays at health resorts or other health facilities, prison stays, etc.

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## How do we decide on your application?

Complete applications will be evaluated on the basis of the submitted information and documents as well on the basis of the results of our examination of the application. A written approval or rejection will be sent to the address of the applicant or the authorised recipient (named in the application). Financial assistance will be granted on the basis of your special personal, family-related or economic circumstances. The approval notice sets out the type and amount of assistance you will receive. If you do not object to the approval within three days after you have received the approval notice, the assistance will be considered as accepted.

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## Can I get personal advice?

During our opening hours, our social workers are happy to meet you and provide you with information and support in crisis and precarious living and housing situations.

You can make an appointment

- › at the front desk of the appropriate social welfare centre during opening hours or
- › by calling our call centre (+43 1 4000 8040).

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## Data protection information?

Data protection information according to Art. 13 and 14 GDPR

Financial assistance for special circumstances: <https://www.wien.gv.at/kontakte/ma40/ds-info/lebenslagen-ds.html>

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The information leaflet is available in different languages at [www.wien.gv.at/amtshelfer](http://www.wien.gv.at/amtshelfer).

## Contacts

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### **Region 1 – Social Welfare Centre Linke Wienzeile**

Vienna Basic Benefit for Districts 13, 14, 15, 16, 17, 18 and 19  
1150 Vienna, Linke Wienzeile 278  
Email: post-rg1@ma40.wien.gv.at, Fax: 4000-99-15400

### **Region 2 – Social Welfare Centre Walcherstrasse**

Vienna Basic Benefit for Districts 1, 2, 3, 4, 5, 6, 7, 8, 9 and 20  
1020 Vienna, Walcherstrasse 11  
Email: post-rg2@ma40.wien.gv.at, Fax: 4000-99-02400

### **Region 3 – Social Welfare Centre Lemböckgasse**

Vienna Basic Benefit for Districts 10, 12 und 23  
1230 Vienna, Lemböckgasse 61  
Email: post-rg3@ma40.wien.gv.at, Fax: 4000-99-23400

### **Region 4 – Specialist Centre Erdbergstrasse**

Vienna Basic Benefit for Homeless Persons,  
Housing Security, Energy Support and Permanent Benefits  
1110 Vienna, Erdbergstrasse 228  
Email: post-rg4@ma40.wien.gv.at, Fax: 4000-99-11400

### **Region 5 – Social Welfare Centre Beatrix-Kempf-Gasse**

Vienna Basic Benefit for Districts 11, 21 and 22  
1220 Vienna, Beatrix-Kempf-Gasse 2  
Email: post-rg5@ma40.wien.gv.at, Fax: 4000-99-22400

### **Region 6 – U25 Vienna Support Services for Young People Lehrbachgasse**

Vienna Basic Benefit for Young People 18–24 Years Old (up until their 25th birthday)  
1120 Vienna, Lehrbachgasse 18  
Email: post-rg6@ma40.wien.gv.at, Fax: 4000-99-12400



**For information on the Vienna Basic Benefit and available social work services,  
and for scheduling a personal or telephone consultation  
please call our service hotline at 01 4000-8040 (Monday to Friday from 8 a.m. to 6 p.m.)**

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