

Questions and Temporary Protection in Austria





Questions and Answers: Temporary Protection in Austria

What is temporary protection?

Temporary protection means that you have the right to stay legally in Austria for at least 1 year, you get support with accommodation and support for daily life (such as food, hygiene products etc.), you get a medical insurance and kids can go to school.

What kind of residence title will I receive?



As a displaced person from Ukraine you have a temporary right of residence in Austria. This right of residence is currently valid until 3rd March 2023. If you cannot return to the Ukraine after that year your residence can be extended for another year. You will also receive an "ID card for displaced persons" after your registration in Austria. There is no need to apply for international protection (also known as "asylum").

Will I be able to return to Ukraine if I have a temporary protection permit?

Yes. While we encourage you to prioritize your personal safety at all times, the temporary protection does of course not prevent you from leaving Austria, whenever you decide to do so.

What happens before my departure from Moldova?

UNHCR staff will provide you will assistance and information on the

process. The procedures in Moldova include a few steps to organize a safe, orderly and well-organized journey for you to Austria. This includes document verification and a collection of personal data, further please inform UNHCR staff if you wish to be accommodated with family/friends, have a pet accompanying you or special (medical) needs. Before departure, you will be invited for a so called "fit-for-flight" check – hereby we ensure a safe trip by plane and organize any necessary supplies (e.g. wheelchairs).

What happens after arrival from Moldova to Austria?

Please do not worry, as after your arrival to Austria you will receive all assistance you need. You will be welcomed at the airport of Vienna by a reception team. They will assist you with entry procedures, security checks and registration for the temporary protection residence permit. At your registration, staff will take your details and data from your passport or other documents. Persons above the age of 14 have their fingerprints taken. There will be a form that you must fill in and submit at registration. If you need medical assistance, there will also be a medical team on site that is there to provide immediate help and/or organize further measures such as a hospital visit.

Where will I be (temporarily) accommodated after my arrival?

Upon arrival in Vienna, the capital of Austria, you will be accommodated in an organized accommodation of the federal government for the first days. It could also be the case, that you receive a direct transfer to accommodation provided by one of the federal states of Austria. We kindly ask for your understanding, that we do not have the chance to inform you which federal state will host you, prior to your arrival in Austria.

There will be assistance and translators are available to support you. Food and other needed items such as sanitary products, baby equipment, etc. are provided.

Please be aware, that these first organized accommodations are not intended to fulfill the task of housing in the long term. As they are established for immediate and emergency assistance in the short term, they might offer multi bed rooms you share with other persons for a couple of days. Please be assured, the on-site staff is doing their best to offer you some privacy, also there will be the possibility of exchanges with other Ukrainians. After the initial short-term accommodation, your long-term accommodation will be provided.

I would like to be accommodated with my family members or friend? Is this possible?

Yes, please inform UNHCR staff in Moldova if you wish to be accommodated with a certain person.

We can organize common or at least nearby accommodation.

Will I receive long-term accommodation in Austria too?



Yes. You will also receive free long-term accommodation including basic care (food, clothing and sanitary products) in Austria. The Austrian authorities will provide organized accommodation for you. The type of accommodation can vary, in any case you will not have to share a room with other persons. Long-term accommodation is provided all over Austria. Please note that you are not be able to choose the region. However smaller cities in Austria offer a good variety of infrastructure too (shops, public transport, medical facilities/hospitals, kindergarten, schools, etc.).

Alternatively, if you prefer to stay at a private accommodation, you can receive basic care benefits, such as rent subsidy and food allowance. The rates for the reimbursement of costs are laid down in the Austrian basic care agreement.

What other entitlements can I expect as a beneficiary of temporary protection?

Temporary protection also ensures access to the labor market, education and medical care (e.g. Medical assistance, remedies and therapeutic products). Of course, your children will also be able to attend schools.

I am worried, because I do not speak German. Will you provide assistance?

The Austrian Integration Fund (ÖIF), a fund of the Republic of Austria, provides a wide range of free support measures to refugees in Austria such as German courses (language levels from beginners to advanced) and orientation courses on living and working in Austria. The ÖIF operates an info hotline with Ukrainian and Russian-speaking employees (Hotline: +43 1 715 10 51 120).

Will I be able to work in Austria?

Yes, once you have received your “ID card for displaced persons” you have full access to the Austrian labor market. Please note, that taking up a concrete work is only allowed once an employment permit is issued by the Austrian Public Employment Service (briefly called “AMS”). In order to get an employment permit, you need to register at the AMS, however a swift, uncomplicated procedure is ensured. The Austrian Employment Service will also gladly help you to find a job and provide you with advice on your way to the labor market in Austria.



Can I come to Austria, if I have special needs?

Yes, of course. If you have special needs (wheelchair, need of special medical facilities nearby) the Austrian authorities will consider this, especially in assigning accommodation to you. Medical care after your arrival in Austria is also ensured whenever it is needed.

Can I travel with the ID card for displaced persons?



With the ID card for displaced persons and your passport you can travel within the Schengen area visa-free (most European Union countries) for 90 days within 180 days. With the valid ID card for displaced persons you may re-enter Austria at any time. However, please note that your right of residence may prematurely cease to be valid if you leave Austria for longer than the short term, i.e. if you move to another country. However, short trips are possible without the right of residence expiring.

I fled Ukraine, but my family are currently in ... will they be able to come to Austria?



If you are a Ukrainian citizen or a third-country national with asylum status in the Ukraine, the temporary right of residence also applies to your family members – provided that they were already living with you in Ukraine prior to 24/02/2022.

Can my non-Ukrainian family member join me?

The temporary protection scheme also applies to family members of citizens of Ukraine, who are not Ukrainian citizens themselves (*if the Ukrainian citizen resided in Ukraine and had to leave due to the armed conflict as of 24 February 2022*). Family members include spouses or registered partners, unmarried minor children (including those belonging to the spouse or registered partner) as well as other close relatives who lived together

with you in a household prior to your displacement and who were dependent on you.



**I have further questions.
Where could I ask for
assistance?**

A Hotline has also been set up, which you can access 24 hours a day, 7 days a week at the following number:

+43 1 2676 870 9460.

The hotline will gladly provide information in Ukrainian, Russian and English.

Emergency numbers	
	112
	122
	133
	144
	141



Federal Agency for Reception and Support Services

<https://www.bbu.gv.at/ukraine>

Ministry of the Interior of Austria

<https://bmi.gv.at/Ukraine/>

Austrian Integration Fund (ÖIF)

WhatsApp Service: Available Monday – Friday from 08:00 to 18:00.

Number for WhatsApp: +43 1 715 10 51 – 120

<https://www.facebook.com/Integrationsfonds>

Public Employment Service Austria (AMS)

<https://www.ams.at/arbeitsuchende/arbeiten-in-oesterreich-und-der-eu/ukraine>

<https://www.facebook.com/amsoesterreich/>

UNHCR

<https://help.unhcr.org/austria/>

***Ми з нетерпінням чекаємо вас
в Австрії.***

Examples: Long term accommodation (Basic care system)



Fotos: FSW Wien, Caritas