



WELCOME TO VIENNA: A GUIDE FOR REFUGEES AND ASYLUM SEEKERS

*With a Special Focus on Information
for New Arrivals from Ukraine*

This guide provides an overview with useful links and tips for refugees and asylum seekers in Vienna. Much of the information is specifically for new arrivals from Ukraine. However, we hope some of the links will also prove useful for individuals who are fleeing persecution and violence in other countries.

This information was compiled during April and May 2022 by a team of student volunteers, with support from the Competence Center STaR at Vienna University of Economics and Business. Information included in it may be subject to change. We apologize for any errors. The authors of this brochure are not responsible for the validity and quality of the information found in the external links provided here.

TABLE OF CONTENTS

3	<i>Upon Arrival</i>
3	<i>Accommodation</i>
4	<i>Food</i>
6	<i>Health</i>
8	<i>Education</i>
8	<i>Language Courses</i>
10	<i>Working in Vienna/Austria</i>
12	<i>Transportation</i>
14	<i>Telecommunication</i>
15	<i>Banking</i>
17	<i>Other Essentials You May Need</i>
18	<i>Leisure</i>

Upon Arrival

This section describes the administrative steps involved upon arrival in Vienna, including the documents needed for registration and the addresses of places to register.

[Please note that the information below is subject to change. For urgent questions, please see <https://www.bbu.gv.at/ukraine>, or call their hotline number +43 1 2676 870 9460 (24/7, in different languages)]

If you as a refugee from Ukraine stay in Vienna/Austria longer than 3 days, you must register with the local authorities. This can be done by filling out an Austrian residence registration form (Meldezettel). The form and more information can be found here: <https://kutt.it/bundesministerium> (German) [as of 24.04.2022]

To register, you must have your passport with you. Currently, Ukrainian refugees can register with registration authorities (Meldeservice) in the district they are staying at (Bezirk), at Messe Wien (Messeplatz 1, 1020 Vienna), or at Austria Center Vienna (Bruno-Kreisky-Platz 1, 1220, Vienna (appointment needed)). More: <https://kutt.it/meldung> (German & Ukrainian) [as of 24.04.2022]

To receive a temporary right of residence (“Blaue Karte”/ “Ausweis für Vertriebene”), you must register with the police. This can be done at Messe Wien (Messeplatz 1, 1020 Vienna), or at Austria Center Vienna (Bruno-Kreisky-Platz 1, 1220, Vienna (appointment needed)). Your residence card will be then sent to the current address. See: <https://kutt.it/aufenthaltsrecht> (German & Ukrainian)

Accommodation

For a general overview of housing options for refugees seeking accommodation in Vienna, visit: <https://kutt.it/refugees-housing> (in English and German).

Organizations and initiatives that offer help:

- **Obdach Wien** - a nonprofit organization and the biggest provider of housing and support for people in need in Vienna; since 2015, also for refugees: <https://www.obdach.wien> (website in German)
- **WarHelp** - a mediation organization of volunteers with the mission of helping refugees: <https://warhelp.eu> (website in English and Ukrainian)
- **IMMO Hilft** - temporary rooms for refugees: <https://immo-hilft.at> (website in German, English, and Ukrainian)
- **Airbnb** - Airbnb partners with nonprofits that check refugee guests for eligibility and assist them before, during, and after their stays: <https://kutt.it/airbnb> (website in English)
- **Flüchtlinge Willkommen Österreich** - rooms for refugees: <https://www.fluechtlinge-willkommen.at> (website also available in Ukrainian (see language search))

Food

Across Vienna, there are several organizations that provide cheap and free food ranging from hot meals to groceries for an entire family.

Current offer for Ukrainians (Caritas)

Caritas is a humanitarian, development, and social service confederation of Catholic organizations operating in more than 200 countries in the world, including Austria.

The **Community Kitchen** of Caritas in Vienna is a communicative space for refugees. They invite you not only to eat, but also to stop by and chat awhile. Staff and volunteers from the projects «Community Cooking» and «Grätzelletern» will be there, some of whom also speak Ukrainian or Russian and can also answer questions, such as inquiries about further assistance in Vienna.

When? Every Wednesday 15:00-19:00

Where? Puchsbaumgasse 1, Ground Floor, 1100 Wien

In addition, Caritas offers free meals for Ukrainians in different places around Vienna. There is a new location each day; sometimes free clothes are also distributed. More information here: <https://kutt.it/caritas> (website in German)

The initiative Le+O also provides Ukrainian refugees with a package of groceries for a week for €4 (1-2 people/household) or €6 (more people per household). A package of hygiene items is available for €3/€4.5 as well. To become eligible, send an email to leo-ukraine@caritas-wien.at. More information and collection points and times can be found here: <https://www.caritas-leo.at> (website in German)

Too good to go (app)

Too Good to Go is an international company (and a Certified B Corporation), founded in Denmark, with a mission to fight food waste. It connects users with restaurants and stores that have unsold food at the end of the day.

With the Too Good to Go app, unsold food can be picked up from supermarkets and restaurants at a lower price. Many Viennese, especially students, use this app! Payment is via PayPal or credit card, and the food can then be picked up in a specified time window. In most cases, choices of food are not available (you, can, of course, specify basic dietary preferences); instead, it's a "surprise bag" compiled from what's left at the end of the day or is close to its expiration date.

See: <https://toogoodtogo.at/de-at> (website in German)

Sozialmarkt

The Sozialmarkt Wien is a nonprofit association that offers goods at greatly reduced prices. To get a shopping card directly at the Sozialmarkt, you must have

a student ID or proof of income, a registration form, and a photo ID. You can shop for a maximum of €35 per week.

Where? The 3 locations of the Sozialmarkt are:

Braunspergengasse 30, 1100 Wien (www.sozialmarkt.com/maerkte/700)

Wilhelminenstraße 22, 1160 Wien (www.sozialmarkt.com/maerkte/698)

Ullreichgasse 13, 1220 Wien (www.sozialmarkt.com/maerkte/699)

The markets are open from Monday through Friday between 10:00 and 14:30.

Sozialshop

Food and in-kind donations. At the first pickup, with an ID and proof of income, a membership card is issued that entitles the holder to pick up donations in the future: <https://kutt.it/sozialshop> (website in German)

Where?

Amortgasse 17, 1140 Wien

Denisgasse 24, 1200 Wien

Adolf-Loos-Gasse 6, 1210 Wien

Pragerstraße 142, 1210 Wien

Restaurants & Cafés with a pay-as-you-wish system

The **Viennese Deewan** offers a Pakistani buffet. If you eat on-site, you can pay as much as you want/can. There are pre-set prices for takeaway food.

See: <http://deewan.at>

Where?

Liechtensteinstraße 10, 1090 Wien

Hillerstraße 4, 1020 Wien

Krichbaumgasse 27, 1120 Wien

The **Neunerhaus Cafe** offers a freshly prepared and healthy lunch on a donation basis from Monday through Friday. Visitors can also receive advice and information from Neunerhaus social workers and peer workers. Thanks to video translation, language barriers are no problem! The **Neunerhaus Health Center** also offers various medical and social services to those in need: <https://www.neunerhaus.at/hilfe/> (website in German).

Where?

Margaretenstraße 166/1, 1050 Wien

The **Gagarin** is a collectively run venue that provides space for social interaction, good vegetarian/vegan food, culture, and music. Hot food is available from Monday through Friday from 12:00 to 22:00. (The Cafe was opened in 2009 by two brothers, the name Gagarin was chosen in the context of a name-giving party):

<https://cafegagarin.at/> (website in German).

Where? Garnisongasse 24, 1090 Wien

Open Fridges

Vienna and Graz together have more than 30 open refrigerators (*Fairteiler*) where you can take food for free. People who have food leftovers (because they are going on vacation, etc.) bring them to the *Fairteiler* refrigerators. Everyone can take food from there.

Also, private households can post food baskets, which one then collects from the registrants' doorsteps.

Information on the locations of the open refrigerators: <https://kutt.it/foodsharing> (website in German)

Grocery shopping on Sundays

In Austria, supermarkets are generally closed on Sundays and holidays, with only a few exceptions at selected train and metro stations (some gas stations also have small grocery stores inside). The following supermarkets are open on Sundays in Vienna:

- Billa: Franz Josefs Bahnhof (Julius-Tandler-Platz 3, 1090 Wien)
- Billa: Bahnhof Praterstern (Praterstern 1020 Wien)
- U3 Supermarkt: Westbahnhof (Westbahnhof, U-Bahn Exit U3/U6, 1070 Wien)
- Billa Plus Minimarkt: Westbahnhof (Europaplatz 3, 1. Floor, 1070 Wien)
- OKAY Markt: Schottentor Underground Station (Schottentor 1, 1010 Wien)
- Spar Pronto: The Mall (Landstraßer Hauptstraße 1b, 1030 Wien)
- Spar: AKH-Hospital (Währinger Gürtel 18-20, 1090 Wien)
- Spar Pronto: Hauptbahnhof (Am Hbf 1, 1100 Wien)

Health

Ukrainian refugees have access to the Austrian National Health System, but they must register for it. Having a social insurance number allows easy access to medical services. Furthermore, there is access to free COVID-19 vaccinations and tests in Austria.

Social and Medical Insurance

Ukrainian refugees get access to the Austrian national health system (ÖGK) together with a temporary right of residence ("Blaue Karte"/ "Ausweis für Vertriebene"). As soon as they receive a residence card, they are also given an e-card substitute document (e-card-Ersatzbeleg) and an insurance number. To go to a doctor, you need to bring a residence card and an e-card substitute receipt. If you do not have a residence card or e-card substitute yet, you must present your Ukrainian passport at the hospital. If you are fleeing the war in Ukraine but your passport is from a different country, you must prove your Ukrainian refugee status.

See: <https://kutt.it/med-insurance> (website in German)

e-card-Ersatzbeleg			Grund für das Ausstellen eines e-card-Ersatzbeleges: (Vom behandelnden Vertragsarzt auszufüllen)	
für				
<input checked="" type="checkbox"/> den Krankenversicherungsträger <input type="checkbox"/> den Vertragsarzt			<input type="checkbox"/> Störung <input type="checkbox"/> e-card vergessen - Anspruch wurde geprüft; der Patient verpflichtet sich, die e-card binnen 14 Tagen nachzubringen. <input type="checkbox"/> Laut Angabe des Krankenversicherungsträgers <input type="checkbox"/> Versicherte(r) hat noch keine e-card erhalten - Anspruch wurde geprüft <input type="checkbox"/> Sonstiges (bitte nachfolgend den Grund angeben)	
Familienname	Vorname	Versicherungsnummer		
Patient		<input type="text"/>		
Versicherter (Nur ausfüllen, wenn Patient ein Angehöriger ist)				
<input type="text"/>				
Vom Krankenversicherungsträger auszufüllen:				
Krankenversicherungsanspruch wird bestätigt				
von _____ bis _____				
Der Krankenversicherungsanspruch wird auf folgende Diagnose(n) eingeschränkt:				

Datum _____			Datum _____	
Unterschrift und Stempel des Ausstellers _____			Unterschrift und Stempel des behandelnden Arztes _____	
			Von PatientIn/vom PatientIn bzw. der Begleitperson zur Kenntnis zu nehmen: Ich bin beim oben angeführten Krankenversicherungsträger versichert. Bei falschen Angaben bzw. fehlender Anspruchsberechtigung haftet die/der Unterzeichnende für die dadurch entstehenden Kosten.	
			Datum _____	
			Unterschrift der PatientIn/des Patienten bzw. der Begleitperson _____	

13-ÖGK-VP4

Figure 1: e-card substitute receipt (e-card-Ersatzbeleg) [source: gesundheitskasse.at]

Covid-19

Free Covid-19 Tests:

- Ankunftszentrum, Engerthstrasse 267-269, 1020, Vienna
- Austria Center Vienna, Bruno-Kreisky-Platz 1, 1220, Vienna (appointment needed)

See: <https://kutt.it/covid-ukrainian> (in Ukrainian)

Other testing options in Vienna - <https://coronavirus.wien.gv.at/testangebote/> (in German and English):

- Alles gurgelt – free PCR tests; drop-off boxes at selected stores and gas stations (registration needed)
- Gurgelbox tests – free PCR (registration needed)
- Teststraßen tests – free PCR and antigen tests (walk-ins)
- Pharmacy testing – free PCR and antigen tests (insurance needed)

Free Covid-19 Vaccinations: Ankunftszentrum, Engerthstrasse 267-269, 1020, Vienna (see: <https://kutt.it/covid-ukrainian> (in Ukrainian))

Education

The city of Vienna offers support for Ukrainians who have school-age children, and there is also support for help with school work.

For university students (already enrolled or planning to attend a university), considerable information is available on how and where to get started at a university in Austria.

Learning German

- “**Neu in Wien class**”: special German integration classes, available through the government: website <https://kutt.it/neu-in-wien-class>.
- Free German classes for Ukrainian children, offered by a group of volunteers, with support from WU Vienna Competence Center STaR: <https://viagerman.com> (website in German, English, Ukrainian, and Russian)

Schools

Information from the city of Vienna (in German, with downloads in Ukrainian <https://kutt.it/vienna-schools>)

- “Bildungswege in Österreich UKR”: explains the Austrian school system (download in Ukrainian available)
- “Ein Informationsblatt der Bildungsdirektion für Wien UKR”: apply for a spot in a school via a link/QR code

For more information on how to prepare for the online Ukrainian secondary final exams: <https://start.wien.gv.at/ukraine>

Lernhaus/Lernclub: (if you stay longer) free help with homework for children who need it. To apply for a spot and speak some German (website in German)

- <https://www.roteskreuz.at/wien/lernclub>
- <https://www.roteskreuz.at/wien/lernhaus>
- <https://kutt.it/caritas-lerncafes> (not all in Vienna)

Kindergarden

See <https://start.wien.gv.at/ukraine> for information and contact details to get a kindergarden spot (need a Hauptwohnsitz in Vienna).

Language Courses

The city of Vienna provides information on different resources to learn German: <https://kutt.it/vienna-german>

- Ute Bock Haus (<https://kutt.it/ute-bock>) – a nonprofit organization with an education center offering free German courses for asylum seekers and refugees; operated by volunteer teachers
- Free German classes for Ukrainian children, offered by a group of volunteers, with support from WU Vienna Competence Center STaR: <https://viagerman.com> (website in German, English, Ukrainian, and Russian)
- Deutsch in Österreich (<https://dia.aau.at/german-integration/>) – a certified course provider of the Austrian Integration Fund (ÖIF)

For information on learning German for schoolchildren, refer to the “Education” section of this guide.

For students and scholars

General information about university studies in Austria: <https://studyinaustria.at/en> (website in English and German)

Specific information for refugees and asylum seekers from Ukraine: <https://kutt.it/students-and-researchers> (in English and German)

- Overview of programs offered
- How to apply for programs
- Information on how to transfer for those who started their studies abroad

Additional links:

- **STaR Humanitarian Aid Hub (Vienna):** Competence Center STaR, based at Vienna University of Economics and Business, hosts a webpage with up-to-date information on Humanitarian Aid, including useful links for scholars and students: <https://www.wu.ac.at/en/star/humanitarian-aid-hub>
- **University of Vienna (Vienna)** “Research Fellow” access to the library and computer rooms. <https://ukraine.univie.ac.at/en/info-for-researchers/> (website in English)
- **MORE initiative (Austria)** provides access to selected courses at participating universities in Austria for persons with refugee backgrounds: <https://kutt.it/more-initiative>
- **Austrian Academy of Sciences (Austria)**, Joint Excellence in Science and Humanities (JESH): <https://stipendien.oeaw.ac.at/stipendien/jesh-ukraine> (in English) and [Sonderstipendienprogramm Ernst Mach-Ukraine](#) (in English and German) – please note the deadlines for applications
- **Science for Ukraine:** EU-wide informational platform on funding programs and other support initiatives: <https://scienceforukraine.eu> (website in English)
 - Austria-specific: <https://scienceforukraine.eu/support.html#Austria>

- Scholars at Risk (SAR, Global): International network of academic institutions engaged in defending the human rights of scholars fleeing persecution and violence: <https://www.scholarsatrisk.org/>
 - SAR website also includes a table of support organizations for students fleeing violence and persecution; enter “Students at Risk” in the SAR search bar

Working in Vienna/Austria

Displaced people from Ukraine have a temporary right of residence in Austria (currently until 03.03.2023). This residence permit also entitles its holder to labor market access. There is information available on how to register as well as where to find a job.

Basic information

If you already have a job offer, an employment permit issued by the Austrian Employment Service (*Arbeitsmarktservice* or AMS) is required. Your employer is responsible for filling out the AMS application. See:

<https://kutt.it/basic-info-en> (in English)

<https://kutt.it/basic-info-uk> (in Ukrainian)

<https://kutt.it/basic-info-ru> (in Russian)

If you are looking for a job, you may also contact the AMS. It is necessary to bring a residence permit when going to their offices. There are also special consultancy services available for women. See: <https://kutt.it/ams> (German, English, Russian, Ukrainian)

Online job search platforms (some specifically focused on Ukrainian refugees)

Platform name	Website	Geographical reach	Other details
Ukrainejobs	ukrainejobs.at	Austria-wide	Multilingual (see individual posts); Austria-based platform; Job categories vary across all skill levels.
Jobs for people affected by war in Ukraine (by FemaleFactor Global)	kutt.it/femalefactor	Europe-wide	Mostly in English; Austria-based organization (homepage here); Job platform for female talents; For skilled (Ukrainian) professionals.

Platform name	Website	Geographical reach	Other details
EmployUkraine	employukraine.org Email: team@employukraine.org	UK & Europe-wide	Multilingual (see individual posts); UK-based charity organization & platform, with support from TalentPools, Techfugees, & Ukraine Women's Business Chamber of Commerce; For skilled Ukrainian professionals.
Women Authors of Achievement (podcast and networking)	www.waa.berlin Job search group (via Telegram freeware): t.me/waajobs Email: hello@waa.berlin	Europe-wide	Germany-based; Focus on female professionals; Requires download of Telegram freeware cloud-based instant messaging service.
GoFundMe	kutt.it/gofundme	Global (homepage here)	Multilingual; US-based for-profit online fundraising/crowdfunding platform; Includes nonprofit & charity projects and, currently, support for Ukraine-related initiatives; Please check requirements and viability of individual projects.

Other job search platforms in Austria (mostly in German)

<https://www.karriere.at/jobs/österreich>

<https://www.glassdoor.de/index.htm>

<https://jobs.ams.at/public/emps/>

<https://www.jobs.at>

<https://www.karriere.at>

<https://hokify.at>

Job search platforms for students:

<https://www.studium.at/jobs> (website in German)

<https://jobs.oehweb.at> (students) (website in German)

Transportation

Please note that the prices listed are for general reference only (as of May 2022) and subject to change. Please visit the websites of transport providers for more up-to-date information.

Public Transport

Wiener Linien operates all buses, trams, and metros (*U-bahns*) in the city of Vienna.

Until further notice, people who have fled Ukraine can use all its offerings for free. See: <https://kutt.it/wiener-linien> (website in German, Ukrainian, and Russian)

The “*WienMobil*” app can be used to check for connections (<https://kutt.it/wienmobil>). Google Maps also works well for connections.

Tickets can be bought via the *WienMobil* app at all metro stations, at Tabacco shops (called “*Trafik*”) and in some trams. For monthly and yearly passes, go here: <https://kutt.it/wl-tickets> (website in English)

The **ÖBB** (Österreichische Bundesbahnen = Austrian Federal Railways) is the national *railway* system of Austria and operates most of the trains. Here you can find the most important information in Ukrainian: <https://kutt.it/obb-info> (website in German, English, and Ukrainian)

Some train connections are also operated by the **Westbahn**, an alternative, private railway system. <https://westbahn.at/en/> (website in English)

People seeking refuge currently may travel on ÖBB trains within Austria **free of charge** with the «Not-Ticket Ukraine» (Emergency-Ticket Ukraine). You can get the “Not-Ticket Ukraine” (Not means “emergency” in German) either directly on board the train from the train staff or at the ÖBB ticket counters in stations. For this purpose, the name and passport number are scanned electronically if possible.

To check the timetable and find different train connections, go here <https://kutt.it/trip-planner> (website in English)

If you stay longer and plan to travel in Austria, the ÖBB “*Vorteilscard*” (“*Advantage Card*”) offers train tickets at a discounted price (mostly at -50%). The card itself, as of 2022, for a whole year, costs €66 for adults if you buy it online and €99 if you buy it at the counter. It is much cheaper for people under 26 years old— €19—and for people older than 65— €29. For an additional €19, up to 4 children under the age of 15 can accompany you for free. All details are available here: <https://kutt.it/obb-cards> (website in English)

Long-distance buses

The **FlixBus** offers long-distance buses connecting bigger cities in Austria and cities in other European countries. Here is an overview of all the routes: <https://kutt.it/flixbus-en>. (website in English)

Flixbus tickets are often cheaper than train tickets!

Finally, the Climate Ticket (in German, **Klimaticket**) offer includes a ticket that is valid on **every** public transportation system in Austria. This includes the Wiener Linien, ÖBB, Westbahn, and all the operators in other regions and cities. The full price is €1095/year. There are also regional Klimatickets which allow you to use all the public transportation modes in a specific federal state, for example Salzburg, Styria, and Lower Austria. These regional tickets can be bought on the respective websites of the federal state systems. <https://www.klimaticket.at/en/> (website in English)

Sharing Offers

WienMobil Rad is the official bike rental system of the city of Vienna. You can register through the app “nextbike” or here: <https://kutt.it/nextbike> (website in German). The prices of this service are €0,60 per 30 minutes or €49 for the whole year. Holders of Wiener Linien annual tickets, semester tickets, or youth tickets get 50% off.

From autumn 2022 onwards, WienMobil Rad will offer 200 stations. To borrow a bike, simply scan the QR code of the bike with the app “nextbike” or rent it via the hotline +43 (0)1 385 0189. The locations of the bike stations can be checked here: <https://kutt.it/bike-stations> (website in German).

More information about WienMobil Rad can be found here: <https://kutt.it/wienmobilrad>

(Note: **Willhaben.at** is a good online platform for buying secondhand bikes, and for just about anything else (See Other Necessities))

Sharenow is a car-sharing service in Vienna. <https://www.share-now.com/at/en/> (website in English)

To use the system, you must install the app and register.

With **GetAround** you can rent cars owned by private people: <https://kutt.it/getaround> (website in English)

Transport to the Vienna International Airport (Flughafen Wien):

- ÖBB Trains
 - S7 train circulates every half an hour. Its key stops include Wien Mitte, Wien Praterstern and Floridsdorf stations (all with connections to metro lines).
 - There are several long-distance trains that stop by both the Vienna airport and the central train station (Wien Hauptbahnhof). Most of these trains are called RER+a number.
 - S7 and RER train connections from the airport to any station in the city are currently €4.30. However, if you already have an annual or monthly pass with WienerLinien, you can get it at a discounted price

of €1.90 (look for the “Vienna city limits” option on your app or the machine)

- CAT - City Airport Train (<https://www.cityairporttrain.com/en/home>)
 - Wien Mitte station directly to airport (luggage can also be checked there for some airlines)
 - Single ride costs around €11
 - Note that this option is significantly more expensive than a regular ÖBB train (the advantage is that some airlines allow luggage check-in directly at the CAT station in Wien Mitte)
- Vienna Airport Lines - Bus (<https://www.viennaairportlines.at/en/>)
 - Line VAL 1 (<https://kutt.it/val1>) runs hourly between Vienna Westbahnhof (via Vienna Central Station) and Vienna airport between 03:30 and 00:30
 - Line VAL 2 (<https://kutt.it/val2>) runs hourly between Vienna Morzinplatz/Schwedenplatz and Vienna airport between 04:15 and 03:15.
 - Line VAL 3 (<https://kutt.it/val3>) departs at 05:58 / 07:58 / 09:58 / 11:58 / 14:58 / 16:58 / 18:59 from Donauzentrum to Vienna airport.
 - One-way ticket full price is €8

Telecommunication

Make sure you bring your passport when buying your SIM card in Austria!

Prepaid and contract cards are available at **Hofer** grocery stores. These are one of the best deals in terms of data and call prices. You can simply buy the SIM card at the store (usually next to the cashier), activate it online or at the store and start using it right away.

Other supermarket chains also have their own mobile services and may offer a cheaper monthly rate. Please note, however, that most of them can be used only inside Austria (or offer expensive roaming options).

Major telecommunication companies

There are 3 major phone operators in Austria: **A1**, **T-Mobile** (also known as Magenta) and **Drei 3**. All provide data connection and phone signals. Be sure you check the package offer carefully because most of the companies try to sell packages with little or no roaming. To buy a SIM card, please visit a store of the respective mobile provider. Most of them can assist you in English and help to choose the best package option.

*Example: **Drei 3 €30 with 18 GB data and local calls and SMS** (valid 30 days).*

Another option is to go to a supermarket, a tobacconist, a mobile phone shop, an electronics store, or a petrol station, because all of them usually sell SIM cards and can assign credit on them.

Tip: Watch for extra fees while buying a SIM card at the airport.

Drei: All calls and SMS to and from Ukraine are free of charge since 25.02.2022

A1: Calls and SMS free of charge to and from Ukraine

Current Magenta offer for refugees from Ukraine

Magenta has committed to providing 15,000 free **Klax value cards** (<https://kutt.it/klax/> (website in German)) for Ukrainian refugees in Austria. The free SIM cards contain 1GB of data volume, 500 minutes of calls, and 500 SMS within Austria. Importantly, it is also possible to call Ukraine free of charge.

More information: <https://kutt.it/sim-refugees> (website in German)

Banking

Major banks present in Vienna

- Erste Group Bank AG (recommended for services in English; website in English)
- Raiffeisen Bank International AG (website in German)
- UniCredit Bank Austria (website in English)
- BAWAG Group AG (website in English)

Note: You can make use of the **Bank Calculator of the Austrian Chamber of Labor** (<https://www.bankenrechner.at/> (website in German)) to get an objective overview of banking services so you can make choices best suited to your individual needs.

Type of bank accounts

- Current account (“Girokonto”)
 - Most popular type of bank account in Austria
 - For personal use
 - Includes a debit card that allows you to access ATMs
- Savings account (“Sparbuch”)
 - A secure way to store your money for short-term saving
- Joint account
 - Designed for couples—you will typically get two bank cards for one shared account
- Credit card (“Kreditkarte”)
 - Issued from a variety of companies such as Visa and Mastercard – not covered by ordinary bank account fees, so you may have to pay extra

How to set up a bank account/documents needed

- Official identification document with a photo (“Lichtbildausweis”) such as a passport or valid identity card
- Residency registration form (“Meldezettel”) or other valid proof of residency
- Employment contract (“Arbeitsvertrag”) or other proof of employment/student information
- Your last three salary statements (“Gehaltsnachweis”)

Mobile banks

- 26 (website in English)
- Revolut (website in English)

Free, online-only bank accounts (no minimum opening deposits, no minimum account balance requirements, no maintenance fees). Paying abroad without conversion fees (use of real exchange rate). Relatively cheap withdrawals outside Eurozone.

Requirements to open mobile banking accounts:

- Age 18 or older
- Austrian residence registration form (“Meldezettel”)
- Official identification document with a photo (“Lichtbildausweis”) such as a passport or valid identity card
- Smartphone
- Being able to verify yourself in English or German

How to send money to your home country (remittances)

Western Union (website in English): **Online money transfer service.** Currently, there are no transfer fees for credit and debit cards and bank accounts in Ukraine until May 31, 2022. Free registration (basic personal information needed).

Remitly (website in English): Online money transfer service. Free transfer (no transfer fee) for the first money transfer. Free registration (basic personal information needed).

PayPal (website in German): Online money transfer service. Until June 30, 2022, there are no fees for transferring money to or from Ukrainian accounts (in Ukraine or within the EU). The funds in a PayPal account can be transferred into the user’s local bank or used as a virtual Visa or Mastercard. To set up a PayPal account, your name, phone number, email, address, and bank information are needed.

Note: Be aware of varying foreign exchange rates! Compare transfer fees and exchange rates when choosing a money transmitter. Foreign exchange rates, taxes, and fees may vary by channel, brand, and location.

Other Essentials You May Need

There are many websites or places to get cheap or free stuff like furniture or clothes in Vienna. Some of these are also the locals' favorites!

Furniture and Electronic Devices

- The ARGE Wien is a big secondhand market in the 16th district. Here you can find all kinds of household items ranging from mattresses to lamps, wardrobes, and tableware.

<https://arge-wien.at/flohmarkt/> (website in English)

- "Reparatur und Servicezentrum" offers a great variety of refurbished electronic home appliances such as washing machines, refrigerators, coffee machines, etc., at reasonable prices. It offers rental services, so you don't have to buy all these products. <https://kutt.it/rusz> (website in German)

- "Wien - zu verschenken" is a digital marketplace in which many people give away furniture and other home essentials for free.

<https://kutt.it/zu-verschenken> (website in German)

- Of course, there are numerous online marketplaces (where you must register first) such as

- Shpock <https://www.shpock.com/de> (website in German)

- Willhaben <https://www.willhaben.at> (website in German; private sellers – some speak other languages; also, an online translator usually suffices to communicate)

- eBay <https://www.ebay.at> (website in German)

Note that language and communication may depend on an individual seller

- You can also find a lot of inexpensive furniture and devices at Vienna's several flea markets. This webpage shows all the flea markets in Vienna

<https://kutt.it/flohmarkt-wien> (website in German)

Clothes

- **Humana** is the biggest secondhand organization with 15 shops in Vienna. Here you can find high-quality secondhand clothing. Humana also operates an online shop. You can find the list of the shops in Vienna here <https://kutt.it/humana-shops> and the online shop here <https://humana.at/onlineshop/> (both websites in German)

- **Volkshilfe** has five secondhand shops in Vienna. You will find nice secondhand clothes as well as shoes and jackets.

<https://kutt.it/volkshilfe> (website in German)

- **TK Maxx** is a big off-price shopping house. You can find a great variety of products ranging from Home and Living, Toys, Suitcases to Clothing and Pet-Accessories. List of the locations in Vienna: <https://www.tkmaxx.at/suchergebnisse> (website in German)

- **Carla** is the secondhand branch of Caritas. In Carla shops, you can find anything from furniture to clothes at a highly reduced price. See the link for locations and opening hours: <https://kutt.it/carla> (website in German)

Leisure

Vienna offers many free leisure activities, especially outdoors, but also cultural outings. There are also currently some special entries that are free for refugees.

Public Book Shelves: Everybody can take books out here for free and put old ones in – locations: <https://kutt.it/public-bookshelves> (website in German, scroll down for the locations)

Free leisure activities for families with kids:

- **Prater:** a large public park, including an amusement park, public playgrounds and skateparks as well as a beautiful promenade (Hauptallee) and numerous paths for walking, jogging, and biking
- **Donau Park:** a large park on the northern bank of the Danube River (the Vienna TV tower is located here), includes river beaches, a miniature train ride, a skatepark, tennis courts, bike paths, a giant chess board, and more features
- **Danube Island:** green recreation area for picnics, playing volleyball, cycling, skating, or swimming
- **Alte Donau:** walking area next to the Danube River, including many locations for swimming
- **Karlsplatz:** playground and skating area
- **Parks:** Stadtpark, Augarten, Burggarten, Volksgarten, Prater, Lainzer Tiergarten, Schloss Belvedere, Schloss Schönbrunn, Haus des Meeres
- There are many free and public **sports/fitness** places—look for “Trainingspark ISW” on Google Maps: <https://kutt.it/trainingspark>
- The city of Vienna has a great choice of children **playgrounds**—Google Maps can show this, too <https://kutt.it/waldspielplatze> | <https://kutt.it/spielplatze> (website in German—See map for location)
- **Bundesbad Alte Donau:** city beach close to the “Alte Donau” u-bahn stop. Currently free for Ukrainian refugees: <https://kutt.it/alte-donau> (website in German)

Museums in Vienna that are free for the entire family:

- MUSA Museum Start Gallery Artothek
- Free for all on the first Sunday of every month: Wien Museum Karlsplatz, Roman Museum, Collection of Clocks and Watches, Wien Museum Hermesvilla in the Lainz Game Reserve and the Museum of Military History

Kulturpass: free entry to specific exhibitions, concerts, and theater for Ukrainian refugees <https://kutt.it/kulturpass> (website in German and Ukrainian)





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