Information on Applying for Financial Assistance for Special Circumstances ("Förderung als Hilfe in besonderen Lebenslagen")

Financial assistance for special circumstances will be provided to people who are eligible and comply with the requirements under Sections 39 and 40 of the Vienna Basic Benefit Act.

The Province of Vienna, which is responsible for the provision of basic benefit ("Mindestsicherung"), offers financial assistance for special circumstances as part of its private-law activities. For this reason, applicants are not entitled to an administrative decision.

Who is eligible to apply for assistance?

› Austrian citizens or persons who have been living legally in Austria for more than 3 months, provided that
› their centre of vital interest and their primary residence is in Vienna and that they actually live in Vienna and
› find themselves in an emergency situation due to special personal, family-related or economic circumstances or as a result of extraordinary events, which they are unable to overcome by using their own resources and powers.

The completed and signed application and copies of the required documents can

› be sent by post to the appropriate social welfare centre ("Sozialzentrum") or
› be emailed to the appropriate social welfare centre or
› be put into the letter box of the social welfare centre or
› be handed in personally at the appropriate office of the City of Vienna's Department for Social Welfare, Social and Public Health Law (see contacts).
Which documents do you need?
You need to provide copies of the following documents for all members of your household:

› **Official photo identification** (e.g. passport)

› **Personal documents**
  Letter of recognition ("Anerkennungsbescheid") from the Federal Office for Immigration and Asylum, current residence permit, marriage certificate, valid divorce decree/decision on divorce, divorce settlement, etc.

› **Current income statements**
  Pay statement (net income), proof of health insurance benefits (e.g. sickness benefit, childcare allowance), maintenance payments/alimony, pension approval certificate, benefits decision letters, proof of type and amount of other income

› **Proof of rent**
  Tenancy agreement, proof of the amount of current rent payable (breakdown of your rent)

› **Proof of benefits you have applied for**
  Applications for benefits from the Public Employment Service Austria, health insurance benefits, maintenance payments/alimony, pension and other income

› **Proof of your assets**
  Bank statements, savings accounts, shareholdings, building savings contracts, life/pension insurance redemption value, assets received by inheritance or gift, cars, and property

› **Your reasons for the application** (the cause of your emergency situation):
  What have you done to overcome the situation? What do you need?
  Have you got any estimates of costs? What steps have you taken so far? etc.

› **Bank card of the person** you would like the money transferred to

› **If you apply for financial assistance to pay rent or energy arrears:**
  Proof of arrears in rent and/or energy bills

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Incomplete applications will not be processed.
Applicants have to submit all required documents, provide complete and truthful information, and claim any payments due to them (e.g. maintenance, housing benefit, etc.), otherwise the assistance may be refused or stopped.
When do you have to repay the assistance?
You have to repay the assistance when
› you have obtained the assistance by deliberately providing false information or by deliberately concealing material facts or
› when you have not used the assistance for the intended purpose.

What do you have to notify immediately to the City of Vienna's Department for Social Welfare, Social and Public Health Law?
› All changes to your income, assets, family or housing situation
› Any changes to your rent
› Stays outside of Vienna, stays abroad, hospital stays, stays at health resorts or other health facilities, prison stays, etc.

How do we decide on your application?
Complete applications will be evaluated on the basis of the submitted information and documents as well as on the basis of the results of our investigations. A written notice (approval/refusal) will be sent to the address of the authorised recipient (named in the application).

Financial assistance for special circumstances will be granted by issuing an approval of assistance, which sets out the type and amount of assistance, the special personal, family-related or economic circumstances and the terms and conditions on which the assistance is granted. If you do not object to the approval of assistance within three days after you have received the approval notice, payment transfer will be arranged.

Can I get personal advice?
During our opening hours, our social workers are happy to meet you and provide you with information and support in crisis and precarious living and housing situations.

You can make an appointment:
› during our opening hours at the front desk of the appropriate social welfare centre or
› by phone through our call centre (+43 1 4000 8040)

Data protection information?
Data protection information according to Art. 13 and 14 GDPR
Financial assistance for special circumstances: https://www.wien.gv.at/kontakte/ma40/ds-info/lebenslagen-ds.html (German)
Contacts

Region 1 – Social Welfare Centre Linke Wienzeile
Vienna Basic Benefit for Districts 13, 14, 15, 16, 17, 18 and 19
1150 Vienna, Linke Wienzeile 278
Email: post-rg1@ma40.wien.gv.at, Fax: 4000-99-15400

Region 2 – Social Welfare Centre Walcherstrasse
Vienna Basic Benefit for Districts 1, 2, 3, 4, 5, 6, 7, 8, 9 and 20
1020 Vienna, Walcherstrasse 11
Email: post-rg2@ma40.wien.gv.at, Fax: 4000-99-02400

Region 3 – Social Welfare Centre Lemböckgasse
Vienna Basic Benefit for Districts 10, 12 und 23
1230 Vienna, Lemböckgasse 61
Email: post-rg3@ma40.wien.gv.at, Fax: 4000-99-23400

Region 4 – Specialist Centre Erdbergstrasse
Vienna Basic Benefit for Homeless Persons, Housing Security, Energy Support and Permanent Benefits
1110 Vienna, Erdbergstrasse 228
Email: post-rg4@ma40.wien.gv.at, Fax: 4000-99-11400

Region 5 – Social Welfare Centre Beatrix-Kempf-Gasse
Vienna Basic Benefit for Districts 11, 21 and 22
1220 Vienna, Beatrix-Kempf-Gasse 2
Email: post-rg5@ma40.wien.gv.at, Fax: 4000-99-22400

Region 6 – U25 Vienna Support Services for Young People Lehrbachgasse
Vienna Basic Benefit for Young People 18–24 Years Old (up until their 25th birthday)
1120 Vienna, Lehrbachgasse 18
Email: post-rg6@ma40.wien.gv.at, Fax: 4000-99-12400

For questions and information on the Vienna basic benefit:
Service hotline: 4000-8040, Monday to Friday from 8 a.m. to 6 p.m.