

# WELCOME TO LINZ

Offers, information and tips for new inhabitants of Linz

**ENGLISH**



We thank all of our sponsoring partners for their support and co-operation in the production of this “Welcome to linz” brochure!





Dear people of Linz!

Integration begins with information. For that reason the Integration Office of Linz published the brochure “Welcome to Linz” in a number of languages in 2011 and 2013. It contains all of the information that you need to successfully begin life in your new home town and is in great demand. In order to update the information about the various themes, we have decided to publish a third edition of this info-guide.

We used the occasion to expand and further diversify the information that is included, as well as to give more precise answers to the questions newcomers ask. That is why there is now an edition in Arabic, as well as a map with all of the offices that are important for new inhabitants of our city. Everybody who has recently come to Linz now has all of the relevant information in a compact and comprehensible form.

Informational work is, however, only one facet of the comprehensive activities that are necessary to achieve a harmonious coexistence of the different cultures in Linz. The package of integration measures that was passed in 2010 and the Social Program of Linz that was passed in 2011 are foundations which support the three pillars of the city’s integration policies: the Integration Department, the Integration Office and the Advisory Committee for Immigration and Integration.

As was the case with the first edition of “Welcome to Linz”, this revised version is intended to signalize that Linz is an open city that regards immigration as a challenge, but most of all as an opportunity.

We wish you a successful beginning in Linz, the living city!

**Karin Hörzing**  
City Councilor for Social Matters.  
Sport and Integration

**Klaus Luger**  
Mayor



The diversity of the citizens of Linz poses challenges for the municipal government, which is at the same time a service provider and a municipal authority. With the help of our professional, integration-oriented diversity management we do everything possible to make more rapid, people-oriented service available to the new inhabitants of Linz.

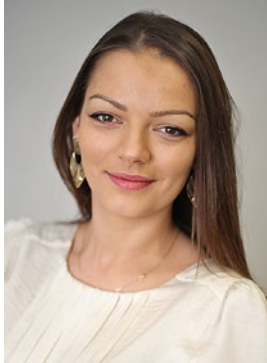
The municipal government adapts itself to the changing needs of the immigrants with an entire palette of measures. They begin with the employment of personnel that has a knowledge of foreign languages and extends to the publication of special informational material such as this brochure "Welcome to Linz".

In the four years since the first edition was published the guide has become an indispensable aid that makes the administration more accessible and keeps it in touch with the new Linzers. The capitals of many other provinces have adopted our idea of making comprehensive welcoming information available in many languages and thereby confirmed that our approach has indeed proved to be successful.

The good integration of the immigrants into the social, cultural and societal life of Linz will continue to be a central communal responsibility of the city administration and the Integration Office.

A handwritten signature in blue ink, appearing to read 'Schmitsberger', written in a cursive style.

**Magistra Brigitta Schmitsberger**  
Personnel Director



The Brochure “Welcome in Linz“ is a success story. The info-guide was conceived as a kind of manual of operating instructions for the provincial capital, and is especially intended for people with immigrant backgrounds. Its popularity has steadily increased since it first appeared in 2011. The great demand for the German version has shown that new inhabitants of Linz who come from other places in Austria also make use of the compact and comprehensive brochure.

Because of the tendency toward online media, the Integration Office publishes the brochure in a downloadable version, in addition to the printed one; it has been doing so ever since the first edition appeared. The frequency with which it is accessed has continually increased in the last few years and has now attained an average of 2,600 times a month.

The info-guide consists of twelve chapters which provide a clear, readily comprehensible overview of the following thematic areas: general information about Linz, work and profession, residing in Linz, education, social matters, health, women, culture, sports and free time, mobility, integration and laws for foreigners. For further information on these topics we have included the most important advisory and counseling offices as well as Internet addresses.

We hope that this brochure will serve you as a compact reference work that will answer all of your relevant questions and facilitate your start in Linz – the living city.

Welcome to Linz!

**Magistra Ena Rogalo**  
Official representative  
in charge of integration

**Krisztina Balint**  
Chairman of the Advisory Committee  
for Immigration and Integration

The informational brochure "Welcome to Linz" summarizes all of the information that is relevant for persons who have recently moved to Linz. It is especially intended for persons with immigrant backgrounds. It aims to facilitate their new beginning in Linz and promote their integration here.

It consists of 12 chapters and will be available in the Albanian, Arabic, Bosnian-Croatian-Serbian (BCS), German, English, French, Romanian, Russian and Turkish languages.

If you have any questions please feel free to turn to the:

Integration Office of the City of Linz  
Hauptplatz 1, 4041 Linz  
Tel.: 0732 / 7070-1150  
integration@linz.at <http://integration.linz.at>

We make a great effort to continually update this brochure and will be glad to hear your opinion and your suggestions for improvement!

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# LINZ INTRODUCES ITSELF



# 1 LINZ INTRODUCES ITSELF

Linz is the capital of the province of Upper Austria. Linz is open, modern, dynamic and therefore an attractive place to live in. The most significant factors are the following: Linz is one of the most successful economic areas in Austria. There are more than 210.000 jobs here, which means that more people work here than live here. Currently Linz has a population of about 200,000.

As far as free time is concerned, the city also has a great deal to offer. In addition to the extensive possibilities to do sports, culture also plays an important role in this city. Linz has often offered impressive proof of this, and did so once again in 2009, when it was the cultural capital of Europe. Its strength in the area of social matters (which is equal to that in the realm of economics) deserves to be mentioned. It has earned the reputation of a model social city because of its unique offerings of counseling and services for all age groups and social classes. Another of its strengths is that its inhabitants are open to people from other countries and respectful towards them.

## Citizen's Service and Administration

### Citizens' Service – Place to turn to for all kinds of matters

The first and most important place to turn to for all kinds of matters is the Citizens' Service of the Municipal Authorities in the New City Hall. Here you can take care of various official procedures in one single office and you can also take advantage of the many services that are offered. Matters that cannot be dealt with here will be transferred to the specialist departments that are responsible for them.

#### ➔ **BürgerInnen-Service (Citizens' Service) 1**

Monday – Friday: 7 a.m. – 6 p.m.

Neues Rathaus (New City Hall), Hauptstraße 1-5, 4041 Linz/Urfahr

Tel.: 0732-7070, Fax.: 0732-7070-54 2110

info@mag.linz.at, www.linz.at/service

This multifunctional office for service, counseling and information is open 55 hours a week. About 15 different services are offered. Here are the most important ones:

- ➔ **active passes**
- ➔ **Registration of places of residence, notice of departure from residences and changes in residences**
- ➔ **Confirmation of registration of place of residence**
- ➔ **information about registration of place of residence**
- ➔ **Parking cards for area residents**

All of the offers can be downloaded from the Internet at [www.linz.at/service](http://www.linz.at/service). In the Citizens' Service you can personally communicate your ideas, wishes and complaints.

#### ➔ **Applications for passports and personal identification 1**

Passport center

Hauptstraße 1-5, New City Hall, 1.floor (above the Citizen's Service ), 4041 Linz

Tel.: 0732-7070

info@mag.linz.at

Opening hours: Monday and Thursday 7 a.m. - 12:30 p.m. and 1:30 - 6 p.m.,  
Tuesday and Wednesday 7 a.m. - 1:30 p.m.,  
Friday 7 a.m. – 2 p.m.

If you do not have an appointment we request that you come at one of the following times:  
Monday and Thursday 7 a.m. - 11 p.m. and 1.30 - 4 p.m  
Tuesday, Wednesday and Friday 7 a.m. - 12 noon

## Citizens' Services in various districts of the city

Various citizens' services are available in the district of the city where you live, which saves you the effort of travelling downtown. They are to be found in the following **city libraries** that act as branches of the Citizens' Service.

### **Service Center Wissensturm (Tower of Knowledge) 2**

Kärntnerstraße 26, Tel.: 0732-7070

### **City Library KUK Kepler Universitätsklinikum, Med Campus III. (General Hospital)**

Krankenhausstraße 9, Tel.: 0732-7806-1226

### **City Library Auwiesen**

Wüstenrotplatz 3, Tel.: 0732-30 24 08

### **City Library Dornach/Auhof**

Sombartstraße 1-5, Tel.: 0732-2560-661

### **City Library Ebelsberg**

Kremsmünsterer Straße 1-3, Tel.: 0732-30 89 92

### **City Library Einsteinstraße**

Einsteinstraße 5 (Einkaufszentrum Muldenstraße), Tel.. 0732-33 02 15

### **City Library Keferfeld/Oed**

Landwiedstraße 65, Tel.: 0732-67 69 34

### **City Library Neue Heimat**

Lilienthalstraße 5, Tel.: 0732-38 28 44

### **City Library Pichling**

Lunaplatz 4, Tel.: 0732-32 11 73

(Opening hours can be found on the Internet at [www.linz.at/bildung/stadtbibliothek\\_oeffnungszeiten.asp](http://www.linz.at/bildung/stadtbibliothek_oeffnungszeiten.asp) or you can inquire about them at the offices of the Municipal Authorities under the telephone number 0732-7070 followed by the number of the particular library.)

The main services offered by the branches of the Citizens' Service in the districts of the city:

- **Active Passes**
- **Registration of places of residence, notice of departure from residences and changes in residences**
- **Confirmation of registration**
- **Information about registration**
- **Parking cards for area residents**

## Service over the telephone

**Monday – Friday: 7 a.m. – 6 p.m.**

You can also get comprehensive service by dialing the **telephone number of the Municipal Authorities: 0732-7070**. Here you immediately receive competent information about many matters – for example about the active passes. When that is not possible, you will be called back. Many things can be taken care of at once: registration for courses at the Adult Education Center, ordering documents, copies and parking cards for area residents as well as fixing dates for weddings.

## 24-hour service at [www.linz.at](http://www.linz.at)

Round the clock you have access to the Municipal Authorities at the website of the city.

At [www.linz.at/service](http://www.linz.at/service) information about all the services can be downloaded. It is subdivided according to the area of life that is involved, which facilitates the search. A large number of online forms are also available, so you can take care of many official matters without having to go to the respective offices. The data for the online services is transferred via a safe pathway (SSL-coding), so your personal data are protected.

## The Municipal authorities of Linz

The administration of the city guarantees you high quality of life in various areas with the comprehensive services it offers. The 12 divisions and two enterprises of the city aim to solve problems quickly and competently. Our main concern is always to take care of the needs and wishes of the citizens.

Opening hours of the Municipal Authorities:

Monday, Thursday: 7 a.m. – 12.30 p.m. and 1.30 – 6 p.m.

Tuesday, Wednesday: 7 a.m. – 1.30 p.m.

Friday: 7 a.m. – 2 p.m.

## Politics

### The mayor of linz

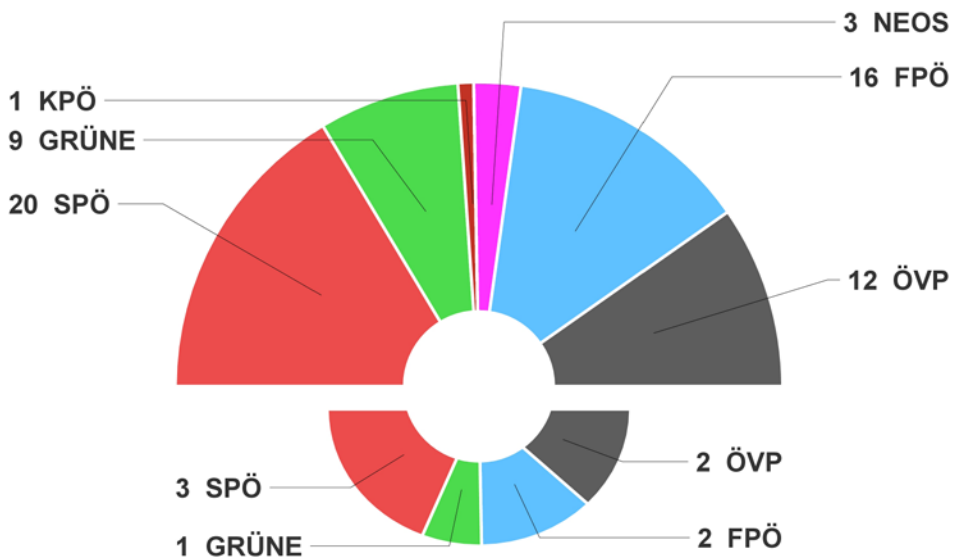
The mayor of the provincial capital Linz is Klaus Luger (SPÖ). The mayor is the chairman of both the Municipal Council and the Senate of the City. It is his responsibility to realize the decisions in collaboration with the other members of the Senate. Like the other members of the City Senate, he has a particular area of responsibility. He also plays a central part in conjunction with the administration of the city. He represents the city externally, is the director of the municipality and is responsible for its management.

## The Municipal council of Linz

The Municipal Council of Linz is elected for a period of six years by citizens of Austria and of other EU nations who are at least 16 years old and whose main place of residence is Linz. It consists of 61 members – the Municipal Councilors – and is the highest political body of the city. All of the other organs of the municipal government are responsible to it. Its meetings, which generally take place every month in the hall of the Municipal Council in the Old City Hall, are open to the public.

The current composition of the Municipal Council of Linz was determined in the election of 27. September 2015. The seats are divided as follows:

### 61 in the Municipal Council



### 8 in the City Senate

Detailed information about the politics of the city can be found on the Internet at [www.linz.at/politik\\_verwaltung](http://www.linz.at/politik_verwaltung).

## The political parties in the Municipal council of linz:

- ➔ **SPÖ – Sozialdemokratische Partei Österreichs (Social Democratic Party of Austria)**  
District organization Linz-Stadt, Landstraße 36, 4020 Linz  
Tel.: 0732-7726-2000  
office@linzpartei.at, www.linzpartei.at

- ➔ **FPÖ – Freiheitliche Partei Österreichs (Freedom Party of Austria [right wing])**  
District Linz Group, Franckstraße 68, 4020 Linz  
Tel.: 0732-73 64 26-26  
bezirk-linz@fpoe.at, www.fpoe-linz.at
  
- ➔ **ÖVP – Österreichische Volkspartei (Austrian People's Party [conservatives])**  
ÖVP Linz Stadt, Obere Donaulände 7, 4010 Linz  
Tel.: 0732-76 20 500, office@oevp-linz.at, www.oevp-linz.at
  
- ➔ **Die Grünen Linz (The Greens of Linz)**  
Altstadt 22a, 4020 Linz  
Tel.: 0732-73 94 44-0, linz@gruene.at, www.linz.gruene.at
  
- ➔ **NEOS**  
Tel.: 0677-61 23 60 89  
oberoesterreich@neos.eu, <http://oberoesterreich.neos.eu/gemeinde/linz>
  
- ➔ **KPÖ – Kommunistische Partei (Communist Party of Austria)**  
Provincial organization for Upper Austria, Melicharstraße 8, 4020 Linz  
Tel.: 0732-65 21 56, ooe@kpoe.at, <http://ooe.kpoe.at/>

## The city senate of Linz

With the exception of the mayor, who is the chairman of the senate, the members – the vice mayors and the city councilors – are elected by the parties in the Municipal Council. The strength of the political parties in the City Senate (current numbers of seats: SPÖ 3, FPÖ 2, ÖVP 2, GRÜNE 1) depends upon the number of seats they have in the Municipal Council. The City Senate generally meets every two weeks, whereby the public is excluded. Decisions are made by majority vote. Its major responsibilities are the preliminary discussion of all matters that must be decided by the Municipal Council and the presentation of the budget of the city to the Municipal Council.

As of February 2017 the composition of the city senate is as follows:

- **Mayor Klaus Luger (SPÖ)**
- **Vice Mayor Christian Forsterleitner (SPÖ)**
- **Vice Mayor Detlef Wimmer (FPÖ)**
- **Vice Mayor Mag. Bernhard Baier (ÖVP)**
- **City Councilor Karin Hörzing (SPÖ)**
- **City Councilor Markus Hein (FPÖ)**
- **City Councilor Doris Lang-Mayerhofer (ÖVP)**
- **City Councilor Mag.<sup>a</sup> Eva Schobesberger (Die Grünen)**

The members of the City Senate have individual areas of responsibility. In these they are authorized to make certain decisions, which are precisely defined in the procedural rules, alone and independently.

## The history of the city of Linz

The name "Linz" was derived from the Roman "Lentia", which in turn comes from the Celtic "Lentos = bent or flexible". Linz got its name from the fact that it started off as a settlement on the bend of the Danube River.

- 20** In the first half of the 1st century the first Roman settlement is founded here, namely on the "Römerberg". Later the Roman Castellum Lentia is established in the area of the current "Spittelwiese".
- 799** For the first time Linz is mentioned in a document, together with St. Martin's Church.
- 1490** Linz is designated as the capital of Upper Austria for the first time. Since that year it has had a mayor.
- 1520** Protestantism wins a growing number of adherents in Linz.
- 1612** The astronomer and mathematician Johannes Kepler begins to work in Linz. For some years he is a teacher in the Landschaftsschule (a higher Latin school, mainly for aristocratic adolescents). Some of his most important works are written here.
- 1645** Completion of the reconversion of the population of Linz to Catholicism. People are put under great pressure to accept this religion. A number of religious orders are established in the city.
- 1873** Beginning of the incorporation of the surrounding towns into Linz. By 1940 Linz attains its current size.
- 1919** Victory of the Social Democrats in the first direct Municipal Council election in which all adult male and female citizens can vote. Every vote has the same value, voting is done by secret ballot and councilors are elected according to the proportion of the votes they receive. Josef Damez becomes the first social-democratic mayor.
- 1929** The municipal Park Swimming Pool is built. It is the first indoor swimming pool in Austria.
- 1934** In Linz civil war breaks out between the social democratic republican "Schutzbund" on the one side and the forces of the executive, the federal army and the conservative "Heimwehren" on the other.
- 1938** The annexation of Austria by the National Socialistic German „Third Reich“ is formalized in Linz. Thousands of concentration camp prisoners and forced laborers from 16 countries are compelled to work in the industrial plants and other places in the following years.
- 1944** Beginning of the Allied air raids on Linz. By the end of the war they claim 1679 victims.
- 1945** Freeing of the city of Linz from National Socialist rule by American troops. More than 100.000 people have been murdered in the places of mass extermination operated by the National Socialists in the proximity of Linz, Mauthausen and Hartheim. For the next ten years Linz is a divided city. The Danube River is the border between Urfahr, which is occupied by the Russians, and Linz, which is occupied by the Americans. The social democrat Ernst Koref is the first post-war mayor; he leads the administration of the city.
- 1947** Beginning of the investments of the city of Linz in culture with the founding of the adult education center and the art school (which is now the University of Art).
- 1953** Launching of the first LD steel plant of the VOEST firm. "voestalpine" has remained the most important industrial company in Linz up to the present.
- 1955** Reunion of both areas of the city, Linz and Urfahr, after the occupying troops leave.
- 1962** With the foundation of the Johannes Kepler University Linz becomes a university city.
- 1974** Opening of the "Brucknerhaus", an international concert building.
- 1984** Opening of the "Posthof" in the proximity of the city harbor as a center of alternative culture. In 1990 it is considerably enlarged by the extension "Posthof II".
- 1990** The Municipal Council of Linz votes in favor of a social program. It forms the basis for a considerable expansion of the facilities for childcare and for the care and counseling of seniors.



- 1991** Upon the initiative of the City of Linz the municipality and the Province of Upper Austria agree to a special program for the building of new apartments. Within the framework of this program 21 building projects are realized, such as the Auwiesen and Ennsfeld apartment building complexes.
- 1994** The Design Center on Europaplatz is opened as a multifunctional exhibition and congress center.
- 1997** Franz Dobusch is the first mayor of Linz to be directly elected.
- 2003** The “Neue Galerie of the city of Linz“ moves to the Lentos Art Museum, a representative and functional building on the Danube River. This and other large investments in the cultural infrastructure help to create a new image of Linz as a city of culture.
- 2009** Together with Vilnius, the capital of Lithuania, Linz is the “Cultural Capital of Europe“. 220 projects comprising 7700 events and involving 5000 creators of culture from 66 countries thrill the populace of the city throughout the entire year. During this year the new Ars Electronica Center, the southern tract of the Castle Museum (“Schlossmuseum”) and the art studio building Salzamt are opened.
- 2010** In the Pichling district the ninth senior center is opened. It provides living quarters for 64 persons who need nursing care. On the same site 25 assisted living apartments have been built.
- 2011** The Municipal Council passes the new social program of Linz, “Social Security and Justice“. In doing so it continues the development of Linz as a model social city in the 21st century.
- 2012** In April the new biomass thermal heating plant is officially opened. It supplies 30,000 households with electricity and 20,000 households with heating.
- 2013** The new music theater of Linz opens. The new cultural development plan (KEP) is a cultural political strategy program for the next 10 to 15 years.
- 2015** Austria’s second largest hospital is formed by the merger of the General Hospital (AKh), the Provincial Neurological Clinic “Wagner-Jauregg” and the Provincial Clinic for Women and Children to form the Kepler University Clinical Center with a total of 1,825 beds.

## Sights

At [www.linz.at/tourist/stadtrundgang.asp](http://www.linz.at/tourist/stadtrundgang.asp) you can find online information about the following sights of the old town of Linz: Old City Hall, Trinity Column, Church of the Minor Friars (Minoriten), Provincial Government Building (Landhaus), Mozart House, Kremsmünster House, Castle of Linz, St. Martin’s Church, Provincial Theater, Bishop’s Courtyard (Bischofshof), New Cathedral, Carmelite Church, Ursuline Church, Seminary Church, Nordico Museum, Old Cathedral, Parochial Church of Linz, Stifter House, Kepler House. Further sights and facilities of Linz can also be found at this Internet address.

## Linz – city of Peace

It began with a unanimous resolution of the Municipal Council: in 1986 the capital of Upper Austria proclaimed itself a “city of peace“. The goal was to make a formal statement that it was the aim of the community to assume responsibility for and to support peace promoting measures. By declaring itself a “city of peace“ in 1986, the city of Linz assumed the obligation to “make the yearning and the active engagement of the people in the city for peace a foundational principle upon which future communal political activities are to be based “. Further information about Linz the city of peace can be found online at: [www.linz.at/kultur/friedensstadtlinz.asp](http://www.linz.at/kultur/friedensstadtlinz.asp)

# WORK AND PROFESSION IN LINZ



## 2 WORK AND PROFESSION IN LINZ

Before foreigners are allowed to work in Austria they have to fulfill various legal requirements. These must be precisely defined so that people will know what they have to do to attain a legal employment status.

### Access to the job market

Before they can take on a job, foreigners need a work permit according to the Law for the Employment of Foreigners (AuslBG).

#### exceptions are:

- Citizens of countries which joined the European Economic Area prior to May 1st 2004 and members of their families
- Citizens of Switzerland, Norway, Lichtenstein, Iceland, Cyprus (Greek part) and Malta and members of their families
- Family members of Austrian citizens  
The following are regarded as family members: marital partners and children (including stepchildren and adopted children) up to the age of 18 who have legal resident status. Under certain conditions older children, grandchildren, parents, in-law parents and grandparents of the aforementioned persons also do not need a permit.
- Persons entitled to asylum and ones with subsidiary protection status.
- Foreigners in the diplomatic or professional consular service as well as foreign employees of embassies and consulates
- Teachers and researchers and their marital partners and children

The Job Market Service (Arbeitsmarktservice) will confirm that you are entitled to work in Austria without a permit. For the confirmation you must pay a fee.

#### The decisive factor is the country you come from, that is your citizenship:

Country	Entitlement to work in Austria
You are: Austrian or a citizen of another EU/EEA country ("old EU/EEA country") or of Switzerland	You are free to reside in Austria and have free access to the job market. You can work anywhere in Austria without a residence or job permit.
You are citizen of a EU country	You need a work permit
You are a citizen of a third country (that is of any other country)	You need a residence permit and a work permit
You are a Turkish citizen	Because of an agreement between the EU and Turkey special conditions apply to you

## What do you need to work in Austria?

There are some residence permits which on the basis of the Law for the Employment of Foreigners, entitle you to work in Austria: e.g.: „**Daueraufenthalt – EG (permanent leave to remain)**“, „**Niederlassungsbewilligung – unbeschränkt**“ (indefinite leave to remain) or „**Niederlassungsnachweis**“, **Rot-Weiß-Rot + ...)**“. With these documents dependent employment is possible; there are no restrictions and no additional permissions are required. Further exceptions from the Law for the Employment of Foreigners can be found under **www.linz.at** » Bürgerservice » Service A – Z » Zuwanderung » Arbeitsberechtigung.

Persons who have none of the aforementioned residence titles need one of the following documents, all of which can be **obtained from the “Arbeitsmarktservice”**:

- **Beschäftigungsbewilligung (Employment license)**
- **Arbeitserlaubnis (Restricted work permit)**
- **Befreiungsschein (Exemption certificate)**
- **Entsendebewilligung (Secondment approval certificate)**

There are frequent alterations both in the laws for residence and in the employment laws for foreigners. Therefore we recommend that you inquire at the public employment office AMS whether approval is required and if so, what kind.

- ➔ **Arbeitsmarktservice Linz (AMS) 3**  
 Bulgariplatz 17-19, 4021 Linz  
 Tel.: 0732-6903  
 ams.linz@ams.at  
 www.ams.at/ooe

## Concerning Jobs

### Finding a job

It is important to have completed training for the profession that you would like to pursue in Austria. Only with comprehensive training (apprenticeship, school or study at a university / higher school) is it possible to find a good job here. If you have learned a profession in the country you come from or have begun or completed training there, you should inform yourself as to whether and under what conditions your experience and/or qualifications will be recognized in Austria.

### What should you consider before making a decision concerning your future profession?

- Interests (what are my interests, aptitudes, wishes, etc.) – Job expectations (what motivates me, what kinds of activities and what places of work do I find interesting, etc.)
- What are my strengths?

- Make inquiries about jobs (I get to know various professions – I find out which ones there are, etc.).
- Define a goal.
- Find alternatives (consider additional job wishes).
- Think about the consequences (become aware of advantages and disadvantages).
- Decision (decide upon a profession or a kind of training/school).
- Implementation (I look for an apprenticeship or register in a school that offers continuing education). It is also possible to participate in practical job days.

### Job exploration (practical job days)

The practical job days give you insight into everyday work in your profession and enable you to examine your professional wishes. They are an important component of your professional orientation in school. By observing, asking questions and trying out simple activities that are safe, school students have an opportunity to get to know the profession and everyday life in the firm. They can gain an impression of the professional reality directly at the workplace and thereby compare personal ideas of what a particular job is like with the real situation. Addresses of firms (including companies that train apprentices) where you can take a short placement course can be found at the office for apprentices or in the career counseling of the Upper Austrian Chamber of Labor (Wirtschaftskammer OÖ).

The most important sources to use when you are looking for a job are the job offers in the daily newspapers, information from friends and acquaintances and the information of the Public Employment Service (AMS).

- ➔ **Berufsinformationszentrum des Arbeitsmarktservice Linz (AMS) 3**  
**Professional Information Center of the Public Employment Service Linz (AMS)**  
 Bulgariplatz 17-19, 4021 Linz  
 Tel.: 0732-6903  
 ams.linz@ams.at, www.ams.at/oe

In addition to job placement, AMS offers comprehensive services for everybody who is looking for work: It offers **orientation help for the choice of a profession**, informs about **job tendencies, prospects for employment** and the requirements that applicants have to fulfill. **Tips about making successful applications are also provided – from formulating written applications to job interviews.** It also helps people **returning to work** and offers **possibilities for further education.**

Details: [www.ams.at/sfa](http://www.ams.at/sfa)

For people who want to be self-employed, the Chamber of Labor (Wirtschaftskammer) is the first place to turn to. It offers **support in founding firms** and **counseling for entrepreneurs:**

- ➔ **Wirtschaftskammer Oberösterreich 4**  
 Hessenplatz 3, 4020 Linz  
 Tel.: 05-90 909  
 service@wkoee.at, www.wko.at » Oberösterreich

## Entering into an employment relationship

If somebody promises to do work for somebody else, that automatically constitutes an **employment contract (Arbeitsvertrag)**. It regulates the rights and obligations of employee and employer to the extent that these are not automatically fixed by laws and collective agreements. The main obligation of the employer is to pay the salary of the employee, whereas that of the employee is to do the work agreed to. The employment contract can be in written or oral form, or it can be established when the parties involved take certain actions; for example, when somebody performs work for somebody else and the other person accepts it. Since the employment law only applies when there is an employment contract, it is of practical importance to differentiate the employment contract from other similar kinds of contracts, especially from:

- **Service contracts (freie Dienstverträge)**
- **Work contracts (Werkverträge)**
- **Authorization contracts (Bevollmächtigungsverträge)**
- **Partnership agreements (Gesellschaftsverträge)**

These various types of contracts are explained in more detail in the following website:  
[www.arbeiterkammer.com](http://www.arbeiterkammer.com) » Arbeit & Recht » Arbeitsverträge

The **collective agreement** regulates benefits employees are entitled to that are not established by laws. Examples are Christmas and vacation bonuses\* as well as the (usually) annual raises in salary. The agreements are annually negotiated by the union for all of the employees in a certain branch. In this way more than 450 collective agreements are concluded annually. The collective agreement creates equal minimal standards in respect to pay and working conditions for all of the employees in a branch. A copy must be made available in every firm. Which collective agreement applies to a given employment relationship is stated in the employment contract.

### Wages and Salaries

In Austria the minimal wages or the minimal salary for employees is regulated in the collective agreement, and often in the minimal wage scales as well. If there is neither a collective agreement nor a minimal wage scale in a given branch, the employee is entitled to receive the wages that are appropriate and customary for that branch. This is however often difficult to determine. That is why it is important to have a written agreement with the employer. The employee will also not receive vacation bonuses or Christmas bonuses unless these have been agreed to – and it is best to have a written agreement. Detailed information about employment contracts and wages:

[www.arbeiterkammer.at/arbeitsrecht/arbeitsvertraege.htm](http://www.arbeiterkammer.at/arbeitsrecht/arbeitsvertraege.htm).

### Social insurance

Persons who are employed by others or self-employed automatically have a social insurance (compulsory insurance). They are insured for illness, accidents and retirement. If a person is employed by others, his/her social insurance fee is deducted from the salary or wages each month (The amount depends upon the earnings).

\* Vacation bonuses (Urlaubsgeld), also known as the 14th salary, and Christmas bonuses (Weihnachtsgeld) are extra salary payments.

## Terminating an employment relationship

There are various ways to terminate work relationships. Usually an employment contract is ended when an employer dismisses (fires) the employee or the employee gives notice of quitting.

### A work relation can be terminated by:

- Termination during the probationary period;
- Ending of the term of the contract (in case of a temporary work relationship);
- Termination by mutual agreement (termination agreement);
- Dismissal or resignation
- Dismissal of the employee by the employer (Termination by one party before contract ends)
- Resignation of the employee (Termination by one party before contract ends)
- Death of the employee

Further reasons and details can be downloaded from:

[www.arbeiterkammer.at/beratung/arbeitundrecht/beendigung](http://www.arbeiterkammer.at/beratung/arbeitundrecht/beendigung)

## Working papers

When a working relation is terminated employees have a claim to working papers.

### These are:

- Final invoice
- Certificate of employment
- Confirmation of notification of the health insurance
- Confirmation of work and of remuneration
- Pay slip
- Job references

More precise information can be found at:

[www.help.gv.at](http://www.help.gv.at) » Arbeit » Beendigung Arbeitsverhältnis » Arbeitspapiere

## Severance pay provision

Under certain conditions the employee has a claim to **severance pay** upon termination of the work relationship. A distinction must thereby be made between the old and the new regulations. **The old severance pay law** is valid for employees whose employment relationship **began before January 1st 2003**. They receive a payment from the employer when their employment terminates. According to the new severance pay law the pay is outsourced to a licensed severance and retirement fund.

This **new law** is valid for all employees who entered into new employment relationships on or **after January 1st 2003**. From the second month of the employment relationship on the employer must pay the health insurer 1.53% of the gross salary along with the social insurance fee each month, whereby Christmas and vacation bonuses are included. The public health insurance then checks this sum and pays it into the severance and retirement fund.

The amount of the severance pay depends upon the interest that the investment of the fee yields. In any case, the sum of the severance fees that have been paid to the fund is guaranteed. If the employee quits the job, his/her dismissal is justified or he/she hands in notification at an early date without justification, he/she has no claim to severance pay unless he/she has been making payments for at least three years. In this case the sum remains in the severance fund.

A claim to severance pay according to the new regulations exists if the employment relationship is terminated after payment has been made for a period of three years, if the employer dismisses the employee, if the dismissal is not justified, if the employer has a justified reason for quitting, if the termination of the employment relationship has been mutually agreed to, if the term of the employment has expired or if the termination is because of maternity.

If you have claim to severance pay you can select one of the following variants:

**Variants that can be selected:**

- Payment of the sum
- Continued investment in the same fund
- Transferral of the sum to the severance fund of the new employer
- Transferral the sum to a supplementary retirement insurance
- Acquisition of shares in the pension investment fund
- Transferral to the preexisting pension fund of the employer

**Remember that you have to make your choice** in writing within six months after the termination of the employment relationship. If you do not do so, the money will continue to be invested in the severance fund. Further information can be obtained from the Chamber of Labor (AK) and the unions.

Details and conditions of the severance regulations can be downloaded from:

**[www.arbeiterkammer.at/beratung/arbeitsrecht/abfertigung](http://www.arbeiterkammer.at/beratung/arbeitsrecht/abfertigung)**

## Unemployment benefits

After the loss of a job the unemployed person should register at the branch of the public employment service that is responsible for his main place of residence as soon as possible – in Linz that is the AMS Linz. In addition to help in finding a new job, information about unemployment benefits, financial assistance and other benefits can be obtained there.

The **unemployment benefits** are intended to secure ones existence during the period of unemployment. Basically, anybody who is jobless but is willing and able to take on a new job from the public employment service has a claim to it. The person must also be available to the employment agency – that is he must be able to accept a job and fulfill its requirements. Besides, the applicant must have worked in a position in which he/she paid unemployment insurance fees for a minimal length of time.

Details of regulations: **[www.ams.at/sfa/14080.html](http://www.ams.at/sfa/14080.html)**



## Advisory and service offices

- ➔ **Arbeitsmarktservice Linz (AMS) 3**  
**Public Employment Service (AMS)**  
Bulgariplatz 17-19, 4021 Linz  
Tel.: 0732-6903  
ams.linz@ams.at  
www.ams.at/ooe
  
- ➔ **AK – Kammer für Arbeiter und Angestellte für Oberösterreich 5**  
**Arbeitsrechtsberatung, Lohnsteuerberatung, Bildungs- und Berufsberatung, Lehrlingsstelle etc.**  
**Counseling about employment law, income tax, education and profession, apprenticeship positions, etc.**  
Volksgartenstraße 40, 4020 Linz  
Tel.: 050-6906-0  
info@ak-ooe.at  
www.ooe.arbeiterkammer.at
  
- ➔ **Wirtschaftskammer Karriereberatung**  
**Bildungs- und Berufsberatung, Lehrlingsstelle etc.**  
**Educational and professional counseling, apprenticeships positions, etc.**  
WIFI-Gebäude, Wiener Straße 150, 4020 Linz  
Tel.: 05-90 909-4051  
www.wko.at/ooe/karriere
  
- ➔ **Bildungs- und Berufsberatungseinrichtungen der Wirtschaftsförderungsinstitute (WIFI) und der Wirtschaftskammern Österreichs**  
**Educational and professional counseling facilities of the Economic Chamber Institute (WIFI) and the Economic Chambers of Austria**  
www.wifi.at/bildungsberatung
  
- ➔ **Österreichischer Gewerkschaftsbund (Austrian Federation of Unions)**  
Weingartshofstraße 2, 4020 Linz  
Tel.: 0732-66 53 91  
www.oegb.at

## Support for persons who are founding firms – Counseling for entrepreneurs:

- ➔ **Wirtschaftskammer Oberösterreich (Economic Chamber of Austria) 4**  
Hessenplatz 3, 4020 Linz  
Tel.: 05-90 909  
service@wkoee.at  
www.wko.at » Oberösterreich

# RESIDING IN LINZ



## 3 RESIDING IN LINZ

Linz, the innovative and pulsating center of Upper Austria, has a great deal to offer. A high quality of life in all areas and a wide range of services make the provincial capital a place people are glad to live in. Currently the number of apartments in Linz exceeds 110.000, and many more are always being built. The construction of social apartments is especially important for Linz. The primary aim of the city is to create optimal places to live in optimal surroundings at socially affordable prices for as many people as possible.

Everything that is worth knowing about the theme "residing in Linz" can be downloaded from the website of the city at [www.Linz.at/wohnen](http://www.Linz.at/wohnen) - for example information about subsidies and financial assistance, about all the housing providers which are active in Linz as well as contact addresses of counseling offices. A list of the current building projects can also be found there.

### Important information for persons seeking an apartment

#### What must I consider before I begin to look for an apartment?

- How much monthly rent can I afford? It is important not to forget the additional fixed costs such as a garage place, heating, electricity and operating costs, telephone, household insurance, etc.!
- Which initial fees must I pay, and how much can I afford (real estate agent's fee, deposit, transfer fees, etc.)?
- How large should the apartment be? Am I financially able to afford an apartment of that size?
- Where should the apartment be located? It is important to consider how easy it is to get to means of public transportation, kindergardens, schools, stores, etc.

#### What one-time costs do I have to reckon with when I rent the apartment?

- **Deposit:** Its purpose is to insure that money is available in case that the renter is not able to pay the rent or claims for compensation. Usually it amounts to at least three gross monthly rents (a maximum of six gross monthly rents is allowed). Only after the rented property has been returned to the landlord in the condition agreed to (see rental contract) will he return the deposit (with interest) to the renter. The description of the condition of the apartment should therefore be written in a protocol that is signed by both renter and landlord either at the time the rental contract is signed or when the apartment is turned over to the renter.
- **Construction cost fee:** The construction cost fee has to be borne by the renter of a subsidized apartment out of his own resources. It decreases by one percent each year and is refunded to the renter when he moves out.

- **Membership fee:** Many cooperative housing societies charge a membership fee (part of the rent that goes to the society).
  - **Real estate agent's fee:** If a real estate agent has been engaged with finding the apartment, he will collect an agent's fee that amounts to about two gross monthly rents.
  - **Fee charging:** The fee charged by the internal revenue service (Finanzamt) for the rental contract also has to be paid by the tenant.
  - **First rent:** Be sure not to forget the first monthly rent.  
Before you move into the apartment you should clarify how you will pay the initial costs, for example by transfer or by giving the landlord a deposit in the form of a savings book. Generally there is no obligation to take over the furniture of the previous renter.
- Tip:** Buying new furnishings is another expense. Reasonably priced second-hand furniture can be found at social facilities!

### How much does the apartment cost each month?

Every month the rent has to be paid to the landlord beforehand, along with the value added tax and the operating expenses (water, sewage, garbage collection, ground tax, cleaning, electricity for public areas of the building, etc.). There might also be a fee for reserves that serve as contingencies to cover the maintenance costs. They have to be paid then, no matter when you receive your monthly salary. Besides, there are **electricity and heating costs** and of course the payments for the household insurance, radio, television, etc.

**Tip:** You can save energy expenses by making a deliberate effort to avoid wasting electricity, light, heat, etc.

### How can you obtain an apartment?

- From a cooperative housing society
- From a private property developer
- From a real estate agent or a real estate office
- In the private market (newspaper advertisements, Internet, online apartment exchange portal)

For a long-term search, it is advisable to register at a (non-profit) cooperative housing society or housing company. Generally you have to wait for a number of years to get an apartment. It is thereby possible to simultaneously register at different housing associations. If there are any registration fees, they will be refunded when you pay your first rent or withdraw from the registration list. You must consider that you generally cannot choose the size of the apartment which is assigned to you; that depends to a large extent on the number of people who are going to live in it. Many housing enterprises have special rules of access for immigrants. Information about them can be obtained from the individual enterprises. A list of the cooperative housing societies can be found in the appendix at the end of this chapter. It can also be downloaded from [www.linz.at/wohnen](http://www.linz.at/wohnen). For persons who urgently need an apartment the private apartment market is the place to turn to. Generally the prices for apartments are higher there and the rental contracts are for a limited period of time only.

### Tips on how to search for an apartment:

- Register so soon as possible at a cooperative housing society.
- Regularly read the advertisements
- Arrange an appointment to see the apartment as quickly as possible, since low-cost apartments are in great demand.
- Think of the fee that real estate agents charge for their service.
- Advertise that you are looking for an apartment in newspapers and online apartment portals or hang advertisements on the billboards in front of supermarkets, municipality offices, universities, etc. (that kind of advertising should be free of charge or at least low-cost).

## Renting and moving in to an apartment

A written contract (for which a fee is charged) is a prerequisite for obtaining housing benefits. However you should carefully read documents before you sign them. Should you have any questions, you can turn to the gratis legal counseling of the Chamber of Labor. You can also take advantage of the counseling of various renters' interest groups, but you have to either pay a fee for them or become a member. These groups also represent renters in court cases or arbitration procedures.

- ➔ **Arbeiterkammer Oberösterreich 5**  
**(Chamber of Labor of Upper Austria)**  
Volksgartenstraße 40, 4020 Linz  
Tel.: 050-6906-0  
mietrecht@akooe.at, www.arbeiterkammer.com
- ➔ **Mietervereinigung Österreichs**  
**(Renters' Association of Upper Austria)**  
Noßbergerstraße 11, 4020 Linz  
Tel.: 0732-77 32 29  
oberoesterreich@mietervereinigung.at  
www.mietervereinigung.at
- ➔ **Mieterschutzverband Österreichs**  
**(Renter Protection Association)**  
Lederergasse 21, 4020 Linz  
Tel.: 0732-77 12 88  
msv-linz@aon.at  
www.mieterschutzverband.at
- ➔ **Mieter-, Siedler- und Wohnungseigentümerbund Österreichs**  
**(Association of Renters and Garden-House and Apartment Owners of Austria)**  
Obere Donaulände 7, 4020 Linz  
Tel.: 0732-77 03 72-0  
www.mieterbund.at

### Checklist for taking over an apartment

- Receipt for the payment of the initial costs
- Signed rental contract
- Taking over of all of the keys to the apartment
- Apartment transfer protocol: it must be jointly written by the renter and the landlord!  
It is absolutely essential to photograph the condition of the apartment, and especially to take photos of any damage and defects and to record them in the protocol. If you do so, you cannot be made liable for damage you did not cause when you move out.
- Read the electricity and heating meters

### Immediately after taking over the apartment

- Register under the new address at the Citizens' Service Center or in one of the city libraries
- Register electricity and gas (don't fix the monthly payments for them too low, otherwise you will have a very high back payment)
- Apply to have your mail sent to your new address
- Register the changes in your telephone, cable TV and Internet connections
- Make your change of address known (e.g. to your employer, the public employment service, your bank, your insurances, the public health insurance, the social office, the nursery school, the school, etc.)
- Conclude a household insurance
- Register your automobile at your new address (within one week)
- Apply for to the Upper Austrian government for housing benefits

## Threat of loss of an apartment/eviction

When you are in danger of losing your apartment four Kompass social counseling offices offer you advice and aid:

- ➔ **Sozialberatungsstelle Kompass Nord 1**  
Neues Rathaus, Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-7070-2766 bis -2770  
kompass@mag.linz.at
- ➔ **Sozialberatungsstelle Kompass Ost 6**  
Seniorenzentrum Franckviertel, Ing.-Stern-Straße 15-17, 4020 Linz  
Tel.: 0732-66 62 72-20 to -24  
kompass@mag.linz.at
- ➔ **Sozialberatungsstelle Kompass Süd 9**  
Seniorenzentrum Neue Heimat, Flötzerweg 95-97, 4030 Linz  
Tel.: 0732-37 01 70-12, -15 or -17  
kompass@mag.linz.at

➔ **Sozialberatungsstelle Kompass Auwiesen 8**

Stadtteilzentrum Auwiesen, Wüstenrotplatz 3, 4030 Linz  
Tel.: 0732-30 27 31-19 or -20  
kompass@mag.linz.at

The **association “Wohnplattform”** is the coordination center of the network for secure housing. The current situation of persons who are threatened with homelessness is examined and an attempt is made to find a solution. This involves either finding a way for them to keep their current apartment or arranging alternative housing for them. In close cooperation with all involved authorities the required steps are taken or helpful contacts are organized. The first place to turn to in Linz is the Social Counseling Office (Sozialberatungsstelle) “Kompass”. The association “Wohnplattform” also offers assistance in mediating neighborhood conflicts and providing temporary supervised apartments, also tries to prevent evictions. It helps to resolve conflicts and offers homeless clients temporary apartments along with social-pedagogical support.

➔ **Verein Wohnplattform**

Harrachstraße 54, 4020 Linz  
Tel.: 0732-60 31 04  
delo@verein-wohnplattform.at

## Registering your residence

In Austria any change in one's place of residence has to be registered within three days. The new apartment can be registered as the main or the second apartment. The main place of residence is the one that a person has the closest association to. Criteria for that are, for example:

- Length of time spent there, location of place of work or of study, starting point of the way to the place of work or study.
- Residence of the other family members, especially the minors, and the place where they go to school or kindergarten, are receiving education or are working.
- Functions in public and private corporations.

The new place of residence can either be registered in the Citizens' Service Center in the New City Hall or in one of the public library branches in the various districts of the city. You must bring an official identification document with a photograph along with you – either a passport or a driver's license together with proof of your citizenship (foreigners have to bring either a passport or a refugee identity card), as well as a registration form for the new apartment with an original signature of the landlord. A separate registration form is required for each person who is to be registered. In all of these service offices of the city you can also give notification that you are moving out of your apartment or changing your address. Details of the registration service can be found on the website of the city, at [www.linz.at/meldeservice](http://www.linz.at/meldeservice)

➔ **BürgerInnen-Service (Citizen's Service) 1**

Neues Rathaus, Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-7070  
info@mag.linz.at  
Monday-Friday: 7 a.m. - 6 p.m.

## Important information for Renters

### Financial support

The housing benefits are intended to enable Austrian citizens and citizens of EEA countries who have low incomes, families with many children, students and other persons attending schools, apprentices, sole wage earners and retired persons to afford adequate places of residence.

Non-EEA citizens can receive them if they

- have continuously had their legal main place of residence in Austria for more than five years.
- receive income that is subjected to income tax or
- have paid fees to the Austrian public health insurance because they were gainfully employed and are now receiving benefits from the insurance, as long as they have either received the income or the pension for 36 months within the last five years.

The housing benefits are a subsidy of the province which is paid monthly (it makes no difference whether the landlord is a private person or not). As the main tenant of a rental apartment you are entitled to it if a fee for a written rental contract has been paid to the Internal Revenue Service and certain criteria have been fulfilled. The form and other detailed information can be obtained from the Division for Housing Benefits (Abteilung Wohnbauförderung des Landes OÖ). The form can also be downloaded from [www.linz.at/wohnen](http://www.linz.at/wohnen).

➔ **Amt der OÖ. Landesregierung** **9**  
**Landesdienstleistungszentrum**  
Bahnhofplatz 1, 4021 Linz  
Tel.: 0732-77 20-141 51  
[wo.post@ooe.gv.at](mailto:wo.post@ooe.gv.at)

[www.land-oberoesterreich.gv.at](http://www.land-oberoesterreich.gv.at) » Themen » Bauen und Wohnen » Förderungen » Wohnbeihilfe

### House rules for residential buildings

In Austria there is a set of house rules for every residential building. There such matters as rest periods, order, cleanliness, safety and the keeping of pets are dealt with. In order to avoid problems and promote harmonious coexistence, it is absolutely necessary that these rules be adhered to.

Generally the period of nightly rest is between 10 p.m. and 7 a.m.. Sundays and public holidays are also rest periods. During those times making music, singing and other noisy activities are forbidden. But during the daytime you should also respect the needs of your neighbors (especially elderly people and small children) for rest.

**Tip:** When you move into an apartment building, you should present yourself to your neighbors. If you have problems with your neighbors (noise, etc.) it is always a good idea to first talk to them. Mutual understanding and consideration are the bases of good neighborly relations.



## Keeping pets

Dog owners also have to adhere to the provisions of the Dog Keeping Law of Upper Austria (OÖ. Hundehaltegesetz.). Before purchasing an animal the other tenants have to be consulted and their permission to keep a pet has to be obtained. It is generally not allowed to keep poisonous animals or animals which endanger the security of people if they are not properly kept. Sometimes certain breeds of dogs are not permitted as pets in some buildings.

Details about keeping pets can be downloaded from the Internet at [www.linz.at/hund](http://www.linz.at/hund).

**Tip:** If you keep reptiles or other protected animals, you have to notify the building administration and the authorities.

## Household insurance

A household insurance protects you financially when damage occurs. Every renter (tenant) should take out a household insurance policy. At the very least you should be insured against fire, water damage, storms, broken glass, break-in, vandalism and indirect lightning damage. In addition to the insurance of the household contents, private liability insurance is included in the policy. This protects you from liability for incidents that occur in everyday life and can be existentially threatening – for example, if you cause an accident.

## Television

Usually a cable television connection is provided in rented apartments. If you want to put up a satellite dish the permission of the landlord must be obtained. If you operate a television set you have to pay a fee (“Randfunkgebühr”). Further information [www.gis.at](http://www.gis.at)

## Garbage disposal

Correct separation of garbage begins in the household. Whatever remains after the separation of **glass, used paper, metal, plastic and biogenic garbage** comes in the container for tailings (“Restmülltonne”). These tailings, just like the used paper and the biogenic garbage, are collected by LINZ Ltd.

For the disposal of **old glass, old metal, light materials and old textiles** there are four used material collection centers in different parts of the city, as well as about 500 sites with appropriately-labeled containers. **Problematic materials** (e.g. paint, varnish, batteries, tires...) and wooden garbage have to be disposed of in the used material collection centers; no exceptions can be made. The same is true for **bulky garbage**, for which LINZ Ltd offers a collection service free of charge. Arrangements can be made at **0732-3400-68 08**. It is not allowed, and even punishable, to deposit bulky garbage on sidewalks if a time for them to be collected has not been arranged!

For questions that have to do with correct garbage disposal there is a **special waste telephone line 0732-2130**, where complaints and proposals can be made and overfilled containers can be reported.

Detailed information about this theme can be found on the Internet at [www.linzag.at/abfall](http://www.linzag.at/abfall)

**Tip:** If waste is not separated, that increases the operating costs of the residential building.

## Damage to the apartment

In case there are problems or damage occurs to the apartment which is within the area of responsibility of the landlord, you must inform the caretaker, the building administration or the landlord.

**Tip:** Damages that are not repaired such as a dripping water tap can lead to high costs.

## Support in case there are questions

Information about the rights and responsibilities of the tenants can be found in rental contracts or obtained from the building administration.

There is another special service of the city of Linz, the Conciliation Office that will be glad to assist you in questions of rental law and laws for tenants:

➔ **Schlichtungsstelle im Geschäftsbereich Bau - und Bezirksverwaltung  
(Conciliation Office in the District Administration Offices)**

Neues Rathaus, Hauptstraße 1-5, 4041 Linz

Tel.: 0732-7070

Schlichtungsstelle.bzva@mag.linz.at

Monday and Thursday 7 a.m. -12.30 p.m. and 1.30-6 p.m.

Tuesday and Wednesday 7 a.m. -1.30 p.m.

Friday 7 a.m. - 2 p.m.

## Special service for immigrants

Help and support for immigrants in questions regarding apartments are offered by

➔ **Volkshilfe Oberösterreich – Counseling of refugees and immigrants 10**

Stockhofstraße 40, 4020 Linz

Tel.: 0732-60 30 99

fluechtlingsbetreuung@volkshilfe-ooe.at

www.volkshilfe-ooe.at

➔ **migrare – Center for Immigrants in Upper Austria 11**

You can make an appointment with migrare,

to have counseling in your native language,

Humboldtstraße 49, 4020 Linz

Tel.: 0732-66 73 63

office@migration.at

www.migrare.at

## Housing cooperatives in Linz

- **GWG – Gemeinnützige Wohnungsgesellschaft der Stadt Linz**  
Eisenhandstraße 30, 4021 Linz  
Tel.: 0732-76 13  
gwginfo@gwg-linz.at  
www.gwg-linz.at
  
- **NEUE HEIMAT Oberösterreich Gemeinnützige Wohnungs- und SiedlungsgesmbH**  
Gärtnerstraße 9, 4020 Linz  
Tel.: 0732-65 33 01  
office@neue-heimat-ooe.at  
www.neue-heimat-ooe.at
  
- **Gemeinnützige Wohnungs- und Siedlungsgenossenschaft  
FAMILIE in Linz**  
Hasnerstraße 31, 4020 Linz  
Tel.: 0732-65 34 51  
office@familie-linz.at  
www.familie-linz.at
  
- **Gemeinnützige Wohnungs- und Siedlungsgenossenschaft  
BAUREFORM-WOHNSTÄTTE**  
Dinghoferstraße 63, 4020 Linz  
Tel.: 0732-65 81 45  
office@brw.at  
www.brw.at
  
- **WAG Wohnungsanlagen Ges.m.b.H.**  
Mörikeweg 6, 4025 Linz  
Tel.: 0732-33 38-0  
info@wag.at  
www.wag.at

- **Vereinigte Linzer Wohnungsgenossenschaften VLW**  
Blumauerstraße 19, 4020 Linz  
Tel.: 0732-65 34 61-0  
infocenter@vlw.at  
www.vlw.at
  
- **Gemeinnützige Wohnungsgenossenschaft LEBENSRAÜME**  
Handel-Mazzetti-Straße 1-3, 4021 Linz  
Tel.: 0732-69 400-0  
office@lebensraeume.at  
www.lebensraeume.at
  
- **Gemeinnützige Landeswohnungsgenossenschaft für Oberösterreich (LAWOG)**  
Garnisonstraße 22, 4021 Linz  
Tel.: 0732-93 96-0  
office@lawog.at  
www.lawog.at
  
- **OÖ Wohnbau Linz**  
Blumauerstraße 46, 4020 Linz  
Tel.: 0732-70 08 68 - 0  
office@ooewohnbau.at  
http://ooewohnbau.at
  
- **EGW Erste gemeinnützige Wohnungsgesellschaft Heimstätte Gesellschaft m.b.H**  
Gärtnerstraße 9, 4020 Linz  
Tel.: 0732-65 33 01  
office@egw-linz.at  
www.egw-linz.at
  
- **Gemeinnützige Industrie-Wohnungs-AG (GIWOG)**  
Welser Straße 41, 4060 Leonding  
Tel.: 050-88 88  
kundencenter@giwog.at  
www.giwog.at

- **Gemeinnützige Oberösterreichische Wohn- und Siedlergemeinschaft (WSG)**  
Ederstraße 9, 4020 Linz  
Tel.: 0732-66 44 71  
service@wsg.at  
www.wsg.at
  
- **Gemeinnützige DONAULÄNDISCHE Wohnungsgenossenschaft Linz**  
Stifterstraße 22, 4020 Linz  
Tel.: 0732-77 32 74  
office@dwg.at  
www.dwg.at
  
- **Gemeinnützige Wohnbaugenossenschaft EIGENHEIM Linz**  
Schörgenhubstraße 43, 4030 Linz  
Tel.: 0732-31 87 24  
office@eigenheim-linz.at  
www.eigenheim-linz.at
  
- **Private Wohnungsgesellschaften**  
(Private housing associations)  
online at <http://portal.linz.gv.at/Serviceguide/viewChapter.html?chapterid=122293>

# EDUCATION IN LINZ



## 4 EDUCATION IN LINZ

Education is a matter of central importance in Linz. The city offers a wide range of educational possibilities. It maintains 57 compulsory schools and is responsible for the school buildings, their furnishings and their equipment. In Linz there are four universities, two teachers' training colleges and two colleges of higher education. There are also many possibilities for training and continuing education – especially the Adult Education Center in the Tower of Knowledge, bfi and Wifi.

Information about the compulsory schools in Linz:

➔ **Kultur und Bildung 12**  
**(Education and Culture)**  
Hauptplatz 1, 4041 Linz  
Tel.: 0732-7070  
schule@mag.linz.at  
www.linz.at/schule

On the homepage of “Schule und sport Linz“ you can find the brochure “Wir entdecken Linz“ (We Discover Linz) in pdf-format. That is a schoolbook for the 3rd and 4th grades of primary school, approved by the Federal Ministry of Education and Women (bmbwf) which contains interesting information about the City of Linz. It also includes a folded map of Linz. On its back side there is a summary of information that is especially important for school children. The brochure can also be obtained from the Office of Culture and Education (Kultur und Bildung-Büro), telephone number 0732-7070-1400 or -1401.

Facts worth knowing about schools in Linz can also be downloaded from [www.eduhi.at](http://www.eduhi.at).

### The Austrian educational system

For children who reach the age of six on or before August 31st compulsory school education begins in September of that same year. In Austria compulsory school lasts nine years. Preschool education in a nursery school should begin at the age of three and a year in Kindergarten is compulsory before entering school. In Linz primary schools (Volksschulen) and lower secondary schools (Hauptschulen) can be freely chosen and you can register your child in whatever school you choose. All of the children attend the same kind of school through the 4th grade of primary school, but beginning at the fifth school level various options are possible. Counseling is provided in school during the 4th grade. In Linz considerable emphasis is placed on the collaboration between schools and parents – they have an important guiding role in the education of their children.

At [www.linz.at/bildung/schulen.asp](http://www.linz.at/bildung/schulen.asp) you can find a list of all of the schools in Linz, what they offer and the subjects they emphasize. An overview of all of the kinds of schools can be found at [www.eduhi.at](http://www.eduhi.at).

## An overview of the Austrian school system

1 <sup>st</sup> – 4 <sup>th</sup> grade	Primary school (Volksschule/Grundschule)
5 <sup>th</sup> – 8 <sup>th</sup> school levels	New secondary school („Neue Mittelschule“), (Unterstufe der Allgemeinbildenden Höheren Schule - AHS)
9 <sup>th</sup> school level	Polytechnical school/ pre-vocational school (Polytechnische Schule/Fachmittelschule - PTS/FMS), Vocational education and training school (Berufsbildende Mittlere Schule - BMS), Vocational education and training college (Berufsbildende Höhere Schule - BHS), Upper level of secondary school (Allgemeinbildende Höhere Schule - AHS)
10 <sup>th</sup> – 12 <sup>th</sup> /13 <sup>th</sup> school levels	Apprenticeship/ vocational school for apprentices (Lehre/Berufsschule), Upper level of secondary school (Allgemeinbildende Höhere Schule (AHS-Oberstufen- gymnasium)), Vocational education and training school or college (Berufsbildende Mittlere oder Höhere Schule - BMS, BHS)

## The compulsory schools in Linz

### Preschool education

**Lasts from ages three to six**

From the ages of three to six the children of working parents can attend a crèche or nursery school. These are facilities or groups that provide daycare for small children and so serve to enhance the care provided by the family. The city of Linz offers every child from the age of three on a place in a kindergarten as an important preparatory measure for school attendance.

**Information: Child and youth services of Linz (Kinder- und Jugend-Services Linz), Tel.: 0732-7070-0**

Before beginning primary school the child can attend pre-school, if he/she is considered to be not mature enough for the primary school.

### Information about the free choice of primary and new secondary schools (preferred school)

With the free choice of primary and new secondary schools the rights of parents and guardians have been greatly enhanced. They are no longer dependent on school districts and school administrations. If, however, the demand for one particular school is greater than the available places – whether because of the personnel, the available space or the organization of the school – the final decision as



to the admission of a child is made according to the following readily comprehensible criteria: How close the residence is, whether brothers or sisters are already attending the school, the educational offerings, how close the workplaces of the parents or guardians are, whether family or private care facilities are located very close to the school; whether the child has attended a kindergarden very close to the school.

### **Primary school (Volksschule)**

**lasts four years, usually from ages 6 to 10**

In Linz the primary school can be freely chosen. Parents of children who have to start school receive a letter from the educational authorities telling them that they have to register their children in a primary school. Some schools also provide childcare in the afternoon or have afternoon care facilities (Hort) close by. Some schools also operate as “genuine” all-day schools. After completion of primary school there are two options for further schooling: „new secondary school“ or secondary school (AHS).

### **New secondary school (neue Mittelschule)**

**lasts four years, usually from age 10 to 14**

The New Secondary School one will attend can be freely selected in Linz. This is a new kind of compulsory school for students who are 10 to 14 years old which can be attended by all students after the fourth grade of primary school. Courses are instructed according to the plan of studies of the secondary school (Realgymnasium) and it can be organized in the form of an all-day school. There should be approximately 25 students in each class according to the guidelines. There are four possible areas of concentration:

- Linguistic-humanistic-liberal arts
- Scientific mathematical
- Economic-life skills
- Artistic creative

Special types are also offered with artistic or athletic focuses.

In order to avoid separating children into different educational pathways when it is still too early to make such a decision, the goal of the new secondary school is to give all of the students a basic and/or a profound general education. It is possible for the students to deepen their knowledge in the areas German, mathematics, and one living language (usually English). From the seventh grade on it is noted in the report card and other documentation whether a student has completed a subject with basic or profound knowledge. The students are all instructed together; they are not divided up according to the educational goals they are striving for or the ones they have attained. In addition to the report cards each student is given a description of his/her accomplishments at the end of every school year. It shows his/her particular strengths. Temporary groups are formed for various educational purposes, remedial classes and advanced classes are held and students are individually guided by teacher teams.

The successful completion of a new secondary school entitles the student – depending on the goals he/she has attained - to go on to a higher school. Which schools he/she can transfer to depends on the grades. If the learning accomplishment is not sufficient for a transfer to a higher school, the student can take an admission test.

After the successful completion of a new secondary school, the student can enroll in the following kinds of advanced schools:

- Secondary school (Allgemeinbildende Höhere Schule (AHS))
- Vocational education and training college (BHS)
- Vocational education and training school (BHS)
- Vocational school (Berufsschule)
- Polytechnical school (pre-vocational school)

### Possibilities for completing compulsory school education after the eighth school level

After the eighth year of school parents must find another school in which their child can complete his/her compulsory education. Schools have “open door days” or “orientation days”. These give the children and their parents a chance to find out about the kind of education that is being offered there, the requirements for admission, the curricula and the future professional prospects of graduates.

For the ninth year of school they can chose between:

- ➔ **Pre-vocational school (Polytechnische Schule, PTS)**, which lasts one year.
- ➔ **The first class of a vocational education school**  
(vocational education and training school – BMS or vocational education and training college – BHS).
- ➔ **The fifth class of secondary school** – AHS

### School for pupils with special needs

**lasts 8 to 9 years**

For children who require special pedagogical aid there are various kinds of special needs schools. They can also receive integrative guidance there. The special needs schools are only reserved for children who are found to need a special education. An inadequate knowledge of the German language is not considered a reason for requiring special pedagogical aid.

### Information about compulsory schools

- ➔ **KKultur & Bildung 12**  
**(Culture & Education)**  
Hauptplatz 1, 4041 Linz  
Tel.: 0732-7070-1931  
schule@mag.linz.at  
www.linz.at/schule

➔ **Bildungsregion Linz-Stadt (Educational Region Linz-City) 13**

Administrative and pedagogical matters concerning the compulsory schools of the city of Linz, e.g. in case of problems in classes

Sonnensteinstraße 20, 4040 Linz

Tel.: 0732-7071 68012, BR-L.Post@lsr-ooe.gv.at

➔ **Schulpsychologische Beratungsstelle Linz-Stadt  
(School-psychological Counseling Office of the city of Linz)**

The school psychology is responsible for all matters in the system “school” that have to do with psychological counseling, treatment or guidance. It regards itself as the first place of contact in case problems or questions concerning the school occur. All of the persons who are involved (e.g. parents, pupils/students, directors, teachers, school inspectors) can turn to it. School psychologists are experts for counseling persons in need of aid. Their services are free of charge and confidential.

Sonnensteinstraße 20, 4040 Linz

To make an appointment, call: 0732-7071-0

LSR@lsr-ooe.gv.at, www.lsr-ooe.gv.at/schulpsychologie

➔ **Schulservicestelle des Landesschulrates OÖ  
(School service of the Landesschulrat Upper Austria)**

Mag.<sup>a</sup> Elisabeth Messner, Mag.<sup>a</sup> Gertraud Schwarzmaier

School Service Office of the Landesschulrat Upper Austria

Sonnensteinstraße 20, 4040 Linz

Tel.: 0732-7071-1051

schulservice@lsr-ooe.gv.at, www.lsr-ooe.gv.at/schulservice

## Education after compulsory school

### Apprenticeship

lasts two to four years

An apprenticeship consists of practically-oriented professional training and begins after the completion of compulsory school education (nine years of school). The training takes place both in the enterprise and in a vocational school. In the model “apprenticeship with matura (A-level)” the preparation for the vocational matriculation examination (matura, which enables university admission) takes place during the apprenticeship.

#### Information is available at:

Professional Information Centers of the Economics Chamber (Wirtschaftskammer), Public Employment Service (AMS); Apprenticeships that are being offered can be found on the Internet at:

[www.bic.at](http://www.bic.at), [www.lehrvertrag.at](http://www.lehrvertrag.at), [www.frag-jimmy.at](http://www.frag-jimmy.at) or [http://ooe.arbeiterkammer.at/beratung/bildung/lehrausbildung/Lehre\\_mit\\_Matura.html](http://ooe.arbeiterkammer.at/beratung/bildung/lehrausbildung/Lehre_mit_Matura.html).

The Austrian job market service (AMS) also has an extensive database for persons seeking apprenticeships [www.ams.or.at/lehrstellen](http://www.ams.or.at/lehrstellen).

A list of professions for which apprenticeships are offered can be found at [www.beruflexikon.at/lehre](http://www.beruflexikon.at/lehre).

## Secondary School (AHS) (Allgemeinbildende Höhere Schule – AHS)

**Takes 8 years to complete**

Secondary school (Allgemeinbildende Höhere Schule - AHS) takes eight years to complete. Children can enter it immediately after primary school and adolescents can transfer to it after four years of lower secondary school or “new secondary school” if they have good grades. After the fourth class of AHS they can transfer to a vocational education and training school (BMS) or to a vocational education and training college. Secondary school ends with a matura (A-level). Graduates can then go on to a university, a college (Hochschule) or a technical or special college of higher education (Fachhochschule).

## Vocational education and training school - BMHS (Berufsbildende Mittlere und Höhere Schulen - BMHS)

**Vocational education and training schools** aim to provide training in particular professions, and at the same time to expand and deepen general knowledge. It takes three or four years to complete them and they end with a final exam. A higher qualification can also be obtained, for example a secondary school vocational certificate (Berufsreifeprüfung) or an advanced training course (Aufbaulehrgang). Besides, there are one and two year professional schools.

In a **Berufsbildende Höhere Schule (BHS)** (vocational education and training college) one receives higher professional qualifications as well as a profound general education. It takes five years to complete and ends with an exam that qualifies its graduates to enter a university (A-levels) and also qualifies them for a certain profession (double qualification).

The following types of BHS are available in Austria:

- Technical, commercial and handicraft schools
- Business schools
- Schools for economic professions
- Schools for fashion and clothing technology
- Schools for tourism
- Schools for social professions
- Higher schools of agriculture and forestry
- Educational institutions for nursery school pedagogy
- Educational institutions for social pedagogy

Detailed information at: [http://www.bmbf.gv.at/schulen/bw/bbs/bmhs\\_uebersicht.xml](http://www.bmbf.gv.at/schulen/bw/bbs/bmhs_uebersicht.xml)

## Advanced training courses (Aufbaulehrgang)

**Takes 3 years**

After completion of a vocational education and training school (BMS), that takes at least three years, advanced training courses lead to matura and diploma exams. For graduates of some four-year schools there are also certain kinds of specialized colleges.

## Information about schools offering education / training after completion of compulsory education

The general information service about schools, which is offered by the Federal Ministry for Education and Women (bmbwf), is the place to turn to for information about schools and courses of study at: [schulinfo@bmbwf.gv.at](mailto:schulinfo@bmbwf.gv.at) or by telephone **0810/20 52 20** (local fee for calls from anywhere in Austria). Further information is available at [www.berufsbildendeschulen.at](http://www.berufsbildendeschulen.at) or from the school service of the State School Board.

Tel.: 0732-7071-1051, -2251  
[schulservice@lsr-ooe.gv.at](mailto:schulservice@lsr-ooe.gv.at)

## The second way to obtain a graduation diploma

People who have not completed a school or a course of professional training can complete either lower secondary school or an apprenticeship or they can do their matura. There is an extensive selection of night schools which afford opportunities for further individual education that are especially intended for working persons.

Information: [www.linz.at](http://www.linz.at) » **Bürgerservice** » **Service A-Z** » **Bildung-Schule**

**New middle school graduation:** You can take a test for external (non-enrolled) persons to graduate from new middle school. In every district there is a school that offers such examinations. The public employment service (AMS) frequently offers possibilities to obtain a graduation certificate from the new middle school by taking courses at diverse institutions for further education. Since 2012 courses for compulsory school graduation certificates and for the acquisition of basic competences (reading, arithmetic, writing, computing) have been offered free of charge.

### Completion of an apprenticeship:

Persons who have not done an apprenticeship can take the final apprenticeship exam,

- if they are at least 18 years old and have acquired the necessary skills and knowledge for the apprenticeship profession in other ways, or
- if they have completed at least half of the time that is necessary for the apprenticeship profession, but have no possibility of obtaining an apprenticeship contract for the remaining time.

In the project "You have skills!" people who are at least 22 years old and have a number of years of experience in selected professions can acquire a vocational certificate in a short time and at low cost. They can find further information at the apprenticeship office of the **Economic Chamber of Upper Austria (Wirtschaftskammer OÖ)** and in the **Chamber of Labor (educational counseling)**.

**Vocational matriculation examination (Berufsreifeprüfung):** The vocational matriculation examination is the third kind of matura, besides the AHS and BHS maturas.

**Qualification to study examination:** This examination entitles the student to undertake certain courses of study at universities, higher schools, schools of special education and colleges. It is only valid for certain curricula or ones closely related to them and is not equivalent to a general university entrance examination.

Information: [www.erwachsenenbildung.at](http://www.erwachsenenbildung.at)

## Start Scholarship

Since September 2013 START-scholarships have been available in Upper Austria. Currently 20 adolescents are receiving one. START gives scholarships to ambitious students with immigrant backgrounds whose families are in difficult financial situations. The goal is to make it possible for these young people to obtain higher-level school education so that they have a better chance to successfully integrate themselves. The expectation is that persons who receive scholarships will serve as positive role models and motivate others. They show that one can attain higher professional goals in Austria if one performs well and is diligent. On the other hand, society profits from the intercultural potential of these adolescents. START-Upper Austria is a project of the Raiffeisenlandesbank Upper Austria AG, which implements the program in cooperation with the Upper Austrian provincial government and other partners. The Federal Foreign- and Integration Minister Sebastian Kurz has assumed the sponsorship for the project and the Federal Ministry of the Interior supports START everywhere in Austria. The scholarships are financed by sponsorships that are provided by enterprises, private persons, charitable organizations or interest groups. Once in every school year (always in spring) application forms are sent to every school in Upper Austria that offers a Matura. The optimal time to apply is three years prior to the Matura. Each year about ten adolescents are accepted by the program. Applications to attend it can be made in the spring of each calendar year.

The sponsorship does not depend on one's nationality or residency status. Students can apply who are

- attending the upper level of a secondary school (AHS), a vocational education and training school, a vocational and training college or an evening school, or who are doing a matura together with an apprenticeship and intend to obtain a matura and:
- whose mother language is not German, or who have a parent that is not a Native German speaker,
- are socially engaged,
- have good grades and
- whose parents cannot adequately financially or personally support them.

The START-Scholarship offers the adolescents who are selected the following support:

- 100 euro seducational moneymonthly to make purchases or engage in activities that are of educational relevance (e.g. educationalmaterial, targeted special and remedial education, cultural expenditures)
- up to 700 euros per school year (e.g. for class trips, private lessons)
- basic PC equipment (laptop, multifunctional printer)
- an annual meeting of all scholarship holders in Austria
- two weekend educational seminars
- an extensive program of workshops and excursions
- special seminars and counseling in respect to their professional and educational choices
- individual counseling and support

All of the information about the START-Scholarship Program can be found at [www.start-stipendium.at](http://www.start-stipendium.at).



## Education after the a-level (after high school)

There are many possibilities for continuing ones education after obtaining the matura.

### Colleges

**take 2 years, or three for employed persons**

There are colleges for almost all of the fields offered in vocational schools. They offer persons who have obtained a “matura” professional education in their fields in a short period of time. Their students obtain the same kind of certificate as do graduates of vocational education and training colleges (diploma examination).

Information: [www.bmwf.gv.at](http://www.bmwf.gv.at)

### Teachers' college

**Takes three to five years (six to ten semesters)**

Teachers' colleges offer high-level (academic) education in the area of teaching (training to become a teacher).

Information: [www.abc.berufsbildendeschulen.at](http://www.abc.berufsbildendeschulen.at)

In Linz there are two teachers' colleges:

- ➔ **Pädagogische Hochschule Oberösterreich <sup>14</sup>**  
**(Teachers' College of Upper Austria)**  
 Kaplanhofstraße 40, 4020 Linz  
 Tel.: 0732-7470-0  
[office@ph-ooe.at](mailto:office@ph-ooe.at)  
[www.ph-ooe.at](http://www.ph-ooe.at)
- ➔ **Private Pädagogische Hochschule der Diözese Linz <sup>15</sup>**  
**(Private Teachers' College of the Diocese Linz)**  
 Salesianumweg 3, 4020 Linz  
 Tel.: 0732-77 26 66  
[office@ph-linz.at](mailto:office@ph-linz.at)  
[www.phdl.at](http://www.phdl.at)

### Studying at a technical or special college of higher education (Fachhochschule)

**Course of studies for a bachelor's degree: 6 to 8 semesters**

**for a masters degree: 2 to 4 semesters – academic grade upon graduation: Masters**

The completion of studies for a masters degree entitles a person to study for a doctoral degree at a university. You can find further information and details at: [www.fhr.ac.at](http://www.fhr.ac.at)

## Technical and special college of higher education - Campus Linz

At the College for Higher Learning in Linz you can study for health and social professions. Four bachelors curricula and three masters curricula are offered by the departments of health-, social- and public management, medical technology and social work. All three departments carry out applied research and development.

### ➔ FH Oberösterreich - Fakultät für Gesundheit und Soziales 16

Garnisonstraße 21, 4020 Linz  
Tel.: 050-804-50  
office@fh-linz.at  
www.fh-ooe.at/campus-linz

## Technical college for health Professions

The Technical College for Health Professions of Upper Austria offers seven bachelors curricula and two masters curricula in health professions in Linz, Styria and Wels. The degrees are recognized internationally. Currently no fees are being demanded (the masters course of studies in college is being charged).

Bachelors curricula (six semesters full time):

- Biomedical analysis
- Dietetics
- Occupational therapy
- Birth helpers
- Speech therapy
- Physiotherapy
- Radiological technology

Masters Curricula:

- Management for health professionals – focused on hospital management  
Masters course of studies (four semesters, part time, extra-occupational)
- College didactics for health professions

### ➔ FH Gesundheitsberufe OÖ GmbH 17

Semmelweisstraße 34/D3, 4020 Linz  
Tel.: 050-344-20000  
office@fhgooe.ac.at  
www.fh-gesundheitsberufe.at



## Universities in Linz

In Linz there are four universities. They offer bachelors, masters, diploma and doctoral studies.

➔ **Johannes Kepler University (JKU) 18**

The “JKU” has law, economics and social-economics and technical-scientific faculties. Since 2014 there has been a new medical faculty as well.

Altenberger Straße 69, 4040 Linz

Tel.: 0732-2468-0

[www.jku.at](http://www.jku.at)

Information and consultation for studies: Tel.: 0732-2468-1381 or -1311

➔ **University for Art and Industrial Design 19**

The University of Art and Industrial Design is a future-oriented educational institution with over 1,200 students. It has a multifarious offering of studies that bridge the gap between free art, science and applied designing. Teaching, research and artistic development are clustered around three pillars: intermedia, spatial strategies and artistic-scientific research.

Hauptplatz 8, 4010 Linz

Tel.: 0732-7898-0

[www.ufg.at](http://www.ufg.at)

➔ **Anton Bruckner Private University 20**

The Bruckner University offers courses in music, acting and dancing.

Hagenstraße 57, 4040 Linz

Tel.: 0732-70 10 00-0

[www.bruckneruni.at](http://www.bruckneruni.at)

➔ **Catholic Theological Private University of Linz 21**

The Catholic Theological Private University has a catholic-theological faculty and an institute for art studies (aesthetics) and philosophy.

Bethlehemstraße 20, 4020 Linz

Tel.: 0732-78 42 93

[www.ktu-linz.ac.at](http://www.ktu-linz.ac.at)

## Further institutions

➔ **LIMAK – Austrian Business School 22**

The LIMAK is the business school of the Johannes Kepler University and has gained recognition in the area of continuing education for executives.

Bergschlößgasse 1, 4020 Linz

Tel.: 0732-66 99 44-0

[limak@jku.at](mailto:limak@jku.at)

[www.limak.at](http://www.limak.at)

➔ **Kepler University Clinical Center of Linz Med Campus VI. 23**

The MED Educational Center offers instruction and training in health and health-care professions: various academies, health and health-care instruction and training, special instruction, nursing support, care of the elderly and paramedical support.

Paula-Scherleitner-Weg 3, 4021 Linz

Tel.: 0732-7806-3290

kontakt@kepleruniklinikum.at,

www.kepleruniklinikum.at

## Validation (recognition of foreign diplomas and educational accomplishments)

If you have begun or completed education in your native country, you can apply to have your studies or your certificates recognized. Then you can continue your education in Austria, begin to study here or practice a profession.

### Validation (Nostrifikation):

If you have fulfilled all of the prerequisites for a corresponding Austrian certificate, your foreign certificate of education can be regarded as the equivalent of an Austrian one; the respective curricula have to be compared to determine whether that is the case.

If it is, you are accorded all of the rights that are associated with a corresponding Austrian certificate for your foreign one, e.g. admission to a university or a college. If you cannot prove that you have taken sufficient classes in particular subjects, you must take additional tests (Nostrifikationsprüfungen). In some cases you might have to have your certificate authenticated by the responsible school authorities in the country where it was issued. The authority that is responsible for validation in Austria is the Federal Ministry for Science, Research and Economy. Enic-Naric Austria:

<http://wissenschaft.bmwf.gov.at/bmwf/studium/academic-mobility/enic-naric-austria/>

AST - Place to turn to for persons with qualifications acquired in foreign countries:

<http://www.migrare.at/cms1/index.php/angebote-kompetenzzentrum/ast-anlaufstelle>

### Regarding training equivalent:

Foreign professional training, for example apprenticeships or master examinations, can be recognized in Austria. That is called „Gleichhaltung“ (determination of equivalence). The authority responsible for making decisions is the Federal Ministry for Science, Research and Economy

Information: [www.bmwf.gov.at](http://www.bmwf.gov.at)

## Adult education

Important partners for professional training and continuing education are the Adult Education Center (VHS) in the Tower of Knowledge, the **MED Educational Center** (Kepler University Clinic Center, Med Campus VI), the Economic Development Institute **WIFI** and the Vocational Training Institute **bfi** , **BBRZ**.

## Financial support for adult education

- ➔ **The Upper Austrian educational bonus of the Chamber of Labor (AK)**  
 Within the framework of the educational program AK-Plus the Upper Austrian Chamber of Labor supports its members in the acquisition and improvement of certain key qualifications such as electronic data processing, foreign languages, bookkeeping, graduation from lower secondary school, integration courses, second chance education, etc. For courses and events of the Vocational Training Institute (bfi), the Adult Education Centers of Linz and Upper Austria AK members are accorded a reduction with their “power“ membership cards. Besides, the AK educational bonus is valid for the entire AK-Plus educational program.
- ➔ **Arbeiterkammer (Chamber of Labor) 5**  
 Volksgartenstraße 40, 4020 Linz  
 Tel.: 050-6906  
 Information about courses and registration for them on the hotline 050-6906-0  
[www.ooe.arbeiterkammer.at](http://www.ooe.arbeiterkammer.at)  
 Information about the AK “power card“ can be obtained by calling: 050-6906,  
 or by email at: [mitglieder@akooe.at](mailto:mitglieder@akooe.at)
- ➔ **Bildungskonto des Landes Oberösterreich  
 (Educational Account of the Province of Upper Austria)**  
 Educational measures that are undertaken for job-oriented continuing education or retraining can under certain circumstances be financially supported by the “Upper Austrian Educational Account“.  
[bildungskonto@ooe.gv.at](mailto:bildungskonto@ooe.gv.at)
- ➔ **Amt der Oberösterreichischen Landesregierung 9  
 (Office of the Upper Austrian Provincial Government)**  
 Directorate for Education and Society  
 Bahnhofplatz 1, 4021 Linz  
 Tel.: 0732-7720-155 01  
[bgd.post@ooe.gv.at](mailto:bgd.post@ooe.gv.at)

## Who receives financial support?

- Employees, that is persons who are in an intact work relationship
- Persons who are receiving a childcare allowance, ones on parental leaves and ones getting maternity benefits
- Persons returning to work after a parental leave who are registered at the AMS as looking for work and are not receiving any AMS benefits
- Persons who are marginally part-time employed
- People receiving unemployment benefits or emergency welfare benefits
- Self-employed persons
- Persons with an academic degree whose gross income does not amount to more than 1.500 euros
- **One-person enterprises with maximally two persons who are marginally employed or two apprentices (a maximum of two persons)**

## What is financially supported?

- Costs of courses for educational measures

## What prerequisites have to be fulfilled?

- Main residence in Upper Austria at the beginning of the course
- The educational activities (courses, seminars, master schools, special academies) have to be undertaken for job-oriented continuing education or retraining
- The educational measures have to take place in educational facilities that have been given the quality seal of the Upper Austrian Adult Education and Continuing Educational Facilities or in ones that have been certified by comparable procedures.
- 75 percent of the educational procedure has to have been completed and the participation must be confirmed.

## Educational counseling for adults

At fixed times the Adult Education Center in the Tower of Knowledge, the Upper Austrian Chamber of Labor (AK) and the Service Office for Adult Education offer individual counseling about educational measures and professional choices. In addition they inform you about professional subsidies, for example educational leaves, part-time education and catching up on school graduation certificates.

### ➔ Volkshochschule Linz Wissensturm (Adult Education Center) 2

Kärntnerstraße 26, 4020 Linz  
 Tel.: 0732-7070  
 wissensturm@mag.linz.at  
 www.vhs.linz.at  
 Monday: 4 - 6 p.m. (Appointments must be made by telephone)

### ➔ Arbeiterkammer Oberösterreich (AK) - Beratungszentrum 5 Center for Counseling - (Upper Austrian Chamber of Labor)

Volksgartenstraße 40, 4020 Linz  
 Tel.: 050-69060  
 info@ak-ooe.at  
 www.ooe.arbeiterkammer.com  
 Personal counseling:  
 Monday-Thursday: 7.30 a. m. - 4 p.m., Friday: 7.30 a.m. - 13.30 p.m.  
 Telephone counseling on Tuesday until 7 p.m.

### ➔ Amt der oberösterreichischen Landesregierung 9 (Office of the Upper Austrian Provincial Government)

Department of education and society  
 Bahnhofplatz 1, 4021 Linz  
 Tel.: 0732-7720 155 01  
 bgd.post@ooe.gv.at  
 www.land-oberoesterreich.gv.at  
 www.land-oberoesterreich.gv.at  
 Tuesday and Thursday: 8 a.m. - 5 p.m.

➔ **Karriereberatung der Wirtschaftskammer Oberösterreich**

**(Career counseling of the Economics Chamber of Upper Austria)**

Career and educational guidance in the form of potential analyses,  
Appointments must be made

Wirtschaftsförderungsinstitut (WIFI)

Wiener Straße 150, 4021 Linz

Tel. 0590909-4061

[wko.at/ooe/karriere](http://wko.at/ooe/karriere)

## Educational institutions for adults

➔ **Wissensturm (Tower of Knowledge)**

The Tower of Knowledge of the City of Linz is located opposite the central train station. It accommodates the Adult Education Center, the city library and a foreign-language library, a learning center as well as a media workshop.

The Tower of Knowledge is open to everybody. In its function as an intersection of knowledge, as an integration center, it serves to promote the exchange between and the harmonious coexistence of diverse cultures. It has many special educational offerings and media for immigrants. One area of emphasis involves measures to teach language and promote linguistic proficiency. In the Service Center services of the "Bürgerservice" (Citizens' Service) are available.

Basic education is one of the major emphases of the Tower of Knowledge. A more intensive effort will be made to address those persons who have previously had difficult access to education, for example those who have never graduated from school or completed a course of job training. The fundamental education courses that are offered are intended to improve the ability to read, write and do arithmetic and to acquire basic computer skills.

Further courses serve to prepare persons for graduation from lower secondary school. Comprehensive consultation possibilities, both in person and by telephone (alfatelephone 0810 / 20 08 10) facilitate the choice of appropriate basic education courses. Among the job-oriented courses you can find ones that are aimed at preparing people for the vocational matriculation examination. There are special basic education courses for women, as well as for persons who do not speak German.

In the program of events of the Adult Education Center you can find about 2,000 courses and lectures each year. About 100,000 books, films and CDs are available for lending in the City Library. In the Learning Center in the Tower of Knowledge (LeWis) computer workplaces with Internet access, listening stations as well as DVD- and television places invite you to learn and to spend your free time there. In seven areas possibilities for combined course-media learning are offered: society and politics / nature and technology / health and feeling well / household and living / basic education and profession/ culture and creativity/ languages.

**Wissensturm 2**

Kärntnerstraße 26, 4020 Linz

Tel.: 0732-7070

[www.linz.at/bildung/wissensturm.asp](http://www.linz.at/bildung/wissensturm.asp)

➔ **Berufsförderungsinstitut (bfi) / (Vocational Training Institute) 24**

The Vocational Training Institute offers a broad spectrum of extra-occupational further education measures, seminars, workshops, training courses, advisory services and job-market-political schooling measures.

Raimundstraße 3, 4020 Linz  
Tel.: 0732-6922  
www.bfi-ooe.at

➔ **BBRZ-Gruppe**

The BBRZ Group is the largest educational and social service institution in Austria. Aim and purpose of the BBRZ Group is to support people who are old enough to develop and utilize their professional and social opportunities, to aid and encourage them. The BBRZ group includes the Vocational Training Institute bfi, BBRZ Rehabilitation Ltd and FAB (Organization for Promoting Work and Employment). These organizations work for different target groups in the areas of "professional education", "job rehabilitation" as well as "work and job placement".

Muldenstraße 5, PF 322, 4021 Linz  
Tel.: 0732-6922-0  
www.bbrz-gruppe.at

➔ **Das BIZ Berufsinformationszentrum des Arbeitsmarktservices  
(The BIZ Job Information Service of the Public Employment Service AMS)**

Offers a modern media library with brochures, sets of information material, video films and PCs that can be used free of charge.

Bulgariplatz 17-19, 4021 Linz  
Tel.: 0732-6903

➔ **Wirtschaftsförderungsinstitut (WIFI) / Economic Development Institute (WIFI) 25**

WIFI offers courses in various areas of professional training and continuing education. Its aim is to support persons and organizations that are active in the economy and to qualify them for the demands of the job market.

Wiener Straße 150, 4021 Linz  
Tel.: 05-7000  
www.wifi-ooe.at, www.wifi.at/bildungsberatung

➔ **Karriereberatung der Wirtschaftskammer OÖ  
(Job counseling of the Economics Chamber Upper Austria)**

Wiener Straße 150, 4021 Linz  
Tel.: 05-90 909-4051  
wko.at/ooe/karriere

➔ **PGA Akademie (PGA Academy) 26**

The PGA Academy offers courses/seminars and training as well as continuing education in the areas health, psychology, pedagogy and physical exercise. It publishes a catalog of its courses and activities. The catalog can be ordered at: 0732-787810 or on www.pga.at

**PGA, Organisation for prophylactic health work**

Museumstraße 31a, 4020 Linz  
Tel.: 0732-77 12 00  
office@pga.at

## Language – the key to success

A person who wants to undertake professional training or work in Upper Austria must be able to speak and write German. To correctly learn a language you have to constantly practice it. It is easier to learn it in professionally-taught German courses. Language courses for beginners and advanced students are offered in the Tower of Knowledge in Linz and many other institutions for continuing learning.

### Promoting language skills for children

#### **New language promotion in the nursery schools of the city**

Since autumn 2011 all of the boys and girls in the nursery schools of the city – with and without immigrant backgrounds – have been tested twice a year to determine how well they know the German language. If a child is found to have language deficits he or she immediately begins to get help. The goal is to enhance language competence before the beginning of school. In three years of nursery school a child can receive up to 540 hours of German language instruction, taught in a manner that is appropriate for his/her age. This extensive language promotion program is unique in Austria. A 2012 study of the University of Hamburg showed that it is effective. It was found that all of the children in the new language promotion program clearly improved their knowledge of German.

#### **Bilderbuchrucksack (Picture book rucksack)**

In 2015 the project „Picture Book Nursery School“ was initiated in twelve counseling facilities of the city, in cooperation with the Institute for Literature for Young People. A total of twelve new German language picture books were thereby selected. They were focused on societally relevant themes such as immigration, hostility towards foreigners, poverty and the roles of the sexes.

After the books have been read out loud together and the children have become familiar with them, one of them is selected. The children then creatively interpret it in their manner. The results – drawings, texts, handwork, photos, etc. – are presented to the public each year in different places in Linz.

#### **Mama learns German**

Mothers with immigrant backgrounds sometimes come out of educationally deprived social classes. This project teaches not only the German language, but also other educational matters and promotes intercultural competence as well as integration. In order to reach these women, the courses of the Institute of Intercultural Pedagogy are offered in nursery schools and schools.

#### **Reading tandem**

Tandem is the term for the collaboration between a godchild from one of the primary schools in Linz and a mentor. Both of them meet once a week in the afternoon in the school for one to two semesters. The mentors then read out loud, and motivate their protégés to read by themselves or show them how to read out loud in a manner that is interesting and enthralling. The mentors receive preparation and continual support for this work from the Organization for Intercultural Encounters and Cultural teaching (ibuk).

#### **Books for reading out loud**

Within the framework of the project of the organization “ibuk” nursery school children with and without immigrant backgrounds regularly visit facilities for seniors. There they are divided into small groups. One mentor works with four to five children. The reading tandem hours are supervised by nursery school teachers. The mentors are trained for their task by the organization “ibuk” in the senior center and they are continuously supported.

**Rucksack-Model**

The program, which is led by the Institute for Intercultural Pedagogy, promotes knowledge of the native language as well as of German in children with immigrant backgrounds who are between the ages of four and six. Parents work together with nursery school teachers to implement it.

„Rucksack“ aims to promote the competence in the mother language and in German as well as the general development of the child. Mothers thereby serve as experts for learning the first language / mother tongue. They are prepared for this task through guidance and working material. They meet once a month for two hours (normally in the nursery school) to prepare common activities, that they can take home in their “rucksacks”. There they do them with their children. The rucksack model constitutes a continuation of the project “Within your grasp”, in which children between the ages of one and three acquire linguistic proficiency through play and games.

**Information about all of the offers**

- ➔ **Kinder- und Jugend-Service Linz – (KJSL) 27**  
(Children and Youth Service of Linz)  
Rudolfstraße 18, 4041 Linz  
Tel.: 0732-7070
  
- ➔ **Kultur und Bildung 12**  
(Culture and Education)  
Pfarrgasse 7, 4041 Linz  
Tel.: 0732-7070  
kb@mag.linz.at  
www.linz.at/bildung/schulen.asp
  
- ➔ **Volkshochschule Oberösterreich 28**  
**Institut Interkulturelle Pädagogik – (IIP)**  
(Adult Education Center of Upper Austria  
**Institute for Intercultural Pedagogy – IIP)**  
Bulgariplatz 12 / 4. Stock, 4020 Linz  
Tel.: 0732-66 11 71  
institut@vhsooe.at  
www.vhs-interkulturell.at

**Supervised learning outside of school**

The Integration Office of the city of Linz financially supports remedial courses for primary and new secondary school pupils. You can receive further information, questions, advice and support for these projects and for German courses for children from the:

- ➔ **Integrationsbüro der Stadt Linz 29**  
(Integration Office of the City of Linz)  
Altes Rathaus, Hauptplatz 1, 4041 Linz  
Tel.: 0732-7070-1150  
integration@linz.at  
www.integration.linz.at



## Promoting language skills for adults

Language courses, German courses and integration courses, literacy courses, etc., are offered by various educational institutions. Some of the following institutions also conduct ÖSD examinations. ÖSD means "Austrian Language Diploma in German". It is a test system for German as a foreign language consisting of nine tests at six different levels. The ÖSD serves as a standardized confirmation of knowledge of the German language and confers a large number of advantages on people who take it: it is regarded as an additional qualification that helps in job placement by the Public Employment Service (AMS) and is important for other job-oriented institutions. It also serves as recognized proof of knowledge of the German language when seeking admission to Austrian universities, applying for Austrian citizenship, for a visa or for a leave to remain in Austria.

### Wissensturm/Volkshochschule

#### (Tower of Knowledge / Adult Education Center)

The Adult Education Center in the Tower of Knowledge is the largest provider of German courses in Linz and offers ones at various levels. More than 20 languages are taught there, among them "German as a foreign language" and "German integration courses". The courses are held in the Tower of Knowledge as well as in various parts of the city. More than 100 German courses are offered by this institution each year. Private courses can also be arranged. All of the course participants can use the self-learning center in the Tower of Knowledge free of charge.

The VHS is a licensed testing center and offers certificate tests for the Austrian Language Diploma German (ÖSD) and the European language certificates (telc certificates) as well as certificate examinations at all levels. There is, for example, a great demand for the certificate German, which is required for health-care occupations. It is proof of language knowledge that is sufficient for orientation in everyday situations as well as in the professional world.

#### ➔ Wissensturm <sup>2</sup>

##### (Tower of Knowledge)

Kärntnerstraße 26, 4020 Linz

Tel.: 0732-7070, wissensturm@mag.linz.at

Personal language consultations

Tel.: 0732-7070-4323 (Learning center -4390)

Monday: 5 - 7 p.m.

Thursday: 12 noon - 2 p.m.

#### ➔ Universität Linz (University of Linz – German courses for students)

Altenberger Straße 69, 4040 Linz

Center for Special Language and Intercultural Communication, secretary's office

Tel.: 0732-2468 9580, [www.lang.jku.at](http://www.lang.jku.at), [www.jku.at](http://www.jku.at)

Monday: 1.45 p.m. – 4.45 p.m.

Wednesday: 9 a.m. – 12 noon and 2 p.m. - 5 p.m.

Tuesday, Thursday: 9 a.m. - 12 noon

#### ➔ Kooperation Pädagogische Hochschule, Land OÖ, Magistrat Linz u.a.

##### (Cooperation between the teachers' college, the Province of Upper Austria, the Municipality of Linz, etc.)

Kaplanhofstraße 40, 4020 Linz

Tel.: 0732-7470-0, [www.ph-ooe.at](http://www.ph-ooe.at)

- ➔ **BFI (Vocational Training Center)** 30  
 Bulgariplatz 12, 4020 Linz  
 Tel.: 0732-6922-6238  
[www.bfi-ooe.at](http://www.bfi-ooe.at)
  
- ➔ **Wirtschaftsförderungsinstitut WIFI** 25  
**(Economic Development Institute)**  
 Wiener Straße 150, 4021 Linz  
 Tel.: 05-7000-77  
[www.ooe.wifi.at](http://www.ooe.wifi.at)
  
- ➔ **Volkshilfe OÖ – Counseling for refugees (Women's project)**  
 Schillerstraße 34, 4020 Linz  
 Tel.: 0732-60 30 99  
[www.fluechtlingsbetreuung.at](http://www.fluechtlingsbetreuung.at)
  
- ➔ **migrare – center for immigrants in Upper Austria** 11  
 Humboldtstraße 49, 4020 Linz  
 Tel.: 0732-667363  
[www.migrare.at](http://www.migrare.at)
  
- ➔ **Association maiz**  
 Hofgasse 11, 4020 Linz  
 Tel.: 0732-77 60 70-4  
[www.maiz.at](http://www.maiz.at)
  
- ➔ **Verein Begegnung Arcobaleno**  
**(Association for encounters Arcobaleno)**  
 Friedhofstraße 6, 4020 Linz  
 Tel.: 0732-60 58 97  
[www.arcobaleno.info](http://www.arcobaleno.info)

## Helpful websites on education / training / language

- **BIC – Job information computer**  
 Information about more than 1,500 professions, profile of interests, tips about selecting a profession and much additional information (some of it in different languages):  
[www.bic.at](http://www.bic.at)
  
- **Information of the AMS about professions**  
[www.beruflexikon.at](http://www.beruflexikon.at) (Database about professions run by the AMS)  
[www.yourchoiceinfo.at](http://www.yourchoiceinfo.at) (Information about training and continuing information)  
[www.ams.at/qualifikationsbarometer](http://www.ams.at/qualifikationsbarometer)  
 (Information of the AMS about the development of the job market and of qualifications)

- **Information about the entire school and educational system on the AK homepage**  
[http://ooe.arbeiterkammer.at/beratung/bildung/bildungsundberufswahl/Bildungswege\\_in\\_Oesterreich.html](http://ooe.arbeiterkammer.at/beratung/bildung/bildungsundberufswahl/Bildungswege_in_Oesterreich.html)
- **Everything concerning schools:**  
**Information and addresses, school-psychological counseling, informative brochures**  
[www.schule.at](http://www.schule.at)  
[www.schulpsychologie.at](http://www.schulpsychologie.at)  
[www.berufsbildendeschulen.at](http://www.berufsbildendeschulen.at)
- **Information about higher colleges of special (technical) education and studying in them**  
[www.fachhochschulen.at](http://www.fachhochschulen.at)
- **Online study guide and information about universities**  
[www.studienwahl.at](http://www.studienwahl.at)  
[www.wegweiser.ac.at](http://www.wegweiser.ac.at)
- **Information portal for training/education, continuing education and adult education**  
[www.eduvista.com](http://www.eduvista.com) (search engine for continuing education)  
[www.erwachsenenbildung.at](http://www.erwachsenenbildung.at)  
[www.ams.at/weiterbildung](http://www.ams.at/weiterbildung) (continuing education database of the AMS)
- **Information of the Ministry of Education about schools**  
[www.bmbf.gv.at](http://www.bmbf.gv.at)  
[www.bmbf.gv.at/schulen/bw/ueberblick/bildungswege.xml](http://www.bmbf.gv.at/schulen/bw/ueberblick/bildungswege.xml)  
(Publication „Educational Pathways in Austria, multilingual)
- **Information of the Ministry of Science about universities and colleges of higher education**  
<http://www.bmwf.gv.at/Berufsausbildung/LehrlingsUndBerufsausbildung/Seiten/default.aspx>
- **Information of the Economic Chamber about apprenticeships**  
[www.wko.at/lehrstellen](http://www.wko.at/lehrstellen) (free apprentices in cooperation with AMS);  
apprenticeships [www.wko.at/bildung-und-lehre](http://www.wko.at/bildung-und-lehre);  
overview of enterprises that offer apprenticeships <http://lehrplatzinfo-ooe.at>  
<http://lehrbetriebsuebersicht.wko.at>  
(Enterprises in Austria that offer apprenticeships are listed, but there is no information about which of them are currently looking for apprentices).
- **Federal Ministry of Science, Research and Economy**  
All of the vocational training regulations of the professions that offer apprenticeships  
[www.bmwf.gv.at](http://www.bmwf.gv.at) » Service » Lehrlingsservice
- **Stays abroad for apprentices**  
[www.ifa.or.at](http://www.ifa.or.at)

# SOCIAL LINZ



## 5 SOCIAL LINZ

Linz affords a high quality of life thanks to the social commitment of politicians and the municipal administration, as well as the favorable job situation in the city. About a third of the city's budget is reserved for social expenditures.

The extensive social services of the city of Linz are exemplary for all of Austria. That is true for those that have been designed for families and children as well as for those for the care of elderly persons. Here people with low incomes are given possibilities to actively participate in social life. In collaboration with social associations the city strives to help adolescents who have neither a job nor an apprenticeship.

The social services are generally offered or coordinated by the Division of Social Matters, Youth and Family. This municipal office has established four social counseling centers for social benefits. The Citizens' Service Center (Bürgerservice) offers telephone information 0732 / 7070-0 about them. The extensive social services can also be downloaded from the website [www.linz.at/soziales](http://www.linz.at/soziales), where they are listed in a readily comprehensible form.

### ➔ Social Counseling Office North ①

#### **Kompass Nord**

Neues Rathaus  
Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-7070-2766 to -2770  
[kompass@mag.linz.at](mailto:kompass@mag.linz.at)

### ➔ Social Counseling Office South ⑦

#### **Kompass Süd**

Seniorenzentrum Neue Heimat  
Flötzerweg 95-97, 4030 Linz  
Tel.: 0732- 37 01 70-12, -15 or -16  
[kompass@mag.linz.at](mailto:kompass@mag.linz.at)

### ➔ Stadtteilzentrum Franckviertel ⑥

(District Center Franckviertel)

Location for the residents' concerns  
in the district

Ing.-Stern-Straße 15-17, 4020 Linz  
Tel.: 0732-60 24 80 100 to -103  
and 105 to -110  
[stz.franckviertel@mag.linz.at](mailto:stz.franckviertel@mag.linz.at)

### ➔ Stadtteilzentrum Auwiesen ⑧

(District Center Auwiesen)

Location for the residents' concerns  
in the district

Volkshaus Auwiesen  
Wüstenrotplatz 3, 4030 Linz  
Tel.: 0732-30 27 31  
[stz.auwiesen@mag.linz.at](mailto:stz.auwiesen@mag.linz.at)

### ➔ Social Counseling Office

#### **Kompass Ost**

Seniorenzentrum Franckviertel  
Tel.: 0732-66 62 72-20 to -24  
[kompass@mag.linz.at](mailto:kompass@mag.linz.at)

### ➔ Social Counseling Office

#### **Kompass Auwiesen**

Seniorenzentrum Franckviertel  
Tel.: 0732-30 27 31-19 or -20  
[kompass@mag.linz.at](mailto:kompass@mag.linz.at)

## Child care

The city of Linz has extensive childcare facilities that it offers at affordable prices. Their primary aim is to help working parents master the challenge of family and job and to further the development of children. This begins in the toddler's playrooms (crèches), which are constantly being expanded to meet the demand. There are adequate nursery school and day-care facilities for everybody. These are

provided in cooperation with private organizations. Every child who is three or more years old on the 1st of September has a guaranteed place in a nursery school. In 95% of cases it is in the preferred one.

Childcare in the municipal facilities is provided by:

- ➔ **Kinder- und Jugend-Services Linz (Child and Youth Services of Linz)** <sup>27</sup>  
Rudolfstraße 18, 4041 Linz  
Tel.: 0732-7070  
kjs@mag.linz.at

### Toddler's playrooms or crèches (Krabbelstube)

Toddler's playrooms offer parents in Linz relief by looking after their children from the ages of eight weeks to three years. The same kinds of activities are offered in all of them. They are centered around motion, perception, music, language and work with parents. The fees for attending toddler's playrooms are socially adjusted, as are the costs for meals. People who on the basis of their income do not have to pay an attendance fee are also not charged for meals.

**Acceptance:** A prerequisite for acceptance is that Linz is the main place of residence of the child and at least one of the parents. Besides, the parents, life companions or partners have to be employed for at least 20 hours a week.

The preliminary registration of the child can be done by phone, in person or by means of the form that can be downloaded from the Internet at [www.linz.at](http://www.linz.at) » Leben in Linz » Soziales » Kinder » Kinderbetreuung. The registration is done at:

- ➔ **Kinder- und Jugend-Services Linz (Child and Youth Services of Linz)** <sup>27</sup>  
Rudolfstraße 18, 4041 Linz  
Tel.: 0732-7070  
kjs@mag.linz.at  
<https://egov.linz.at/kjslanmeldung/krabbelstube.asp>

### Nursery schools

Nursery schools (Kindergärten) are childcare facilities for children from the age of three until school admission. Attendance is free of charge, the costs of lunches are socially adjusted. A special family-friendly service is the flexible opening times: all of the kindergartens of the city of Linz are open from 6.30 a.m. to 5 p.m. and three of them are even open until 8 p.m.. The municipal facilities are open the whole year round with the exception of the Christmas holidays.

They offer extensive guidance to children from different cultures and with different native languages to enable them to fulfill the prerequisites, especially in respect to language, before beginning school. In Austria at least half-day nursery school attendance is obligatory from age 5 until school entrance.

#### New language promotion

Since autumn 2011 all of the boys and girls in the nursery schools of the city – with and without immigrant backgrounds – are tested twice a year to determine how well they know the German language. If a child is found to have language deficits he or she immediately begins to get help. The goal is to

Enhance language competence before the beginning of school. In the three years of nursery school a child can receive up to 540 hours of German language instruction, taught in a manner that is appropriate for his/her age. This extensive language promotion program is unique in Austria. A 2012 study of the University of Hamburg showed that it is effective. It was found that all of the children in the new language promotion program clearly improved their knowledge of German.

**Admission:** A child can be preliminarily registered by phone, in person or at the website [www.linz.at](http://www.linz.at) » Leben in Linz » Soziales » Kinder » Kinderbetreuung. The deadline is the 31st of March of the year of kindergarten attendance.

The place to register is:

- ➔ **Kinder- und Jugend-Services Linz (Child and Youth Services of Linz)** 27  
Rudolfstraße 18, 4041 Linz  
Tel.: 0732-7070  
kjs@mag.linz.at  
<https://egov.linz.at/kjslanmeldung/kindergarten.asp>

## Childcare facilities (Horte)

These facilities afford extensive possibilities for the care, nurturing and education of pre-school children. They are especially intended for children of single and working parents, as well as for those who are seeking supplementary nurturing and education for their children outside of the family and the school. As is the case with kindergartens, afternoon care places are available for every child. The fees for attendance of childcare facilities and for meals are socially adjusted. Persons with low incomes can be freed of the obligation to pay for them.

**Admission:** Requests for admission to the childcare facilities can be submitted at any time until the end of March of the preceding year. They should be made directly to the management of the particular day nursery or online at <https://egov.linz.at/kjslanmeldung/hort.asp>. In the admission procedure children of working parents who live in the direct proximity of the facility are accorded priority. Requests made after the completion of the admission procedure can only be considered if there are still open places available.

## Childcare by the hour – the institution “Hobby Horse“ („Schaukelpferd“)

In order to meet the altered needs of families and society in general and to enable people to work and raise children at the same time, the city of Linz offers an additional form of baby-sitting for children under the age of three. The institution „Schaukelpferd“ at Wiener Straße 260 offers parents flexible child minding. It is primarily intended for inhabitants of Linz who need child minding by the hour or by the day. The maximal time accorded per week is 20 hours. This service is intended for children up to the age of three who have their main place of residence in Linz. At least one of its parents must have his or her main residence in this city too.

The price for an hour of child minding is three euros. If between 48 and 80 hours of child minding are booked each month, the maximal cost is 145.27 euros. For additional hours over that limit three euros per hour are charged. Lunch can also be booked for the children.

➔ **Flexible Kinderbetreuung Schaukelpferd (Flexible child minding “Schaukelpferd“)**

Wiener Straße 260, 4030 Linz  
 Tel.: 0732-34 92 71-626  
 Mobil: 0676-51 23 100  
 schaukelpferd@spattstrasse.at  
 www.spattstrasse.at

## Day mothers

Day mothers are experienced mothers who provide guidance and supervision for children and adolescents aged from eight weeks to 16 years during the daytime in the caring family atmosphere of their private homes. All of the day mothers are trained for this service.

In Linz the day mother institution “Aktion Tagesmütter” is responsible for arranging contacts:

➔ **AKTION TAGESMÜTTER OÖ**

Raimundstraße 10, 4020 Linz  
 Tel.: 0732-6922-7780  
 www.tagesmuetter.kinderplattform.info

## Afternoon guidance in the schools

For children and adolescents who are completing their compulsory education in lower secondary schools and pre-vocational school courses (polytechnische Lehrgänge) afternoon supervision including lunch is available in the school. Help with homework, additional guidance and various free-time activities are offered. The costs for attendance and meals are socially adjusted according to income.

**Admission:** Registration for an afternoon guidance place must be made directly at the individual school.

## Children and adolescents

### Office for Children and Adolescents in Linz

The Municipal Office for Children and Adolescents is responsible for matters concerning persons in these age groups. This service office for young citizens of Linz promotes culture for children and adolescents, plans the expansion of playgrounds and fun-sport facilities together with their users, organizes events and does much more. In matters concerning the debts, sexuality and addiction of adolescents the Adolescent’s Office knows which service offices can help and will direct the concerned persons to them.

➔ **Kinder- und Jugend-Services Linz / Kinder- und Jugendbüro <sup>27</sup>**

**(Child and Youth Services of Linz / Child and Youth office)**

Rudolfstraße 18, 4041 Linz  
 Tel.: 0732-7070-2831 and -2862  
 jugend@mag.linz.at  
 www.linz.at/jugend



## Centers for adolescents

For the leisure-time activities of adolescents the Municipal Association for Adolescents and Free Time (VJF) operates 13 youth centers. Seven counseling offices in the youth centers offer young people help in dealing with their private problems. In addition there are facilities for the streetwork with teenagers. In addition to diverse free-time and cultural activities the adolescent centers offer opportunities for discussions with trained social workers, help adolescents solve their problems and provide information about other counseling facilities.

Entrance to the centers is free of charge.

- ➔ **VJF – Verein Jugend und Freizeit**  
Lederergasse 7, 4020 Linz  
Tel.: 0732-77 30 31  
office@vjf.at  
www.vjf.at

## Protection of minors

Information about the protection of minors and the Law for the Protection of Minors can be obtained from the Department for Educational Support of the Office for Social Matters, Youth and Family as well as from the youth service (Jugendservice) of the Province of Upper Austria.

- ➔ **Soziales, Jugend und Familie 1**  
**(Office for Social Matters, Youth and Family)**  
Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-7070-2830  
sjf@mag.linz.at  
Monday-Friday: 8 a.m. - 12.00 noon
- ➔ **Jugendservice des Landes Oberösterreich 9**  
Bahnhofplatz 1, 4020 Linz  
Tel.: 0732-66 55 44  
www.jugendservice.at  
Monday-Friday: 1 - 5 p.m.

## First-love-ambulanz

The First-Love-Clinic is a counseling office for young girls and their partners. They can come alone, with a girlfriend, their parents, their partner or somebody else. A female psychologist, a female gynecologist and a nurse provide information and help them deal with a variety of themes. The most frequent ones concern “the first time” in a new relationship, relationship problems, birth control, the first gynecological examination, the period and sexual diseases. The outpatient clinic is open **every Wednesday from 3-5 p.m.** Neither an e-card nor an appointment is required. The counseling is free of charge and confidential.

➔ **First Love Ambulanz**

Kepler University Clinical Center, MedCampus III.,  
main entrance, Bau B, 1th floor, Gynecological Department  
Krankenhausstraße 9, 4021 Linz  
Tel.: 0732-7806-1270  
firstlove@kepleruniklinikum.at  
<http://firstlove.linz.at>

## Summer vacation program ACTIVE DAYS

Every year the city of Linz offers children and adolescents from the ages of six to 15 an extensive program of free-time activities during the summer vacation. Especially for parents who do not have enough time off from work to take a summer vacation or cannot afford to travel, these vacation-time activities provide considerable financial and organizational relief. Far more than 100 diverse workshops, courses, holiday- and adventure weeks, excursions, games and fun activities in the various residential neighborhoods are offered. They are an excellent cure for boredom and offer young people a change of pace from watching television and sitting in front of the computer. The Active Days Program Booklet appears soon enough before the vacation to enable you to orient yourself and make plans for the summer. It is available at various public institutions of the city of Linz such as the city libraries, the schools and the citizens' service offices.

It can also be downloaded from the website [www.linz.at/aktivtage.asp](http://www.linz.at/aktivtage.asp). The active days are planned by the Children's and Adolescent's Office of the city.

## Family

### Help in raising children/ children and adolescent welfare of the city of linz

The adolescent welfare of the city of Linz is responsible for protecting children and adolescents in critical and dangerous situations and for counseling and supporting parents when they are having child-raising problems. Social workers offer:

- Information and support when child-raising difficulties and family crises occur.
- Counseling of single parents
- Help in case of violence in the family.

The most important responsibility of social workers in the Department of Educational Guidance (Erziehungshilfe) is to offer advice about child-raising difficulties, puberty problems, behavior problems of children, to regulate visitation rights and child custody in cases of separation and divorce as well as to counsel parents when their children and adolescents commit legal offences. In solving problems the primary aim is to support parents in child-raising and to find common solutions.

General information and initial clarification of the circumstances is provided by the Office of Initial Counseling (Stelle für Erstberatung). There are branches in the following districts of the city: Ebelsberg, Spallerhof, Franckviertel. Auwiesen and Neue Heimat.

➔ **Soziales, Jugend und Familie ①**

**(Office for Social Matters, Youth and Family)**

Erstabklärung –

Neues Rathaus (Initial clarification – New City Hall) ,

Hauptstraße 1-5, 4041 Linz

Tel.: 0732-7070-2830

sjf@mag.linz.at

Montag-Freitag: 8-12 Uhr

The Department for Legal Matters offers support in claims for maintenance for children and adolescents: 0732-7070

## **Institute for Family and Youth counseling of the city of linz**

The Institute for Family and Social Counseling is the place to contact when there are problems in the family, with a partnership or with children. It also deals with the concerns of adolescents. Specialists who are psychologically, psychotherapeutically and pedagogically trained aid clients anonymously and free of charge. Depending upon the matter involved the following services (or combinations of them) are offered: Educational consultations, child-psychological diagnostics, psychotherapy for children, family counseling and therapy, help in learning, perception training, autogenic training, groups to help children come to terms with divorces, mediation and separation counseling, pregnancy counseling, social counseling in family matters, individual counseling and therapy, counseling and therapy of pairs, legal counseling in questions of family law.

The activities of the counseling office are subject to the obligation for professional confidentiality. Counseling takes place on Monday and Wednesday from 9 to 11 a.m. and upon telephone contact

➔ **Institut für Jugend- und Familienberatung der Stadt Linz**

Rudolfstraße 18, 4040 Linz

Tel.: 0732-7070-2700

inst.fjb@mag.linz.at

www.linz.at/soziales/fjb.asp

## **Parent – Mother Counseling**

In the Parent- and mother counselings, medical examinations are offered free of charge and parents are advised about the development, care and nutrition of their infants and small children. A team consisting of a physician, a social worker and/or a nurse for children and infants is available for all questions concerning children during the opening hours of the consulting office. It is not necessary to make an appointment in advance.

➔ **Eltern-, Mutterberatungsstelle Auwiesen**

Allendeplatz 4, 4030 Linz

Tel.: 0732-31 17 42

Opening hours: Monday 2.30 - 5 p.m., Thursday 9 - 11.30 a.m.

- ➔ **Eltern-, Mutterberatungsstelle Biesenfeld**  
Dornacher Straße 7, 4040 Linz  
Tel.: 0732-24 35 61  
Opening hours: Tuesday 2 - 4.30 p.m., Friday 9 - 11.30 a.m.
- ➔ **Eltern-, Mutterberatungsstelle Eltern-Kind-Zentrum der Stadt Linz Ebelsberg-Ennsfeld**  
Hofmannsthalweg 8, 4030 Linz  
Tel.: 0732-30 10 56-18  
Opening hours: Monday 9 - 11.30 a.m. and Wednesday 2-4.30 p.m.
- ➔ **Eltern-, Mutterberatungsstelle Oed**  
Europastraße 12, 4020 Linz  
Tel.: 0732-37 13 75  
Opening hours: Friday 9 - 11.30 a.m., Monday 2.30 – 5 p.m.
- ➔ **Eltern-, Mutterberatungsstelle IGLU Franckstraße (Dorfhalle)**  
Franckstraße 68, 4020 Linz  
Tel.: 0732-65 45 41-14  
Opening hours: Wednesday 9 to 11.30 a.m.
- ➔ **Eltern-, Mutterberatungsstelle Spallerhof**  
Glimpfingerstraße 10-12, 4020 Linz (Senior Center, Building 4, garden level)  
Tel.: 0732-3408-12607  
Opening hours: Tuesday 2.30 - 5 p.m.
- ➔ **Eltern-, Mutterberatungsstelle Karl-Steiger-Straße**  
Karl-Steiger-Straße 2, 4030 Linz  
Tel.: 0732-30 20 71  
Opening hours: Wednesday 2 - 4.30 p.m.
- ➔ **Eltern-, Mutterberatungsstelle Hessenplatz**  
Hessenplatz 12, 4020 Linz  
Tel.: 0732-78 25 48  
Opening hours: Thursday 2.30 - 5 p.m.
- ➔ **Eltern-, Mutterberatungsstelle Leonfeldner Straße**  
Leonfeldner Straße 80, 4040 Linz  
Tel.: 0732-73 12 69  
Opening hours: Thursday 2.30 - 5 p.m.
- ➔ **Eltern-, Mutterberatungsstelle Neues Rathaus**  
Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-7070-2660  
Opening hours: Wednesday 2 – 4.30 p.m.

- ➔ **Eltern-, Mutterberatungsstelle Pichling**  
Heliosallee 84, 4030 Linz  
Tel.: 0732-32 00 71-31  
Opening hours: Tuesday 2 - 4.30 p.m
  
- ➔ **Eltern-, Mutterberatungsstelle Neue Heimat**  
Rohrmayrstraße 1, 4030 Linz  
Tel.: 0732-38 20 08  
Opening hours: Tuesday 2 to 4.30 p.m.

## Parent-child centers

There are eleven parent-child centers in Linz. They serve as counseling facilities, meeting places and centers for communication and events for families. They operate in an open manner, so that their clients have opportunities to get to know other children and parents and to exchange experiences with and receive information from them.

The city of Linz operates two of these facilities itself: the Ebelsberg-Ennsfeld Parent-Child Center and the Pichling Family Center. Both of these institutions offer many lectures, courses and workshops on topics concerning families and children. The yearly programs are available in the facilities and can be downloaded from the Internet.

- ➔ **Eltern-Kind-Zentrum Ebelsberg-Ennsfeld**  
Hofmannsthalweg 8, 4030 Linz  
Tel.: 0732-30 10 56  
ekiz@mag.linz.at  
[www.facebook.com/EKiZ.Ebelsberg](http://www.facebook.com/EKiZ.Ebelsberg)
  
- ➔ **Familienzentrum Pichling**  
Heliosallee 84, 4030 Linz  
Tel.: 0732-32 00 71  
familienzentrum.pichling@mag.linz.at  
[www.facebook.com/FamiZ.Pichling](http://www.facebook.com/FamiZ.Pichling)
  
- ➔ **Eltern-Kind-Zentrum Linz**  
Figulystraße 30, 4020 Linz  
Tel.: 0732-66 96 11  
office@eltern-kind-zentrum.at  
[www.eltern-kind-zentrum.at](http://www.eltern-kind-zentrum.at)
  
- ➔ **Eltern-Kind-Zentrum Linz-Franckviertel**  
Ing.-Stern-Straße 35, 4020 Linz  
Tel.: 0699-16 88 63 12  
franckviertel@kinderfreunde.cc  
[www.kinderfreunde.cc](http://www.kinderfreunde.cc)

- **Eltern-Kind-Zentrum Linz-Oed**  
Zibermayrstraße 40, 4020 Linz  
Tel.: 0669-16 88 63 16  
ekiz.oed@kinderfreunde.cc  
www.kinderfreunde.cc
  
- **Eltern-Kind-Zentrum Linz-Bulgariplatz**  
Zaunmüllerstraße 4, 4020 Linz  
Tel.: 0699-16 88 63 12  
ekiz.bulgariplatz@kinderfreunde.cc  
www.kinderfreunde.cc
  
- **Familienbundzentrum Linz-Bambini**  
Kainzweg 10, 4020 Linz  
Tel.: 0732-77 67 68  
fbz.linz@ooe.familienbund.at  
www.ooe.familienbund.at/de/familienbundzentren/linz-bambini.html
  
- **Familienbundzentrum Linz-Kleinmünchen**  
Schickmayrstraße 16, 4030 Linz  
Tel.: 0732-30 31 61  
fbz.kleinmuenchen@ooe.familienbund.at  
www.ooe.familienbund.at/de/familienbundzentren/linz-kleinmuenchen.html
  
- **Familienbundzentrum Linz-Urfahr**  
Dornacher Straße 17, 4040 Linz  
Tel.: 0732-24 72 15  
fbz.urfahr@ooe.familienbund.at  
www.ooe.familienbund.at/de/familienbundzentren/linz-urfahr.html
  
- **Eltern-Kind-Zentrum Linz-Urfahr West**  
Hagenstraße 10c, 4040 Linz  
Tel.: 0699-16 88 63 10  
ekiz.urfahrwest@kinderfreunde.cc  
www.kinderfreunde.cc
  
- **Eltern-Kind-Zentrum Linz-Dornach**  
Johann-Wilhelm-Klein-Straße 70, 4040 Linz  
Tel.: 0699-16 88 63 10  
ekiz.dornach@kinderfreunde.cc  
www.kinderfreunde.cc

## Childcare allowance

The biological parents as well as the adoptive and foster parents of children who were born after December 31st 2001 receive a childcare allowance. For births after 1.10.2009 a fixed sum is paid. Since 2010 parents have been able to choose between the following options:

- **Fixed sum**  
The fixed sum is an acknowledgement of the care provided by parents and a partial recompensation for it. Parents receive it independently of the job they were performing before the birth of the child.
- **Income-dependent childcare allowance**  
The income-dependent childcare allowance is intended to be a substitute for the income of parents who have high earnings and would like to withdraw from professional life for a short period of time

### The prerequisites for receiving a childcare allowance are:

- a claim to child benefits
- the focus of the vital interests of the parents is Austria
- legal residence in Austria
- common household with the child
- the examinations in the mother-child-pass have been carried out  
(Five examinations during the pregnancy and five examinations of the child)
- The total sum of the income in the sense of the Income Tax Law may not exceed the income limits. If it does, the childcare allowance for the year under consideration must be repaid.

A form must be filled out to and submitted to the public health insurance to receive the childcare allowance. For salaried workers and their dependants this is the “Oberösterreichische Gebietskrankenkasse”. Self-employed persons and their dependants must apply to the “Sozialversicherungsanstalt der gewerblichen Wirtschaft”. Farmers have to apply to the “Sozialversicherungsanstalt der Bauern. Persons who previously were not insured or entitled to claims must also apply to the “Oberösterreichische Gebietskrankenkasse”. A form is automatically sent to persons who are receiving a maternity allowance.

#### ➔ **Oberösterreichische Gebietskrankenkasse (OÖGKK) 31**

Gruberstraße 77, 4020 Linz  
Tel.: 05-78 07-50 37 30  
karenzbetreuung@oegkk.at  
www.oegkk.at

#### ➔ **Sozialversicherungsanstalt der gewerblichen Wirtschaft**

Mozartstraße 41, 4010 Linz  
Tel.: 0732-7634  
<http://esv-sva.sozvers.at>

## Linz for elderly persons

### Kompass Social Consultation Office

The first places that (especially) seniors in Linz can turn to when they have questions or need support are the three “Kompass“ Social Consultation Offices. There they can find information about the whole range of possibilities for obtaining help and support in the region, such as sheltered housing, “Aktiv“ clubs, home-care allowances, admission to a home for senior citizens or the organization and costs for mobile care at home. The counseling is free of charge, confidential and, if desired, also anonymous. You can come to the counseling offices without an appointment **Tuesdays from 9 a.m. to 12.30 p.m. and Thursdays from 2 to 4.30 p.m.**, at other times only upon appointment. The addresses of the social consultation offices can be found at the beginning of this chapter.

### Advisory Brochure for seniors

The brochure “Linz for Seniors“ elucidates the full range of offerings and services for seniors in Linz. Details about centers for seniors, home-care allowances, sheltered housing, assistance for dependents who are providing help and much more are clearly presented and carefully explained. The brochure can be obtained from the Citizens' Service Center in the New City Hall and the service offices of the municipal libraries. It is available online at [www.linz.at](http://www.linz.at) » BürgerInnen-Service » Service A - Z » SeniorInnen » Seniorenratgeber.

### “Active“ clubs

“Aktiv“ clubs are meeting places for seniors in the various neighborhoods of the city where they can spend pleasant hours together with friends and acquaintances. In collaboration with the Adult Education Centers (Volkshochschulen) a varied free-time program is presented there to promote creativity, sociability, motion, health, education and art. It includes activities such as pottery, painting, readings, excursions, yoga, traditional dances and much more. Membership is not required to attend; they are not associated with any political party and are free of charge. There are 17 “Aktiv“ clubs in Linz. For seniors with restricted mobility the transport service of the „Samariterbund“ is available for a fee under the phone number 0732-2127. All of the addresses of the “Aktiv“ clubs can be found in the brochure “Linz für SeniorInnen“. Information is available from the Citizens' Service Center at 0732-7070.

### Mobile Services

Mobile services make it possible for elderly citizens of Linz to remain in their own apartments up to a ripe old age even though they need support and care. For example a mobile care service for the elderly that is provided by care specialists and home care assistants helps them maintain their households and their personal hygiene, takes them to physicians and officials and gives dependents aid and advice. A mobile medical service makes it possible to give patients medical and nursing care at home. “Meals on wheels“ is a mobile food service that brings a warm meal to the home every day. The fees for both the care for the elderly and the at-home nursing care are adjusted according to income. The mobile services are offered by private organizations and coordinated by the city of Linz. All of the offerings are exclusively arranged by the “Kompass“ Social Counseling Office.



## Day centers

Seniors who live at home but require some assistance or care or counseling in everyday life find what they need in the day centers. The city of Linz has three such facilities, which are to be found in the senior centers, Dornach/Auhof, Franckviertel and Kleinmünchen. Their services range from care, psychosocial counseling, general advice to various free-time activities. The painting and ceramic groups, discussions and excursions afford elderly persons suffering from loneliness a good opportunity to make social contacts. The "Regenbogen" Day Center of the "Volkshilfe" Organization has been specially designed for persons who are suffering from dementia.

- ➔ **Seniorenzentrum Dornach/Auhof**  
Sombartstraße 1 - 5, 4040 Linz  
Tel.: 0732 2560-686 or -688  
<http://www.linz.at/szl/5387.asp>
  
- ➔ **Seniorenzentrum Franckviertel**  
Ing.-Stern-Straße 15 - 17, 4020 Linz  
Tel.: 0732 3408  
<http://www.linz.at/szl/5391.asp>
  
- ➔ **Seniorenzentrum Kleinmünchen**  
Dauphinestraße 94, 4030 Linz  
Tel.: 0732 3408-30500  
<http://www.linz.at/szl/5395.asp>
  
- ➔ **Tageszentrum Regenbogen**  
**("Regenbogen" Day Center)**  
Maderspergerstraße 11, 4020 Linz  
Tel.: 0732-3405-415

## Sheltered housing

Sheltered housing is an alternative for elderly persons who only need a small degree of social support and do not require a completely barrier-free apartment. The apartments, which are suitably furnished for seniors, are about 50 square meters in size and are all situated in locations that are easy to reach. By making an emergency call the residents can obtain rapid help. The apartments are intended for persons from the age of 60 on who live in substandard accommodations that are not suitable for seniors and for persons who are 70 or older and need low or medium-level care. In special social circumstances a recommendation the mobile services also suffices for admission to them. Information about sheltered housing can also be obtained from the "Kompass" Social Counseling Office. Applicants can register at the individual housing cooperatives, building developers or organizations. They will inform you about the exact costs.

## Senior centers – nursing homes

There are 18 senior centers in Linz for persons who need constant care and guidance.

Ten of them are maintained by the Senior Centers of Linz Ltd, the other eight are administered by private organizations. Currently there are more than 2100 high-quality nursing care places available. The city of Linz guarantees that all seniors can afford them and if a person's income does not suffice it will pay the difference. The occupants are entitled to keep at least:

- 20 percent of their retirement pension
- their entire 13th and 14th pension payments
- pocket money amounting to 44.30 euros per month (status 2015).

Half of the senior homes also have short-time care places, so that dependents responsible for care can be relieved for a fixed period of time. That enables them to go on vacation or recover from illnesses. Information about the senior centers can be found in various brochures that can be available at the Citizens' Service Offices of the city of Linz or the Senior Centers Linz Ltd.

**Admission:** The admission to a senior- and nursing care home is exclusively arranged by the three "Kompass" Social Counseling Offices (addresses can be found at the beginning of chapter five ("Social Linz").

## Financial support and counseling

### Means-tested minimum income

Within the framework of the means-tested minimum income every individual in social distress who can no longer cover the costs of living from his/her incomes or assets is financially assisted. The minimum income aims to eliminate poverty and social exclusion and to help people reenter the job market.

Means-tested minimum income comprises monthly payments to secure the costs of living including shelter and the compulsory health insurance. The person involved receives an e-card, in case he or she does not have one. Instead of a money payment a measure to increase the person's job qualifications or a paying job can be offered.

Fixed payments (= minimal standard) are intended to cover the regular costs for an apartment, food, clothing, personal hygiene, household goods, heating and electricity as well as participation in social and cultural life. If the costs for a place of residence are low or if somebody else pays them, the minimum standards are correspondingly reduced.

You can find further information at

[www.ooe.gv.at](http://www.ooe.gv.at) » Themen » Gesellschaft und Soziales » Bedarfsorientierte Mindestsicherung

## Aktiv pass

To enable inhabitants of Linz with low incomes to participate in the social life of the city the active pass (Aktivpass) was introduced in 1989. This bonus card of the city confers price reductions in a number of facilities and to various activities: museums, events, the Adult Education Center, the Ars Electronica Center, the public swimming pools of LINZ plc and many others. Most important of all, the active pass offers substantial reductions in public transportation. The price of an Active Pass reduced-price monthly card to the network of the LINZ LINIEN is only costs 10 euros (status 2015). If individual tickets are purchased, a MINI is regarded as a MIDI together with the pass and a MIDI is regarded as a one-day ticket. All of the advantages that are offered can be found at the website: [www.linz.at/aktivpass](http://www.linz.at/aktivpass).

All major persons with a main residence in Linz whose monthly net income is less than 1.195 euros are entitled to this card. This sum is valid for the year 2016 and is annually adjusted. The identification card is issued in the Citizens' Service in the New City Hall or at the service points in the libraries in the districts of the city.

### To apply for a card you must bring the following with you:

- proof of current income
- identification card with photograph
- photograph

#### ➔ **BürgerInnen-Service** **1** (Citizens' Service)

Hauptstraße 1-5, Neues Rathaus, 4041 Linz  
Tel.: 0732-7070  
[info@mag.linz.at](mailto:info@mag.linz.at)  
[www.linz.at/aktivpass](http://www.linz.at/aktivpass)  
Monday-Friday: 7 a.m. - 6 p.m.

## Care grants

Persons who have a residence in Austria can under certain circumstances apply for a care grant. It partially covers the costs for nursing care services. Prerequisites are a constant need of care due to a physical, mental or psychological handicap or a sensory impairment. Care must be required for more than an average of 50 hours a month and the condition must be expected to last for more than six months. There are seven levels of grants, according to the number of hours per month that care must be provided for. The sum is paid twelve times a year and is not subject to income tax. Applications must be made to the responsible retirement pension institution, but the "Kompass" Social Consulting Office offers assistance in filling out the forms and sends them to the appropriate offices.

## Association for Social Prevention and community Work

This social association VSG – Verein für Sozial-Prävention und Gemeinwesenarbeit Linz undertakes activities to assist handicapped persons, especially in Linz. The VSG program helps these persons help themselves and gives them new perspectives. To achieve this, the association makes use of a number of preventive measures. Guided by the principle of solidarity, these help the persons to assume responsibility and establish independent existences. The association guides its mostly young clients in their professional development, organizes places for training and further education and helps them to find social contacts.

### The facilities and the offerings of the VSG;

- kick – the project for youth
- factory – the production school
- move – help for children and adolescents
- woman – counseling for women
- learn – the learning center
- ulf – independent provincial center for volunteers

### ➔ VSG – Verein für Sozialprävention und Gemeinwesenarbeit (Association for Social Prevention and Community Work)

Hahnengasse 5/1, 4020 Linz  
Tel.: 0732-77 73 75 - 19  
www.vsg.or.at

## Birth, marriage, death

The Bureau of Vital Statistics provides documentation concerning marriages, births and deaths in Linz

### ➔ Standesamt ①

Hauptstraße 1-5, Neues Rathaus, 4041 Linz  
Tel.: 0732-7070  
standesamt@mag.linz.at

Opening hours: Monday: 8 a.m. – 12.30 p.m. and 2 p.m. – 6 p.m.  
Thursday: 8 a.m. – 12.30 p.m. and 2 p.m. – 4 p.m.  
Tuesday, Wednesday, Friday: 8 a.m. – 12.30 p.m

## Getting married

In order to get married a personal registration at the Bureau of Vital Statistics in the main place of residence is necessary. In Linz it is located in the New City Hall. The data are thereby recorded, the most important details are discussed and the couples are counseled. Which documentation you have to bring with you can be downloaded from the Internet website [www.linz.at](http://www.linz.at) » Bürgerservice » Service A-Z » Eheschließung. Special inquiries can also be made by phoning the Bureau of Vital Statistics. It is possible to register six months prior to the marriage at the earliest. The date can be reserved in person, by telephone or on the online marriage calendar <http://standesamt.linz.at>. In case of registration over the phone or electronically it is necessary to appear at the Bureau of Vital Statistics no more than two weeks later.

## Birth

The birth of a child has to be registered at the Bureau of Vital Statistics within a week. That is automatically done if the child is born in a hospital in Linz. In case of births at home the registration is made by the physician or midwife. The birth certificate is issued by the Bureau of Vital Statistics. The first time it is issued for a child of two or younger it is free of charge. Upon request international documents are also available.

Detailed information: [www.linz.at](http://www.linz.at) » BürgerInnen-Service » Service A-Z » Schwangerschaft und Geburt

## Deaths

Usually the funeral home registers a death. The death certificate can be obtained from the Bureau of Vital Statistics. It can also be ordered online. Upon request, international documents are also issued.

Detailed information: [www.linz.at](http://www.linz.at) » BürgerInnen-Service » Service A-Z » Todesfall

## Funeral homes:

- **LINZ AG-BESTATTUNG (Linz-Center)**  
Landstraße 15, Winklerbau, 4020 Linz  
Tel.: 0732-3400-6700 (24 hours a day)  
[www.linzag.at/bestattung](http://www.linzag.at/bestattung)  
Monday-Friday: 8 a. m. - 5 p.m.  
Saturday, Sunday and holidays 8 a.m. - 12 noon
  
- **LINZ AG-BESTATTUNG (Kleinmünchen)**  
Zeppelinstraße 2, 4030 Linz  
Tel.: 0732-3400-6711  
[www.linzag.at/bestattung](http://www.linzag.at/bestattung)  
Monday-Friday: 8 a.m. - 2 p.m.
  
- **LINZ AG-BESTATTUNG (Urfahr)**  
Hauptstraße 1 - 5, Neues Rathaus, 4040 Linz  
Tel.: 0732-3400-6710  
[www.linzag.at/bestattung](http://www.linzag.at/bestattung)  
Monday-Friday: 8 a.m. - 2 p.m.

- ➔ **LINZ AG-BESTATTUNG (Pichling)**  
Traundorfer Straße 135a, 4030 Linz  
Tel.: 0732-3400-6731  
[www.linzag.at/bestattung](http://www.linzag.at/bestattung)  
Monday-Friday: 8 a.m. - 2 p.m.
  
- ➔ **LINZ AG BESTATTUNG – Interkconfessional funeral culture**  
Johann-Metz-Straße 5, 4020 Linz  
Tel.: 0732-3400-6700 oder 6706  
Mobil: 0664-80 34 05 459  
[www.islam-bestattung.at](http://www.islam-bestattung.at)  
Monday-Friday: 8 – 14 Uhr
  
- ➔ **Bestattung Dobretsberger**  
Landstraße 35, Mozartkreuzung, 4020 Linz  
Tel.: 0732-77 96 88 (available 24 hours)  
[www.dobretsberger.at](http://www.dobretsberger.at)  
Monday-Friday: 7.30 a.m. - 6 p.m.  
Saturday 8 a.m. - 12 noon  
Sunday 9 a.m. - 12 noon (only in the office at Rudigierstraße 8/1. floor)
  
- ➔ **Bestattungshaus Alkin (Zentrale)**  
Friedhof Ebelsberg, Florianer Straße 2, 4030 Linz  
Tel.: 0732-30 76 81  
[bestattungalkin@aon.at](mailto:bestattungalkin@aon.at)  
[www.bestattung-alkin.at](http://www.bestattung-alkin.at)

## Cemeteries:

- ➔ **Bergfriedhof Pöstlingberg  
(Mountain Cemetery Pöstlingberg)**  
Hohe Straße, 4040 Linz-Puchenau  
Tel.: 0732-3400-6714 o -6715  
[www.linzag.at/friedhoefe](http://www.linzag.at/friedhoefe)
  
- ➔ **Friedhof Ebelsberg**  
Florianer Straße 2, 4030 Linz  
Tel.: 0732-30 76 34

- **Barbarafriedhof**  
Friedhofstraße 1, 4020 Linz  
Tel.: 0732-65 45 14  
office@barbarafriedhof.at  
www.barbarafriedhof.at
  
- **Friedhof Urfahr**  
Friedrichstraße 20, 4040 Linz  
Tel.: 0732-73 11 54  
<http://pfarre-urfahr.dioezese-linz.at/friedhofNEU.htm>
  
- **Islamischer Friedhof im Stadtfriedhof St. Martin  
(Islamic Cemetery in the City Cemetery St. Martin)**  
Wiener Bundesstraße 101, 4050 Traun  
Tel.: 0732-3400-6717 and -6718  
www.islam-bestattung.at
  
- **Jüdischer Friedhof im Friedhof Sankt Barbara  
(Jewish cemetery in the Saint Barbara cemetery)**  
Friedhofstraße 1, 4020 Linz  
Tel.: 0732-65 45 14
  
- **Stadtfriedhof Linz/St. Martin – Park der Begegnung  
(City Cemetery St. Martin) – Park of Encounters**  
Wiener Bundesstraße 101, 4050 Traun  
Tel.: 0732-3400 -6717 or -6718  
[www.linzag.at/friedhoefe](http://www.linzag.at/friedhoefe)
  
- **Urnenhain Kleinmünchen  
(Grove of Urns Kleinmünchen)**  
Pestalozzistraße, 4030 Linz  
Tel.: 0732-3400 -6717 or -6718  
[www.linzag.at/friedhoefe](http://www.linzag.at/friedhoefe)
  
- **Urnenhain Urfahr – Park der Erinnerung  
(Grove of Urns in Urfahr / Park of Remembrance)**  
Urnenhainweg 8, 4040 Linz  
Tel.: 0732-3400-6714 or -6715  
[www.linzag.at/friedhoefe](http://www.linzag.at/friedhoefe)

# HEALTHY IN LINZ





## 6 HEALTHY IN LINZ

### Social security

If you work in Austria, whether you are self-employed or employed by others, you automatically receive social insurance coverage (compulsory insurance).

As a result you are

- Medically insured
- Insured for accidents
- Insured for your retirement pension
- Insured against joblessness

If you work for others your social insurance fee is automatically deducted from your monthly salary or from your wages (the amount depends upon how much you earn). From the first day of your employment on you enjoy complete insurance protection – whenever you make use of the benefits of the health care system (e.g. treatment by a physician, stay in a hospital...) the health insurance covers the resulting costs. Your employer must give you the confirmation of your social insurance registration without delay. If you do not receive this confirmation after having requested it, please consult your health insurer!

Complete insurance protection is provided even if your employer did not register you with your health insurer within the required period of time. In this case, problems can, however, occur. For example, the card can show that you have no valid health insurance when you present it at the doctor's office.

### Social insurance and e-card number

You (and the dependent persons insured along with you) need your social insurance number:

- Whenever you (they) make use of the services of a physician, have a dental treatment or lay claim to other benefits of the health care system.
- Whenever you contact your health insurer, either personally or in written form.

With your green social insurance card (see illustration) you always have your social insurance number ready at hand. This card replaces the a health insurance voucher which you formerly had to bring with you whenever you went to see the doctor or came to a facility of the health care system for treatment.

### Health insurance (also for your dependents)

In Austria insured persons as well as the members of their families are entitled to health care benefits. This includes:

- spouses, registered partners and under certain conditions persons living in a non-marital partnership
- Children up to the age of 18
- Children up to the age of 27 when they are in school or undergoing training.
- Other dependents such as adopted children, stepchildren and grandchildren.  
For these there are other regulations.

Children can be insured at no additional cost. The same is true for spouses, registered partners and common-law spouses in families with children.

**Notice:** For couples without children, there is a special regulation. A co-insurance is subject to a charge.

## Persons who have no health insurance

If you are not medically insured and want medical care in Austria, you have to bear the **costs for diagnosis and therapy yourself**. If you do not have sufficient financial resources at your disposal, but the physician decides that your illness requires immediate treatment, it is possible for you to obtain treatment on a delayed payment basis in a public hospital (e.g. the Kepler University Clinical Center, Med Campus III ). You will have to pay the full costs (possibly in installments) as soon as you have enough money at your disposal. Persons who are not covered within the framework of the compulsory insurance (or are not co-insured as dependents) can generally **insure themselves on a voluntary basis**. In this case, however, there are sometimes **waiting times** for benefits.

- ➔ **Oberösterreichische Gebietskrankenkasse (OÖGKK), Hauptstelle 31**  
**(Upper Austrian Regional Public Health Insurance), Main Office**  
 Gruberstraße 77, 4020 Linz  
 Tel.: 05-78 07-0  
 ooegkk@ooegkk.at  
 Opening hours: Monday-Friday 6.45 a.m. - 3 p.m.  
 Infoservice –counter for customers: Monday-Thursday 6 a.m. - 5 p.m., Friday 6 a.m. - 3 p.m.
  
- ➔ **Sozialversicherungsanstalt der gewerblichen Wirtschaft, Landesstelle OÖ**  
**(Social Insurance Provider for Trade and Industry, state office for Upper Austria)**  
 Mozartstraße 41, 4010 Linz  
 Tel.: 05-08 08 -20 24  
 vs.ooe@svagw.at  
 Opening hours: Monday-Thursday 7.30 a.m. - 2.30 p.m., Friday 7.30 a.m. - 1.30 p.m.
  
- ➔ **Versicherungsanstalt der öffentlich Bediensteten (BVA), Landesstelle OÖ**  
**(Social Insurance Provider for Civil Service Employees, state office of Upper Austria)**  
 Hessenplatz 5, 4010 Linz  
 Tel.: 05-04 05  
 Lst.linz@bva.sozvers.at  
 Opening hours: Monday-Thursday 7:30 a.m.-2 p.m., Friday 7:30 a.m. - 12 noon
  
- ➔ **Versicherungsanstalt für Eisenbahnen und Bergbau, Außenstelle Linz**  
**(Social Insurance Provider for Railroad and Mine Workers, Linz branch office)**  
 Bahnhofplatz 3-6, 4020 Linz  
 Tel.: 050-23 50 - 36900  
 gbz.linz@vaeb.at  
 Opening hours: Monday-Thursday: 7.30 a.m. - 3 p.m., Friday 7.30 a.m. - 1 p.m.
  
- ➔ **Sozialversicherungsanstalt der Bauern (Social Insurance Provider for Farmers)**  
 Blumauerstraße 47, 4020 Linz  
 Tel.: 0732-76 33  
 rb.ooe@svb.at

## Accident insurance

In case you have an accident at work or suffer from an occupational disease, you are covered by the accident insurance. Work-related accidents are accidents that have a local, temporal or causal connection with your job or your education or training. Occupational diseases are health impairments which occur as a result of the insured activity.

Work-related accidents have to be reported to the accident insurance [Allgemeinen Unfallversicherungsanstalt (AUVA)] within five days when they result in a period of more than three days of illness or inability to work. Occupational diseases have to be reported by the employer and the physician. The services of the accident insurance include the prevention of work-related accidents and occupational diseases; occupational medical advising; first aid in case of job-related accidents; treatment, rehabilitation and compensation after work-related accidents and occupational diseases and research.

### ➤ **Allgemeine Unfallversicherungsanstalt (AUVA)**

#### **AUVA-Landesstelle Linz**

Garnisonstraße 5, 4010 Linz

Tel.: 05 93 93-32000

LVR@auva.at

Opening hours: Monday-Thursday 7.30 a.m. - 4 p.m., Friday 7.30 a.m. - 3.15 p.m.

## Going to a doctor

### e-card

An e-card is needed for a treatment in the health care facilities of the social insurance or when you go to see a physician

#### **What is the e-card?**

“e” means electronic, and here designates the electronic facilitation of administrative processes. With the e-card the physician who has a contract with the health care insurer can find out whether and for which diseases a person is insured and can automatically settle the costs. The person who is insured by a “Gebietskrankenkasse” does not have to pay for the treatment, except for an annual service charge. Persons insured by other public health providers, for example self-employed persons, have to bear a percentage of the costs for certain benefits.

#### **Who receives an e-card?**

This card will be sent to all insured persons and the dependents covered by their policies who within the past nine months have had a claim to services from the compulsory public health provider according to one of the following laws or are in one of the following categories and who are residing in Austria.

- General Social Insurance Law (ASVG)
- Health and Accident Insurance for Officials (B-KUVG)
- Social Insurance Law for Farmers (BSVG)
- Social Insurance Law for Commerce and Industry (GSVG)

- Persons who are only employed for a few hours a week, although they are not subject to the compulsory health insurance
- Persons who are receiving a means-tested minimum income
- Persons who are insured on the basis of more than one of the social insurance laws receive only one e-card. When they go to the doctor it is possible to decide which of the providers will bear the costs.
- Newly-born babies automatically receive an e-card as soon as the birth is registered by the responsible health insurance provider.

#### **Have you forgotten your e-card?**

If you do not have e-card when you go to see a physician, he (she) can ask you to leave a certain sum of money as a “deposit” to make sure that you reliably bring him (her) the card at a later time. Physicians most often require a deposit from persons who are not their regular patients. They are entitled to determine the amount of this deposit; usually it is between 20 and 40 euros. It is refunded to you when you bring the e-card to the physician’s office.

#### **Validity of and service fee for the e-card**

The validity of the e-card is unlimited. You only have to get a new one, when the data on the surface of the card change (e.g. a change of names or a title) or when the card is damaged. If there is an expiration date on the back side of the card, it is only to show the validity of the European insurance card. The service fee amounts to 10.85 euros for **each calendar year** (Status 2015). The same fee must also be paid for each of the other persons covered by your insurance. All of the service fees are automatically deducted from an employee’s salary or wages on the 15th of November for the following year.

#### **No e-card service fee must be paid by:**

- Persons who are only employed for a few hours a week,
- Employees who do not receive payments on November 15th (e. g. persons who are receiving maternity benefits or who are on a leave of absence according to the maternal protection law/ Paternal Leave Law, or who are doing military or civil service),
- Employees who because of a disability that affects their ability to work receive less than half of their salaries from their employers,
- Persons who are going to retire in the first quarter of the next year and consequently will no longer be registered in the compulsory insurance.

#### **How often am I entitled to benefits with my e-card?**

Quarterly you can if necessary consult one physician who practices each medical specialty (general practitioner, gynecologist, ophthalmologist, dentist, etc.). You can go to these physicians as often as necessary for treatments and consultations. Only in exceptional cases, however, you are entitled to change from one practitioner of a certain specialty to another one with the same specialty within a

quarter. For example, you cannot consult two different ear- nose and throat specialists in the period of time between January and March (1st quarter). Exceptions to this rule can be made if there are justifiable reasons for doing so, in which case the Upper Austrian Regional Health Insurance (OÖG-KK) must give its approval. The permission must be obtained from the OÖGKK before going to the second physician (the restriction against the consultation of the second physician will in this case be “deactivated” on your e-card).

1<sup>st</sup> quarter: January 1<sup>st</sup> to March 31<sup>st</sup>

2<sup>nd</sup> quarter: April 1<sup>st</sup> to June 30<sup>th</sup>

3<sup>rd</sup> quarter: July 1<sup>st</sup> to September 30<sup>th</sup>

4<sup>th</sup> quarter: October 1<sup>st</sup> to December 31<sup>st</sup>

#### **Loss of an e-card**

If you lose your e-card, you must immediately notify your public health insurer or the e-card service line, which has the phone number 050 124 33 11 (everywhere in Austria you only pay the fee for local calls – therefore never forget to dial the first “0”). If you have to go to a doctor during the period of time when you have no card, the physician can simply type in your insurance number and thereby determine whether and in what manner you are insured. You must present your e-card to the physician at a later time.

### **Which physician should I go to? When should I go to him/her?**

If you have health problems you should first consult your family physician (physician for general medicine). He or she not only considers the sickness, but rather the entire job and family situation and is the person the health insurance system turns to. Besides he/she will guide you to the right places in the health care system when he/she is unable to treat the problem in his own office or when another kind of care is required (e.g. home or nursing care, physiotherapy, etc.).

Medical specialists have had training in a particular medical specialty, for example internal medicine, ophthalmology, gynecology, etc. After their general medical education they have completed a program of studies in their field of medicine. Before consulting a medical specialist, it is a good idea to have a referral from your family physician.

When the physician's office is closed an emergency family physician service is available, which provides acute care in the offices of the Red Cross or sends a physician to visit the ill person at his/her home.

#### **📞 Emergency family physician service in Linz:**

Körnerstraße 28, 4020 Linz

Telephone number: 141

Office hours: Saturday, Sundays and holidays from 7 a.m. to 7 p.m.

House calls: Saturday, Sundays and holidays from 7 a.m. until 7 a.m. of the next day

In the area of the city of Linz there is also an emergency medical service for mobile house calls from 7 p.m. to 7 a.m. (it has no physician's office).

## When should I go to an out-patient clinic?

In the hospitals there are some special departments (e.g. accident out-patient department: ear-, nose and throat out-patient department; out-patient dental department) which allow patients to return home immediately after treatment. Your physician may refer you to the out-patient department for further examinations. The out-patient departments of the emergency admission hospitals are open on weekends and holidays. You need to have your e-card when you come to the registration.

It is necessary to go to an out-patient department when:

- you need first help and no other medical care can be reached,
- you have received first aid and need further treatment,,
- a treatment that was initiated when you were an in-patient needs to be continued,
- you need treatments or tests that are not available in other places.

**Please remember** that out-patient clinics are not an adequate substitute for going to see your family physician.

## Local physicians with private offices

To make sure that you do not have to wait too long in your physician's office, it is necessary to make an appointment. Please adhere to it and come on time! (In spite of this, emergency cases that occur may be given priority, which means that you will have to wait). In case you cannot come to the appointment, do not forget to cancel it!

### Free choice of your physician

You as patient are entitled to freely choose your physician.

**Panel doctors** of your public health insurer – that is, physicians who have signed a contract with your public health insurer (for example with the OÖ Gebietskrankenkasse) are entitled to treat you and then settle the fees directly with your public health insurance. That means that you do not have to pay the physician yourself.

It is important for you to have a family physician that you trust in the area where you live. That is usually a general practitioner. He (she) is familiar with your medical history and can make a preliminary diagnosis. If necessary, he (she) will refer you to a specialist, in which case you are given a yellow referral note.

### Optional physicians (not under contract with the public health insurer)

You can also go to an optional physician. This has to be done privately, which means **you have to bear the costs**. After presentation of the bill to your public health insurance (for example to the Upper Austrian Regional Public Health Insurance [Gebietskrankenkasse, OÖGKK]) you receive the compensation which is provided for by it. That is normally 80 percent of the fee which a panel physician would have received for the same service. Since optional physicians determine their fees themselves, the reimbursement of the public health insurer might only cover a small part of the actual costs of treatment. The difference can be very great. Therefore it is very important for you to find out how much the treatment will cost before agreeing to it.

### Physicians with knowledge of foreign languages in Linz

In Linz there are about 600 physicians, of which about 200 are general practitioners. The others are medical specialists (for example dentists, ophthalmologists, etc.). You can find physicians who have a knowledge of foreign languages in the online-list of the Medical Council of Upper Austria at <http://www.aekooe.at/arztefinder>

## Notification of Sickness for Employed Persons

If you are sick and unable to work, you must inform your employer immediately.

- An inability to work must always be determined by the physician who is treating you. The panel physician sends the notification directly to the public health insurer.
- If you are sick and unable to work, you must immediately go to see the doctor. A retroactive notification for more than one working day is only possible in exceptional cases.
- The public health insurer needs a notification of sickness, and when you are well again a notification of healthiness, before it can confirm the sick leave. This is also the case if you cannot receive sickness benefits, for example because you are continuing to get your salary.
- If you are treated in the out-patient department of a hospital, a notification of sickness is often not automatically made. If this is the case you must have your inability to work confirmed in the out-patient department and present this notification to the public health insurer without delay. The card of the out-patient department is not regarded as a notification of sickness.
- If you are staying in a hospital you are automatically “on sick leave”; the same is true for rehabilitation centers. When you are discharged, please go immediately to the physician who is treating you with the discharge report. He or she can determine how long the inability to work will last.

When you are again healthy the health insurer requires a notification of healthiness. The doctor who is treating you is responsible for providing it. However you yourself can give notice that you are again in good health (for example in case of the Oberösterreichische Gebietskrankenkasse [OÖGKK] [Upper Austrian Regional Public Health Insurance] you can provide this notification online on the internet, making use of the form “Gesundmeldung [notification of health]” under the address: [www.oegkk.at](http://www.oegkk.at) » Gesundmeldung).

### Sick pay:

After the termination of the period in which the employer is obliged to continue paying the salary, sick pay can be claimed until the insured person is able to return to work. This is only possible for a certain period of time, however. The sick pay largely compensates for the lost pay.

## Information about hospitals

### Hospitals in Linz

➔ **Kepler University Clinical Center, Med Campus III.** 32

Krankenhausstraße 9, 4020 Linz

Tel.: 0732-78 06

[www.kepleruniklinikum.at](http://www.kepleruniklinikum.at)

**Visiting hours:** daily 1.30 - 3.30 p.m.; 6 - 7 p.m.

Saturday, Sunday, holidays additionally 10 - 11 a.m.

In the intensive care area there are different visiting hours (Information can be obtained from the nursing personnel).

For patients with a limited understanding of German a video interpreter service is available.

➔ **Diakonissenkrankenhaus Linz (Deaconess Hospital of Linz)** 33

Weißewolfstraße 15, 4020 Linz

Tel.: 0732-76 75-0

[www.diakonissen-krankenhaus-linz.at](http://www.diakonissen-krankenhaus-linz.at)

➔ **Krankenhaus der Barmherzigen Brüder (Hospital of the Merciful Brothers)** 34

Seilerstätte 2, 4020 Linz

Tel.: 0732-78 97-0

[www.bblinz.at](http://www.bblinz.at)

**Visiting hours:** daily 1 - 3 p.m. 6 - 7 p.m.

➔ **Krankenhaus der Barmherzigen Schwestern (Hospital of the Merciful Sisters)** 35

Seilerstätte 4, 4020 Linz

Tel.: 0732-76 77-0

[www.bhslinz.at](http://www.bhslinz.at)

**Visiting hours:** daily 1 - 3.30 p.m.; 5.30 - 7 p.m.,

Additionally on Sundays and holidays: 10 - 11 a.m.

**Children's wards:** 1.30 - 5.30 p.m. Parents have unlimited visiting hours.

**Operative Intensive ward:** daily 1.30 - 6.30 p.m.

**Special class:** daily 7 a.m. - 8 p.m.

➔ **Krankenhaus der Elisabethinen (Hospital of the Order of St. Elizabeth)** 36

Fadingerstraße 1, 4020 Linz

Tel.: 0732-76 76-0

[www.elisabethinen.or.at](http://www.elisabethinen.or.at)

In this hospital there are no strict visiting hours, but visitors are requested to respect the resting periods.

**Resting periods in the normal wards:** 12 noon - 2 p.m. and 8 p.m. - 7 a.m.

**Resting periods in the operative intensive ward:** 1.30 - 3.30 p.m. and 6 p.m. - 7 a.m.

**Resting periods in the internal intensive ward:** 2.30 - 4.30 p.m. and 8 p.m. - 7 a.m.



➔ **Kepler University Clinical Center, Med Campus IV.** 37

Krankenhausstraße 26-30, 4020 Linz  
Tel.: 050-554 63-0  
www.kepleruniklinikum.at

**Visiting hours gynecology and obstetrics:**

daily 1.30 – 3.30 p.m. and 6 – 7 p.m.  
Noon resting break: 11.30 a.m.-1.30 p.m.

**Visiting hours pediatrics and adolescent medicine:**

Parents can visit their children at any time.  
General visiting hours daily 2 - 6 p.m.  
Resting period: 12 noon - 2 p.m.

There are no general visiting hours for the interdisciplinary intensive care station and the neonatal intensive care station. Parents can of course stay with their children 24 hours a day if the nursing personnel agree. If necessary, the hospital can provide an interpreter (maybe a video interpreter).

➔ **Kepler University Clinical Center, Neuromed Campus** 38

Wagner-Jauregg-Weg 15, 4020 Linz  
Tel.: 050-554 62-0  
www.kepleruniklinikum.at

**General visiting hours:** daily 2 - 3.30 p.m.; 6 - 7 p.m.

Saturday, Sunday, holidays additionally 9.30 - 10.30 a.m.

(The following divisions have different visiting hours: neurological-neurosurgical-intensive aftercare, child and adolescent psychiatry, intensive care unit.)

If necessary, the hospital can provide interpreters (possibly video interpreters)..

➔ **Unfallkrankenhaus** 39

**(Accident Hospital)**

Garnisonstraße 7, 4020 Linz  
Tel.: 05-93 93-42000  
www.auva.at/ukhlinz

**Visiting hours:** daily 1 - 8 p.m.

Saturday, Sunday, holidays additionally 9 - 11.30 a.m.

## Which hospitals are admitting patients?

You can find information as to which of the hospitals are admitting patients in a current edition of a local daily newspaper or in the internet:

[www.kepleruniklinikum.at](http://www.kepleruniklinikum.at)

[www.kepleruniklinikum.at/services/fuer-patientinnen-und-patienten/aufnahmekalender](http://www.kepleruniklinikum.at/services/fuer-patientinnen-und-patienten/aufnahmekalender)

## Stay in a hospital

When you are admitted to a hospital please take along your e-card as well as a transferal voucher, if you have one. If you are in a special patient class (first class patient, for example), you must tell the hospital the number of your supplementary insurance policy and sign a declaration of commitment. Come punctually at the time that has been arranged!

### The costs of a hospital stay

The health insurance covers almost all of the costs of your hospital stay, with the exception of a small fee.

**For insured persons: 11.74 euros per day** (status 2015), but only up to a maximum of 28 days per calendar year – you do not have to pay any more for additional days. This fee is not charged for persons who are either freed from the prescription fee or are in a special patient class.

**Patient's fee for dependants covered by the policy: 19.40 euros a day** (status 2015)

(for a maximum of 28 days within a calendar year). In case of delivery of a child, no fee is charged. These fees usually have to be paid on the day you are discharged from the hospital. If you go home on a Saturday, Sunday or holiday, the bill will be sent to you.

## Counseling and support during emotional crises

Serious events (the loss of a job, the death of a close person, financial difficulties, separation from a spouse or partner...) necessitate substantial changes in a person's life and disturb his emotional balance. If you feel desperate and do not know what to do or have the feeling that you are doing everything wrong, do not hesitate to avail yourself of professional help (psychologists, psychiatrists, psychotherapists).

## Emergencies

### ➔ Emergency Psychosocial Service

Emergency calls in cases of mental crisis, 24 hours a day, free of charge  
Tel.: 0732-65 10 15

### ➔ Clearing office for psychotherapy

Service facility for patients, that serves to determine whether there are indications that psychotherapy is advisable and to arrange for treatment as expediently as possible.  
Tel.: 0800 202 533 oder 0732-65 10 15  
info@clearingstelle.net

### ➔ Crisis Intervention Center

Therapeutic center for persons undergoing a mental crisis  
Hessenplatz 9, 4020 Linz  
Tel.: 0732-21 77  
Monday to Thursday 8 a.m. - 5 p.m.  
Friday 8 a.m. - 3 p.m.

- **Emergency psychiatric counseling by phone 142**
- **Kepler University Clinical Center, Neuromed Campus, SPAZ 38**  
(socialpsychiatric outpatient service) in case of psychological crises, round the clock, referral of the patient is not essential.  
Wagner-Jauregg-Weg 15, 4020 Linz  
Tel.: 050-554 62-0

## Other places to turn to

- **Psychosoziale Beratungsstelle Linz, Pro mente  
(Psychosocial Counseling Office in Linz, Pro Mente)**  
Scharitzerstraße 6-8, 4. Stock, 4020 Linz  
Tel: 0732-21 78  
office@krisenhilfeooe.at  
Mrs. **Mag.<sup>a</sup> Zarfina Helac**  
Psychologist / counseling, social therapy in the Bosnian-Croatian-Serbian language
- **Point, Beratungsstelle für Suchtfragen, Pro mente  
(Point, consultation office for matters involving addiction, Pro Mente)**  
Figulystraße 32, 4020 Linz  
Tel.: 0732-77 08 95-0  
www.sucht-promenteooe.at  
Opening hours: Monday, Friday 10 a.m. - 2 p.m.  
Tuesday, Thursday 1 - 5 p.m.
- **Psychosoziales Zentrum Linz-Urfahr, Exit sozial  
(Psychosocial Center Linz-Urfahr, Exit social)**  
Consultation, intervention in cases of crisis, psychotherapy  
Wildbergstraße 10a, 4040 Linz  
Tel.: 0732-71 97 19  
service@exitsozial.at  
Opening hours: Monday-Friday 8 a.m. - 4 p.m.
- **Sozialpsychiatrische Ambulanz, Exit sozial  
(Social-psychiatric out-patient clinic, Exit social)**  
Psychiatric counseling and information, diagnoses and treatment, emergency psychiatric help, counseling for dependents, psychological training, determination of indications for psychotherapy, day clinic for group therapy  
Wildbergstraße 10a, 4040 Linz  
Tel.: 0732-70 05 95  
ambulanz@exitsozial.at  
Opening hours: Monday, Friday 9 a.m. - 3 p.m.  
Tuesday, Thursday 2 - 6 p.m.  
Wednesday 2 - 4 p.m.

- ➔ **Mobile Betreuung, Exit sozial**  
**(Mobile Patient Care, Exit social)**  
 Care and counselling in the patient's home  
 Ferihumerstraße 5/1, 4040 Linz  
 Tel.: 0732-737 052  
 Mobet.wg@exitsozial.at
- ➔ **migrare – Center for Immigrants in Upper Austria** 11  
 Humboldtstraße 49, 4020 Linz  
**Miladinka Dujakovic,**  
 psychosocial counseling in the Bosnian-Croatian-Serbian language and in German  
 Tel.: 0732-66 73 63-12  
**Cihangir Murat Özbilgin,**  
 psychosocial counselling in Turkish and German  
 Tel.: 0732-66 73 63-28
- ➔ **Volkshilfe Flüchtlingsbetreuung Oberösterreich, OASIS**  
**Psychotherapeutische Betreuung von Flüchtlingen**  
**(„Volkshilfe“ Refugee Counselling in Upper Austria, OASIS**  
**psychotherapeutic counselling for refugees)**  
 Tel.: 0732-60 30 99-30  
 therapieprojekt@volkshilfe-ooe.at
- ➔ **BILY – youth-, family- and sexual counselling**  
 Weißenwolfstraße 17a, 4020 Linz  
 Tel.: 0732-77 04 97  
 beratung@bily.info  
 Opening hours: Monday: 3 - 6 p.m.  
 Wednesday : 5 – 8 p.m.  
 Thursday: 12 noon - 3 p.m.
- ➔ **PGA – Association for prophylactic health work** 26  
 The PGA offers psychotherapy free of charge in Linz (and all of Upper Austria) in outpatient health clinics. In the clearing office interested persons can find out what kind of support they need.  
 Museumstraße 31a, 4020 Linz  
**Clearingstelle für Psychotherapie**  
 Tel.: 0800-202 533  
 info@clearingstelle.net  
 Opening hours: Monday: 8.30 a.m. - 12.30 noon  
 Tuesday: 8.00 a.m. - 5.30 p.m.  
 Wednesday: 8.30 a.m. - 2.30 p.m.  
 Thursday: 8.00 a.m. - 5.30 p.m.  
 Friday: 8.30 a.m. - 1.30 p.m.

## Becoming healthy again

### Medicines, prescriptions

When your physician prescribes medicines for your health, she/he writes a **prescription** (in German "Rezept"). When you present a (completely filled out) prescription to a pharmacy, you receive the necessary medicine. You do not have to pay the real cost of the medicine (which can be very high), but only the **5.50 euro prescription fee** for each medicine (status 2015).

#### Exemption from prescription fee

If your monthly net income does not exceed the following sum, you can apply to the health care insurance for an exemption from the prescription fee:

€ 872.31 for single persons\*

€ 1,307.89 for married couples\*

\*(Status 2015)

This limit is raised for every child who lives in your household or if you show proof that you have incurred above-average expenditures because of sicknesses or infirmities.

#### Homeopathic medicines

Homeopathic pharmaceuticals are made entirely of herb/natural material and can also be obtained from a pharmacy. The public health insurer does not usually assume the costs for them, however, because their effectiveness has not been scientifically proven.

#### What you should know about medicines

In the pharmacy they will write on the package how often you should take the medicine and how often you have to take it: for example "(1/1/2)" means that you should take one pill in the morning, one at noon and two in the evening. "(1/-/1)" means one in the morning, none at noon and one in the evening.

- Please adhere strictly to the dosages prescribed by your physician! If you do not tolerate the medicine (due to side effects) please inform a physician as soon as possible, or ask about it in the pharmacy!
- Please take the medicine during the entire period of time it has been prescribed for. You must not stop taking it without the consent of your physician!
- Many medicines have to be kept in the refrigerator – please follow the instructions on the package!
- If a medicine has been prescribed for you that you have to keep on taking, please remember to get a new prescription for it before the old one runs out.
- When using medicines that you keep at home, please pay attention to the expiration dates on the packages!
- Medicines that have already expired should not be discarded with the household garbage. Please return them to a pharmacy!
- If you are uncertain about anything, don't hesitate to ask at your pharmacy.

**Over-the-counter medicines (ones that require no prescription)**

There are medicines for temporary minor complaints that you can obtain without a prescription (pain pills, vitamin preparations, cough syrups...).

Your pharmacist will gladly advise you at any time, free of charge. It is important to inform your physician about any medicines you take, even ones that don't require a prescription, because interactions can occur between them and the prescribed medicines.

**Pharmacies in Linz**

The following sign indicates the presence of a pharmacy:

You can find the addresses of the pharmacies that are open at **night**, on **weekends** or on **holidays** in a current edition of a local daily newspaper. They are also posted on signs on the pharmacies in the area where you live. They are also listed in the Internet under **www.apotheker.or.at** as well as in the ORF-Teletext on page 649.

**Telephone information:** The **emergency pharmacy telephone number 1455** can be reached round the clock 365 days of the year.

Samariterbund      0732-2124

Rotes Kreuz        0732-7644

Ask at your pharmacy for a plan of the pharmacy service (a list showing which pharmacies have night, weekend or emergency service). If you go to a pharmacy at night, on the weekend or on a holiday, you must pay an additional fee of **1.30 euros** (during the daytime) or **3.80 euros** (at night from 8 pm to 8 am) (\*Status 2015).

**Staying health**

In Austria various services are available to help you maintain your health.

**Preventative medical examination (= health check-up)**

Even if you feel healthy, a regular health check-up should be part of your normal routine. Many illnesses can be prevented or cured more easily or more rapidly if they are detected at an early stage. If you are over 18 years old, you are entitled to a **gratis** annual health check-up.

**The basic preventative examination includes the following:**

- Blood examination
- Urine examination
- Examination of the stool for traces of blood (for patients who are 40 or older)
- Proctoscopy (beginning at the 50th year, once every ten years).
- Discussion about previous illnesses and current complaints.
- General physical examination (including breast/prostate gland)
- Measurement of blood pressure
- Concluding discussion

In the concluding discussion you are informed of the results of the examination and receive tips from the physician on how to reduce risk factors and lead a more healthy life. The special prophylactic examination of a gynecologist includes a discussion of the medical history of the patient and a vaginal smear – a test for cancer.

Within the framework of the new Austrian screening program for breast cancer, which began in 2014, women between 45 and 69 years of age receive a personal invitation to come for a mammography. Women between 40 and 44 or 70 and 74 years of age can request an invitation for a mammography by calling a toll-free telephone service line. A referral from a physician is not necessary if one has this invitation. The mammography can, for example, be performed by the Upper Austrian Public Health Insurance (OÖGKK):

- ➔ **Vorsorgeuntersuchung Linz**  
**(Prophylactic examinations)**  
**OÖ. Gebietskrankenkasse**  
Garnisonstraße 1a, 4020 Linz  
To make an appointment call: Tel.: 05-78 07-10 35 43  
vorsorgeuntersuchung@oegkk.at

### Consultations for parents (mothers):

As far as the health of your baby or young child is concerned, the child-welfare center (Eltern-Mutterberatungsstellen) of the city of Linz in your neighborhood offers **gratis counselling** by a **pediatrician** concerning nutrition, child care and vaccinations.

- ➔ **Auwiesen**  
Allendeplatz 4, 4030 Linz  
Tel.: 0732-31 17 42  
Monday 2 - 5 p.m., Thursday 9 - 11.30 a.m.
- ➔ **Biesenfeld**  
Dornacher Straße 7, 4040 Linz  
Tel.: 0732-24 35 61  
Tuesday 2 - 4.30 p.m., Friday 9 - 11.30 a.m.
- ➔ **Ebelsberg-Ennsfeld**  
Hofmannsthalweg 8, 4030 Linz  
Tel.: 0732-30 10 56-18  
Monday 9 - 11.30 a.m., Wednesday 2 - 5 p.m.
- ➔ **Oed**  
Europastraße 12, 4020 Linz  
Tel.: 0732-37 13 75  
Monday 2.30 - 5 p.m., Friday 9 - 11.30 a.m.

- **Franckstraße (Dorfhalle)**  
Franckstraße 68, 4020 Linz  
Tel.: 0732-65 45 41-14  
Wednesday 9 - 11.30 a.m.
  
- **Spallerhof**  
Glimpfingerstraße 10-12, 4020 Linz  
Seniorenzentrum, Building 4, entrance garden level  
Tel.: 0732-34 08-12 607  
Tuesday 2.30 - 5 p.m.
  
- **Karl-Steiger-Straße**  
Karl-Steiger-Straße 2, 4030 Linz  
Tel.: 0732-30 20 71  
Wednesday 2 - 4.30 p.m.
  
- **Leonfeldner Straße**  
Leonfeldner Straße 80, 4040 Linz  
Tel.: 0732-73 12 69  
Thursday 2.30 - 5 p.m.
  
- **Neues Rathaus**  
Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-70 70-26 60  
Wednesday 2 - 4.30 p.m.
  
- **Pichling**  
Heliosallee 84, 4030 Linz  
Tel.: 0732-32 00 71-31  
Tuesday 2 - 4.30 p.m.,
  
- **Neue Heimat**  
Rohrmayrstraße 1, 4030 Linz  
Tel.: 0732-38 20 08  
Tuesday 2.30 - 4.30 p.m.



## Vaccinations

Vaccinations afford the most effective protection from dangerous infections – for example, from ticks (CEE), polio, diphtheria, measles-mumps-German measles,... A certificate of vaccination gives you an overview of all of your vaccinations. When an illness occurs, the physician treating you can quickly check to see whether you have had a particular vaccination or not.

### Tick vaccination (CEE)

If a tick bites you, you can come down with CEE. This disease can lead to paralysis and death. The only effective way to prevent an infection is to have yourself vaccinated.

- Possible after completion of the first year of life, the basic vaccination consists of 4 separate injections.
- Duration of protection: at least 5 years (3 years after the age of 60). After that period of time a booster vaccination is recommended.

### Influenza (flu) vaccinations

An annual vaccination provides the best protection against influenza.

Since the surface of the influenza virus undergoes constant alterations, the vaccine must be adapted each year. The vaccination for influenza is especially recommended for persons over 50, persons with chronic diseases such as cardiovascular or respiratory disorders or diabetes, as well as for persons who are exposed to higher risks of infection such as health professionals, nursery school teachers, teachers and persons who frequently come into contact with others. Children can be vaccinated starting at the age of the seven months. The vaccinations are annual (preferably in autumn).

Tick and influenza vaccinations are offered by the health service of the City of Linz within the framework of the annual vaccination program.

**Children and adolescents are at high risk of incurring infections, therefore protective vaccinations are particularly important for them. Getting vaccinated on time keeps your family healthy!**

**The vaccination service of the Health Office of the city of Linz offers vaccinations for:**

- Diphtheria, tetanus
- Whooping cough
- Haemophilus influenzae b (Pfeiffer's bacillus)
- Polio (infantile paralysis - free of charge)
- Measles-mumps-German measles (free of charge)
- Hepatitis B (free of charge until the age of 16)
- Ticks (CEE)
- Flu
- Meningococcal disease (currently free of charge for children under 15)
- Pneumococcal disease (free of charge for children between ages 9 and 12)
- Human Papilloma Virus (HPV)

Information about the vaccination costs can be obtained from the family doctor and the government of the City of Linz, Division for Health and Sports.

Overview of vaccinations: <http://portal.linz.gv.at/Serviceguide/viewChapter.html?chapterid=121669>

Within the framework of the travel service for long-distance journeys the health service of the city informs about hygienic requirements and vaccination recommendations  
<http://portal.linz.gv.at/Serviceguide/viewChapter.html?chapterid=122811>

➔ **Division Health and Sports of the City of Linz, health service** 1

Neues Rathaus, Hauptstr. 1-5, 4041 Linz

Tel.: 0732-70 70 bzw. 0732-7070-26 26 (Impfservice)

gs@mag.linz.at

Monday to Friday: 7.30 a.m. to 12 noon

Monday and Thursday: 2 to 5 p.m.

➔ **PGA, Verein für prophylaktische Gesundheitsarbeit** 26

**(PGA, Association for prophylactic health work)**

Museumstraße 31a, 4020 Linz

Tel.: 0732-77 12 00

office@pga.at

www.pga.at

## Women's matters

### Pregnancy

Women who are expecting a child should regularly consult a gynecologist from the beginning of the pregnancy on. They receive a pregnancy report or **mother-child-pass** (in German: **Mutter-Kind-Pass**) from this specialist. This pregnancy report entitles them to a **gratis program of examinations** during pregnancy and the first years of their child's life. These examinations make it possible to diagnose illnesses at an early stage and to treat them on time. The report is issued at the beginning of a pregnancy. During the pregnancy, 5 gynecological examinations are to be completed within particular intervals of time.

For the child there are nine examinations which should be performed from its first weeks of life until its 5th birthday. The physician who performs each examination (gynecologist, pediatrician or general practitioner) records the results in the report. Please remember, that having all of the examinations during pregnancy and bringing the child for all of its examinations until it is 14 months old are a prerequisite for receiving the complete child care benefits, including those offered after the child is 21 months old!

#### Which persons and authorities issue mother-child-passes?

- Gynecologists
- General practitioners
- Out-patient departments of hospitals that have maternity wards

#### It is important to remember:

- It is in your own interest, always to have your pregnancy report with you during your pregnancy. Then you can be helped more easily in an emergency situation!
- Have all of your examinations done within the stipulated period of time and recorded in the report!
- The examinations in the pregnancy report are prerequisites for a claim to child care benefits.
- If you are working, the law states that you may not work during the period of time from eight weeks before until eight weeks after the birth (protection of mothers).

#### Child protection benefit of the province of Upper Austria

The province of Upper Austria confers a child protection benefit amounting to 370 euros (in the form of two payments of 185 euro apiece). A prerequisite for receiving this financial support is the completion of the prophylactic medical examinations required in the **"prophylaxis booklet"**. You can obtain this booklet from a general practitioner, a pediatrician or a gynecologist. (If your main residence is in Linz, you do not need a confirmation of your residence by the municipality on your application form).

### Support during your pregnancy

#### – Birth preparatory course

If it is possible, it is a good idea to attend a birth preparatory course. There you can get to know other women who are also expecting children and get important tips for the time of your pregnancy, your delivery and the first phase of your life with your new child.

Such courses are offered by all hospitals with a birth ward, but also by many gynecologists, the Volkshochschule Linz (VHS – Adult Education Center) and mother-child centers.

### Healthy right from the beginning

The OÖGKK (public health insurance) offers an extensive program of benefits and preventative measures for expectant mothers and babies up to the age of three. Pregnant women receive tips about proper nutrition before and after the birth in gratis workshops entitled “A Healthy Diet Right from the Beginning!” as well as counseling about maternity protection, maternity allowances as well as childcare allowances. You can find more information at [www.oegkk.at/vonanfangan](http://www.oegkk.at/vonanfangan)

### Pregnancy counselling

If you need advice while you are pregnant, you can find help at the following institutions:

- **Kepler University Clinical Center, Med Campus IV. 37**  
Gynecological out-patient clinic and out-patient department for day-clinic treatments  
Krankenhausstraße 9, 4020 Linz  
Tel.: 05-05 54 63-23 730  
Montag bis Freitag von 8-14 Uhr
- **Institut für Familien- und Jugendberatung der Stadt Linz  
(Institute for the Counselling of Families and Adolescents of the City of Linz)**  
Rudolfstraße 18, 4040 Linz  
Tel.: 0732-70 70-27 00  
inst.fjb@mag.linz.at
- **Zoe Schwangerschaftsberatung**  
Gruberstraße 15, 4020 Linz  
Tel.: 0732-77 83 00  
office@zoe.at  
www.zoe.at  
Monday-Thursday 8 a.m. - 12 noon (Please arrange an appointment by phone!)
- **Other facilities and initiatives**  
At [www.lovetour.at](http://www.lovetour.at) young people find all information about sex education, sexuality, puberty, flirting and birth control. In addition, personal sexual consultation is offered online.

## When your child arrives

### Delivery in a hospital

In Linz you can deliver your baby in the following hospitals:

- Kepler Universitätsklinikum, Med Campus III.
- Kepler Universitätsklinikum, Med Campus IV.
- Krankenhaus der Barmherzigen Brüder (Hospital of the Merciful Brothers)

When you have chosen a hospital, register for your delivery in good time – at best in the first months of your pregnancy! Make use of the opportunity to visit the maternity ward and the delivery room beforehand! You can also choose to have an „outpatient birth“: You leave the hospital 24 hours after the delivery and are counselled at home by a midwife.

If you would like to have your birth at home (**home delivery, in German: „Hausgeburt“**), ask a freelance midwife about the necessary prerequisites as early as possible:

**Oö. Hebammengremium:** Tel.: 0676-684 18 44  
[www.oberoesterreich.hebammen.at](http://www.oberoesterreich.hebammen.at)

## Precautionary gynecological examination

In order to recognize and treat special ailments of women as soon as possible, it is important to have an examination by a gynecologist (physician specializing in the problems of women) every six months. The tests thereby performed include vaginal smears (to detect cancer) and breast examinations.

## Abortions

A planned termination of pregnancy (abortion) can be performed in Austria before completion of the third month of pregnancy (abortion are permitted up to the stage of viability of the fetus). A physician must be first consulted. In Linz an abortion of pregnancy can be performed in the Kepler University Clinic Center, Campus IV.

### Further information concerning women's health:

#### ➔ Linzer Frauen Gesundheitszentrum 40

(Women's health center of Linz)

Kaplanhofstraße 1, 4020 Linz

Tel.: 0732-77 44 60

[office@fgz-linz.at](mailto:office@fgz-linz.at)

[www.fgz-linz.at](http://www.fgz-linz.at)

Opening hours:

Monday 9 a.m. - 12 noon

Tuesday 1 - 4 p.m.

Wednesday 3 - 7 p.m., Women's Café 4.30 - 6 p.m.

Thursday 9 a.m. - 12 noon

Friday 9 a.m. - 12 noon

## Applicants for political asylum

Since 1.May 2004 persons in Austria who are in need of help and protection and are not Austrian citizens (applicants for political asylum, persons who have been granted political asylum, displaced persons who cannot immediately return to their native countries and other persons who cannot be deported for particular reasons) are accorded basic care. This basic care includes medical health insurance. In order to be entitled to benefits of the health system (treatment by physicians, necessary medicines, ..), applicants for political asylum need to have a social insurance number. These are issued in the places where refugees are first registered in Austria.

- **OÖGKK Dienststelle Linz Hauptstelle 31**  
**(Main Office in Linz)**  
Gruberstraße 77, 4020 Linz  
Tel.: 05-78 07-0  
oegkk@oegkk.at  
Opening hours: Monday-Friday 6.45 a.m. - 3 p.m.
  
- **OÖGKK Dienststelle Linz Urfahr**  
**(Linz-Urfahr Office)**  
Hauptstrasse 16-18, 4040 Linz  
Tel.: 05-78 07-24 39 00  
urfahr@oegkk.at  
Opening hours: Monday-Friday 6.45 a.m. - 3 p.m.
  
- **OÖGKK Dienststelle Linz Kleinmünchen**  
**(Linz Kleinmünchen Branch Office)**  
Zeppelinstraße 58, 4030 Linz  
Tel.: 05-78 07-23 37 00  
kleinmuenchen@oegkk.at  
Opening hours: Monday-Friday 6.45 a.m. - 3 p.m.

Before you claim benefits of the health insurance for the first time it is advisable to consult the responsible person in your lodgings. As an applicant for political asylum you do not have to pay any prescription fee for medicines that are prescribed for you. You also do not have to pay any fees for the care you receive when you stay in a hospital.

## In emergencies

When you report an emergency, please provide the following information:

**Where did it happen?**

**What happened?**

**How many persons were wounded/are ill?**

**What kinds of injuries/illnesses are involved?**

### Telephone numbers for emergencies

\* Ambulance 144

\* Fire Department 122

\* Police 133

**Worker's Samaritan Organization 0732-2124**

\* Emergency physicians service 141

Linz Körnerstraße 28, 4020 Linz

Office hours: Saturday, Sunday and holidays from 7 a.m. to 7 p.m.

House calls: Saturday, Sunday and holidays from 7 a.m. to 7 a.m. of the next day. In the area of Linz an emergency service for house calls also operates from 7 p.m. to 7 a.m. on weekdays (it has no physician's office).

**Emergency call in case of poisoning 01-406 43 43**

\* Telephone advice 147

(Counselling for children and adolescents for any kind of problem)

\* Help-line for prevention of violence to women 0800-222 555

**Emergency call for raped women 0732-60 22 00**

**Psychosocial Emergency 0732-65 10 15**

**Crisis Intervention Center 0732-21 77**

\* Emergency call for Spiritual Aid 142

\*These emergency numbers can be dialled throughout Austria gratis and without an area code!  
You can find out which hospitals are currently accepting patients from a local daily newspaper or on the Internet site [www.kepleruniklinikum.at/services/fuer-patientinnen-und-patienten/aufnahmekalender](http://www.kepleruniklinikum.at/services/fuer-patientinnen-und-patienten/aufnahmekalender)

# WOMEN IN LINZ





## 7 WOMEN IN LINZ

The Women's Office of Linz represents the interests of all women in the city and aims to attain real equality for women and men in all societal areas of the city. It develops and supports measures to counteract structural discrimination against women. In order to achieve equality, outdated role models have to be done away with and there must be a new understanding of women in society. At the communal level targeted measures are taken to provide information about, enhance consciousness of and sensitize people to concerns of women.

- ➔ **Frauenbüro der Stadt Linz** <sup>29</sup>  
**(Women's Office of Linz)**  
 Altes Rathaus (Old City Hall)  
 Hauptplatz 1, 4041 Linz  
 Tel.: 0732-7070-1191  
 frauenbuero@mag.linz.at  
 www.linz.at/frauen  
 www.facebook.com/FrauenStadtLinz

### Areas of concern and focal points of the Women's Office

- ➔ The main function of the Women's Office is to work for the political implementation of the concerns, needs and wishes of the women who live in Linz.
- ➔ As the contact office for matters concerning women, the Women's Office tries to get in touch with the female inhabitants of the city and establishes contacts with facilities for women as well as with female representatives of relevant facilities and women who are involved in politics.
- ➔ Its duties and offerings also comprise free-time activities as well as the organization of events.
- ➔ The Women's Office supports projects and provides counseling during the development of specific initiatives.
- ➔ Female-specific concerns are dealt with on the International Women's Day (8 March), on the occasion of the awarding of the Women's Prize, on the International Day against Violence toward Women (25 November), on the Equal Pay Day (the date is determined each year on the basis of the discrepancy between men's and women's wages) and when the "Marianne von Willemer" Prize is bestowed.

### Important service facilities for women in Linz

#### counseling facilities for immigrants

- ➔ **maiz – autonomic center for immigrants, operated by immigrants**  
 Maiz is an association of immigrants which aims to improve the legal and social situation of immigrants in Austria. It offers a comprehensive educational and counseling program. Its primary goal is to improve the living and working situation of immigrants in Austria.

**maiz – in the area of education**

Hofgasse 11, 4020 Linz

Tel.: 0732-89 02 04-3

maiz@servus.at

www.maiz.at

**maiz – in the area of counseling**

Hofberg 9, 4020 Linz

Tel.: 0732-77 60 70

maiz@servus.at

www.maiz.at

➔ **Migrare – center for immigrants in Upper Austria 11**

It offers comprehensive free counseling for people with immigration backgrounds in a number of different languages as well as educational endeavors and projects.

Humboldtstraße 49, 4020 Linz

Tel.: 0732-66 73 63 – 66

office@migration.at

www.migration.at

➔ **Volkshilfe Upper Austria –  
Counseling for Refugees and Immigrants, Women's Center "Olympe"**

The Women's Center "Olympe" offers schooling measures and informational events as well as psychosocial support for immigrants.

Stockhofstraße 40, 4020 Linz

Tel.: 0732-60 30 99

office@volkshilfe-ooe.at

www.volkshilfe-ooe.at

## Jobs and qualifications

➔ **VFQ Ltd. For Women and Qualifications.**

The aim of VFQ is to improve the situation of women and immigrants in the job market. This is done with the help of counseling, qualifying measures and training.

Fröbelstraße 16, 4020 Linz

Tel.: 0732-65 87 59

office@vfq.at

www.vfq.at

➔ **VSG Woman – Counseling for Job Applications and for Qualifying**

“Woman“ offers free counseling for women in Linz who want information in the areas of jobs, education and social security. It gives them individual coaching and helps them develop solution strategies.

VSG Woman (Association for Social Prevention and Community Work)  
 Martin-Luther-Platz 3/4, 4020 Linz  
 Tel.: 0732-79 76 2-13  
 woman@vsg.or.at  
 www.vsg.or.at

## Facilities for protection against violence

➔ **Gewaltschutzzentrum Oberösterreich 10**

**(Violence Protection Center of Upper Austria)**

The Center for Protection against Violence offers free and confidential counseling as well as support for women subjected to violence in their families or social surroundings. It also offers consultations for victims of stalking.

Stockhofstraße 40, 4020 Linz  
 Tel.: 0732-60 77 60  
 ooe@gewaltschutzzentrum.at  
 www.gewaltschutzzentrum.at/ooe

➔ **Frauen-Helpline gegen Gewalt**

**(Women's helpline against Violence)**

Counseling around the clock, anonymous and free of charge;  
 at certain times counseling in foreign languages is also offered.  
 Tel.: 0800-222 555 (calls are free from anywhere in Austria)

➔ **autonomes Frauenzentrum (aFZ) 41**

**(Autonomous Women's Center (aFZ))**

Information, counseling and continuing support in cases of sexual violence, immediate help over the phone and personally for girls and women who have been or are being subjected to sexual violence (physical and psychological violence, sexual molestation, attack, coercion, abuse, rape). It also offers legal counseling free of charge on matters concerning relationships, partnership, separation and divorce. Besides, the aFZ provides help for women over the phone or in person. For personal counseling appointments must be made by phone.

Starhembergstraße 10, , Corner of Mozartstraße, 2<sup>nd</sup> floor, 4020 Linz  
 Emergency Telephone: 0732-60 22 00  
 hallo@frauenzentrum.at  
 www.frauenzentrum.at

➔ **Women's House of Linz**

The Women's House of Linz offers round the clock, immediate, unbureaucratic help for women who are threatened or have been abused. It gives them protection, lodging (protected living area), food and counseling. The employees of the women's houses counsel and support their clients in official matters, questions of financial support and child custody, divorce as well as finding jobs and apartments.

Postfach 1084, 4021 Linz  
Tel.: 0732-60 67 00  
office@frauenhaus-linz.at  
www.frauenhaus-linz.at

➔ **Verein PIA – Hilfe für Opfer sexueller Gewalt  
(Association PIA – Help for victims of sexual abuse)**

The PIA Association undertakes preventive measures and offers victims of sexual abuse and their dependents counseling and therapy.

Niederreithstraße 33, 4020 Linz  
Tel.: 0732-65 00 31  
office@pia-linz.at  
www.pia-linz.at

## Counseling Offices for Women engaged in sex work

People who work or have worked in the area of prostitution receive counseling and support from the counseling office LENA and the association maiz – the autonomous center for immigrants, run by immigrants.

➔ **Beratungsstelle LENA – Caritas  
(Counseling Office Lena – Caritas)**

Steingasse 25, 4020 Linz  
Tel.: 0732-77 55 08 - 0  
lena@caritas-linz.at  
www.lena.or.at

➔ **maiz – Autonomes Zentrum von und für Migrantinnen  
(maiz – autonomous center for immigrants, run by immigrants)**

Hofberg 9, 4020 Linz,  
Tel.: 0732-77 60 70  
maiz@servus.at  
www.maiz.at

## Self-defense courses

Certain institutions offer self-defense courses that are especially designed for girls and women. They are free of charge. The Women's Office of Linz will be glad to inform you about the ones that are currently being held.

- ➔ **Frauenbüro der Stadt Linz** <sup>29</sup>  
Altes Rathaus, Hauptplatz 1, 4041 Linz  
Tel.: 0732-7070-1191  
frauenbuero@mag.linz.at  
www.linz.at/frauen

## Mother-child Facilities

In crisis situations pregnant single women and single mothers with their children can find a place to live in supervised mother-child houses. There they are also offered support.

- ➔ **Mutter-Kind-Haus der Stadt Linz**  
**(Mother-Child House of the City of Linz)**  
Füchselstraße 21-23, 4020 Linz  
Tel.: 0732-60 04 41  
muki@mag.linz.at
- ➔ **Haus für Mutter und Kind der Caritas**  
**(Home for mother and child / Caritas)**  
Kapellenstraße 1, 4040 Linz  
Tel.: 0732-73 80 10  
haus.mutter.kind@caritas-linz.at

## Health

- ➔ **Linzer Frauengesundheitszentrum** <sup>40</sup>  
**(Women's Health Center of Linz)**  
The Women's Health Center offers counseling, and information on matters concerning women's health. Treatments are also available there.  
Kaplanhofstraße 1, 4020 Linz  
Tel.: 0732-77 44 60  
office@fgz-linz.at  
www.fgz-linz.at

# CULTURE IN LINZ



## 8

**LINZ - CULTURE FOR EVERYBODY**

In the last few years Linz has transformed itself from the “steel city“ to the “city of work and culture“. Its cultural offerings are numerous, diverse and exciting and the city makes them accessible to as many people as possible.

Four cultural political guidelines were formulated in the new cultural development plan of the city: **promoting equal opportunities, promoting the development of potentials, enhancing accessibility and opening the city**. “Culture for everybody“ is the motto, whereby the focus is on openness and tolerance. That means that there is a broad range of cultural offerings that not only includes traditional means of expression, but rather comprises all areas of human interaction. In Linz diversity is a driving force for the future of culture.

The aim of “**culture for everybody**“ is to offer something that is of interest to every inhabitant of the city, something with which everybody can identify. The aim is to strengthen cultural consciousness by means of dialog and cooperation between different cultures in our urban society. The further qualitative development of the cultural work of the districts of the city has therefore been a focal point of the city’s cultural policies for more than two decades now.

In 2009 Linz was a cultural capital of Europe. On the occasion of this major cultural event many cultural institutions were established or extensively altered. For example the Museum of the Future, known as the Ars Electronica Center, was enlarged, the former Salt Office of the emperor was converted into a building with artists’ studios, the Pöstlingberg Railroad was extended up to the Main Square and the southern tract of the Castle Museum was rebuilt. In the spring of 2013 the new music theater was opened in the Volksgarten. In 2014 Linz was designated a UNESCO City of Media Arts and again attracted international attention.

Internationally Linz is especially known for events such as the Bruckner Festival, the Cloud of Sound and the Ars Electronica Festival, a festival for art, technology and society. Other events that are firmly anchored in the annual schedule are the Linz Festival “LINZFEST“, a music festival in the Danube Park, which has a different motto each year, and the Pavement Spectacle of Linz, during which street artists from all over the world transform the Inner City into an open stage.

A large number of other festivals and events enrich the artistic life in Linz and its surroundings. Linz promotes “culture for everybody“. It aims to enable the entire populace to participate in the cultural life of Linz.

**The following pages provide a detailed overview of the cultural life of Linz. The facilities and initiatives that are presented here reflect the vibrant cultural and artistic scene of the city.**

## Museums and other places where exhibitions are presented

### ➤ **Ars Electronica Center – Museum of the Future** 42

Ars-Electronica-Straße 1, 4040 Linz

[www.aec.at](http://www.aec.at)

The Ars Electronica Center, which opened its doors in 1996, is the prototype of a “Museum of the Future”. It addresses a large public with its interactive exhibits, virtual reality, digital networks and modern media and deals with topics on the interface between media art, new technologies and societal developments in an innovative fashion.

### ➤ **Lentos Art Museum Linz** 43

Ernst-Koref-Promenade 1, 4020 Linz

[www.lentos.at](http://www.lentos.at)

The Lentos Art Museum was opened in 2003 and is the successor to the New Gallery of the City of Linz. With its international collection it is among the most important modern art museums in Austria. As far as classical modern art is concerned it has major paintings ranging from Klimt, Schiele, Kokoschka and Corinth to Pechstein. All told it has about 1,500 paintings, sculptures and works of object art, about 10,000 works of art on paper and 1,200 photographs. Temporary exhibitions on current artistic developments round out the program.

### ➤ **Nordico Stadtmuseum Linz** 44

Dametzstraße 23, 4020 Linz

[www.nordico.at](http://www.nordico.at)

The major functions of the Nordico include collecting, keeping and doing research on works of art from Linz as well as on archeological and historical objects relating to the history of the city. A main focus is the extensive collection of drawings and print graphics. As a city museum the Nordico is an important place for the presentation of contemporary artists of Linz. Exhibitions on the history and archeology of the city are also frequently held there.

### ➤ **Linz History**

Altes Rathaus, Hauptplatz 1, 4041 Linz

[www.linz.at/archiv](http://www.linz.at/archiv)

The history of the development of Linz into a city until the present can be experienced in the newly established permanent exhibition “Linz History” in the Old City Hall. The compact presentation explains various aspects of politics, social matters, everyday life, culture and the economy.



### ➤ Internationales Atelierhaus Salzamt

Obere Donaulände 15, 4020 Linz  
[www.salzamt-linz.at](http://www.salzamt-linz.at)

The Artists' Studio Building Salzamt, which opened in the middle of 2009, is a meeting place for young visual artists from Austria and abroad. Its nine studios, some of which also have living quarters, are made available to guest artists. In the hall on the ground floor exhibitions and events regularly take place, some in cooperation with other cultural institutions of Linz.

### ➤ OK – Open Culture House of Upper Austria 45

OK Platz 1, 4020 Linz  
[www.ok-centrum.at](http://www.ok-centrum.at)

The O.K Center for Contemporary Art is a laboratory for artistic experimentation. It regards itself as a place for the production and exhibition of contemporary art and guides the implementation of a work of art from its conception until it is put on display. It offers internationally active artists, mostly ones of the younger generation, a combined public platform and laboratory situation.

### ➤ Provincial Gallery (Landesgalerie) of Linz – a division of the Upper Austrian Provincial Museums

Museumsstraße 14, 4020 Linz  
[www.landesgalerie.at](http://www.landesgalerie.at)

The Provincial Gallery was established in the middle of the 19th century upon the initiative of Adalbert Stifter. Its collections comprise modern and contemporary art from 1900 to the present with focal areas in graphics and artistic photography. The Provincial Gallery is renowned beyond the borders of Upper Austria for the largest Kubin collection in the world. Exhibitions of young artists ranging from classical painting and sculpture to media installations are regularly presented there.

### ➤ Castle Museum (Schlossmuseum) Linz – 46 a division of the Upper Austrian Provincial Museum

Tummelplatz 10, 4020 Linz  
[www.schlossmuseum.at](http://www.schlossmuseum.at)

The impressive collections of the Castle Museum afford a comprehensive overview of the natural, cultural and artistic history of the province of Upper Austria. With its newly-built southern wing (the original one burned down around 1800) the Castle now assumes the form of an ensemble of historical and modern architecture above the roofs of the city. It is the largest universal museum in Austria that is located in one single place. The so-called southern tract presents permanent nature and technology exhibitions on three floors.

### ➤ **Biologiezentrum (Biology center)**

Johann-Wilhelm-Klein-Straße 73, 4040 Linz  
[www.biologiezentrum.at](http://www.biologiezentrum.at)

Thanks to its internationally renowned botanical, zoological and geological collections and its research projects the Biology Center has made a name for itself as a classical but innovative international natural history museum and archive.

### ➤ **afo architekturforum oberösterreich (architecture Forum of upper austria)**

Herbert-Bayer-Platz 1, 4020 Linz  
[www.afo.at](http://www.afo.at)

The Architecture Forum of Upper Austria has adapted the former „People's Kitchen“ in Prunerstraße (in the center of Linz), which has a space of about 450 square meters, into a place for the presentation of exhibitions and the production of objects. It hopes to encourage a broadly based public discussion on high-quality building art and promotes the exchange of information among all persons who are interested in current architecture. As an open communication platform it contributes to vitalizing the field of architecture. Its studios provide space for the development of projects that deal with the regional situation and present future-oriented experimental approaches.

### ➤ **forum metall**

Linz Kultur, Pfarngasse 7, 4041 Linz

In 1977 a sensational artistic exhibition in Linz aroused attention far beyond the borders of Austria. At the time when the Fourth Bruckner Festival was starting off, the Metal Forum put large metal sculptures of internationally renowned contemporary artists on display in the Danube Park. A considerable number of these works has remained there, between the Lentos Museum and the Railway Bridge, ever since. They are now a characteristic feature of the park.

### ➤ **voestalpine Stahlwelt – experiencing the voestalpine Steel Plant**

voestalpine-Straße 4 , 4020 Linz  
[www.voestalpine.com/stahlwelt](http://www.voestalpine.com/stahlwelt)

Developments associated with steel still have a pronounced effect on the everyday lives of people worldwide. They make it possible to construct new tools, machines and buildings, facilitate everyday life and connect continents, countries and people. But the practical possibilities and areas of employment for high-quality steel products have by far not been exhausted. The voestalpine Steel World is a place where people become more familiar with the construction material steel and the enterprise voestalpine. They experience the steel plant with the help of a multimedial presentation.

Further information about galleries, museums and places where exhibitions are held can be found at [www.linz.at/galerien.asp](http://www.linz.at/galerien.asp) oder [www.linz.at/kultur/2128.asp](http://www.linz.at/kultur/2128.asp)

## Dance and theater

### ➤ **Landestheater Linz – Schauspielhaus <sup>47</sup>** **(Provincial Theater of Linz – auditorium for dramatic performances)**

Promenade 39, 4020 Linz  
[www.landestheater-linz.at](http://www.landestheater-linz.at)

For almost two hundred years the Provincial Theater of Linz has been shaping the theatrical life of Upper Austria. On the stages of the Large Theater on the “Promenade” and in the Chamber Theater an extensive repertoire of spoken theatrical works is presented.

### ➤ **Theater Phönix**

Wiener Straße 25, 4020 Linz  
[www.theater-phoenix.at](http://www.theater-phoenix.at)

Fans of easygoing unconventional theater will find entertaining classics freed of the dust of ages as well as contemporary theatrical texts staged in a bold, innovative fashion in the Theater Phönix in Wiener Straße.

### ➤ **Theater in der Innenstadt** **(theater in the inner city)**

Museumstraße 7a, 4020 Linz  
[www.theater-innenstadt.at](http://www.theater-innenstadt.at)

The Theater in the Inner City frequently changes its colors; it offers a selection of musicals, cabarets, chanson evenings and light, entertaining plays (about 100 seats at tables).

### ➤ **Linzer Kellertheater – Die Komödie am Hauptplatz** **(the cellar theater of linz which stages comedies on the main Square)**

Hauptplatz 21, 4020 Linz  
[www.linzerkellertheater.at](http://www.linzerkellertheater.at)

It was originally founded as a stage for the employees of the voest Steel Plant. In the more than 55 years of its existence the Kellertheater (Cellar Theater) has staged over 200 plays. Among these is at least one fairy tale for younger spectators each year.

### ➤ **TRIBÜNE LINZ – Theater in the Südbahnhofmarkt**

Eisenhandstraße 43, 4020 Linz  
[www.tribuene-linz.at](http://www.tribuene-linz.at)

The Tribune Linz is the newest theater in Linz. It presents plays for adults and adolescents the year round. In each theater season it offers six to seven premieres of works it produces itself, among others classics adapted to modern times and plays for adolescents about themes of current interest.

Further information about the topic “theater” can be downloaded from [www.linz.at/kultur/2120.asp](http://www.linz.at/kultur/2120.asp).

## Music

### ➔ **Brucknerhaus** 48

Untere Donaulände 7, 4020 Linz  
[www.brucknerhaus.at](http://www.brucknerhaus.at)

The “Brucknerhaus“ on the Danube, since 1974 a cultural and architectural landmark of Linz, is the concert house of Upper Austria. It presents concerts of famous orchestras (such as the internationally renowned Bruckner Orchestra of Linz), soloists and conductors as well as a children’s program. It is committed to both preserving traditions and grappling with contemporary musical works of various kinds. Annual highlights are the Clouds of Music of Linz and the Bruckner Festival of Linz.

### ➔ **Posthof – contemporary culture in the harbor**

Posthofstraße 43, 4020 Linz  
[www.posthof.at](http://www.posthof.at)

The Posthof, a cultural house of Linz located near the harbor, presents about 250 performances a year in the areas of music, dance, theater, cabaret and literature. It manages to attract international stars, but also serves as a platform for upcoming young local artists. Originally a farmhouse, it was adapted in 1984 and 1990 and is now one of the largest and most vital performance venues for contemporary culture in Austria. Annual festivals in its calendar of events: Local Performance Marathon, Dance Days, Black Humor Festival, Cabaret Festival.

### ➔ **Musikschule der Stadt Linz** 49 **(music School of the city of linz)**

Fabrikstraße 10, 4041 Linz  
[www.linz.at/musikschule](http://www.linz.at/musikschule)

The Music School of the City of Linz offers instruction in music for children from the age of two on. In addition to being able to take instruction in about fifty different instrumental and vocal subjects the pupils and students can play in a large number of orchestras and ensembles.

#### **Project “Musikalischer Südwind“ (Project “Musical South Wind”)**

The goal of the project is to remove access barriers to musical instruments and to the music school and to set musical impulses in the primary schools of the middle and southern districts of Linz. Besides that, musical talents which would not necessarily find access to the music school are encouraged. In the medium term the project intends to establish schools which have a focus on instrumental music in different areas of the city. It hopes to approximately equalize the proportions of music students from the northern and southern parts of Linz.

#### **The four pillars of „Musical South Wind“:**

- A four-week basic course within the framework of primary school education, which should take place in the first year (in intervals).
- Besides, young people should be able to participate in singing and rhythm courses of the Music School of Linz from the second grade on. These will be held in the school the pupil regularly attends.

- Participation in the event “Music School goes Bruckner Concert House“ in the “Brucknerhaus“ of Linz in the second grade.
- Participation in group instrumental instruction which will be offered by the Music School of Linz from the third grade on. It is intended to supplement the courses normally taught in primary school and will be held either in the primary school that the pupil is attending (one which has a focus on instrumental music), or in a nearby music school in the same district of the city.

### ➤ **Landestheater Linz – Music Theater in the “Volksgarten“** 50

Am Volksgarten 1, 4020 Linz  
[www.musiktheater-linz.at](http://www.musiktheater-linz.at)

In 2013 operas, operettas, musicals, dance theater and ballets found a new venue in the music theater in the Volksgarten. It is one of the most modern theaters in all of Europe. The cultural building comprises four stages: the big auditorium, the foyer stage, the black box and the black box lounge. In the black box and the black box lounge musical productions of the Provincial Theater are performed, along with other dramatic works.

### ➤ **Bruckner Orchester Linz**

[www.bruckner-orchester.at](http://www.bruckner-orchester.at)

The Bruckner Orchestra of Linz has become one of the leading orchestras in Central Europe. It is extremely versatile, functioning as an opera orchestra in the Provincial Theater of Linz, performing numerous concerts in Austria and abroad and playing at various events. It has also provided the musical background for many “clouds of sound“ within the framework of the Bruckner Festival. The renowned Dennis Russell Davies is the Principal Conductor, so it can be taken for granted that the orchestra will continue to develop artistically.

### ➤ **Musica Sacra**

[www.musicasacra.at](http://www.musicasacra.at)

It performs concerts in the Old and New Cathedrals, the Minorite Church, the Ursuline Church, St. Martin’s Church, the Parochial Church of the City, the Church of the Seminar for Priests and in the Basilica on the Pöstlingberg Mountain. The program reflects the dignity of the places it is performed in and includes the European music of many centuries past up until the present.

### ➤ **TipsArena**

Ziegeleistraße 76-78, 4020 Linz  
[www.liva.at](http://www.liva.at)

Large commercial concerts regularly take place in the Sports and Concert Hall next to the stadium on the Froschberg.

Further information about the topic “music“ can be downloaded from [www.linz.at/kultur/2132.asp](http://www.linz.at/kultur/2132.asp)

## Festivals / events

### ➤ **Ars Electronica – Festival for art, technology and society**

[www.aec.at](http://www.aec.at)

Variety is the spice that makes the internationally renowned Ars Electronica Festival so fascinating. It provides an occasion for an open encounter between experts from art and science and an audience with a broad range of interests. Since 1979 it has been presenting annual symposia, exhibitions, performances and events revolving around the artistic and scientific confrontation with the societal and cultural phenomena resulting from technological progress.

### ➤ **Brucknerfest Linz – Bruckner Festival of Linz**

[www.brucknerhaus.at](http://www.brucknerhaus.at)

This music festival was initiated at the time the Brucknerhaus opened in 1974. It is no longer confined to the heritage of Anton Bruckner. Orchestra concerts, song evenings, chamber music, dance theater, organ concerts, concert performances of opera: during the annual Bruckner Festival, which lasts for three weeks in September/October, the international music world comes to Linz. The Bruckner Festival of Linz, traditionally opened by the Cloud of Classical Music, is the splendid annual conclusion of the festival season in Austria.

### ➤ **Linzer Klangwolken – Clouds of Music in Linz**

[www.klangwolke.at](http://www.klangwolke.at)

Each year three clouds of music are held in the Danube Park of Linz. First there is a visualized cloud of music, which is newly designed each year with music, lights, lasers and fireworks. Then there is a Children's Cloud of Music for a young audience. Finally, in the Classical Cloud of Music, the opening concert of the Bruckner Festival is broadcast by loudspeakers to the Danube Park.

### ➤ **Linzer Pflasterspektakel – International Festival of Street Art**

[www.pflasterspektakel.at](http://www.pflasterspektakel.at)

The Pavement Spectacle of Linz in July is the annual highlight of the cultural summer of Linz. This event, one of the most traditional street art festivals in Europe, offers high-quality performances of object and impromptu theater, all kinds of music, poetry, dance, circus artistry, tightrope and fire acrobatics, painting, clown and comedy performances.

### ➤ **LINFEST**

[www.linfest.at](http://www.linfest.at)

This open air festival of the city, which takes place in the Danube Park between the Lentos Museum and the Brucknerhaus, is a comprehensive event dedicated to a different theme each year. It includes live concerts, theatrical performances, dance, comedy, art in public spaces, literature, parties and picnics. All of these serve to elucidate the theme to the spectators.

### ☞ **Sommer-Open-Air performances in the music pavilion in the Danube Park**

[www.linz.at/musikpavillon](http://www.linz.at/musikpavillon)

The Music Pavilion in the Danube Park is very popular among fans of pop, jazz and brass music. Especially talented young musicians from Linz and Upper Austria have a chance to show what they can do in the concerts held there during the summer months.

### ☞ **Festival 4020. more than music**

[www.festival4020.at](http://www.festival4020.at)

Festival 4020 was founded in March 2001. In a number of venues in various places all around the city a large number of composers, musicians and music groups from a non-European region are presented. With élan, virtuosity and commitment the musicians offer a panorama of various folk- and concert music from the present and the past: in the form of unaccompanied vocal music, in concert form or as electronic music. Whatever type of music they produce, they aim to delight their audience. The festival is held every two years.

### ☞ **ahoi! Pop. contemporary music in the harbor**

[www.posthof.at](http://www.posthof.at)

In the past decades Linz has become a new crystallization point for new musical trends. Types of music such as rock, hardcore, indie-pop, hip-hop and electro are always first tried out locally, reflected upon and then newly interpreted. Linz has proven to be a fertile place for them. The aim of the music festival is to present some of the most fascinating and important artists who represent diverse musical genres.

### ☞ **CROSSING EUROPE Filmfestival Linz**

[www.crossingEurope.at](http://www.crossingEurope.at)

The film festival CROSSING EUROPE is a forum for the diverse manifestations of European cinema. It primarily affords innovative young directors an opportunity to present their works. The central focuses of the festival are a European competition to which only the first or second longer films of directors are admitted, a panorama of European films that are not competing for prizes, the Local Artists' Award, tributes to outstanding European film directors and special features.

### ☞ **Brass Festival Linz**

[www.brucknerhaus.at](http://www.brucknerhaus.at)

During this festival there is brass music everywhere in Linz, ranging from small ensembles to big bands, from a brass competition to the strange "Blechvögel" (brass birds), which are exhibited in the Brucknerhaus. For three days Linz devotes itself to the theme "brass".

### ➤ **Serenaden im Arkadenhof des Landhauses**

[www.brucknerhaus.at](http://www.brucknerhaus.at)

There is a long tradition of these summer “Brucknerhaus” concerts in the historical arcaded courtyard of the “Landhaus”. Altogether there are nine of them and they are held on Tuesday evenings during the months of July and August. They offer visitors a selected program of classical works which is presented by Austrian and foreign ensembles.

### ➤ **Sommer im Rosengarten (Summer in the Rose Garden)**

[www.brucknerhaus.at](http://www.brucknerhaus.at)

This magnificent venue, high above the rooftops of Linz, is one of the most attractive places for summer performances. In this area, which is 3,000 square meters in size and features a stage in the “cultural tent”, a varied mixture of theater, music and cabaret is presented from July to August.

### ➤ **NEXTCOMIC**

[www.nextcomic.org](http://www.nextcomic.org)

In 2009, which was the first time this festival was held, it was sponsored by Linz09. The enthusiastic international response and the positive reaction of the artists and the visitors encouraged the initiators, led by Gottfried Gusenbauer, to further develop this format. NEXTCOMIC has given Austria a platform for comics and pictorial literature. The NEXTCOMIC Festival in Linz is unique. It elucidates the connection of comics to visual art, character design, architecture, film and animation.

### ➤ **sicht:wechsel**

[www.sicht-wechsel.at](http://www.sicht-wechsel.at)

In 2007 “sicht:wechsel“ a large international cultural festival, was held in Linz for the first time. It presents the art and aesthetics of people with handicaps to a broad audience. The handicapped thereby assume a position right in the middle of society (instead of on the edge of it) and experience the attention and respect that is due to them, and that they deserve. The spotlight is thereby cast on this otherwise largely invisible group, which here presents theatrical performances, music and art.



## Libraries / archives / literature / Facilities for the transfer of knowledge

### ➤ Wissensturm (tower of Knowledge) 2

Kärntnerstraße 26, 4020 Linz  
[www.wissensturm.at](http://www.wissensturm.at)

The Tower of Knowledge was opened near the train station in 2007. It comprises the central library and the Adult Education Center ((Volkshochschule). In addition to the library- and citizen's services and the seminars of the Adult Education Center, numerous cultural events take place here.

### ➤ Stadtbibliothek Linz (city library of Linz)

[www.linz.at/bildung/stadtbibliothek.asp](http://www.linz.at/bildung/stadtbibliothek.asp)

With its dense network of branches the city library not only encourages people of all generations to read. It also lends audio cassettes, CDs, CD-ROMs, Videos and DVDs. Besides the central library in the Tower of Knowledge (Wissensturm) there are branches in various parts of the city. Their addresses can be found in the chapter "Linz presents itself" » citizens' services and administration » citizens' services in different parts of the city.

### ➤ Kepler Salon

Rathausgasse 5, 4020 Linz  
[www.kepler-salon.at](http://www.kepler-salon.at)

The Kepler Salon has continued to be a place where people meet and acquire knowledge long after Linz09. The curators present themes that cover the entire range of research, making it possible to learn about the newest developments and discuss them with experts.

### ➤ OÖ Landesbibliothek Landesbibliothek 51 (Upper Austrian Provincial Library)

Schillerplatz 2, 4020 Linz  
[www.landesbibliothek.at](http://www.landesbibliothek.at)

The Upper Austrian Provincial Library is a universal scientific library that is especially devoted to collecting literature from Upper Austria. The building located on the "Schillerplatz" currently has about 375,000 volumes and serves as both a reference and a lending library.

### ➤ University library of the Johannes Kepler university Linz

Altenbergerstraße 69, 4040 Linz  
[www.ubl.jku.at](http://www.ubl.jku.at)

The main focus of the library, which was established in 1965, is on the areas of study that are offered by the Kepler University of Linz: social and economic sciences, law sciences, natural sciences and technology.

### ➤ **Archiv der Stadt Linz (archive of the city of Linz)**

Neues Rathaus, Hauptstraße 1-5, 4041 Linz  
[www.linz.at/archiv](http://www.linz.at/archiv)

The Archive of the City of Linz stores material concerning the history of the city, contemporary history collections as well as extensive literature about cultural, social, economic and contemporary history. The public has access to the reading area during the opening hours of the municipal authorities.

### ➤ **OÖ Landesarchiv (upper austrian provincial archive)**

Anzengruberstraße 19, 4020 Linz  
[www.landesarchiv-ooe.at](http://www.landesarchiv-ooe.at)

As a center for research on the history of the province and the central archive of the province it keeps more than 27,000 linear meters of archive materials, mostly documents, hand-written manuscripts with hard covers and bundles of files.

### ➤ **StifterHaus**

Adalbert-Stifter-Platz 1, 4020 Linz  
[www.stifter-haus.at](http://www.stifter-haus.at)

The “StifterHaus“ is situated in the former house of the writer Adalbert Stifter (1805 – 1868). In its premises you can find the Adalbert Stifter Institute, which was established in 1950 and is engaged in literary and linguistic research, as well as the Upper Austrian House of Literature (OÖ. Literaturhaus), which was established in 1992 and organizes diverse events.

### ➤ **Facetten (literary Yearbook)**

[www.linz.at/kultur/facetten.asp](http://www.linz.at/kultur/facetten.asp)

All Upper Austrian authors are publicly invited to submit their contributions to the City of Linz. A jury of specialists then selects about 25 of the texts for the approximately 200 pages of the literary yearbook.

### ➤ **Die Rampe – a literary magazine**

[www.ooe.gv.at](http://www.ooe.gv.at)

The literary magazine of the Province of Upper Austria for the promotion of contemporary literature was established in 1975. An independent team of editors selects the texts which are published in it.

Further information about libraries, literature and the archive of the city can be downloaded from: [www.linz.at/bildung/6552.asp](http://www.linz.at/bildung/6552.asp) and [www.linz.at/kultur/2116.asp](http://www.linz.at/kultur/2116.asp)

## Children / adolescents and culture

### ⇒ **Kuddelmuddel – Center for Children’s Culture** 52

Langgasse 13, 4020 Linz

[www.kuddelmuddel.at](http://www.kuddelmuddel.at) / [www.theater-des-kindes.at](http://www.theater-des-kindes.at) / [www.puppentheater.at](http://www.puppentheater.at)

In Linz culture for children and adolescents is emphasized. In 1990 the city established a special house of culture for it in Langgasse, at the location of the former Kolping Cinema. Its marvelous cultural offerings for young audiences include performances of the Puppet Theater of Linz and the Theater of the Child (Theater des Kindes). In addition the Children’s Cultural Center is in charge of the Large Musical Workshop in the Brucknerhaus and the Children’s Cloud of Sound (Kinderklangwolke)

### ⇒ **Kinderkulturwoche Linz – Children’s Cultural Week in Linz**

[www.kinderkulturwoche.linz.at](http://www.kinderkulturwoche.linz.at)

A comprehensive program of children’s culture is presented during one week in the fall. It comprises many offerings, theatrical performances, visits to museums, workshops and possibilities to get to know various institutions and facilities. The Children’s Cultural Week of Linz shows how varied and attractive the offerings for young people in Linz are. It begins with the Book Days for Children and Adolescents in the city library.

### ⇒ **Landestheater Linz – u\hof: Theater for young spectators**

Landstraße 31, 4020 Linz

[www.landestheater-linz.at](http://www.landestheater-linz.at)

u\hof: Theater for young spectators in the Upper Austrian Cultural District (OÖ Kulturquartier). The Provincial Theater regularly presents productions for children and adolescents. In that way it cultivates a new generation of spectators.

### ⇒ **SCHÄXPIR – International Theaterfestival OÖ**

[www.schaexpir.at](http://www.schaexpir.at)

SCHÄXPIR provides new impulses for the world of theater, and especially for children’s and adolescents’ culture in Upper Austria. Linz is the focus of European theater for young spectators during the Shäxpir Festival. The performances range from world premieres to German language and Austrian premieres; besides there are numerous fringe events.

### 🕒 Festival for Children's Rights – Kidsparade

[www.kidsparade.net](http://www.kidsparade.net)

The "Festival for Children's Rights" is a forum for the rights of young people and an open platform especially for children and adolescents. The Children's Parade realizes its goal of rights for the younger generation in a symbolic and an exemplary fashion: as a festival designed for children which gives them an opportunity for cultural and artistic expression and promotes child-friendly attitudes and life styles. The young people are encouraged to freely express themselves and get together with their contemporaries.

### 🕒 Jugend(kultur)zentren – (Cultural) Centers for Adolescents

[www.vjf.at](http://www.vjf.at)

The youth centers of the Association Youth and Free Time (Verein Jugend und Freizeit) are meeting places for older youngsters. The Cultural Center Hof offers a cultural program ranging from the presentation of newer bands, readings, lectures and exhibitions to cabaret and theatrical performances. The youth center at the foot of the Kapuzinerberg, called "Kapu", is another venue for adolescents. Since the end of the 1980s it has been a stronghold of the local and international rock scene.

## Free art and cultural Scene

A special feature of Linz in comparison to other cities and provinces is the great diversity and the large artistic potential of its so-called free scene. It consists of artists and cultural workers as well as non-profit institutions, organizations, initiatives, associations and clubs which are not owned or operated by governmental units such as the federation, a province or a city. As a "cultural city for everybody" Linz is committed to cultural political focusses in the areas of the equality of the sexes, interdisciplinarity, art in public spaces, interculturality, internationality and the promotion of the free art and cultural scene. This strong free scene consisting of cultural initiatives and artists delivers essential impulses and innovations for new cultural developments. Because their development is highly dynamic it is impossible to provide a complete list of them. Besides, there is a great diversity of **city-district initiatives** and **popular culture clubs** in Linz, which decisively shape and profoundly influence the intercultural life in the various districts of the city as well as that of diverse population groups.

#### Here are some important Internet addresses for art and cultural initiatives:

aFz – Autonomous Women's Center // [www.frauenzentrum.at](http://www.frauenzentrum.at)

Backlab Collective, Linz // [www.backlab.at](http://www.backlab.at)

bb15 – Place for Contemporary Art // [www.bb15.at](http://www.bb15.at)

Dorf TV – User-Generated Television for Upper Austria // [www.dorftv.at](http://www.dorftv.at)

Fabrikanten // [www.fabrikanten.at](http://www.fabrikanten.at)

FIFTITU% – Place for Networking of Women in Art and Culture // [www.fiftitu.at](http://www.fiftitu.at)

Fruchtgenuss – Association for Matters of Vacancy // [www.fruchtgenuss.org](http://www.fruchtgenuss.org)

IFEK – Institute for Amplified Art // [www.ifek.at](http://www.ifek.at)

junQ.at – Platform for Culture and Media // [www.junQ.at](http://www.junQ.at)  
 KUPF - Culture Platform Linz // [www.kupf.at](http://www.kupf.at)  
 Kulturverein KAPU // [www.kapu.or.at](http://www.kapu.or.at)  
 Kulturverein Peligro – Art & Music Culture // [www.peligro.at](http://www.peligro.at)  
 KunstRaum Goethestrasse xtd // [www.kunstraum.at](http://www.kunstraum.at)  
 KV One Culture // [www.kvoneculture.wordpress.com](http://www.kvoneculture.wordpress.com) qujOchÖ // [www.qujochoe.org](http://www.qujochoe.org)  
 Radio FRO 105,0 MHz – the free city radio of Linz // [www.fro.at](http://www.fro.at)  
 servus.at – virtual and physical access for artists and cultural producers // [www.servus.at](http://www.servus.at)  
 Social Impact Action Group // [www.social-impact.at](http://www.social-impact.at)  
 Stadtwerkstatt // [www.stadtwerkstatt.at](http://www.stadtwerkstatt.at)  
 Time's Up // [www.timesup.org](http://www.timesup.org)

**Cultural initiatives that are focussed on interculturality:**

Arcobaleno – Association for encounters // [www.arcobaleno.info](http://www.arcobaleno.info)  
 ibuk – Association for Intercultural Encounter and Exchange // [www.ibuk.at](http://www.ibuk.at) maiz – Autonomous center for immigrants // [www.maiz.at](http://www.maiz.at)  
 PANGEA – Intercultural media workshop // [www.pangea.at](http://www.pangea.at)

Further information about the “free scene” can be found at [www.linz.at/kultur/2112.asp](http://www.linz.at/kultur/2112.asp) abrufbar.

## Immigration and culture

At the beginning of 2017 203,957 people were listed with a main residence in Linz. 44,704 of them were of **foreign origin**; they came from 153 nations. That is about 21.9 percent of the total population. According to “Statistik Austria” about 28 percent of the entire population have an immigrant background.

The integration of a growing number of people with immigration backgrounds is one of the greatest challenges, and at the same time an important opportunity, for the urban environment. The city of Linz therefore makes a great effort to promote cultural consciousness and to fulfill the cultural needs of all the people who live within its boundaries.

The new cultural development plan of the city of Linz emphasizes living interculturality. One way to encourage this development is by intensifying dialogs and cooperation between cultural institutions of the city and intercultural clubs, initiatives and institutions.

The integration work in Linz strives to achieve a cultural exchange between immigrants and local people. To realize that aim the Municipal Council approved the concept of “Interculturality in Linz” with a majority on 18. October 2012. The idea behind it is that cultural-artistic activities should not only serve to entertain the public, but should be expressions of societal majorities and minorities. Therefore it is decisive to achieve an exchange that leads to mutual recognition. It should elucidate common facets in as well as diversities between different cultural origins.

### ➤ **Wissensturm Linz – Meeting place and integration center** 2

Volkshochschule, Stadtbibliothek  
Kärntnerstraße 26, 4020 Linz  
[www.wissensturm.at](http://www.wissensturm.at)

The theme integration is dealt with in many media, in the foreign language library of the city library and in courses, lectures and discussions of the Adult Education Center. The language division of that center holds German courses and gives examinations in German. In addition, the Learning Center LeWis and the media workshop (making radio and television yourself) have both special and general offerings that involve integration.

### ➤ **Stadt der Vielfalt („City of Cultures“)**

Prize of the City of Linz for integration and interculturality  
[www.integration.linz.at](http://www.integration.linz.at)

The prize is bestowed in order to acknowledge both the efforts of individuals or groups and innovative projects which facilitate access to and promote the networking of different cultures in Linz, while at the same time encouraging respect for cultural differences.

### ➤ **Hunger auf Kunst und Kultur (a Burning Desire for art and culture)**

Kulturpass für Menschen mit finanziellen Engpässen  
[www.hungeraufkunstundkultur.at](http://www.hungeraufkunstundkultur.at)

After it had begun in Vienna, Salzburg and Graz the movement “a burning desire for art and culture” was expanded to include Upper Austria in 2007. The Upper Austrian network consists of more than 60 cultural initiatives and more than 90 social facilities. It aims to benefit all of those persons who would like to become involved in the cultural life but cannot afford to do so: those receiving social help or minimum retirement pensions, jobless people and refugees.

Further information about the topic “immigration and culture“ can be downloaded from  
[www.linz.at/kultur/44769.asp](http://www.linz.at/kultur/44769.asp)

## Further venues where events are held in Linz

### ➤ **Volkshäuser der Stadt Linz (community centers of the city of Linz)**

[www.linz.at/raum](http://www.linz.at/raum)

The community centers of Linz are crystallization points for vital city-district culture. They have diverse infrastructural facilities and are available to the people of Linz for parties, lectures, concert evenings and all kinds of cultural and social events. They offer venues to cultural associations, city libraries, music schools and the Adult Education Center of Linz.

**They are in great demand, therefore it is advisable to make reservations well in advance!**

### ➤ **Arbeiterkammer Bildungshaus Jägermayrhof** **(“Jägermayrhof” educational home of the chamber of labor)**

[www.arbeiterkammer.com](http://www.arbeiterkammer.com)

The Jägermayrhof is a center for education, meetings, conferences and culture. Its aim: the development, planning, organization and implementation of specially-designed educational and cultural offerings for workers and their representatives in Upper Austria. Within the framework of its artistic and cultural work societal events and developments are first examined and then expressed in artistic form.

### ➤ **Design Center Linz**

[www.design-center.at](http://www.design-center.at)

By establishing the Design Center Linz on the Europaplatz the city set an architectural signal for change that could not be overseen. The building provides a venue for trade fairs, exhibitions, congresses, product presentations, meetings and seminars in the areas of culture, economy and science.

### ➤ **OÖ. Kulturquartier (Upper Austrian Culture District)**

OK Platz 1, 4020 Linz

[www.oekulturquartier.at](http://www.oekulturquartier.at)

In the very heart of Linz a new cultural district has been established. The Upper Austrian Culture comprises the Upper Austrian Culture Center Ursulinenhof and the Open Culture House. It is a place for innovative regional culture as well as international art and festival highlights. There are new rooms, new experiences to be had and various restaurants as well.

### ➤ **Kulturhaus Reiman (Reiman culture house)**

[www.reiman.at](http://www.reiman.at)

This cultural house has a theater of its own, a concert podium, numerous rooms for schoolings and a café bar. About a hundred events are held there each year. The focus is on concerts (especially string music), theater, opera, dance, cabaret and a stage for adolescents.

### ➤ **Kulturzentrum Hof (Hof culture center)**

[www.kulturzentrum-hof.at](http://www.kulturzentrum-hof.at)

The Hof Cultural Center, founded in 1985, presents a diverse cultural program ranging from the presentation and promotion of young bands to readings, slide lectures and exhibitions as well as cabaret and drama. It frequently invites interested persons to musical, dance or theatrical workshops.

Further information about “events in Linz“ can be downloaded from <http://www.linz.at/kultur/63565.asp>

# SPORTS AND FREE TIME IN LINZ





## 9 SPORTS AND FREE TIME

In Linz people of all ages find attractive opportunities for sports and free time. The facilities range from modern sports parks to outdoor and indoor swimming pools, saunas and well-tended swimming lakes. Besides, over 500 facilities for sports and free-time activities are available.

### LIVA – an important partner for sports 53

Ziegeleistraße 76-78  
Tel.: 0732-65 73 11-4002

One of the most important partners as far as sports are concerned is Linzer Veranstaltungen GmbH (Linz Events Ltd. [LIVA]). It is in charge of the sports parks Auwiesen, Lissfeld and Pichling, the indoor tennis courts in Bockgasse as well as the stadium and the TipsArena. These are the most important and most popular sports facilities of the city of Linz. Special emphasis is placed upon football, tennis, table tennis and beach volleyball. Trend sport areas have been set up in the Lissfeld area and in Pichling for skaters and skateboarders.

#### Sportpark Auwiesen

Auwiesenstraße 202  
Tel.: 0732-30 37 89

A special attraction of this multifunctional facility is the largest indoor climbing hall in Austria that is suitable for World Cup competitions.

**An overview of what the sports park has to offer:** Tennis (in- door and outdoor), football (natural and artificial grass), climbing hall, beach volleyball (outdoor), basketball/volleyball (outdoor), restaurant.

#### Sportpark Lissfeld

Hausleitnerweg 105  
Tel.: 0732-34 42 51

The Sports Park Lissfeld, which has an area of 56,000 square meters, is the largest one in Linz. The facilities in the table-tennis and trend sport hall, the indoor beach volleyball court, as well as in other sections of the park are ideal.

**An overview of what the park has to offer:** Tennis (indoor and outdoor), squash, soccer (outdoor playing field and indoor hall), fist ball, baseball, miniature golf, curling lanes, table tennis, gymnastics, badminton, beach volleyball (in- & outdoor), trend sports, handball, volleyball, basketball, beach soccer, light athletics, restaurant.

## Sportpark Pichling

Weikerlseestraße 71-73

Tel.: 0732-32 06 70

The modern arena is in the direct proximity of solarCity in Pichling and borders on the Lake Weikerlsee Recreation Area. Its primary function is to serve as an optimal place for trend sports.

**Overview of facilities:** Tennis (indoor and outdoor), soccer (natural and artificial grass), indoor-soccer, gymnastics, badminton, handball, volleyball, basketball, beach volleyball, trend sports, restaurant.

## Offerings and opening hours of the sports parks:

[www.livasport.at](http://www.livasport.at) » LIVA locations » Sportparks

## Sports associations

In Linz there are more than 300 sports associations, in which members can practice their sports together with others who have similar interests.

You can download them from [www.linz.at/sportvereine-linz.asp](http://www.linz.at/sportvereine-linz.asp) abrufbar.

## Umbrella sports associations

➤ **ASKÖ Oberösterreich**  
Hölderlinstraße 26, 4040 Linz  
Tel.: 0732-73 03 44  
[www.askoe-ooe.at](http://www.askoe-ooe.at)

➤ **SPORTUNION Oberösterreich**  
Wieningerstraße 11, 4020 Linz  
Tel.: 0732-77 78 54  
[www.sportunionooe.at](http://www.sportunionooe.at)

➤ **ASVÖ Oberösterreich**  
Leharstraße 28, 4020 Linz  
Tel.: 0732-60 14 60  
[www.asvo-sport.at](http://www.asvo-sport.at)

The umbrella sports associations can be found at [www.linz.at](http://www.linz.at) » Bürgerservice » Service A – Z » Freizeit und Sport » Sportdachverbände abrufbar.

## Diverse sports facilities

The possibilities to do sports in Linz are extensive. More than 150 different kinds of sports are offered. The sports facilities are correspondingly diverse. Detailed information about sports halls, free-time sports facilities and special facilities can be found at [www.linz.at/sportanlagen.asp](http://www.linz.at/sportanlagen.asp)

## Possibilities for children and adolescents

On the public playgrounds for children and adolescents there are many facilities for basketball, skateboard and beach volleyball as well as fun courts. A list of the facilities and offers according to the districts of the city they are located in can be found on the Internet at [www.linz.at/soziales/spielplatz.asp](http://www.linz.at/soziales/spielplatz.asp). For further information contact the children's and adolescent's services of Linz / Kinder- und Jugendbüro (Office for Children and Adolescents), Rudolfstraße 18, Tel.: 0732-7070-2831 or -2862

## Swimming pools, swimming lakes, ice sports

You can find recreation and do sports to keep fit at the indoor and outdoor swimming pools of Linz, swimming lakes and ice sports facilities:

- **Fitnessoase Parkbad (Fitness Oasis Parkbad)**  
 Outdoor and indoor swimming pools, sauna, outdoor skating rink, ice sport hall  
 Untere Donaulände 11, 4020 Linz  
 Tel.: 0732-3400-6630, 6631
- **Wellnessoase Hummelhof (Wellness Oasis Hummelhof)**  
 Outdoor and indoor swimming pools, sauna, extensive wellness area  
 Ramsauerstraße 12, 4020 Linz  
 Tel.: 0732-3400-6660
- **Familienoase Biesenfeld (Family Oasis Biesenfeld)**  
 Indoor swimming pool, sauna, lawn for sunbathing  
 Dornacher Straße 37, 4040 Linz  
 Tel.: 0732-3400-6670
- **Erlebnisoase Schörgenhub (Adventure Oasis Schörgenhub)**  
 Outdoor and indoor swimming pools, sauna, outdoor artificial ice skating rink  
 Schörgenhubstraße 16, 4030 Linz  
 Tel.: 0732-3400-6680
- **Saunaoase Ebelsberg (Sauna Oasis Ebelsberg)**  
 Sauna, artificial outdoor ice skating rink  
 Hartheimer Straße 1-3, 4030 Linz  
 Tel.: 0732-3400-6690

There are also seven outdoor swimming pools especially designed for children: Kudlichstraße, Wimhölzelstraße, Afritschweg, Negrelliweg, Pestalozzistraße, Siemensstraße, Weigunystraße. Young people up to the age of twelve are admitted free of charge. Further information can be found at [www.linzag.at/baeder](http://www.linzag.at/baeder)

### Swimming lakes:

- ➔ **Pleschinger See**  
close to the border of the City of Linz in Plesching/Steyregg
- ➔ **Pichlinger See**  
in the Pichling district in the south of Linz
- ➔ **Kleiner Weikerlsee**  
also in the Pichling district adjacent to solarCity

Detailed information about all of these places can be found at:  
[www.linzag.at/baeder](http://www.linzag.at/baeder); Leistungen für Privatkunden, Freizeit & Familie

## Tips for Free-time activities

### Recreation in your immediate surroundings

The people of Linz like to relax and spend time in the parks in the inner city, for example in the Stadtpark, Volksgarten, Hessenplatz and Schillerpark. Extensive green areas such as the Donaupark (Danube Park), Schlossberg and Freinberg are popular places for taking walks and jogging. You can find even more space to recharge your “batteries” and enjoy nature in some recreational areas close to the city, for example in the extensive parks and natural areas in Urfahr, in the Wasserwald, the Schiltengewald and the marshes of the River Traun (Traunauen).

### Running and hiking

Running enthusiasts can choose among 14 jogging paths which are up to 21.1 kilometers in length. There are also nine hikes through the most beautiful parts of Linz which are marked by signposts. Details: [www.linz.at/sportanlagen.asp](http://www.linz.at/sportanlagen.asp) » Laufstrecken, Wanderwege

### Sport events

Linz offers a number of superlative sports events. For example the Generali Ladies Tennis Tournament in the TipsArena, soccer- and light athletics events in the Stadium of Linz and ice hockey matches in the Ice Sports Hall of Linz. Thrilling entertainment for spectators is also guaranteed at the Oberbank Linz Danube Marathon and running events.

Details TipsArena and Stadium:	<a href="http://www.livasport.at">www.livasport.at</a> » LIVA locations
Oberbank Linz Donau Marathon:	<a href="http://www.linz-marathon.at">www.linz-marathon.at</a>
Generali Ladies Linz:	<a href="http://www.generali-ladies.at">www.generali-ladies.at</a>
Ice hockey – Black Wings Linz:	<a href="http://www.ehcliwestlinz.at">www.ehcliwestlinz.at</a>

Information about further sports events+ calendar of dates [www.linz.at/tourismus/726.asp](http://www.linz.at/tourismus/726.asp)

## Adventure World Pöstlingberg

For more than 100 years the Adventure World Pöstlingberg has been amazing big and little visitors from around the world. The Pöstlingberg Train, the steepest adhesion railway in Europe, brings you directly from the Main Square (Linzer Hauptplatz) to this landmark of the city – the Pöstlingberg. There you can experience an impressive panorama of the capital of Upper Austria as well as the “Grottenbahn”, a railway in an artificial cave which is inhabited by dwarfs and fairytale figures.

**Tip:** With a gratis audio guide you can convert your smartphone into a travel guide. You only have to download the Hearonymus App in your app store to start off on an exciting journey in 29 chapters – from the Main Square of Linz to the Pöstlingberg cave-railway.

**Information:** [www.linzag.at/poestlingberg](http://www.linzag.at/poestlingberg), [www.grottenbahn.at](http://www.grottenbahn.at), Tel.: 0732-3400-7000

## Botanischer Garten (Botanical Garden)

 **Botanischer Garten**  
Roseggerstraße 20, 4020 Linz  
Tel.: 0732-7070-1870  
[www.linz.at/botanischergarten](http://www.linz.at/botanischergarten)

A visit to the botanical garden on the Gugl Hill affords you a special kind of nature experience. There you can find about 10,000 different species of plants including rare orchids and a unique cactus collection on an area of more than four hectares. Exhibitions, concerts and readings are also held there.

## Urfahrner Markt (Fair)

Twice a year – in the spring and the fall – the Urfahrner Fair is held. It is the largest popular festival in Austria and takes place on the left shore of the Danube River. More than a million visitors come to it each year. In addition to all kinds of wares and an attractive entertainment park, you find good things to eat and drink there. Each time it is held there are also two large firework displays.

Further Information: [www.urfahrnermarkt.at](http://www.urfahrnermarkt.at)

## Flea market

Every Saturday from 7 a.m. to 2 p.m. a flea market is held on the main square, where you can discover many odd items. When large-scale events are held on the main square and in the winter months it moves to the New City Hall across the Danube in Urfahr.

Because of the diverse selection of objects that are offered there it is well-known and loved. More than 5,000 sellers take advantage of it every year. Whoever wants to reserve a stand there can register by telephone: 0732 / 7070 or on the Internet at [www.linz.at/flohmarkt](http://www.linz.at/flohmarkt)

Places are always allocated four weeks in advance.

## Further tips and information for your free time:

 **Tourist Information Linz**   
Hauptplatz 1, 4020 Linz  
Tel.: 0732-7070-2009  
[tourist.info@linz.at](mailto:tourist.info@linz.at)  
[www.linz.at/tourismus](http://www.linz.at/tourismus)

# TRAVELLING AROUND LINZ



# 10 TRAVELLING AROUND LINZ

The city of Linz aims to promote environmentally friendly mobility. It makes attractive offers to facilitate the switch from automobiles to streetcars, busses and bicycles.

## Public transportation

With the streetcars and busses of the LINZ plc LINES you get to your destination in the city quickly, comfortably and without stress. This is not only due to the extensive network of public transportation lines and stops, but also to a special acceleration program. Thanks to it, streetcars always have green lights. Busses have lanes of their own in many areas, so they never get stuck in traffic jams.

For night owls there are two additional offers: a collective taxi you can call by phone (Anruf-Sammel-Taxi [AST]), which operates from 8 p.m. to 5 a.m., and night transportation lines. These include the streetcar line N1 (university-Auwiesen) and three bus lines that always operate in the nighttime on Friday, Saturday and before holidays. Timetables and plans of transportation lines as well as the times when the streetcars and busses depart from the stops and other information can be downloaded from [www.linzag.at/efa](http://www.linzag.at/efa). During your journey you can make use of the public transportation app "Qando", which can be downloaded on IOS and Android smartphones. Information about it is available at [www.linzag.at/qando](http://www.linzag.at/qando). At [www.linz.at/verkehr/3356.asp](http://www.linz.at/verkehr/3356.asp), you can find links to other means of public transportation in and around Linz.

## Tickets:

The LINZ AG LINIEN have the right offer for every passenger. In addition to short distance and long distance tickets as well as ones for the entire day there are also tickets for a week, a month and a year. Reductions are offered for schoolchildren, students, apprentices, working people, seniors and people who have an active pass.

Details about these active passes can be found in the chapter "Social Linz".

Since July 2013 a special offer has been available for people who have their main residence in Linz. They can purchase a one-year ticket for the entire network, a so-called environment ticket, for 285 euros.

Normal and advance-sale tickets can be purchased from dispensing machines or advanced sales stores such as "Trafiken" (tobacco and magazine stores) and the LINZ plc customer center. Certain tickets can be purchased up to 30 days in advance on the Internet at [www.linzag.at/shop-linien](http://www.linzag.at/shop-linien) gekauft werden.

### ➔ LINZ AG LINIEN-Infocenter 54

4020 Linz, Hauptplatz 34 (next to the Old City Hall),  
[www.linzag.at/linien](http://www.linzag.at/linien)

Opening hours: Monday - Thursday: 9 a.m. - 6 p.m. and Friday: 8 a.m. - 2 p.m.

Can be reached by phone: Monday – Friday 7 a.m. – 6 p.m. under the number: 0732-3400-7000

## Bicycle Riding in Linz

Linz is a good place for people who like to travel by bicycle. You can inform yourself about the network of bicycle paths in Linz at [www.ifahrrad.at](http://www.ifahrrad.at), where you will find an online bicycle path map. Bicycle riders are allowed to use all of the bus lanes in the area of the city and in many one-way streets they can go in the opposite direction on special lanes. Bicycle riders can position themselves in front of the waiting cars at traffic lights on extra bicycle stripes. That enhances their safety when they turn left at street crossings.

The city will lend you transport accessories for your bicycle free of charge. Many different kinds of bicycle trailers are available. You can keep them for a week. To borrow a bicycle you must merely present an identification document with a photograph and sign a lending agreement.

**Contact:** 0732-7070-3191

In Linz there are two bicycle service stations that can be used free of charge. One of them is on the fairgrounds in Urfahr (Urfahrner Jahrmarktgelände), on the wall of the market building, where it can be accessed round the clock. The second one is in the rear area of the foyer of the Old City Hall on the main square (Hauptplatz) and can be used during the opening hours of the Tourism Service Office.

There are lockers in the Old and the New City Hall where you can leave your purchases or your luggage. They are 30 cm wide, 50 cm high and 70 cm deep. It costs one euro to use one.

### Your contact person for everything that has to do with bicycles:

- ➔ **Radfahrbeauftragter der Stadt Linz**  
(Commissary for Bicycles of the City of Linz)  
DI Rainer Doppelmair  
Planning, technology and environment, Division Traffic Planning.  
Neues Rathaus  
Hauptstraße 1-5, 4041 Linz  
Tel.: 0732-7070-3191

## Concerning automobiles

For safety reasons you must put on your seat belt and use child safety devices when driving. Cars must have winter tires during the colder months. These and other rules (for example that you have to buy stickers to drive on the expressways) are explained in detail at [www.help.gv.at](http://www.help.gv.at) in the section on free time and mobility. For persons whose main residence is Linz the Provincial Police Headquarters in Linz is responsible for matters concerning driver's licenses:

- ➔ **Landespolizeidirektion Linz 55**  
(Provincial Police Headquarters in Linz)  
Nietzschestraße 33, 4021 Linz  
Tel.: 059133 45  
LPD-O@polizei.gv.at



## Driver's licenses

EU and EEA driver's licenses are valid in Austria, so the drivers can use them as long as they want to. They can also be exchanged for Austrian driver's licenses on a voluntary basis.

Persons who are not EEA citizens can continue to use their foreign driver's licenses for six months after having transferred their main place of residence to Austria. After six months at the latest they must however obtain an Austrian driver's license. Only valid foreign driver's licenses can be exchanged. If they have expired in the country they were issued in, they are not valid in Austria. If driver's licenses from outside of both the EU and the EEA are transferred to Austrian licenses, the applicant has to take a practical examination. To do so, he/she must provide an appropriate vehicle of the class the exam is to be taken for. Persons with a driver's license from the Republic of Serbia always have to take a practical driving examination.

### **Because of bilateral agreements persons from the following countries do not need to take a practical driving test:**

All classes of licenses: Andorra, Guernsey, Isle of Man, Japan, Jersey, Monaco, San Marino and Switzerland.  
Class B: Australia, Bosnia-Herzegovina, Israel, Canada, Republic of South Africa, Republic of South Korea (for licenses issued before 1th January 1997), USA.

The person with the foreign driver's license must be at least 18 years old.

### **Time limits:**

Driver's licenses from outside of both the EU and the EEA must be transferred to Austrian licenses within six months after the first time a residence was established in Austria.

## Automobile registration

A person who establishes his main place of residence in Austria and brings his vehicle along with him is entitled to drive with the foreign license plate for exactly one month. After that he must register the vehicle in Austria. To do so the following offices must be contacted:

- The Examination Office of Upper Austria (Landesprüfstelle für Oberösterreich), where the required automobile documentation can be obtained, and
- The Internal Revenue Service (Finanzamt) to determine the fees that have to be paid.

After these prerequisites have been fulfilled, the applicant can go to the insurance company of his/her choice to have the car registered. A list of the insurance registration Offices can be downloaded from [www.vvo.at](http://www.vvo.at). The insurance company takes care of the registration of the vehicle. Before an Austrian license plate can be obtained a third party (liability) insurance must be concluded.

### ➤ **Landesprüfstelle für Oberösterreich (Provincial Examination Office)**

Goethestraße 86, 4021 Linz  
Tel.: 0732-7720-13575  
[www.ooe.gv.at](http://www.ooe.gv.at)

### ➤ **Finanzamt Linz (Internal Revenue Service Linz)** 56

Bahnhofplatz 7, 4020 Linz  
Tel.: 05 0233 233

### Parking in the inner city

The inner city is divided into five resident parking zones. All of those persons who have their main place of residence there and do not have a private parking place are entitled to apply for a **resident's parking card**. It costs 54.40 euros for one year and 94.50 euros for two years (status 2013) and can be obtained from the Citizens' Service Center in the New City Hall or one of the city libraries. It entitles you to park free in one of the zones for an unlimited period of time. It can also be ordered by phone (0732/ 7070) or online at [www.linz.at](http://www.linz.at) in the section "Bürgerservice" under "Formulare/ Online-Dienste". Along with the card you get a map of the area in which you are entitled to park gratis.

Parking anywhere in the short parking zones of the inner city of Linz is subject to a charge. The zones are marked in blue on the curbs of the sidewalks and in the traffic lanes of the streets. Signs at the beginnings and end of each zone tell you the hours during which parking has to be paid for – generally Monday to Friday from 8 a.m. to 6.30 p.m. and Saturday from 8 a.m. to 3 p.m. They also show the maximal duration of parking, which ranges from 30 to 180 minutes. Parking costs 1 euro per half hour. You can pay the fee at the parking ticket machine, either with coins or with a card that has a quick function. It is also possible to pay by mobile phone after you have registered with a provider; details can be found on the Internet at [www.mobil-parken.at](http://www.mobil-parken.at).

**Please remember** that a yellow line along the edge of the sidewalk or on the lane in the street indicate that stopping and parking are prohibited.

In the inner city a number of underground and multi-storey car parks can be found, in addition to the short-time parking places. A list of them is available at [www.linz.at/verkehr/34298.asp](http://www.linz.at/verkehr/34298.asp).

## Encounter zones

In some places the sidewalks are at the same level as the streets, for example in Herrenstraße and Klosterstraße. The aim of the shared space is to establish equal rights for all forms of mobility and for all of the participants in the traffic of Linz. The weak ones such as pedestrians and cyclists should be accorded the same importance as vehicle drivers.

## Mobility counseling in Linz

Mobility Counseling is a service that was established in Linz at the initiative of the Department of the Environment and Traffic of the city in 2000. Its team offers consultations free of charge on matters relating to traffic in the city. Enterprises, schools, institutions and private persons can turn to it for advice. Among other things it coordinates the annual campaign “Linz moves on two wheels” for the employees of the firms and the health care facilities of the city. [www.linz.at/verkehr/3340.asp](http://www.linz.at/verkehr/3340.asp)

# INTEGRATION IN LINZ



# 11 INTEGRATION IN LINZ

## The integration work of the city of Linz

Linz has many faces. People from 153 different countries live in the city. As of 1. January 2017 a total of 44,704 persons who live in Linz were not Austrian citizens. That is 21.9 percent of the 203,957 people whose main residence is in that city. About 28 percent of these people have immigrant background.

Decades ago the capital of Upper Austria began to react to the changing social situation. It can look back upon a long tradition of competence in dealing with ethnic diversity. The Integration Office began its existence in 1991 and the Committee for Immigration and Integration was founded in 1996. In 2009 a separate department in the municipal government was set up to deal with this theme. That was illustrative of the greater importance accorded to matters involving immigration and integration; it gave an impulse for further positive developments in those areas. The package of Integration Measures that was passed in 2010 and the “New Social Program of Linz”, which was established in 2011, are the foundations upon which the integration policies of Linz are based.

## The two foundations of the integration policies of Linz

The package of Integration measures and the focus on integration in the Social Program of 2011 are the points of departure for efforts to achieve better coexistence in Linz.

They emphasize language learning in the nursery schools of the city, and the children and youth services of the municipal government have been implementing these measures since autumn 2011. Within the framework of the “Sprachförderung NEU” program, which is unique in Austria, all of the girls and boys (with and without immigrant backgrounds) who are found to have language deficits receive training in German from their first day in nursery school on. In the three years of nursery school a child can receive up to 540 hours of German language instruction, taught by trainers who have been trained for this task in a manner that is appropriate for his/her age.

Their progress is evaluated twice a year. A study of the University of Hamburg showed that it is effective. There are also a number of other special language and learning projects designed to promote bilingualism in children whose native language is not German.

An overview of all of the integration projects in Linz is provided by the following description of the package of integration measures and the new social program of the city.

## Package of integration measures

The Municipal Council of Linz approved the package of integration measures which comprises 23 points on April 22, 2010. The concrete projects can be divided into nine thematic areas.

The package of integration measures in detail:

Thematic area	Projects
Projects for a more intensive promotion of language	<ol style="list-style-type: none"> <li>1. Expansion of the program to promote language development in nursery school (Language Promotion NEW)</li> <li>2. Expansion of the "Rucksack-Model"</li> <li>3. Project „Mama learns German“</li> <li>4. Project "Reading Tandem"</li> <li>5. More literature in foreign languages in the Tower of Knowledge (VHS)</li> </ol>
For an enhanced promotion of learning	<ol style="list-style-type: none"> <li>6. Promoting learning in the childcare facilities of the city for children up to the age of three ("Horte").</li> <li>7. Learning promotion in cooperation with third persons</li> </ol>
For an improved educational partnership	<ol style="list-style-type: none"> <li>8. Education of parents by new parent associations</li> <li>9. Enhanced involvement of parents in nursery schools</li> </ol>
For a better neighborhood	<ol style="list-style-type: none"> <li>10. Work in the districts of the city</li> <li>11. Person responsible for integration appointed by the GWG, the cooperative housing association of the city</li> <li>12. Training for GWG-employees</li> <li>13. Mediators for conflict situations</li> </ol>
For a better acknowledgement of immigrant culture	<ol style="list-style-type: none"> <li>14. Concept "immigrant culture in Linz"</li> <li>15. "The House of Cultures"</li> </ol>
For additional sports offerings	<ol style="list-style-type: none"> <li>16. Promote the offerings of the sports associations for immigrants</li> <li>17. Project "Midnight Sports And Music"</li> </ol>
For the removal of barriers in the health system	<ol style="list-style-type: none"> <li>18. Info-Guide "Healthy in Linz"</li> <li>19. Information campaigns in immigrant associations</li> </ol>
For clear offers to promote the orientation of adolescents	<ol style="list-style-type: none"> <li>20. Club der Begegnung (Club for Encounters)</li> <li>21. Media work in the media workshops</li> </ol>
For an intercultural opening of the municipal administration	<ol style="list-style-type: none"> <li>22. Ongoing intercultural education for employees</li> <li>23. Information guide brochure "Welcome to Linz"</li> </ol>

### The social program of Linz

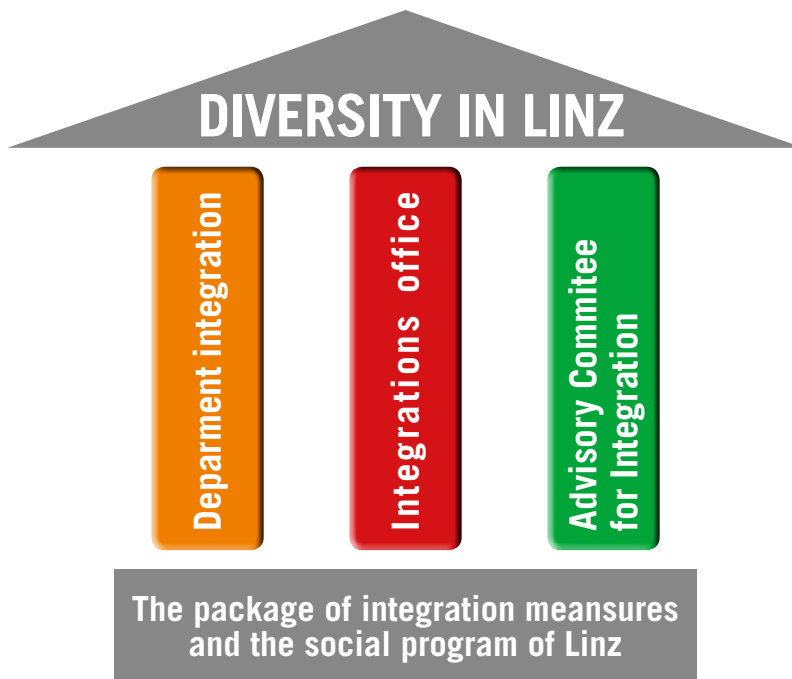
The social program of Linz “Linz, a good city to live in – social security and justice“ is a continuation and further development of the projects of the Integration Package 2010. One chapter entitled “Living Diversity”, deals with the challenges of integration and proposes 17 concrete measures and projects to attain its five goals. A majority of the Municipal Council members voted for this new social program on November 24, 2011.

An overview of the chapter „Living Diversity“, the social program of Linz: Goals, measures and projects

Goals	Measures and projects
Enhancement of the professional qualifications of immigrants	<ol style="list-style-type: none"> <li>1. Create modular continuing education</li> <li>2. Create possibilities for training in the social and health care professions</li> </ol>
Enhancement of the intercultural opening of the municipal administration	<ol style="list-style-type: none"> <li>3. Increasing the number of employees with immigrant backgrounds in the Enterprise Group Linz (UGL) on the basis of the Upper Austrian Objectification Law</li> <li>4. Intercultural opening of services of the city</li> <li>5. Purposeful offers for continuing intercultural training for UGL employees</li> </ol>
Development of new channels of information to the immigrants	<ol style="list-style-type: none"> <li>6. Setting up of new parent associations for special language and ethnical groups</li> <li>7. More information evenings in the childcare facilities of the city are to be held in the native languages of the parents</li> <li>8. Information campaigns in the immigrant associations</li> <li>9. Enhancement of the educational work</li> </ol>
Intensification of the language training	<ol style="list-style-type: none"> <li>10. Further development of the “Rucksack Model“</li> <li>11. Expansion of the project “Mama learns German“, when the need arises</li> <li>12. Expansion of the Foreign Language Library in the Tower of Knowledge</li> <li>13. Promote native languages with the goal of attaining multilingualism</li> </ol>
Creation of opportunities for intercultural encounters	<ol style="list-style-type: none"> <li>14. Establish a House of Cultures in Linz</li> <li>15. Work out and implement a concept for “Immigrant Culture in Linz“</li> <li>16. Continue the media work in the media workshop of the Tower of Knowledge</li> <li>17. The city of Linz should give a prize to promote work in the field of integration</li> </ol>

## The three pillars of the integration policies of Linz

The Department of Integration, the Integration Office and the Advisory Committee for Integration are the three pillars of the integration work. They define focal points in the package of measures and the social program and actively implement measures.



### Integration Department

The Department of Integration in the municipal government was created after the Municipal Council election of 2009. The Integration Department initiates concrete measures in the areas that are within its sphere of competence, according to the division of competences between the federation, the provinces and the communities. It focusses especially on the promotion of German language learning (the program “Sprachförderung NEU) within the framework of the Package of Integration Measures and the New Social Program of Linz.

### Integration Office

The Integration Office is the place people from Linz turn to for information about the theme Integration. It also develops and coordinates projects, organizes events (including ones for adolescents), podium discussions and scientific symposia. It is responsible for networking with NGOs and integration organizations, for doing basic scientific work, for opening the municipal administration to interculturality and for public relations. Since 2016 Mag.<sup>a</sup> phil. Ena Rogalo, the person responsible for integration work in Linz, has been directing the office.



## Advisory committee for immigration and integration (miB) of the city of Linz

The Advisory Committee for Immigration and Integration (MIB) represents the political interests of all of the citizens of Linz with immigrant backgrounds. It currently consists of 19 unsalaried appointed members. Besides, each political fraction that is represented in the Municipal Council (SPÖ, FPÖ, ÖVP, Grünen [Green Party], NEOS) sends one Community Councilor to the MIB, who has an advisory vote. Its goals are, among others, to see that the interests of immigrants are properly represented at the communal level, to encourage mutual understanding among immigrants of different origins and to support concrete integration projects. Since 17th March 2015 Kristina Balint, who is of Hungarian origin, has been the chairman of the committee.

## Immigrant associations in Linz

In Linz there are a number of independent (ethnic and intercultural) immigrant associations that are organized by people from various countries for various purposes: for sports, culture or mutual support and counseling. Information about them can be obtained from the authorities responsible for associations. The one which is competent for associations in Linz is the Federal Police Department of Linz, which also can provide information on how to found associations.

- ↪ **Landespolizeidirektion Oberösterreich** 57  
(Provincial Police Department in Linz)  
Gruberstraße 35, 4021 Linz  
Tel.: 059-133 40-0  
LPD-O@polizei.gv.at

You can also obtain information about associations from the Integration Office of the City of Linz.

- ↪ **Integrationsbüro der Stadt Linz** 29  
(Integration Office of the City of Linz)  
Hauptplatz 1, 4020 Linz  
Tel.: 0732-7070-1150  
integration@linz.at  
www.linz.at/soziales/integration.asp

The **Federal Ministry of the Interior** will do targeted online queries about any association free of charge with the help of its Central Registry for Associations: <http://zvr.bmi.gv.at>

## 12 INFORMATION ABOUT LAWS FOR FOREIGNERS

### Immigration to Linz

**Services of the Department of Right of Residence in the Municipal Offices of the Provincial Capital of Linz. Individual counseling/Information about possibilities and preconditions for immigration.**

- Documentation about entitlement to residency for citizens of EEA countries and Switzerland.
- Granting limited leave to remain and indefinite leave to remain according to the Law on Residence and settlement in Austria for foreigners who do not come from EEA countries.
- This office is the place to turn to for persons whose main residence is in Linz.

### Important !!!

The application form (first application or extension) for a residency title can be obtained from the Municipal Authorities of the City of Linz

➤ **BürgerInnenangelegenheiten und Stadtforschung 1**  
**(Civic affairs and City Research)**

Department Right of Residence  
 Hauptstraße 1-5, Neues Rathaus  
 Eingang Fiedlerstraße, 4041 Linz  
 Tel.: 0732-7070  
 aufenthaltsrecht@mag.linz.at

Opening hours: Monday and Thursday: 7 - 12.30 p.m. and 1.30 - 6 p.m.  
 Tuesday: 7 a.m. - 1.30 p.m.  
 Wednesday: 7 a.m. - 12 noon  
 Friday: 7 a.m. - 2 p.m.

Personal interview: Monday and Thursday: 7 a.m. – 11.30 a.m. and 1.30 - 4.30 p.m.  
 Tuesday 7 a.m. - 12.30 p.m.  
 Wednesday 7 - 11 a.m.  
 Friday: 7 a.m. - 1 p.m.

### Please make an appointment!

Relevant information about the topic “immigration” can be found at:  
**www.linz.at** » BürgerInnen-Service »Service A – Z » Zuwanderung

## Seeking refugee / political asylum

Terms:

**Applicant for political asylum:** Person who has made an application for the recognition of refugee status, which is currently being examined.

**Persons granted subsidiary protection:** These are persons whose applications for political asylum have been denied, but their life or health would be endangered if they were deported to their native countries. They are therefore neither applicants for political asylum nor persons entitled to political asylum (refugees in the sense of the Geneva Convention), but they need protection from deportation, for example for the following reasons: Threat of torture, inhuman or humiliating punishment or treatment, death penalty.

**Recognized refugee or convention refugee:** A person who was granted political asylum by the Austrian state in the sense of the Geneva Convention on Refugees, when they fled their native country for one of the following reasons:

- Political persecution: e.g. people who are threatened because they belong to or support a party or because they have expressed their political opinion.
- Religious persecution
- Persecution because of race, ethnic identity or nationality
- **Persecution because of belonging to a certain social group: E.g. because of homosexuality, belonging to a particular professional group, or for specifically female reasons (circumcision, violation of conventions of a patriarchic society or threat of violence for the maintenance of the “honor of the family“)**

Since January 1st 2006 the Law for Asylum 2005 (AsylG) has been in effect. The Law for Asylum 2005 can be found at: [www.ris.bka.gv.at/Bundesrecht](http://www.ris.bka.gv.at/Bundesrecht) » Suchwort » Asylgesetz » Suche starten

↪ **Bundesamt für Fremdenwesen und Asyl (BFA) 59**  
 (Federal Office for Matters Concerning Foreigners and Asylum, short BFA)  
 Derfflingerstraße 1, 4020 Linz  
 Tel.: 059-133

**Further information about the topic „fleeing / asylum“ can be found at.**

[www.help.gv.at](http://www.help.gv.at) » Soziales und Notfälle » Armut » Weiterführende Links » Beratung und Betreuung für AsylwerberInnen, anerkannte Flüchtlinge sowie MigrantInnen

## General information about residence for citizens of third countries

**Citizens of third countries**, that is ones that do not belong to the European Economic Area (EEA), who want to remain in Austria for **more than six months**, need a residence permit (either a limited leave to remain or an indefinite leave to remain). First applications from citizens of third countries have to be made abroad at the offices of the responsible consular authorities.

**Citizens of EEA countries and Switzerland do not need a residence permit.** They have to apply for a **confirmation of residence** (documentation of the right to stay) at the responsible office within four months after moving to Austria.

**Attention:** Citizens of Croatia are subject to certain restrictions in respect to their access to the Austrian job market. At the following website you can find information about the new and old EU countries, for example when they joined, their populations, their surface areas, currencies, etc. The candidates for membership are also listed: [www.europa.eu](http://www.europa.eu)

### Residing in Austria for up to six months:

**For stays in Austria of up to six months** the conditions of the Austrian Aliens Act (FPG) apply. You can find them at the following website: [www.ris.bka.gv.at](http://www.ris.bka.gv.at)

**When you invite relatives or acquaintances, the aliens police will help you make an application.**

### Residing in Austria for longer than six months:

If the stay in Austria is for longer than six months, the conditions of the Law on Residence and Settlement in Austria (das Niederlassungs- und Aufenthaltsgesetz - NAG) apply. They can be found at the following link: [www.ris.bka.gv.at](http://www.ris.bka.gv.at)

## Kinds of residence permits

**The following kinds of residence permits exist:**

- Settlement permit leave to remain for a given period of time – “Niederlassungsbewilligung”)
- Permanent residence permit – (permanent leave to remain – “Daueraufenthalt”)
- Temporary leave to remain (“Aufenthaltsbewilligung”)

Residence permits are always granted for a particular purpose (e.g. without the right to work). The foreigner can only alter the purpose of the residence permit if he (she) fulfills the preconditions for the new kind of residence permit that he (she) is applying for and a quota place is available (if one is required).

**Please consider:** The residence permit comes in the **format of a credit card**.

**Attention:** It is not allowed to submit an application with various purposes for residence or to submit more than one application at a time.

#### Red-white-red card

In 2011 a system of immigration on the basis of criteria and qualifications was created. It functions on the basis of points that are granted according to predetermined criteria. The Red-white-red card (RWR-Karte) is especially intended for highly qualified specialists in professions for which there is a need in Austria, other key workers, persons who have completed university studies and self-employed key persons. The card is generally issued for one year, but under certain conditions it can be altered to another kind of permission to stay .

Further information about the Red-White-Red card can be found online at [www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Aufenthalt und Visum » Aufenthaltstitel » Aufenthaltstitel - befristete Niederlassung » „Rot-Weiß-Rot – Karte“.

## Validity of Residence Permits

### Temporary leaves to remain

Temporary leaves to remain are generally issued for **12 months**.

The following exceptions do, however, exist:

- Starting with the third permit, residence permits for up to 36 months can normally be issued (this does not constitute an exception, but is a general rule).
- **Researchers can be granted a leave to remain for up to 24 months.**
- A blue EU card can be granted for up to 24 months.

### Unlimited leave to remain

If your leave to remain is a "**Daueraufenthalt – EU (permanent residence-EU)**", your **right to remain is unlimited**; the card is valid for five years. In the case of **unlimited permits** the card must be renewed after five years so that the photo and data can be brought up to date.

The residence permit "Unlimited leave to remain – EG" can be granted to persons

- after five years of continued settlement in Austria,
- upon fulfillment of the general prerequisites (see below "general prerequisites for granting residence permits"), and
- German language knowledge at level B1

**Costs:** limited leave to remain: 120 euros; unlimited 170 euros (Status 2015).

**It is necessary to pay 100 euros (for adults) or 70 euros (for minors) of this amount at the time the application is submitted. Children born in Austria who are less than two years old are freed from these fees.**

The **validity** of a residence permit begins on the date when it is issued.

If the application for an extension is submitted on time and the residence permit is granted, the person concerned is considered to be legally residing in Austria without any interruptions.

At [www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Aufenthalt und Visum » dem Amtshelfer im Internet, all of the conditions for residence in Austria can be found. If you have any questions or suggestions, you can turn to the HELP-Team. You can reach the HELP-Team at the e-mail address: [info@help.gv.at](mailto:info@help.gv.at)

## General prerequisites for obtaining residence permits

### Secured ability to support oneself financially

The authorities can only grant a residence permit if the foreigner has a regular source of income during his/her stay, so that no financial burden is imposed upon the State or a regional or local authority (federal state, province, municipality). It is assumed that the applicant's means are sufficient, if they at least amount to the “**standard rate for the compensatory allowance**”.

At [www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Finanzen » Pension » Zulagen und Beihilfen » Ausgleichszulage, you can find the standard rate for the compensatory allowance.

### Health insurance

During his/her stay in Austria the foreigner must have a health insurance which covers “all of the risks” and is valid for Austria. The foreigner can choose whatever insurance he/she prefers.

### A place of residence

At the time he/she makes the application the applicant must have a claim to a place to live (for example a rental contract) which meets local **standards** for a family of the same size as that of the applicant.

**Please consider:** An unpaid place to live which a person can be compelled to leave at any time does not meet this requirement, since the foreigner has no claim to reside there. This kind of arrangement can, for example, be terminated without a notification period.

### The applicant does not present a danger for the public order or security

Residence permits may not be given to a stranger, if

- the concerned person is currently prohibited from entering and staying in Austria according to § 52 Fremdenpolizeigesetz (FPG), for example due to a prohibition that was issued in the country he/she comes from because of an illegal sojourn in Austria or because of a prohibition to return or a prohibition to remain in Austria that is still in effect or
- because of a prohibition of entry into another EEA state or Switzerland, or
- because she/he has been deported, or
- because she/he concluded a bogus marriage, bogus adoption or bogus partnership;
- because the duration of the allowed stay (either with or without a visa) was exceeded, or
- because she/he has been legally convicted of evading border controls or of illegal entry into the territory of the federal state within the last 12 months.

Further information about the topic “General prerequisites for the granting of residence permits” can be downloaded from [www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Aufenthalt und Visum » Aufenthalt Drittstaatsangehörige » Allgemeines zum Aufenthalt von Drittstaatsangehörigen

## Extending a residence permit

To obtain an extension of his (her) residence permit, a foreigner has to fulfill certain prerequisites in addition to those required for the granting of the residence permit:

- Fulfillment of the integration declaration within two years: it serves to enable the integration of foreigners who are legally staying in Austria and aims at having them acquire a profound knowledge of the German language. A basic knowledge of German for an elementary usage of the language is a prerequisite for the first residence permit.
- Up until the present legal residence in Austria with a residence permit

You can obtain further information on this topic from the: ([http://www.bmi.gv.at/cms/bmi\\_niederlassung/](http://www.bmi.gv.at/cms/bmi_niederlassung/))

### Further information on this topic :

- ➔ **Österreichischer Integrationsfonds (Austrian Integration Fund) 58**  
Integrationszentrum Oberösterreich (Integration Center of Upper Austria)  
Weingartshofstraße 25, 4020 Linz  
Tel.: 0732-78 70 43-11  
oberoesterreich@integrationsfonds.at  
www.integrationsfonds.at

### Important!

**The application for extension has to be made on time, however at the earliest three months before the residence permit expires. Applications made at later times are treated as first applications.**

If you make your application too late, you might no longer be entitled to remain in Austria and might have to submit your application personally from abroad.

### Attention!

- Applications submitted after the residence permit has expired are only regarded as applications for extension if the foreigner can plausibly demonstrate that an unforeseen or unavoidable event prevented him/her from submitting the application for extension on time and that he/she is not, or only slightly, at fault, and that
- an additional application was made within two weeks after removal of the cause of non-compliance.

Further information about the application for extension (Verlängerungsantrag) can be found at:  
[www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Aufenthalt und Visum » Aufenthalt Drittstaatsangehörige » Erteilung von Aufenthaltstiteln - Verlängerungsauftrag

## Family reunification

Classical “family reunifications“ with a citizen of a third country who is legally residing in Austria (foreigners who are not EEA citizens) are confined to the so-called “nuclear family“. That includes marital partners, registered partners and unmarried minor children (including adopted children and step children) of the applicants. Marital partners or registered partners must be at least 21 years old. As far as minority is concerned, the Austrian laws are decisive: they state, that persons are minors until the age of 18. The family reunion can be either subject to or not subject to a quota, depending on the legal status of the persons who are to be reunited. Besides, the kind of residence permit that is required, the purposes for which residency is granted and the duration of the first permit depend upon the legal status of the persons who are to be reunited.

For marital partners, registered partners and minor children of citizens of third countries who have settled in Austria a “limited leave to remain“ is granted if a quota place is available and the following general prerequisites have been fulfilled:

- Proof of having a place to live that meets local standards
- Proof of sufficient financial means to support oneself (ASVG standard rates)
- Proof of a health insurance that covers all risks
- There are no obstacles to granting a permit
- Proof that the integration language course A1 has been successfully absolved

A dependent employment is only possible after a permission to obtain employment has been obtained.

**The conditions for family members of Austrians, EEA citizens and Swiss citizens are different.**

The family members are obligated to fulfill the “Integration Declaration“. [www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Aufenthalt und Visum » Aufenthalt Drittstaatsangehörige » Integrationsvereinbarung.

Further information about the topic “family reunification“ can be found at [www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Aufenthalt und Visum » Aufenthaltstitel » Aufenthaltstitel – Familienangehöriger.

## Citizenship

Before citizenship can be granted the general prerequisites must be fulfilled (secured means of subsistence, no criminal conviction to a term in prison, no grave administrative penalties, relinquishment of previous citizenship, knowledge of German and of the country, etc.). On August 1, 2013, new conditions for obtaining citizenship entered into effect. Persons who are well integrated can be granted citizenship after having lived in Austria for six years, instead of the ten years that are otherwise necessary. In addition to the general prerequisites the person applying for citizenship should be able to prove that he/she has a knowledge of the German language which corresponds to level B1 or B2 of the Common European Framework of Reference for language learning and Teaching.

The further prerequisites are dependent upon whether the applicant is legally entitled to citizenship or the authorities are free to make their own decision. Further information can be obtained from the Office of the State Government of Upper Austria, to which the applications have to be submitted. The responsible authority for the conferring of citizenship is the Upper Austrian State Government.



➔ **Amt der Oberösterreichischen Landesregierung** 9

Bahnhofplatz 1, 4020 Linz  
Tel.: 0732-7720  
www.land-oberoesterreich.gv.at

Further information about the topic “citizenship“ can be found at:  
[www.help.gv.at](http://www.help.gv.at) » Leben in Österreich » Staatsbürgerschaft

## Additional advisory and counseling facilities for immigrants and/or refugees about laws for foreigners or social matters

The institutions listed below advise immigrants and/or refugees about laws for foreigners or social matters, offer them various services and generally make efforts to improve the situation of their target groups.

- 1 ➔ **Caritas – Flüchtlingshilfe** (only help for refugees)  
Hafnerstraße 28, 4020 Linz  
Tel. 0732-7610-2361  
fluechtlingshilfe@caritas-linz.at, www.caritas-linz.at  
Monday, Tuesday and Thursday 8 - 11 a.m. and upon appointment
- 2 ➔ **Caritas – Social counseling**  
Hafnerstraße 28/2, 4020 Linz  
Tel. 0732-7610-2311  
sozialberatung@caritas-linz.at, www.caritas-linz.at
- 3 ➔ **Caritas - LENA**  
(particularly for persons who were or still are engaged in prostitution /  
in providing sexual services)  
Steingasse 25, 4020 Linz  
Tel. 0732-775508-0  
lena@caritas-linz.at, www.lena.or.at  
Monday 2 - 4 p.m. and Tuesday–Thursday 10 a.m. - 12 noon.
- 4 ➔ **maiz – autonomic integration center run by immigrants for immigrants**  
Hofgasse 11, 4020 Linz  
Tel.: 0732-77 60 70  
maiz@servus.at, www.maiz.at
- 5 ➔ **Österreichischer Gewerkschaftsbund (ÖGB)**  
**(Austrian Federation of Unions)**  
Weingartshofstraße 2, 4020 Linz  
Tel.: 0732-66 53 91 0  
oberoesterreich@oegb.at, www.oegb.at

- 6** ➔ **Österreichische HochschülerInnenschaft an der Johannes Kepler Universität Linz (Austrian Students' Union, JKU LINZ )**  
 Altenberger Straße 69, 4040 Linz  
 Tel.: 0732-2468-1122  
 remi@oeh.jku.at, www.oeh.jku.at
- 7** ➔ **Psychosoziale Beratungsstelle Linz (Psychosocial Counseling Office Linz)**  
 Scharitzerstraße 16, 4020 Linz  
 Tel.: 0 732-21 78  
 psb.linz@promenteoee.at
- 8** ➔ **SOS Menschenrechte 60 (SOS Human Rights)**  
 Tummelplatz 5, 4020 Linz  
 Tel.: 0732-77 74 04  
 office@sos.at, www.sos.at
- 9** ➔ **Verein Begegnung Arcobaleno (Association for Encounters Arcobaleno)**  
 Friedhofstraße 6, 4020 Linz  
 Tel.: 0732-60 58 97  
 office@arcobaleno.info, www.arcobaleno.info
- 10** ➔ **Volkshilfe Oberösterreich – Counseling for immigrants and refugees 10**  
 Stockhofstraße 40, 4020 Linz  
 Tel.: 0732-60 30 99  
 office@volkshilfe-ooe.at, www.volkshilfe-ooe.at
- 11** ➔ **migrare – Center for immigrants in Upper Austria 11**  
 Humboldtstraße 49, 4020 Linz  
 Tel.: 0732-66 73 63  
 office@migration.at, www.migrare.at

## Consulates / embassies

- ➔ **Diplomatic representations of foreign governments in Austria**  
[www.bmeia.gv.at/aussenministerium/buergerservice/auslaendische-vertretungen-in-oesterreich.html](http://www.bmeia.gv.at/aussenministerium/buergerservice/auslaendische-vertretungen-in-oesterreich.html)
- ➔ **Lists of the consulates in Austria:**  
[www.bmeia.gv.at/ileadmin/user\\_upload/oracle/konsulliste\\_de.pdf](http://www.bmeia.gv.at/ileadmin/user_upload/oracle/konsulliste_de.pdf)
- ➔ **Austrian diplomatic authorities abroad**  
[www.bmeia.gv.at/aussenministerium/buergerservice/oesterreichische-vertretungen.html](http://www.bmeia.gv.at/aussenministerium/buergerservice/oesterreichische-vertretungen.html)
- ➔ **List of the Austrian diplomatic authorities abroad:**  
[www.bmeia.gv.at/ileadmin/user\\_upload/oracle/oe\\_vertretungen\\_de.pdf](http://www.bmeia.gv.at/ileadmin/user_upload/oracle/oe_vertretungen_de.pdf)



- 1 **Magistrat Linz, BürgerInnen-Service**  
Hauptstraße 1-5
- 1 **Magistrat Linz, Reisepasscenter**  
Hauptstraße 1-5
- 2 **Wissensturm**  
Kärntnerstraße 26
- 3 **Arbeitsmarktservice (AMS)**  
Bulgariplatz 17-19
- 4 **Wirtschaftskammer (WKOÖ)**  
Hessenplatz 3
- 5 **Arbeiterkammer (AK)**  
Volksgartenstraße 40
- 1 **Sozialberatungsstelle Kompass Nord**  
Hauptstraße 1-5
- 6 **Stadtteilzentrum Franckviertel**  
Ing.-Stern-Straße 15-17
- 7 **Sozialberatungsstelle Kompass Süd**  
Flötzerweg 95-97
- 8 **Stadtteilzentrum Auwiesen**  
Wüstenrotplatz 3
- 9 **Landesdienstleistungszentrum (LDZ)**  
Bahnhofplatz 1
- 10 **Volkshilfe Flüchtlings- und MigrantInnenbetreuung**  
Stockhofstraße 40
- 11 **migrare – Zentrum für MigrantInnen OÖ**  
Humboldtstraße 49
- 12 **Magistrat Linz, Kultur und Bildung**  
Pfarrgasse 7
- 13 **Bildungsregion Linz-Stadt (Landesschulrat für OÖ, Schulpsychologische Beratungsstelle)**  
Sonnensteinstraße 20
- 14 **Pädagogische Hochschule OÖ**  
Kaplanhofstraße 40
- 15 **Private Pädagogische Hochschule der Diözese Linz**  
Salesianumweg 3
- 16 **Fachhochschule OÖ - Fakultät für Gesundheit und Soziales**  
Garnisonstraße 21
- 17 **Fachhochschule Gesundheitsberufe OÖ**  
Sammelweisstraße 34
- 18 **Johannes Kepler Universität Linz (JKU)**  
Altenberger Straße 69
- 19 **Universität für künstlerische und industrielle Gestaltung (KunstUniLinz)**  
Hauptplatz 8
- 20 **Anton Bruckner Privatuniversität**  
Wildbergstraße 18
- 21 **Katholische Privatuniversität Linz (KU)**  
Bethlehemstraße 20
- 22 **LIMAK – Austrian Business School**  
Bergschlößlgasse 1
- 23 **Kepler Universitätsklinikum MED Ausbildungszentrum Med Campus VI.**  
Garnisonstraße 12
- 24 **Berufsförderungsinstitut (BFI)**  
Raimundstraße 10
- 25 **Wirtschaftsförderungsinstitut WIFI**  
Wiener Straße 150
- 26 **PGA Akademie (Verein für prophylaktische Gesundheitsarbeit)**  
Museumstraße 31a
- 27 **Kinder- und Jugend-Services Linz (KJS)**  
Rudolfstraße 18
- 28 **Volkshochschule OÖ – Institut Interkulturelle Pädagogik (IIP)**  
Bulgariplatz 12/4
- 29 **Magistrat Linz, Integrationsbüro**  
Hauptplatz 1
- 30 **Berufsförderungsinstitut (BFI)**  
Bulgariplatz 12
- 1 **Magistrat Linz, Soziales, Jugend u. Familie (SJF)**  
Hauptstraße 1-5
- 9 **Jugendservice des Landes OÖ**  
Bahnhofplatz 1
- 31 **OÖ Gebietskrankenkasse (OÖGKK)**  
Gruberstraße 77
- 1 **Magistrat Linz, Standesamt**  
Hauptstraße 1-5
- 32 **Kepler Universitätsklinikum, Med Campus III.**  
Krankenhausstraße 9
- 33 **Diakonissenkrankenhaus Linz**  
Weißewolfstraße 15
- 34 **Krankenhaus der Barmherzigen Brüder**  
Seilerstätte 2
- 35 **Krankenhaus der Barmherzigen Schwestern**  
Seilerstätte 4
- 36 **Krankenhaus der Elisabethinen**  
Fadingerstraße 1
- 37 **Kepler Universitätsklinikum, Med Campus IV.**  
Krankenhausstraße 26-30
- 38 **Kepler Universitätsklinikum, Neuromed Campus**  
Wagner-Jauregg-Weg 15
- 39 **Unfallkrankenhaus**  
Garnisonstraße 7
- 1 **Magistrat Linz, Gesundheitservice**  
Hauptstraße 1-5
- 40 **Linzer Frauengesundheitszentrum**  
Kaplanhofstraße 1
- 29 **Magistrat Linz, Frauenbüro**  
Hauptplatz 1
- 10 **Gewaltschutzzentrum Oberösterreich**  
Stockhofstraße 40
- 41 **autonomes Frauenzentrum (aFZ)**  
Starhembergstraße 10
- 42 **Ars Electronica Center (AEC)**  
Ars-Electronica-Straße 1
- 43 **LENTOS Kunstmuseum Linz**  
Ernst-Koref-Promenade 1
- 44 **NORDICO Stadtmuseum Linz**  
Bethlehemstraße 7
- 45 **O.K. Offenes Kulturhaus OÖ**  
Dametzstraße 30
- 46 **Schlossmuseum Linz**  
Tummelplatz 10
- 47 **Landestheater Linz**  
Promenade 39
- 48 **Brucknerhaus Linz**  
Untere Donaulände 7
- 49 **Musikschule der Stadt Linz**  
Fabrikstraße 10
- 50 **Musiktheater im Volksgarten**  
Am Volksgarten 1
- 51 **OÖ Landesbibliothek**  
Schillerplatz 2
- 52 **Kinderkulturzentrum Kuddelmuddel**  
Langgasse 13
- 53 **Linzer VeranstaltungsgesmbH (LIVA)**  
Ziegeleistraße 76-78
- 29 **Tourist Information Linz**  
Hauptplatz 1
- 54 **LINZ AG LINIEN-Infocenter**  
Hauptplatz 34
- 55 **Landespolizeidirektion Linz**  
Nietzschestraße 33
- 56 **Finanzamt Linz**  
Bahnhofplatz 7
- 57 **Landespolizeidirektion OÖ**  
Gruberstraße 35
- 1 **Magistrat Linz, Aufenthaltsrecht**  
Hauptstraße 1-5
- 58 **Österreichischer Integrationsfonds (ÖIF) – Integrationszentrum OÖ**  
Weingartshofstraße 25
- 59 **Bundesamt für Fremdenwesen und Asyl (BFA)**  
Derfflingerstraße 1
- 60 **SOS-Menschenrechte**  
Rudolfstraße 64



# VERKEHRSLINIENPLAN

# LINZ AG LINIEN



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