



ENGLISCH

# THE CITY OF MY LIFE

[graz.at/integration](http://graz.at/integration)

GRAZ

# New in Graz

A User Manual for Newcomers



# IMPRINT

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Foto: Graz Tourismus © Harry Schiffer

## WELCOME TO GRAZ!

I am glad that you chose Graz as your new home! Graz is an attractive and cosmopolitan city of culture and education in which people of 160 different nations live. More than 40,000 children and young adults attend the various Graz schools, and 55,000 students are studying at the universities of Graz.

Graz devotes considerable space to culture in all its diversity. Practically the entire Inner City as well as the historical castle Schloss Eggenberg have been declared UNESCO

World Heritage Site. Our international architecture scene was in part responsible for the fact that as of April 2011 our city has become a "City of Design." We attach great importance to the fact that all people living in Graz should be given equal opportunity to contribute their experience, ideas and views but also be committed to the well-being of others. My personal wish as the Mayor is that Graz should remain the city with the highest quality of life in Austria! This includes the peaceful

coexistence of all citizens of Graz. And this is why Graz is proud to be UNO-City of Human Rights and why we actively promote interreligious dialogue, for instance, through the Interreligious Council of the City of Graz. The Interreligious Council consists of delegates of the state-recognized denominations. Please, make a personal effort to reach out and get into a dialogue with the people surrounding you, in your residential environment in Graz! Or as we would casually say in

Graz: "Through conversation people discover common interests and develop friendships." This "New in Graz"- Package provides information about our city so that you will quickly feel at home in Graz. I sincerely hope that you will find friends in our city and that you will ultimately become a true „Grazer/Grazerin“!

Yours sincerely,  
Mag. Siegfried Nagl  
*Mayor of Graz*





Foto: Graz Tourismus



## NEW IN GRAZ

### DEAR NEW CITIZEN OF GRAZ,

you have come to live in Graz and have received this "New in Graz" Package that you are holding in your hands. The information provided in the "New in Graz"-package and its contents serve the purpose of making things a little easier for you during the first period of living in Graz and getting familiar with the Styrian Capital. Inside this "New in Graz"-Bag you will find the following "goodies":

- The "New in Graz"-Brochure with a first selection of important information about living in Graz
- folders on various topics such as "recycling"
- A coupon for a guided city tour of Graz
- A city map of Graz
- A pen
- An USB-stick on which you will find the electronic version of the "New in Graz"-Brochure in several languages. In this way you can as well read the brochure on your computer.

In the "New in Graz" Brochure we have compiled useful information for you in 14 thematic chapters. Within the chapters you will find small information boxes providing you with the contact data of the mentioned authorities, institutions, organizations,

etc. Some of the information is already mentioned in the texts – two is better than none.

Some information would thematically fit in two chapters; however, it is discussed extensively in one chapter only, whereas a "note" will refer you to the respective chapter. Under "information" you will find useful links and internet addresses. And in the annex we have listed contact data in a city map for your convenience and information. We hope that the "New in Graz"-Package will be of use to you, and we wish you a happy life in our beautiful city! We do not lay any claim to completeness – with all questions, wishes, ideas, complaints and suggestions for improvement and particularly for praise, please turn to the Integration Office of the City of Graz (Integrationsreferat).

We have tried to always provide you with the latest information. However, as laws, fees, contact information, open hours, etc. often are subject to change, we advise you to double-check by calling the respective services beforehand.

Your team of the Integration Office

☎ + 43 316 872-7481

@ integrationsreferat@stadt.graz.at

### DEAR NEW CITIZEN OF GRAZ,

a good host introduces his/her guests to the new and unfamiliar environment, provides an orientation and familiarizes them with the house rules, and shows them the sights and points of interest.

Although we cannot personally introduce all newcomers to Graz as their new living environment, we would still like to be of help by offering you a coupon for a city tour and, in this way, introduce you to our city. The other contents of the "New in Graz"- Box, as well, serve to familiarize you with the Styrian capital. You will find out that Graz has an excellent infrastructure and is rightly praised for the high quality of life it offers to its residents.

Representing the city administration, I can assure you that we contribute to your well-being by being strongly committed to conti-

nuously improving our services. For our efforts we have received the Austrian Administration Award and many other awards. I hope that we always meet our high expectations and that you, too, will perceive your communications with the municipal authorities and services as positive and enjoyable.

At this point I simply wish for you to feel welcome in Graz and hope that you will have the chance to discover and experience the many beautiful parts and aspects of our city. Maybe this will change your perception of the "Murtropolis" Graz from a mere place of residence to a place you call home.

Yours,

Mag. Martin Haidvogel

*Director of the Municipal authorities*



Foto: iStockphoto © PeopleImages

# CAPITO APP

## EASY-TO-UNDERSTAND INFORMATION FOR RESIDENTS OF GRAZ

We want people who have recently moved to Graz to feel at home and find their way around as quickly as possible. Brief and clearly arranged information about their new home city helps here. Particularly for people who do not yet speak German that well, specific information in easy-to-understand German is ideal.

And from a very general perspective, information for all Graz residents that is as barrier-free as possible is a major concern for us in the Graz municipal administration. Because citizens' satisfaction is very important to us.

## INFORMATION ON THE SMARTPHONE

This brochure has therefore now been translated into an easy-to-understand language for the first time and in collaboration with capito Graz. Furthermore, with the capito app, the information is also available directly on the smartphone and in different language levels. The language levels correspond to a very easy-to-understand language (A1) and an easy-to-understand language (A2). capito QR codes are provided in the table of contents and in the individual chapters. By scanning these QR codes with the capito app, the user can access the easy-to-understand versions directly. Also included in the app: an English translation and a read-aloud function.

## HOW DO I LOAD THE CAPITO APP

The capito app is available free of charge in the App Store and in the Google Play Store.

1. Open the App Store or the Google Play Store.
2. Enter "capito" in the search field.
3. Select "capito - Leicht Lesen" ("Easy to read").
4. Tap on "Install".
5. When you have downloaded the app, the symbol for the capito app is displayed on your mobile phone.
6. To open it, tap on the symbol. The capito app then shows you the next steps.

## INFORMATION ON THE COMPUTER

The easy-to-understand information is of course not only available on the smartphone but also on the computer.

### **i** Information

#### capito Graz

Heinrichstraße 145  
8010 Graz

@ office@capito.eu  
capito.eu

Easy-to-understand information can be found at:  
@ graz.at/neuingraz





Foto: Joel Kernasenko

## NEW IN GRAZ

Graz is the Provincial Capital of Styria and the second largest city in Austria. The 328,276 inhabitants of Graz (Date: 1.1.2019) come from ca. 160 countries. The first residents settled about 5,000 years ago between the river Mur and the Schlossberg, a steep rock located in the heart of the city. The name Graz was first chartered in history in the year 1128. The colors of the city are white and green. Its coat of arms is green and shows a silver panther which is walking upright. The City of Graz is governed by its Mayor, the City Parliament (48 members) and the City Council (7 City Councilors). The elections are held every 5 years. The elected members of the City Parliament in turn elect the City Councilors, the Mayor and the Deputy Mayor. The City

Hall located on the main square is the seat of the City Government. The city is administered by the municipal authorities (Magistrat Graz) with about 3,000 employees. The "Holding Graz" is the municipal utilities company of the City of Graz. With another 4,000 employees the Holding Graz is in charge of supplying important services such as electricity, water, public transport, garbage collection, sewage system, etc.

Graz is a center of culture, science and technology; a city of gentle mobility and "short distances." The historic Old Town and the castle "Schloss Eggenberg" are part of the UNESCO-World Heritage. In 2001 Graz as the first city in Europe was awarded the title "City of Human Rights". In 2003 Graz was

the Cultural Capital of Europe; in 2011 Graz was made "City of Design". Furthermore, Graz is a "Fair- Trade- Community," an "Eco-City" and the first "Capital of Culinary Delights" in Austria. The city has four Universities, two Universities of Applied Sciences and two Teacher Training colleges. A total of about 55,000 students are studying in Graz.

### **FURTHER FACTS AND FIGURES:**

**Population in total:** 328,276, of which 246,121 of Austrian citizenship, 45,074 from EU-member states, 37,081 from countries outside the European Union.

**Area of Graz:** 127.58 sq. km (49 sq. mi) of which 40 percent are green areas.

**Elevation:** 353 m (1158 ft.) above sea level

**Geographic position:** 47.05 degrees north latitude  
15.22 degrees east longitude

**Communal districts:** 17

**Length of the River Mur in the city area:** 15.87 kilometers (9.86 mi)

**Length of the road network:** about 1,200 kilometers (745 mi)

**Length of the cycle path network:** ca. 120 kilometers (75.76 mi)

**Length of the tram network:** 66 kilometers

**Businesses:** about 10,000 companies

**Employees:** about 172,000 people as of January, 2013.



Foto: Graz Tourismus © Harry Schiffer

## NEW IN GRAZ

In this chapter you will find a comprehensive overview of the first important things which you will have to take care of after having arrived in Graz. You will learn which authorities you will have to turn to in order to get e.g. a passport, an ID- card, etc. The staff members of the seven Service Centers for citizens (BürgerInnen-Servicestellen) are your contact persons.

### REGISTERING YOUR RESIDENCE

If you move to Graz, you need to register within three days of your arrival. You have to register your main place of residence, if you have chosen to live in Graz. The legal

obligation to register also applies to all of your family members who have moved to Graz with you. Before registering, you have to cancel your registration at your former place of residence (within three days before or after moving). You can do both at the same time. In case you want to change your existing registration in Graz from secondary residence to main residence, you may do so within the period of one month. Registration is free of charge. In case you violate the obligation to register, you commit an administrative offense. You may register, cancel your registration or change your registration at any of the Service Centers for citizens.

The Service Centers are in charge of:

- registration,
- reports of losses and finds,
- submission of applications concerning child care,
- permits to long-term parking in the designated "Blue and Green Parking zones,"
- registration of dogs,
- "Lebensbestätigung" issuing of various certificates and confirmations;
- activation of mobile phone signatures.

### CONFIRMATION OF REGISTRATION

Citizens of EEA countries (all EU-Member States as well as Iceland, Norway and Liechtenstein) and citizens of Switzerland do not need a visa and may stay in Austria freely for a period of three months. If they plan to stay longer than three months, they have to place an application for a confirmation of registration (Anmeldebescheinigung) as a confirmation of their right of residence within four months after the date of their arrival. After five years of permanent residence in Austria, citizens of EEA countries may apply for a permanent residence confirmation (Bescheinigung des Daueraufenthalts). Applications may be placed at the authority in charge: Department 3 of the Styrian Government (Amt der Steiermärkischen Landesregierung).

### TIP

more information at: [graz.at/servicestellen](https://graz.at/servicestellen)

## i Information

### Steiermärkische Landesregierung Abteilung 3 – Verfassung und Inneres

Paulustorgasse 4, 8010 Graz  
 ☎ +43 316 877-2084  
 @ abteilung3@stmk.gv.at  
 verwaltung.steiermark.at

### Servicestellen der Stadt Graz

**Servicestelle Andritzer Reichsstraße 38**  
 Mo-Fr 7-13 Uhr und Mi 13-18 Uhr

**Servicestelle Bahnhofgürtel 85, 1. OG**  
 Mo-Fr 7-13 Uhr und Di 13-18 Uhr

**Servicestelle Conrad-von-Hötzendorf-Straße 104 (Ostbahnhof)**  
 Mo-Fr 7-13 Uhr und Do 13-18 Uhr

**Servicestelle Kärntner Straße 411**  
 Mo-Fr 7-13 Uhr und Do 13-18 Uhr

**Servicestelle Schmiedgasse 26**  
 Haupteingang: Portier im Amtshaus, Parterre  
 Mo-Fr 7-13 Uhr und Mo 13-18 Uhr

**Servicestelle St. Peter-Hauptstraße 85**  
 Mo-Fr 7-13 Uhr und Di 13-18 Uhr

**Servicestelle Stiftingtalstraße 3, 1. OG**  
 Mo-Fr 7-13 Uhr und Mi 13-18 Uhr

**Expositor Mariatroster Straße 37**  
 Mi 7-13 Uhr

### KONTAKT

☎ +43 316 872-6666  
 ☎ +43 316 872-6689  
 @ servicestelle@stadt.graz.at  
 graz.at/servicestellen



# NEW IN GRAZ

## ISSUANCE OF A PASSPORT

You can get a passport at the Service Center of the City of Graz in the Council Office (Amtshaus), Schmiedgasse 26, 8011 Graz, Tel. +43 316 872-5252. The costs: 75.90 Euro. Passport validity: 10 years. At [graz.at/reisepass](http://graz.at/reisepass) you can conveniently book your online appointment and in this way avoid standing in line.

In principle you may apply for a new passport with any passport office at the respective authority, irrespective of your place of main residence in Austria. The so-called "high security passport" is printed by the Austrian State Printers and will be sent to you within five days after the submission of the application. You will receive an RSb- letter (which has to be signed for but can be received by a representative, such as a work colleague at the working place, signing in your name, too. In case nobody can confirm the receipt of the RSb- letter with his/her signature, you will receive a yellow notice slip, explaining that the letter has been taken to your post office where you can collect it personally).

You can find out which documents are required for the passport application by calling the Service Center at Tel. +43 316 872-5252. If you need a certificate of citizenship for your passport application, you can get it at the same time at the Service Center at the department of Civil Status- and Citizenship.

If you need your passport as fast as possible, you may apply for an express-passport (Express-Pass) (posted to you within 3 working days, cost is 100 Euro) or even a one-day-express-passport (Ein-Tages-Express-Pass, posted by the next working day, cost is 220 Euro); both are valid for ten years as well. At the Graz airport you can apply for an emergency passport (Notpass) which, however, is valid only for a period of six months. Attention: Some countries will not allow entry with an emergency passport!

Children in Austria are required to have a passport of their own, if the child is an Austrian citizen. It costs 30 Euro (up to the 12th birthday of the child; from then on 75.90 Euro). Within the child's first two years of life the initial application of a passport is free of charge, if the child is of Austrian citizenship (Attention: A 3-day express passport costs 45 Euro, a one-day-express-passport costs 165 Euro. After a child's 12th birthday a three-day express passport costs 100 Euro, a one-day-express passport costs 220 Euro!).

Open hours of the Service Center: Monday, from 7AM to 6 PM and Tuesday through Friday, from 7 AM to 1PM.

## ISSUANCE OF AN ID CARD

The ID card in the practical credit-card size makes it easier for you to identify yourself; you don't always have to carry your pas-

sport with you. Furthermore, the ID card is recognized as a valid travel document in 32 European countries. You may also apply for the ID card at the Service Centers of the City of Graz in the Council Office (Amtshaus), Schmiedgasse 26, 8011 Graz, Tel. +43 316 872-5252, 5254. It costs 61.50 Euro. For a child up to the age of 16, it costs 26.30 Euro. Validity of the ID card: 10 years. The issuance process takes up to two weeks. For the ID card the same rule applies as for the birth certificate: Within the child's first two years the initial application of a passport is free of charge, if the child is of Austrian citizenship. At [graz.at/reisepass](http://graz.at/reisepass) you can conveniently book your online appointment and in this way avoid standing in line.

## ISSUANCE OF A CERTIFICATE OF CITIZENSHIP

The Civil Registry Office (BürgerInnenamt), Passport- and Document Services is in charge of issuing citizenship certificates for Austrian citizens. The person requesting the issuance of a citizenship certificate has to be registered and living in Graz.

Depending on whether you need the certificate for yourself or for your child and on whether you are an Austrian national by descent or you have been granted the citizenship, you will need to bring different documents. Therefore, we advise you to call beforehand and request information from the registrar's office- Tel. +43 316 872-5185, 5187, 5188.

The cost of a citizenship certificate is 48.50 Euro. In addition you may be charged additional fees for other necessary documents or translations of documents. For a child the issuance of a citizenship certificate is free of charge, if the application was placed during the child's first two years of life and the child is an Austrian citizen (with the exception of the citizenship certificate which is subject to charge because it was applied for after the child was granted the citizenship in a citizenship application procedure). If you need the citizenship certificate for a subsequent passport application, the same department will handle the passport application process.

## Information

### BürgerInnenamt

Referat Personenstands- und Staatsbürgerschaftswesen

Amtshaus, Schmiedgasse 26, 4th floor  
8011 Graz

Open hours: Tuesday, Thursday, Friday from 7 AM to 1 PM, Monday and Wednesday from 7 AM to 5 PM

+43 316 872-5201  
[@ personenstandswesen@stadt.graz.at](mailto:personenstandswesen@stadt.graz.at)

# NEW IN GRAZ

## ISSUANCE OF A BIRTH CERTIFICATE

The first birth certificate issued directly after the birth is free of charge. A subsequent issuance of a birth certificate for a child born in Graz is possible (each notarial document costs 9.30 Euro (Current rates as of Jan. 1, 2017)).

## GENERAL COMPULSORY SCHOOLING

All children who are living in Austria for at least a semester are required to attend school. Compulsory schooling starts in the year the child turns 6 and lasts 9 school years. The requirement of compulsory schooling is fulfilled after having attended the following schools:

During the first four years:

- Primary school (Volksschule)
- 5th to 8th grade: New middle school, " (Neue Mittelschule), high school (AHS)
- In 9th grade: Pre-vocational polytechnic course (Polytechnische Schule), continuation of secondary (vocational) school, or high school.
- Almost all schools offer after school day care services (subject to costs).

### TIP

More detailed information: Read the chapters „Education“ and „Children & Young Adults“!

## HEALTH INSURANCE

As soon as you are working and are earning more than 425.70 Euro a month (rate as of

Jan. 1, 2017), your employer has to register you with the social insurance company. Social insurance includes Health-, Accident-, and Pension insurance and you can use all medical services covered under the health insurance. Your spouse and your children can be covered under your insurance. For more detailed information read chapter "Health Care."

## HOUSING/ WORK/HEALTH CARE/ LIVING SITUATIONS & SOCIAL AFFAIRS

### TIP

For details on these topics, please read the respective chapters (of the same names).

## GERMAN COURSES

### TIP

For details on this topic, please read the chapter „Integration & Migration“.

## VEHICLES/DRIVER'S LICENSE

In Austria compulsory insurance applies to all motorized vehicles (such as cars, trucks, motor cycles, motor bicycles). In order to drive you have to take out liability insurance with an insurance company. Only then your vehicle can be approved for public traffic (registration with the respective authorities). After having paid the required fees, you will receive the license plates and the motor vehicle assessment sticker ("Pickerl"). Your insurance agent can take care of the registration of your car and a change of registration respectively



Foto: Graz Tourismus © Harry Schiffer

and will give you the license plates after the registration process is completed. You are, of course, welcome to register your car/ motor cycle personally with your insurance or any other admission office. You may obtain information on all documents necessary for vehicle registration right there. In order to drive on Austrian highways (Autobahn), you need a valid motorway toll vignette. The vignette has to be applied to the inside of the windshield of your car in a clearly visible way. (It can be bought at automobile clubs, post offices, gas stations and tobacco stores). There are three different kinds: validity of 10 days, 2 months or one year. In Austria the law requires the driver and all passengers of a car to wear a seat belt! Children under the age of 14, who are smaller than 4.9 ft (1.5 m), have to be seated in a child seat adequate to their height and weight.

### TIP

Find more info on the driver's license in chapter „Traffic & Transport“. Further info on the above mentioned topics: [help.gv.at](http://help.gv.at).

## Information

### BürgerInnenamt

Amtshaus, Schmiedgasse 26/3, 8011 Graz

+43 316 872 5201

@ [graz.at/buergerInnenamt](mailto:graz.at/buergerInnenamt)

### Department of Education and Integration

Keesgasse 6, 8011 Graz

+43 316 872 7474

@ [abiservice@stadt.graz.at](mailto:abiservice@stadt.graz.at)



## OBLIGATION TO REGISTER YOUR PLACE OF RESIDENCE

If you move to Austria, or if you move within Austria, you need to register your new place of residence with the respective authority within three days of your arrival. You can find more information on this topic in the chapter "New in Graz."

## HOW TO FIND AN APARTMENT

You can rent an apartment from:

- Housing associations
- Real estate agents
- Private people renting or selling a home

The best advice we can give you is to read the housing advertisements in the daily newspapers (weekend- editions), weekly journals and/or free newspapers. There are also special magazines with housing advertisements only. There are, of course, unlimited housing advertisements on the internet.

Attention: Real estate agents charge a fee for their services (mostly the dual monthly gross rent or a certain percentage of the selling price). Please, be advised to have your rent- or purchase contract checked by a professional in the field of law such as a lawyer, the Renters' Association (Mietervereinigung), the Chamber of Labor (Arbeiterkammer) or the Housing Information Center of the City of Graz (Wohnungsinformationsstelle).

In any case you should ask which costs are already included in the price of rent- the so called operating costs (Betriebskosten) for services such as electricity, heating, trash collection, house maintenance and general cleaning can enormously increase the rent charged. By law a rent contract has to be signed for a minimum period of three years. The renter, however, may cancel the contract after a minimum period of one year (Attention: at three months notice). The rent contract may be cancelled by mutual agreement at any time.

## COUNCIL FLATS

If you fulfill certain requirements, you may apply for one of the ca. 11,000 council flats at the Department of Housing Affairs (Wohnungsamt). These requirements you can find at [graz.at/wohnen](http://graz.at/wohnen)

You can make a written application, by completing an application form or apply online (There are a variety of documents which need to be added to your application). Unfortunately there are only very few available council flats, and this is why immediate offers are not to be expected (with the exception of the „council flats without waiting periods“ at [graz.at/wohnen](http://graz.at/wohnen)). The minimum waiting period currently is at nine to twelve months for 1-, 2- and 3- person households. 4- and more person households have to expect a waiting period of 18-24 months.

## SUPPLEMENTARY RENT COMPENSATION

Tenants of a council flat may apply for supplementary rent compensation if they have to spend more than 33 percent of their gross household income on rent, operational- and heating costs. For more information see [ww.graz.at/wohnen](http://ww.graz.at/wohnen).

## HOUSING INFORMATION CENTER OF THE CITY OF GRAZ (WOIST)

WOIST offers counselling free of charge, unbiased and without prior appointment on the topics of Rental Law, apartment ownership, Estate Agency Law, finding an apartment or rent subsidies etc. Simply bring all relevant documents with you, please!

### i Information

#### WOIST – Wohnungsinformations- stelle der Stadt Graz

Schillerplatz 4, 1st floor, 8011 Graz

- ☎ +43 316 872-5450
- 📠 +43 316 872-5459
- @ [wohnungsinformationsstelle@stadt.graz.at](mailto:wohnungsinformationsstelle@stadt.graz.at)

#### INFO POINT

Schillerplatz 4, first floor, 8011 Graz

Zentrale Annahmestelle für Ansuchen und Unterlagen: Monday to Friday, 7 AM to 3 PM  
Schlüsselausgabe: Monday to Friday, 7 AM to 1 PM/Parterre INFO-Point

Ticketausgabe zur Vorsprache im Wohnungsmanagement: Tuesday to Friday from 7 AM to 9 PM, Tiefparterre (max. 60 Tickets/Tag)

- ☎ +43 316 872-5402 oder -5403
- 📠 +43 316 872-5409
- @ [wohnungswesen@stadt.graz.at](mailto:wohnungswesen@stadt.graz.at)

### TIP

For more information see chapter „Integration & Migration“

### i Information

#### Gemeindewohnungen/ Wohnungsmanagement

Schillerplatz 4, 4th floor, 8011 Graz

- ☎ +43 316 872-5413 Gemeindewohnungen
- ☎ +43 316 872-5444 barrierefreie Gemeindewohnungen
- 📠 +43 316 872-5409
- @ [wohnungsmanagement@stadt.graz.at](mailto:wohnungsmanagement@stadt.graz.at)

#### Gebäudemanagement/ Hausverwaltung:

Schillerplatz 4, 2nd floor, 8011 Graz

- ☎ +43 316 872-5432
- 📠 +43 316 872-5489
- @ [gebaedemanagement@stadt.graz.at](mailto:gebaedemanagement@stadt.graz.at)

#### Schlichtungsstelle:

Zentrale Annahmestelle: Monday to Friday, 7 AM to 3 PM/ first floor INFO-Point, Schlichtungsstelle/4th floor: Tuesday to Friday, from 8 AM to 12 AM

- ☎ +43 316 872-5424
- 📠 +43 316 872-5409
- @ [schlichtungsstelle@stadt.graz.at](mailto:schlichtungsstelle@stadt.graz.at)

#### Mietzinszahlungssreferat:

Zentrale Annahmestelle: Monday to Friday, 7 bis 15 Uhr /first floor, INFO-Point/Mietzinszahlung/4th floor: Tuesday and Friday, 8 AM to 12 AM

- ☎ +43 316 872-5423
- 📠 +43 316 872-5409
- @ [mietzinszahlung@stadt.graz.at](mailto:mietzinszahlung@stadt.graz.at)



# LIVING IN GRAZ

**i** Information

**Mietervereinigung Steiermark**  
Feuerbachgasse 1, 8020 Graz

Open hours: Monday to Thursday from 9 AM to 12 AM and 1 PM to 4 PM, Friday from 9 AM to 12 AM

☎ +43 50 195 43 00  
@ steiermark@mietervereinigung.at  
mietervereinigung.at

For members only!  
Counseling by appointment only.

**Arbeiterkammer Steiermark**  
Hans-Resel-Gasse 8-14, 8020 Graz

Telephone consultations: Monday through Friday from 8 AM to 1 PM

☎ +43 5 77 99 0  
@ akstmk.at

**Mieterschutzverband Österreich**  
Sparbersbachgasse 61/P, 8010 Graz

Open hours: Monday from 2.30 PM to 5 PM, Wednesday from 2.30 PM to 7 PM and Friday from 9 AM to 11.30 AM.  
Counseling by appointment only.

☎ +43 316 38 48 30  
@ office@mieterschutz-steiermark.at  
mieterschutz-steiermark.at

**Kundenservice-Center der Energie Graz**  
Andreas-Hofer-Platz 15, 8010 Graz

Open hours: Monday, Tuesday, Wednesday and Friday from 7.30 AM to 3 PM, Thursdays from 7.30 AM to 6 PM.

☎ +43 316 8057-1857  
energie-graz.at

**REGISTERING ELECTRICITY, HEATING AND WATER**

Electricity, natural gas and central heating can be registered or cancelled at "Energie Graz", at the Customer Service Center, Andreas-Hofer-Platz 15. Re-registration of your water supply: At Graz Holding, Water Supply Services.

**REGISTERING RADIO AND TV**

Cancel/Re-register your radio and TV/cable TV contracts compulsory TV license fee (GIS-Gebühren). In Austria a compulsory radio and TV license fee is charged. Please, register your radio and TV sets at the Radio and TV License Information Center of the Austrian Television- ORF (GIS - Gebühren Info Service des ORF). The application form can be downloaded online at gis.at.

**i** Information

**Holding Graz Wasserwirtschaft**  
Wasserwerkergasse 11, 8045 Graz

☎ +43 316 887-7272  
@ wasser@holding-graz.at  
holding-graz.at/wasserwirtschaft

**GIS - Gebühren Info Service des ORF**

☎ +43 810 00 10 80 (Service Hotline)  
Monday to Friday from 8 AM to 9 PM,  
Saturday 9 AM to 5 PM  
@ kundenservice@gis.at  
gis.at

Anmeldeformulare erhalten Sie auch in den Servicestellen der Stadt Graz.



Foto: iStockphoto © ah\_fotobox

**LIVING TOGETHER PEACEFULLY**

To be new in a city requires you to adapt to the new situation and make some changes in your life style. As a new tenant or as the new owner of an apartment, you, too, need to adapt to the customs and common practice of the apartment building you are living in. Please note that most apartment buildings have house rules (they usually are posted in the staircase of the building). Please abide by these house rules. Introduce yourself to your new neighbors when moving in- don't worry about language skills, your neighbors will appreciate the gesture. Please note that all activities in the apartment, in the garden or the court yard which generate loud noise (such as hammering, sawing, lawn mowing) as well as loud music are not allowed Monday through Friday, from 7 PM to 7 AM, Saturdays also from noon to 3 PM and on Sundays and holidays all day long. Please respect the peace at night from 10 PM to 7 AM. If you are having a party in your apartment or in your courtyard or garden, please, be so kind as

to inform your neighbors in advance. Avoid having a BBQ on your balcony (because of the heavy smoke). Please, do not park your bicycles, strollers, etc. in the staircase. Separate your trash and use the respective trash cans (have a look at the information in paragraph Garbage Management).

**CONFLICT MEDIATION IN HOUSING ESTATES**

In order to successfully solve conflicts in housing estates in a peaceful and satisfactory way, you may turn to the Peace Office of the City of Graz and its "Community Mediation Service - Nabas (Nachbarschaftsservice)". This service supports and assists residents of

**i** Information

**„Nachbarschaftsservice Graz“  
Friedensbüro**  
Keesgasse 6, 1st floor, 8010 Graz

☎ +43 316 872-2180

# LIVING IN GRAZ

housing estates in finding solutions to problems resulting from disputes between neighbors. The Community Mediation team, consisting of four professional mediators is committed to supporting you. The team helps to clarify the circumstances of the conflict in an unbiased way, gives legal information, mediates between the conflicting parties and refers them to other authorities, if necessary. You can call the "Conflict- Hotline" at Tel. +43 316 872-2180 Monday through Thursday from 8 AM to 3 PM and Friday from 8 AM to 12 noon.

## CHECKLIST FOR MOVING HOUSE

On the following two pages you can find an extensive list of all the tasks and bureaucratic procedures that you need to consider and take care of when organizing your moving to a new apartment.

## SAVING ENERGY

Cutting down on electricity and heating consumption spares your budget! Opting for district heating (in part depending on your income level) and solar energy system solutions is subsidized by the City of Graz. You can find detailed information on environment friendly alternative energy options online at [oekostadt.graz.at](http://oekostadt.graz.at) and also at the Energy Counseling Service (Energieberatung), Tel. +43 316 872-4328. More information on the topic of district heating can be found at the website of Energy Graz (Energie Graz) online at: [energiegraz.at](http://energiegraz.at) or at Tel. +43 316 80 57-9090.

## GARBAGE MANAGEMENT

Garbage management is regulated by law in Austria. The focus is placed on garbage prevention. The responsible handling of garbage is an essential contribution to the protection of the environment and to sustaining natural resources. In the city of Graz you will find garbage cans put up for the collection of the following types of garbage:

- **Residual waste** (black garbage can; for broken dishes, broken glass, rubbish, cat litter, bones, dirty paper, diapers, broken toys, vacuum cleaner bags, etc.)
- **Organic Waste** (brown garbage can; for vegetable- and fruit waste, dry foods, solid food leftovers, flowers, plants, cut grass, etc.)
- **Paper** (red garbage can; for paper, cardboard, newspapers, magazines, books, paper files, etc.)
- **Glass packaging** (green garbage can; for glass, separate the clear from the colored glass)

### **i** Information

#### Saving Energy

**Städtisches Umweltamt  
„Energieberatung“**

☎ +43 316 872-4302  
@ [umweltamt@stadt-graz.at](mailto:umweltamt@stadt-graz.at)  
[umwelt.graz.at](http://umwelt.graz.at)



Foto: iStockphoto © ah\_fotobox

- **Light packaging material** (yellow garbage can; for all packaging made of plastic and composite material, textile material, Styrofoam, wood, disposable tableware, etc.)
- **Metal packaging** (blue garbage can; beverage- and food cans, pet-food cans, paint cans and metall cover foils, etc.)

Bulky garbage such as old mattresses, furniture, bicycles, electric appliances and toxic substances (such as waste oil, batteries, etc.) have to be disposed of at the Recycling Center of the Holding (Sturzplatz). The cost per entrance is: 4 Euro; load of up to 200 kg free of charge. Toxic waste can also be taken to the Toxic Waste Express (Giftmüllexpress) of the Holding Graz Waste Services (a mobile collection center for toxic waste). Information on dates and the Toxic Waste Express at Tel. +43 316 872-4388. Further delivery points are the fire at the fire brigade on Lendplatz, at the fire brigade station Dietrichsteinplatz, Monday through Friday, from 8 AM to 5 PM, Saturday from 8 AM to 2 PM. For more detailed information on garbage prevention, -separation and -disposal you can call

the Garbage- and Environment Counseling Service of the City of Graz (Abfall- und Umweltberatung) [oekostadt.graz.at](http://oekostadt.graz.at). There the "Garbage Separation Leaflets" are available for download in 19 languages.

### **i** Information

#### Holding Graz Abfallwirtschaft Recyclingcenter

Apply for/order/change bio- and residual waste bins; waste disposal charges

Sturzgasse 16, 8020 Graz  
☎ +43 316 887-7272  
☎ +43 316 887-7117  
@ [holding-graz.at](http://holding-graz.at)

Open hours: Monday through Friday from 7 AM to 5 PM, Saturdays, Sundays and Holidays from 8 AM to 6 PM.

#### Abfall- und Umweltberatung der Stadt Graz

Schmiedgasse 26, 8011 Graz

☎ +43 316 872-4388  
@ [umwelt.graz.at](http://umwelt.graz.at)



# CHECKLIST

## IMPORTANT THINGS TO REMEMBER WHEN MOVING HOUSE

### BEFORE MOVING

- Cancel your current rent contract in accordance with the terms of the lease
- Clarify any refunds or takeovers of furniture with the subsequent tenant (best in writing)
- Read your meters- gas, electricity, water, heating (in your former and your new apartment!)
- Cancel district/gas heating and electricity in your old apartment and re-register those services.
- Cancel/Re-register your radio and TV/cable TV contracts
- Cancel/Re-register telephone (land line)/internet
- Place a forwarding order at your local post office
- Apply for leave of absence for moving with your employer
- Fix and appointment for the handover of the old and takeover of the new apartment (incl. a record for each exchange)
- For those who have a special parking permit, do not forget to exchange it
- If necessary: Plan and coordinate renovations in your old and/or new apartment
- If necessary: Contact and contract a moving company to help you in moving

- If necessary: Set the actual moving date and organize helpers, a moving van and sufficient transporting boxes
- Inform your household insurance on the upcoming house moving in time (as the moving process is normally covered by the household and liability insurance)
- If necessary: Apply for a temporary no stopping zone so you will be able to load and unload the moving van/truck
- Collect all receipts of expenses related to your moving so you can later deduct them in your tax declaration
- Document the condition of your new apartment before moving in (for instance by taking pictures)
- Ask for a final account of your rent payments for the apartment you are vacating
- Cancel all standing orders for rent-, utility-, and electricity payments for your old apartment

### CHECK LIST AFTER HAVING MOVED

- Return the keys to your old apartment
- Cancel your former registration and re-register at your new main residence
- Put name plates on your front door
- Deregister- and re-register your car at the new address

- You may need to apply for a new special parking permit
- Have the change of address noted in your respective firearm pass (such as the gun license)
- order/change order of organic and residual waste garbage cans
- Re- register your dog, if you have one

### NOTIFICATIONS

- Notify your employer and/or the Public Employment Service (AMS) of your change of address
- Notify the Styrian Regional Health Insurance Fund (GKK) and your respective Pension Insurance Fund of your change of address
- Notify your bank/insurance company of your change of your address. As far as the household insurance is concerned make sure to inform them in time (at the latest when re-registering!)
- Notify the tax authorities (Finanzamt) of your change of address
- Have your change of address noted in any deed of property ownership
- Notify your church of your change of address
- Notify your child care facility/school/uni-

- Notify your change of address
- Notify your office for alternative civilian service of your change of address
- Notify the respective military authorities of your change of address (only if you are moving abroad)
- Change of address on your hunting and/or fishing license
- Change of address on all certificates of authority
- Cancel your registration with all ongoing subscriptions or inform them of the change of address (such as newspapers, journals, theatre, etc.)
- Notify all organizations, your doctors banks and libraries and services or shops of which you are a member of your change of address
- Notify the information service in charge of the compulsory license (GIS – Gebühren Information Service) to view Austrian TV (ORF) of your change of address

### TIP

This checklist is meant to be a guideline to make moving easier and does not claim to be complete. Information taken from the website [help.gv.at](https://www.help.gv.at). (Date20.09.2016)





# WORKING IN AUSTRIA



The Austrian labor market is based on many laws. The most important rules and regulations regarding the Austrian labor market are:

## UNLIMITED ACCESS TO THE AUSTRIAN LABOR MARKET:

- All women and men of Austrian citizenship, their spouses and children, as long as they are entitled to residence under the Settlement and Residence Act (Niederlassungs- und Aufenthaltsgesetz).
- All citizens of the following countries: Belgium, Denmark, Germany, Finland, France, Greece, Great Britain and Northern Ireland, Ireland, Israel, Italy, Liechtenstein, Luxemburg, Malta, the Netherlands, Norway, Portugal, Sweden, Spain, Cyprus and Switzerland.

## EXEMPT FROM THE AUSTRIAN FOREIGNERS' EMPLOYMENT ACT ARE:

Refugees recognized under the Geneva Refugee Convention, migrants in the diplomatic or consular service as well as lecturers and researchers in universities. A requirement for taking up gainful employment in Austria is a valid certificate of residence. In addition to the settlement permit or the temporary residence permit, one needs an employment permit (Arbeitsgenehmigung). This can be a pre-employment permit followed by an employment permit, an employment permit alone or a license as a key

staff member. The employer has to apply for the pre-employment and employment permit and – jointly with the foreign employee – for the employment permit as a key staff member.

## THE RED-WHITE-RED CARD

The Red-White-Red work permit card can be issued to:

- Highly qualified migrants
- Skilled migrants in scarce occupations (defined according to demand)
- Other highly qualified key staff members
- Foreign graduates

Experts and qualified staff from Non-EU Member States can obtain permanent residence and work in Austria through the Red-White-Red Card. However, for the migration of citizens from Non-EU Member States to Austria, specific criteria in regard to the level of occupational qualification, work experience, age, level of German and English language skills, prospective job offers and minimum income levels are assessed on a points-based system.

## THE RED-WHITE-RED-CARD PLUS

It entitles its holders to right of permanent residence and unlimited access to the labor market.

Holders of the RWR-Card who in the period of 12 months have been employed for at least 10 months, may apply for an upgrade to the RWR-Card Plus. Key staff members and highly skilled employees holding a RWR-



Foto: Istockphoto © lavro77

Card may also apply for residents' permits for their (immediate) family members. The family members then are eligible to a RWR-Card Plus with unlimited access to the labor market in Austria.

## „PERMANENT RESIDENCE STATUS EU“

Those who have held a residence permit for Austria for a minimum of five years, may apply for a „Permanent Residence EU“. This status entitles its holders to permanent residence and unlimited labor market access in Austria. For this residence title applicants are required to prove advanced German language skills (certificate of B1 level).

## CINT – CLUB INTERNATIONAL

As a bilingual competence- and service center for international key workers, specialists and their families, the CLUB INTERNATIONAL supports its member companies and contributes to the internationalization of Styria as a business location.

### TIP

Find further information at +43 316 601-759, [cint.at](http://cint.at) and at the Federal Ministry of Work, Social Affairs and Consumer Protection [bmask.gv.at](http://bmask.gv.at) and the Federal Ministry of Internal Affairs [bmi.gv.at](http://bmi.gv.at).



# WORKING IN AUSTRIA

## FINDING A JOB

### PUBLIC EMPLOYMENT SERVICE (AMS)

The Austrian Public Employment Service (Arbeitsmarktservice AMS) is a public provider of labor market related services and as such is responsible for counseling in the field of work, assisting jobseekers as well as administering and paying unemployment insurance benefits. The Careers Information Center of the AMS provides information on career and education opportunities, job offers as well as tips and tricks for the right choice of career.

If you are looking for work or are still in employment, but facing unemployment, do not hesitate to turn for counseling and assistance to the regional AMS service center competent for your place of residence as soon as possible. More detailed and important information can be found at [ams.at](http://ams.at)

### NEWSPAPERS / UNSOLICITED JOB APPLICATIONS

Most newspapers feature career sections with a variety of job offers. You can always send your application on your own initiative to a company in which you would like to be employed.

### ONLINE- JOB PLATFORMS

The numerous online job listing platforms assume more and more importance in finding a job. Europe-Wide Job Search  
The European Job Mobility Portal EURES assists job seekers to find placement in EEA countries. [eures.europa.eu](http://eures.europa.eu)

### REPRESENTATION OF THE INTERESTS OF EMPLOYEES

**CHAMBER OF LABOR (ARBEITERKAMMER):**  
The Chamber of Labor represents the interests

of employees and consumers in Austria and provides information and advice on worker- and consumer protection.

### LABOR UNION (GEWERKSCHAFT)

The Austrian Federation of Trade Unions (Österreichische Gewerkschaftsbund ÖGB) is an umbrella organization of various smaller craft unions (such as Public Service-, Building-, Wood- or Private Sector unions). It represents the interests of workers and employees, but also of those retired, unemployed or still in training. The ÖGB also has a function in the negotiation of new laws and bills concerning labor issues as well as collective agreements (Kollektivverträge). The monthly membership fee is 1% of the gross income. For apprentices, pupils, students, unemployed, etc. special agreements are in effect. More detailed information can be found at [oegb.at](http://oegb.at).

### WORKS COUNCIL (BETRIEBSRAT)

In any company of at least 5 eligible employees (irrespective of their citizenship status) a works council may be elected. The works council represents the interests of the employees at company level with respect to their employers. A works council levy which serves to cover the costs of representation is deducted automatically from the employees' salaries. This levy must not exceed 0.5 % of the gross income. Staff Representatives (Personalvertretung): In the public sector, staff representatives take the place of works councils.

### RECOGNITION OF PROFESSIONAL QUALIFICATIONS

For skilled workers from foreign countries the recognition of qualifications acquired abroad

plays an important role when entering the Austrian labor market. In order to better assist and support clients in the challenging validation and recognition process, different service centers have been established. These service centers offer multilingual and free of charge counseling on the recognition of professional qualifications to migrants living in Austria.

In Graz the organization ZEBRA with its service center AST (Anlaufstelle) provides information on recognition processes of qualifications and professions obtained abroad. Further information also at: [berufsanerkennung.at](http://berufsanerkennung.at), [aa.is.at](http://aa.is.at), [asbb.at](http://asbb.at), [anlaufstelle-erkennung.at](http://anlaufstelle-erkennung.at), [bmwf.gv.at/startseite/studierende/academic\\_mobility/enic\\_naric\\_austria](http://bmwf.gv.at/startseite/studierende/academic_mobility/enic_naric_austria)

### SELF-EMPLOYMENT/REGISTERING A BUSINESS

If you want to become self-employed in Austria, you can get counseling provided by the Chamber of Commerce (Wirtschaftskammer). In Austria you may only operate a business with a valid business license. The extract of the trade register serves as evidence of the

## Information

**AMS AusländerInnenfachzentrum**  
Niesenberggasse 67-69, 8020 Graz

Open hours: Monday through Thursday from 7.30 AM to 3.30 PM, Friday 7.30 AM to 1 PM

+43 316 70 80-0  
 +43 316 70 80-590  
 [afz.steiermark@ams.at](mailto:afz.steiermark@ams.at)

**AMS Graz West und Umgebung**  
Niesenberggasse 67-69, 8020 Graz

+43 316 70 80-0  
 +43 316 70 80-190

**AMS Graz Ost**  
Neutorgasse 46, 8010 Graz

+43 316 70 80-0  
 +43 316 70 80-190

## Information

**Arbeiterkammer Steiermark**  
Hans-Resel-Gasse 8-14, 8020 Graz

+43 5 77 99 0, [akstmk.at](mailto:akstmk.at)

**ÖGB Region Graz**  
Karl-Morre-Straße 32, 8020 Graz

+43 316 70 71  
 [steiermark@oegb.at](mailto:steiermark@oegb.at)



# WORKING IN AUSTRIA

business license. You will have to decide which will be the ideal legal structure for your business, clarify whether you need a business- or an operating license, find out how to finance your business investments, etc.

Which requirements you need to fulfill and which documents you need for registering a business can be found out at the municipal Office for Commerce and Trade Procedures (Referat Gewerbeverfahren) of the Service Center for Citizens Graz as well as at the Consultancy Service for Start-Ups at the Chamber of Commerce Steiermark (gruenderservice.at).

## EMPLOYMENT OF PUPILS, STUDENTS AND YOUNG ADULTS

Children and young adults in Austria enjoy a high level of protection and this is why children are not allowed to work. Young adults, however, may learn a profession after having completed at least nine years of compulsory schooling. Young adults who are recognized refugees and who want to learn a profession do not need any special permit. In Austria men and women have equal right to education and vocational training and exercising a profession. Women and girls are allowed to train in technical and manual professions and to practice them. Many students and pupils would like to earn their own money during their training. Detailed information on such possibilities can be obtained at the AMS (see page 28 for contact data).

## REINTEGRATION INTO THE LABOR MARKET

The bbs - Employment Services Steiermark inter-connects non-profit organizations all over Styria which are dedicated to reintegrate long-term unemployed persons and/or members of difficult-to-place social groups into the labor market.

## EMPLOYMENT CONTRACT

When you are employed by a company, your employer is obligated to give you a contract of employment as documentary evidence and proof of your rightful employment. It has to state the name and address of the employer and the employee, the date of beginning of the employment, the duration of the notice period, the amount of income, the date on which the salary has to be paid, the amount of working hours per week as well as the amount of vacation time per year. Independent contractors are entitled to an independent contractor agreement. Contracts of apprenticeship always have to be concluded in writing. Contracts of employment can be temporary or open-ended.

## INSURANCE

Prior to the commencement of work, employers are obliged to sign up their employees with the social insurance and pay employers' insurance premiums. As employee you are entitled to a copy of the registration. Under the social insurance you are covered by health-, acci-



Foto: Foto Fischer

## Information

### ZEBRA, Anlaufstelle AST

Counseling on appointment only!  
Granatengasse 4, 4th floor, 8020 Graz

☎ + 43 316 83 56 30  
@ ast.steiermark@zebra.or.at  
zebra.or.at

### BürgerInnenamt, Gewerbeverfahren

Schmiedgasse 26, 8011 Graz,  
Council Office (Amtshaus), 4th floor

☎ +43 316 872-5230  
@ buergerinnenamt@stadt.graz.at

Open hours: Monday, Wednesday, Friday  
7.30 AM to 1 PM, there are no office hours  
on Tuesday and Thursday

### Wirtschaftskammer Steiermark Gründerservice

Körblergasse 111-113, 8010 Graz

☎ +43 316 601-600  
@ gs@wkstmk.at  
gruenderservice.at

dent-, pension- and unemployment insurance and you will receive the E-Card from your regional insurance fund. With the E-Card you have access to all health insurance benefits. Self-employed women and men have to sign up the Social Insurance Company for Trade and Commerce (Sozialversicherungsanstalt für Gewerbliche Wirtschaft). This compulsory insurance as well includes pension-, health-, and accident insurance as well as a self-employed pension scheme. For more information see chapter "Health Care."

## WORKING HOURS, VACATION

In Austria the standard working hours for full time employment are 8 hours per day and 40 hours per week. Apart from full time employment, there are many other schemes of working time such as part-time-, marginal- or seasonal employment contracts. Employees are entitled to a minimum of 25 working days of vacation per year. This also applies to parttime or marginal contracts. There is no





# WORKING IN AUSTRIA

legal claim to supplementary payments in the form of a 13th or 14th salary. The claim only exists, in the case that such payments have been contractually agreed on.

## TAXES

Anybody who has his/her legal residence in Austria has to pay tax on all income. In order to avoid double taxation from income gained abroad, the Double Taxation Convention (Doppelbesteuerungsabkommen) was agreed between EU- and EEA- Member States have to be income tax which is taken out of the gross salary by the employer and is paid directly to the tax authority. Through filing an employee tax assessment, one may reclaim over-paid taxes. Self-employed women and men pay

income tax and have to file an income tax return. Based on the tax regulations of the year 2012, the tax-free base income is limited to 12,000 Euro per year for employees and 11,000 Euro per year for self-employed entrepreneurs.

## NOTICE OF TERMINATION

With a notice of contractual termination the employer may dissolve a contract of indeterminate duration.

Contracts of determinate duration may only be dissolved early, if the termination is mutually agreed on by both parties, the employer and the employee. Notice periods and termination dates are stated in your work contract or in the collective agreement applicable to you.



## Information

### Finanzamt Graz-Stadt

Conrad-von-Hötendorf-Straße 14-18,  
8010 Graz

+43 316 881-538  
bmf.gv.at  
finanzonline.bmf.gv.at

### bbs – Beschäftigungsbetriebe Steiermark

Keesgasse 3, 2. Stock,  
8010 Graz

@ office@bbsnet.at



Foto: Joel Kernasenko



## TRAFFIC AND TRANSPORT: CARS, PARKING, BICYCLES

Graz is a "City of Short Distances": You can run most errands on foot, especially in the inner city. In this way you not only save money, but also safeguard the environment and stay fit! If you cannot walk or do not want to walk, you have the following options:

### PUBLIC TRANSPORT – BUSES AND TRAMS

Graz has a tightly knit network of means of public transport- please see the Public transport- network map and the folder on ticket prices included in your "New in Graz"-Box. The "Graz Lines" are taking you by bus and tram to every corner of the city from 5AM to 12PM. On Friday and Saturday the busses of the "Nightline" will take you safely back home

even after midnight. On the bus you may buy your 1 hour- or 24 hour-ticket (in cash) with the driver. In trams you may buy tickets valid 1 hour, 24 hours, 1 week or 1 month at the ticket machine (accepts coins, bills and bank

### **i** Information

**Mobilitäts- und Vertriebscenter**  
Jakoministraße 1, 8010 Graz

Open hours: Monday through Friday from  
8 AM to 6 PM, Saturday from 9 AM to 1 PM

☎ +43 316 887-4224  
@ holding-graz.at/linien  
mobilzentral.at

cards). At the tobacco store you can buy tickets in advance: tickets valid for 1 hour, 24 hours, 1 week and multiple trip tickets. Tickets valid for 6 months or a full year may only be bought at the Mobility Center (Mobilitätszentrum) (see below). The tickets cost the same, no matter whether you buy them on the bus, in the tram or at the tobacco store.

There are many different reduced ticket options: Eligible for reductions are pupils, students and apprentices as well as senior citizens (60 years and older depending on the income. Family pass holders may obtain tickets at reduced price; Graz residents may buy the „Graz ticket“ at reduced price.

Students who register their main residence in Graz are granted a mobility check (Mobilitätsscheck) worth 30 to 40 Euro per semester. Information on any other requirements students have to meet in order to be eligible for the mobility check, where to apply for it and how to use it can be found online at [graz.at](http://graz.at) - Traffic (Verkehr). More detailed information online at [graz.at/mobilitaetscheck](http://graz.at/mobilitaetscheck).

### BICYCLE RIDING

Graz has an excellent network of bicycle paths (about 120 km). The "Graz Bicycle Map" (Radkarte Graz) showing all bicycle paths and bicycle routes can be picked up free of charge at "Mobil Zentral", Jakoministraße 1, at the Graz Tourist Center (Graz Tourismus), Herrengasse 16, at the Bicycle Station at the Central Train Station (Hauptbahnhof) and at the Department for Traffic Planning (Abteilung für Verkehrsplanung), Europaplatz 20. Tel. +43 316 872-2882, E-Mail [verkehrsplanung@stadt.graz.at](mailto:verkehrsplanung@stadt.graz.at). At the

Bicycle Station at Graz Central Train Station (south of the main entrance) you can leave your bicycle in a secured area or rent a bike to explore the city (Tel. +43 664 61 73 874, [graz.at/radstation](http://graz.at/radstation)).

### DRIVING

Driver's License: in order to drive in Austria you need to hold a valid driver's license. If your driver's license was issued in an EU- member state or in an EEA- country, it is valid in Austria, too. You do have the option of having it reissued as Austrian driver's license. If you are a third country national and you have registered your main residence in Austria, you have to have your driver's license reissued within the period of six months. In the process you may have to take the practical driving test again. You may need a certified German translation of your driver's license or an international driver's license. For more detailed information, please, contact the Traffic Department at the Police Directorate Graz (Landespoliziedirektion).

### **i** Information

**Abteilung für Verkehrsplanung**  
Europaplatz 20, 8th floor, 8020 Graz

☎ +43 316 872-2881  
@ [verkehrsplanung@stadt.graz.at](mailto:verkehrsplanung@stadt.graz.at)  
[graz.at/verkehrsplanung](http://graz.at/verkehrsplanung)

**Landespoliziedirektion Steiermark**  
Parking 4, 8010 Graz

Office hours: Monday through Friday  
from 8 AM to 1 PM

☎ +43 316 059 133 60-6211  
@ [lpd-st-verkehrsamt@polizei.gv.at](mailto:lpd-st-verkehrsamt@polizei.gv.at)



## TRAFFIC AND TRANSPORT

### OBLIGATORY WEARING OF SEAT BELTS

In Austria the driver and all passengers have to fasten their seat belts- front and back seats. Children under the age of 14 and/or smaller than 1.5 meters (4.9 ft.) have to be seated in a child seat which is adequate to their height and weight.

### PARKING

In Graz there are about 26,500 chargeable and designated parking spaces and zones on streets and squares, the so called "Blue Zone" (Blaue Zone) and "Green Zone" (Grüne Zone). Parking in the designated „Blue Zone“ requires a parking ticket, Monday through Friday from 9 AM to 8 PM and Saturday from 9 AM to 1 PM, which has to be placed clearly visible on the dashboard of your car. At the Europaplatz, the parking area in front of the main train station, the parking fee has to be paid daily from 8AM to 10PM.

The „Blue Zone“ extends fully across the inner city and is only marked at its limits with street signs; outside the core area it is marked street by street with the same street sign indicating the short-term parking zone. Blue markings on the road however, serve as guides, blue road markings however, serve as guides. The maximum parking limit generally is 3 hours with the exception of Europaplatz- 1 hour; Kaiser-Josef-Platz, Schlögelgasse and Lendplatz- 90 minutes.

The „Green Zone“ is as well marked with

traffic signs and is in effect Monday through Friday, from 9AM to 8PM. There is no parking time limit, and in contrast to the „Blue Zone“, parking in the „Green Zone“ is free of charge on Saturdays. In contrast to the Blue Zone, parking in the Green Zone is free of charge on Saturdays.

Parking tickets can be bought at the parking meter or via SMS with your cell phone (handyparken.graz.at). Owners of electrically powered vehicles may park free of charge if they have an official certificate.

Residents of Graz, companies, and employees based in Graz may purchase special parking permits which grant them long-term parking at a reasonable price within the „Blue Zone“. In the „Green Zone“ (and only here) commuters may purchase monthly or even yearly tickets at a more attractive rate. You can get comprehensive information on „parking in Graz“ online at [parken.graz.at](http://parken.graz.at).

### TICKETS FOR PUBLIC TRANSPORT: ONLINE & APP

Are you interested in buying your ticket for bus&tram easily and comfortably at the online store of the „Graz Lines“?!

From home, from the office or on the go: just a few clicks and you already have your ticket in hand! From the 3-day-ticket, the week- and month ticket options, the student ticket, the transferable 6-months and annual ticket to the annual „Graz ticket“ for Graz residents. In the online store you not only find those



Foto: Joel Kernasenko

ticket options, you may also buy your ticket for all zones of the StyrianTransport Network. Ticket to your mobile phone? No problem! By installing the apps „Öffi-Ticket“ of the Graz Lines as well as „BusBahnBim“ of the Styrian Transport Network you carry your ticket with you on your mobile smart phone wherever you go. Both apps can be downloaded at the Google Play Store (for Android) as well as the App Store (for IOS).

The links to the free app- download can be found at the online- store of the Graz Lines. All at one click: [ticket.holding-graz.at](http://ticket.holding-graz.at).

### i Information

**Straßenamt – Parkgebührenreferat**  
Keesgasse 6, 8010 Graz

☎ +43 316 872-6565  
@ [parkgebuehrenreferat@stadt.graz.at](mailto:parkgebuehrenreferat@stadt.graz.at)  
[graz.at/parken](http://graz.at/parken)

**GPS – Grazer Parkraumservice**  
Jakominigürtel 20, 8010 Graz

☎ +43 316 872-7565  
☎ +43 316 872-7561  
@ [parkraumservice@stadt.graz.at](mailto:parkraumservice@stadt.graz.at)  
[parken.graz.at](http://parken.graz.at)





The City of Graz is committed to being there for its residents in all spheres of life.

### MARRIAGE

The first step to married life is putting up the marriage banns at the Civil Registry Office. Please, reserve an appointment for the registration at the Civil Registry Office of the Service Center for Citizens, Tel. +43 316 872-5140, 5143 to 5145. With your appointment to register the civil marriage, the place, date and procedure of your wedding and the future family name will be set and you will receive information on the relevant documents and the fees to be paid. As a foreigner marrying in Austria, the laws of your country apply to your marriage.

### REGISTERED PARTNERSHIP

You may contract a registered partnership with a same-sex partner. You can book an appointment for the ceremony at the Service Center, Office of Civil Status and Citizenship (BürgerInnenamt, Referat Personenstands- und Staatsbürgerschaftswesen), at: Tel.: +43 316 872-5171

### PREGNANCY

If pregnant and in employment, you have to inform your employer about the pregnancy and the calculated date of birth. Eight weeks before and eight weeks after the birth of the child, you are obliged to take maternity leave. For the protection of the mother, all work is prohibited during this time. For the health

and well-being of the child and the mother during pregnancy and after birth, the Mother-Child-Booklet (Mutter-Kind-Pass) is offered free of charge in Austria in conjunction with a medical examination program beginning during pregnancy and lasting up to the 5th year of the child's life. The Mother-Child-Booklet may be obtained from the health care service that diagnosed your pregnancy. All women regardless of their status or citizenship are entitled to the Mother-Child-Booklet services. All medical examinations made by a doctor who has a contract with the regional health insurance are free of charge. In case you are not covered by health insurance, you can turn to the Styrian Regional Health Insurance Fund (GKK) and ask for a voucher confirming your eligibility for this health care service (Anspruchsbeleg). Taking all the required medical exams of the Mother-Child-Booklet is the basis for the eligibility to be granted child care benefits! In case of an unwanted pregnancy you can find advice and support at various counseling centers such as the Women's Health Center (Frauengesundheitszentrum). See also chapter "Help in Emergency Situations and Acute Crisis."

### FOLLOWING THE BIRTH

After the birth some official paperwork at the respective authorities' offices needs to be taken care of. The Civil Registry Office- Register of Birth offers you in this regard a unique service: if you have given birth at the Graz General

Hospital (LKH) or in either one of the sanatoriums "Ragnitz" and "Leonhard" you may get your child's birth certificate, confirmation form of the birth for the Regional Health Insurance Fund and residence registration done for you and delivered right to your bedside! If your main place of residence is Graz and you have given birth in the Graz General Hospital (LKH) you also can get the certificate of citizenship in the package free of charge. If you have given birth to your child in another hospital, you will have to take care of the following formalities:

- **Birth Certificate:** The birth certificate can be obtained at the respective local civil registry office. In Graz, the responsible authority is the Civil Registry Office of the City of Graz, Register of Birth. Please, call their service line and find out which documents you may need to obtain the birth certificate for your child. Tel.: +43 316 872-5161, E-Mail standesamt@stadt.graz.at, graz.at.
- **Registration of the child's place of residence:** At the Service Center for citizens in the Council Office (Service Center im Amtshaus), Schmiedgasse 26, or in any of the Graz Service Centers (see also chapter "New in Graz"). Please, bring the following documents with you: Birth certificate of the child, filled-in residence registration form, ID-card of the person registering the child.
- **Certificate of citizenship:** At the Department of Civil Status- and Citizenship (Referat für Staatsbürgerschaftsangelegenheiten), Tel.: +43 316 872-5185, 5187, 5188. A legitimate child automatically gets the Austrian citizenship by descent at birth, if at least one of his/her

parents at the date of birth is an Austrian citizen. Illegitimate children automatically get the Austrian citizenship by descent, if their mother at the date of birth is an Austrian citizen. Depending on whether the child is legitimate or illegitimate, different documents will be needed to obtain the certificate of citizenship; therefore, please, call and ask beforehand!

- **Registration with the National Health Insurance Fund:** This is automatically taken care of by the civil registry office. Your child can be health insured under the mother and the father, if both parents are covered by health insurance. The child gets his/her own E-card and social security number.
- **Passport:** Children need a passport of their own if they travel abroad. The passport can be issued at the Service Center of the City of Graz located in the Council Office, Schmiedgasse 26. Please, call and get information on which documents you need to bring, Tel.: +43 316 872-5252. See also chapter "New in Graz".

### ANONYMOUS BIRTH/BABY HATCH

Mothers of newborns who are not capable of living with their children and want to give them away right after birth have two options:

- The anonymous birth at the hospital.
- To leave the child anonymously at a safe place: The baby hatch is located at the outside wall of the General Hospital (LKH), Auenbruggerplatz 18. The baby receives immediate medical attention and care and goes to live with foster parents as soon as possible. Info-Hotline: +43 800 83 83 83.

## **MATERNITY ALLOWANCE, CHILD CARE BENEFITS**

During the four month period of obligatory maternity leave, mothers are entitled to the maternity allowance (Wochengeld). Parents may place their applications for child care allowance (Kinderbetreuungsgeld) on the day after the child's birth at the earliest. Parents may choose from five different options regarding the child care benefits with 36 months as the maximum possible period of receiving those benefits. In order to be eligible for child care allowance, the prescribed Mother-Child-Booklet medical examinations are required to be taken. Please, place your application for child care allowance with your social insurance provider.

## **FAMILY ALLOWANCE, TAX REDUCTION FOR CHILDREN**

Irrespective of their employment and income parents have the right to family allowance for their children. The amount of the family allowance depends on the age of the child and the number of children in the family. For children with handicaps an increased family allowance is paid in addition to the family allowance. Once your child turns 18, further payments of family allowance are granted only under certain conditions. Please, place your application for family allowance at the respective tax office for your place of residence. In combination with the monthly family allowance, a tax reduction for children

in the form of a negative tax will be paid to you; this benefit is added automatically and does not need to be applied for.

## **REUSABLE DIAPERS' CHECK**

The Environment Department promotes the use of washable baby diapers with the „Reusable Diapers Check“ to the amount of 80 Euro per child. Details at: Tel.: +43 316 872-4304.

## **CHILD CARE**

Detailed information on child care offers can be found in the chapter "Children and Young Adults." For information on school and vocational education see chapter "Education."

## **PLEASE NOTE:**

In Styria your child has to attend a child care facility in the last year before starting primary school. The attendance during the compulsory child care year is free of charge for the parents up to a limit 30 hours of child care per week (6 hours a day). For more information call Tel. +43 316 877-2103.

## **PEOPLE WITH DISABILITIES**

The City of Graz and many services respectively take the needs of persons with handicaps very seriously and are committed to the best possible support. (See also chapter "Non-Discrimination and Participation.") The contact point for persons with handicaps is located at the Department of Social Affairs.



Foto: iStockphoto © IvanJekic

## **OFFICE FOR SOCIAL BENEFITS FOR PEOPLE WITH DISABILITIES**

The Office for Social Benefits for People with Disabilities (Referat für Behindertenhilfe) is in charge of implementing the Styrian Law on Disabilities in Graz (Steiermärkisches Behindertengesetz-StBHG). The implementation includes all processes from the application to the notification of decisions on disability claims as well as the payment of benefits to the service providers or directly to the people with disabilities.

### **The services covered under the Law on Disability include:**

- Financial assistance for the purchase of disabled aids and equipment
- And/or cost reimbursement for medical treatment, therapies and remedies;
- Financial assistance for nursing care or educational services;
- Financial assistance for mobile care services;
- Financial assistance for the care in a day care center for adults or assisted living options;
- Financial assistance for mobile care services;
- Financial monetary assistance.

Details on the conditions for application and the documents necessary for the application process can be obtained at the Office for Social Benefits for People with Disabilities.

The tasks of the Office for Social Benefits for People with Disabilities are to determine whether or not those who have placed an application to claim one or more services under the Law on Disabilities are eligible and if so to which extent and amount. The proceedings are concluded by means of a decision. Depending on the service applied for, the decision entitles the recipient to claim

## **i Information**

**Referat für Behindertenhilfe**  
Schmiedgasse 26, 8010 Graz

☎ +43 316 872-6432  
@ behindertenhilfe@stadt.graz.at

**Beauftragter der Stadt Graz für Menschen mit Behinderung**  
Mag. Wolfgang Palle  
Herrengasse 3, 8010 Graz

☎ +43 650 66 92 650  
@ behindertenbeauftragter.graz@gmx.at

a service offered by a service provider, who in turn charges the Office for Social Benefits.

In certain cases there is the possibility of the financial services being paid directly to the recipient, such as in financial subsidies or monetary payments. The brochure "Services for people with disabilities" at [graz.at](http://graz.at) answers questions which have been posed to us time and again over the past years as well as deals with tasks and services which are delivered by other authorities or institutions.

#### TIP

Federal Ministry of Economy, Family and Youth affairs (Bundesministerium für Wirtschaft, Familie und Jugend)

[bmwfj.gv.at](http://bmwfj.gv.at),  
[help.gv.at](http://help.gv.at)  
[zweiundmehr.steiermark.at](http://zweiundmehr.steiermark.at)

#### EMPLOYMENT/UNEMPLOYMENT

Detailed information on this topic can be found in the chapter "Work and Employment." At this point we would like to present the organization (Experience for All, see page 47) which offers employment and work integration especially to people who have little chances of finding a job on the free labor market. Through special- and target group- oriented assistance, through work schemes of being paid by the hour and through transit workers in assisted employment schemes the individual client's chances of work (re-)integration are increased.

This social intervention center of the organization ERfA offers support to people who are at risk from and/or affected by social and economic exclusion.

#### HELP IN DIFFICULT TIMES OF LIFE

People, who cannot afford the basic costs of life through their own efforts, may place an application for financial support during difficult life situations at the Social Welfare Department in order to be able to satisfy the basic needs of everyday life as well as maintain their housing and living standard.

As of March 1, 2011, the new Styrian Provincial Law of Needs-Oriented Basic Social Security (Steiermärkische Mindestsicherungsgesetz-StMSG), applies to a certain range of services concerning the basic needs of life, housing and health insurance coverage in parallel with the Law on Social Welfare.

The needs-oriented basic social security benefits are paid twelve times a year. At [graz.at](http://graz.at) you will find the so-called "Basic Social Security Calculator" (Mindestsicherungs-Rechner), a tool to calculate and find out whether or not you are eligible for needs-oriented basic social security benefits. People who are not eligible for the benefits of basic social security may still be eligible for social welfare benefits. The voluntary services of the Law on Social Welfare are open as well to those who get basic social security benefits (for instance payment



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of electricity- and/or rent arrears in order to prevent eviction; medical aid for people who are not insured under basic social security). The Office for Basic Social Security and Social Welfare (Referat für Mindestsicherung und Sozialhilfe) of the Graz Welfare Department is responsible for implementing these two laws.

The staff members are at your service by phone Monday through Friday from 8 AM to 12.30 PM, at +43 316 872-6313, 6368.

#### ADVISORY SERVICE FOR DEBTORS

The state-approved Graz Advisory Service for Debtors offers help for self-help for the regulation of debts. The counseling is confidential and free of charge! Please, book an appointment beforehand (see page 45)!

#### PROBATION SERVICE

Probation serves the purpose of helping men and women on probation to reintegrate into society after their release from prison and prevents them from further law-breaking and consequently serving additional prison terms. In Austria the organization NEWSTART Styria (NEUSTART) (see page 45) is in charge of the probation service. Probation officers support their clients in finding a job and/or a place to live, in their communication with authorities and offices and most importantly in their individual reintegration into society.

#### MEDICAL CARE FOR PERSONS NOT COVERED BY HEALTH INSURANCE

Those who are not covered by health care insurance, are still legally entitled to help and



to emergency care: Social Welfare covers the costs of emergency medical care while those entitled to Needs-Oriented Basic Social Security are insured via the regional health insurance funds. In Graz the Caritas outpatient clinic Marienambulanz offers medical care free of charge to persons with or without health insurance who for personal reasons (such as alcohol and/or substance abuse, etc.) cannot or do not wish to turn to the public health care system for help.

#### HELP AND ASSISTANCE FOR HOMELESS PEOPLE

Detailed information can be found in the chapter "Help in Emergency Situations and Acute Crisis."

#### COMPENSATORY ALLOWANCE AND FINANCIAL ASSISTANCE TO THE COSTS OF NURSING CARE

Recipients of a low or minimum pension may have the right to a compensatory allowance, if the pension received is below the subsistence level. All those who are in need of care to the extent of more than 60 hours monthly are, under certain conditions, eligible for care benefits. Please read the chapter "Senior Citizens" for more details.

#### CASE OF DEATH

In the case of a death at home a doctor has to be notified immediately who will then declare

the person to be dead and fill out the required forms "Report a Death- Death Certificate" as well as a notification (Totenbeschauschein) for the hospital admitting office and the funeral home. Until the doctor arrives no one should touch the dead person (please also do not change his/her clothes). The death has to be reported to the Service Center for Citizens (BürgerInnenamt), Civil Registry Office (Standesamt) by the following work day. In most cases the funeral home will take care of it. At the funeral home of your choice you will get information on all further required formalities concerning the death. If someone dies in a hospital or in a nursing home these institutions will report the death to the authorities. At the Service Center for Citizens you will receive the death certificate which you will need for all further formalities. A staff member of the Civil Registry Service will inform you about which other documents you may need. In Graz there are several cemeteries of the Catholic Church, two cemeteries of the Protestant Church and one cemetery of the Jewish Community. On the interdenominational cemetery of the Holding Graz there is a burial ground for Muslims.

#### i Information

##### Help at unemployment: Verein Erfa

Exerzierplatzstraße 33, 8051 Graz

☎ +43 660 710 0710  
@ office@-graz.at  
erfa-graz.at

##### Referat für Mindestsicherung und Sozialhilfe des Sozialamtes (new applications)

Schmiedgasse 26, 3rd floor, Zi. 238 bis 241, 8010 Graz

☎ +43 316 872-6313, 6368  
@ sozialamt@stadt.graz.at

##### Sozialservicestelle des Landes Steiermark

Hofgasse 12, 8010 Graz

☎ +43 800 20 10 10

##### Sozialministeriumservice Landesstelle Steiermark

Babenbergerstraße 35, 8020 Graz

☎ +43 316 70 90  
@ bundessozialamt.gv.at

##### Sozialtelefon des Bundesministeriums für Arbeit, Soziales und Konsumentenschutz

☎ +43 800 20 16 11

##### Schuldnerberatung Graz

Annenstraße 47, 8020 Graz

☎ +43 316 37 25 07  
@ office@schuldnerInnenberatung.at  
schuldenberatung.at

##### NEUSTART Steiermark

Arche Noah 8-10, 8020 Graz

☎ +43 316 82 02 34  
@ office.steiermark@neustart.at  
neustart.at

##### Help for not medically insured people: Caritas Marienambulanz

Mariengasse 24/Eingang Kleiststraße 73, 8020 Graz

☎ +43 316 80 15 351  
@ marienambulanz.caritas-steiermark.at

##### Notification of a death:

##### BürgerInnenamt, Referat Standesamt

Joanneumring 6, 4th floor, 8010 Graz

☎ +43 316 872-5152 und 5153  
@ standesamt@stadt.graz.at

##### Holding Graz Bestattung

Grazbachgasse 44-48, 8010 Graz

☎ +43 316 887-2800 (24 hours)  
@ holding-graz.at/bestattung

##### PAX

Alte Poststraße 371, 8055 Graz

☎ +43 316 29 65 66 (24 hours)  
@ pax.at

##### Alpha

Conrad-von-Hötzendorf-Straße 151, 8010 Graz

☎ +43 316 81 94 00 (24 hours)  
@ alpha-bestattungen.at

##### Bestattung Wolf

Triester Straße 164, 8055 Graz

☎ +43 316 26 66 66  
@ bestattung-wolf.com

##### Bestattung Pius

Petersgasse 49, 8010 Graz

☎ +43 316 83 50 00  
@ bestattung-pius.at



### RIGHTS AND OBLIGATIONS OF PARENTS AND/OR LEGAL GUARDIANS (CUSTODY)

Child custody is defined as the parents' and/or legal guardians' right and obligation to educate and care for the underage child. In the eyes of the law married parents have joint child custody for their legitimate minor children. If the parents are not married at the date of birth of the child, the mother is automatically granted sole custody. But here the parents, regardless whether they are living together or apart, can (at the registry after the birth or at the respective court) apply for joint custody in certain matters of the care, education, legal representation or property management regarding the child's rearing.

After a divorce the custody of both parents can be retained, if the parents agree on which parent. If the parents fail to come to an agreement or in the case of a parent applying sole custody, the court can decide on a provisional arrangement. The noncustodial parent has, in any case, the right to personal contact with the child (visitation), the right to information on all important matters concerning the child and the right to voice his/her opinion on those issues. If the family court judges the parents unfit for custody of the minor, the court may take their custodial rights away from them and award it to the grandparents, foster parents, a child welfare agency or another more capable person.

Parents can get legal counseling and support concerning these topics at the Youth Welfare Department. Youth Welfare sometimes also acts as legal guardian for the minor child, for instance, in child support claims. Unaccompanied minor foreigners (currently up to the age of 16) and unaccompanied minor asylum seekers (up to) the age of 18 are represented by the Caritas on behalf of the Youth Welfare Department in all matters concerning their asylum procedures and legal status.

Both parents have the duty of child support regardless of the outcome of the divorce proceedings and the question of physical custody. The parent who is the primary caretaker of the child renders his/her support duties in the everyday care of the child and is also entitled to family allowance. The other parent has to pay child support. The amount of the child support payment depends on the age and needs of the child as well as on the income of the parent required to pay child support. For further information on these topics contact the information center of the Youth Welfare Department, Tel.: +43 316 872-3199. The line is open Monday through Friday from 7.30 AM to 3 PM.

Child Protection: Parents at risk of harming and/or hurting their child and those who know of children at risk or have questions on child protection, please, turn to the Youth Welfare Department for help, counseling and information. Tel.: +43 316 872-3043, as well

Monday through Friday from 7.30 AM to 6 PM. Outside of these hours, please, call Tel.: +43 316 872-0 or call the next police station at +43 316 888-0 in urgent cases. A Social worker of the Youth Welfare Department will call you back as soon as possible.

### COUNSELING & SUPPORT FOR FAMILIES

The City of Graz offers a wide range of services in order to help and support families in the areas of education, family life as well as with problems and in conflict resolution. The aim is to support children and young adults and to include their strengths, resources and possibilities in the respective support measure. The focus of the work and of all support measures is placed on the will and the goals of all parties involved. According to the Law on Youth Welfare, the task of the Youth Welfare Department is to support families in carrying out their duties and to take adequate measures for the protection of children and adolescents, if they should be at risk. When parents are separating or are getting a divorce, both parents can get (legal) counseling and/or mediation. Children and adolescents, who no longer can or should live with their parents, find a new home in assisted socio-educational shared flats or in family foster care.

Family Counseling Service Centers offer comprehensive support to parents of infants and toddlers in all questions concerning education, nutrition, nursing and health care of their children. School Social Work: School social workers of the organization ISOP offer help and counseling for all at several schools in Graz. Children and young adults can talk

about their problems and concerns or simply get information on leisure time activities and sports.

### RIGHTS AND OBLIGATIONS OF CHILDREN AND YOUNG ADULTS (YOUTH PROTECTION)

In order to protect young people from danger, the Styrian Youth Protection Act was passed (Steiermärkische Jugendgesetz-StJG). Among many things it regulates curfew times:

- Children up to the age of 14 years are allowed to go out unaccompanied by an adult care person from 5 AM to 9 PM;
- Adolescents from 14 to 16 years of age are allowed to go out from 5 AM to 11 PM;
- for young adults from 16 years of age curfew times are no longer in place.

However, it is in the responsibility of the individual parents or legal guardians to decide if and when their child may fully exploit the curfew times under the Styrian Youth Protection Act.

Further age limits for smoking, drinking alcohol, slot machines and other forms of gambling

#### **i** Information

**Amt für Jugend und Familie**  
Kaiserfeldgasse 25, 8011 Graz

☎ +43 316 872-3199  
familie.graz.at; kinder.graz.at

**Verein ISOP**  
Dreihackengasse 2, 8020 Graz

☎ +43 316 76 46 46  
@ isop@isop.at; isop.at

as well as certain entry bans and -limits are laid down in the Styrian Youth Protection Act. Apart from the rights and obligations of adolescents, the Styrian Youth Protection Act also regulates the responsibility of parents, legal guardians, business owners and event organisers in regard to adolescents. The consequences for adolescents of violations against this law are measures such as counseling, group work, training, social community services. Fines up to a limit of 300€ may be imposed. An implementing decree for the Styrian Youth Protection Act specifies which measure or fine is to be imposed for which delict. Under the same law fines are specified for adults who violate its provisions.

### RIGHTS AND OBLIGATIONS OF CHILDREN AND YOUNG ADULTS (CIVIL LAW)

**Legal Capacity of Children:** Children up to the age of 7 years may buy some small things such as candy with their pocket money. Between the ages 7 to 14 children have a partial legal capacity. They may contract small transactions of day-to-day life such as buying a ticket at the movie theaters. For larger purchases such as buying electronics they need a legal guardian to accompany them or at least his/her explicit consent. Between 14 and 18 years of age young adults may already conclude certain transactions themselves. Young adults may decide themselves on what they spend their pocket money or their income as long as this

does not affect their immediate necessities of life in a negative way. Furthermore, young adults are allowed to sign work contracts for a summer job themselves. Different rules apply in regards to contracts concerning apprenticeships.

More information on similar legal questions can be found at: [kinderanwalt.at](http://kinderanwalt.at).

### CHILD CARE- AND CHILD EDUCATION FACILITIES

Information on all municipal child care and child education facilities as well as monetary assistance to the costs of childcare can be gotten free of charge at the ABI Service Center. Individual counseling services are available in German and English.

#### TEMPORARY CHILDCARE (BABYSITTER):

For short-term child care on an hourly basis there are offers in several districts of Graz such as babysitter-pools and Rent-a-Grandma/Grandpa Services. You can find more information in the brochure „Bildung findet statt“ for download at [graz.at](http://graz.at).

#### PLAYGROUPS:

Playgroups are offered in several districts of Graz

#### DAY NURSERIES (CRECHES FOR CHILDREN FROM AGES 0 TO 3):

Public and private day nurseries (list: [kinderbetreuung.graz.at](http://kinderbetreuung.graz.at)) offer day care including



Foto: Lupi Spuma

meals and help promoting the development of the children in their care. There are special information days for interested parents and their children.

#### DAY CARE PARENTS:

Children from age 0 to 15 can be cared for in small groups by trained day care parents. For children with special needs the trained MIKADO-Day Care Parents Service is available. The cost charged is based on the amount of time for the care provided. Depending on your income level, you may apply for benefits. Please, call the „ABI-Service“ with any question you may have on day care services at Tel. +43 316 872-4747.

#### CHILDREN'S HOUSES (FOR CHILDREN FROM AGES 1.5 TO 12):

In three children's houses in Graz toddlers, children of kindergarten- and school age are cared for in one joint facility. Apart from separate rooms for the respective age groups,

joint play of the various groups and ages is possible and encouraged.

#### KINDERGARTEN

##### (FOR CHILDREN FROM AGES 3 TO 6):

Attending a kindergarten promotes the development of your child in many ways. Parents are obligated by law to enroll their child in a child care facility of which most take part in the municipal tariff system. such as a kindergarten during the last year before the child's school age. This child care year obligatory for all 5-year old children is free of charge up to a care level of 30 hours a week (6 hours per day). More informationen at: Tel. +43 316 877-7444. In Graz there are municipal child care facilities (list: [kinder.graz.at](http://kinder.graz.at) - Kinderbildung und -betreuung) as well as ca. 100 private child care facilities. The cost charged is based on the income level of the parents (social graduation); more and detailed information on this topic can be obtained, when you register your child.



**CHILDREN WITH  
DEVELOPMENTAL DELAYS**

For children with delays in their development, such as their motor-, language- and/or cognitive skills; handicaps; or unusual behavior, there is integrative, additional care offered. Parents are offered counseling (on education) while their children get individual care and support and the respective therapies. The additional care is free of charge. An application has to be placed with the Office for Social Benefits for People with Disabilities of the City of Graz. The Medical Service of the Youth Welfare Department and the Center for Special Needs Education provide information on school education options.

In addition, there are several child care facilities with integration groups as well as 4 remedial child care facilities for children with special needs.

**ALL-DAY SCHOOLS, AFTER SCHOOL CARE FACILITIES (FOR CHILDREN FROM AGES 6 TO 18):**

in about 50 schools in Graz (primary schools, new middleschools, schools for children with special needs, secondary academic schools and private schools) all-day school and/or after school care facilities include a warm lunch. Help with homework, tutoring lessons and creative leisure- and sport activities are offered (list: graz.at – Bildung – Abteilung für Bildung und Integration).

**LEARNING CAFES (LERNCAFES) (FOR CHILDREN FROM AGES 6 TO 15):**

In the Graz districts of Lend, Gries and Eggenberg, the Caritas runs three Learning Cafes as after school care facilities free of charge.

**AFTER SCHOOL CARE FACILITIES (FOR CHILDREN FROM AGES 6 TO 15):**

In Graz there are 8 municipal and private after school care facilities. The children and young adults attending these facilities are encouraged and supported in independently doing their homework. In addition the after school care facilities promote intercultural learning and integration of children with special educational needs. The cost charged is based on the income level of the parents (social graduation).

**CHILDREN'S UNIVERSITY:**

In cooperation with the Graz universities, children of school age may attend workshops at the Children's University in order to stimulate and encourage the children's interests in science and research. Great holiday workshop offers! [kinderunigratz.at](http://kinderunigratz.at)

**TIP**

On the homepage of the Department for Families of the Province of Styria [zweiundmehr.steiermark.at](http://zweiundmehr.steiermark.at) you will find useful information on various issues. The Family- and Children Infocenter Styria, Karmeliterhof, Karmeliterplatz 2, offers personal counseling.  
Tel.: +43 316 877-2222.



Foto: Lupi Spuma

**i Information**

**Amt für Jugend und Familie**  
Kaiserfeldgasse 25, 8010 Graz

☎ +43 316 872-3199  
@ familie.graz.at;  
kinder.graz.at

**Caritas-Lerncafes**  
District Gries: Andräfoyer  
(next to the St. Andrä Church)

District Lend: Marienpfarre (Mariengasse 31)

District Eggenberg: Pfarre Schützengel  
(Hauseggerstraße 72)  
☎ +43 676 880 15 325

**Lerncafé Don Bosco**  
Südbahnstraße 100, 8020 Graz

**Sozialamt, Referat für Behindertenhilfe**  
Schmiedgasse 26, 3rd floor, 8010 Graz

☎ +43 316 872-6432  
@ graz.at  
(Leben in Graz – Gesundheit + Soziales)

**IBOBB-Café**  
servicepoint for education and career

☎ +43 664 60 872-7445, 7446, 7447  
@ ibobb@stadt.graz.at

**ABI-Service Bildungsservicestelle  
Abteilung für Bildung und Integration**  
Keesgasse 6, 8010 Graz

☎ +43 316 872-7474  
@ abiservice@stadt.graz.at  
[graz.at/bildung-integration](http://graz.at/bildung-integration)

**HEALTH CARE AND -PROMOTION**

The health care provided by the doctors and therapists of the Medical Service of the Youth Welfare Department (Ärztlicher Dienst des Amtes für Jugend und Familie) includes antenatal care and counselling for parents and medical care for babies and infants at medical counseling and care as well as early language development at 15 municipal parents' counseling centers.

Offers for children of school age: When children start schooling a comprehensive health exam including sight and hearing tests is run in the presence of the parents. Tests are run with children who are enrolled in elementary at an early age to find out if those children are mature enough and ready for school. Continuous health checks throughout schooling at the municipal schools. In addition medical counseling on healthy nutrition as well as sports- and exercise programmes aim at promoting children's health. Vaccinations are administered at the Department of Health. The staff at the dental clinics of the School Department promote dental health with children of school age and offer counseling. Motivational sessions are offered for overanxious children. These offers are free of charge.

Sexuality: Information and individual on sex education and family planning are offered to young women e.g. at the Women's Health Center (Frauengesundheitszentrum) and to young men at the Men's Counseling Center Graz (Männerberatung).

**i Information**
**Ärztlicher Dienst des Amtes für Jugend und Familie**  
 Keesgasse 6, 3rd floor, 8010 Graz

☎ +43 316 872-4622  
 @ aertzl.jugend@stadt.graz.at

**Gesundheitsamt**  
 Amtshaus, Schmiedgasse 26, 8010 Graz

☎ +43 316 872-3202  
 @ gesundheitsamt@stadt.graz.at  
 graz.at/gesundheitsamt

**Schulzahnambulatorien der Abteilung für Bildung und Integration**  
 Nibelungengasse 18, 8010 Graz  
 Brucknerstraße 51, 8010 Graz  
 Wielandgasse 9, 8010 Graz

☎ +43 316 872-7025, 7035, 7455  
 graz.at/bildung-integration

**Frauengesundheitszentrum**  
 Joanneumring 3, 8010 Graz

☎ +43 316 83 79 98  
 @ frauen.gesundheit@fgz.co.at  
 fgz.co.at

**Männerberatung Graz Verein für Männer- und Geschlechterthemen**  
 Dietrichsteinplatz 15, 9th floor, 8010 Graz

☎ +43 316 83 14 14  
 @ beratung@maennerberatung.at  
 maennerberatung.at

**LEISURE TIME-, CULTURAL- AND HOLIDAY EVENTS AND ACTIVITIES**

“Playable City“: Graz wants to design the city as an adventure area for children and young adults. Between spring and fall a great variety of exciting leisure events such as Graffiti, the Skate-Mobile, (street-)soccer and theatre workshops as well as creative games with the „Graz Mobile Games“ (Spielemobile) are offered at public parks, housing estates and public play grounds around the city. Dates and events can be checked online at [graz.at/spielmobile](http://graz.at/spielmobile)

A list of all playgrounds in Graz can be found at: [holding-graz.at/spielplaetze.html](http://holding-graz.at/spielplaetze.html).

During all school vacations the Children's Studio of the Youth Welfare Department and the Department of Sports offer a wide variety of leisure activities for young people. These and many more offers may be found at: [graz.at/ferienhits](http://graz.at/ferienhits)

At the Youth Welfare Department (Amt für Jugend und Familie), Office for Open Children and Youth Care (Referat für Offene Kinder- und Jugendarbeit) one can apply for financial support for the child's participation in summer camps. The project „points4action“ which aims at bringing together different generations, adults of the age group 14-18 years spend (leisure-) time together with senior citizens. The participating adolescents earn action points for their commitment which they, in turn, can exchange for movie theater tickets and other leisure time activities. More information at [points4action.at](http://points4action.at)

The Children's Museum „Frida & freD“ offers exhibitions, play and research areas, work-

shops and theatre for children from three to twelve years. The „Next Liberty“ is a children's and youth theatre hall for a young audience,

**i Information**
**Amt für Jugend und Familie, Referat für Offene Kinder- und Jugendarbeit**  
 Kaiserfeldgasse 25, 8010 Graz

☎ +43 316 872-3191  
 @ jugendamt@stadt.graz.at  
 jugend.graz.at

**Kindermuseum „FRida & freD“**  
 Friedrichgasse 34, 8010 Graz

☎ +43 316 872-7700  
 @ kontakt@fridaundfred.at  
 fridaundfred.at

**Next Liberty – theatre for young audience**  
 Kaiser-Josef-Platz 10 (next to the Opera House at the foot of the “Lightsaber“-Statue), 8010 Graz

☎ +43 316 8000  
 @ ticket@ticketzentrum.at  
 nextliberty.com

**LandesLudothek**  
 Karmeliterplatz 2, 8010 Graz

☎ +43 316 90 370 251  
 @ office@ludovico.at  
 ludovico.at

**Sportamt, Stadion Graz-Liebenau**  
 Stadionplatz 1 (1st floor), 8010 Graz

☎ +43 316 872-7878  
 @ sportamt@stadt.graz.at  
 graz.at/sportamt

Open hours: Monday through Thursday from 8 AM to 2 PM, Friday from 8 AM to 12 AM

and in the LandesLudothek a great variety of board- and other games can be rented. The city library ([stadtbibliothek.graz.at](http://stadtbibliothek.graz.at)) offers a great variety of books and media especially for children and young adults.

### INTERCULTURAL, MOBILE AND AUTONOMOUS YOUTH WORK

Youth Centers for children and adolescents from 13 to 19 years: In Graz there are 13 youth centers. A list of all centers, their locations and offers can be found at: [jugend.graz.at/Jugendzentren](http://jugend.graz.at/Jugendzentren).

### YOUTH STREET WORK FOR YOUNG ADULTS FROM 13 TO 21 YEARS

The team of street workers frequently does outreach work for young adults in the inner city of Graz in order to connect with and support young people who are stressed and may need someone to talk to or help for various reasons. At the drop-in youth center „Anlaufstelle“ at Jakominiplatz 1, young adults find refuge, get something to eat, can take a shower, wash their clothes, etc.

The drop-in shelter Anlaufstelle offers information and counseling, referrals to respective competent authorities and accompanies its clients to appointments (to other counseling centers or to the police).

Contact at: Tel+43 316 80 15-470 or online at: [jugendstreetwork.caritas-steiermark.at](http://jugendstreetwork.caritas-steiermark.at)

### INTERCULTURAL YOUTH WORK

For all questions concerning family life, education and career opportunities or social and cultural integration, interested young adults with a migration background and their parents and even their teachers as well can turn to the organization ISOP – Innovative Social Projects for information and counseling.

### MOBILITY AND TRAFFIC

**Pedestrians:** Teach your child the basic traffic rules at an early age. Try to assess at what age your child can walk to school on his/her own. In order to make sure that your child will be safe, walk the way to school together and explain and discuss any potentially dangerous spots.

### MICRO-SCOOTER, SCOOTER, SKATEBOARD ETC.

These are only allowed to be used in areas for pedestrians such as sidewalks, pedestrian zones and play streets in residential areas. **Inline skates:** These are allowed in areas for pedestrians but also on bicycle routes and separate bicycle lanes.

### BICYCLE RIDING FROM 10 YEARS OF AGE

the city of Graz assists children in learning how to ride a bicycle as early as from the age of kindergarten. However, children younger than 10 years may ride their bicycles on public roads and places only in the company of persons who are 16 years and older.

With a bicycle-rider's license children from the age of 10 years may ride their bicycle in real road traffic (without adult escort); otherwise as of age 12 and older only. The license is issued by the Department of Street Administration of the City of Graz. The non-compulsory theoretical cycling exam is held in fourth grade the primary school teachers. The practical exam is held at the bicycle proficiency training area in the main municipal park (Stadtpark). More information on this topic in German and English languages at: [radfahrtraining.at](http://radfahrtraining.at).

### SIDEWALKER (SCOOTER)

The same rules apply as for bicycles. You may ride a sidewalker on streets, bicycle routes and separate bicycle lanes, but not on sidewalks.

### MOTOR BIKE RIDING

Young adults from the age of 15 with a driver's license category AM (former driver's license for moter bikes) may ride a motor bike at the maximum speed of 45 km/h. In order to get a driver's license, a course in theory and practical driving training at a driving school have to be taken and the exam passed. The course can be started at the earliest six months before the 15th birthday.

**Passengers in a car:** Children under the age of 14 or with a height of less than 150 cm have to be seated in a child's seat adequate to their height and weight.

### DRIVING FROM THE AGE OF 17 YEARS

It is already possible at the age of 15 ½ to start basic driving lessons at a driving school. The practical driving lessons for the driver's

license at 17 can be taken in the company of an authorized person who has had a driver's license for at least seven years. The exam may not be taken until the 17th birthday.

### PUBLIC TRANSPORTATION

Application forms for public transportation passes are given to the pupils at school. Apart from the subsidized bus passes there are other discounts such as for apprentices or children attending boarding school (see: [verbundlinie.at/tarif/302030/schueler\\_lehrlinge\\_mehr.php](http://verbundlinie.at/tarif/302030/schueler_lehrlinge_mehr.php)). During the summer holidays children under the age of 15 may use the Graz Lines free of charge; for other public transportation lines a special youth holiday ticket. ticket is available at a great discount price ([verbundlinie.at/slf/ferienticket.php](http://verbundlinie.at/slf/ferienticket.php)).

## i Information

### Straßenamt

Bauamtsgebäude, Europaplatz 20,  
5th and 6th floor, 8020 Graz

☎ +43 316 872-3601  
@ [strassenamt@stadt.graz.at](mailto:strassenamt@stadt.graz.at)  
graz.at (Leben in Graz –  
Verkehr und Parken)

### Logo – JUGEND.INFO!

Karmeliterplatz 2, 8010 Graz

☎ +43 316 90 370 90  
@ [info@logo.at](mailto:info@logo.at)  
logo.at





### **COMPULSORY SCHOOLING (FOR CHILDREN 6-15 YEARS, 1ST THROUGH 9TH GRADE)**

School attendance in Austria is compulsory for all children ages 6 through 15. The school year always starts in September. It is the responsibility of the parents to see that their children attend school. Those who fail to send their children to school can be fined.

### **PRIMARY SCHOOL (FOR CHILDREN 6-10 YEARS, 1ST THROUGH 4TH GRADE)**

Parents generally have to enroll their child in the school nearest to their residence nine months before the start of the new school year. Should parents choose a school at another location, they need to ask permission from the Department of Education and Integration (Abteilung für Bildung und Integration). Parents and/or legal guardians of school age children will receive a letter from the Department of Education and Integration requesting them to have their children registered in school. There are more than 50 public and private primary schools in Graz (list at: [lsr-stmk.gv.at](http://lsr-stmk.gv.at) – Schulführer). Children of school age who are not yet mature enough to start 1st grade have to attend a year of preschool. The preschool year counts as a school year in regard to compulsory schooling. Preschool classes are offered at every primary school. For questions, please turn to the Department of Education and Integration. Once your child has completed

primary school, after having finished 4th grade, there are several options regarding secondary school education.

### **NEW MIDDLE SCHOOL (FOR CHILDREN 10-14 YEARS, 5TH THROUGH 8TH GRADE)**

There are more than 20 public and private New Middle Schools (NMS) in Graz. The NMS aims at providing general education, as well as preparing pupils for working life or intermediate and higher-level secondary education. For pupils with special talents, there are special focus schools. The NMS are committed to providing equal educational opportunities for all pupils at the level of the curriculum of an academic secondary school. Depending on the individual school performance, after 8th grade the pupils get a school leaving certificate of either the Secondary General School or of an Academic Secondary School Providing General Education.

### **PRE-VOCATIONAL SCHOOL (POLYTECHNIC SCHOOL, 15 YEARS, 9TH GRADE)**

The pre-vocational school in Herrgottwiesgasse 160c comprises of two classes of the New Middle School Webling, is the 9th grade for pupils who have successfully completed the 8th grade and rounds up the nine years of compulsory schooling. Generally, pupils who want to start working and/or learn a profession by doing an apprenticeship immediately after

compulsory schooling attend this one year polytechnic school where they are educated as well as prepared and qualified for a future vocational training.

### **UPPER GRADES SECONDARY ACADEMIC AND -VOCATIONAL SCHOOLS**

For more information see page 60!

### **MOTHER TONGUE TEACHING**

Pupils with a first language other than German may study their first language as an elective school subject. Participation in these classes is voluntary and free of charge, but we recommend that pupils take advantage of this option. In this way language skills imparted at home can be reinforced. A good knowledge of one's first language is the basis for acquiring further (foreign) language skills and can have a positive impact on the overall school performance of your child. Currently several schools offer the following language classes in the framework of mother tongue teaching: Albanian, Arabic, Bosnian/Croatian/Serbian, Chechen, Chinese, French, Persian, Polish, Portugese, Romanian, Russian and Turkish. For more information on this service, please turn to the Department of Education and Integration and/or to the school your child attends. At: [bmukk.gv.at/schulen/unterricht/muttersprachlicher-unterricht](http://bmukk.gv.at/schulen/unterricht/muttersprachlicher-unterricht) you will find valuable information in German and some other languages.

### **SCHOOLS FOR CHILDREN WITH SPECIAL NEEDS**

For handicapped children with special educational needs there are various and special educational options. Apart from attending a special needs school, the parents may also

opt for their child to attend an integrated class (Integrationsklasse) within a regular school. Depending on the individual needs of the child, he/she may be additionally assisted by a nursing and/or auxiliary service. Some schools have already made construction modifications to be barrier-free. There are several schools for blind or visually impaired pupils as well as for deaf or hearing impaired pupils. More information at the Department of Education and Integration and/or the Centers for Special Needs Education (Sonderpädagogische Zentren).

### **RELIGIOUS EDUCATION**

In Austria religious education is taught by teachers from the respective religious communities as a subject in schools. The parents (as well as the pupils themselves as of age 14) have the right to sign the pupil off this school subject.

### **i Information**

#### **ABI-Service**

Keesgasse 6, 8011 Graz

☎ +43 316 872-7474

@ [abiservice@stadt.graz.at](mailto:abiservice@stadt.graz.at)  
[graz.at/bildung-integration](http://graz.at/bildung-integration)

#### **ZIS**

#### **Sprachheilschule**

Brockmanngasse 119, 8010 Graz

☎ +43 316 872-6725 oder

+43 664 60 872-6725

@ [spz.at](http://spz.at)

### BEYOND COMPULSORY SCHOOLING

There are many services in Graz which offer career counseling and information on possibilities of vocational training as well as counseling on higher education beyond secondary school: the IBOBB Café (Career- and Education Counseling, Information and Orientation) or the Careers Information Center (Berufsinformationszentrum-BIZ).

The School Psychology and Career Counseling Service of the Department of Education of the Styrian School Board offers counseling for

pupils with a first language other than German as well as for their parents, teachers and all schools on problems related to school and on further vocational training and higher school education. Last but not least help and support for "newcomers" in finding adequate German courses are offered.

### EDUCATION UP TO THE AGE OF 18

Education up to the age of 18 is an initiative of the Austrian Federal Government. It aims at promoting qualification and training for all young adults beyond compulsory schooling age and in this way prevents early disconti-

nuation of education and high drop-out rates. With the start of the school year 2016/2017 the first cohort of the age group in question, that is all young adults up to the age of 18 who have completed compulsory schooling and are permanently residing in Austria are affected by this new measure. Information on the new measure and will be shared by means of an accompanying youth counseling to the target group itself and to parents and legal guardians respectively.

### ACQUIRING A HIGH SCHOOL DIPLOMA ACADEMIC SECONDARY SCHOOLS PROVIDING GENERAL EDUCATION-HIGH SCHOOL (AHS, 10–18/19 YEARS, 5TH TO 12TH/13TH GRADE)

The objective of AHS schools is to impart comprehensive, in-depth general education. The final examination is called „Matura“ and entitles pupils to the access to higher education such as university of colleges. To be admitted to AHS pupils must have successfully completed elementary school with good grades. If applicants have lower grades, they have to take an entrance exam. There are several forms of academic secondary schools to choose from: General Secondary Academic School (Gymnasium), Secondary Academic School (Realgymnasium) and Secondary Academic School (Wirtschaftskundliches Realgymnasium) (List: [ahs-stmk.at/cms](http://ahs-stmk.at/cms)).

### UPPER GRADES SECONDARY ACADEMIC SCHOOL (14–18/19 YEARS, 9TH TO 12TH/ 13TH GRADE)

This school can be attended by pupils who have completed either a New Middle School

with a certain grade point average or a lower grade academic secondary school. There are various types and school branches which focus on different areas. For pupils with special talents there are special education schemes.

### VOCATIONAL EDUCATION

#### UPPER GRADES SECONDARY

#### VOCATIONAL SCHOOLS

The vocational schools (Fachschulen) impart comprehensive know-how in a specific profession and field of expertise to their pupils and finish with a final examination after three and four years respectively. The five years Upper Grades Secondary Vocational Schools offer complete vocational education that qualifies pupils for higher-level occupations in the respective profession and field of expertise. Pupils graduate in a diploma examination which also is the entry qualification for universities. Depending on the field of expertise there are several options: Technical upper grades secondary schools for engineering, arts and crafts; other upper grades secondary vocational schools, upper grades secondary schools for business administration and business schools; upper grades secondary schools for social and services industries, secondary upper grades training schools for nursery school teachers and social pedagogy as well as upper grades secondary schools for agriculture and forestry. For more information see Regional Styrian School Board at [lsr-stmk.gv.at](http://lsr-stmk.gv.at)

#### APPRENTICESHIP

An apprenticeship (lasting three to four years) can be done immediately after the completed compulsory education.

### i Information

#### Berufsinformationszentrum (BIZ)

Neutorgasse 46, 8010 Graz

☎ +43 316 70 82 803

@ [ams.at](mailto:ams.at)

#### Landesschulrat für Steiermark

Körblergasse 23, Postfach 663, 8011 Graz

☎ +43 50 24 83 45

@ [lsr@lsr-stmk.gv.at](mailto:lsr@lsr-stmk.gv.at)

[lsr-stmk.gv.at](http://lsr-stmk.gv.at)

#### IBOBB-Café – Information, Beratung, Orientierung für Bildung und Beruf

Keesgasse 6, 8010 Graz

☎ +43 664 60 872 -7445, -7446, -7447

@ [ibobb@stadt.graz.at](mailto:ibobb@stadt.graz.at)

[lsr-stmk.gv.at](http://lsr-stmk.gv.at)

#### Koordinierungsstelle Steiermark

#### AusBildung bis 18

(incl. Übergang Schule-Beruf)

Team Styria Werkstätten GmbH

Radetzkystraße 31, Tür 1, EG, 8010 Graz

☎ +43 664 80 295-6001

@ [kost.steiermark@remove-this.teamstyria](mailto:kost.steiermark@remove-this.teamstyria)

#### Stadtbibliothek

Kernstockgasse 2, 8020 Graz

☎ +43 316 872-4970

☎ +43 316 872-4969

Stadtbibliothekshotline: +43 316 872-800

@ [stadtbibliothek.zanklhof@stadt.graz.at](mailto:stadtbibliothek.zanklhof@stadt.graz.at)

[stadtbibliothek.graz.at](http://stadtbibliothek.graz.at)

At [berufskompass.at](http://berufskompass.at) pupils will find a list of recommendations for professions that require an apprenticeship. Further information on the rights and obligations of apprentices can be found at: [menschen.steiermark.at](http://menschen.steiermark.at)

Doing an apprenticeship includes attending the public vocational school as part of the training and taking the final exam for apprentices (Lehrabschlussprüfung-LAP). Once the apprenticeship is concluded, there are several options for further vocational education such as attending foreman training institutes or vocational colleges, taking the examination for a master craftsman's certificate or the vocational matriculation exam.

### ADULT EDUCATION

There are several possibilities for adults to obtain basic education, secondary and higher educational qualifications such as a high school diploma.

### BASIC EDUCATION

At the organization ISOP adults can improve their reading and writing skills and/or refresh basic skills or obtain computer skills free of charge.

### BASIC EDUCATION AND SCHOOL-LEAVING QUALIFICATION

The promotion of basic education and school-leaving qualification is of great importance. Therefore various basic education trainings and possibilities of obtaining a school lea-

ving qualification are offered. Information on educational providers and training offers can be obtained at the Education Network Styria (Bildungsnetzwerk Steiermark) at [bildungsnetzwerk-stmk.at](http://bildungsnetzwerk-stmk.at)

### COMPLETING AN APPRENTICESHIP

There are possibilities of completing an incomplete apprenticeship. For those 18 years and older and possessing the necessary vocational skills (acquired in at least 2 years of work experience as a general rule) it is possible to take the final exam for apprentices.

### **i** Information

THE FOLLOWING ADULT EDUCATION CENTERS OFFER HIGHER QUALIFICATION- AND/OR VARIOUS FURTHER TRAINING COURSES:

**ISOP Innovative Sozialprojekte GmbH**  
Dreihackengasse 2, 8020 Graz

☎ +43 316 76 46 46  
@ [isop@isop.at](mailto:isop@isop.at); [isop.at](mailto:isop.at)

**BFI – Berufsförderungsinstitut**  
Mariengasse 24, Paula-Wallisch-Straße 8,  
Eggenberger Allee 15

☎ +43 057 2270-0  
@ [bfi-stmk.at](mailto:bfi-stmk.at)

**Bildungs Netzwerk Steiermark**  
Niesenberggasse 59, 8010

☎ +43 316 82 13 73  
@ [bildungsinformation@eb-stmk.at](mailto:bildungsinformation@eb-stmk.at)



Foto: Lupi Spuma

### EXTERNAL EXAMS

By taking external exams one can obtain a school-leaving certificate or certificates for certain school subjects of a grade without actually having attended the class/school.

The application for an external exam should be placed with the headmaster's office of the respective school.

### PROFESSIONAL QUALIFICATIONS EXAM

At several institutions in Graz, such as evening schools, one can first take courses and then take the professional qualifications exam equivalent to a high school diploma.

### HIGHER EDUCATION ENTRANCE EXAM

This qualification is an option for those who have not acquired a high school diploma but would still like to go to university.

### SCHOOLS FOR PEOPLE IN EMPLOYMENT

In these school employees and/or all those who have completed their (vocational) education may acquire further education and the respective qualifications parallel to their jobs in evening classes. Requirements: at least 17 years of age, completion of the 8th grade, in employment or completed vocational training. Many secondary vocational schools as well as colleges can be attended in evening classes.

### **i** Information

**bit – best in training**  
Kärntner Straße 311, 8054 Graz

☎ +43 316 28 55 50 0  
@ [office@bit.at](mailto:office@bit.at)  
[bitonline.com](http://bitonline.com)

**Volkshochschule Steiermark (VHS)**  
Hans-Resel-Gasse 6, 8020 Graz

☎ +43 5 77 99 50 00  
@ [vhsan1@akstmk.at](mailto:vhsan1@akstmk.at)  
[vhsstmk.at](http://vhsstmk.at)

**Urania Steiermark**  
Burggasse 4, 2nd floor, 8010 Graz

☎ +43 316 82 56 88 0  
@ [urania@urania.at](mailto:urania@urania.at)  
[urania.at](http://urania.at)



**UNIVERSITY STUDIES****UNIVERSITIES OF APPLIED SCIENCES (FH):**

The Universities of Applied Sciences provide practical higher education for the economy and technology and are committed to enhancing the valorization, innovation and development of companies. The two Graz universities of applied sciences FH Joanneum ([fh-joanneum.at](http://fh-joanneum.at)) and Campus02 ([campus02.at](http://campus02.at)) offer more than 50 Bachelor and Master programs as well as university diploma courses.

More information on the admission requirements and processes as well as on the study conditions may be obtained at the universities' hotlines of student counseling services.

**UNIVERSITIES**

There are different types of studies and degrees: Bachelor-, Master- and Doctorate studies. There are four universities in Graz:

- The Karl-Franzens-University with six faculties ([uni-graz.at](http://uni-graz.at)),
- The Technical University with seven faculties ([tugraz.at](http://tugraz.at)),
- The Medical University ([meduni-graz.at](http://meduni-graz.at)),
- The University for Music and Dramatic Arts ([kug.ac.at](http://kug.ac.at)).

For all studies the high school leaving certificate (Matura) is a university entrance requirement. In some studies additional exams

have to be taken. In other studies there are entrance exams and/or -restrictions.

There are specific admission requirements for international students (See: [oehunigraz.at](http://oehunigraz.at)). Get personal counseling on all questions related to admission requirements at the AAI Graz and at the Office for International Relations of the KF- Uni Graz) and also requirements concerning German proficiency skills. More information at the Austrian National Student Union (ÖH). For all those who move to Graz to study, there is useful information on the Graz homepage at.

**TEACHER TRAINING COLLEGES**

Teacher Training Colleges train teachers for the elementary and secondary school level. There are: The Teacher Training College Styria (Pädagogische Hochschule Steiermark) ([phst.at](http://phst.at)) and the Catholic Church affiliated Teacher Training College of the diocese Graz-Seckau ([kphgraz.at](http://kphgraz.at)).

**RECOGNITION OF EDUCATIONAL QUALIFICATIONS (ACADEMIC ACCREDITATION)**

Academic qualifications of school-, university- and vocational education which were obtained abroad have to be officially recognized in Austria. This procedure requires a lot of documents to be presented (in translation). Often some additional exams have to be taken in order to obtain academic accreditation. More information in the chapter "Work".



Foto: Robert Frankl

**ADULT EDUCATION**

There are many adult education centers for further trainings and higher qualifications. Their various offers range from range from cooking to language courses to complex vocational further training courses. A list of all institutions as well as an overview of all courses offered can be found at [weiterbildung.steiermark.at](http://weiterbildung.steiermark.at) and at [bildungsnetzwerk-stmk.at](http://bildungsnetzwerk-stmk.at)

The organization ZEBRA is training migrants to become educational guides. The Contact Point AST offers multi-lingual counseling on the recognition of qualifications and competences acquired abroad ([zebra.or.at](http://zebra.or.at)).

**LANGUAGE COURSES – GERMAN**

Good German skills are essential for being able to communicate in your private and professional settings as well as in the contact with authorities and institutions.

Non-EU citizens who are living in Graz, have to provide proof of their German proficiency in the framework of the Integration Agreement (Integrationsvereinbarung) in order to be allowed further residence in Austria. For more information on this topic, please, read the chapter "Integration & Migration."

**LIBRARIES**

The various and many public and scientific libraries in Graz contribute to education. The Municipal Library (Stadtbibliothek) at: [stadtbibliothek.graz.at](http://stadtbibliothek.graz.at) as part of the Department of Culture of the City of Graz with its main library „Zanklhof“ and the Media Library (Mediathek), six branch libraries and the „Bookmobile“ as a mobile library offer a great variety of books, magazines, audio books, movies and music CDs. There is a good selection of books in foreign languages for children and adults alike as well as multimedia German and other foreign language learning programs. In addition, the library of the Province of Styria, the library of the Chamber of Labor and the libraries of the Graz universities are valuable and important centers of education and further education.

**MUSEUMS**

Museums and exhibitions as well contribute to education (Please, read more in chapter "Arts and Culture").

**TIP**

More on the library services at: [graz.at/cms/beitrag/10034529/606953](http://graz.at/cms/beitrag/10034529/606953)



In Graz, there is a closely-knit network of medical doctors of all specialties, pharmacies, hospitals and therapists. The state of the art medical care for the citizens of Graz is guaranteed 24 hours and meets the highest quality criteria.

### HEALTH INSURANCE

In Austria there is a system of compulsory Social Security: Your employer is required by law to register you with the Social Security Institution (Sozialversicherung) before you start work (you will get a copy of the registration from your employer). Social Security covers Health-, Accident-, and Pension insurance and entitles you to use all medical services covered under the health insurance.

If, however, you earn less than 425,70 Euro monthly (as of 1.1.2017), you are employed only marginally (geringfügig). In this case you are only covered by accident insurance. You can, however, opt for a private health insurance at reduced insurance contributions which you can apply for at your Regional Health Insurance Fund (Gebietskrankenkasse). When registering for social security for the first time, you will get a social security number which you will need again and again (It would be to your benefit to memorize it.)

The social security contributions are automatically deducted from your salary/wage. Your family (spouse and/or your children) can be insured under your insurance (mostly for free or at a reduced price). In case you lose

your job and become unemployed, you remain health insured under the Public Employment Service (AMS). Your profession determines under which health insurance fund you are insured. Gainfully employed people in Graz, that is salaried workers and employees, are generally insured at the Styrian Regional Health Insurance Fund. In Austria 99.5 percent of the population is covered by health insurance. In case you do not have health insurance or are not insured under somebody else's insurance; such as spouse or parent, you may buy a private health insurance. You simply can place an application at the Styrian Regional Health Insurance Fund (GKK). There may be a waiting period of up to six months required before you can receive insurance benefits. For detailed information and counseling on all insurance issues, please turn to the Styrian Regional Health Insurance Fund. Further information at [sozialversicherung.at](http://sozialversicherung.at).

### HEALTH INSURANCE CARD (E-CARD)

Your insurance provider will issue a Health Insurance Card (E-Card) which basically is your health insurance certificate in a credit-card format. You need to present the Health Insurance Card at every visit to the doctor, the health insurance or the hospital. If you don't have the Health Insurance Card with you, you may have to deposit a certain amount of money. On your Health Insurance Card only your personal data: name and social security number are stored. Asylum seekers



Foto: iStockphoto © sturti

get a Health Insurance Card, if their asylum application is ongoing and they have been accepted in the system of Federal Basic Care.

### PRESCRIPTION CHARGE

Most medical services in Austria are free of charge for those covered by health insurance. If your doctor prescribes medication (and gives you the prescription to be filled at the pharmacy), you will have to pay a fee for it at the pharmacy. This charge currently is at 6.10 Euro (as of Jan.1, 2019). Persons and families with a low income and those who have to take a lot of medication over long periods of time may be exempt from paying the prescription charge. If your expenses for prescription charges amount to more than 2 percent of your net annual income, you are automatically exempt from paying the prescription charge. You can get more information on this topic at the Regional Health Insurance Fund (GKK), Tel.: +43 316 8035-0.

### MEDICAL EMERGENCY SERVICE/ DOCTOR ON DUTY

For medical attention outside of doctors' opening hours, there is the medical emergency service. The doctor on duty makes house calls, too: Monday to Friday from 7PM to 7AM,

Saturday, Sunday and Holiday 24 hours on duty. Address: Marburger Kai 51, 8010 Graz, Tel. +43 316 71 92 01 emergency call 141.

### EMERGENCY DOCTOR/ AMBULANCE

In all acutely life-threatening situations the citizens of Graz may turn to the team of doctors of the emergency doctor system/ ambulance service for help. In such cases don't hesitate to call Tel. 144 (the emergency ambulance and the Red Cross respectively)! More information on the medical emergency service and the list of doctors on duty are available at the Medical Association of Styria.

### PHARMACIES

The opening hours of the pharmacies in Graz are Monday through Friday from 8AM to 6PM and on Saturday from 8AM to 12AM or 1PM. At night, on weekends and on holidays there is an emergency service of pharmacies on duty. (You will have to pay an additional charge for this service). The information on which pharmacy is currently on duty is posted at every pharmacy, in the local newspapers or on the internet at [apothekenindex.at](http://apothekenindex.at) or at [apotheker.or.at](http://apotheker.or.at). Emergency service for the respective pharmacy on duty at Tel. 14 55.

### DEPARTMENT OF HEALTH CARE OF THE CITY OF GRAZ

The Department for Health Care of the City of Graz offers vaccination services free of charge for children. The department supports the Province of Styria in its immunization efforts (FSME/Influenza) for adults (chargeable), offers pre-natal classes as well as classes on diet- counseling and many other services.

### MARIENAMBULANZ: MEDICAL CARE FOR THOSE WITHOUT INSURANCE COVERAGE

Even if you are not covered by health insurance, you still are legally entitled to medical care in case of illness. Social Welfare covers the costs of emergency medical care while those entitled to Needs-Oriented Basic Social Security are insured via the regional health insurance funds. The Caritas Outpatient Clinic Marienambulanz offers easy access medical care free of charge to women and men who are not covered by health insurance and also for those covered by health insurance who for different reasons (such as alcohol and/or substance abuse and -addiction) do not wish to use services of the public health care system.

#### TIP

**In case of illness: Please, turn to your general practitioner as a first step and not immediately to the emergency clinics of the Graz hospitals!**

### **i** Information

**Emergency Ambulance**  
☎ Notruf 144

**Emergency Doctor on Duty**  
☎ 141

**Ärztenotdienst**  
Marburger Kai 51, 8010 Graz  
☎ 141

Monday through Friday from 7 PM to 7AM,  
Saturdays, Sundays and Holidays  
24 hours on duty.

**Vergiftungs-Notruf**  
☎ +43 1 40 64 343

**Kinderärztlicher mobiler Notdienst**  
☎ +43 316 69 15 12

**Baby-Hotline LKH Graz**  
☎ +43 316 385-7450

**Zahnärztlicher Notdienst LKH Graz**  
☎ +43 316 385-2248

**Marienambulanz**  
Mariengasse 24 / Eingang Kleiststr. 73  
8020 Graz

☎ +43 316 80 15 351  
@ marienambulanz@caritas-steiermark.at  
marienambulanz.caritas-steiermark.at

**Landeskrankenhaus-  
Universitätsklinik (LKH)**  
Auenbrugger Platz 1, 8036 Graz

☎ +43 316 385-0



Foto: iStockphoto © sturfi

### **i** Information

**Landeskrankenhaus  
Graz-West**  
Göstinger Straße 22, 8020 Graz

☎ +43 316 5466-0

**Unfallkrankenhaus Graz**  
Göstinger Straße 24, 8020 Graz

☎ +43 316 505-0

**Steiermärkische  
Gebietskrankenkasse**  
Josef-Pongratz-Platz 1, 8010 Graz

☎ +43 316 8035-0  
@ service@stgkk.at  
stgkk.at

**Gesundheitsamt der Stadt Graz**  
Amtshaus, Schmiedgasse 26, 2. Stock,  
8010 Graz

@ gesundheitsamt@stadt.graz.at  
graz.at

**Allgemeine Auskünfte**  
☎ +43 316 872-3202

**Impfaukunft/Impfstelle**  
☎ +43 316 872-3222

Open hours: Monday to Friday from  
8 AM to 1 PM

**Ärztammer für Steiermark**  
Kaiserfeldgasse 29, 8010 Graz  
☎ +43 316 8044-0  
@ aek@aekstmk.or.at  
aekstmk.or.at





For women and men who do not hold the Austrian citizenship, but would like to stay in Austria for a longer period of time, there are numerous regulations concerning their stay as well as residence status.

## CITIZENS OF EEA-COUNTRIES AND SWITZERLAND

EEA- European Economic Area: All member states of the European Union as well as Iceland, Liechtenstein and Norway. EEA- and Swiss citizens are allowed to stay in Austria for a period of time exceeding three months, if they are

- Employed or self-employed in Austria or
- Have sufficient financial means to support themselves and their family members and have health insurance coverage.

If EEA- or Swiss citizens are staying in Austria for a period of time exceeding three months, they have to register their legal residency with the respective authority in charge of residence permits (application for a confirmation of registration; "Anmeldebescheinigung"). In Graz that would be the Department 3 of the Styrian Government within four months of the date of their arrival in Austria (see info-box on page 69) After five years of permanent and legal residence in Austria, EEA- and Swiss citizens are eligible to apply for a permanent residence confirmation (Bescheinigung des Daueraufenthalts) with the Department 3 of the Styrian Government. EEA- or Swiss citizens who are family members of EEA- or Swiss citizens legally living in Austria also have the right to stay in Austria for a period

of time exceeding three months, if they meet certain criteria (such as being married, being registered partners, being direct relatives). For more information, please, turn to the Department 3 of the Styrian Government.

## THIRD-COUNTRY NATIONALS

Citizens of so called third countries (Non-Member States of the EU and the EEA respectively) and wish to stay in Austria for a period of time longer than six months need a legal residence title. The Aliens' Police Act (Fremdenpolizeigesetz) applies for a stay of up to six months. For a longer stay than six months, the new Austrian Law on Residence and Settlement of Foreigners (Niederlassungs- und Aufenthaltsgesetz NAG) applies.

## RESIDENCE TITLES

There are different types of residence permits, which entitle their holder to a limited or an unlimited settlement in Austria.

### RESIDENCE TITLES FOR A LIMITED SETTLEMENT

- Temporary residence permit: temporary and limited residence
- Red-White-Red-Card: limited settlement, limited access to the labor market
- Red-White-Red-Card plus: limited settlement, unlimited access to the labor market
- Blue Card EU: limited settlement, limited access to the labor market for a period of 12 months

- Settlement permit: limited settlement, limited access to the labor market
- Settlement permit – excluding work: limited settlement, no access to the labor market.
- Settlement permit – family member: limited settlement, no access to the labor market.
- Family member: limited settlement, unlimited access to the labor market

### RESIDENCE TITLES FOR UNLIMITED SETTLEMENT:

- Permanent Residence- EEA: unlimited settlement, unlimited access to the labor market

## INITIAL APPLICATION

The initial application for a residence title has to be placed from abroad prior to entry into Austria. You must apply for this in person at the Austrian representation agency in charge, such as embassies or general consulates of the country where you, the prospective immigrant, live. In order to be granted a residence title, certain requirements have to be met (specific income levels, health insurance, a place to live, etc.).

At the end of the application process, applicants receive a short-term stay- or travel visa in order to be able to enter Austria where they then receive the residence title. Limited residence titles are generally granted for a period of twelve months starting with the date of issuance. Some groups of people may also place the initial application for a residence title in Austria, for instance family members of Austrian citizens or individuals not subject to a visa requirement during their visa-free stay.

## RENEWAL OF A RESIDENCE TITEL

In order to renew the residence title, one has to place an application of renewal BEFORE the expiration date of the former residence title at the respective authority. For those who are living in Graz this would be the Department 3 of the Styrian Government.

Attention! Never place your application late because it will be treated as an initial application! Residence permits are at first renewed for the period of one year.

## CHANGE OF RESIDENCE PURPOSE

Residence permits are granted for a certain purpose (such as work). If you want to change the purpose of your residence, you have to inform the relevant authority about it (Department 3 of the Styrian Government).

## SETTLEMENT PERMIT FOR NEWBORN INFANTS

Newborns, who are not Austrian citizens, are not subject to visa requirements for the first six months of their lives. This means that during this period they require neither entry nor residence titles to be able to reside legally in the federal territory of Austria, provided that their mother or another person who is solely responsible for their care and upbringing holds

### **i** Information

Steiermärkische Landesregierung,  
Abteilung 3 – Verfassung und Inneres  
Paulustorgasse 4, 8010 Graz

☎ +43 316 877-2084  
@ abteilung3@stmk.gv.at  
verwaltung.steiermark.at

a valid residence title for Austria. If the mother does not hold a valid residence title in Austria, initial applications for a residence title must be placed for the mother and the child from abroad.

## SETTLEMENT PERMIT FOR FAMILY MEMBERS OF PERMIT HOLDERS

Family members who want to join parents, spouses or civil partners who are already living and working in Austria can apply for a settlement permit which is derived from the family member already in Austria. If the original family member loses his/her settlement permit within the first five years of parents, spouse or civil partner coming to Austria, the derived right to settlement of the family member expires as well. This, however, can be prevented if the family member is capable on his/her own to fulfill the requirements for granting his/her settlement permit.

## THE RIGHT OF SETTLEMENT DOES NOT TERMINATE, IF ...

Family members do not lose the right to settlement based on the termination of the purpose of residence, if any of the following situations applies:

- The death of the spouse or the parent
- A divorce on the grounds of the prevailing fault of the other spouse.
- Important reasons which should be considered (for instance if the family member is a victim of domestic violence).

In order to protect his/her right to settlement, the family member is advised to inform the respective authority immediately, if any of the stated situations applies. More information at the Austrian Federal Ministry of the Interior on phone at the hotline +43 1 531 26 35 57, or online at [bmi.gv.at](http://bmi.gv.at) and at [help.gv.at](http://help.gv.at).

## GERMAN LANGUAGE SKILLS BEFORE IMMIGRATION

Third country nationals have to start learning German before their arrival. Language skills have to be at the very basic level A1; communication in German at a very basic level is possible. This means that third-country nationals have to account for basic skills of German as early as in the initial application of the first residence title. Migrants may take one of the officially recognized language diplomas at A1 level at a recognized language learning institute in their home country (See also Integration Agreement). The diploma has to be current (not older than one year) when applying.

## THE INTEGRATION AGREEMENT

The Integration Agreement (Integrationsvereinbarung-IV) serves the purpose of promoting the integration of migrants (German language acquisition) from so-called third countries (and not from EU/EEA Member States nor Swiss nationals) who have settled permanently and rightfully in Austria. Proof of a basic level of German skills (A1) has to be presented even



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before immigration in the application phase of the first residence permit; this, however, is not part of the Integration Agreement. The integration agreement consists of two modules. In the module 1 the so called obligatory A2 level of German language skills has to be acquired within two years of the first issuance of the residence title. In the module 2 you acquire German skills of the B1 level. This is a requirement for a permanent right of residence (Daueraufenthaltsrecht) and an eventual granting of Austrian citizenship. For counseling on language course offers

and subsidies, please, turn to the Integration Centre of the Austrian Integration Fund-ÖIF ([integrationsfonds.at](http://integrationsfonds.at)).

## **i** Information

**Integrationsreferat der Stadt Graz**  
Keesgasse 6, 8010 Graz

☎ +43 316 872-7481  
@ [integrationsreferat@stadt.graz.at](mailto:integrationsreferat@stadt.graz.at)  
[graz.at/integration](http://graz.at/integration)  
[graz.at/menschenrechte](http://graz.at/menschenrechte)

## THE LAW ON INTEGRATION

The passing of the new Law on Integration is still ongoing at the date of the publication of this brochure. In the Austrian Law on Integration the expansion of German Language and Value Courses will firmly be anchored. In addition an "Integration Contract" and a "Declaration of honor" concerning defined values as well as severe penalties applicable to breaches of the Integration Contract will be part of the new Law on Integration. The current Austrian government program also mentions the implementation of an obligatory "Integration Year". For updates on any developments concerning the Law on Integration and its effects, please, check the internet and/or contact the Integration Centre of the Austrian Integration Fund-ÖIF ([integrationsfonds.at](http://integrationsfonds.at)).

## THE INTEGRATION OFFICE OF THE CITY OF GRAZ

The Integration Office of the city of Graz has been established on November 3, 2005. It aims at promoting Integration and participation of all Graz residents. The Integration Office coordinates and implements respective integration measures. It promotes the cultural and social diversity of our city and its residents. As a key issue on its agenda, the Integration Office actively supports the intercultural opening of the entire city administration through coordination efforts, networking and counseling services. The Integration Office provides financial support and coordination for many inclusive

projects through grant applications. The "Integration Strategy" that was adopted by the City Council in 2015 serves as the programmatic foundation of all measures and projects concerning integration in our city.

## FOCAL AREAS OF THE INTEGRATION OFFICE

The city of Graz recognizes integration as a cross-sectional task which affects nearly all areas of the city's administration. The Integration Office therefore serves as the inter-departmental coordination unit for the topics of integration and inclusion. In this function it supports and counsels municipal departments and institutions, as well as other organizations in the areas immigration, integration and intercultural exchange. A further task of the Integration Office is to point out weaknesses and gaps in the current system.

## TASKS OF THE INTEGRATION OFFICE

- Implementation of the Integration Strategy of the City of Graz.
- Support of the intercultural opening and orientation of the municipal administration through counseling, events, further qualification offers and inter-departmental cooperation projects.
- Interface between the city administration and the committed organizations, NGOs, interest groups, initiatives as well as all interested Graz citizens.



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- Networking between existing services of the city of Graz.
- Initiating measures and projects in the field of migration and integration.
- Active public relations function through publication of information material and expert papers, participation in networking events.
- Support of Interfaith Dialogue initiatives.
- Financial support of intercultural projects and integration measures through grant applications.

## GERMAN LANGUAGE COURSES IN GRAZ

STARTING POINT GERMAN (STARTPUNKT DEUTSCH) helps you to find the course offer which is right for you taking into account your personal wishes and needs such as being close to where you live, corresponding to your working hours/free time or child care responsibilities.

## INTERPRETERS' SERVICES

Women and men who are newcomers to Austria and are, not yet capable of communicating



in German need translation services (free of charge for clients) in order to be able to overcome language and cultural barriers and communicate their needs. The organizations OMEGA and ISOP offer various translation services for migrants in order to facilitate their integration processes. Many other services and organizations have understood the need for interpreters' services and have set up internal translation services and/or offer information brochures translated in different languages.

## MIGRANTS' COUNCIL OF THE CITY OF GRAZ

The Migrants' Council is the platform for political participation of immigrants in Graz. It does not offer individual counseling. Instead, the Migrants' Council concentrates on general issues that affect the whole migrant community. One of the Council's most important tasks is to advise local politicians and municipal administration. Problematic areas such as political and social discrimination against migrants, the unsatisfactory housing situation and challenges in the field of education are taken up by the Migrants' Council and after which are presented to the respective politicians of the municipal government in combination with suggestions for the improvement of the situation and the empowerment of migrants respectively. More information on the Migrants' Council as well as a list of self-organizations of migrants in Graz can be found on the homepage of the City of Graz at: [graz.at/migrantinnenbeirat](http://graz.at/migrantinnenbeirat).

## i Information

### Österreichischer Integrationsfonds – Integrationszentrum Steiermark

Reitschulgasse 19, 8010 Graz

☎ +43 316 84 17 20  
@ [steiermark@integrationsfonds.at](mailto:steiermark@integrationsfonds.at)  
[integrationsfonds.at](http://integrationsfonds.at)

### STARTPUNKT DEUTSCH

Reitschulgasse 19, 8010 Graz

☎ +43 316 84 17 20  
@ [steiermark@startpunktdeutsch.at](mailto:steiermark@startpunktdeutsch.at)  
[startpunktdeutsch.at](http://startpunktdeutsch.at)

### fee – Ehrenamtsbörse der Stadt Graz

Kaiserfeldgasse 25 | 8011 Graz

☎ +43 664 88 130 888  
@ [ehrenamt@stadt.graz.at](mailto:ehrenamt@stadt.graz.at)

## i Information

### Anlaufstellen für Migrantinnen und Migranten in Graz sind z. B.:

#### MigrantInnenbeirat der Stadt Graz

Keesgasse 6, Parterre rechts, 8010 Graz

☎ +43 316 872-2191  
@ [mb.graz@stadt.graz.at](mailto:mb.graz@stadt.graz.at)  
[graz.at/migrantinnenbeirat](http://graz.at/migrantinnenbeirat)

#### Sozialzentrum der Caritas der Diözese Graz-Seckau

Mariengasse 24, 8020 Graz

☎ +43 316 8015-300  
@ [erstkontakt@caritas-steiermark.at](mailto:erstkontakt@caritas-steiermark.at)  
[caritas-steiermark.at](http://caritas-steiermark.at)

#### Verein DANAIDA – Bildung und Treffpunkt für Frauen

Marienplatz 5, 8020 Graz

☎ +43 316 71 06 60  
@ [danaida@aon.at](mailto:danaida@aon.at)  
[danaida.at](http://danaida.at)

#### Antidiskriminierungsstelle Steiermark

Andritzer Reichsstraße 38, 8045 Graz

☎ +43 316 71 41 37  
@ [buerob@antidiskriminierungsstelle.steiermark.at](mailto:buerob@antidiskriminierungsstelle.steiermark.at)  
[antidiskriminierungsstelle.steiermark.at](http://antidiskriminierungsstelle.steiermark.at)

#### Ikemba

Burggasse 4, 8010 Graz

☎ +43 316 22 81 13  
@ [office@ikemba.at](mailto:office@ikemba.at)  
[ikemba.at](http://ikemba.at)

#### ISOP – Innovative Sozialprojekte

Dreihackengasse 2, 8020 Graz

☎ +43 316 76 46 46  
@ [isop@isop.at](mailto:isop@isop.at)  
[isop.at](http://isop.at)

#### OMEGA – Transkulturelles Zentrum für psychische und physische Gesundheit und Integration

Albert-Schweitzer-Gasse 22, 8020 Graz

☎ +43 316 77 35 54-10  
@ [office@omega-graz.at](mailto:office@omega-graz.at)  
[omega-graz.at](http://omega-graz.at)

#### Zebra – Interkulturelles Beratungs- und Therapiezentrum

Granatengasse 4/3. Stock, 8020 Graz

☎ +43 316 83 56 30-0  
@ [office@zebra.or.at](mailto:office@zebra.or.at)  
[zebra.or.at](http://zebra.or.at)

#### Afro-Asiatisches Institut

(für StudentInnen)  
Leechgasse 24, 8010 Graz

☎ +43 316 32 44 34  
@ [office@aai-graz.at](mailto:office@aai-graz.at)  
[aai-graz.at](http://aai-graz.at)

#### ARGE

Jugend gegen Gewalt und Rassismus  
Karmeliterplatz 28, 8010 Graz

☎ +43 316 90 370-101  
☎ +43 316 90 370-105  
@ [graz@argejugend.at](mailto:graz@argejugend.at)  
[argejugend.at](http://argejugend.at)



Photo: iStock | Todor Tsvetkov

## VOLUNTARY WORK

### **VOLUNTARY WORK**

Many people who live in Graz participate in civic life in diverse forms and with personal commitment so that co-existence in our beautiful city is even more successful.

Here in Graz, you will find a wide range of volunteer work with many possibilities to volunteer your time and where personal assistance is urgently needed. In areas such as integration, health, neighbourliness, environmental protection, sport, culture, leisure, education and many more, it is not only large social and blue light organisations such as Caritas, the Red Cross and the voluntary fire brigade (to name just a few) that are found but also many smaller and larger initiatives where young and old can actively become involved.

### **NETWORK**

Since 2015, the area of civic involvement has

also increasingly become the focus of the city of Graz.

That is why the network 'Graz entwickelt Ehrenamt' ('Graz develops volunteer work') was launched in order to exchange ideas and information with many different organisations and initiatives, to create links between them and to also think together about service and further training projects.

If you are a volunteer for your initiative or your association and want to be part of our network, please write to us. We would be delighted to hear from you.

### **TRAINING OFFERED IN THE FIELD OF VOLUNTARY WORK**

If required, the Integration department offers the possibility of free-of-charge participation in training courses on the topic of voluntary work. In the process, interesting insights and

exciting input are gained in the area of active citizenship. Have you always wanted to volunteer? Be part of it!

### **ADVICE ON VOLUNTEERING**

In questions of tax and association law, consultation days with professional experts are also organised and interesting and exciting workshops from specific areas of expertise offered.

### **fee – VOLUNTEER PLATFORM AND INSURANCE**

With the volunteer platform and the insurance for volunteers, the city of Graz is bringing people who want to be actively involved in their free time together with organisations who require support. fee stands for 'freiwillig' ('voluntary'), 'engagiert' ('active') and ehrenamtlich ('unpaid') and is a free-of-charge online platform.

### **i Information**

#### **GeE – 'Graz entwickelt Ehrenamt' ('Graz develops volunteer work')**

Integration department of the city of Graz  
Keesgasse 6, 8011 Graz

☎ +43 316 872 7484  
@ engagiert@stadt.graz.at  
graz.at/engagiert

#### **fee – Volunteer platform of the city of Graz**

Kaiserfeldgasse 25 | 8011 Graz

☎ +43 664 88 130 888  
@ ehrenamt@stadt.graz.at

#### **Insurance for volunteer work**

Information about the services offered by the city of Graz

@ graz.at/ehrenamt





There are people who for different reasons can not take part in society with the same possibilities as others. Sometimes people or groups of people are still discriminated against in Austria. This is why there are laws against discrimination in Austria and organizations which advocate equal rights for disadvantaged women and men.

## GRAZ CITY OF HUMAN RIGHTS

In the year 2001 Graz became the first city in Europe to be awarded the title "European City Coalition against Racism" (Menschenrechtsstadt). In 2006 Graz joined the European City Coalition against Racism (Europäische Städtekoalition gegen Rassismus). The award encompasses a great responsibility for all citizens in Graz to actively engage in a commitment to human rights and against racism. The Human Rights Council of the City of Graz publishes an annual Human Rights Report which provides information on the state of human rights in Graz. [graz.at/menschenrechte](http://graz.at/menschenrechte)

## EQUAL RIGHTS AND EQUAL TREATMENT FOR WOMEN AND MEN ALIKE

Women and men in Austria are equal by law (the law on Equal Treatment applies to women, men and transsexual persons). In theory the gender equality covers equality in economic, social and civil life, including all areas such as education and work. The practice often

presents a quite different picture. Women are often discriminated against simply because of their gender. Unfortunately in Austria the principle of equal wages for equal work has yet to be enforced. The division of tasks and duties in the family is imbalanced between men and women mostly at the expense of women. Women in senior management positions are still the exception to the rule. Women run a much higher risk of falling victim to sexual violence and abuse as well as to sexual harassment. In Graz there are several organizations which counsel girls and women who are discriminated against: the Department for Women & Gender Equality of the City of Graz (Referat Frauen & Gleichstellung); actively engages in promoting measures to ensure equal rights of women and men in all spheres of life. The Graz Ombudsperson counsels and supports women and girls at her office and in the Graz districts. The Equal Opportunities Commissioner of the City of Graz and the Equal Treatment Commission- Regional Branch Office Styria are the competent authorities and contact services for anybody who feels discriminated against, regardless of his/her gender.

Girls may also turn to MAFALDA - Organization for the Promotion of Girls and Young Women for help, information and support. Mafalda runs the youth center JAM, for girls only. Women and girls can get counseling at the Women's Health Center (Frauengesundheitszentrum). Counseling for psychological



Foto: iStockphoto © apomares

problems and patients' rights and general and specific health information in various languages are as well offered at the Women's Health Center.

Migrant women are welcome to turn to the organization DANALDA with all their questions and concerns the Women's Health Care Centre women and girls can get counseling on contraceptives, pregnancy, abortion, etc. They may also turn to the counseling center with psychological problems and legal health rights issues as well as get information on important health care issues in various languages. Women and their children who are

victims of sexual and/or domestic violence find protection (24 hours) at the Shelter for Battered Women Graz (Frauenhaus Graz). Other crisis centers for girls and women in situations of sexual and/or domestic violence are TARA - Counseling, therapy and prevention of sexual violence against girls and women, and the Center for the Protection of Violence Styria (Gewaltsschutzzentrum Steiermark). The organization Hazissa focuses on the area of prevention of sexual violence against girls and boys. The Institute of Practice-Oriented Gender Studies-PERIPHERIE is concerned with facts and figures on gender equality in



## i Information

### Referat Frauen & Gleichstellung

Kaiserfeldgasse 17, 2nd floor, 8010 Graz

☎ +43 316 872-4671

@ frauenreferat@stadt.graz.at  
graz.at/frauen

### Ombudsstelle für Grazer Mädchen und Frauen

☎ +43 664 26 20 134

@ frauenombudsstelle-graz.at

### Gleichbehandlungsbeauftragte der Stadt Graz

Rathaus, 1. Stock, linker Trakt, Zi 145  
Sprechstunden nach Vereinbarung

☎ +43 664 60 872-2243

@ graz.at/gleichstellung

### Gleichbehandlungsanwaltschaft Regionalbüro Steiermark

Europaplatz 12, 8020 Graz

☎ +43 316 72 05 90

@ gleichbehandlungsanwaltschaft.at

### Frauenhaus Graz

Notruf rund um die Uhr (24 hours)

☎ +43 316 42 99 00

@ beratung@frauenhaeuser.at  
frauenhaeuser.at

**TARA** – Counseling, therapy and  
prevention of sexual violence against girls and  
women

Haydngasse 7, 1st floor, 8010 Graz

☎ +43 316 31 80 77

@ office@taraweb.at; taraweb.at

### Gewaltschutzzentrum Steiermark

Granatengasse 4, 3rd floor, 8020 Graz

☎ +43 316 77 41 99

@ office@gewaltschutzzentrum.at  
gewaltschutzzentrum-steiermark.at

### Hazissa – Fachstelle für Prävention

Karmeliterplatz 2, 8010 Graz

☎ +43 316 90 370 160

@ office@hazissa.at; hazissa.at

### Frauenservice Graz

Lendplatz 38, 8020 Graz

☎ +43 316 71 60 22

@ office@frauenservice.at; frauenservice.at

### Mafalda und Mädchenzentrum JAM

Arche Noah 9-11, 8020 Graz

☎ +43 316 33 73 00

@ office@mafalda.at; mafalda.at

### Frauengesundheitszentrum

Joanneumring 3, 8010 Graz

☎ +43 316 83 79 98

@ frauen.gesundheit@fgz.co.at; fgz.co.at

### DANAIDA

(Educational offers and meeting place for women)

Marienplatz 5, 8020 Graz

☎ +43 316 71 06 60

@ danaida@aon.at; danaida.at

### PERIPHERIE

Schwimmschulkai 6, 3rd floor, 8010 Graz

☎ +43 660 73 16 200

@ office@peripherie.ac.at;  
peripherie.ac.at

### Männerberatung Graz

Verein für Männer- und Geschlechterthemen

Dietrichsteinplatz 15, 9th floor, 8010 Graz

☎ +43 316 83 14 14

@ beratung@maennerberatung.at  
maennerberatung.at

### Männernotruf Steiermark

☎ +800 24 62 47

@ hilfe@maennernotruf.at;  
maennernotruf.at

Styria. In addition PERIPHERIE offers coaching, counseling and workshops on the topic of Gender Mainstreaming.

Graz also has a specific counseling center for men's concerns. The Men's Counseling Center Graz (Männerberatung) supports men and boys in crisis situations and after situations in which they have been victims of violence and/or discrimination.

## PROMOTION OF CHILDREN'S RIGHTS AND PARTICIPATION OF CHILDREN AND YOUNG ADULTS

Children's rights are human rights and have partly been established in the Austrian Constitution. Children's rights include the right of children of being protected from abuse, neglect, exploitation and discrimination, the right to education, the best possible development and to information. Children are awarded special protection from any form of violence against them and in particular from sexualised violence. The dignity of children is to be respected and to be promoted. Children have a right to demanding their needs and to participate in shaping their living environment and public space (such as parks).

In Graz there are several organizations which support children and young adults in the implementation of their rights and in the promotion of their interests.

LOGO!, an information service center for young people of the Province of Styria offers several attractive services from career counseling to issuing the checkit-card (an ID-card which entitles its holder to many discounts). At the ESO.INFO young adults can get comprehensive information on esotericism, occultism, satanism, right-wing extremism and

religious fundamentalism.

The Ombudsperson for Children and Adolescents Styria (Kinder- und Jugendanwaltschaft Steiermark – kija) informs children and young adults through the Children's- and Youth's Rights Line on their rights and offers counseling and help. The Children's Office Styria (Kinderbüro Steiermark) supports children in questions concerning their rights, education and science, urban planning and mobility, housing and work.

Graz is proud to present its own Children's Parliament Graz (Kinderparlament) with a female and a male Children's Mayor. The Children's Parliament meets regularly and participates in policy-making for city planning. The Children's Parliament places written applications with the respective City Councilors and its members personally talk to the politicians. Several ideas have already been put into practice such as the redesign of children's playgrounds or a Graffiti wall.

Adolescents are eligible to vote from the age of 16. Young adults from the age of 18 have the right to stand for election (with the exception of the election of the federal Austrian President).

In Graz there currently are 13 youth centers, where young adults are offered fun opportunities such as meeting friends, being creative and having experienced youth workers there for help and support. In addition there is the Girls' Center JAM. JAM and specially for music lovers the youth- & culture center „Explosiv“. With all problems within the family (and also in cases of domestic violence) the four branch offices of the Youth Welfare Department of the City of Graz are places to turn to for children and adolescents and their

## i Information

„Logo – JUGEND.INFO!“  
Karmeliterplatz 2, 8010 Graz

☎ +43 316 90370221  
@ info@logo.at; logo.at

**Kinder- und Jugendanwaltschaft  
Steiermark**  
Paulustorgasse 4, 8010 Graz

☎ +43 316 877-4921  
@ kija@stmk.gv.at  
kija.at

**Kinder- und Jugendrechtetelefon**  
☎ +43 316 877-4921

**Kinderbüro Steiermark  
– Die Lobby für Menschen bis 14**  
Karmeliterplatz 2, 8010 Graz

☎ +43 316 90 370 180  
@ info@kinderbuero.at  
kinderbuero.at

**KinderParlament**  
Karmeliterplatz 2, 8010 Graz

☎ +43 650 833 666 3  
@ info@kinderparlament.at  
kinderparlament.at

**Schlupfhaus – Notschlafstelle  
der Caritas für Jugendliche**  
Mühlgangweg 1, 8010 Graz

☎ +43 316 48 29 59  
@ schlupfhaus@caritas-steiermark.at  
schlupfhaus.caritas-steiermark.at

**Jugendamt Graz-Nordwest**  
(Eggenberg, Gösting und Lend)

☎ +43 316 872-4683  
@ graz.at

**Jugendamt Graz-Nordost**  
(Andritz, Mariatrost, Geidorf, Ries, Innere  
Stadt, St. Leonhard, Waltendorf)

☎ +43 316 872-3098  
@ graz.at (Generationen – Jugend)

**Jugendamt Graz-Südost**  
(Jakomini, St. Peter, Liebenau)

☎ +43 316 872-3001  
@ graz.at (Generationen – Jugend)

**Jugendamt Graz-Südwest**  
(Gries, Puntigam, Straßgang, Wetzelsdorf)

☎ +43 316 872-2031  
@ graz.at (Generationen – Jugend)

**MigrantInnenbeirat**  
Keesgasse 6, 1st floor/right, Zimmer 6  
8010 Graz

☎ +43 316 872-2191  
@ ab.graz@stadt.graz.at  
@ graz.at/migrantInnenbeirat

**Tartaruga  
– Schutz und Hilfe für Jugendliche**  
Ungergasse 23, 8020 Graz

☎ +43 50 7900 32 00 (24 hours)  
@ tartaruga@jaw.or.at  
jaw.or.at

respective families. In emergency situations Tartaruga, a refuge and counseling center, offers protection and help for young people from the age of 13. Tartaruga is a place where you can talk and/or spend the night if you at the time do not want to or cannot stay with your family. Parents are welcome to counseling as well if they have difficulties with their children. The Schlupfhaus, run by the Caritas, is another emergency shelter for adolescents and young adults.

## PARTICIPATION AND RIGHTS OF MIGRANTS IN AUSTRIA (NON- AUSTRIAN CITIZENSHIP)

In several areas of life in Austria EU-citizens enjoy more rights than so-called third country nationals (from Non-EU member states). EU-citizens are for instance allowed to vote in the municipal elections. There is no special counseling center for EU-citizens in Graz; they have to turn to the same competent authorities as Austrian citizens.

Third country nationals (from Non-EU member states) who are living in Graz have their own representation- the Migrants' Council of the City of Graz (MigrantInnenbeirat). The Migrants' Council members are elected by the Non-EU citizens living in Graz every five years on the same date as the municipal council elections.

## i Information

**Steiermärkische Landesregierung,  
Abteilung 3 – Verfassung und Inneres**

☎ +43 316 877-2089  
@ abteilung3@stmk.gv.at,  
verwaltung.steiermark.at

## EQUAL RIGHTS AND FREEDOMS

Over the past two decades many women and men from different countries have moved to Graz and made our city and Austria their new home. Many of them have become Austrian citizens by now. There are also Graz residents as citizens with a migration background in the family who have been born and have grown up in Graz. Thus Graz has changed and has become more diverse as far as languages, cultures, traditions and religions are concerned. Graz profits a great deal from this new diversity. But at the same time these changes provoke anxieties and a defensive attitude with some people. And so it unfortunately happens that sometimes people are still discriminated against because of their (different) language, their difference in skin color and/or appearance or because of their religion. Some are refused entrance to certain clubs and bars, others are denied rights when applying for a job or looking for a place to rent. These are violations of applicable anti-discrimination laws. Victims of discrimination may turn to the police or the Anti-Discrimination Office for help and support. The City of Graz through its Department of Integration encourages many projects and supports organizations which in turn through their work promote socio-cultural diversity and anti-discrimination measures.

Among these organizations are the ARGE Youth Against Violence and Racism (ARGE Jugend gegen Gewalt und Rassismus); European Training- and Research Center for Human Rights and Democracy (Europäisches Trainings- und Forschungszentrum für Menschenrechte und Demokratie- ETC Graz); Peace Office Graz (Friedensbüro); Omega-

# NON-DISCRIMINATION & PARTICIPATION

Transcultural Center for Mental and Physical Health and Integration; Pro Health-African Initiative for Promoting Health; XENOS - Organization for the Promotion of Socio-Cultural Diversity and Zebra-Intercultural Counseling and Therapy Center.

Graz is a university city. There are many international students studying in Graz. Several counseling centers have been established for their support. The Afro-Asian Institute, the Department for International Students of the Austrian Students' Union Graz (ÖH); the Department for Social Policy of the Students' Union of the Technical University Graz (HTU Graz) and the Department for International Students at the University of Music and Performing Arts (ÖHKUG) provide counseling, services and advice.

Anyone who feels discriminated against in any way, regardless of the cause or the legal basis, may turn to the Anti-Discrimination Office Styria by personally reporting the incidence, by calling or by email. The friendly staff offers counseling on what you can do about it. If the situation should become threatening or even violent, please do not hesitate to turn to the police for help and place an emergency call at 133.

In questions of the peaceful coexistence of the religious communities, the Mayor of Graz is counseled by the Interreligious Council of the City of Graz (Interreligiöser Beirat). The Interreligious Council consists of representatives of the state-recognized faith communities.

## i Information

**ARGE – Youth against Violence and Racism**  
Karmeliterplatz 2, 8010 Graz

☎ +43 316 90 370 101  
@ argejugend.at

**Europäisches Trainings- und Forschungszentrum für Menschenrechte und Demokratie (ETC Graz)**  
Elisabethstraße 50B, 8010 Graz

☎ +43 316 380  
@ office@etc-graz.at  
etc-graz.at

**Peace Office Graz**  
Keesgasse 6, 1th floor/left, 8010 Graz

☎ +43 316 872-2183  
@ office@friedensbuero-graz.at  
friedensbuero-graz.at

**Afro-Asian Institute**  
Leechgasse 24, 8010 Graz

☎ +43 316 32 44 34  
@ office@aai-graz.at  
aai-graz.at

**Referat für ausländische Studierende der ÖH Graz**  
Schubertstraße 6a, 8010 Graz

☎ +43 316/380-2962  
@ foreignstudents@oehunigraz.at

**Referat für ausländische Studierende an der ÖHKUG**  
Brandhofgasse 21, 8010 Graz

☎ +43 316 3891600  
@ oeh@kug.ac.at



Foto: iStockphoto © XiXinXing

## EQUAL RIGHTS AND EQUAL TREATMENT OF PEOPLE WITH DISABILITIES

Unfortunately there are still many barriers which are excluding people from accessing facilities and in this way are discriminatory against women, men and children with handicaps. The City of Graz offers several points of contact for persons with handicaps (see Info-box on page 84) and Graz makes continuous efforts to become barrier-free such as investing in lowered pavements, traffic lights with acoustic signals, barrier-free toilet facilities and ensuring barrier-free access to newly built municipal buildings. Many organizations in Graz offer counseling, information and support for people with handicaps. Among them are alpha nova- Services for People

with Impairments, Atempo- Center for the Equalization of People with Disabilities, Youth at Work- Support, Promotion and Higher Qualification of People with Disabilities, Lebenshilfe-Services for People with Disabilities or the the Odilien- Institute for Blind and Visually Impaired People.

## i Information

**Antidiskriminierungsstelle Steiermark**  
Andritzer Reichsstraße 38, 8045 Graz

☎ +43 316 71 41 37  
@ buero@antidiskriminierungsstelle.steiermark.at  
antidiskriminierungsstelle.steiermark.at



# NON-DISCRIMINATION & PARTICIPATION

With the Austrian Federation of the Deaf (Österreichischer Gehörlosenbund) as well as the Styrian Association for the Blind and Visually Impaired (Steiermärkischer Blinden- und Sehbehindertenverband), there are some representative groups for people with disabilities which advocate the rights and interests of those concerned. More information on the topic of disabilities can be found in the chapter "Social Affairs".

## EQUAL RIGHTS AND EQUAL TREATMENT OF PEOPLE REGARDLESS OF THEIR SEXUAL ORIENTATION

As of January 1, 2010, same-sex couples have the possibility to contract a registered partnership at City Hall. (See also chapter "Life situations & Social Affairs.")

Support for people, who feel discriminated against on the grounds of their sexual orientation and would like to have counseling, is offered by the organization Rosalila PantherInnen, Annenstraße 26, Tel.: +43 316 36 66 01, E-Mail: info@homo.at, homo.at.

## INFORMATION AND PARTICIPATION

The Office for Citizens' Participation (Referat für BürgerInnenbeteiligung) organizes events on projects and plans for the City of Graz, but also for interest groups and individually active citizens. In this way the citizens of Graz have a say in the planning stages of projects of the City of Graz. Citizens who want to start new initiatives can receive counseling on how to go about it, can present

### i Information

#### Referat Barrierefreies Bauen der Stadt Graz

Europaplatz 20, 8020 Graz

☎ +43 316 872-3508  
@ barrierefrei@stadt.graz.at  
barrierefrei.graz.at

#### Beauftragter der Stadt Graz für Menschen mit Behinderungen

☎ +43 650 66 92 650  
@ behindertenbeauftragter.graz@gmx.at

#### Referat für Behindertenhilfe des Sozialamtes der Stadt Graz

Amtshaus, Schmiedgasse 26, 8010 Graz

☎ +43 316 872-6432  
@ behindertenhilfe@stadt.graz.at

#### WOIST Wohnungsinformationsstelle Amt für Wohnungsangelegenheiten

Schillerplatz 4, 8010 Graz

☎ +43 316 872-5450

#### Hotline des Bundesministeriums für Arbeit, Soziales und Konsumentenschutz

☎ +43 800 20 16 11 (toll-free)

#### alpha nova

Idlhofgasse 63, 8020 Graz

☎ +43 316 72 26 22  
@ office@alphanova.at;  
alphanova.at

### i Information

#### Zentrum Integriert Studieren (ZIS)

Universitätsplatz 3, 1th floor, 8010 Graz

☎ +43 316 380-2225  
@ barbara.levc@uni-graz.at  
integriert-studieren.uni-graz.at

#### Lebenshilfen Soziale Dienste GmbH

Conrad-von Hötzendorf-Straße 37a,  
8010 Graz

☎ +43 316 71 55 06  
@ office@lebenshilfe-guv.at  
lebenshilfe-guv.at

#### Odilieninstitut

Leonhardstraße 130, 8010 Graz

☎ +43 316 322 667 0  
@ verwaltung@odilien.at  
odilien.at

#### Steirischer Landesverband der Gehörlosenvereine im österreichischen Gehörlosenbund

Plabutscher Straße 63 (entrance West),  
8051 Graz

☎ +43 316 68 02 71  
@ office@stlv.gv.at  
stlv.gv.at

#### Atempo

Heinrichstraße 145, 8010 Graz

☎ +43 316 81 47 16 0  
@ atempo.graz@atempo.at  
atempo.at

#### Jugend am Werk

Lendplatz 35, 8020 Graz

☎ +43 50 79 00 10 00  
@ office@jaw.or.at, jaw.or.at

themselves on a dedicated website free of charge in order to strengthen their capacity for political participation. Information on the offers and services of the City of Graz can also be found at the website: graz.at and in the Citizens'-Information „BIG" respectively.

### i Information

#### ÖZIV

#### Österreichischer Zivil-Invalidenverband

Triester Straße 388-390, 8055 Graz

☎ +43 316 82 33 46  
@ oezivstmk@aon.at  
oeziv-steiermark.org

#### Hochschülerinnen- und Hochschülerschaft an der TU Graz

Rechbauerstrasse 12, 8010 Graz

☎ +43 316 873-5111  
@ info@htu.tugraz.at

#### Referat für BürgerInnenbeteiligung

Hauptplatz 1, 8011 Graz

☎ +43 316 872-3530  
@ buergerinnenbeteiligung@stadt.graz.at

#### Steiermärkischer Blinden- und Sehbehindertenverband

Augasse 132, 8051 Graz

☎ +43 800 20 20 71 Hotline „Blindline"  
+43 316 68 22 40  
@ office@bsvst.at  
stbsv.at



Graz has a lot to offer in the field of arts and culture (European Cultural Capital 2003; the historic Old Town and the castle Schloss Eggenberg have been awarded UNESCO World Heritage status). Graz owes its cultural significance to many contributions such as the buildings of the Italian architects and craftsmen and -women or the artistic influences and contributions of migrants in the course of the centuries or the scientific achievements of Johannes Kepler or Nicola Tesla. Information on the historic sites and contemporary architecture can be found at Graz Tourism and on its website at: [graztourismus.at](http://graztourismus.at). In the cultural sector there are the major performance venues such as the Graz Opera and the Graz Theatre, the Graz Joanneum Universal Museum as well as an extremely active, diverse and creative "cultural independent scene." [kultur.graz.at](http://kultur.graz.at)

### THEATRE, CABARET

The Theatre Holding Graz/Styria GmbH has several venues: The Graz Opera and the Graz Theatre, the Children and Youth Theatre "Next Liberty," the "Orpheum," "Dom im Berg" and the Schlossberg stage "Kasematten". In addition the independent scene proudly presents many professional theatre initiatives such as Theater im Bahnhof, TaO! – Theater am Ortweinplatz, TAL – Theater am Lend, Mezzanin Theater, Theater im Keller, THEATERMeRZ, Drama Graz, the Theater t'eig, „follow the rabbit" and many more. The

so-called "Different Theatre" (Das andere Theater) runs the service of renting out rehearsal space to independent theatre groups and their productions for theatre practices. This service is financed by the City of Graz. It also serves as an important information platform for the whole theatre scene. ([dasanderetheater.at](http://dasanderetheater.at)).

### MUSIC

Within the Theatre Holding Graz/Styria GmbH the Graz Opera and the Graz Venues (Grazer Spielstätten GmbH) are active in the field of music. But also at other locations and venues, Graz stages a wide range of music festivals and concerts with works of all epochs and genres such as the Styriarte ([styriarte.com](http://styriarte.com)) or the Summer Academy of the American Institute for Musical Studies (AIMS) which have been taking place for decades and which contribute to the cultural diversity of Graz. In the field of Jazz, Graz can be proud to have such outstanding international renowned groups, artists and venues as the Jazz Big Band Graz, Stockwerk Jazz or the Royal Garden Jazz Club which showcase the variety. The Jazz scene in Graz has united at: [grazjazz.at](http://grazjazz.at). With the House of Music and Music Drama, MUMUTH the Graz University of Music and Performing Arts (KUG) has created a special stage for high-quality artistic productions and interdisciplinary events. Venues of contemporary- and pop music are the Postgarage, the ppc, the Generalmusikdirektion and others as well as



Foto: Graz Tourismus © Harry Fischer

the internationally renowned music festival "Elevate".. Internationally renowned music festivals are, for instance, Elevate and Spring.

### LITERATURE

The City of Graz owes its positive literary reputation and image to a group of writers who were active in the Forum Stadtpark in the 1960s. The House of Literature (Literaturhaus) offers many possibilities for contemporary writers. A variety of literary magazines and literature journals is published in Graz: „Manuskripte“, „Sterz“, „Lichtungen“, „Perspektive“, „Schreibkraft“. Every year dozens of applications are placed for the Writer in Residence-Scholarship (StadtschreiberIn-Stipendium).

### DANCE, DANCE THEATRE

This genre has many activities and events to offer ranging from the Opera Ballet to off-festivals of the „independent scene“. The international Theatre Workshop (Internationale Bühnenwerkstatt) has been focusing on

contemporary dance and dance theatre for many years. In 2010 one floor of the building of the Different Theatre was transformed to a dance stage and has since been serving as practice room for dance workshops and -performances.

### VISUAL ARTS, PHOTOGRAPHY, DESIGN, ARCHITECTURE

Apart from the main museums of the Joanneum Universal Museum, the museum of Contemporary Art (Kunsthau), the Old Gallery (Alte Galerie), the New Gallery with the „Bruseum“ (Neue Galerie) and the Hall of Art and Media (Halle für Kunst und Medien) there are many more institutions in the field of visual and media arts such as the Camera Austria, the House of Architecture or the independent artists' initiative "Schaumbad". In addition there are many cultural initiatives such as the association for contemporary art <rotor>, the Werkstatt Graz or the Graz Art Association (Grazer Kunstverein) as well as a great variety of private galleries.

### FILM, MEDIA AND FREE (INDEPENDENT) RADIO STATIONS

Of great importance is the „Festival of Austrian Film – Diagonale“ (diagonale.at). Art in combination with “new techniques” and information productions can be found in the ESC. The independent radio station Radio Helsinki transmits alternative radio shows and does important documentation work in the fields of science and arts.

### MOVIE THEATRES

Besides the main movie theatres there also are two repertory cinemas in Graz: the movie theatres KIZ Royal and Rechbauerkinio Cinema program at uncut.at/graz.

### CROSS-SECTORAL FESTIVALS AND CULTURAL INSTITUTIONS

There are many organizations which have an interdisciplinary approach. Among those are festivals such as the „Steirische Herbst“ (steirischerherbst.at), „La Strada“ (lastrada.at), new “young” festivals such as „Elevate“ (elevate.at) or the design festival „Assembly“ as well as cultural institutions such as the Forum Stadtpark (forum.mur.at).

### MUSEUMS

Having undergone extensive reconstruction the Graz Joanneum Universal Museum (museum-joanneum.at) has become the second largest

museum in Austria today and corresponds to state-of-the-art requirements. The museum houses many museums within. The "New Gallery" (Neue Galerie) and the "Bruseum" which is dedicated to the artist Günther Brus both exhibit contemporary art. The Multi Media Collections, the Styrian Provincial Library and the Natural History Collections are as well as hosted and on display. The following museums are dedicated to history and cultural history: The Municipal Museum Graz, the National Armory, the historic castle Schloss Eggenberg, the Styrian Folklore Museum. The "Hanns Schell Collection" (the Lock- and Key Museum), the Hans Gross Criminal Museum as part of the new University Museum, the Diocesan Museum, the Archeological Museum and the Archeological Collections. Historic treasures may be found at the Graz Municipal- and the Styrian Provincial Archives. Graz has several museums on the topic of mobility. "FRida & freD"- the Children's Museum and the Botanical Gardens are further attractions.

### ART IN THE PUBLIC SPACE

In addition to art galleries and museums, there are numerous art productions in public places. Sociopolitical topics in a socio-historic context especially are often approached in this way. A good overview of current events in public places can be found at the websites: kultur.graz.at with „offsite Graz“, a presentation of Art in the Public Space since 1945.



Foto: Graz Tourismus

### LIBRARIES

The Municipal Libraries (Stadtbibliotheken; stadtbibliothek.graz), including the Media Library (Mediathek) and the Bookmobile (see also chapter „Education“) offer more than 300,000 different media.

Online Guide to Arts and Culture The online „Kulturserver“- network features a cultural calendar which lists all dates and information on events and artists at cultural institutions in Graz: kultur.graz.at.

### KULTURPASS

#### **i** Information

**Graz Tourismus Information**  
Herrengasse 16, 8010 Graz

☎ +43 316 8075-0  
@ info@graztourismus.at  
graztourismus.at

**Kulturamt**  
Stigergasse 2, 3rd floor (Mariahilfer Platz),  
8020 Graz

☎ +43 316 872-4901  
@ kulturamt@stadt.graz.at  
kultur.graz.at

**Bühnen Graz /  
Theater Holding Graz**  
Gleisdorfer Gasse 10A,  
8010 Graz

☎ +43 316 8008-0  
@ buehnen-graz.com  
theaterholding.at

**Theaterkasse**  
Kaiser-Josef-Platz 10, 8010 Graz

☎ +43 316 8000



## SPORTS & RECREATION

Graz offers a wide range of different sports and recreation facilities directly in the city and also in the surroundings of Graz. Information can be found on the homepage of the Department of Sports of the City of Graz (Sportamt) at: [graz.at/sportamt](http://graz.at/sportamt).

### DISTRICT SPORTS FIELDS

The Department of Sports has made 27 sports fields, located directly and conveniently in the various districts of Graz, available to the residents of Graz. The sports fields can be used free of charge to practice various sports such as soccer, tennis, volleyball, basketball and other sports. There also are skate parks located at the Eustacchiogrounds, in the public parks Volksgarten, Am Grünanger, in St. Veit-Andritz, in Theodor-Körner-Street and in Salfeldstreet.

### CHILDREN'S PLAYGROUNDS

The complete list can be found at [holding-graz.at/kinderspielplaetze](http://holding-graz.at/kinderspielplaetze)

### PUBLIC SWIMMING POOLS

An overview on all public indoor and outdoor swimming pools and other wellness facilities of the City of Graz can be found at [holding-graz.at/freizeit](http://holding-graz.at/freizeit)

### HIKING BICYCLE RIDING

A hiking, walking and bicycle riding guide can be obtained free of charge from the porter at City Hall or at the Graz Tourist

Office (Herrengasse 16), the Graz Service Centers and at the Department of Sports (Stadionplatz 1, Parterre) or online at [graz.at/sportamt](http://graz.at/sportamt)

### FITNESS

So-called "Fitness-Miles" can be found in the city districts Mariatrost and St. Peter. A fitness-trail starts at the southern end of the Augarten Park. In addition, there are many running tracks with milage markers. [graz.at/sportamt](http://graz.at/sportamt)

### BALLSPORTS

Graz has beach-volleyball courts, mini-golf courts and squash, tennis, and badminton facilities. The soccer stadium Merkur Arena is home to the soccer matches of the Austrian National Soccer League as well as international football matches.

### WINTERSPORTS

In winter you can ice skate or go cross-country skiing in Graz. More detailed information at [Sportamt/graz.at](http://Sportamt/graz.at).

### CLIMBING

There are four indoor climbing centers in Graz at, SportUNION, BLOC House Graz, Boulder Club and the City Adventure Center. Between the island in the river Mur (Murinsel) and the main bridge, there is a climbing wall. At Lake Hilmteich there is a climbing park open to the public which is often visited by school classes.

### SPORTS CLUBS, SPORT ARENAS, GYMS

There is an online directory of sports clubs (online booking at: [venuzle.at](http://venuzle.at)). Apart from the sports arenas and gyms of sports clubs further sport offers are available at the Styrian Sports Centre (Landessportzentrum) and the University sports centre for students located at Rosenhain. A list of all sports fields can be at: [graz.at/sportamt/sportplaetze](http://graz.at/sportamt/sportplaetze)

### LOCAL RECREATION

The parks in Graz offer a wide range of recreation possibilities. Please note that in order to protect and conserve nature, some sports and activities are not allowed in parks (. Information on the park facilities and green areas in Graz can be found at: [graz.at](http://graz.at) – BürgerInnenservice – Verwaltung – Dienststellen – Grünraum und Gewässer.

### SPECIAL OFFERS FOR YOUNG PEOPLE AND SENIOR CITIZENS

As an incentive to do more sports the Department of Sports organizes sporting opportunities and introductory courses free of charge during school holidays for children and adolescents living in Graz (such as swimming courses, ice skating, snowboarding and many more) at 10€ per course per child. For senior citizens (60+) there are different training and exercise offers at the Styrian Sport Centre.

### SIQ! SPORT – INTEGRATION – QUALIFICATION

Integration through doing sports together that is the innovative approach of the Caritas project SIQ!. There are sport modules, tournaments and Adventure Days (climbing, rafting, skiing, etc.) as well as the option of vocational training in the field of sports to become, for instance, a trainer, instructor or a referee.

### Information

#### Sportamt, Stadion Graz-Liebenau

Stadionplatz 1 (1st floor), 8011 Graz

☎ +43 316 872-7878

@ [sportamt@stadt.graz.at](mailto:sportamt@stadt.graz.at)  
[graz.at/sportamt](http://graz.at/sportamt)

Office hours: Monday to Thursday from 8 AM to 2 PM, Friday from 8 AM to 12 AM

#### SIQ!

#### Sport – Integration – Qualifikation

Caritas Campus,  
Mariengasse 24, 8020 Graz

☎ +43 676 880 15 345

@ [caritas-steiermark.at](http://caritas-steiermark.at)



The goal, to which the city is committed concerning senior citizens, is that all citizens can live a healthy and active life up to an advanced age. Contact point is the Office for Senior Citizens of the City of Graz.

The Geriatric Health Care Centers of the City of Graz and many health care organizations are at your service and offer a wide range of services for senior citizens. The City of Graz also provides apartments which are adequately equipped for senior citizens.

### OFFICE FOR SENIOR CITIZENS

The Office for Senior Citizens is a service center for and with seniors. It offers:

- Various events such as the "Café Graz," dance and fitness classes, memory training and a summer program
- Senior citizens with a low income are issued a "Culture-Pass"(Kulturpass), for details see: [hungeraufkunstundkultur.at](http://hungeraufkunstundkultur.at) or call Tel.: +43 316 82 71 22).
- Issuance of the Senior Citizens' Card (SeniorInnen card) with many reductions. The office for senior citizens will inform you on the requirements for obtaining this card. There is no income limit; however, the recipients of minimum pensions do get special reductions in some institutions.
- Help in providing cleaning services for your apartment, information about the services „Meals on Wheels“ – the mobile lunch catering service and the "Lunch

table" for senior citizens: Having lunch in the company of other senior citizens at an affordable price

- At the office applications for the taxi service for disabled persons (Behindertaxi) can be made

### MOBILE CARE AT HOME

Those who are in need of help in running their daily lives because of illness or other reasons may use the services of nursing care at home (Hauskrankenpflege). Certified nursing and paramedical staff as well as home care staff come to you at your home to take good care of you. The aim of this service is to allow the elderly to live at home- in the environment they are used to as long as possible. The Social Welfare Department of the City of Graz (Sozialamt) has signed a contract with five care organizations in different districts of the city to provide home care to the elderly. The costs of the services available are graduated according to the financial situation of

### **i** Information

**SeniorInnen der Stadt Graz**  
Stigergasse 2, 4th floor, 8020 Graz

Open hours: Monday to Friday from  
8 AM to 12.30 PM

☎ +43 316 872-6390, 6391, 6392, 6393  
@ [graz.at/seniorInnen](mailto:graz.at/seniorInnen)



Foto: iStockphoto © nico\_blue

the recipients and are calculated by the care organization offering the service. Information at Tel.: +43 316 872-6421 or at: [graz.at/sozialamt](http://graz.at/sozialamt).

### GERIATRIC HEALTH CARE CENTERS

First class medical and nursing care are offered by the Geriatric Health Care Centers of the City of Graz (Geriatrische Gesundheitszentren, GGZ): Outpatient clinic, acute geriatric care/ remobilization, geriatric clinic, intermediate care (for patients after an acute hospital stay), medical geriatrics, memory clinic for patients suffering from dementia as well as in- and outatient hospice; assisted-living services, short-term and long-term nursing care in the nursing homes „Rosenhain“ and

### **i** Information

**Geriatrische Gesundheitszentren der Stadt Graz (GGZ)** [ggz.graz.at](http://ggz.graz.at)  
Albert-Schweitzer-Gasse 36, 8020 Graz

☎ + 43 316 7060-1111  
@ [ggz.aufnahme@stadt.graz.at](mailto:ggz.aufnahme@stadt.graz.at)

☎ +43 316 7060-1150  
@ [ggz.infostelle@stadt.graz.at](mailto:ggz.infostelle@stadt.graz.at)  
[ggz.graz.at](http://ggz.graz.at)

**Sozialamt der Stadt Graz,**  
**Referat für Heimkostenzuzahlung**  
Schmiedgasse 26, 3rd floor, 8010 Graz

Open hours: 8 AM to 12.30 PM,  
☎ +43 316 872-6350

## SENIOR CITIZENS

the Center for Senior Citizens in Geidorf as well as geriatric counselling service in the nursing homes New nursing homes as well as a gerontopsychiatric day care center at Rosenhain are currently under construction. Over the last years the nursing homes and clinics of the Geriatric Health Care Centers have either been newly built or have undergone extensive renovation and reconstruction.

The Geriatric Health Care Centers of the City of Graz accept all 60 years or older Austrians and citizens of EU- member states, as a general rule who require medium or high-level permanent care. The interdisciplinary team of the Geriatric Health Care Centers of the City of Graz (including doctors, nursing staff and therapists) decides to which appropriate nursing area a new patient is admitted. The cost of the care depends on the individual needs of the patient and other criteria (such as the amount of the care money). For your questions on geriatric care, please, contact the Infocenter (counseling available by phone Thursday from 2 PM to 5 PM; for a personal talk please, book an appointment).

### FINANCIAL ASSISTANCE TO THE COSTS OF CARE SERVICES

If the income of the patient is not sufficient to cover the cost of his/her stay in one of the nursing homes (certified by the Province of Styria), the welfare agency of the city of Graz will help to cover the cost as long as the recipient is registered and living in Graz. For

more information, please turn to the Welfare Department of the City of Graz (Sozialamt). Senior citizens under certain circumstances may receive financial assistance for assisted living, too. The cost of assisted care at home services is graduated according to the income of the recipients.

### REDUCTION ON PUBLIC TRANSPORT SENIOR TICKETS/PASSES

The Graz Lines offer reduced monthly, half year- and yearly tickets to men and women from the age of 60 and older. The price is calculated individually and based on the amount of respective gross pension of the applicant. Tickets are available at the Mobility and Sales Center of the Graz Lines (Mobilitäts- und Vertriebscenter der Graz Linien), Jakoministraße 1.

### GRAZ SOCIALCARD MOBILITY

The SocialCard, issued by the Graz Welfare Department (for criteria see chapter "Life Situations & Social Affairs") entitles its holders as well to the "Graz SocialCard Mobility". The SocialCard Mobility can be obtained at the Mobility and Sales Center of the Graz Lines in Jakoministraße 1. The ticket costs 50 € (and 60 € including the Schlossberg funicular), is valid for a period of 12 months from the date of issue and is non-transferable. Bring a recent passport picture with you and note that the SocialCard has to be still valid on the date of the issue of the "Graz SocialCard

Mobility"! Both Senior tickets and Graz SocialCard Mobility can be used daily during operations of the Graz Lines.

### APARTMENTS FOR SENIOR CITIZENS

The Welfare Department (Sozialamt) has about 370 apartments to rent which are equipped in a senior-friendly way. Applicants must be pensioners, registered and living in Graz and have to fulfill further requirements such as limited mobility. More information at the Office for Social Work of the Welfare Department (Sozialamt) at Tel. +43 316872-6344.

### COMPENSATORY ALLOWANCE

If the pension a pensioner receives is below the subsistence level, he/she can apply for the so called compensatory allowance. More detailed information can be obtained at your respective pension insurance company. Recipients of compensatory allowances are, upon application, exempt from paying prescriptions charges, the compulsory TV license fee (GIS-Gebühren) and the service charge for the Health Insurance Card (E-Card).

### CARE BENEFITS

In Austria all those who, because of a longterm physical, mental or psychological impairment, need more than 60 hours of care monthly, are under certain conditions eligible to care benefits. There are seven levels of care benefits. The application has to be placed at your Pension Insurance Fund. If you do not receive a pension, please, turn to the Department 11A of the Special Department 11A of the Styrian Government (FA 11A der Steiermärkischen Landesregierung), Hofgasse 12, 8010 Graz.

Your general practitioner is glad to further advise you.

### COUNSELING SERVICE

This Service of the Welfare Department (Sozialamt) offers counseling to all senior citizens on their social concerns and age specific questions and requests, Monday through Friday from 8 AM to 12.30 PM, Schmiedgasse 26, Tel. +43 316 872-6344.

### SPECIFIC COUNSELING ON CARE OPTIONS

Every first Wednesday of the month those interested in home nursing services and/or institutional care in nursing homes may get professional and comprehensive counseling in the Council Office (Amtshaus), Schmiedgasse 26, 2nd floor, room 142, from 9 AM to 4 PM. Registration at Tel. +43 316 872-6421.

### Information

**Mobilitäts- und Vertriebscenter**  
Jakoministraße 1, 8010 Graz

Open hours: Monday to Friday from 8 AM to 6 PM, Saturday from 9 AM to 1 PM

+43 316 887-4224  
@ linien@holding-graz.at  
holding-graz.at/linien

**Sozialamt der Stadt Graz,**  
**Office for Sozial Work, Counseling**  
Schmiedg. 26, Eingang Rauberg, Zi. 38

Open hours: Monday to Friday from 8 AM to 12:30 PM

+43 316 872-6344  
@ sozialamt@stadt.graz.at





## **i** Emergency Numbers

### Euro-Emergency Service

☎ 112

### Fire Brigade

☎ 122

### Police

☎ 133

### Emergency Ambulance

☎ 144

### Emergency Service for the deaf and hearing impaired

per SMS: +43 800 133 133

@ gehorlosennotruf@polizei.gv.at

☎ +43 800 133 133

### Warning and Alarm Center Styria/ Water Rescue Service

☎ 130

### Mountain Rescue Service

☎ 140

## **i** Health Services

### Pharmacy-Emergency Service

☎ 14 55

### Emergency Dentist

☎ +43 316 385 8 32 81 (from 4 PM)

### Acute Poisoning Emergency Service

☎ +43 1 40 64 343

### General Hospital (LKH)

☎ +43 316 385-0

### General Hospital West (LKH-West)

☎ +43 316 5466-0

### Accident Hospital

☎ +43 316 505-0

### Red Cross

☎ +43 5 01 44 5-0

### Red Cross Emergency Ambulance

☎ 14 8 44

## **i** Personal Security

### Graz Police Directorate and Police Commando Unit

☎ +43 5 91 33 60-0

### Fire Department Graz

☎ +43 316 872-5858

### Women's Helpline

☎ +43 800 222 555

### Children- Emergency Call

☎ 147

### Victims of Violence –Emergency Call

☎ +43 800 112 112

### Public Order Guards Graz

☎ +43 316 872-2266

## Provide as much information as possible:

Who you are,                      How many people  
Where you are,                    are injured?  
What is wrong,

## **i** Emergency Health Care

### Emergency Doctor on Duty

☎ 141

### Pastoral Advice Crisis Service

☎ 142

## HELP AND ASSISTANCE FOR HOMELESS PEOPLE

Homeless people are provided with shelter at the Women's and Men's Emergency Shelters of the City of Graz (Frauenwohnheim, Männerwohnheim) and in the Arche 38. Homeless adolescents can turn to the Emergency Shelter for Adolescents, the so called "Schlupfhaus". In addition to a temporary place to sleep the staff at the shelter offers counseling in personal matters and assistance in looking for a job and an apartment.

## HELP AND OUTREACH SERVICES FOR VICTIMS OF VIOLENCE

Violence in the family against women and children is simply unacceptable and is against the law in Austria. The police have extended authority to intervene in cases of domestic violence. There are numerous help organizations and outreach services for women and

children who are at risk from violence or are even affected by violence. If you and/or your children have just been hurt or feel threatened by somebody, please, immediately call the police at Tel. 133! Until the police arrive, try to take your children and yourself out of the immediate danger zone – if possible – to some place safe such as a room you can lock or to your neighbors.

## ANONYMOUS BIRTH/BABY HATCH

Mothers of newborns who are not capable of living with their children and want to give them away right after birth have two options:

- The anonymous birth at the hospital.  
The woman as patient does not have to

## **i** Car Accident

### Breakdown Service- Austrian Automobile Association ÖAMTC

☎ 120

### Breakdown Service -Austrian Automobile Association ARBÖ

☎ 123

## **i** Household Emergencies

### Gas-Emergency Service

☎ 128

### Gas- & Electricity- & Heating-Fault Correction Service

☎ +43 316 8057-0

### Water Supply Emergency Service

☎ +43 316 887-0

### Blockage-Hotline Sewage System

24 hour service

☎ +43 316 887-7272

### Electricity Services Graz

☎ +43 316 8057-0

## **i** Pets

### Veterinarians-Emergency Service

☎ +43 316 68 11 18

### Animal Rescue Service of the Fire Brigade

☎ +43 316 872-5888,

EMERGENCY CALL 122

### Animal Rescue Service of the animal shelter "Arche Noah"

### Animal Shelter Styria

See chapter „What else you should know“ for more details!



Foto: Jasmin Schuller

## i Information

**Frauenwohnheim der Stadt Graz**  
Hüttenbrennergasse 41, 8010 Graz

Admission: von 8 AM to 6 PM  
☎ +43 316 872-6491

**Männerwohnheim der Stadt Graz**  
Rankengasse 24, 8020 Graz  
Admission: 8 AM to 6 PM

☎ +43 316 872-6481

**Arche 38 – Beratung für volljährige wohnungslose Personen, Nächtigung und Versorgung für wohnungslose Männer**  
Eggenberger Gürtel 38, 8020 Graz

☎ +43 316 80 15 730  
@ arche@caritas-steiermark.at  
caritas-steiermark.at

**Gewaltschutzzentrum**  
Granatengasse 4/1st floor, 8020 Graz

Open hours:  
Monday to Thursday 8 AM to 4 PM  
Friday 8 AM to 1 PM  
☎ +43 316 77 41 99 weekdays until 10 PM  
@ office@gewaltschutzzentrum.at  
gewaltschutzzentrum-steiermark.at

**Frauenhaus Graz:**  
**Schutzeinrichtung für Frauen und deren Kinder in Krisensituationen**

**NOTRUF**  
☎ +43 316 42 99 00 (24 hours)

**Frauenhelpline**  
☎ +43 800 222 555

**Opferambulanz**  
**NOTRUF** ☎ +43 664 84 38 241  
(24 hours)

**Kinder- und Jugendanwaltschaft**  
Paulustorgasse 4/2nd floor, 8010 Graz

Open hours:  
Monday, Wednesday and Thursday 9 to 3 PM,  
Tuesday from 1 PM to 3 PM,  
Friday 9 PM to 12.30 AM

☎ +43 316 877-4921  
@ kinderaanwalt.at

Weitere Hilfsorganisationen für junge Leute finden Sie im Kapitel „Kinder und Jugendliche“ sowie „Gleichbehandlung & Mitbestimmung“.

**Männerberatung Graz**  
**Verein für Männer- und Geschlechterthemen**  
Dietrichsteinplatz 15, 7th floor, 8010 Graz

Open hours:  
Monday and Wednesday 10 AM to 12 AM  
Tuesday and Thursday 4 PM to 6 PM

☎ +43 316 83 14 14  
@ beratung@maennerberatung.at  
maennerberatung.at

**Notschlafstelle für Jugendliche – „Schlupfhaus“ der Caritas**  
Mühlgangweg 1, 8010 Graz

Admission:  
6 PM to 9 AM  
COUNSELING:  
Tuesday to Friday from 9 AM to 11 AM

☎ +43 316 48 29 59  
@ schlupfhaus.caritas-steiermark.at

disclose any personal data such as her name, etc. After the birth the Youth Welfare Department takes over the custody for the child and tries to find foster parents as soon as possible.

- To leave the child anonymously at a safe place: The baby hatch is located at the outside wall of the General Hospital (LKH), Auenbruggerplatz 18. The baby receives immediate medical attention and care and goes to live with foster parents as soon as possible. Info-Hotline: 0800 83 83 83.

## GRAZ SECURITY-CITY MAP & GRAZ AED-APP

The interactive Graz Security-City Map features the positions of all police, fire fighter, and ambulance stations as well as pharmacies, hospitals, etc. Further services of the Department of Security Management are the “Graz- AED- App” which displays the nearest Automated External Defibrillators-AEDs as well as their precise distance to the current position on a city map and the Care and Security-Hotline for the way home offered by the Graz Security Guard Service (0316

872-2277; Fri, Sat, and before public holidays from 10PM to 3AM). Details and all links at [sicherheit.graz.at](http://sicherheit.graz.at).

## i Information

**Caritas Steiermark**

☎ +43 316 8015-0 or  
+43 316 8015-300  
@ caritas-steiermark.at

## i Losses

**Lost or Stolen Credit Cards**  
Mastercard ☎ 0800 07 06 138  
Diners Club ☎ +49 (69) 900 150 135, 136  
Visa Card ☎ 0800-200-288

**Lost of ATM Card (Bankomatkarte) from Austria:**  
☎ 0800 204 8800  
**from abroad:**  
☎ +43-1 204 8800

**Lost and Found Office**  
☎ +43 316 872-2390

**RELIGIONS**

In Graz there are several faith communities, from the state recognized religions to the religious communities smaller in number and new religious-spiritual movements.

Interfaith dialogue, peaceful coexistence and encounters are of great importance to the City of Graz as well as to the faith communities. All citizens are highly welcome to engage, participate and share in interfaith- and intercultural dialogue. In 2006 the Interreligious Council of the City of Graz (Interreligiöser Beirat) was founded which meets if needed and when convened by the Mayor of Graz to counsel the Mayor in questions of religious affairs. The Interreligious Council consists of representatives of the state-recognized faith communities such as currently the Roman Catholic, Old-Catholic, Protestant, Methodist, Greek-Orthodox and Coptic Orthodox Churches, the Church of Jesus Christ of Latter-day Saints (Mormons) as well as the Muslim, Jewish and Buddhist faith communities.

**MANDATORY MILITARY SERVICE**

Austria has a system of mandatory military service for fit male citizens from 17 to 50 years of age. All Austrian male citizens at the age of 7 are drafted into the military service. As a first step they are ordered to an army physical examination (Stellung or Musterung). In the army physical the doctors check whether or not the men are physically and psychologically fit enough to serve in the

army. Those who are classified as "fit" (and do not want to join the civilian service) are then drafted into the military service. Those men who are classified as "temporarily unable to meet standards" will be ordered to the army physical examination once again after some time has passed. Finally, those who do not meet the physical or mental standards are disqualified for military or civilian service. The basic military service lasts for six months. Men who are obligated to military service can be drafted into military service up to the age of 35. Conscientious objectors can join the civilian service (Zivildienst) as an alternative to military service which lasts nine months and can be served at various organizations. Alternatively the civilian service can be served abroad and in this case lasts twelve months or be served in a developmental aid program (two years). Further information at: [bundeshuer.at](http://bundeshuer.at)

**PETS/DANGEROUS ANIMALS**

The protection and the well-being of animals are regulated under the Austrian Animal Protection Act. Cruelty to animals (such as collars causing pains to animals, electroshock systems for training animals, putting animals on a chain, docking tails or ears, cutting or clipping of teeth as well as declawing), the motiveless killing of animals and the abandoning of animals are forbidden under the Animal Protection Act. If you want to keep a pet, you have to provide species-appropriate



Foto: Graz Tourismus © Harry Schiffer

accommodation for the animal in question as well as species-appropriate nutrition and care. If the animal is sick or has an injury, you have to take it to a veterinarian. Selling animals in public places is against the law! If you keep a dog, you may have to prove your dog-keeping skills by obtaining a license within the period of a year (registration and information at the Veterinary Office Graz). In any case you have to get a dog license: you have to get a dog license: For one dog the dog license currently costs 60 Euro per year, and for each additional animal 90 Euro per year. The dog license fee is compulsory, is handled by the Department of Municipal Taxes (Abteilung für Gemeindeabgaben) and

has to be paid at the latest by April 15 of every year. In case the dog dies or is given to someone else, you have to report it to the Department of Municipal Taxes within the period of one month. When selling your dog or giving it away you need to make reference to the name and address of the new dog owner in the process of unregistering. Those ignoring to register or unregister their dog risk stiff fines! Private ownership of captive wild animals, commonly referred to as „exotic pets“ is permitted for some species (such as reptiles, amphibians and certain species of birds) but has to be reported to the Veterinary Office of the City of Graz (Referat für Veterinärangelegenheiten). The keeping of





dangerous animals has to be permitted by the Veterinary Office! If you want to keep animals for breeding, you have to report to the Veterinary Office before commencing the breeding.

Small and harmless pets can be carried on the bus or tram- in a suitable pet carrier; dogs must be kept on a leash and wear a mandatory muzzle. Information on dog lawns and -parks as well as on the more than 350 dispensers of bags for dog droppings can be found at: [graz.at/haustiere](http://graz.at/haustiere).

If you see a stray dog with a dog tag, please, call the Department of Municipal Taxes (Abteilung für Gemeindeabgaben) Monday through Friday from 7 AM to 2 PM, Tel. +43 316 872-3440 or 3444. Outside of these open hours call the fire brigade, Tel. +43 316 872-5888.

The owner of the dog can be traced by means of the number on the dog tag. If the animal is hurt or at risk, please, call the Animal Rescue of the Fire Brigade Graz, Tel. +43 316 872-5888.

All dogs which are kept in Austria have to be chipped with an implanted microchip. If you want to travel abroad and take your dog, cat or ferret with you, these animals must have a microchip which is implanted on the left side of the animal's neck by a veterinarian. The chip contains a code of numbers which in turn is registered in a central database- in this way it is easier to trace the owner of the

animal should the animal have run away.

In addition to the microchip, the pet needs a travel document issued by the veterinary of your choice, the so-called Pet Passport. For some countries (such as the UK and Finland) additional examinations are required.

If your pet dies, you may leave the dead animal with the veterinarian. Or you may bring the animal carcass (up to the limit of max. 30 kg) to the animal carcass collection of the City of Graz, Lagergasse 158 (riverside entrance to the slaughter house).

### **i** Information

#### **Tierärztenotdienst**

daily from 7 PM to 7 AM  
also on weekends and holidays  
☎ +43 316 681118

#### **Tierfriedhof Pirka**

☎ +43 316 68 31 62  
+43 664 20 49 633  
@ [steirischer-tierfriedhof.at](https://www.steirischer-tierfriedhof.at)

#### **Tierkrematorium Steiermark, Landscha**

☎ +43 699 10 54 09 11  
+43 699 11 62 44 79  
@ [tierkrematorium.at](https://www.tierkrematorium.at)

#### **Franz von Assisi Tierbestattung, Graz**

☎ +43 800 22 00 43  
@ [tierbestattung.at](https://www.tierbestattung.at)



Foto: Joel Kernasenko

### **i** Information

#### **Referat für Veterinärangelegenheiten** Lagergasse 132, 8020 Graz

Open hours: Monday to Friday from  
8 AM to 12 AM

☎ +43 316 872-3281  
@ [veterinaerreferat@stadt.graz.at](mailto:veterinaerreferat@stadt.graz.at)  
[graz.at](https://www.graz.at) - Leben in Graz - Haustiere

#### **Abteilung für Gemeindeabgaben** Schmiedgasse 26, 2nd floor, 8010 Graz

Open hours: Monday to Friday from 8 AM  
to 12.30 PM

☎ +43 316 872-3444  
@ [gemeindeabgaben@stadt.graz.at](mailto:gemeindeabgaben@stadt.graz.at)

#### **Tierrettung der Grazer Berufsfeuerwehr**

☎ +43 316 872-5888  
in besonders dringenden Fällen Notruf 122

#### **Landestierschutzverein für Steiermark** Grabenstraße 113, 8010 Graz

☎ +43 316 68 42 12  
@ [tierheimgraz@aon.at](mailto:tierheimgraz@aon.at)  
[landestierschutzverein.at](https://www.landestierschutzverein.at)

#### **Animal Shelter Active Animal Protection** „Aktiver Tierschutz – Arche Noah“ Neufeldweg 211, 8041 Graz

☎ +43 316 42 19 42 0  
@ [office@archenoah.at](mailto:office@archenoah.at)  
[archenoah.at](https://www.archenoah.at)

**Abfall- und Umweltberatung der Stadt Graz**

Schmiedgasse 26, 8011 Graz  
 ☎ +43 316 872-74388, umwelt.graz.at

**Abteilung für Bildung und Integration  
Department of Education and Integration**

Keesgasse 6, 8011 Graz  
 ☎ +43 316 872-7474  
 ☎ +43 664 60 872-7445 HOTLINE  
 @ abiservice@stadt.graz.at, graz.at

**Abteilung für Gemeindeabgaben  
Department of Municipal Taxes Graz**

Amtshaus, Schmiedgasse 26,  
 2nd floor, 8011 Graz  
 ☎ +43 316 872-3402  
 @ gemeindeabgaben@stadt.graz.at

**Abteilung für Verkehrsplanung  
Department for Traffic Planning**

Europaplatz 20, 8th floor, 8020 Graz  
 ☎ +43 316 872-2881  
 @ verkehrsplanung@stadt.graz.at  
 graz.at/verkehrsplanung

**Afro-Asiatisches Institut  
Afro-Asian Institute**

Leechgasse 24, 8010 Graz  
 ☎ +43 316 32 44 34  
 @ office@aai-graz.at  
 aai-graz.at

**alpha nova  
Services for People with Impairments**

Idlhofgasse 63, 8020 Graz  
 ☎ +43 316 72 26 22  
 @ office@alphanova.at,  
 alphanova.at

**Amt der Stmk. Landesregierung**

Department 3, Paulustorgasse 4, 8010 Graz  
 ☎ +43 316 877-2084  
 @ abteilung3@stmk.gv.at  
 verwaltung.steiermark.at

**Amt für Jugend und Familie  
Youth Welfare Department**

Kaiserfeldgasse 25, 8011 Graz  
 ☎ +43 316 872-3199  
 familie.graz.at, kinder.graz.at  
 @ jugendamt@stadt.graz.at

**Referat für Offene Kinder- und Jugendarbeit  
Office for Open Children and Youth Care**

Kaiserfeldgasse 25, 8011 Graz  
 ☎ +43 316 872-3191

**Ärztlicher Dienst**

Medical Service of the Youth Welfare Department  
 Keesgasse 6, 3rd floor, 8011 Graz  
 ☎ +43 316 872-4622  
 @ aertzl.jugend@stadt.graz.at, graz.at

**Arbeiterkammer Steiermark  
Chamber of Labor**

Hans-Resel-Gasse 8-14,  
 8020 Graz  
 ☎ +43 5 77 99 0  
 @ info@akstmk.net, akstmk.at

**AMS Arbeitsmarktservice  
Public Employment Service**

AMS Graz West and Surroundings  
 Niesenberggasse 67-69,  
 8020 Graz  
 ☎ +43 316 70 80

**AMS Graz East**

Neutorgasse 46, 8010 Graz  
 ☎ +43 316 70 82

**Berufsinformationszentrum (BIZ)**

Careers Information Center  
 Neutorgasse 46, 8010 Graz  
 ☎ +43 316 70 82 803  
 @ biz.graz@ams.at / ams.at

**AMS AusländerInnenfachzentrum  
Service Foreigners' Employment**

Niesenberggasse 67-69, 8020 Graz  
 Open hours: Monday to Thursday,  
 7.30 AM to 3.30 PM, Friday 7.30 AM to 1 PM  
 ☎ +43 316 70 80 0, +43 316 70 80 590  
 @ afz.steiermark@ams.at, ams.at

**Antidiskriminierungsstelle Steiermark**

Andritzer Reichsstraße 38, 8045 Graz  
 ☎ +43 316 71 41 37  
 @ buero@antidiskriminierungsstelle.steiermark.at  
 antidiskriminierungsstelle.steiermark.at

**ARGE Jugend gegen  
Gewalt und Rassismus**

Karmeliterplatz 2, 8010 Graz  
 ☎ +43 316 90 370 101  
 @ graz@argejugend.at, argejugend.at

**Ärztchammer für Steiermark**

Kaiserfeldgasse 29, 8010 Graz  
 ☎ +43 316 8044-0  
 @ info@aekstmk.or.at, aekstmk.or.at

**Ärztlicher Bereitschaftsdienst/ Ärztenot-  
dienst, Emergency Doctor on Duty**

Marburger Kai 51, 8010 Graz  
 ☎ +43 316 71 92 01 oder 141

**Atempo – Center for the Equalization of  
People with Disabilities**

Heinrichstraße 145, 8010 Graz  
 ☎ +43 316 81 47 16 0  
 @ atempo.graz@atempo.at, atempo.at

**bbs – Beschäftigungsbetriebe  
Steiermark**

Keesgasse 3, 2. Stock, 8010 Graz  
 @ office@bbsnet.at

**Beauftragter der Stadt Graz  
für Menschen mit Behinderung  
Commissioner of the city of Graz  
for Persons with Disabilities**

Mag. Wolfgang Palle  
 Herrngasse 3, 8010 Graz  
 ☎ +43 650 66 92 650  
 @ behindertenbeauftragter.graz@gmx.at

**Bestattung Alpha – Funeral home Alpha**

Conrad-von-Hötzendorf-Straße 151  
 ☎ +43 316 81 94 00 (24 hours)  
 @ office@alpha-bestattungen.at  
 alpha-bestattungen.at

**Bestattung PAX – Funeral home PAX**

Alte Poststraße 371, 8055 Graz  
 ☎ +43 50 19 96 766 (24 hours)  
 @ pax.at

**Bestattung – PiusFuneral home Pius**

Petersgasse 49, 8010 Graz  
 ☎ +43 316 83 50 00  
 @ bestattung.pius@gmx.at  
 bestattung-pius.at

**Bestattung Wolf – Funeral home Wolf**

Triester Straße 164, 8055 Graz  
 ☎ +43 316 26 66 66  
 @ beate.stowasser@bestattung-wolf.com  
 bestattung-wolf.com

**Bestattung Holding Graz  
Funeral home Holding Graz**

Grazbachgasse 44-48, 8010 Graz  
 @ bestattung@holding-graz.at  
 ☎ +43 316 887-2800 (24 hours)  
 holding-graz.at/bestattung

**BFI – Berufsförderungsinstitut  
Vocational Training Institute Styria**

Mariengasse 24,  
 Paula-Wallisch-Strasse 8,  
 Eggenberger Allee 15  
 ☎ +43 316 05 72 70 0  
 @ bfi-stmk.at

**bit – best in training**

Kärntner Straße 311, 8054 Graz  
 ☎ +43 316 28 55 50 0  
 @ office@bit.at  
 bit.at

**Bildungsnetzwerk Steiermark**

Niesenberggasse 59, 8010 Graz  
 ☎ +43 316 82 13 73  
 @ bildungsinformation@eb-stmk.at

**Bühnen Graz/Theater Holding Graz  
Graz Theatres/Theatre Holding Graz**

Glaisdorfer Gasse 10A, 8010 Graz  
☎ +43 316 8008-0

@ office@theaterholding.at  
buehnen-graz.com, theaterholding.at

**Theatre Box Office:**

Kaiser-Josef-Platz 10

☎ +43 316 8000

@ tickets@ticketzentrum.at  
ticketzentrum.at

**Bürgerinnenamt  
Service Center for Citizens**

Amtshaus (Council Office), Schmiedgasse 26,  
4th floor, 8011 Graz

☎ +43 316 872-5201

**Standesamt**

Joanneumring 6, 8011 Graz

☎ +43 316 872-5152

**Caritas Steiermark**

Grabenstraße 39 16, 8011 Graz

☎ +43 316 8015-0

@ kontaktstelle@caritas-steiermark.at  
office@caritas-steiermark.at  
caritas-steiermark.at

**Caritas Marienambulanz**

Mariengasse 24 / Eingang Kleiststr. 73, 8020 Graz

☎ +43 316 8015-351

@ marienambulanz@caritas-steiermark.at  
marienambulanz.caritas-steiermark.at

**Caritas Schlupfhaus –Emergency shelter  
of the Caritas for young people**

Mühlgangweg 1 (Ecke Fröhlichgasse, Busline 34,  
Haltestelle Seifenfabrik)

☎ +43 316 48 29 59

@ schlupfhaus@caritas-steiermark.at

**DANAIDA – Bildung und Treffpunkt für Frauen**

Marienzplatz 5, 8020 Graz

☎ +43 316 71 06 60

@ danaida@aon.at, danaida.at

**ERfA**

Exerzierplatzstraße 33, 8051 Graz

☎ +43 660 710 0710

@ office@erfa-graz.at  
erfa-graz.at

**Energieberatung des Umweltamtes  
der Stadt Graz – „Energy Counseling“**

**Environmental Department Graz**

Schmiedgasse 26, 5th floor, 8010 Graz

☎ +43 316 872-4302

@ umweltamt@stadt.graz.at  
umwelt.graz.at

**ETC Graz – European Training- and  
Research Center for Human Rights and  
Democracy**

Elisabethstraße 50B, 8010 Graz

☎ +43 316 380-1533

@ office@etc-graz.at  
etc-graz.at

**Finanzamt Graz-Stadt**

Conrad-von-Hötendorf-Straße 14-18,  
8010 Graz

☎ +43 316 881-538

@ bmf.gv.at, finanzonline.bmf.gv.at

**Frauengesundheitszentrum  
Women's Health Center**

Joanneumring 3, 8010 Graz

☎ +43 316 83 79 98

@ frauen.gesundheit@fgz.co.at  
fgz.co.at

**Frauenhaus Graz  
Shelter for Battered Women**

Notruf +43 316 42 99 00 (24 hours)

**Frauenservice Graz –  
Servicestelle für Frauen  
Service Center for Women**

Lendplatz 38, 8020 Graz

☎ +43 316 71 60 22

@ office@frauenservice.at  
frauenservice.at

**Frauenwohnheim der Stadt Graz  
Women's Shelter Graz**

Hüttenbrennergasse 41, 8010 Graz

☎ +43 316 872-6491

**Friedensbüro Graz – Peace Office Graz**

Keesgasse 6 (1st floor, left direction), 8010 Graz

☎ +43 316 872-2180

@ office@friedensbuero-graz.at  
friedensbuero-graz.at

**Gebäudemanagement**

Schillerplatz 4, 2nd floor, 8011 Graz

☎ +43 316 872-5432

+43 316 872-5489

@ gebaueudemanagement@stadt.graz.at

**Gemeindewohnungen/  
Wohnungsmanagement**

Schillerplatz 4, 4th floor, 8011 Graz

☎ +43 316 872-5413 Gemeindewohnungen

☎ +43 316 872-5444 barrierefreie

Gemeindewohnungen

☎ +43 316 872-5409

@ wohnungsmanagement@stadt.graz.at

**Geriatrische Gesundheitszentren  
der Stadt Graz (GGZ)**

**Geriatric Health Care Centers Graz**

Albert-Schweitzer-Gasse 36, 8020 Graz

☎ +43 316 7060-0

@ ggz.office@stadt.graz.at  
ggz.graz.at

**Gesundheitsamt der Stadt Graz  
Department of Health Care Graz**

Amtshaus, Schmiedgasse 26, 2nd floor,  
8010 Graz

☎ +43 316 872-3202

@ gesundheitsamt@stadt.graz.at  
graz.at

**Gewaltschutzzentrum  
Center for the Protection of  
Violence Styria**

Granatengasse 4, 2nd floor, 8020 Graz

☎ +43 316 77 41 99

@ office@gewaltschutzzentrum.at

**GIS – Gebühren Info Service des ORF  
Radio and TV License Information Center  
of the Austrian Television – ORF**

☎ +43 810 00 10 80 (Service Hotline)

Open hours: Monday to Friday, 8 AM to 9 PM,  
Saturday 9 AM to 5 PM

@ kundenservice@gis.at  
gis.at

Anmeldeformulare erhalten Sie auch in den  
Servicestellen der Stadt Graz

**Gleichbehandlungsanwaltschaft  
Regionalbüro Steiermark**

**Regional Branch Office Styria of the**

**Independent Equal Treatment Commission**

Europaplatz 12, 8020 Graz

☎ +43 316 72 05 90

@ graz.gaw@bka.gv.at  
gleichbehandlungsanwaltschaft.at

**Gleichbehandlungsbeauftragte  
der Stadt Graz**

**Equal Opportunities Commissioner Graz**

Rathaus, 1. Stock, linker Trakt, Zi 145

Sprechstunden nach Vereinbarung

☎ +43 664 60 872-2243

@ graz.at/gleichstellung

**GPS – Grazer Parkraumservice  
Graz Parking Facility Service**

Jakominigürtel 20, 2nd floor, 8010 Graz

☎ +43 316 872-7565

@ parkraumservice@stadt.graz.at  
ordnungswache@stadt.graz.at  
parken.graz.at

**Graz Tourismus Information  
Graz Tourism Information**

Herrngasse 16, 8010 Graz

☎ +43 316 80 75-0

@ info@graztourismus.at  
graztourismus.at



**Hazissa – Fachstelle für Prävention**

Karmeliterplatz 2, 8010 Graz  
 ☎ +43 316 90 370 160  
 @ office@hazissa.at  
 hazissa.at

**Holding Graz**

**Kundenservice-Center der Energie Graz**  
**Customer Service Center at the municipal**  
**utilities company „Energie Graz“**  
 Andreas-Hofer-Platz 15, 8010 Graz  
 ☎ +43 316 80 57-1857,  
 @ energiegraz.at

**Holding Graz Wasserwirtschaft**  
**Graz Holding Water Supply Services**  
 Wasserwerkstraße 9-11, 8045 Graz  
 ☎ +43 316 887-7272  
 @ wasserwirtschaft@holding-graz.at  
 holding-graz.at/wasserwirtschaft

**Holding Graz Linien**  
 Jakoministraße 1, 8010 Graz  
 ☎ +43 316 887-4224  
 @ linien@holding-graz.at  
 holding-graz.at/linien

**Holding Graz Abfallwirtschaft**  
**Recyclingcenter**  
 Biotonne und Restmüllbehälter beantrage/  
 bestellen/ändern; Abfallgebühren  
 Sturzgasse 16, 8020 Graz  
 ☎ +43 316 887-7272  
 ☎ +43 316 887-7117  
 holding-graz.at

Open hours: Monday to Friday, 7 AM to 5 PM  
 Saturday, Sunday and Holidays 8 AM to 6 PM

**tim-Service-Center**  
 Steyrergasse 116, 8020 Graz  
 (Open hours: Monday to Friday, 8 AM to 6 PM)  
 ☎ +43 316 887-4755  
 @ office@tim-graz.at  
 tim-graz.at

**IBOBB-Café**

**Information, Beratung, Orientierung für**  
**Bildung und Beruf**  
**Servicepoint for education and career**  
 Keesgasse 6, 8011 Graz  
 ☎ +43 316 872-7445, 7446, 7447  
 @ ibobb@stadt.graz.at

**Ikemba – Intercultural conflict manage-**  
**ment and empowerment services**  
 Burggasse 4, 8010 Graz  
 ☎ +43 316 22 81 13  
 @ office@ikemba.at, ikemba.at

**Integrationsreferat der Stadt Graz**  
**Department of Integration Graz**  
 Keesgasse 6, 8010 Graz  
 ☎ +43 316 872-7481  
 @ integrationsreferat@stadt.graz.at  
 graz.at/integration  
 graz.at/menschenrechte

**ISOP – Schulsozialarbeit**  
**ISOP – School Social Work**  
 Dreihackengasse 2, 8020 Graz  
 ☎ +43 316 76 46 46  
 @ isop@isop.at, isop.at

**Jugend am Werk**  
**Support, Promotion and Higher**  
**Qualification of People with**  
**Disabilities**  
 Lendplatz 35, 8020 Graz  
 ☎ +43 50 79 00 10 00  
 @ office@jaw.or.at, jaw.or.at

**Kinderbüro Steiermark**  
**Children’s Office Styria – the**  
**lobby for children up to age 14**  
 Karmeliterplatz 2, 8010 Graz  
 ☎ +43 316 90 370 180  
 @ office@kinderbuero.at, kinderbuero.at

**Kinder- und Jugendanwaltschaft – Child-**  
**ren and Youth Ombudsperson Styria**  
 Paulustorgasse 4, 8010 Graz  
 ☎ +43 316 877-4921  
 kinderaanwalt.at

**Kindermuseum „FRida & freD“**  
**Children’s Museum „FRida & freD“**  
 Friedrichgasse 34, 8010 Graz  
 ☎ +43 316 872-7700  
 @ kontakt@fridaundfred.at  
 fridaundfred.at

**KinderParlament Graz**  
**Children’s Parliament Graz**  
 Karmeliterplatz 2, 8010 Graz  
 ☎ +43 650 833 666 3  
 @ info@kinderparlament.at  
 kinderparlament.at

**Koordinierungsstelle Steiermark AusBil-**  
**dung bis 18 (incl. Übergang Schule-Be-**  
**ruf)**  
 Team Styria Werkstätten GmbH  
 Radetzkystraße 31, Tür 1, EG, 8010 Graz  
 ☎ +43 664 80 295-6001  
 @ kost.steiermark@remove-this.teamstyria.at

**Kulturamt – Department of Culture Graz**  
 Stigergasse 2, 3rd floor, 8020 Graz  
 ☎ +43 316 872-4900  
 @ kulturamt@stadt.graz.at, kultur.graz.at

**Kundenservice-Center Energie Graz**  
 Andreas-Hofer-Platz 15, 8010 Graz  
 Open hours: Monday, Tuesday, Wednesday and  
 Friday from 7:30 AM to 3 PM, Thursday from  
 7:30 AM to 6 PM  
 ☎ +43 316 80 57 18 57  
 @ energiegraz.at

**Landeskrankenhaus-Universitätsklinik**  
**(LKH) – General-Academic**  
**Teaching Hospital**  
 Auenbrugger Platz 1, 8036 Graz  
 ☎ +43 316 385-0

**Landeskrankenhaus Graz-West**  
**General Hospital West**  
 Göstinger Straße 22, 8020 Graz  
 ☎ +43 316 5466-0

**LandesLudothek Games Library Styria**  
 Karmeliterplatz 2, 8010 Graz  
 ☎ +43 316 90 370 251  
 @ office@ludovico.at, ludovico.at

**Landespolizeidirektion Steiermark**  
**Führerscheinangelegenheiten**  
**Police Directorate Graz – Drivers' License**  
 Parking 4, 8010 Graz  
 ☎ +43 59 133 60 62 11

**Landesschulrat Steiermark –Department**  
**of Education of the Styrian School Board**  
 Körbergasse 23, Postfach 663, 8011 Graz  
 ☎ +43 50 24 83 45  
 @ lsr@lsr-stmk.gv.at, lsr-stmk.gv.at

**Landestierschutzverein für Steiermark**  
**Animal Protection Association Styria**  
 Grabenstraße 113, 8010 Graz  
 ☎ +43 316 68 42 12  
 @ tierheimgraz@aon.at  
 landestierschutzverein.at

**Lebenshilfen Soziale Dienste GmbH**  
**Interest Representation of People with**  
**Learning Disabilities**  
 Conrad-von Hötzendorf-Straße 37a, 8010 Graz  
 ☎ +43 316 71 55 06  
 @ office@lebenshilfe-sd.at  
 lebenshilfe-sd.at

**Lerncafé Don Bosco**  
 Südbahnstraße 100, 8020 Graz

**Logo – JUGEND.INFO!**  
 Karmeliterplatz 2, 8010 Graz  
 ☎ +43 316 90 370 90  
 @ info@logo.at, logo.at

**Mafalda**  
 Arche Noah 11, 8020 Graz  
 ☎ +43 316 33 73 00  
 @ office@mafalda.at  
 mafalda.at

**Mädchenzentrum JAM**  
**Girls Center JAM – Counseling and**  
**Support Center for Girls**  
 Arche Noah 9–11  
 ☎ +43 316 33 73 00-15  
 @ office@mafalda.at, mafalda.at/jam

**Männerberatung Graz**

Verein für Männer- und Geschlechterthemen

**Men's Counseling Center Graz**

Dietrichsteinplatz 15/9th floor, 8010 Graz

☎ +43 316 83 14 14

@ beratung@maennerberatung.at

maennerberatung.at

vmg-steiermark.at

**Männerwohnheim der Stadt Graz****Men's Shelter Graz**

Rankengasse 24, 8020 Graz

☎ +43 316 872-6481

**Mieterschutzverband Österreichs****Association for the Protection of****Tenants Austria**

Sparbersbachgasse 61, 1st floor, 8010 Graz

☎ +43 316 38 48 30

@ office@mieterschutz-steiermark.at

mieterschutzverband.at

**Mietervereinigung Steiermark****Renters' Association Styria**

Feuerbachgasse 1, 8020 Graz

☎ +43 50 195 43 00

@ steiermark@mietervereinigung.at

mietervereinigung.at

**Mietzinszahlungsreferat**Zentrale Annahmestelle: Monday to Friday,  
7 AM to 3 PM / 1st floor, INFO-Point Mietzins-  
zahlung/5th floor: Tuesday and Friday,  
8 AM to 12 AM

☎ +43 316 872-5423

☎ +43 316 872-5409

@ Mietzinszahlung@stadt.graz.at

**MigrantInnenbeirat der Stadt Graz****Migrants' Council Graz**Keesgasse 6, 1st floor direction right,  
Zimmer 6, 8010 Graz

☎ +43 316 872-2191

@ mb.graz@stadt.graz.at

graz.at/migrantinnenbeirat

**Mobilitäts- und Vertriebscenter****Mobility Center**

Jakoministraße 1, 8010 Graz

☎ +43 316 887-4224

@ linien@holding-graz.at

mobilzentral.at

holding-graz.at

**NEUSTART Steiermark****NEUSTART Styria**

Arche Noah 8-10, 8020 Graz

☎ +43 316 82 02 34

@ office.steiermark@neustart.at

neustart.at

**Next Liberty**

Theater für junges Publikum

**Theatre for a young audience**

Kaiser-Josef-Platz 10, 8010 Graz

☎ +43 316 8000

nextliberty.com

**NIL – Kunstraum + Café**

Interkulturelles Jugend-,

Kunst- und Kommunikationszentrum

Lazarettgasse 5, 8020 Graz

☎ +43 316 67 10 41

@ nil@mur.at, nil.mur.at

**Odilieninstitut – Institute for  
Blind and Visually Impaired People**

Leonhardstraße 130, 8010 Graz

☎ +43 316 322 667 0

@ verwaltung@odilien.at

odilien.at

**ÖGB Region Graz –  
Austrian Federation of Trade Unions,  
Graz region**

Karl-Morre-Straße 32, 8020 Graz

☎ +43 316 70 71

@ steiermark@oegb.at,

oegb.at

**OMEGA**Transkulturelles Zentrum für psychische  
und physische Gesundheit und Integration;**OMEGA-Dolmetschpool**Transcultural Center for Mental and Physical  
Health and Integration

Albert-Schweitzer-Gasse 22, 8020 Graz

☎ +43 316 77 35 54 0

@ office@omega-graz.at, omega-graz.at

**Österreichischer Integrationsfonds**

Integrationszentrum Steiermark

**Austrian Integration Fund ÖIF**

Integration Center Styria IZ

Reitschulgasse 19, 8010 Graz

☎ +43 316 84 17 20

@ steiermark@integrationsfonds.at

integrationsfonds.at

**ÖZIV**

Österreichischer Zivil-Invalidenverband

Austrian Association for Civilian

Disabled Persons

Triester Straße 388–390, 8055 Graz

☎ +43 316 82 33 46

@ oezivstmk@aon.at

oeziv-steiermark.org

**PERIPHERIE – The Institute of Practice-  
Oriented Gender Studies**

Schwimmschulkai 6/II, 8010 Graz

☎ +43 660 73 16 200

@ office@peripherie.ac.at, peripherie.ac.at

**Recyclingcenter der Holding Graz****Recycling Center Graz**

Sturgasse 16, 8020 Graz

☎ +43 316 887-7272

@ abfallwirtschaft@holding-graz.at

holding-graz.at/abfallwirtschaft

**Referat Barrierefreies Bauen der Stadt  
Graz – Office for Barrier-Free Planning  
and Construction Graz**

Europaplatz 20, 8011 Graz

☎ +43 316 872-3508

@ barrierefrei@stadt.graz.at

barrierefrei.graz.at

**Referat für BürgerInnenbeteiligung****Office for Citizens' Participation Graz**

Rathaus, 1st floor, Hauptplatz 1, 8011 Graz

☎ +43 316 872-3530

@ buergerbeteiligung@stadt.graz.at

**Referat Frauen & Gleichstellung  
der Stadt Graz – Department for Women  
and Gender Equality Graz**

Kaiserfeldgasse 17, 2nd floor, 8011 Graz

☎ +43 316 872-4671

@ frauen.gleichstellung@stadt.graz.at

graz.at/frauen

**Referat für Veterinärangelegenheiten der  
Stadt Graz – Veterinary Office Graz**

Lagergasse 132, 8011 Graz

☎ +43 316 872-3281

@ veterinaerreferat@stadt.graz.at

**Rosalila PantherInnen – Support and  
counseling for people with homosexual  
orientation**

Annenstraße 26, 8020 Graz

☎ +43 316 36 66 01

@ info@homo.at; homo.at

**SAB – Schul- und Ausbildungsberatung  
School and Vocational Training  
Counseling Service**

Grillparzerstraße 26, 8010 Graz

☎ +43 316 68 93 10

@ sab@ausbildungsberatung.at

ausbildungsberatung.at

maturawasnun.at

**Schlichtungsstelle  
Wohnungsangelegenheiten**

Zentrale Annahmestelle: Monday to Friday,

7 AM to 3 PM, 1st floor, INFO-Point,

Schlichtungsstelle, 5th floor: Tuesday and Friday,

8 AM to 12 AM

☎ +43 316 872-5424

☎ +43 316 872-5409

@ schlichtungsstelle@stadt.graz.at

**Schlupfhaus – Emergency shelter of the  
Caritas for young people**

Mühlgangweg 1 (Ecke Fröhlichgasse, Buslinie 34

Haltestelle Seifenfabrik), 8010 Graz

☎ +43 316 48 29 59

@ schlupfhaus@caritas-steiermark.at

caritas-steiermark.at

### Schuldnerberatung Graz Advisory Service for Debtors Graz

Annenstraße 47, 8020 Graz  
☎ +43 316 37 25 07  
@ office@sbstmk.at  
schuldenberatung.at

### Schulzahnambulatorien der Abteilung für Bildung und Integration Dental Clinics of the Department of Education and Integration

Nibelungengasse 18, Brucknerstr. 51, Keesgasse 6  
☎ +43 316 872-7025, 7035, 7455

### SeniorInnenreferat der Stadt Graz Office for Senior Citizens of Graz

Stigergasse 2, 4th floor (D3), 8020 Graz  
☎ +43 316 872-6390, 6391, 6392

### Servicestellen der Stadt Graz

**Servicestelle Andritzer Reichsstraße 38**  
Mo–Fr 7–13 Uhr und Mi 13–18 Uhr

**Servicestelle Bahnhofgürtel 85, 1. OG**  
Mo–Fr 7–13 Uhr und Di 13–18 Uhr

**Servicestelle Conrad-von-Hötzendorf-  
Straße 104 (Ostbahnhof)**

Mo–Fr 7–13 Uhr und Do 13–18 Uhr

**Servicestelle Kärntner Straße 411**

Mo–Fr 7–13 Uhr und Do 13–18 Uhr

**Servicestelle Schmiedgasse 26**

Haupteingang: Portier im Amtshaus, Parterre  
Mo–Fr 7–13 Uhr und Mo 13–18 Uhr

**Servicestelle St. Peter-Hauptstraße 85**

Mo–Fr 7–13 Uhr und Di 13–18 Uhr

**Servicestelle Stiftingtalstraße 3, 1. OG**

Mo–Fr 7–13 Uhr und Mi 13–18 Uhr

**Expositur Mariatroster Straße 37**

Mi 7–13 Uhr

### KONTAKT

☎ +43 316 872-6666  
☎ +43 316 872-6689  
@ servicestelle@stadt.graz.at  
graz.at/servicestellen

### SIQ!

Sport | Integration | Qualifikation  
Sport | Integration | Qualification  
Caritas Campus, Mariengasse 24, 8020 Graz  
☎ +43 676 880 15-345, 666  
@ m.teichmann@caritas-steiermark.at  
caritas-steiermark.at

### Sozialamt der Stadt Graz

Schmiedgasse 26, 3rd and 4th floor,  
8010 Graz  
☎ +43 316 872 6402  
@ graz.at/sozialamt

### Referat für Behindertenhilfe

Office for Social Benefits for People  
with Disabilities  
☎ +43 316 872-6432  
@ behindertenhilfe@stadt.graz.at

### Referat für Heimzuzahlung

Office for Financial Assistance to Nursing  
Home Care Costs  
☎ +43 316 872-6350  
@ sozialamt@stadt.graz.at

### Referat für Mindestsicherung und Sozialhilfe

Office for Basic Social Security and  
Social Welfare  
☎ +43 316 872-6313, 6368  
@ mindestsicherung@stadt.graz.at

### Referat für Sozialarbeit

Office for Social Work  
Schmiedgasse 26, Eingang Raubergasse,  
8011 Graz  
☎ +43 316 872-6344, 6349

### Sozialministeriumservice Landesstelle Steiermark

Babenbergerstraße 35, 8020 Graz  
☎ +43 316 70 90  
@ bundessozialamt.gv.at

### Sozialservicestelle des Landes Steiermark Office for Social Services Styria

Hofgasse 12, 8010 Graz  
☎ +43 316 877-5454  
☎ +43 800 20 10 10 HOTLINE

### Sozialtelefon des Bundesministeriums für Arbeit, Soziales und Konsumentenschutz

☎ +43 800 20 16 11

### Schuldnerberatung Graz

Annenstrasse 47, 8020 Graz  
☎ +43 316 37 25 07  
@ office@schuldnerInnenberatung.at  
schuldenberatung.at

### Stadtbibliothek

Kernstockgasse 28, 8020 Graz  
☎ +43 316 872 4970  
+43 316 872 800 (Hotline)  
☎ +43 316/872 4969  
@ stadtbibliothek.zanklhof@stadt.graz.at  
stadtbibliothek.graz.at

### Sportamt – Department of Sports Graz

Stadion Graz-Liebenau, Stadionplatz 1 (Parterre),  
8011 Graz  
☎ +43 316 872-7878  
@ sportamt@stadt.graz.at, graz.at/sportamt

### Startpunkt Deutsch

Reitschulgasse 19, 8010 Graz,  
☎ +43 43 316 8417-20  
@ steiermark@startpunktdeutsch.at  
startpunktdeutsch.at

### Steiermärkischer Blinden- und Sehbehindertenverband – Styrian Associ- ation for the Blind and Visually Impaired

Augasse 132, 8051 Graz  
Hotline „Blindline“ +43 800 20 20 71  
☎ +43 316 68 22 40  
@ office@BSVst.at, stbsv.info

### Steiermärkische Gebietskrankenkasse Styrian Regional Health InsuranceFund

Josef-Pongratz-Platz 1, 8010 Graz  
☎ +43 316 8035-0, stgkk.at

### Straßenamt – Road Department

Bauamtsgebäude, Europaplatz 20, 5th and 6th  
floor, 8020 Graz  
☎ +43 316 872-3601  
@ strassenamt@stadt.graz.at, graz.at

### Parkgebührenreferat

Unit for Parking Facility Management  
Keesgasse 6, 8010 Graz  
☎ +43 316 872-6565  
@ parkgebührenreferat@stadt.graz.at  
graz.at/parken

### Steirischer Landesverband der Gehörlosenvereine im österreichischen Gehörlosenbund

Plabutscher Straße 63 (Eingang West), 8051 Graz  
☎ +43 316 68 02 71  
@ office@stlvgv.at, stlvgv.at

### TARA – Counseling, therapy and prevention of sexual violence against girls and women

Haydngasse 7/EG/1, 8010 Graz  
☎ +43 316 31 80 77  
@ office@taraweb.at, taraweb.at

### Tartaruga – Protection and help for young people

Ungergasse 23, 8020 Graz  
☎ +43 50 79 00 32 00  
@ tartaruga@jaw.or.at, jaw.or.at

### Tierheim „Aktiver Tierschutz – Arche Noah“

Animal Shelter Active Animal Protection  
Neufeldweg 211, 8041 Graz  
☎ +43 316 42 19 42 0  
@ office@archenoah.at

### Tierrettung Grazer Berufsfeuerwehr Animal Rescue of the Fire Brigade Graz

☎ +43 316 872-5888, Notruf 122



**Unfallkrankenhaus Graz (UKH)  
Accident Hospital**

Göstinger Straße 24, 8020 Graz  
☎ +43 316 505-0

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**Urania  
Adult Education Center Urania Styria**

Burggasse 4/1, 8010 Graz  
☎ +43 316 82 56 88 0  
@ urania@urania.at, urania.at

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**Volkshochschule Steiermark  
Adult Education Center VHS**

Hans-Resel-Gasse 6, 8020 Graz  
☎ +43 5 77 99-0  
@ vhsstmk.at

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**Wirtschaftskammer Steiermark  
Chamber of Commerce Styria**

Körblergasse 111-113, 8021 Graz  
☎ +43 316 601-203  
@ wko.at

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**Gründerservice**

☎ +43 316 601-600  
@ gs@wkstmk.at, gruenderservice.at

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**Weichenstellwerk Graz**

Sprach- und Lebensschule  
Steyrergasse 114, 8010 Graz  
☎ +43 677 61 43 92 81

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**WOIST****Wohnungsinformationsstelle der Stadt Graz  
Housing Information Center of the City of Graz**

Schillerplatz 4, 8011 Graz  
☎ +43 316 872-5450  
@ wohnungsinformationsstelle@stadt.graz.at  
graz.at

**INFO POINT**

Schillerplatz 4, Parterre, 8011 Graz

Zentrale Annahmestelle für Ansuchen und Unterlagen:

Monday to Friday, 7 AM to 3 PM,  
Schlüsselausgabe: Monday to Friday,  
7 AM to 1 PM Uhr, 1st floor, INFO-Point  
Ticketausgabe zur Vorsprache im Wohnungs-  
management: Tuesday and Friday, 7 AM to  
9 AM, Tiefparterre (max. 60 Tickets/Tag)

☎ +43 316 872-5402 oder -5403  
☎ +43 316 872  
@ wohnungswesen@stadt.graz.at

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**Zebra****Interkulturelles Beratungs- und Therapiezentrum  
mit Anlaufstelle AST, Intercultural Counseling-  
and Therapy Center with Contact Point AST**

Granatengasse 4, 4th floor, 8020 Graz  
☎ +43 316 83 56 30  
@ office@zebra.or.at  
ast.steiermark@zebra.or.at, zebra.or.at

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**Zentrum Integriert Studieren**

Universitätsplatz 3, Parterre, 8010 Graz  
☎ +43 316 380-2225  
@ barbara.levc@uni-graz.at  
integriert-studieren.uni-graz.at

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**ZIS – Sprachheilschule**

Brockmangasse 119, 8010 Graz  
☎ +43 316 872-6725  
+43 664 60 872-6725  
@ spz.at

**Mesto mojega življenja** | Slowenisch

**Città della mia vita** | Italienisch

**Die Stadt meines Lebens** | Deutsch

**من زندگی شهر** | Dari/Farsi

**Grad mog života** | Bosnisch, Kroatisch, Serbisch

**Orasul vietii mele** | Rumänisch

**Город моей жизни** | Russisch

**Életem városa** | Ungarisch

**La ville de ma vie** | Französisch

**Qyteti i jetës sime** | Albanisch

**Сан дахаран ГТала** | Tschetschenisch

**حياتي مدينة** | Arabisch

**The city of my life** | Englisch

**Hayatimin Sehri** | Türkisch

**Градът на моя живот** | Bulgarisch

