

# Information on Applying for a Mobility Pass ("Mobilpass")



Social Welfare, Social  
and Public Health Law

City of Vienna  
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**This information leaflet provides you with important details on your application and the application procedure. Please read this information carefully.**

## **Data protection information pursuant to Art. 13 GDPR:**

<https://www.wien.gv.at/kontakte/ma40/ds-info/index.html> (German)

## **What is the mobility pass ("Mobilpass")?**

The mobility pass of the City of Vienna is an extended solution to improve the mobility of socially disadvantaged people in Vienna.

## **Are you eligible for a mobility pass?**

- 1. Persons who have received basic benefit ("Mindestsicherung") and/or rent allowance ("Mietbeihilfe") from the City of Vienna's Department for Social Welfare, Social and Public Health Law for at least one month do not need to apply separately for a mobility pass. The pass will be sent to them automatically.**
- 2. Recipients of pensions with equalisation supplement which do not exceed the applicable minimum standard.**
- › **Other persons (provided that they meet the eligibility requirements under Item 2):**
  - persons who have already reached the state pension age (women 60 years, men 65 years) and receive a widow's/widower's pension
  - persons who receive an orphan's pension with equalisation supplement and have a disability (e.g. adult person eligible for increased child benefit)
  - persons who receive an equalisation supplement and have acquired at least 360 months of compulsory insurance from employment
  - persons who have reached the state pension age and live on maintenance payments as defined under the Austrian Civil Code which do not exceed the relevant minimum standard rate
  - persons who live in retirement homes, nursing homes or disabled people's residences co-funded by public institutions, provided that their financial resources do not exceed the minimum personal expense allowance or the basic benefit pocket money allowance ("Mindestsicherungstaschengeld")

## **Further requirements**

- › **Age of majority**
- › **Primary residence (as stated in the Central Population Register) and actual abode in Vienna**
- › **Austrian citizenship or equal status with Austrian citizens**

Equal status with Austrian citizens is given to:

- EU/EEA citizens (eligible only on certain conditions) or Swiss citizens
- persons granted asylum or subsidiary protection
- third-country nationals with long-term residence status holding a residence permit "Permanent Residence EU" or an equivalent residence permit (e.g. "Permanent Residence EC" or another permanent resident permit)

- › **Total income not exceeding the minimum standard**

Your total income comprises the countable income of all members of the recipient household (spouse/partner entitled to receive/obliged to pay maintenance and minor or adult children entitled to maintenance living in the same household) as defined under the Vienna Basic Benefit Act.

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### **How do you get a mobility pass?**

The application form is available from the head office of the City of Vienna's Department for Social Welfare, Social and Public Health Law, Thomas-Klestil-Platz 8, 1030 Vienna and from all social welfare centres ("Sozialzentren"), or can be ordered via the service hotline 01 4000 – 8040 or downloaded from [www.wien.gv.at/amtshelfer](http://www.wien.gv.at/amtshelfer) (German).

#### **1. Complete the application fully and truthfully.**

The application must be signed by you and all other adult members of your household.

#### **2. Provide copies of all documents.**

Please provide complete copies of the following documents for all members of your household (including children):

- › **Current net income statements for all members of your household** (e.g. pension approval certificate, amount of pension received from abroad in Euro, maintenance payments, pay statement, alimony payments, apprenticeship wage, benefits from the Vienna Social Fund, pocket money from therapeutic employment, other income)
- › **Decision on child benefit or proof of disability** (e.g. disabled person's pass)
- › **Proof of identity** (photo identification)
- › **Personal documents** (e.g. certificate of citizenship or current residence permit, registration certificate ("Anmeldebescheinigung") or letter of recognition ("Anerkennungsbescheid"), marriage certificate, valid divorce decree, divorce settlement, etc.).

#### **3. Submit the application and copies of the documents.**

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

- › be handed in at the front office of the City of Vienna's Department for Social Welfare, Social and Public Health Law, 1030 Vienna, Thomas-Klestil-Platz 8, ground floor or
- › be put into the letter box of the head office of the City of Vienna's Department for Social Welfare, Social and Public Health Law or
- › be sent by post to the Department at the following address: Stadt Wien – Soziales, Sozial- und Gesundheitsrecht – Fachzentrum Soziale Leistungen, 1030 Wien, Thomas-Klestil-Platz 8 or
- › be sent by email to [mobilpass@ma40.wien.gv.at](mailto:mobilpass@ma40.wien.gv.at).

#### **4. How will you know if you are granted a mobility pass?**

The City of Vienna's Department for Social Welfare, Social and Public Health Law checks if you are eligible for a mobility pass. Applicants will be informed in writing about the approval or refusal of their mobility pass application.

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## What are your duties?

### Duty to co-operate

You have the duty to

- › **submit all required documents**
- › **answer all questions completely and truthfully**

### Duty to notify

You must notify the following changes:

- › **changes to your income, assets, family and housing situation**
- › **changes to your citizenship and/or residence permit**

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## How long is the mobility pass valid for?

- › **up to 6 months:** for basic benefit recipients who are able to work
- › **up to 2 years:** for basic benefit recipients who are unable to work and/or recipients of temporary pensions
- › **up to 5 years:** for recipients of minimum pensions and/or recipients of rent allowance paid by the City of Vienna's Department for Social Welfare, Social and Public Health Law

**The mobility pass is not transferable and is valid only with an official photo ID.**

The social pass will keep its validity.

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## What are the advantages of using a mobility pass?

- › Reduced monthly ticket and use of half-price tickets from Wiener Linien
  - › Reduced annual library card from the Vienna Public Libraries
  - › Reduced entry fee for Vienna's municipal swimming pools
  - › Discount of 50% on dog tax for a maximum of one dog
  - › Discounts on courses and lectures at the Vienna Public Learning Centres (Wiener Volkshochschulen)  
For more details visit [www.vhs.at](http://www.vhs.at)
  - › Mobility pass holders receiving a pension or permanent benefits can also make use of the offers provided by the Kuratorium Wiener Pensionisten-Wohnhäuser (KWP), such as holidays or day trips in Austria. The exact details of eligibility requirements and discounts granted are decided by the managing board of the KWP.
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### **Do you have to make a separate application?**

#### › **No application required**

- Adult recipients of basic benefit and rent allowance from the City of Vienna's Department for Social Welfare, Social and Public Health Law
- You will get the mobility pass as part of the basic benefit package. The mobility pass will be sent to you by post, once you have received basic benefit for one month.

#### › **Application required**

1. Recipients of a minimum pension (pension with equalisation supplement) who do not get rent allowance and whose pension does not exceed the relevant minimum standard
2. Persons who have reached the state pension age and live on maintenance payments and/or residents of retirement homes etc. who are left with only the minimum personal expense allowance or the basic benefit pocket money.
3. Persons who receive an equalisation supplement and have acquired at least 360 months of compulsory insurance from employment.

**As the mobility pass is issued only for a limited period of time, you have to apply for its extension 6 weeks before it expires.**

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### **Contact**

City of Vienna  
Department for Social Welfare, Social and Public Health Law  
Centre for Social Welfare Benefits  
1030 Vienna, Thomas-Klestil-Platz 8

Email: [mobilpass@ma40.wien.gv.at](mailto:mobilpass@ma40.wien.gv.at)  
Fax: 01 4000-99-40679

Personal enquiries: Monday to Friday from 8 a.m. to 12 noon

Telephone enquiries: 01 4000-8040 / Monday to Friday from 8 a.m. to 6 p.m.

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