



## First Assistance for Ukraine Refugees from the Vienna Legal Hackers.

### Q & A:

- 1. Does the country have a law implementing the Directive 2001/55/EC, if so please provide a link. Does the law have Eng adaptation?**

As an implementing decision (2022/382) of the Council (EU) establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC and introducing temporary protection was adopted by the EU on March 4, 2022 ([Publications Office \(europa.eu\)](#)), Austria now has a new regulation on a temporary right of residence for persons displaced from the Ukraine (Vertriebenen-VO – [20220308vertriebenenvo.pdf \(asyl.at\)](#)).

- 2. Does the country offer protection to people who left Ukraine just before the war 24.02 (i.g. 22 or 23)?**

The above-mentioned regulation applies in principle to people who have left Ukraine as of 24.02.2022, but also all Ukrainians who have stayed in Austria with a residence title or on the basis of a visa-free or visa-required entry before February 24, 2022. But at the moment all measures against Ukrainians in Austria are refrained from, because deportation is impossible due to the state of emergency in Ukraine. As the regulation is a bit unclear here, I would recommend to ask directly at the BBU hotline for Ukrainian citizens (01 2676 870 9460), as the regulations can change every day at the moment.

- 3. What is the term of protection? When it ends?**

According to § 4 of the (Vertriebenen-VO), the temporary right of residence is valid until March 3, 2023. If it is not terminated early due to special circumstances, it is automatically extended by six months at a time, but for no longer than one year. From today's perspective, the protection exists for a maximum of two years.

Information sheet on the right of residence of the Federal Office for Immigration and Asylum: [Informationsblatt Vertriebene aus der Ukraine – Registrierung \(ukrainisch\) \(bfa.gv.at\)](#)

- 4. Is any instruction available about how to claim the protection and where to apply (literally, where should I go to claim for protection)?**

Since March 12, so-called "registration offices" have been set up throughout Austria by the provincial police directorates.

At these arrival centers, those seeking protection are registered. They must then either pick up the ID card for displaced persons (Blue Card) after a few days, or it will be sent to their registration address. It takes a few days because the card is produced in the national printing house and is equipped with several security features.

For privately admitted persons it is recommended to make the registration first and go to the registration office with the registration form and the Ukrainian papers.

In the following link are the addresses of the registration offices announced by the police ([Liste Standorte der Erfassungsstellen 13032022 \(asyl.at\)](#)).

- 5. What level of medicine is available for displaced people? Generally, following Directive, it provides free access to urgent medicine only and does not cover regular treatment.**

With the registration, the displaced persons should be in the primary health care-system of Austria and thus also covered by health insurance. Thus, for the displaced persons, the



unrestricted supply of medicines and also medical treatments should be ensured. More detailed information can be obtained from the arrival centers and also from the BBU hotline (01 2676 870 9460).

**6. Does country offer a material help? If so, is it one-time or regular? If regular, how long? What is an amount? What should person do to claim it? Where should it apply?**

Refugees from Ukraine can register as jobseekers at the Labor Market Service (AMS) using the "displaced persons card" (Blue Card). Thus, an income (unemployment benefit) should be secured for them. In addition, a place to sleep, basic care and health insurance is ensured.

All sectors of the labor market are open to those covered by temporary protection.

Employers can obtain an employment permit for persons they wish to employ, which is issued ex officio without a replacement procedure.

Details on integration measures will only become clear in the coming days and weeks. So-called service points are to be set up where refugees can obtain information about courses, etc.

**7. After receiving temporary protection status, does the country allow leaving its territory (i.g. if a get a protection, but then need to visit Germany)?**

The identity card is issued uniformly throughout the EU. Therefore, with it, together with your own passport, you can basically travel freely in the Schengen area.

**8. Does the country allows free transfer within the country?**

Yes, at the moment nothing is known to the contrary.

**IMPORTANT HOTLINES:**

- Questions from Ukrainian citizens  
BBU Hotline  
T. 01 2676 870 9460
- Caritas Hotline  
Mon- Fri. 9:00 a.m. to 2:00 p.m.  
T. 05 1776 380
- DIAKONIE Legal Aid Hotline  
Mon. to Fri. 09:00 - 12:00 (Ukrainian)  
T. 01 343 0 383
- Psychological support AMIKE Hotline  
Позвоните нам!  
01/343 0101 4  
(Viber, WhatsApp: 0043/664/966 51 09)
- Hotline of the Austrian Integration Fund (ÖIF) in Ukrainian for questions about support and assistance services, housing and work  
Monday to Friday, 8 a.m. to 6 p.m.  
+43 1 715 10 51 120
- Hotline of AkutBetreuung Wien (ABW) for care of persons affected after an exceptionally stressful event  
Monday to Sunday, 0 to 24 hrs.  
+43 676 8118 98698



## IMPORTANT LINKS:

- [EUR-Lex - 32022D0382 - EN - EUR-Lex \(europa.eu\)](#)
- [Erleichterte Aufenthalts- und Beschäftigungsbewilligung für Ukraine-Flüchtlinge auf Basis der EU-Richtlinie über den vorübergehenden Schutz - BDO](#)
- [ASYLKOORDINATION ÖSTERREICH Informatiya pro vtechu z Ukrayiny projekte](#)
- [20220308vertriebenenvo.pdf \(asyl.at\)](#)
- [Information for Ukrainian nationals - UNHCR Austria](#)
- [Homes For Ukraine – Offer & Find Shelter](#)
- [IMMO-HILFT](#)
- [Labour Market in Austria for Ukrainian Refugees \(ams.at\)](#)
- [Інформація для біженців з України - StartWien](#)
- [Request Transportation Запит на транспорт \(airtable.com\)](#)
- [Airtable - PUBLIC Open, planned, ongoing trips copy](#)
- <https://www.solidarische-abenteuer.at/hilfsaktion-fuer-die-ukraine/>

### Relief action for Ukraine

Romanian pastor Emanuel Besleaga is committed to helping the homeless in Vârfu Câmpului. In view of the war in Ukraine, he delivers food across the border in trucks and buses

- [Refworld | National Legislative Bodies / National Authorities](#)
- [Einreise und Aufenthalt von ukrainischen Staatsangehörigen in Österreich \(bmi.gv.at\)](#)
- [St. Barbara Kirche in Wien \(st-barbara-austria.org\)](#)
- [Українська Православна Церква у Відні \(ukrainischekirche.at\)](#)
- [Storinka.at](#)
- [Головна | Посольство України в Республіці Австрія \(mfa.gov.ua\)](#)
- [Stadt Wien \(webex.com\)](#)
- [Ukraine \(bmi.gv.at\)](#)

## WHO GETS TEMPORARY PROTECTION:

- **Ukrainians and persons entitled to protection:**
  - Temporary protection (for the time being until March 3, 2023) is granted to Ukrainians residing in Ukraine who were displaced as of February 24, 2022 and their families. But also all Ukrainians who have stayed in Austria with a residence title or on the basis of a visa-free or visa-required entry before February 24, 2022. Also included are "third-country nationals or stateless persons with an international protection status granted before February 24, 2022".
  - No Temporary Protection for Third-Country Nationals Fleeing Ukraine  
The regulation for persons who do not have Ukrainian citizenship and were either studying or working in Ukraine at the outbreak of the war or were in the country as asylum seekers was highly controversial. Following the recommendation of the EU, they are allowed to enter Austria for humanitarian reasons. From Austria, they should travel on to their home country if they want to and are able to do so. If they cannot, they must either apply for asylum, or they are to be assisted "if necessary, in legalizing their residence within the framework of the legal possibility under the Settlement and Residence Act".



- No return decisions will be issued against these individuals.
- Third-country nationals displaced from Ukraine will also be admitted to basic services. How the procedures will be here is still unclear.
- For clarification, this group may enter legally and whoever brings them across the border will not be liable to prosecution.

#### **HOW TO GET TEMPORARY PROTECTION:**

- So far, this is only clear in Vienna, where an "arrival center" was already set up the week before the regulation came into force.
- Such centers will also be set up in the other federal states in the next few days. In these arrival centers, the protection seekers are in any case registered, receive identity cards (ID card for displaced persons) and proof of health insurance.

#### **HEALTH CARE:**

- Ukrainian refugees are enrolled in health insurance. It may take some time to register and activate insurance. Until then, medical care can be obtained without health insurance upon presentation of Ukrainian documents.
- From now on, you can see all general practitioners in Austria who have a contract with the Austrian Health Insurance Fund (Kassenarzt / Kassenärztin) free of charge.
- In the Austrian health care system, general practitioners are your first point of contact. There are special pediatricians for children. Certain pediatric offices are also open on weekends. You do not need an appointment to see a general practitioner. These doctors can also refer you to a specialist. In this case, an appointment is often necessary before the visit.
- In addition, after referral from a general practitioner or in emergencies, you will receive for general medicine or in emergencies, you will receive free medical care in non-profit outpatient clinics and in the non-profit hospitals.
- In Vienna, the following options are also available to refugees from Ukraine without health insurance:
  - Health centers of the ÖGK urgent cases should also be treated there under presentation of Ukrainian papers uncomplicated.
  - In the hospital of the Barmherzige Brüder (Vienna) there is a multilingual outpatient clinic.
  - Amber Med Health Center for the Uninsured (Vienna).



### ACCESS TO THE LABOR MARKET:

- All sectors of the labor market are open to those covered by temporary protection. The Public Employment Service (AMS) is the public labor market administration in Austria. It provides support in finding a job. The AMS informs about job offers, helps with German courses and other qualifications that are needed. If you go to the AMS, please fill out the questionnaire for the competence survey beforehand and take it with you to your appointment at the AMS ([Labour Market in Austria for refugees from Ukraine \(ams.at\)](https://ams.at)).
- Employers can obtain an employment permit from the AMS for persons they wish to employ, which is issued ex officio without a replacement procedure.

### LEARNING GERMAN:

- The Austrian Integration Fund (ÖIF) offers free language courses ([Deutschkursförderung- UA: Österreichischer Integrationsfonds ÖIF](https://integrationsfonds.at)). If you would like to attend a German course in Vienna, come to the Integration Center of the Austrian Integration Fund, Landstraßer Hauptstraße 26, 1030 Vienna, for a consultation appointment. Online courses are offered as a supplement ([Mein Sprachportal - Home page \(integrationsfonds.at\)](https://mein.sprachportal.at)).

### THE SITUATION IN THE STATES BORDERING ON UKRAINE:

- Poland, Romania, Moldova, Hungary and Slovakia allow people to cross the border without any problems so far and also try to facilitate the onward journey.
- In Hungary and Slovakia, non-Ukrainians who have legal residence in Ukraine (e.g. students from various African countries) are also granted temporary protection.

### QUARTERS:

- BBU hotline for refugees from Ukraine who do not want to apply for asylum and need accommodation. Assignments to quarters will then be made through the provinces.  
T. 01 2676 870 9460
- **INFOS for VIENNA:**
  - Humanitarian Arrival Center:  
If you arrive in Vienna and need an emergency place to sleep, food, urgent medical assistance and general information, go to the Humanitarian Arrival Center of the City of Vienna.  
At the Sport & Fun Halle, Engerthstraße 267-269, is an arrival hall for people from Ukraine who do not yet have a place to sleep.  
Time: M0- Sun, 00-24 o'clock
  - Arrival Center at the Austria Center (ACV):  
From Monday, 14 March 2022



First registration only with appointment!

Issuance of the "displaced persons card", health insurance, etc.

Persons who have already submitted their data will be actively contacted. I.e. they will get an appointment.

Place: Austria Center Vienna

Time: Mon-Fri 9am- 6pm

- Collection and distribution center:  
Registration by the police in the Messe Wien (Hall A).  
Messeplatz 1, 1020 Vienna
  
- **INFO for UPPER AUSTRIA:**  
<https://zusammen-helfen.at/ukraine/>
  
- **INFO for TIROL:**  
<https://www.tirol.gv.at/tirol-europa/ukraine-hilfe/>
  
- **INFOS for LOWER AUSTRIA:**  
Hotline 02742 / 9005 – 15000  
<https://land-noe.at/noe/Noe-hilft2.html>  
If accommodation is already available: data of refugees incl. passport copy and data of accommodation provider to [noehilft@noel.gv.at](mailto:noehilft@noel.gv.at)  
If no accommodation yet: BBU Hotline: 01 2676 870 9460
  
- **INFO for SALZBURG:**  
Initial counseling at Salzburg main station  
Arrival center: Am Messezentrum 1, 5020 Salzburg  
<https://menschenrechte-salzburg.at/home/detail/solidaritaet-mit-den-menschen-der-ukraine.html>
  
- **INFO for VORARLBERG**  
Accommodation offers [unterkunft.ukraine@vorarlberg.at](mailto:unterkunft.ukraine@vorarlberg.at)  
Search for accommodation [fluechtlingshilfe@caritas.at](mailto:fluechtlingshilfe@caritas.at)  
Volunteers [hilfe.ukraine@vorarlberg.at](mailto:hilfe.ukraine@vorarlberg.at)  
General help [hilfe.ukraine@vorarlberg.at](mailto:hilfe.ukraine@vorarlberg.at) Hotline T. 05574 201 4411
  
- **INFOS for BURGENLAND:**  
<https://www.burgenland.at/politik/burgenland-hilft/>
  
- **INFOS for KÄRNTEN:**  
<https://ukraine-info.ktn.gv.at/helfen>

#### **CHILDREN:**

- Anyone who has taken in children or young people from Ukraine should contact the relevant regional office of MA11 (Child and Youth Welfare).  
There the application for basic care will be filled out and the documents will be forwarded to. Furthermore, MA 11 clarifies all questions regarding custody.



- Information sheet of the Department of Kindergartens (MA 10) for families with kindergarten children in Ukrainian: [infoblatt-ukraine.pdf \(wien.gv.at\)](#).
- Information for families with school-age children can be found on the website of the Vienna Department of Education: [Hilfe und Unterstützung durch die Bildungsdirektion für Wien, Bildungsdirektion Wien \(bildung-wien.gv.at\)](#).
- Information for students and researchers from Ukraine can be found on the website Study in Austria/Ukraine ([Informationen für Studierende und Forscher/innen aus der Ukraine | Studieren in Österreich \(studyinaustria.at\)](#)) or in the information sheet in Ukrainian ([\[Titel des Dokuments\] \(studyinaustria.at\)](#)).

### ANIMALS:

- Volkshilfe supports refugees in caring for their animals:
  - Food and animal equipment
  - Veterinary care
  - Accommodation of the animals if they are not allowed in the emergency accommodation

Phone: +43 676 878 445 14 (Monday to Sunday, 8 am to 8 pm)

E-mail: [agft@volkshilfe-wien.at](mailto:agft@volkshilfe-wien.at)

- The EU has currently greatly simplified travel regulations for pets of Ukrainian displaced persons: Refugees from Ukraine can enter the EU with their pet and move within the EU without any further requirements. They do not have to do anything further regarding their pets.
- More information for Ukrainian displaced persons and their pets ([Ukraine - Ausnahmen von den Reiseverkehrsregelungen für Flüchtlingen in Begleitung von Heimtieren - KVG \(verbrauchergesundheit.gv.at\)](#)).
- Please note the following rules:  
You must keep your dog on a leash and muzzled in public areas. This also applies in public transport. You are not allowed to let your cat outdoors.

### RECOMMENDATIONS:

- Public transport:
  - The public transport of the City of Vienna (Wiener Linien) includes: Subways, buses, streetcars and suburban trains. You can use all means of transport free of charge and without a ticket until the end of April. An ID card is sufficient as proof during a ticket inspection. Tickets are not checked when boarding public transportation. Random checks are carried out on a case-by-case basis.
  - The WienMobil app can be used to plan the route from one point in the city to another, find the nearest stop and call up the timetable.



- Cars with Ukrainian license plates can park for free and without a parking ticket in parking lots in public areas until the end of April. This does not apply to private parking lots and parking garages.

In general, parking a car in Vienna is allowed only with a parking ticket.

- Parking tickets can be purchased at tobacconists, gas stations, post offices and cigarette machines.
- You can buy electronic parking tickets in the app Handyparken.

- Cheap food shopping in social markets, come with passport at first shopping. Social markets in Vienna (but exist in all provinces):

<https://www.wien.gv.at/sozialinfo/content/de/10/SearchResults.do?keyword=Sozialm%C3%A4rkte>

- Covid-19 protection:

People who have fled Ukraine can get a free Covid-19 vaccination in Vienna. No appointment necessary. Location: Austria Center Vienna, Bruno-Kreisky-Platz 1, 1220 Vienna.

For vaccination you will need:

- ID card
- Vaccination certificate (if available)
- Address in Vienna

All information about Corona protection measures in force in Vienna in Ukrainian can be found here ([UA - 21.3.2022 Основні правила поведінки під час епідемії «коронавірусу» - Wiener Sprachen App](#)).

Free Corona testing is available at the Humanitarian Arrival Center of the City of Vienna (Engerthstraße 267-269, 1020 Vienna).