

Important information for displaced Ukrainian residents

First reception centre for displaced people from Ukraine

Humanitäres Ankunftszentrum der Stadt Wien/Humanitarian Arrival Centre of the City of Vienna (Sport & Fun-Halle Leopoldstadt)

[Engerthstrasse 267–269, 1020 Vienna](#)

Opening hours: daily from 0.00 to 24.00 hours

The centre offers initial medical care, food, drink, sanitary items and COVID-19 tests. You will get a place to sleep and psychosocial emergency support, if needed.



Police registration of displaced Ukrainian residents

Here you can register with the police without appointment and your data will be recorded:

[Austria Center Vienna \(ACV\), Bruno-Kreisky-Platz 1, 1220 Vienna](#)

Opening hours: from Monday until Friday, from 8:00 am to 6:00 pm (closed on Saturdays, Sundays and public holidays)



If you want to stay in Vienna: Make an appointment for a counselling session and apply for primary care for refugees in Vienna at gvs-termin.fsw.at.

In order to receive financial support, you need to apply for primary care. For this purpose, go to gvs-termin.fsw.at, enter your personal data and, if possible, the IFA number (9 or 10 digits), which you have got from the police.



The Fonds Soziales Wien (Vienna Social Fund) will call you and will schedule an appointment to include you in the primary care scheme. Your appointment will take place at the [Austria Center Vienna \(ACV\), Bruno-Kreisky-Platz 1, 1220 Vienna](#).



When you come to the appointment, please bring with you the registration confirmation issued by the [Meldeservice der Stadt Wien](#) (Residence Registration Service of the City of Vienna) and the personal documents (passport or identity card) of all family members applying for primary care.

If you have no place to stay, you can also get accommodation. However, you have no legal claim to accommodation. The current waiting time for accommodation is several weeks.

The Fonds Soziales Wien will only offer you accommodation once. If you turn the offer down, you need to find accommodation in Vienna on your own and at your own cost. You can re-enter the waiting list for accommodation under Vienna's primary care scheme after six months at the earliest.



Further information:

- Websites: www.bbu.gv.at/ukraine (Ukrainian/Russian/English)
start.wien.gv.at/ukraine (Ukrainian/German)
www.fluechtlinge.wien (German)
- Caritas hotline for questions about entering and staying in Austria and about finding accommodation: +43 5 1776 380
- Hotline of the Bundesagentur für Betreuungs- und Unterstützungsleistungen (BBU) in Ukrainian and Russian: +43 1 2676 870 9460
- Hotline of the Österreichischer Integrationsfonds (ÖIF) in Ukrainian for questions about assistance and support services, housing and work: +43 1 715 10 51 120
- Hotline of the AkutBetreuungWien (ABW) for the support of persons affected by particularly stressful incidents: +43 676 8118 98698

