



Information pursuant to Section 33 Vienna Basic Benefit Act (WMG) on Applying for Vienna Basic Benefit ("Wiener Mindestsicherung")

This information leaflet contains important details on your application and the application procedure. Please read this information carefully.

Data protection information pursuant to Section 13 GDPR: wien.gv.at/kontakt/ma40-ds-index

This information leaflet is available in several languages at wien.gv.at/amtsweges/

What is Vienna Basic Benefit ("Wiener Mindestsicherung")?

Vienna Basic Benefit helps people in emergency situations by providing financial aid as well as advice and support from social workers. It is based on the Vienna Basic Benefit Act.

When are you eligible for Basic Benefit?

A benefit under the Vienna Basic Benefit Act can be granted if

- your centre of vital interest and your primary residence is in Vienna, and you actually live in Vienna, **and**
- you have no income or your income is below the relevant minimum standard, **and**
- you are an Austrian citizen or have equal legal status and meet certain additional criteria.

Legal status equal to Austrian citizens is given to:

- citizens of an EU/EEA member state, **or**
- persons granted asylum, **or**
- UK nationals holding a residence permit under Article 50 TEU who must be given legal status equal to Austrian citizens under the Withdrawal Agreement, **or**
- third-country nationals holding a residence permit as "Long Term Resident – EU" or an equivalent residence permit.

HOW DO YOU GET THE VIENNA BASIC BENEFIT?

1. Complete the application.

- Online application for Vienna Basic Benefit at wien.gv.at/amtsweges/
- If you cannot submit your application online, you can also apply directly at any of the social welfare centres ("Sozialzentren") in Vienna.
- Complete the application fully and truthfully.
 - If you do not submit your application online, the application must also be signed by your spouse/partner/civil partner and by all your adult children up to the age of 21 years who still attend school and have started school before their 18th birthday, provided that you share a household with them.



2. Provide copies of all documents.

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

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

- **Documents**

First and last page of the Letter of Recognition ("Anerkennungsbescheid") issued by the Federal Office for Immigration and Asylum, current residence permit, marriage certificate, valid divorce documents (divorce decree or court decision, divorce settlement), birth certificates of all children, etc.

- **Current income statements**

Pay statement (net income), proof of health insurance benefits (e.g. sickness benefit, childcare allowance, medical rehabilitation benefit), maintenance payments received, pension approval certificate, benefits decision letters, proof of type and amount of any other income

- **Proof of benefits you have applied for**

Applications for benefits from the Public Employment Service (AMS), health insurance benefits, maintenance payments / alimony, pension payments and other income

- **Proof of your assets**

Bank statements, savings accounts, shareholdings, building society savings contracts, documents showing the redemption value of any life/pension insurance policies, assets received by inheritance or gift, cars and real estate property

- **Proof of rent**

Tenancy agreement, proof of the amount of current rent payable (breakdown of rent payments)

- **Proof of the bank account holder's identity** (e.g. account statement)

- **Disabled person's pass** as defined under Section 40 Federal Disability Act (BBG) if applicable

- **Additional documents to be submitted by self-employed applicants**

- Documents proving the type of self-employment, e.g. your business license ("Gewerbeschein"), VAT registration number ("UID-Nummer"), contract for services ("Werkvertrag")
- Proof that the business has been suspended or registered as inactive ("Ruhendmeldung" / "Nichtbetriebsmeldung"), or that the business has been deleted from the business register
- Other relevant documents on the business if needed

Please note that the competent authority will ask you to supply any documents missing in your application, and that these documents must be submitted by the deadline set.

3. If you submit your application online, make sure you upload the required documents.

If you have provided your e-mail address in your online application, you will automatically receive a confirmation of receipt with a list of all attachments after submitting your application.

If you submit your application directly at a social welfare centre (Sozialzentrum), the completed application and copies of the required documents can be

- sent by post to the competent social welfare centre, **or**
- sent by e-mail to the competent social welfare centre, **or**
- put into the letterbox of the social welfare centre, **or**
- handed in personally at the competent branch office of the City of Vienna's Department for Social Welfare, Social and Public Health Law (MA 40). The address and contact of the MA 40 social welfare centre competent in your case is on the list on the back of this information leaflet.

4. How will you know if you get Vienna basic benefit?

The City of Vienna's Department for Social Welfare, Social and Public Health Law assesses if you are eligible for Basic Benefit, and decides on your application by issuing an official decision ("Bescheid"). You will only receive a decision if you have submitted the complete application. The decision is sent to you by post.

WHAT ARE YOUR RIGHTS?

You have the right to

- submit an application
- get information on the application procedure
- describe your emergency situation
- receive an official decision (provided that you have submitted a complete application), and
- file a complaint against the decision.

WHAT ARE YOUR DUTIES?

Duty to cooperate

You have the duty to

- submit **all documents required**,
- answer **all questions completely and truthfully** and
- **claim any payments due to you** (maintenance/alimony and similar payments).

Otherwise, the benefit may be refused or stopped. You will receive no back pay for the period during which the benefit was refused or stopped.

Duty to work

Persons who are fit to work must accept any reasonable job offer or participate in extra training, retraining or work integration measures. They also have to keep appointments with information and support services. If you refuse to perform work or to participate in work integration measures, or if you discontinue any such measure without a valid reason, the minimum standard for covering your cost-of-living will be gradually reduced

- by 25% for one month,
- by 50% for two months if you repeat or continue your refusal
- by 100% for the duration of your continued or repeated refusal after this period, but at least for one month.

If you still refuse to work after the minimum standard has been reduced by 100 % for two months, you will be barred from receiving basic benefit altogether due to persistent refusal.

Applicants 18 – 25 years old

Persons 18–25 years old are subject to different minimum standards. People in this age group who attend school, vocational training, training courses or are in employment will receive higher benefits than people who do not actively cooperate.

Disability supplement ("Behindertenzuschlag")

If you submit a disabled person's pass as defined under Section 40 of the Federal Disability Act (BBG), you are eligible for a monthly supplement of 18% of the minimum standard granted to single persons without disability. It is not possible to receive both the supplement and special bonus payments ("Sonderzahlungen" under Section 8, para 4 of the Vienna Basic Benefit Act). If you are eligible for both, you will get the higher disability supplement.

Employment Bonus & Employment Bonus Plus

Special bonus payments (holiday and Christmas bonuses) from earned income as well as tax credits from your annual employee tax assessment ("Arbeitnehmer*innenveranlagung") will not be included in the calculation of the basic benefit amount.

Exempt assets

The following resources are not counted as assets in this context: assets that originate from compensation payments for victims, damages for pain and suffering, benefits under social compensation law, or back payments of family allowance, always under the condition that these assets can be clearly distinguished from other assets (e.g. separate savings accounts).

Rent allowance ("Mietbeihilfe")

If you are eligible to receive benefits to cover your cost-of-living and housing needs, you are also eligible to receive rent allowance. The prerequisite is that the rental costs are higher than the basic amount to cover housing needs, and that you have submitted the necessary documents (tenancy agreement, assessment of rental costs).

Duty to report changes

You must immediately notify the authorities of any status changes involving

- **changes to your income, assets, family or housing situation**
- **changes to your current rent**
- **stays outside of Vienna, stays abroad, hospital stays, stays at registered health resorts or other health facilities, prison stays, etc.**
- **education or training, training courses of the Public Employment Service (AMS), integration measures**
- **changes to your citizenship and/or residence permit**

If you do not report these changes, you may have to repay benefits.

Duty to integrate

You must comply with the duty to integrate as defined under Section 6 of the Integration Act:

- **submit the signed integration declaration ("Integrationserklärung")**
- **participate in and complete German language, values and orientation courses**

If you do not comply with your duty to integrate, the minimum standard for covering your cost-of-living will be gradually reduced by up to 100%. You may be barred from receiving basic benefit altogether in case of persistent refusal.

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: +43 (0)1 4000-8040 (Monday to Friday from 8am to 6pm)

Last update: January 2026