



# villach

## NEW IN VILLACH

Important information about Villach, from „Working“ to „Living“. In addition contact details of authorities, offices, societies – your cityguide.

**#villachgrenzenlos #grenzenlosvillach**

## IMPRINT PAGE

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### Layout & Production:

Public Relations Department

### Photos:

City of Villach

### Printing:

Tiebeldruck, 9560 Feldkirchen

6<sup>th</sup> edition, May 2023, villach.at

## Villach-Apps:



**WATERLOO 365**

The innovative solution around  
the water meter.



**MÜLL-APP**

Collection dates, etc.



Android



iPhone



Android



iPhone

## Social-Media:



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[instagram.com/villach.at](https://instagram.com/villach.at)



[youtube.com/StadtVillach](https://youtube.com/StadtVillach)

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**It is very important to us that all those who live here can contribute their experiences, ideas and points of view and have the chance to get involved in local affairs.**





# WELCOME TO VILLACH

I'm delighted that you choose Villach to be the center of your life! Villach is an open-minded educational and cultural city where people from around 110 nations live and work. Nearly 12,000 children and young people are attending school in Villach and more than 1000 students complete their academic education at the University of Applied Science. Culture in all its facets is widely entertained in Villach.

It is very important to us that all those who live here contribute their experiences, ideas and points of view and everybody gets involved for the benefit of everyone. My wish as mayor is that Villach remains a city with a high quality of life for all. This primarily includes a peaceful and respectful community of citizens. Please also seek dialogue with the people around you, in the residential neighbourhood and at the workplace. In

Carinthia we used to say that "Talking brings people together".

This "Welcome to Villach" brochure contains information about our city and our services – it's a useful overview for getting easily started. I hope you'll find new friends easily, put down roots and ultimately feel at home in Villach.

Günther Albel  
Mayor

## Dear new Villacher!

Good hosts introduce guests to their new and unfamiliar surroundings, provide orientation and familiarise them with the house rules and particularities.

As the municipal authorities of the town of Villach, it is not possible for us to personally introduce all new arrivals to their new living environment. However, we would at least like to help by providing a voucher for a guided tour of the town as an initial introduction to Villach. The contents of our “Welcome to Villach” are also designed to help familiarise you with our town. You will see that Villach is a multifaceted town that boasts a very good infrastructure and is rightly appreciated for its high quality of life.

On behalf of the municipal administration, we would like to make our contribution and continually improve our service. I hope that you have a positive perception of your contact with the Villach municipal authorities. First and foremost, I hope that you feel at ease in Villach and have the opportunity to discover the many beautiful aspects of our town – and perhaps the Drau metropolis will not only be your place of residence, but also become your new hometown.

Municipal authority director



Christoph Herzeg





STADT VILLACH / MARIA FILLNER

## Dear new Villacher!

You have just registered your new main place of residence in Villach and received this “Welcome to Villach” brochure. With the contents and information, we would like to make your settling in to the Drautown a little easier.

In the “New in Villach” brochure we have gathered information ranging from “Working” to “Living”, in addition it contains contact details of authorities, offices, societies etc.

We hope that this compilation is helpful for your start in Villach. We wish you a happy life in our beautiful city.

The Public Relations team

**Further Information**  
[villach.at](http://villach.at)

## Villach: figures, data, facts

Villach is the second-largest town in Carinthia and the seventh-largest town in Austria. The 65.099 inhabitants (status april 2023, main places of residence) come from around 110 nations.

The oldest human traces in the Villach area date back to the late New Stone Age (3500 – 1800 B.C.). One can find relics throughout the town area from the Roman era to the 15<sup>th</sup> century B.C. Villach was first referred to explicitly as a town in 1240.

The colours of the town are yellow and black. The municipal coat of arms shows a triangular shield with a black eagle's powerful talons resting on a black rock rising out of the tip of the shield. Since the year 2006, the representation of the town of Villach has been characterised by a uniform appearance. The striking black inscription on a yellow background is linear and ensures a high recognition value for a distinctive outward appearance. The modern corporate design rounds off the coat of arms.

Villach is governed by a mayor, the municipal council and the municipal senate. The municipal council and mayoral elections are held every six years.

The town is administrated by the Villach municipal authorities, responsible for supplying water, public transport, rubbish disposal, the sewage system, playschools and schools etc. Villach is not only a centre for culture, science and technology, but is also becoming a "green city". It lies amidst the Alpine Adriatic region and exudes a Mediterranean flair with influences from Italy and Slovenia.



villach

## FURTHER DATA

### Total population: 65.099

49,963 with Austrian citizenship,  
7,698 from EU countries,  
7,438 from non-EU countries  
(Status april 2023)

### Area of Villach:

134.85 square kilometres

### Altitude:

501 metres above sea level, measured at Oberer Kirchenplatz

### Geographical location

13 degrees 51 minutes eastern longitude  
46 degrees 37 minutes northern latitude

### Length of the Drau in the municipal area:

over 14 km

### Length of road network:

around 470 km

### Length of cycle path network:

approx. 110 km



## VILLACH'S GREEN CONFESSION

The high-tech metropolis of Villach is consistently sustainable. Villach is a fair trade city and, as an e5 municipality, relies on green in all areas of life.

It starts with the district heating that runs on renewable fuels and supplies a large proportion of the municipal area. It continues with the systematic investments into contemporary mobility: e-bikes, car and bike sharing, e-scooters and excellent conditions for cycling.

Public transport plays a major role. Bus transport has just become even more attractive with a tight frequency and new lines.

Many of the intelligent components were researched, developed and manufactured here in the high-tech metropolis. International companies such as Infineon and LAM are important employers, while the Technology Park and the Technical College provide important impulses.

Villach's public lighting has been converted to LED and therefore requires minimal

energy. The green commitment is also evident in the support of regional markets and it culminates in large-scale photovoltaic systems and the promotion of ecofriendly measures – especially also in the private sphere (energy consulting...).

The Dobratsch nature reserve is a green lung, a drinking water reservoir and a popular local recreational area. It is reachable by bus. And the fact that the importance of climate protection and environmental awareness are emphasised from a young age in Villach is proven by classes dedicated to fair trade and a nature reserve kindergarten. The youth climate convention takes traditionally place in villach.

Family friendliness, sustainability and climate protection are of prime importance to the city. Villach was already green when other cities were still tinkering with achieving compromises. The city of course actively supports the international efforts to achieve the Paris climate protection goals.

The municipal authorities keep coming up with new initiatives: 150,000 reusable cups for city events, in cooperation with the ecofriendly rentable tableware mobile, ensure that plastic is disappearing from festival sites and fairgrounds. The sustainable drinking cups are already being used successfully at the 'Villacher Kirchtag' festival, the largest traditional festival in Austria. In addition: a plastic bag prohibition is in force at the weekly market, because regional products and plastic simply don't go together.

The affirmation "Villach is green" extends across all municipal activities: it shows that the city accords a top priority to the quality of life and wellbeing of the people, as well as to sustainability.

Step by step the city is going to be more green and more climatefriendly. Apart from many attractive parks, Villach also offers urban gardening.

New: A green axis is being built in the city centre. Trees are planted between the station and the city park in the innovative "sponge city principle". These get plenty of space for their roots, store water accordingly, provide shade and release moisture. In addition, Villach is in the process of creating green corners in the districts, small park-like facilities for a high quality of stay. The city centre dually being adapted to be even more climate-friendly with ample greenery: flowerbeds and troughs, a strolling boulevard at the main square, planted bus stop roofs and underground garage entries, as well as many fountains ensure a climate of wellbeing in the inner-city area.



# NEW IN VILLACH

Here you can find an overview of the initial tasks that await you upon arrival in Villach. You will find out which office can issue a passport, personal ID, proof of citizenship. The employees of the Villach municipal authorities will gladly assist you, answer your questions and give further information about any topic. Please don't hesitate to contact us.

## Registering your place of residence

When you move to Villach you must register within three days, namely your main place of residence, if Villach will be your centre of life in the future. The legal registration obligation also applies to your family members who move to Villach with you. You must deregister at your previous place of residence (within three days before or after moving out). You can complete the deregistration from the old place of residence (within Austria) together with the registration here at your new place. Registration is free of charge. If you contravene the legal registration obligation, you are committing an administrative offence. You can register and deregister at Villach town hall.

The citizens' service takes care of:

- ▶ Registrations and deregistrations
- ▶ Lost-and-found service
- ▶ Issuing and receipt of applications
- ▶ Settlement and residence
- ▶ Issuing of various confirmations
- ▶ Travelling documents
- ▶ Citizenship matters

## Registration confirmation

Citizens of the EEA (all EU countries, Iceland, Liechtenstein and Norway) and Switzerland may stay in Austria for three months

## Introducing the CIC

Founded in 2009, the Carinthian International Center (CIC) aims to further integrate qualified foreign employees from industry and educational institutions through information, services and an active network, as well as to give local people the opportunity to get to know other cultures and intercultural exchange. We also provide tailor-made support for partners / families in their search for work in Carinthia and thus aim to create a conducive, attractive environment. Our association has over 1900 individual members from 92 nations and 40 member companies from all over Carinthia.

## Space and opportunities to get together

Our Villach office is located in the Köllpassage, Hauptplatz 7, and has become a place of exchange, networking, knowledge sharing and different languages and cultures. In addition to expert talks and language courses, we offer, for example, workshops, individual consultations, baby chats, book clubs, language ateliers and networking events.

## International Villach

We are confident that together we can achieve so much! That's why we invite anyone who is interested to get involved with the CIC, to become a member, to contribute ideas, to join in and to experience diversity. On our website [cic-network.at](http://cic-network.at), via email address [office@cic-network.at](mailto:office@cic-network.at) or at our office in Villach - we look forward to meeting you.

without a visa. If the stay is longer, one must apply for a “registration confirmation” within four months after arrival in Austria. Persons who live in Austria for longer than five years can apply for a “certification of permanent residency”.

### **Issuing a passport**

Passports are issued by the Villach town hall, costing EUR 75,90 and are valid for ten years. The passport is printed by the Austrian State Printer and is sent as a registered Rsb letter to the residential or stated address (e.g. workplace) of your choice in Austria.

Find out what documents are needed for the passport application: [villach.at/buergerservice](http://villach.at/buergerservice). If you need your passport quickly, there are three options:

- ▶ Express passport (issued within 2 to 3 working days)
- ▶ One-day express passport (issued the following working day)
- ▶ Emergency passport (only under certain circumstances, not valid worldwide; issued only for the duration of a journey!)

Children also need their own valid passport to cross a border.

Children’s passport costs:

- ▶ First application for children up to their 2<sup>nd</sup> birthday: free
- ▶ Up to the 12<sup>th</sup> birthday: 30 EUR (express passport 45 EUR, 1-day express passport 165 EUR)
- ▶ From 12<sup>th</sup> birthday onwards: 75,90 EUR (express passport 100 EUR, 1-day express passport 220 EUR).

### **Issuing an identity card**

The identity card in the form of a cheque card makes it easier to identify yourself. It is considered a travel document in most European countries (current country information under [www.bmeia.gv.at](http://www.bmeia.gv.at)) and can be applied for at the Bürgerservice Pass Office. The cost is 61.50 euros (for adults and adolescents from the 16th birthday) and 26.30 euros for children up to one day before their 16th birthday.

### **Issuing a proof of citizenship**

The citizens’ service department issues also proof of citizenship for Austrian citizens. Precondition for issuing a proof of citizenship: Villach must be your main residence in Austria.

Depending on whether you would like the proof of citizenship issued for yourself or your child and whether you have citizenship through parentage or conferment, you must bring different documents. Therefore, please contact +43 4242 205-3953 to find out which documents are needed in your case.

The costs: 46.60 EUR. There may be additional costs for any necessary further documents or translations. For children, the proof is free of charge if the application is made within the first two years of their life (an exception is the payable proof of citizenship applied for after acquiring citizenship).

### **Issuing a birth certificate**

Every child born in Villach is issued a free birth certificate by the registry office.

## **Municipality of Villach**

### **Registry Office**

Standesamtsplatz 3, Entrance III  
9500 Villach

**T** +43 4242 205-3950

**F** +43 4242 205-3999

**E** standesamt@villach.at

#### **Scope of services:**

- ▶ Civil status and citizenship matters
- ▶ Operating the Central Civil Status Register (births, marriages and deaths)
- ▶ Handling church leaving
- ▶ Issuing civil status documents
- ▶ Registration for marriage
- ▶ Issuing certificates of no impediment
- ▶ Weddings and partnerships

#### **Service hours:**

Monday 8 am – 12 pm

Tuesday 8 am – 12 pm, 1 pm – 4 pm

Wednesday 8 am – 12 pm

Thursday 8 am – 12 pm, 1 pm – 4 pm

Friday 8 am – 12 pm

#### **Wedding times:**

Monday - Friday 8 am - 1 pm

Saturday 9 am - 1 pm

## **Municipality of Villach**

### **Passport Office**

Standesamtsplatz 1, Entrance II  
9500 Villach

**T** +43 4242 205-3900

**F** +43 4242 205-3997

**E** passamt@villach.at

#### **Scope of services:**

- ▶ Requesting passports and identity cards
- ▶ Application for ID Austria

#### **Service hours:**

Monday 8 am – 11:30 pm

Tuesday 8 am – 11:30 pm,  
1 pm – 3:30 pm

Wednesday 8 am – 11:30 pm

Thursday 8 am – 11:30 pm,  
1 pm – 3:30 pm

Friday 8 am – 11:30 pm

## **Municipality of Villach**

### **Citizen's Service**

Rathausplatz 1, Entrance I  
9500 Villach

**T** +43 4242 205-3900

**F** +43 4242 205-3998

**E** buergerservice@villach.at,  
meldeamt@villach.at

#### **Scope of services:**

- ▶ Information and consultation
- ▶ Lost and found office
- ▶ Issuing and receiving applications
- ▶ Registrations
- ▶ Carrying out selections
- ▶ Population referendum, surveys
- ▶ Information about resident parking permits and fishing permits
- ▶ Bus ticket refund

#### **Service hours:**

Monday 8 am – 12 pm

Tuesday 8 am – 12 pm, 1 pm – 7 pm

Wednesday 8 am – 12 pm

Thursday 8 am – 12 pm, 1 pm – 4 pm

Friday 8 am – 12 pm

Service hours settlement and residence

Monday - Friday 8 am - 12 pm

To avoid waiting times make an appointment.

## General compulsory education

For all children who live in Austria, there is general compulsory education. It starts in the year the child turns six (reference date is 1<sup>st</sup> September) and lasts nine school years. Compulsory education is fulfilled by visiting the following schools:

- ▶ 1<sup>st</sup> to 4<sup>th</sup> school year: Volksschule (Primary School)
- ▶ 5<sup>th</sup> to 8<sup>th</sup> school year: Mittelschule (New Secondary school)
- ▶ From the 9<sup>th</sup> school year: Pre-vocational School or attendance/further attendance of a School for Intermediate Vocational Education or College for Higher Vocational Education.

**Further information**  
[villach.at/schulen](http://villach.at/schulen)



## Vehicles

An insurance duty applies to vehicles (cars, lorries, motorbikes, mopeds) in Austria. You must therefore conclude at least a third-party liability insurance with an insurance company. Only then is your vehicle permitted on the road (official registration).

After paying the prescribed fees, you receive the official car registration number (number plate) and the approval sticker ("Pickerl"). You can register your vehicle at an insurance company or other authority, that will provide you with information about the necessary documents.

You may only use Austria's motorways with the motorway tax sticker (vignette, available at automobile clubs, post offices, petrol stations, newsagents). Use of seatbelts is obligatory in Austria – all passengers in a car must be strapped in. Children under 14 years who are smaller than 1,35 metres must sit in a suitable children's seat.

## Driving license

You need a valid driving license. Validity or expiry in the country of origin also apply in Austria. If your driving licence was issued in an EU or EEA country, it is valid in Austria (but you can convert it voluntarily). If you come from a third country and register your main place of residence in Austria, you can also drive with the foreign driving licence for the first six months. If you need it for longer than half a year it must be transferred at the latest after six months and you have to complete a practical driving test. For information, please contact the Villach police department.

### Police directorate of Carinthia / Police department of Villach

Citizen's Service

Trattengasse 34, 9500 Villach

**T** 059 133-26 5555

**E** [pk-k-villach@polizei.gv.at](mailto:pk-k-villach@polizei.gv.at)

**I** [www.polizei.gv.at](http://www.polizei.gv.at)

#### Service hours:

Monday – Wednesday 8 am – 1 pm

Thursday 8 am – 5 pm

Friday 8 am – 1 pm



# LIVING

## Registration obligation

If you move to Austria or within Austria, you must register your residence within three days at the citizens' service of the town hall.

You can find housing at

- ▶ Municipal of Villach
- ▶ Housing associations and companies
- ▶ Real estate agents
- ▶ Private lessors or sellers

The easiest option is to read housing advertisements in the daily and weekly newspapers. There are also special magazines just with housing advertisements, along with countless housing offers on the Internet.

## Note

Real estate agents request a commission for arranging housing (usually twice the monthly rent or a percentage of the purchase price). Have the rental or purchase contracts checked by a legal person (so-

licitor, rental association, Chamber of Labour). Ask what costs are already included in the rental – running costs such as heating, rubbish disposal and house cleaning can increase the overall expense of rental housing considerably.

Rental contracts are concluded with or without a fixed term. Complying with a contractually agreed notice period, the lessor or lessee can terminate the rental relationship at any time.

## Council housing

If required, one can apply in Villach for allocation of council housing.

## **Municipality of Villach Community Housing**

Italiener Straße 7 (2nd floor),  
9500 Villach

**T** +43 4242 205-5000

**F** +43 4242 205-5099

**E** wohnungen@villach.at

**I** villach.at/wohnen

### **Service hours:**

Monday - Friday: 8 am - 12 pm

Monday - Thursday: afternoons by  
appointment

To avoid waiting times make an appoint-  
ment.

### **Scope of services:**

- ▶ Housing advice
- ▶ Housing allocation
- ▶ Housing management
- ▶ Commercial and technical housing management
- ▶ Compiling building programmes and administrating building subsidies
- ▶ Organisation of the housing commission

For a housing application, all resident persons (over 14 years) must have German language knowledge at A2 level and be able to prove completion of the module “Harmonious Cohabitation” of the integration pass.

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**Further information**  
[villach.at/wohnungen](http://villach.at/wohnungen)



## **Useful addresses for seeking housing**

### **Meine Heimat**

Gemeinnützige Bau-, Wohn- und Siedlungsgenossenschaft

Zeno-Goess-Straße 13a, 9500 Villach

**T** +43 4242 54042

**I** heimat-villach.at

**E** kundenservice@heimat-villach.at

### **Kärntnerland**

Gemeinnützige Wohnbaugenossenschaft

Registrierte Genossenschaft mbH

Bahnhofstraße 38c/2

9020 Klagenfurt

**T** +43 463 513068

**I** kaerntnerland-gbv.at

**E** office@kaerntnerland-gbv.at

### **BUWOG Süd – formerly ESG**

Wohnungsgesellschaft mbH

Tiroler Straße 17

9500 Villach

**T** +43 4242 57200

**I** buwog.com

**E** vertrieb-sued@buwog.com

### **Landeswohnbau Kärnten**

Villach branch

Neue Heimat 13

9500 Villach

**T** +43 4242 21626

**I** neusiedlerbau.at

**E** office@lwbk.at

### **Kärntner Siedlungswerk**

Karner Straße 1

9020 Klagenfurt

**T** +43 463 56819-39

**I** ksw-wohn.at

**E** ksw@ksw-wohn.at

## Radio and TV registration

In Austria fees are due for radio and TV. Please register your devices at the Gebühren-Info-Service (GIS) of ORF. The registration form can be found on the Internet at [Igis.at](http://Igis.at).

The municipal housing complexes are equipped with central satellite systems. The mounting of private satellite dishes is generally prohibited.

## Good cohabitation

Being new in a town of course brings many lifestyle adjustments. As a new lessee or property owner, one must also adapt to the customs of the residential environment. Please note that house rules apply in most buildings, and are displayed in the stairwell. Please comply with these house rules. Introduce yourself to your neighbours when you move in – even if you do not yet speak German very well, the other residents will appreciate this gesture. Work in the apartment, garden or courtyard that generates noise (hammering, sawing, lawnmowing, loud music) is prohibited from Monday to Saturday from 7 p.m. to 8 a.m. and from 12 a.m. to 3 p.m. In general, night peace applies between 10 p.m. and 8 a.m.

If you hold a party in the home or outdoor area, please be so kind to inform your neighbours and house management beforehand. Grilling on the balcony is prohibited (strong smoke development). Please do not clutter the stairwell with bicycles, pushchairs etc. Use the rubbish bins and separate your rubbish.

## Rubbish: avoid, separate, dispose of properly!

The rubbish disposal system is regulated by law in Austria, with an emphasis on avoiding rubbish. The proper handling of

waste is a significant contribution to environmental protection and resource efficiency. In Villach, bins are provided in each residential house for rubbish separation.

**Black bin** for household waste or residual waste such as crockery, window glass, refuse, cat litter, bones, dirty paper, nappies, toys, vacuum cleaner bags etc.

**Brown bin** for organic waste, plant-based waste such as vegetable and fruit residue, flowers, plants, cut grass, leaves, branches, coffee and tea leaves with filter paper, eggshells etc.

**Red bin** for waste paper such as cardboard, newspapers, catalogues, books, files etc.

**Yellow bin or yellow sack:** Plastic bottles, beverage cartons (TetraPak), all plastic packaging such as yoghurt cups, chip bags, foils, fruit bowls etc. and metal packaging (beverage and tin cans).

**Old material collection points:** glass containers for scrap glass, one for coloured and one for clear glass, and in some cases second-hand clothes containers.

## Old material collection centre:

- ▶ Bulky rubbish
- ▶ Old electric devices
- ▶ Batteries (also in trade)
- ▶ Re-USE
- ▶ Problematic substances
- ▶ Junk
- ▶ Hard plastics
- ▶ Deep-frying oil etc.

### Old materials collection centre

Drauwinkelstraße 2, 9500 Villach  
(bei der Kläranlage)

T +43 4242 205-6300

### Opening hours:

Monday - Friday 7 am - 05 pm

Saturday 8 am - 12.30 pm

### Your rubbish disposal service provider

in Villach: Villacher Saubermacher

GesmbH & Co KG

Drauwinkelstraße 2, 9500 Villach

T +43 4242 58 20 99

Monday - Thursday 7.30 am - 12 pm

1 - 4.30 pm

Friday 7.30 am - 12 pm

1 - 3 pm

## Link to the Müll-App

Android



iOS



### Further information

[villach.at/abfall](http://villach.at/abfall)





# WORKING

The Austrian labour market is based on many laws.

## The most important regulations for the labour market

### Unrestricted access to the labour market:

- ▶ All persons with Austrian citizenship, their spouses and children, if they are entitled to settlement according to the NAG (Settlement and Residence Law).
- ▶ Citizens from EU member states and the EEA states Iceland, Norway and Liechtenstein, citizens from Switzerland
- ▶ Persons entitled to asylum (convention refugees) and subsidiary persons entitled to protection have free access to the Austrian labour market and may work without a special permit.

### Excepted from the law governing the employment of foreign nationals are...

foreigners in diplomatic or consular service and their foreign attendants, as well as teachers and researchers at universities and educational establishments, if they are entitled to settlement according to NAG.

### The Red-White-Red card (RWR Karte)

It provides entitlement to settlement and employment with a particular employer.

The RWR card is issued for:

Especially highly qualified workforces

- ▶ Specialist personnel in shortage occupations
- ▶ Other key workforces
- ▶ University graduates
- ▶ Self-employed key-personnel
- ▶ Company founders

Qualified workforces from third countries, as well as their family members, can settle permanently in Austria and work here with the Red-White-Red card. The permission is regulated through a points system. With the points calculator at [www.migration.gv.at](http://www.migration.gv.at) you can check if you fulfil the conditions for a RWR card.

The most important criteria for receiving a RWR card are: qualifications, work experience, language skills, age, adequate workspace opportunities and suitable remuneration.

## “The Red-White-Red Card Plus”

The Red-White-Red Card Plus provides entitlement to a time-limited settlement and unrestricted labour market access (independent and employed work, not restricted to a specific employer).

## “Permanent residency EU”

Those who have been settled in Austria for five years can apply for the residency status “permanent residency EU”. This provides entitlement to unlimited settlement with unrestricted labour market access. For the residency status, advanced German knowledge is necessary.

## CIC – Carinthian International Center

A network for international employees in industry and science in Carinthia. CIC provides multilingual (English, Italian etc.) assistance for career planning, on the way to self-employment and when seeking work.

### CIC - Carinthian International Center

Hauptplatz 7, 9500 Villach

**M** +43 664 96 41 345

**E** office@cic-network.at

**I** cic-network.at

By appointment only.

## AMS service for job seekers

The “Labour Market Service” (AMS) is responsible for unemployment insurance services, acts as an agent for finding workforces for open positions and supports the own initiative of job seekers and companies through consultation, information, qualification and financial support.

The job information centre of AMS offers information about job and training possibilities, as well as job application coaching and personal career guidance.

If you are a job seeker, register as soon as possible at the AMS branch in Villach.

### AMS branch Villach

Trattengasse 30, 9500 Villach

**T** +43 50 904 240

**F** +43 50 904 206 190

**E** ams.villach@ams.at

**I** ams.at

### Service hours:

Monday - Thursday 7.30 am - 3.30 pm

Friday 7.30 am - 1 pm

## Unsolicited application

You can find many job advertisements in the weekend editions of the daily newspapers. However, you can also send your application documents proactively to a company that you would like to work for. On the Internet you can find the eJob Room of AMS, along with some private job platforms with various job offers.

## Europe-wide job search

EURES helps job seekers in the EEA area to find a job. [I eures.ec.europa.eu](http://eures.ec.europa.eu)

## Representation of employee interests

### Arbeiterkammer (Chamber of Labour)

In cooperation with the Austrian Federation of Trade Unions, the Chamber of Labour represents the interests of employees, as well as consumers in Austria.

## Federation of Trade Unions

The Austrian Federation of Trade Unions (ÖGB) is the umbrella organisation of many trade unions (e.g. public service, construction-wood, private employees). It represents the interests of employees, as well as persons in training, the unemployed and pensioners. The ÖGB contributes to negotiating general collective contracts or laws.

The membership fee is a percentage of the gross income monthly. More detailed information is available at [I oegb.at](http://oegb.at).

### **Works council**

In a company that has at least 5 employees eligible to vote (regardless of their nationality), a works council can be established. The works council represents the interests of the employees to the corporate management. A “works council apportionment” to cover the costs is deducted directly from the salary and may amount to a maximum of half a percent of the net income.

### **Personnel representation**

In public administration, the works council is called personnel representation.

### **Acknowledgment of educational qualifications**

For workforces from abroad, the recognition of professional qualifications can play an important role for entering the Austrian labour market. Various establishments have been set up to support the recognition and evaluation process. These establishments offer persons resident in Austria free acknowledgment consultations in various languages.

#### **IAM-Institute for Work Migration**

Trattengasse 32, 9500 Villach  
3<sup>rd</sup> floor (right next to AMS Villach)

**T** +43 463 509 301

**F** +43 463 509 301-20

**E** [info@iam.co.at](mailto:info@iam.co.at)

**I** [iam.co.at](http://iam.co.at)

#### **Service hours:**

Monday - Friday 8 am - 3 pm

#### **Tasks:**

- ▶ Labour market policy advice
- ▶ Job
- ▶ Help with the preparation of application documents
- ▶ Support in the application process and company contacts
- ▶ Accompaniment to job interviews
- ▶ Advice on German courses
- ▶ Information on education and training and courses
- ▶ Support in the recognition and nos-trification of training
- ▶ Advice on the topic of residence
- ▶ Potential and competence analyses
- ▶ Career and competence advice
- ▶ Networking with authorities and institutions
- ▶ Information about the project Com-petence Check and much more

### **Freelancing, registration of a trade**

If you would like to work independently in Austria, you can be advised in advance by the Austrian Economic Chamber, which represents the interests of the self-employed. In Austria, a trade may only be practiced if there is a trade approval. The extract from the trade registry serves as proof of trade approval.

It must be clarified whether you need a trade approval or operational permission, what legal form is suitable for your company, how you finance your company etc.

Information about what conditions you must fulfil and what documents you need is available at the Trade and Events Department of Villach.

## Municipality of Villach

### Trade and events

Rathausplatz 1, 9500 Villach

T +43 4242 205-2200

F +43 4242 205-2299

E [anlagenbehoerde@villach.at](mailto:anlagenbehoerde@villach.at)

I [villach.at/anlagenbehoerde](http://villach.at/anlagenbehoerde)

### Service hours:

Monday	8 am – 12 pm, in the afternoon by appointment
Tuesday	8 am – 12 pm, 1 pm – 4 pm, by appointment until 7 pm
Wednesday	8 am – 12 pm, in the afternoon by appointment
Thursday	8 am – 12 pm, 1 pm – 4 pm
Friday	8 am – 12 pm

To avoid waiting times make an appointment.

## Further Information

[villach.at/anlagenbehoerde](http://villach.at/anlagenbehoerde)



## Work contract/notice of employment

Your employer must provide you with a work contract or a notice of employment as a written proof of your working relationship. This notice of employment must include e.g. the name and address of the employer and employee, the start date of the working relationship, the duration of the notice period, salary, due date for salary, working hours, annual holiday entitlement. Independent contractors are also entitled to a notice of employment. Teaching contracts must always be concluded in writing. Work contracts can be concluded for a specified or unspecified period.

## Insurance

Before starting the working relationship,

your employer must register you at the responsible social security carrier and pay social security contributions. You must receive a copy of this registration from your employer. It ensures that you have health, accident, unemployment and retirement insurance and you receive the “E-card” for making use of medical services. The self-employed must register themselves for social security (SVA, Sozialversicherungsanstalt für Gewerbliche Wirtschaft). The obligatory insurance for independent workers also comprises pension, health and accident insurance, as well as self-employed insurance.

## Working hours, holidays

The regular working hours for full-time employment in Austria are 8 hours per day, 40 hours per week. Other working hours are also possible, such as minimum employment, part-time employment, seasonal work etc. Holiday entitlement is at least five weeks per year, this also applies to minimum and part-time employment.

There is no legal entitlement to a 13<sup>th</sup> and 14<sup>th</sup> monthly salary. Employees are only entitled to this if it is contractually agreed.

## Taxes

Those whose main residence is in Austria must pay taxes on all income. To avoid double taxation of income from abroad, there is a double taxation agreement with the neighbouring, EU and EEA states. Employees as well as pensioners pay income tax which is withheld at source by the employer and is transferred to the tax office. Through an employee tax assessment any excess tax paid can be returned. The self-employed pay income tax and must submit an income tax declaration to the tax office. Further information: [www.bmf.gv.at](http://www.bmf.gv.at)

## **Termination**

With a termination by the employer, the employer dissolves a working relationship set for an undefined period. Fixed-term working relationships can only be terminated prematurely if agreed explicitly between the employer and employee. Notice periods and termination dates can be found in your work contract or the collective contract applicable to you.

## **Young people and work**

Children and young people are especially protected in Austria, so children may not work in Austria. Young people, on the other hand, after fulfilling their nine-year obligatory schooling, may learn a profession. Young people entitled to asylum who wish to learn a profession also do not need special permission. In Austria, women and men have equal rights to learn and practice a profession.



# LIFE SITUATIONS

The Villach municipality accompanies its citizens in all life situations.

## Marriage

The first step towards married life is the record to establish eligibility for marriage, the official registration for a civil marriage. It is also possible for same-gender couples to enter into the bond of marriage. Please book an appointment at the registry office in Villach at the telephone number +43 4242 205-3950. Then you will also find out what documents you need to bring and what fees are applicable. Upon registration, the place, date and procedure of the wedding, as well as your future married name will be specified. For foreigners, their national regulations apply.

## Registered partnership

You can enter into a “registered partnership” with your partner. Set a date at the registry office for the necessary procedure, telephone number +43 4242 205-3950.

## Pregnancy

As soon as you know you are expecting a child, you must notify your employer of the pregnancy and the expected date of birth. Eight weeks before and eight weeks after the birth, employees have an absolute work prohibition, the maternity leave.

For the healthcare provision of the mother and baby the “mother-child pass” prescribes a series of medical examinations during the pregnancy and up until the child’s 5<sup>th</sup> year of age. The mother-child pass is available at the medical office wherever the

pregnancy was confirmed. Every woman receives the pass, regardless of nationality. The examinations are only free if performed by a doctor under contract with your health insurance.

If you do not have health insurance, you can have an entitlement receipt issued by the regional medical insurance before an examination. You only receive the childcare allowance if you carry out all examinations on the due dates.

### **Birth**

The Villach registry office is responsible for documenting all births occurring in the Villach municipal area. For social security reasons, the notarization must be carried out within 13 working days from the day following the birth.

### **Birth certificate**

After the birth, contact the Villach registry office to obtain the birth certificate, proof of citizenship (for Austrian children) and confirmation of registration for your baby.

It is possible that you pick up the certificates directly at the registry office or parents who are married can use the “Digital Babypoint” by means of a mobile phone signature or ID Austria (details under <https://www.oesterreich.gv.at/landing-pages/geburt.html>).

You will then receive the documents by post or you can use our certificate service at the LKH Villach (only possible by appointment by telephone).

You can find out which documents are required by the parents from the staff of the registry office. Please call us in advance and ask.

### **Municipality of Villach Registry office**

Standesamtsplatz 3, 9500 Villach

T +43 4242 205-3950

F +43 4242 205-3999

E [standesamt@villach.at](mailto:standesamt@villach.at)

I [villach.at/standesamt](http://villach.at/standesamt)

### **Registering place of residence**

Registration takes place in the course of the birth certification by the registry office.

### **Proof of citizenship**

A legitimate child automatically becomes an Austrian citizen upon birth if one parent is an Austrian citizen at this time. Illegitimate children automatically receive the Austrian nationality if the mother is an Austrian national at the time of the birth or the Austrian father confirms paternity within 8 weeks.

### **Registering for social security**

This occurs automatically through the registry office. The e-card will be sent to you automatically by post.

### **Passport/Identity card**

Children need their own document for travelling to a foreign country. It can be obtained at the Villach town hall in the Citizens' Service Department. Please find out beforehand which documents you need. Information about the required documents is available at [villach.at/buergerservice](http://villach.at/buergerservice)

### **Maternity allowance, childcare allowance**

During the four-months maternity leave, under certain conditions mothers receive a maternity allowance as compensation for the lost income. At the earliest from the day of birth, you can apply for childcare allowance.

Parents have the possibility to receive a childcare allowance according to various systems and options. For the full allowance, the examinations fulfilled according to the Austrian Mother-Child Pass programme. The application for childcare allowance is submitted to the health insurance that issued the maternity allowance or with which you are insured.

### **Family allowance, child tax deduction**

Regardless of profession or income, parents are entitled to a family allowance for their children. The amount depends on the age and the number of children. A higher allowance is paid for disabled children. From the age of 18, the family allowance is only granted under certain conditions. The application for the family allowance is submitted to the responsible tax office. Together with the family allowance, the child tax deduction (a negative tax) is paid out. It does not need to be applied for separately. Further information: [www.bmf.gv.at](http://www.bmf.gv.at)

### **Childcare**

NOTE: In Carinthia there is an obligatory playschool (kindergarten) year. Children MUST attend a child education and childcare establishment for the last year before they start compulsory schooling. This obligatory year is free up to 20 hours per week (4 hours per day). Information is available by telephoning +43 4242 205-3200 at the department of education.

### **Social assistance benefits**

Welfare benefits are intended to:

1. meet the necessary needs of persons in social distress and at risk of social exclusion as a result;
2. make a decent life possible by supporting the general livelihood and contributing

- to the satisfaction of housing needs;
3. avoid social hardship and social exclusion as a result;
4. empower and encourage individuals to avert and overcome social emergencies as quickly as possible on their own;
5. promote the (re)integration of eligible persons into working life;
6. Take into account integration policy and foreign policy objectives.

### **Municipality of Villach**

#### **Social matters**

Italiener Straße 7 (1st floor),

9500 Villach

**T** +43 4242 205-3300

**F** +43 4242 205-3398

**E** [soziales@villach.at](mailto:soziales@villach.at)

**I** [villach.at/soziales](http://villach.at/soziales)

#### **Service hours:**

Monday - Friday: 8 - 12

Monday - Friday: in the afternoon by appointment.

#### **Scope of Services:**

- ▶ Carinthian Social Assistance
- ▶ Carinthian equal opportunities
- ▶ Help in special life situations
- ▶ Emergency aid
- ▶ Care of senior citizens
- ▶ Social and health diocese
- ▶ Meals on wheels
- ▶ School starter package and heating subsidy
- ▶ Social counselling and support

### **Help in special life situations**

Who is entitled to subsistence and housing benefits?

Social assistance is, in principle, 'subordinate' aid and presupposes a social emergency, i.e. before it is granted, all other

possibilities must be exhausted. Persons who have their main residence and their actual residence in Carinthia and who have actually been resident in the Federal Republic of Germany for at least 5 years are entitled. The prerequisite is that the person of working age is available to the labour market service and that he is a job (coupling to the willingness to work). Persons without

Health insurance that receive a subsistence and housing benefit in accordance with Section 12 of the Carinthian Social Assistance Act is included in the statutory health insurance.

## Death

In case of a death at home, notify a doctor who can issue a death certificate. Until arrival of the certifying doctor, no changes may be made to the deceased (this includes a change of clothing).

In case of a death at the hospital or a care establishment, the death certificate is arranged by the administration and the death is notified directly to the registry office. In case of a death at home, the undertaker usually takes care of the notification. He or she also acts as a contact person for all matters and provides support during this difficult time.

The certification of the death (issuing a death certificate) takes place at the registry office. This official step is also usually taken care of by the undertaker. The registry office or the undertaker can provide information about which documents are needed.

After issuing the death certificate, the Association of Social Security Providers and the probate court of the main place of residence are notified electronically. The de-

registration at the central registry is also carried out.

## Children, youth and family counselling

The aim is to accompany and advise children, young people and their whole family system, as well as to take their strengths, resources and possibilities into consideration for the respective guidance.

According to child and youth support law, the children and youth help has the task of supporting families in the fulfilment of their obligations and, if children or young people are in danger, to take suitable measures to protect these children. In difficult situations (e.g. separation or divorce), both parents can seek (legal) counsel. Children and young people who can no longer live with their parents due to the family situation find a new home in social housing communities or with foster parents. Parent counselling services offer parents of babies and toddlers comprehensive support in all matters pertaining to education, nutrition, care and health.

### Scope of services:

- ▶ Education counselling
- ▶ Education assistance
- ▶ Crisis intervention
- ▶ Children's recreational initiatives
- ▶ Foster children
- ▶ Adoptions
- ▶ Alimony trustees
- ▶ Alimony payments
- ▶ Parental custody matters

# CHILDREN, YOUNG PEOPLE, FAMILIES

## Youth Office

The Youth Office is responsible for the youth offers of the city of Villach. These include over 200 free events and workshops a year, several youth rooms and many opportunities for co-determination. Most important is the youth centre at Gerbergasse 29 – the meeting place in the city centre for everyone aged 12 and over. Here you can not only spend your free time comfortably, you also get help in difficult situations.

In Villach, young people can have a say and help shape things – the Youth Office supports them in this. Skate parks, graffiti walls, the cultural courtyard and even the youth centre were inspired by young people. Together with the Youth Office, young people can also implement their desired event, such as Silbersee Opening or Band Contest. Villach even has its own youth council, which is elected every 2 years.

All current offers on [villach.at/jugend](http://villach.at/jugend)

## Prevention Network

The Villach Prevention Network includes institutions that offer counselling, help and support in various life situations for young people. Coordinator: Mag.a Ilse Woods-Pertl, BA, T +43 4242 205-3434  
E [ilse.woods-pertl@villach.at](mailto:ilse.woods-pertl@villach.at), I [villach.at/netzwerk-praevention](http://villach.at/netzwerk-praevention)

Youth Office of the City of Villach  
Standesamtsplatz 2, 9500 Villach,  
Secretariat  
T +43 4242 205-3119

Youth Representative  
T +43 4242 205-3115  
E [jugend@villach.at](mailto:jugend@villach.at)  
Appointment by appointment.  
All youth offers at a glance:  
[villach.at/jugend](http://villach.at/jugend)

## Municipality of Villach Social and youth welfare

Hans-Gasser-Platz 9 (1<sup>st</sup> floor),  
9500 Villach  
T +43 4242 205-3800  
F +43 4242 205-3899  
E [jugendamt@villach.at](mailto:jugendamt@villach.at)  
I [villach.at/kinderundjugendhilfe](http://villach.at/kinderundjugendhilfe)

### Service hours:

Monday – Friday: 8 am – 12 pm  
Monday – Thursday: afternoon by appointment.

## Youth Centre

Gerbergasse 29, 9500 Villach  
T +43 4242 205-3434  
E [jugend@villach.at](mailto:jugend@villach.at)  
I [villach.at/jugendzentrum](http://villach.at/jugendzentrum)  
**Opening hours:**  
Monday – Friday: 1 pm – 6 pm



**Registration period:** a week during the period from the end of January to the beginning of February prior to the start of the kindergarten and nursery year in September of that year. The date of the registration week is announced in Villach municipal media.

### **Child education and childcare establishments**

All children are accompanied and taken care of at our child education and childcare establishments. The department of education (formerly playschool and nursery department) can provide further information about facilities available and what you need to know if your child will soon attend playschool.

### **Municipality of Villach Department of Education**

Klagenfurter Straße 66  
9500 Villach

**T** +43 4242 205-3200

**F** +43 4242 205-3299

**E** bildung@villach.at

**I** villach.at/bildung

#### **Service hours:**

Monday 8 am – 12 pm, in the afternoon  
by appointment  
Tuesday 8 am – 12 pm, 1 pm – 4 pm, by  
appointment until 7 pm  
Wednesday 8 am – 12 pm, in the afternoon  
by appointment  
Thursday 8 am – 12 pm, 1 pm – 4 pm  
Friday 8 am – 12 pm

You can already access many of our services digitally. To visit us in person please make an appointment in advance. Contact us by telephone, e-mail or directly online at [villach.at/termine](http://villach.at/termine).



# EDUCATION

## Compulsory schooling

(6–15 years old, 1<sup>st</sup> – 9<sup>th</sup> school year).

Children in Austria must attend school for 9 years from the age of 6, preceded by a compulsory preschool year. There is an education and training obligation until the age of 18. Parents are responsible for their children's school attendance.

## Volksschule (Primary School)

(6 – 10 years old, 1<sup>st</sup> to 4<sup>th</sup> school year). The child must be registered at a school near the residential address half a year before starting school. If you want your child to go to a different school, you need the approval of the school department. The parents or guardians receive all information by letter from the respective school director.

Children required to attend school who are not yet ready for school must attend a preschool class for the first year to grow into school life. The preschool level is part of the general compulsory education. Preschool lessons are offered at every school. Please enquire at the school management for further information.

## Municipality of Villach

### Department of Education

Klagenfurter Straße 66  
9500 Villach

**T** +43 4242 205-3300

**F** +43 4242 205-3399

**E** bildung@villach.at

**I** villach.at/bildung

### Service hours:

Monday	8 am – 12 pm, in the afternoon by appointment
Tuesday	8 am – 12 pm, 1 pm – 4 pm, by appointment until 7 pm
Wednesday	8 am – 12 pm, in the afternoon by appointment
Thursday	8 am – 12 pm, 1 pm – 4 pm
Friday	8 am – 12 pm

Contact us by telephone, e-mail or directly online at [villach.at/termine](http://villach.at/termine)

## Mittelschule/Gymnasium (Secondary School/Grammar School)

(10–14 years old, 5<sup>th</sup> to 8<sup>th</sup> school year)

The MS and the Gymnasium serve the purpose of basic general education, as well as preparation for professional life or transition

to further education schools. The MS curriculum corresponds to that of the Gymnasium.

### **Pre-Vocational School**

(15 years old, 9<sup>th</sup> school year)

Pupils are prepared for their further (professional) life through deepening of general education, professional orientation and basic vocational education. An orientation phase at the beginning of the school year and professional orientation as a teaching principle offer a range of possibilities to get to know the professional world. Through company and profession insights in training workshops and extracurricular institutions, as well as through practical work days (trial apprenticeship) in companies, the choice of profession is supported.

### **Mother-tongue lessons**

Pupils with a mother tongue other than German can deepen their knowledge of their mother tongue in confirmed, non-binding practice. Participation is voluntary and free of charge, but it is recommended to make use of this educational option, because good knowledge of the mother tongue is the basis for further language acquisition and can have a positive effect on performance in other subjects. Mother-tongue lessons can be carried out in principle in any language. Further information is available from the management of the school your child attends.

### **Religious education**

The religious education in Austria is carried out by recognised churches and religious societies for the school children affiliated to them. It takes place as part of the school curriculum.

### **Children with disabilities**

For children with disabilities, special support

is provided so that they can achieve their educational objectives. It is recommended in all cases to contact the regional school council for information about the possibilities of integrative/inclusive education and specific forms of special needs support.

### **School for Intermediate Vocational Education (BMS)**

The schools for intermediate vocational education (professional schools) offer an extended and more in-depth general education, as well as intensive professional education. There are technical, commercial (fashion, tourism) and artisanal schools, one/two/three-year schools for commercial professions, trade schools, schools for social professions, as well as specialist schools for agriculture and forestry.

### **Apprenticeship**

The apprenticeship offers young people a solid professional education in one of around 200 vocations. The apprenticeship is the right choice for those who prefer a practice-orientated education within a trade (participation in the company). Apprentices spend around 20% of the training time in the professional school, where they acquire the theoretical knowledge for the profession.

### **After compulsory education Education to the age of 18**

Education until 18 is an initiative of the Austrian federal government, with the objective of leading all young people to a qualification beyond the compulsory education and to counteract early education termination. The training obligation applies to all young people until the age of 18 who have fulfilled the general compulsory education and reside permanently in Austria.

## **Achieving the Matura (secondary school graduation) Academic Secondary School (AHS), Upper Level**

(14 – 18 years or 9<sup>th</sup> – 12<sup>th</sup> school year)

They provide a comprehensive general education and end with the Matura (secondary school graduation). The graduation certificate provides entitlement to study at universities and technical colleges, as well as colleges of further education and academies.

## **Colleges for Higher Vocational Education (BHS)**

(14 – 19 years or 9<sup>th</sup> to 13<sup>th</sup> school year)

The 5-year colleges for higher vocational education provide higher general and specialist education, enabling the practice of higher-level professions. They conclude with the diploma examination that entitles university or higher studies. You can find a list of the BHS at [www.abc.berufsbildendeschulen.at](http://www.abc.berufsbildendeschulen.at)

## **Studies University**

University studies teach specialist competences, as well as general problem-solving abilities and analysis capabilities. A university degree opens a wide range of career possibilities and can be tailored optimally to personal competences and preferences due to a broad spectrum of choices.

## **University of Applied Sciences (FH)**

Universities of Applied Sciences offer academically founded professional education with a strong profession-related orientation (at least one practical semester is part of the course of study).

## **Recognition of foreign qualifications**

What procedure is applied to acknowledging foreign qualifications depends what profession is envisaged in Austria. There is a distinction between regulated and non-regulated professions. Regulated professions are those for which the proof of certain qualifications is a condition (for example architects, the medical profession, lawyers and solicitors).

- ▶ The nostrification by an Austrian university or technical college is a special type of acknowledgement and only required if a regulated profession is sought and the qualification was acquired in a third country (non-EU state). Further information is available at [nostrifizierung.at](http://nostrifizierung.at).
- ▶ If a regulated profession is sought and the qualification was acquired in an EU state, an abbreviated recognition is required according to the EU Professional Recognition Directive at the respective professional authority (federal or regional authority). Further information and the responsible authorities can be found on [berufsanerkennung.at](http://berufsanerkennung.at).
- ▶ For non-regulated professions, in principle no formal recognition of foreign qualifications is required. In such cases, an evaluation of your higher education qualification by ENIC NARIC Austria can be helpful for professional purposes. The application is only possible online at [ais.at](http://ais.at) (payable).

### **ENIC NARIC Austria**

Federal Ministry of Education,  
Science and Research, department IV / 13  
Teinfaltstraße 8, 1010 Wien

**T** +43 1 53120 - 5920 to 5930

**F** +43 1 53120 - 3099

**E** naric@bmbwf.gv.at

**I** naric.at

We prefer e-mail enquiries (including corresponding documents) to be able to answer your questions as quickly as possible.

#### **Service hours:**

Monday - Friday: 10.30 am -3.30 pm

We kindly request making an appointment.

#### **Scope of Services:**

- ▶ Multilingual, free acknowledgement advice
- ▶ Clarification whether a formal acknowledgement is necessary / possible
- ▶ Organisation of attested translations of diplomas, certificates and other documents
- ▶ Forwarding of diplomas / certificates to the assessment authorities
- ▶ If required, support throughout the acknowledgement process
- ▶ Information about further education and advice options

### **AST Carinthia**

contact point for persons with qualifications acquired abroad

AMS Landesgeschäftsstelle, Rudolfsbahngürtel 42, 9021 Klagenfurt  
2<sup>nd</sup> floor, room no. 263

**T** +43 316 83 56 30

**E** ast.kaernten@zebra.or.at

**I** anlaufstelle-erkennung.at

We kindly request making an appointment.

### **“Tertiary education”**

There are various possibilities to catch up on basic education or missed educational qualifications.

### **Basic education, compulsory education completion**

There are a wide range of educational measures in the basic education and compulsory schooling area. If you have not completed compulsory education or an apprenticeship, you can return to it and complete training for a (another) profession. Information is available at the Austrian educational counselling, Carinthia network: [www.bildungsberatung-kaernten.at](http://www.bildungsberatung-kaernten.at)

### **Die Kärntner Volkshochschulen**

Course for later completion of compulsory schooling

Bahnhofstraße 44, 9020 Klagenfurt

**T** +43 50 477 702

**E** vhs-grundbildung@vhskt.n.at

**I** vhskt.n.at

### **Completing an apprenticeship**

Those who have not completed an apprenticeship can take a final examination under certain conditions. Persons over 18 years of age may also take the examination if they can prove the necessary knowledge (as a rule two years of professional practice).



### External examination

With an external examination, one can catch up on graduation certificates or certain subjects of a school year without attending school. Applications are to be made to the directors of the respective school.

### Professional school graduation examination

At many adult education establishments, it is possible to complete a professional school graduation examination after attending school or a course (at the earliest from 17 years of age). The professional school graduation examination is the equivalent to the Matura and the condition for attending universities, colleges, technical colleges and academies.

### University entrance examination

Without the Matura, academies, technical colleges and universities (restricted to certain studies) can be attended with a university entrance examination.

### Schools for professionals

Here those already exercising a profession or persons with completed professional education can acquire education and the associated entitlements of certain school types in evening classes. Conditions: at least 17 years of age, successful comple-

tion of 8 years of compulsory education, professional experience or completed professional education. Many vocational junior and senior secondary schools, as well as colleges (for persons with school graduation) are run as evening schools.

### Library

The Alpen-Adria Mediathek contribute to education in Villach. This offers a range of books, magazines, audio books, films and music CDs. There are also books in foreign languages for children, as well as for adults, and language programmes to acquire the German language and other languages.

#### Alpen-Adria-Mediathek

Kaiser Josef Platz 1

9500 Villach

T +43 050 477-5000

E [bibliothek@akktn.at](mailto:bibliothek@akktn.at)

#### Service hours:

Monday to Thursday: 8 am - 4 pm

Friday: 8 - 12 pm

Lifetime (adults): EUR 10,00

Children and youth until 18: free of charge

**Bundesgymnasium und Bundesrealgymnasium St. Martin (Grammar School)**

St. Martiners Straße 7, 9500 Villach

T +43 4242 56305

E [direktion@it-gymnasium.at](mailto:direktion@it-gymnasium.at)

I [it-gymnasium.at](http://it-gymnasium.at)

**Bundesgymnasium und Bundesrealgymnasium Peraustraße (Grammar School)**

Peraustraße 10-12, 9500 Villach

T +43 4242 24553

E [bg-vill-perau@lkr-ktn.gv.at](mailto:bg-vill-perau@lkr-ktn.gv.at)

I [peraugymnasium.at](http://peraugymnasium.at)

**Bundeshandelsakademie und Bundeshandelsschule (Trade Academy)**

F.-X.-Wirth-Straße 3, 9500 Villach

T +43 4242 285 40-0

E [sekretariat@hak-villach.at](mailto:sekretariat@hak-villach.at)

I [hak-villach.at](http://hak-villach.at)

**Höhere Technische Bundeslehr- und Versuchsanstalt (Technical School)**

Tschinowitscher Weg 5, 9500 Villach

T +43 4242 370 61

E [office@htl-villach.at](mailto:office@htl-villach.at)

I [htl-villach.at](http://htl-villach.at)

**Centrum Humanberuflicher Schulen (Social work Schools)**

Richard-Wagner-Straße 8, 9500 Villach

T +43 4242 248 09

E [direktion@chs-villach.at](mailto:direktion@chs-villach.at)

I [chs-villach.at](http://chs-villach.at)

**Bundes-Bildungsanstalt für Elementarpädagogik (Primary teacher training)**

Hubertusstraße 1, 9020 Klagenfurt

T +43 463 233 64

E [bakip@lkr-ktn.gv.at](mailto:bakip@lkr-ktn.gv.at)

I [bafep-ktn.at](http://bafep-ktn.at)

**Kärntner Tourismusschulen (Tourism Schools)**

Kumpfallee 88, 9504 Warmbad Villach

T +43 4242 3007

E [office@kts-villach.at](mailto:office@kts-villach.at)

I [kts-villach.at](http://kts-villach.at)

**Schule für Gesundheits- und Krankenpflege (Healthcare)**

Europaplatz 3, 9500 Villach

T +43 4242 222 92

E [abt6.schulegukv@lkr-ktn.gv.at](mailto:abt6.schulegukv@lkr-ktn.gv.at)

I [ausbildungszentrum.ktn.gv.at/villach](http://ausbildungszentrum.ktn.gv.at/villach)

**Fachhochschule Kärnten (Technical College)**

Villacher Straße 1, 9800 Spittal

T +43 5 905 00-0

E [info@fh-kaernten.at](mailto:info@fh-kaernten.at)

I [fh-kaernten.at](http://fh-kaernten.at)

**AAU – Alpen-Adria-Universität (Alpe Adria University)**

Universitätsstraße 65-67,

9020 Klagenfurt am Wörthersee

T +43 463 2700

E [uni@aau.at](mailto:uni@aau.at)

I [aau.at](http://aau.at)

# HEALTH

## Health insurance

In Austria compulsory insurance applies. Your employer is obliged to register you for social security before starting a work relationship (you receive a copy of the registration from the employer). You then have a health, accident and retirement insurance and can use all medical services.

If you earn less than 500,91 EUR per month (status 2023), this is regarded as minimum employment. In this case, you are only registered for the accident insurance. However, you can insure yourself voluntarily at a reduced rate at the regional medical insurance for health insurance. When registering for social security, you receive an insurance number that you will need on an ongoing basis. The social security contribution is deducted directly from your salary. Your dependents (spouse, children) can be co-insured with you (mostly free of charge or at a reduced rate).

If you are or become unemployed, you receive health insurance through the AMS (Arbeitsmarktservice, Labour market service). Which insurance company you are insured with depends on your profession. Employees and workers are generally insured by the Kärntner Gebietskrankenkasse (Carinthian Regional Medical Insurance). In Austria around 99,9 percent of the population has health insurance. If you do not have health insurance and have no possibilities for co-insurance (spouse, parents), you can insure yourself by submitting an application to the Austrian Health Insurance. The self-insurance can entail a waiting period of six months. For advice about your specific situation, contact the

Austrian Health Insurance. Further information at [I sozialversicherung.at](https://www.sozialversicherung.at).

## E-Card

You receive the E-card from your insurance (in the form of a debit card). You must show this at every visit to a doctor, dentist, health insurance or hospital. If you do not have an E-card with you, you must pay an excess. Your name and insurance number are stored on your E-card. Asylum seekers receive an E-card after being accepted by the federal scheme.

## Prescription fee

Most medical services in Austria are free for persons with health insurance. If your doctor prescribes a medicine (and gives you a prescription), you must pay a fee for this at the pharmacy. The prescription fee is currently EUR 6,85 (since 01.01.2023). Persons and families with a very low income and persons who regularly need a lot of medicines can be exempt from the prescription fee. Information about this is available at the Austrian Medical Insurance on the telephone number 05 0766-164400.

## “If it hurts! 1450”

The telephone health advice

## Medical on-call duty, emergency medical service

For necessary medical treatment outside of usual opening hours, there is the medical on-call duty: at weekends and on holidays through the Red Cross on the telephone number 141 or directly via the mobile number of the doctor. The list of doctors is available at the Medical Association for Carinthia [I aektn.at/hausarzte](https://www.aektn.at/hausarzte)

## Emergency doctor/rescue

In all acute life-threatening cases, the medical team of the emergency doctor system, search and rescue and the Austrian Red Cross are available. Emergency number: 144

## Pharmacies

Pharmacies are open from Monday to Friday from 8.00 to 18.00 and on Saturday from 8.00 to 12.00 (to 13.00). During the night, at the weekend and on holidays there is the on-call pharmacy service. Which pharmacy is on duty is displayed on pharmacies, stated in the daily newspaper or on the Internet e.g. [I.apothekerkammer.at/apothekensuche](http://I.apothekerkammer.at/apothekensuche)

## Villach municipal health authority

The health authority carries out vaccinations for children and adults, participates in regional vaccination initiatives (FSME, flu) and much more.

## Municipality of Villach Health

Rathausplatz 1, 9500 Villach

**T** +43 4242 205-2500

**F** +43 4242 205-2599

**E** [gesundheit@villach.at](mailto:gesundheit@villach.at)

**I** [villach.at/gesundheit](http://villach.at/gesundheit)

### Service hours:

Monday 8 am – 12 pm, in the afternoon  
by appointment  
Tuesday 8 am – 12 pm, 1 pm – 4 pm, by  
appointment until 7 pm  
Wednesday 8 am – 12 pm, in the afternoon  
by appointment  
Thursday 8 am – 12 pm, 1 pm – 4 pm  
Friday 8 am – 12 pm

### Vaccination service hours:

**T** +43 4242 205-2516

Tuesday 9 am – 12 pm, 1 pm – 7 pm

Wednesday 8 am – 12 pm

Contact us by telephone, e-mail or directly  
online at [villach.at/termine](http://villach.at/termine).

### Lactation advice:

**M** +43 681 1054 1431

We kindly request making an appointment.

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**Further information**  
[villach.at/gesundheit](http://villach.at/gesundheit)



# SETTLEMENT AND RESIDENCE

For people who are not Austrian citizens but would like to stay in Austria for a duration of time, many regulations governing this residence apply.

## **Municipality of Villach**

### **Citizen Service**

Settlement and residence

Standesamtsplatz 2, 9500 Villach

T +43 4242 205-3940 to 3942

E [nag@villach.at](mailto:nag@villach.at)

I [villach.at/migration](http://villach.at/migration)

### **Service hours:**

Monday - Friday: 8 - 12

To visit us in person please make an appointment in advance.

## **Citizens of the EEA and Switzerland**

(EEA – European Economic Area: countries of the European Union plus Iceland, Liechtenstein and Norway)

Citizens of the EEA and Switzerland are entitled to stay for more than three months if they

- ▶ Are an employee or self-employed in Austria
- ▶ Have sufficient income for themselves and their family members and adequate health insurance

If citizens of the EEA and Switzerland stay in Austria for more than three months, they must register within four months after arrival with the settlement authority, in this case the Villach municipality (application for “certificate of registration” / “Anmeldebesccheinigung”). After five years of uninterrupted and lawful residence in Austria,

EEA and Swiss citizens acquire the right to permanent residency in Austria (application for “certificate of permanent residency / “Bescheinigung des Daueraufenthalts”).

Citizens of third countries who are family members of EEA or Swiss citizens entitled to residency can also stay in Austria for longer than three months if they fulfil certain conditions (e.g. marriage or registered partnership, direct relations).

## **Citizens of third countries**

Citizens of a third country (countries that do not belong to the European Union or the EEA) who want to stay in Austria for longer than six months need a residence permit according to settlement and residence law. For a stay of up to six months, the foreign police law applies, then the settlement and residence law (NAG).

## **Residence permit**

There are various residence permits providing entitlement to a fixed-term or indefinite settlement.

## **Residence permit for fixed-term settlement**

- ▶ Residence permit: temporary fixed-term residence
- ▶ Red-White-Red Card: fixed-term residence, for 24 months restricted access to the labour market
- ▶ Red-White-Red Card Plus: fixed-term residence, unrestricted access to the labour market
- ▶ Blue Card EU: fixed-term residence, for 24 months restricted access to the labour market

- ▶ Residence permit: fixed-term residence, restricted access to the labour market
- ▶ Residence permit – excluding employment: fixed-term residence, no access to the labour market
- ▶ Residence permit – family members: fixed-term residence, no access to the labour market
- ▶ Family members: fixed-term residence, unrestricted access to the labour market

### **Permanent residency permit**

- ▶ Permanent residency – EU: unlimited settlement with unrestricted labour market access

### **First application**

The first application for a residence permit must be applied for from abroad at the respective Austrian embassy or consulate. To receive a residence permit, you must fulfil certain conditions (e.g. a secure income, insurance, housing). Applicants requiring a visa receive an entry visa and can travel to Austria with it and collect the residence permit. Fixed-term residence permits are usually granted for twelve months, starting with the issuing date. Some groups of persons can also submit the initial residence application in Austria, such as family members of Austrians or persons exempt from visa during the visa-free stay.

### **Extension of residence permit**

If you would like to extend your residence permit, you must apply for it on time before the expiry of the validity period at the responsible authority.

**Note!** If you apply too late, it will be treated as a first application!

### **Change of residence purpose**

Residence permits are always issued for a specific purpose (e.g. work).

### **Residence permits for newborn infants**

Newborns who do not have Austrian citizenship are exempt from the visa duty for the first six months of their life. They therefore need neither an entry nor a residence permits, if the mother or another person in custody of the child is legally settled in Austria. If the mother does not have a residence permit in Austria, initial applications for family community must be submitted from abroad.

### **Residence permit for family members**

Family members of an original family member with a residence permit have a right of residence for five years based on family reunification. With the loss of the residence permit of the original family member during the first five years, the residence permits for the family members also expires. However, this does not apply if the family members are able to fulfil the issuing conditions of their own accord.

### **Family members lose their Right of establishment not**

- ▶ due to the death of the spouse or parent
- ▶ by divorce due to predominant fault of the other spouse
- ▶ for reasons that are particularly worthy of consideration (e.g. victims of domestic violence).

In order to safeguard this right, relatives must immediately notify the authority of these circumstances. Detailed information on the entry and settlement requirements for Austria can also be obtained

from the Federal Ministry of the Interior on the hotline +43 531 26 35 57, at [www.bmi.gv.at](http://www.bmi.gv.at) and at [www.help.gv.at](http://www.help.gv.at)

### German language skills prior to arrival

Nationals of third countries must already be able to prove knowledge of the German language at A1 level (of the Common European Reference Framework for Languages) upon application for permanent residence.

These are basic German skills at the simplest level. The proof is made through a language diploma or a course certificate from recognised establishments (see also “integration agreement”).

**Note:** the diploma or certificate may not be older than one year!

### Integration agreement

The integration agreement (IV) serves the purpose of the integration of legally settled third-country nationals in Austria (persons who are not EU citizens, EU nationals, EEA citizens, EEA nationals, Swiss). The purpose is to acquire deeper knowledge of the German language. Simple German skills for elementary language usage are already a condition before arrival for the issuing of certain initial residential statuses, but this is not part of the IV. The IV is composed of two consecutive modules. When issuing certain residential statuses, module 1 must be fulfilled within two years. The fulfilment of module 2 is a condition for receiving permanent residency status, as well as citizenship. Consultation about course offers and requirements is available at ÖIF ([www.integrationsfonds.at](http://www.integrationsfonds.at)).



# MIGRATION AND INTEGRATION

## Office for integration

The team at the Villach integration office provides consulting on the topics of migration and asylum. If you need help due to linguistic problems, or you do not know which office to contact, then the integration office can support you. There you receive further information and suggestions. The employees will be happy to establish contact with the responsible offices or organisations for you.

A further task is the close cooperation with the migrant and charitable associations. If you have ideas for new projects or events with a migrant background, these can be considered with the integration office.

The integration office offers information events that can facilitate your everyday life in Villach. The team has set itself the task of carrying out educational work for all residents in Villach in order to discuss and eliminate prejudices, fears and uncertainties.

The integration office of the town of Villach represents an orientation point that you can always turn to. Visit us personally during the opening hours or contact us by telephone or e-mail.

## Municipality of Villach

### Office of integration

Standesamtsplatz 2, 9500 Villach

T +43 4242 205-3119

E [integration@villach.at](mailto:integration@villach.at)

I [villach.at/integration](http://villach.at/integration)

### Service hours:

Monday - Friday 8 am - 12 pm

To visit us in person please make an appointment in advance.

## Useful addresses:

### PIVA – Project Group Integration of Foreigners

Italienerstraße 17, 9500 Villach

T +43 4242 363 63

E [beratung@piva.or.at](mailto:beratung@piva.or.at)

I [piva.or.at](http://piva.or.at)

### Plattform Migration Villach

Walter-von-der-Vogelweidepark 5/4,  
9500 Villach

E [office@plattform-migration.at](mailto:office@plattform-migration.at)

I [plattform-migration.at](http://plattform-migration.at)



# EQUALITY AND PARTICIPATION

For various reasons, not all people are able to participate equally in social life. Some persons or groups are disadvantaged or discriminated against. Therefore laws were established in Austria that forbid discrimination and organisations that are engaged in the equal treatment of disadvantaged persons.

## Equality and equal treatment of women and men

Women and men are legally equal in Austria (the Equal Treatment Act applies to women, men and trans persons). They have the same opportunities and rights before the law, e.g. for education or work. In practice, however, women may still be discriminated against because of their gender. In many professions they receive a lower salary for the same work as their male colleagues. The allocation of tasks and duties in the family (children, care) often goes to women. Furthermore, despite their education and training, women more rarely hold higher or leading positions. Women are more often subject to sexual or sexualised violence and sexism within families, at the workplace or during leisure time. In Villach there are organisations that counsel and support girls and women who are disadvantaged. The

Women's Council of Villach town takes active measures to implement the equality of women and men in all areas of life.

Our women's office takes care of women-specific projects, events, subsidies and provides consultation in women's matters.

### Municipality of Villach Women's Office Villach

Standesamtsplatz 2, 9500 Villach

T +43 4242 205-3113

E [frauen@villach.at](mailto:frauen@villach.at)

I [villach.at/frauen](http://villach.at/frauen)

#### Service hours:

Monday	8 am – 12 pm, in the afternoon by appointment
Tuesday	8 am – 12 pm, 1 pm – 4 pm, by appointment until 7 pm
Wednesday	8 am – 12 pm, in the afternoon by appointment
Thursday	8 am – 12 pm, 1 pm – 4 pm
Friday	8 am – 12 pm

You can already access many of our services digitally. To visit us in person please make an appointment in advance. Contact us by telephone, e-mail or directly online at [villach.at/termine](http://villach.at/termine).

### **Womens refugee**

Women and children threatened and affected by violence can find help, protection and counselling.

#### **24 hours hotline.**

**+43 4242 31 0 31**

Postfach 106, 9500 Villach

**E** hilfe@frauenhaus-villach.at

**I** frauenhaus-villach.at

### **Womens consulting Villach**

Peraustraße 23, 9500 Villach

**T** +43 4242 246 09

**E** info@frauenberatung-villach.at

**I** frauenberatung-villach.at

#### **Service hours:**

Monday, Wednesday, Friday: 8 - 14

Tuesday: 13 - 17

#### **Consulting without registration:**

Wednesday: 9 - 10

Friday: 11 - 12

### **Carinthian Center of Womens health**

Völkendorfer Straße 23, 9500 Villach

**T** +43 4242 530 55

**E** fgz.sekretariat@fgz-kaernten.at

**I** fgz-kaernten.at

#### **Service hours:**

Monday, Tuesday, Thursday, Friday:

9 - 13, Wednesday: 15 - 18.30

## **Equality and equal treatment of people independently of their sexual orientation**

It is possible for same-gender couples to enter into the bond of marriage. You can also enter into a “registered partnership” with your partner.

## **The Equal Opportunities Advisory Council**

Villach would like to offer all citizens the highest possible quality of life and location –

this includes the social inclusion of persons with special needs in all spheres of life. The Equal Opportunities Advisory Council comprises eight permanent members and seven deputy members and consists of private persons and persons involved in relevant organisations (ÖZIV Carinthia – Austrian Civilian Invalid Association, Carinthian Disabled Sports Association and many others). Employees from town hall specialist areas such as construction, civil engineering, city planning, information and education complete and support the team. According to statutes, the Chairman is the mayor, while the city councillor Harald Sobe directs the council operatively. He is responsible for the departments of City and Transport Planning as well as for building matters.

The Advisory Council pays attention to possible barriers when carrying out projects and ensures as far as possible that these are eliminated or prevented. It is also tasked with ensuring that the requirements of all persons in public space are noted and taken account of. In recent years, a wide variety of projects have been realised together with the Advisory Council: building measures such as barrier-free access to the KärntenTherme thermal baths, to the St. Martin sports hall, to the Zentrum parking deck. Implementation of modern orientation systems for the blind on Bahnhofstrasse and on Tirolerbrücke. Redevelopment of Hans-Gasser-Platz. Development of the Landskron sports centre. Installation of a lift in the Villach municipal museum.

In addition, the Equal Opportunities Advisory Council seeks to improve understanding of the situation of the disadvantaged and citizens without disadvantages should recognise that measures for facilitating everyday life also benefit them.

# SOCIETIES

## Clubs and societies

The zest for life, the southern flair and the variety of nature and culture in Villach offer sheer endless recreational possibilities. Far more than 100 clubs and societies are active in the cultural field alone – the diversity is just as great as the artistic spectrum: the repertoire stretches from singing groups of various genres, to theater and Carnival groups, to musical and literary societies. In addition, in this area there are cultural societies and associations from different nations who cultivate customs. And that is by far not all.

The variety is continued in the wide sports scene, as more than 140 sports clubs are based in Villach. This is made possible by the sports town with a very good infrastructure set-up. The town offers modern football facilities, a sports stadium, the Alpen Arena with all-year ski jumping, cross-country trails, several leisure pools plus the Kärnten Therme and an ice rink. Here those who enjoy movement can practice almost any sport professionally in clubs all year round.

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**Further information**  
[villach.at/vereine](http://villach.at/vereine)



## Information about cultural societies

### Culture

Dinzlschloss, Schloßgasse 11  
9500 Villach

**T** +43 4242 205-3400

**F** +43 4242 205-3499

**E** [kultur@villach.at](mailto:kultur@villach.at)

**I** [villach.at/kultur](http://villach.at/kultur)

### Service hours:

Monday	8 am – 12 pm, in the afternoon by appointment
Tuesday	8 am – 12 pm, 1 pm – 7 pm
Wednesday	8 am – 12 pm, in the afternoon by appointment
Thursday	8 am – 12 pm, 1 pm – 4 pm
Friday	8 am – 12 pm

## Information about sports clubs

### Sports and sparetime

Tirolerstraße 47  
9500 Villach

**T** +43 4242 205-3612

**F** +43 4242 205-3499

**E** [sport@villach.at](mailto:sport@villach.at)

**I** [villach.at/sport](http://villach.at/sport)

### Service hours:

Monday	8 am – 12 pm, 1 pm – 4 pm
Tuesday	8 am – 12 pm, 1 pm – 4 pm
Wednesday	8 am – 12 pm, 1 pm – 4 pm
Thursday	8 am – 12 pm, 1 pm – 4 pm
Friday	8 am – 12 pm

You can already access many of our services digitally. To visit us in person please make an appointment in advance. Contact us by telephone, e-mail or directly online at [villach.at/termine](http://villach.at/termine).



# USEFUL INFORMATION

## Religions

In Villach there are many religious groups, from recognised religious societies to smaller denominations, religious and spiritual groups and communities. Dialogue, encounter and cooperation for peaceful cohabitation are important for the town of Villach and the religious communities. All citizens are invited to engage in the dialogue of religions and cultures and to contribute to it.

## Military conscription

In Austria there is military conscription for male citizens from the ages of 17 to 50 years old. From their 17<sup>th</sup> birthday, male Austrian citizens are liable to present themselves (“mustering”). The presenting serves the purpose of identifying physical and mental strengths and weaknesses to serve the basic military service in a function suited to abilities.

Men who refuse service with weapons and decide on civil service must also present themselves. Those classified as “eligible” (and do not want to do civil service) are called up for military service. Those who are “temporarily ineligible” are requested to present themselves again after a certain time period. Those who are “ineligible” are called up neither for military service nor for civil service.

Those who are eligible can be called up until the 35<sup>th</sup> year of age for the six-month basic military service. The civil service lasts nine months and can be spent at various organisations. An alternative to the civil service is the civil replacement service abroad (12 months) or development aid services (2 years.)

**I** bundesheer.at

## Pets

The protection and welfare of animals is regulated by the Austrian Animal Protection Law. Animal torture (such as collars causing pain, electric training devices, attachment to a chain, cropping of tails and ears, removal of claws and teeth), the purposeless killing and subjection of animals are forbidden. Those who want to keep an animal must offer it breed-appropriate accommodation, food, care and veterinary care in case of illness or injury.

Citizens who keep a dog more than three months old within the community must pay an annual dog fee. The dog owner must register the fee duty (start of dog keeping) and any changes to the scope of the fee duty (keeping of a further dog or no longer keeping the dog) within a month.

## Fee

The annual dog fee for keeping dogs when practicing a job or trade is 10 EUR, for watchdogs and all other dogs 40 EUR.

## Municipality of Villach

### Dues

Standesamtsplatz 3, 9500 Villach

**T** +43 4242 205-5400

**F** +43 4242 205-5499

**E** abgaben@villach.at

**I** villach.at/abgaben

## Muzzle and leash obligation

In public areas and open areas of houses dogs have to wear muzzles or leashes.

## Registration of dogs and house cats – pet database and chip duty

All dogs and house cats kept in Austria

must be tagged with a microchip and be registered in the nationwide pet database.

### **A chip without registration is pointless!**

#### **Free registration:**

The team at the Villach veterinary police is happy to register your dog or cat free of charge in the Austrian pet database. You can find the application on [villach.at](http://villach.at) (Search for dog and cat).

### **(Amateur) breeders of cats and dogs**

(Amateur) breeders of cats and dogs must register at the responsible district administrative authority before starting their activity. Commercial breeders require approval of their animal keeping in accordance with § 31 Par.1 Animal Protection Law.

The registration form you will find on [villach.at](http://villach.at), searching animal husbandry

### **Offering animals to the public**

The public offering of animals for sale (social media, online) is only allowed to breeders, animal welfare associations, shelters, pet shops.

### **Reptiles, amphibians (wild animals)**

For certain types of animals such as reptiles (snakes, lizards, turtles), amphibians (frogs), fish over 1 metre in length living in the wild and certain types of birds, the wild animal keeping at the Nature and Environmental Protection Department must be notified.

The registration form you will find on [villach.at](http://villach.at), searching wild animals

#### **Service hours:**

Monday 8 am – 12 pm, in the afternoon by appointment  
Tuesday 8 am – 12 pm, 1 pm – 4 pm, by appointment until 7 pm  
Wednesday 8 am – 12 pm, in the afternoon by appointment  
Thursday 8 am – 12 pm, 1 pm – 4 pm  
Friday 8 am – 12 pm

#### **Veterinary police**

St. Magdalener Straße 59, 9524 Villach

**T** +43 4242 205-3701

**F** +43 4242 205-3798

**E** [veterinaer@villach.at](mailto:veterinaer@villach.at)

**I** [villach.at/veterinaerpolizei](http://villach.at/veterinaerpolizei)

#### **Service hours:**

Monday 8 am – 12 pm, 1 pm – 4 pm  
Tuesday 8 am – 12 pm, 1 pm – 4 pm  
Wednesday 8 am – 12 pm, 1 pm – 4 pm  
Thursday 8 am – 12 pm, 1 pm – 4 pm  
Friday 8 am – 12 pm

#### **Animal Body Disposal:**

Monday – Friday: 1.30 pm – 3 pm

#### **Nature and environmental protection**

Rathausplatz 1, 9500 Villach

**T** +43 4242 205-2400

**F** +43 4242 205-2199

**E** [naturschutz@villach.at](mailto:naturschutz@villach.at)

**I** [villach.at/natur](http://villach.at/natur)

#### **Service hours:**

Monday 8 am – 12 pm, afternoon by appointment  
Tuesday 8 am – 12 pm, 1 pm – 4 pm, by appointment until 7 pm  
Wednesday 8 am – 12 pm, afternoon by appointment  
Thursday 8 am – 12 pm, 1 pm – 4 pm  
Friday 8 am – 12 pm

To visit us in person please make an appointment in advance.

# DISTRESSING SITUATIONS AND CRISES

**Homeless people** can find advice and support when seeking housing and in personal matters at the social welfare department and housing department of the Villach municipality.

## Municipality of Villach

### Social matters

Rathausplatz 1, 9500 Villach

**T** +43 4242 205-3832

**F** +43 4242 205-3898

**E** [soziales@villach.at](mailto:soziales@villach.at)

**I** [villach.at/soziales](http://villach.at/soziales)

### Service hours:

Monday - Friday: 8 - 12

We kindly request making an appointment.

**At the women's refuge** of Villach, women and children threatened and affected by violence can find help, protection and counselling.

## Women's refuge 24 hours hotline

**T** +43 4242 31 0 31

Postfach 106, 9500 Villach

**E** [leitung@frauenhaus-villach.at](mailto:leitung@frauenhaus-villach.at)

**I** [frauenhaus-villach.at](http://frauenhaus-villach.at)

**Youth emergency accommodation.** In Villach there is youth emergency accommodation for young people up to 21 years old.

## JUNO Villach

Marksgasse 3

9500 Villach

**M** +43 664 886 548 81

**E** [juno.villach@diakonie-delatour.at](mailto:juno.villach@diakonie-delatour.at)

**I** [diakonie-delatour.at/juno](http://diakonie-delatour.at/juno)

### Opening hours:

Monday - Friday: 18 - 9

## Emergency hotline:

**+43 4242 29 000** - Help for people who are acutely homeless and in need. Monday to Sunday, 6 p.m. to 6 a.m.

**Mothers** for whom life with their child is not possible have the possibility of an anonymous birth at the hospital. The women must state neither their name nor personal details. A legally secured adoption is subsequently possible, which can be initiated by the LKH through social workers.

## LKH Villach

Nikolaigasse 43

9500 Villach

**T** +43 4242 208-63537

**F** +43 4242 208-61575

**E** [gyn-villach@kabeg.at](mailto:gyn-villach@kabeg.at)

# EMERGENCY

## Provide information with every emergency call

- ☑ **WHERE** is help needed?
- ☑ **WHAT** happened?
- ☑ **HOW MANY** injured persons are there?
- ☑ **WHO** is calling?

### In case of an accident

- ▶ Securing the scene of the accident
- ▶ Alerting rescue workers
- ▶ Recovering and rescuing injured people

#### In case of unconsciousness:

loosen clothing, keep airways clear, stable recovery position

#### In case of respiratory and circulatory

failure: Use defibrillator, heart pressure massage and resuscitation 30:2

Control bleeding, tend to wounds, treat shock,

### In case of fire

#### Alarm the fire department

##### If you can flee:

- ▶ Close doors behind you
- ▶ alarm neighbours
- ▶ do NOT use lifts

##### If you are closed in by the fire:

- ▶ close any doors to the fire
- ▶ seal door gaps
- ▶ open windows, shout, wave

#### Extinguish initial fire

### Siren signals

#### 3-minute steady tone



Warning of an approaching danger, but not yet an acute danger. For information about behavioural measures, switch on your radio or TV to an Austrian channel.

#### 1-minute undulating tone



There is an immediate danger. Leave the road as quickly as possible and seek protective areas or spaces. Further behavioural and protective measures are announced on radio and TV.

#### 1-minute steady tone



The danger is over. However, still pay attention to the announcements on the radio or TV, as there may be temporary restrictions in everyday procedures.

**NOTE:** Every year on the first Saturday in October between 12 and 13, a siren test takes place throughout Austria. This is not an indication of an impending danger! The fire department signal (three times 15-second steady tone) does not mean a warning to the people in this case!

## Emergency numbers

- ▶ Euro emergency call 112
- ▶ Fire service 122
- ▶ Police 133
- ▶ Rescue 144
- ▶ Mountain rescue 140
- ▶ Water rescue 130
- ▶ Search and rescue dogs 130
  
- ▶ SMS emergency call for the deaf to the police 0800 133 133
  
- ▶ Health Hotline: 1450
- ▶ Emergency medical service 141
- ▶ Poison emergency call 01 406 43 43
  
- ▶ Missing children's hotline 116 000
  
- ▶ Women's helpline against violence 0800 222 555
- ▶ Men's info 0800 400 777
- ▶ "Advice on line" children's and youth emergency line 147
  
- ▶ Telephone pastoral counselling 142
- ▶ Psychiatric emergency help 01 313 30
  
- ▶ Reptile emergency call +43 664 100 51 99

## Fault hotlines

### Municipality of Villach

#### Lighting

faulty street lighting

#### Road damage

Potholes, loose and/or missing drain covers...

**Snow** Snow clearing

#### Water fault notification

**M** +43 664 60 205 6100

#### Bereavement, counselling, funerals

**T** 050 199 66 99

#### Partners

##### District heating fault notification

**Kelag Wärme GmbH**

**T** 050 280 28 80

##### Gas fault notification

**Kelag Netz**

**T** 128

##### Electricity fault notification

**Kärnten Netz**

**T** 050 525 66 92

# THIS IS WHAT YOU SHOULD HAVE AT HOME

**Food** - a supply tailored to personal eating habits for one to two weeks. Do not forget about baby and diet food (food for animals).

**Drinks** - at least 2-3 liters per person per day (mineral water, fruit juices)  
Toiletries - soap, detergent, shampoo, tooth-brush, kitchen roll, toilet paper, camping toilet

**Battery radio** - the ORF continuously broadcasts the most important information in the event of a crisis. A battery or crank radio should not be missing in any household. Don't forget about spare batteries.

**Emergency lighting** - flashlights, backup batteries, solar and LED lights, candles, matches

**Temporary cooking facilities** - camping stove, fondue set, fuel paste for emergency cooking area

**Bandages**, medicine cabinet - medicines, vital medicines (insulin,...), potassium iodide tablets

**Emergency luggage** - clothing, ID cards, money, valuables, medicines, hygiene items, flashlight, bandages, blanket (sleeping bag), SOS capsule for children, ...

**Document folder** - family certificates (birth certificate, marriage certificate, ...), income certificates, vehicle documents, savings books, insurance policies, contracts

**Fire extinguisher, fire blanket** - functional, checked smoke detectors

**Adhesive tapes** - for sealing windows and doors

# INDEX OF ADDRESSES

## **Citizens' Service**

Rathausplatz 1  
9500 Villach  
**T** +43 4242 205-3900  
**F** +43 4242 205-3998  
**E** buergerservice@villach.at  
**I** villach.at/buergerservice

## **Culture**

Dinzlschloss, Schloßgasse 11,  
9500 Villach  
**T** +43 4242 205-3400  
**F** +43 4242 205-3499  
**E** kultur@villach.at  
**I** villach.at/kultur

## **Dues**

Standesamtsplatz 3  
9500 Villach  
**T** +43 4242 205-5400  
**F** +43 4242 205-5499  
**E** abgaben@villach.at  
**I** villach.at/abgaben

## **Education**

Klagenfurter Straße 66  
9500 Villach  
**T** +43 4242 205-3200  
**F** +43 4242 205-3299  
**E** bildung@villach.at  
**I** villach.at/bildung

## **Health**

Rathausplatz 1  
9500 Villach  
**T** +43 4242 205-2500  
**F** +43 4242 205-2599  
**E** gesundheit@villach.at  
**I** villach.at/gesundheit

## **Housing**

Italiener Straße 7 / 2nd floor  
9500 Villach  
**T** +43 4242 205-5000  
**F** +43 4242 205-5099  
**E** wohnungen@villach.at  
**I** villach.at/wohnungen

## **Nature and environmental protection**

Rathausplatz 1  
9500 Villach  
**T** +43 4242 205-2400  
**F** +43 4242 205-2199  
**E** naturschutz@villach.at  
**I** villach.at/natur

## **Old materials collection centre**

Drauwinkelstraße 2  
9500 Villach  
**T** +43 4242 205-6300  
**F** +43 4242 205-6399  
**E** abfallwirtschaft@villach.at  
**I** villach.at/abfallwirtschaft

## **Office of integration**

Standesamtsplatz 2  
9500 Villach  
**T** +43 4242 205-3119  
**E** integration@villach.at  
**I** villach.at/integration

## **Registry office**

Standesamtsplatz 1, 9500 Villach  
**T** +43 4242 205-3950  
**F** +43 4242 205-3999  
**E** standesamt@villach.at  
**I** villach.at/standesamt

### **Social matters**

Italiener Straße 7 / 1st floor

9500 Villach

**T** +43 4242 205-3300

**F** +43 4242 205-3898

**E** soziales@villach.at

**I** villach.at/soziales

### **Sports and spartime**

Tirolerstraße 47

9500 Villach

**T** +43 4242 205-3600

**F** +43 4242 205-3699

**E** sport@villach.at

**I** villach.at/sport

### **Trade and events**

Rathausplatz 1

9500 Villach

**T** +43 4242 205-2200

**F** +43 4242 205-2299

**E** gewerbe@villach.at

**I** villach.at/gewerbe

### **Veterinary police**

St. Magdalener Straße 59

9524 Villach

**T** +43 4242 205-3701

**F** +43 4242 205-3798

**E** veterinaer@villach.at

**I** villach.at/veterinaerpolizei

### **Women's Office Villach**

Standesamtsplatz 2

9500 Villach

**T** +43 4242 205-3113

**F** +43 4242 205-3199

**E** frauen@villach.at

**I** villach.at/frauen

### **Youth centre**

Gerbergasse 29

9500 Villach

**T** +43 4242 205-3434

**E** jugend@villach.at

**I** villach.at/jugend

### **Youth welfare**

Hans-Gasser-Platz 9

1<sup>st</sup> floor, 9500 Villach

**T** +43 4242 205-3800

**F** +43 4242 205-3899

**E** jugendamt@villach.at

**I** villach.at/jugendundkinderhilfe

To avoid waiting times make an appointment.

Take advantage of our online offer and book under [villach.at/termine](http://villach.at/termine) for a number of services of the city of Villach.

Many of our services can already be handled digitally. Register on [kaerstin.at](http://kaerstin.at) and take advantage of this offer.

# THE DIGITAL OFFER

For a range of services, you can book an appointment at [villach.at/termine](http://villach.at/termine). Here is an overview, the offer is constantly being expanded:

**Municipal authority director**  
**Vice mayor Sarah Katholnig**

## Dues

Dues for companies  
Dues for property

## Education

Registration for day nursery

## Citizen Service

### Settlement and residence

Certificate of registration EU / EEA  
Third countries

## Passport office

Waiting line Passport system  
Passport with ID-Austria  
Identity with ID-Austria  
ID Austria  
Resident parking permits

## Citizen's Service

Fishing permits  
Waiting line Registry office  
Mobile phone signature  
Waiting line mobile phone signature

## Registry Office

Registrations and deregistrations  
Registrtaion information, -confirmation  
Certificate of Life  
Household confirmation  
Waiting line registry office  
Population referendum  
Waiting line support – elections

## Health

Vaccination  
Waitin line vaccination

## Social and youth welfare

Waiting line parents counseling

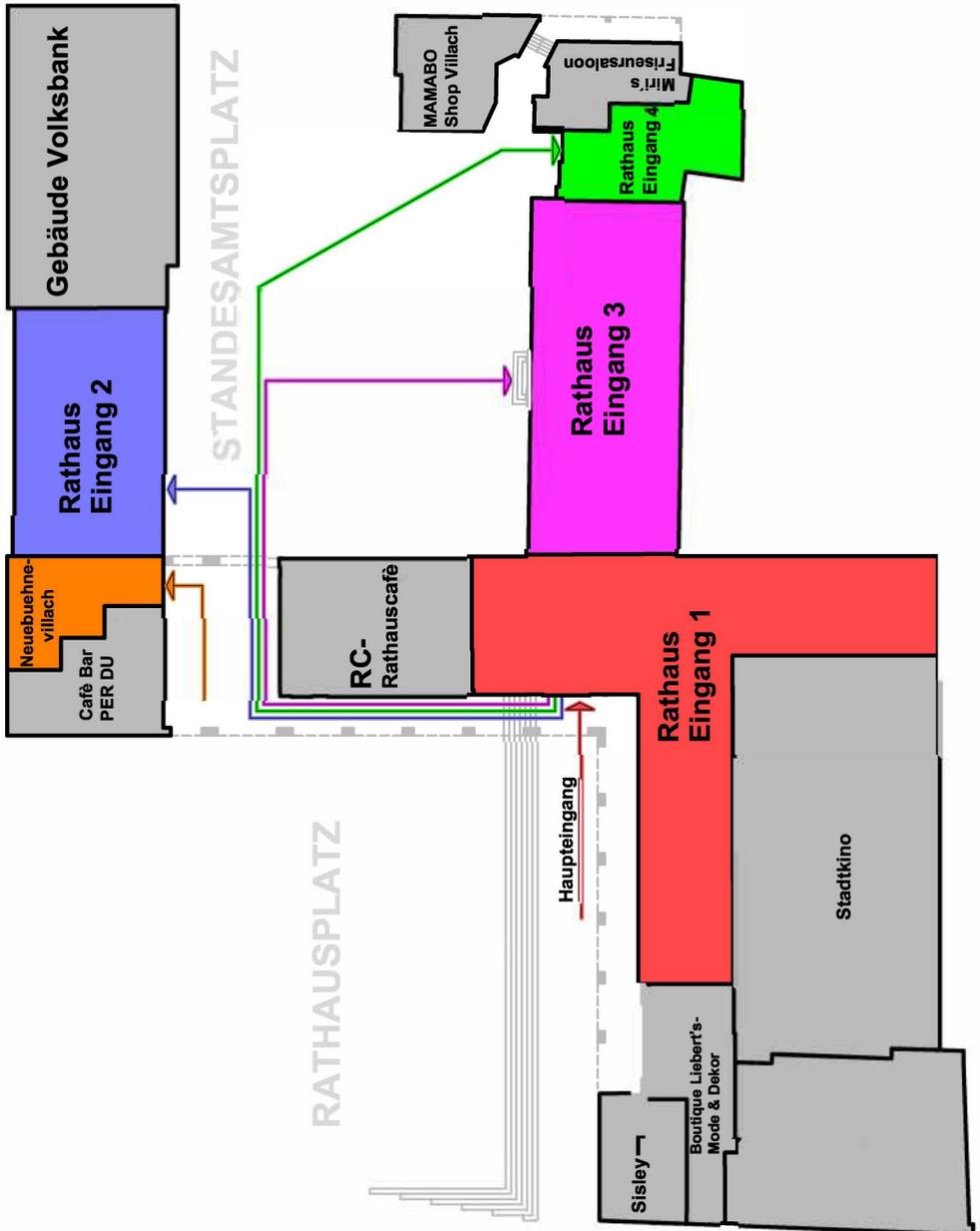
## Social matters

Carinthian equal opportunities  
Waiting line application equal opportunities  
Meals on wheels  
Waiting line meals on wheels  
Applications social assistance  
Waiting line social assistance  
Social counseling  
Waiting line social counseling  
Social support  
Waiting line social support

## Criminal Investigation Office

Administrative penalties  
Parking penalties  
Part payment  
Waiting line administrative penalties

# LAGEPLAN / MAP















# villach