

pocket guide

Hello and Welcome to Upper Austria

**Welcome2
Upper Austria**



Upper Austria
has everything,
it is said.

Except the sea.



OÖ-Hymne "Hoamatland"

The Donauradweg is a mostly flat cycling trail along the Danube, leading from east to west and passing Linz.





Cycling along the
Donauradweg in Spring

In Austria, the water quality is extraordinary. You can drink it directly from the tap. Or swim in it – in one of the many lakes in the Salzkammergut.





Swimming in the Attersee in Summer

Recommended for experienced hikers only.





Hiking on the Traunstein in Autumn

Skiing is Austria's national sport. If you don't have skiing equipment, don't worry: You can rent it at a sports shop.





Skiing on the Wurzeralm in Winter



A great place for work and live

013

Upper Austria is not only a wonderful region to live in, offering impressive landscapes, a vivid cultural scene and a very high standard of public education, but also Austria's number one state concerning industry and export. This ongoing success story is driven by innovative companies and their highly qualified employees and researchers. You are now one of them and your international experience is of great benefit to our region.

We would like to offer you a warm welcome to Upper Austria and we are sure that you will have an excellent start in your new environment. This Pocket Guide can be seen as an assistant and reference book, supporting you during your settling-in period. It includes important information such as first steps after your arrival, housing, healthcare, taxes and finances, education and working life. Additionally the guide provides an insight into the numerous leisure activities that you can enjoy in our picturesque state. We are pleased that you selected Upper Austria for your new stage in life and hope you will soon feel at home here.



Markus Achleitner
Upper Austrian Minister of Economy

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Welcome

“Grüß Gott!” and “Servus”*

* “Grüß Gott!” means “God greets you!”. Austrians employ that phrase to greet and wish each other God’s blessing, even if not all are devote believers. For “Servus” see page 212.

You have just arrived in Upper Austria to work here? You have just decided, to finish your studies in Upper Austria and now you are looking forward to job opportunities? Then you've come to the right place! Hello and very welcome to your new short-term or long-term place to be. We are happy to support you in your arrival and your residence here. Hopefully you feel you are in good hands and we can make this place to something you call "home".

No doubt **everything is new to you**: the language, our country, the culture, the people, the climate. All this may lead to many outstanding **questions**. Don't worry too much, we tried to find answers to many relevant questions, like:

- Where can I find an apartment?
- What is there to do in my free time?
- Where can I learn German?
- What bureaucratic procedures are necessary and obligated?
- And many more besides ...

This **practical guide** will help you to quickly settle in here.

The **Welcome 2 Upper Austria team (W2UA)** will put their "heart and soul" into providing you with fast, uncomplicated, individual and tailor-made support.

The services we offer:

- We will serve as a point of contact in the early stages of your stay and help you with all the formalities.
- We can provide you with brochures, information, documents and guides in English.
- We can connect you and introduce you to networks through English-language events and get-togethers.
- We can offer advice and support during your stay in cooperation with our network of experts.
- We can help your family to join you and advise your partner.

In summary: **We offer advice on all aspects of your day-to-day life.**

The best thing is to contact us as soon as you arrive in Upper Austria!
We are looking forward to getting in touch with you!

Welcome to Upper Austria!

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Welcome



Evelyn will be happy to help you in the centre of
Upper Austria (Linz, Wels, Mühlviertel region):

Mobile: +43 664 8481271

Phone: +43 732 79810 5198

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Welcome 2 Upper Austria

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info@welcome2upperaustria.com

www.welcome2upperaustria.com

www.facebook.com/come2upperaustria

www.instagram.com/welcome2upperaustria

020

Austria

Welcome



Also called the
"Alpine Republic"

Stable economy

One of the richest countries in the EU

Life satisfaction of 8.0

out of 10, which is quite high

Moderate central European climate,

which means hot summers and cold winters

Area: 83,879 km²

Population: 8.9 million

Capital: Vienna

Official language: German

However, every federal state has its own dialect

Currency: Euro (EUR, €)

Calling code: +43

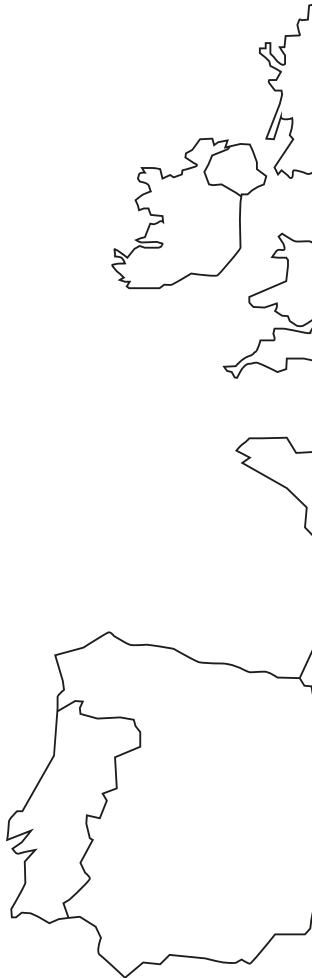
Internet TLD: .at

Electricity: 230 V

9 federal states

Learn more about Austria:

www.austria.info/en/service-and-facts





Upper Austria

Austria

022

Upper Austria and its 4 regions

Welcome



Federal
state arms

Strong economic region:

Upper Austria is one of Austria's industrial centres.

Area: 11,981.92 km²

Population: 1.49 million

State capital: Linz

Statutory city

Further statutory cities:

Wels

Steyr

4 regions:

Hausruckviertel

Innviertel

Mühlviertel

Traunviertel

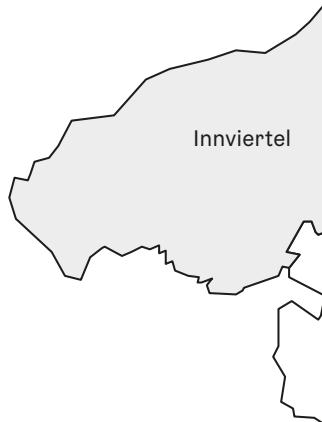
439 municipalities,

divided among 15 districts

Learn more about

Upper Austria:

www.upperaustria.at







Innviertel

The Innviertel is the youngest of the four regions. Before it became part of Austria, it belonged to Bavaria. Maybe it's because of that former connection that the Innviertel is also called the "Bierregion Innviertel" (Innviertel beer region).



Hausruckviertel

The Hausruckviertel is named after the Hausruck mountain ridge. The region borders on the Innviertel in the west and on the Danube in the east, where the Eferdinger Becken is located, a fertile flatland where vegetables are grown. Around the middle of April, cherry blossoms transform the landscape into a fascinating nature spectacle.





Mühlviertel

In the region to the north of the Danube, the ground is composed of granite and has shaped the typical architecture of the “Mühlviertler Steinbloßhöfe” – farmhouses which were built with this stone.

Central Area (“Zentralraum”)

This is not a separate region, but refers to the area surrounding Linz, which has the highest density of companies in Upper Austria.



Traunviertel

You will find industry in the north, and impressive mountains and the famous lake scenery with more than 70 lakes in the south. Not to mention Bad Ischl – the former summer residence of the Austrian Emperor Franz Josef I. and his wife Sissi.



State capital Linz

027

Welcome



**State capital
arms**



License plate code: L

Area: 96.05 km²

Population: 207,843

Postal codes:

4010 / 4020 / 4030 / 4040

Area phone code: 0732

Economic hub:

Many people from all four regions commute to Linz to work daily, mostly by car.

8 higher education institutions

7 hospitals

Learn more:

www.linz.at/english/index.php



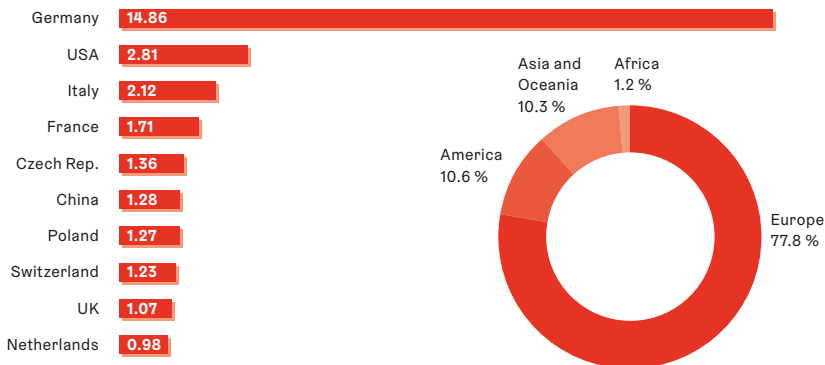
If you want to live, work and develop in a prosperous region, Upper Austria is the first choice for you. International and national top companies invest, research, develop, and produce their goods in one of the most dynamic regions in the heart of Europe.

Export Champion

The driving force behind the strong economic development is the manufacturing sector. Industry has always played a par-

ticularly important role in Upper Austria and still does. The companies based across the federal state generate around a quarter of Austria's industrial production and exports. Technology, components and know-how from Upper Austria can be found in aircraft, vehicles, ships, modern energy power plants and many other products worldwide. The Upper Austrians are proud to live in federal state that is leading in export, industry and technology.

Upper Austria's top 10 trading partners and exports by contents 2019



Resource: Statistics Austria 2020 | exports of goods 2019 preliminary numbers | billion EUR

Smart innovators and global players

The economy in Upper Austria is as rich and diverse as the landscape. The economic structure is characterized by a few large leading companies and many small and medium-sized enterprises. Most of the smaller companies specialize in niche markets and generate world-class value for their customers. Many Upper Austrian companies are therefore among the global champions in their market.

Overview of important industries in Upper Austria

- Vehicles and automotive components
- Mechanical engineering, plant construction, environmental technology
- Metal production and processing
- Plastic, chemistry, paper
- Timber construction, furniture
- Groceries
- Information and communication technology

- Eco-energy
- Health technology
- Tourism and gastronomy

Prosperity und growth

New ideas and companies are very welcome at Upper Austria. Optimal framework conditions attract companies, investors, international professionals and students, who appreciate the diversity of the industries, the innovative strength and possibilities to grow and prosper. These are the outstanding advantages of Upper Austrian economy:

- Highly qualified labor force, universities and senior technical colleges
- Competence-centers, clusters, networks, in a nutshell: trendsetting policies for technology an innovation
- Strong and versatile industries
- Innovative small and medium sized enterprises (SMEs)
- Outstanding location (Central Europe) and transportation networks
- Moderate business tax

- Economic, social and political stability
- Attractive offers for leisure time activities and outstanding quality of life

Technology and impulse centers

Technology and impulse centers support start-ups during the first phase of their company's development. They add value to the location and promote economic development throughout the region. For more detailed information please visit the website of the Upper Austrian business agency.

www.biz-up.at/en/investor-service/technology-and-impulse-centres/



Support for technology start-ups

If you operate a start-up or are planning on developing your idea into a profitable business model, tech2b is the right place for you. tech2b fo-

cusses specifically on the development of start-ups in the technology sector. The 360° service includes a wide range of coaching, mentoring, further education and infrastructure as well as financial funding. More detailed information can be found on the tech2b website.



Softwarepark Hagenberg

Softwarepark Hagenberg is a research, training and business location. As a spin-off of Johannes Kepler University Linz, it contributes significantly to innovation in Upper Austria. What distinguishes the software park is the state-of-the-art infrastructure, as well as a diverse network of experienced industry experts, young creative people and students who are eager for knowledge.





Get to
know the

033

The region and
its people

typical Austrian
cosiness



Photo: OÖ Tourismus

Austrians have a strong sense of tradition. But that does not mean they are old-fashioned. They are proud to preserve old customs as part of their heritage and let them shine in new splendour in the 21st century.

Discover the most common Upper Austrian traditions and customs with our list in chronological order:

Epiphany

At Epiphany on January 6th (known as Dreikönigsfest), young people all over Upper Austria dress in costumes resembling what the Three Kings supposedly wore. They walk from house to house singing carols and reciting sayings in order to collect donations for charities.

Carnival

In February, Carnival revelers have fun at parades all over Upper Austria and enjoy the Faschingskrapfen, a delicious filled pastry. The masquerade parade in the town of Ebensee, called Fetzen-

zug, is an especially traditional Carnival celebration.

Liebstatsonntag

The Liebstatsonntag is a romantic tradition in the Salzkammergut region. On the fourth Sunday of the fasting period, people give each other decorated gingerbread hearts to show their affection for each other.

Ratscher

During Passion Week, children with rattles, the so-called Ratscher, walk from house to house making noise instead of the church bells.

Easter and Eierpecken (March/April)

The egg is an old symbol of fertility and also a symbol for the resurrection of Jesus. In Passion Week, the eggs are coloured on Gründonnerstag to be ready for Easter Sunday, when the eggs are put in nests and are hidden for the children. They have great fun looking for the nests and taking part in Eierpecken. But not only kids amuse

themselves trying to break their opponent's egg with their own.

Maypoles

On the first of May, or on the previous day, maypoles are set up everywhere. The whole village community decorates and sets up the maypole together at a celebration. There is also the custom of stealing maypoles from neighboring villages within the first three days. To prevent the maypole from being stolen, the villagers guard it around the clock.

Unruhe-Nacht

At Whitsun in May or June, the Night of Unrest takes place, also known as Unruhe-Nacht. Especially in rural areas, people should watch out as it is allowed to hide things from other people's gardens to indicate they should clean up.

Peterlfeuer

Summer solstice, a ritual which might appear outdated, usually takes place

on the night before June 29th. People celebrate it by setting fire to piles of wood with a straw doll on top, called Peterl, a personification of harm. They gather around the fire, play music, sing and jump over the flames.



Photo: OÖ Tourismus

Trachtensontag

On this special Sunday in late summer, people wear their Trachten to raise public awareness for these traditional regional costumes: women wear a Dirndl and men a Lederhose, which are very traditional in Upper Austria.

It is often celebrated with music and folk dances, usually in combination with handicraft markets, religious village festivals with fetes, the so-called Kirtag, or the traditional Frühschoppen, where beer is already drunk on late Sunday morning. These Frühschoppen take place on Sunday mornings throughout the year and are public social events with brass bands and traditional Austrian food.

Almabtrieb

The ceremonial cattle drives during September and October down from more than 300 mountain pastures in Upper Austria into their winter barns in the valley, called Almabtrieb, takes place especially in the Salzkammergut, Pyhrnpass and Ausseerland regions. For this purpose, the cows are decorated with bells and garlands of flowers.

St. Martin's Day and Lantern Fest

St. Martin, who once shared his cloak

with a poor and freezing beggar, is commemorated on November 11th. The celebration is especially popular among children, who walk in processions carrying lanterns they made in kindergarten. People bake yeast dough pastries in the form of the so-called Martin men and eat roast goose, a dish called Martinigansl.

Advent season

On the four Sundays before Christmas, people light an Advent wreath. They are often self-made or can be bought at Christmas markets, where people admire handicrafts with a glass of hot punch or mulled wine in their hands. At this time of the year, people bake Christmas biscuits such as "Vanillekipferl", "Lebkuchen" (gingerbread) and "Ischler Gebäck", as well as "Kletzenbrot" (fruit bread).

Kids are waiting for Saint Nicolas on December 6th, who brings presents to good children, and hope that they

don't get a visit from Krampus on December 5th, if they misbehaved during the year.

Christmas Eve

On Christmas Eve children can't wait for the Christ Child to come. The birth of Jesus is celebrated with a decorated Christmas tree. Until the early afternoon of December 24th, most families still make preparations for the Christmas dinner, decorating the Christmas tree and setting up the crib, until they go to the Christmas

Children's Mass in the afternoon. When they return, the Christ Child has placed the presents under the Christmas tree unnoticed and the "Bescherung" can begin, where everyone opens their presents.



Learn more:

Regional customs, origins and their significance explained at:
www.brauchtumskalender.at

Events and culture trips:

www.upperaustria.com/en/activities/culture/city-and-culture-trips.html

Oh! Did you know that?

When Upper Austrians visit their friends, it is common to bring a small gift for the hosts. Flowers, chocolate or a bottle of wine, for example. Moreover, it's common to take off your shoes before entering your host's home.

Oh! That's interesting!

These are the most common family names in Upper Austria:
Maier, Huber, Gruber, Lehner, Wimmer, Eder



In Upper Austria as well as in the whole of Austria, German is the official language. It is the first language of almost 100 million people worldwide and the most widely spoken native language in the European Union.

The German language

German has some special features. All nouns are written with initial capital letters, for instance. What can also be very confusing for beginners is that there are three genders, with the corresponding “Artikel” placed in front of the noun:

English	German	Gender
the house	das Haus	neuter
the tree	der Baum	masculine
the capital city	die Hauptstadt	feminine

Oh! That's helpful!

We have put together for you some basic Austrian vocabulary, funny words and useful everyday phrases to give you a good first overview of Austrian German. Just turn over to page 213.

Oh, and before I forget, here is another useful tip for you: A German language course can be taken into account in your annual tax assessment. Read more on page 144.



The Austrian dialects

Keep in mind: in Austria, every federal state has its own dialect which differs from others to a greater or lesser extent. Accents can be more or less guttural and strong, varying from region to region. Sometimes even Germans find the accents challenging to understand. But Austrians are very proud of their regional dialects and appreciate it very much if you take the effort to learn a few regional expressions.

Language courses

The best time to start learning German is right now. Language skills encourage social integration in private and at work, allow participation in social life

For an easy start with German:

Use the Google Translate app

Or make your first steps in German via e-learning:

www.duolingo.com
www.babbel.com

and make day-to-day life easier. There are numerous institutions and educational facilities across Austria offering German courses – also online.

Find the right one for you at:

<https://sprachportal.integrationsfonds.at/english>

Additionally, many private language institutes offer individual and group courses for German as a foreign language such as Berlitz or inlingua.

www.berlitz.com/en-at
www.inlingua-linz.at/en/

Oh! There are online German lessons for free!

The ÖIF (Österreichische Integrationsfond) offers free German lessons online for all ages. Find more information here:

<https://sprachportal.integrationsfonds.at/english/onlinekurse>



The majority of people in Austria are members of the Roman Catholic Church. Some Austrians have different faiths such as Protestants (4.7%), Muslims (8.0%) and other small religious groups.

Masses in Roman Catholic churches take place at different times. They are announced in the church or on the website of the respective parish or municipality. The Mariendom Cathedral in Linz offers masses in English on Sundays at 4.30 p.m. Find out more at: www.mariendom.at

Spiritual guidance services in foreign languages (Roman Catholic) are available here:

fremdsprachige.seelsorge@dioezese-linz.at
www.dioezese-linz.at

Oh! That's good to know!

Regardless of a person's origin, if they are Roman Catholic, they are obliged to pay an income-dependent contribution to the church.

The registry office forwards the religion stated on the registration certificate to the diocese, which in turn informs the individual by post of the church contribution tax to be paid.

www.dioezese-linz.at
www.kirchenbeitrag.at

This tax is deductible as personal expenses in the annual tax assessment. See page 144.



Annual holidays

On these official religious holidays there is no school or work, except for emergency personnel like in hospitals:

- New Year's Day (January 1st)
- Epiphany (January 6th)
- Easter (March or April)
- Ascension Day (May or June)
- Whitsun (May or June)
- Corpus Christi (May or June)
- Assumption of Mary (August 15th)
- All Saints' Day (November 1st)
- Immaculate Conception (December 8th – it is a religious holiday but many shops stay open)
- Christmas (December 25th)
- Boxing Day (December 26th)

Other non-religious holidays are:

- Labour Day (May 1st)
- St. Florian (May 4th – no school but not a public holiday)
- National Day (October 26th)

Offers for different religious groups in Upper Austria

Evangelical Church A.B. Linz Centre (Martin Luther Church):

www.linz-evang.at

IGGÖ – Islamische Religionsgemeinde Oberösterreich:

www.facebook.com/irg.ooe

Mosques:

www.derislam.at

Jewish Synagogue in Linz:

www.ikg-linz.at

Buddhist Centre Linz:

www.diamantweg.at/linz

Hinduism in Austria:

www.hindumandirvienna.com

Traditional Upper Austrian food

043

The region and its people

People in Upper Austria love getting together for meals in an environment which is characterized by “Gemütlichkeit”, as they say, which can be loosely translated with “cozy atmosphere” or “sociability”. They mostly enjoy traditional local specialties. There are two especially famous Upper Austrian specialties: Brat'l and Knödel.

Brat'l in der Rein – oven-fresh roast pork, served in a pan

Brat'l, in its widest sense, refers to a whole piece of roast pork with crisp crackling. Many cuts of pork, however, are used for making Brat'l, be it shoulder, neck or belly meat. Depending on the region, side dishes are just as diverse, ranging from cabbage salad with bacon, called Speckkrautsalat, the cabbage Stöcklkraut, served in quarters, as well as bread or potato dumplings.

Preparing the roast

Season the top of the meat (salt, pepper, garlic powder) and place it in a pan filled with 5 cm of water, with the rind facing downwards, and braise in the

Ingredients (for 6 servings)

1.5 kg pork belly (uncured)
1.5 kg pork loin (brine-cured)
10 potatoes
5 carrots
1½ white cabbage heads
3 black radishes
500 g white bread cubes
5 eggs
milk
2 onions
coarse salt
pepper
artificial sweetener
sunflower oil
ground caraway seed
white vinegar
garlic powder

oven at 150 °C for about 45 minutes. Turn the meat and score the rind. Add the raw potatoes and carrots and braise for another 2 hours at 150 °C. Then roast at 250 °C with top heat until the crackling turns crispy. Caution: do not leave the oven out of sight as the skin becomes crispy very quickly. Top up the water regularly if necessary.

Preparing the cabbage salad

Slice the cabbage, then add the oil, salt and ground caraway seeds. Knead well, then season to taste with vinegar, sweetener and water. Tip: fry small pieces of bacon and sprinkle over the cabbage salad while still warm.

Preparing the bread dumplings

Combine the bread cubes with 5 eggs. Heat the butter and oil, add the onions and milk and briefly bring to a boil. Pour over the bread cubes and mix well. Form dumplings, wrap in plastic film and simmer gently for about 1 hour. To prepare the "Stöcklkraut" (boiled

cabbage): quarter the cabbage head and boil in salted water with whole caraway seeds until tender.

Arrange everything in a pan and enjoy!

Preparation time: 3 hours 30 minutes



Make your first own "Innviertler Brat in der Rein" with this video tutorial by Claudia Mayr:
www.youtube.com/watch?v=hHTh-lwlqgQ&list=PL4sVAcF_i4o-Qak1uNhextkhmM8eID48OX&index=16

Oh! That's funny!

In (Upper) Austria, people always say "Mahlzeit!" or "Moizeit!" in Austrian dialect when someone starts eating something. No matter whether it's just a snack or an entire meal. See also page 213.



Knödel – dumplings

This brings us directly to the other famous specialty in Upper Austria, the dumplings, better known as Knödel. Dumplings are prepared in many different shapes and sizes, not only as a side dish accompanying the Bratl. Liver dumplings are eaten in soups and known as Leberknödel. Dumplings filled with minced meat are called Hascheeknödel and are served as a main course. In their sweet, fruit-filled version, Obstknödel are eaten as a dessert or even as a main course.

There are no limits: the modern Upper Austrian cuisine even created light Knödel with fish or vegetarian Knödel.

Beer

What do people in Upper Austria drink with their meals? They enjoy fresh draft beer. No other Austrian state offers such a large variety of beers. Small breweries and microbreweries

produce new creative beer flavors according to traditional recipes. Especially the Mühlviertel, north of the Danube, is one of the most famous hop-growing regions and home to many dedicated private breweries. The Innviertel region is the second beer-producing centre in Upper Austria and highly influenced by the neighboring Bavarian brewing tradition.

Most

People also enjoy a glass of the so-called Most. This cider-like drink is made of old varieties of fermented apples and pears, and was formerly designed to quench the thirst of field workers. The fruits used for Most production are still harvested from knobby trees around farms. However, most cellars have embraced new technologies to become producers of high-quality Most. Today, even haute cuisine offers Most.

Linzer Torte

Of course, Upper Austrians also love eating sweet treats for dessert or with a cup of coffee. The “Linzer Torte” is the world’s oldest known cake recipe. Almonds, hazelnuts and a mixture of spices add an exotic touch to the shortcrust pastry. The redcurrant jam under a dough lattice gives the Linzer Torte a refreshing sweetness.

Ingredients

200 g butter

330 g flour

(wheat flour 700)

200 g icing sugar

130 g roasted hazelnuts

2 eggs

spices (vanilla, lemon,
cinnamon, clove powder)

10 g baking soda

300 g redcurrant jam

60 g almond flakes

Preparation

- Knead the butter and icing sugar until it forms a mass.
- Add the sifted flour, nuts, eggs and spices to the butter-sugar-mixture.
- Put the dough into the fridge and let it rest.
- To make the base, take the dough out of the fridge and roll out three quarters of the dough (1.5 cm thick, fitting a 24 cm form). Spread with redcurrant jam.
- Shape the remaining quarter of the dough into long rolls and place on the jam to form a grid. Lastly, place a long roll around the edge. Lightly brush the pastry with egg and sprinkle with almond flakes.
- Bake the Linzer Torte for 40–45 minutes at approx. 190 °C.

Traditional Upper Austrian food

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The region and
its people



Photo: ©Serjoscha - stock.adobe.com



Bake your first own Linzer Torte with this video
tutorial by pastry chef Leo Jindrak:
www.jindrak.at/original-linzer-torte/backvideo/



A perfect weekend in Upper Austria

049

The region and
its people

Your family is coming to visit you one weekend and is curious to discover your new home country? But you don't know what to show them? Don't worry! We have prepared some real Upper Austrian insider tips for you and your loved ones off the beaten tracks, leading you through the beautiful landscapes of all four regions. Culture, culinary delights, sports or just relaxing – there is bound to be something for everybody.

FRIDAY

Afternoon in the Mühlviertel:

- Take a walk around the historic old town of Freistadt
- Visit the Freistädter Brauhaus, the only brewery commune in Europe

Another busy week at work in Linz is over and you can't wait to show your family your stunning second home country. Get into your car and drive north on the S10 into the Mühlviertel to visit Freistadt, about half an hour's drive from Linz.

Oh! Car rental!

If you don't have a car or you need a bigger one for all your friends and family, you can easily rent one via TIM:

www.tim-oesterreich.at/linz/



Historic old town of Freistadt

The old centre of Freistadt has a medieval charm and invites you to stroll through the small alleys. Admire the proud old city walls surrounding the old town, which protected the city from being conquered over the centuries. Stop for a while in the spacious main square and enjoy the Bohemian-style architecture of the beautiful and colourful buildings.



www.muehlviertel.at/oesterreich-stadt-ort/detail/430000938/freistadt.html

Freistädter Braucommune

The Freistädter Braucommune is the only brewery commune in Europe. It was founded in 1770 and today not only offers its typical Freistädter Bier and lemonades, but also a brewery restaurant, a brewery shop and Biererlebnis tours. The building combines historic

substance with modern aesthetics and meets the taste of young and old.

Biererlebnis tours: they take 1.5 hours and can be booked in advance from Monday to Saturday between 9 a.m. and 4 p.m. (minimum: 8 persons).
Price: € 10 per person.

Brewery restaurant: Stay for dinner at the Freistädter Brauhaus and enjoy classics of the typical Austrian cuisine such as pancake soup, Schnitzel and Omas Buchteln for dessert.

Read more about the Freistädter Braucommune at:

www.freistaedter-bier.at/

A perfect weekend in Upper Austria

051

The region and
its people

SATURDAY

Spend the day in the Salzkammergut

- Hiking in St. Lorenz with views of the famous Drachenwand
- Lunch and a boat trip over the Mondsee

Going out in the evening in Linz:

- Speakeasy bar "Frau Dietrich"
- Before going home: snacking at Leberkas-Pepi

Oh! That's funny!

If you know the old musical movie "Sound of Music" from 1965, you may recognise the Basilika Mondsee from the wedding scene in the film.



Hiking in St. Lorenz

The most famous lake in the Salzkammergut is the Attersee. But you want to discover Upper Austria off the beaten tracks! That's why you should drive to the Mondsee, which is right beside the Attersee. Park your car in St. Lorenz near the Drachenwand and enjoy hiking for about three to four hours. But

make sure to bring hiking shoes and the right equipment with you. Here's a tour of medium difficulty for you:



www.komoot.com/smarttour/201751

Boat trip over the Mondsee

After your hike, drive a few minutes to the village of Mondsee. In the centre, you have several options of having lunch, visiting the Basilika and the castle before strolling to the lakeside and boarding your ship.



<https://mondsee.salzkammergut.at/artikel/detail/3265/schiffahrt-mondsee.html>

Speakeasy bar “Frau Dietrich”

You are back in Linz, and still not tired after a break and a shower? Great! Get ready for a very special night out and head off for “Frau Dietrich” in the old town of Linz. The bar is a homage to the speakeasy bars of the 1920s. The cocktails are great, the waitresses, waiters and barmen are dressed in the clothes of the period, and swing music is played in the background.

www.frau-dietrich.at

Mandatory early morning snack

What do Upper Austrians do after going out in Linz? Exactly – they have a snack at Leberkas-Pepi in a small side street off the main square. People mostly queue in two rows outside on the street. But Leberkas-Pepi is prepared for those masses of people so that you can't pass the location without taking a Leberkas-Semmerl with you.

www.leberkaspepi.at

SUNDAY

Enjoy a lazy day and relax:

- Recharge your batteries in a thermal bath or
- Discover Linz's cultural offerings

Thermal bath

After introducing your family and friends to Upper Austria, you all should recharge your batteries in one of the great thermal baths. In the SPA Resort Therme Geinberg or the Eurotherme Bad Ischl, you can relax and not only enjoy the thermal water, but also massages, saunas or the extraordinary hammam. If you have kids, the Eurothermen-Resort Bad Schallerbach offers fun for the whole family.

www.therme-geinberg.at/en

www.eurothermen.at/en/bad-schallerbach/

www.eurothermen.at/en/bad-ischl/

Cultural offerings of Linz

As an alternative to relaxing in a thermal bath, you can discover Linz's numerous cultural offers: Visit the Ars Electronica Center, which will introduce you to a world in which man and technology are increasingly merging. Take the bus to see the open-air gallery Mural Harbour in the Industriezeile or spend your day at the Lentos Art Museum, where various contemporary artists and old masters are exhibited for six months at a time.

www.ars.electronica.art/news/en/

www.muralharbor.at/de/home/

www.lentos.at/html/de/index.aspx



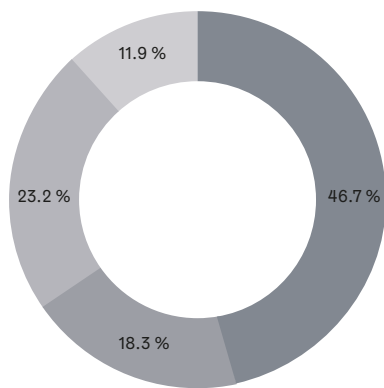
Comfortable in Your Second Home Country

* In Upper Austria, we say “Dahoam is dahoam” which could be translated as “Home sweet Home”. We hope you will also feel “dahoam” here soon.



Your average living costs will depend on your lifestyle, of course. However, here is a very general example of how an average Upper Austrian spends a monthly salary on living costs. This overview does not include expenses such as the cost of owning a car, local taxes, money for leisure activities, membership fees, expenses for pets, alcoholic drinks or smoking.

Average living costs in % of average net income*



* Based on a single household and an average net income of 1,624 Euro (= gross income of 2,200 Euro).

The example presented on this page was calculated on the basis of a single-person household. The exact figures for rent, food et cetera as well as calculation examples for other types of households such as couples or families with children can be found at:

www.budgetberatung.at/budgetberatung/beispiele/

What costs ... in Linz?

If you want to know how much you have to pay for renting a flat, for a cappuccino, a fitness club, childcare or a taxi, visit Numbeo:

www.numbeo.com/cost-of-living/in/Linz

- living, operating costs and public transport (regular monthly costs)
- clothes, furniture, health (irregular monthly costs)
- food and household expenditures (monthly costs)
- leisure activities and savings (monthly)



EU and EEA citizens

Citizens of the European Union and the European Economic Area (Iceland, Liechtenstein and Norway), including Swiss citizens, enjoy visa exemption and can reside in Austria for up to three months regardless of their employment status. According to the rules of the European Union, these citizens may reside in the country for longer than three months, provided that:

- they pursue work in Austria (as an employee or self-employed);
- they have enough funds and health insurance for themselves and their family members;
- the reason for their stay is education, and living costs and health insurance for themselves and their family are covered.

Registration certificate

Provided these requirements are met, a registration certificate (Anmeldebescheinigung) must be applied for within four months of arrival in Austria.

The application can be made at the respective local body – the municipal authorities in Linz, Wels and Steyr, or the district authorities.

Provided a five-year long continuous legal residence has been reached, an application for a permanent registration certificate can be made if all other requirements are met.

Third-country nationals

People who are not citizens of EEA countries or Switzerland are third-country nationals and require a residence permit for stays longer than six months, provided they do not have a right of residence under EU regulations. In general, a distinction is made between permanent immigration and temporary residence.

Permanent immigration

The aim of the Red-White-Red Card is to facilitate individualized and labour market-oriented immigration for quali-

fied workers from third countries and their family members. This residence card is valid for 24 months and allows a fixed-term settlement and employment with a particular employer. The following individuals can apply for a Red-White-Red Card:

- Very highly qualified workers
- Skilled workers in shortage occupations
- Other key workers
- Self-employed key workers
- Start-up founders
- Graduates of Austrian universities



Detailed information on the Red-White-Red Card can be found here:
www.migration.gv.at/en/types-of-immigration/permanent-immigration/

Temporary residence

For temporary residences with no intention of settling, a temporary residence permit (Aufenthaltsbewilligung), is issued to third-country nationals. Among others, the following can apply for a temporary residence permit:

- Intra-corporate transferees
- Company delegates
- Self-employed
- Special cases of gainfully employed persons
- Pupils/students
- Researchers
- Family members
- Volunteers

The issuance of a Red-White-Red Card and temporary residence permit are both subject to the following minimum requirements:

- Secure livelihood
- Health insurance
- Entitlement to accommodation in Austria
- No threat to public order or security

Residence in Austria

Further information on residences, including a points calculator, application forms, time scales and responsible offices, further residence possibilities, options for taking your family with you and information on the process of extending a residence permit can be found at:

www.migration.gv.at/en

Citizenship

Austrian citizenship is either acquired by descent or is awarded. More information about getting citizenship, learning materials and an online practice test are available at:

www.staatsbuergerschaft.gv.at

Additional information is provided by the Upper Austrian State Government:

www.help.gv.at

Oh! That is important!

EU / EEA citizens must have a passport or identity card with them when they are in Austria. The driver's license is not sufficient. Third-country nationals must have proof of identity with them, for example a residence card or identity card.



Where you can get personal assistance:

The point of contact for residence are generally the municipal authorities in Linz, Wels and Steyr, the district authorities in rural areas or the relevant representative authorities (like embassies).



It is a challenge to build a life in a new country. In order to make your first steps in Upper Austria easier, we have prepared an overview of the individual institutions and their functions for you.

Welcome2Upper Austria

The initiative of the business agency Business Upper Austria serves as a hub for all relevant institutions. It helps internationals to help themselves whilst living and working in Upper Austria.

Welcome2Upper Austria also supports companies with international HR management.

www.welcome2upperaustria.com

Embassy

The embassy is responsible for all visa matters of third-country nationals. The Federal Ministry for Europe, Integration and Foreign Affairs lists all Austrian representative authorities abroad, along with all Austria-based foreign representative authorities on its website.

www.bmeia.gv.at/en

Municipal authority (Magistrat) vs. district authority (Bezirkshauptmannschaft)

Management authorities, known as Magistrat (municipal authority) or Bürgerservice (Citizens' Service) in the statutory cities of Linz, Steyr and Wels, or Bezirkshauptmannschaft (district authority) in rural areas, are responsible for administrative processes relating to residence in Austria, for example the registration certificate.

www.land-oberoesterreich.gv.at/12118.htm



Municipal authority (Magistrat) vs. local authority (Gemeindeamt)

The registration and deregistration of a place of residence is performed by the municipal authorities in the three statutory cities of Upper Austria, whereas the local authorities are responsible in rural areas. These two institutions also provide information on everyday issues such as waste management and the like.

www.land-oberoesterreich.gv.at/12118.htm

Social insurance authorities

Social insurance authorities are responsible for the statutory social insurance system in Austria. For detailed information on your social insurance in Austria, please read the chapter “Health”. (page 152).

State police headquarters (Linz) and city police departments (Wels, Steyr)

These institutions deal with policing issues relating to aliens, for example the transcription of foreign driving licenses.

Tax authority (Finanzamt)

All taxes deducted from salaries are paid immediately to the tax authority. Applications for family allowance and the annual tax assessment are also dealt with by the tax authority.

service.bmf.gv.at/service/anwend/behoerden/

Chamber of Labour (Arbeiterkammer/AK)

The Chamber of Labour is the interest group for all employees in Upper Austria. Apart from a few exceptions, regulations stipulate compulsory membership which is automatic when entering employment in Austria.

The Chamber of Labour offers comprehensive information on topics such as workers' rights, income and taxes,

careers with a family or consumer protection.

www.arbeiterkammer.at

Chamber of Commerce (Wirtschaftskammer/WKO)

The Chamber of Commerce represents the interests of Austrian businesses and campaigns for economically favourable conditions. It also advises and informs entrepreneurs. WIFI offers a wide range of training and further education on behalf of the Chamber of Commerce.

www.wko.at/ooe

www.wifi-ooe.at



The respective customs offices also provide information:
https://service.bmf.gv.at/Service/Anwend/Behoerden/_start.asp?DisTyp=ZA

Public Employment Service (Arbeitsmarktservice Österreich/ AMS)

The Public Employment Service helps unemployed to find open positions and supports initiatives of job seekers and companies through information, training and financial support (e.g. unemployment benefit). Its goal is to reduce unemployment in Austria, in cooperation with other social partners.

www.ams.at

Oh! That is important!

When moving to your new home country, customs duties may occur. The Federal Ministry of Finance provides information about customs duties relevant to those settling in Austria:

www.bmf.gv.at/en/topics/customs.html



Getting married in Austria

A wedding can generally take place in every civil registry office and lead to a legal union of the married couple. In contrast, religious ceremonies do not have any legal status. The starting point for a marriage is registration at a civil registry office – this is the local authority in rural areas or the municipal authority in Linz, Steyr and Wels.

For more information:

www.help.gv.at/Portal.Node/hlpd/public/content/142/Seite.1420000.html

Housing options:

Rental (very common) or lease purchase (person renting has the option to buy the property at a later time)

Purchase of property (apartment or house)

Short-term residence (temporary solution)

Rental or lease purchase

Monthly costs

The overall costs (monthly fixed costs) consist of the net rent plus service charges. The net rent is the cost of the accommodation ('cold'), and service charges include public services like water, sewage, waste collection, possible management charges and further heating costs. Cold costs for your accommodation means that your expenses for heating and electricity are charged separately. These fixed costs are due at the beginning of the month and payable in advance.

One-time payments

A deposit payment to the landlord from

three up to six months' gross rent is normal and serves as security for any damage or missed payments. After the rental contract has ended and the accommodation has been returned in a fit state, the deposit should be returned within a reasonable period (approximately two weeks).

Please be aware, if you rent a flat via a real estate agent, you have to pay a commission fee. For internationals, hiring local real estate agents can be very helpful as they can search an adequate flat based on the specific needs and financial possibilities. You can find further information on commission fees at:

<https://mietervereinigung.at>

Rental contract

All of the important rental terms are defined and regulated in the rental contract. Additional agreements, arrangements or declarations should be made in writing. Rental contracts have a minimum duration of 3 years, whereby a shorter duration is not permitted due to rental legislation. Rental agreements can usually be terminated with a three-month notice period. Special agreements can also be made regarding termination of the contract.

<https://mietervereinigung.at/News/841/49151/Die-wichtigsten-Fristen-im-Mietrecht>

Purchase of property

One-time fees for the purchase of a property comprise the land transfer tax, a fee for registration in the land register, legal and notary expenses as well as commissions (not in the case of private purchases). These fees have to be paid in addition to the purchase price and should be budgeted at

around 10% of the purchase price.

Details on requirements and the necessary steps can be found at:

www.help.gv.at/Portal.Node/hlpd/public/content/en/46282.en.html

Short-term residence

To find a suitable short-term residence from a private operator, the website kurzzeitwohnen.com is recommended:

www.kurzzeitwohnen.com/en/

Oh! That's important!

Don't forget that in addition to a residence card, you should register your place of residence within three days of moving into your new accommodation at your registry office (Magistrat or Gemeindeamt). The required form is available here:

www.help.gv.at/Portal.Node/hlpd/public/content/118/Seite.11802001.html



For students, the International Student Center Linz (Julius Raab Heim) may be suitable accommodation.

www.studentenwerk.at

Other student accommodations can be found at:

www.studium.at

Also, many guest houses, bed and breakfasts and hotels offer cheap living opportunities as a temporary solution until you find the right rental accommodation.

How to find an accommodation:

- Real estate platforms
- Real estate agent
- Housing associations
- Other options

Real estate portals

When searching for homes, Upper Austrians mainly use online real estate por-

als, virtual marketplaces or the websites of regional newspapers such as:

www.immowelt.at
www.wohnn.net
www.nachrichten.at
www.willhaben.at

Real estate agents

They help with the targeted search for properties and have a good overview of the market. It is important to note that estate agents receive a commission depending on the length of the rental contract up to a maximum of two months' gross rent plus sales tax.

Commissions calculator:

www.arbeiterkammer.at/beratung/konsument/bauenundwohnen/miete/Maklerprovisionen.html

Housing associations

Non-profit housing associations offer affordable housing and are mainly oriented towards socially disadvantaged people. Depending on the association, there are different requirements for eligibility, for example an upper limit on

salary. The registration to join a housing association can be subject to a fee, and the waiting time for accommodation is usually several years.

www.gbv.at/gemeinnuetzige-bauwirtschaft/Mitglieder_des_Verbands/

Other options

Homes are also advertised in printed newspapers, on various notice boards in supermarkets, local/municipal authorities or on social media:

www.facebook.com/groups/243365769168630/

www.facebook.com/groups/126933297889384

Running costs

- Electricity
- Household insurance
- Parking
- Telephone and internet
- Television and radio charges

Oh! That's good to know!

Accommodation in Austria is typically unfurnished. In some cases, the kitchen can be bought from the previous owner or tenant. Sanitary appliances like a bath, shower and toilets are usually provided.

As most accommodations are sold or rented out unfurnished, you might be looking for a good opportunity to buy some used furniture for your new home:

www.willhaben.at/iad/kaufen-und-verkaufen/wohnen-haushalt-gastronomie



Electricity

Electricity costs are not included in the service charges when renting a home and must be registered separately by the tenant.

Household insurance

It is highly recommended to take out household insurance, which mostly

(but not always) includes liability insurance. This covers damage within the home, for example a broken water pipe, fire, theft or vandalism. An overview of prices offered by insurance companies according to your own requirements is available here:

www.durchblicker.at

Parking

In cities, you may have to pay extra for a parking space on top of the rent.

Telephone and internet

There are plenty of telephone and mobile phone providers. A useful price calculator for telephone and internet contracts can be found here:

www.durchblicker.at

Television and radio charges:

In order to watch TV or listen to the radio, you must register these at 'Gebühren Info Service/GIS'. The fee is payable for all devices that can receive programmes, no matter if they are

used or not – this also includes tablets and notebooks. You are usually contacted automatically about this.

www.gis.at/fremdsprachen/english

Subsidies

Depending on certain criteria such as household income, EEA and third-country nationals (subject to further requirements) can claim housing benefit – the so-called Wohnbeihilfe in German.

Oh! That's good to know!

When you move out of a rented flat, the property must be returned according to the agreed conditions in the rental contract. Any damage beyond normal wear and tear must be repaired or is paid for from the deposit. Furniture can remain if the new tenant agrees to buy it. The deposit must be returned after a proper handover.



Further information on requirements and application can be found here:

[www.land-oberoesterreich.gv.at/
wohnbeihilfe.htm](http://www.land-oberoesterreich.gv.at/wohnbeihilfe.htm)

We also recommend to ask your bank, estate agent or local authority about any further subsidies available.

Information and advice centres

The following institutions offer information and advice for tenants and home owners:

The Austrian Tenancy Association:

www.mietervereinigung.at

Consumer Protection at the Chamber of Labour provides lots of information and free advice on housing rights:

www.arbeiterkammer.at

Repairs and emergencies

You have problems in the bathroom or in the kitchen and need a plumber?

This is a useful website which lists all plumbers in Upper Austria:

www.installateure-ooe.at

For more information about locksmiths, gas leaks or power cuts, turn over to our collection of accident and emergency numbers in the chapter Good to know, page 219.

Non-Austrian driving license

Driving licenses which have been issued in EU or EEA countries are recognised in Austria and can be voluntarily transcribed. For driving licenses issued outside the EEA, i.e. in a third country, transcription is compulsory in order to be permitted to drive. The transcription must be applied for within six months of residing in Austria, whereby a minimum age of 18 is also required. If the driving license is not in German, it is only valid in combination with an international driving license or a certified translation.

Translations of driving licenses can be made by court interpreters:

www.gerichtsdolmetscher.at/Verzeichnis

International driving licenses can be issued by the following automobile associations:

www.arboe.at
www.oeamtc.at
www.vcoe.at

Oh! That's important!

Keep in mind: When moving to Austria, you also have to register your motor vehicle at your new address. Find more general information about driving a car in Austria on page 164.



After the transcription to an Austrian permit, a European credit card-sized driving license is issued.

Practical driving test

As part of the transcription, a practical driving test must be taken, and the participant must provide a suitable vehicle according to the class of driving license. The driving school for the practical test can be freely chosen:

www.fahrschulen.or.at/oberoesterreich

Driving license from third countries

All driving license holders from third countries are required to have their driving license transcribed, but citizens of the following countries are exempt from taking a practical driving test:

All classes

Andorra, Guernsey, Isle of Man, Japan, Jersey, Monaco, Montenegro, San Marino, Switzerland, Serbia

Class B

Australia, Bosnia-Herzegovina, Hong Kong, Israel, Canada, New Zealand, Northern Macedonia, South Africa, South Korea (date of issue from 1997), United States of America, United Arab Emirates

Relevant departments

The application for transcription is submitted to the local body responsible for the chosen driving school: the district authority, the driving license department of the state police headquarters in Linz, or the respective police department in Steyr or Wels. If no practical driving test needs to be taken, the location for the transcription application can be chosen freely. Further information, including the required documents, can be found at:

www.oesterreich.gv.at/themen/dokumente_und_recht/fuehrerschein/3/Seite.040500.html#ZustaendigeStellen

Acquiring your first driving license

To get your first class B driving license, there is a minimum age of 17 (L17: for a certain period, driving is only allowed in the presence of an authorized person), or you must be 18 years of age or older. A medical report is also needed, along with a first aid certificate.

www.rotekreuz.at/ich-will-helfen/erste-hilfe
www.asb.or.at/seite164.aspx

After attending a theory course at a driving school of your choice, a theory test must be taken. It is possible to simultaneously driving and take the driving test once you have passed the theory test.

If all requirements are met, an application for a driving license can be filed at the local district authority responsible for the driving school, or at the driving license department of the state police headquarters if the driving school is located in Linz. This credit card-sized license is valid across Europe and elsewhere.

For the most current information please visit:

www.help.gv.at/Portal.Node/hlpd/public/content/139/Seite.1390000.html





Supportive networks

Welcome2Upper Austria

The Welcome2Upper Austria Service Center is an initiative of the Upper Austrian location agency Business Upper Austria. It supports companies recruiting internationally and assists foreign employees and their families with the relocation and settling-in process in Upper Austria. To make settling in easier, the initiative organises numerous networking events.

Find out more at:

www.welcome2upperaustria.com

Other international and local associations

Internations – Connecting global minds:

www.internations.org

Austro-American Society in Upper Austria:

www.aas-ooe.at

La France en Autriche:

www.ambafrance-at.org

Toastmaster:

www.toastmasters.org

BuddyMe:

<https://buddyme.me/en-AT>

www.facebook.com

There are many international communities such as “Expats in Linz and Upper Austria”, “Piefke Connection in Upper Austria” or the “International Ladies Club Linz”.

Oh! That's good to know!

You are wondering where your children can play in English speaking playgroups, or if there are any music or sports societies in your new home town? Find out more about leisure activities for you and your children in the chapter “Everyday life” on page 191.



**Have these documents
at the ready (originals):**

- Passport
- Birth certificate
- Marriage certificate
- Insurance card
- Medical prescriptions, vaccination documents, etc.
- Driving license
- Vehicle documents (all available documents such as vehicle approval, EU type approval, etc.)
- E-forms/portable documents (European documents confirming social insurance and employment-related information)
- Original employment references, school results, certificates, diplomas (with German/English translation where necessary)

**Things
to check:**

- Entry requirements and residence permit
- Accommodation and social insurance (secure livelihood)
- Housing
- Childcare
- Inform authorities in country of origin of the move

Before and after arrival (checklists)

Before moving to a new country, many things have to be planned and thought about. In this chapter, you will find the most important points as checklists. If you need more detailed information about your first steps in Upper Austria, please visit:

www.migration.gv.at
www.help.gv.at

In case an authentication of your individual documents is necessary, please consult a local notary, who you can find at:

www.notar.at

For translations of original documents, a list of court interpreters is available at:

www.gerichtsdolmetscher.at/Verzeichnis

Checklist: Before and after your arrival

Timescale	EU and EEA citizens / Swiss citizens	Third-country nationals	Point of contact	For details see chapter
before arrival		Residence permit, Red-White-Red Card	Embassy in the home country	Moving to Upper Austria
within 3 days	Residence registration (Meldezettel)	Residence registration (Meldezettel)	Local or municipal authorities	Moving to Upper Austria
within 14 days		Tuberculosis examination*	Municipal or district authorities	Health
within 1 month	Car number plate / approval / motor vehicle re-registration	Car number plate / approval / motor vehicle re-registration	State police headquarters in Linz, police departments in Wels and Steyr, district authorities in rural areas / technical test centres of Upper Austrian State Government or main importer	Transport
within 4 months	Registration certificate (Anmeldebescheinigung)		Municipal or district authorities	Moving to Upper Austria
within 6 months		Transcription of driving license has to be completed! (Please make sure to initiate the transcription at the earliest possible because it can take very long!)	State police headquarters / district authorities	Transport
within 1-2 years		Extension of residence permit	(if necessary) Municipal or district authorities	Moving to Upper Austria

* Tuberculosis examination

Third-country nationals are summoned to a tuberculosis examination within two weeks after registering their place of residence in Austria. Citizens of the United States of America, Canada, Australia and New Zealand are exempt from this requirement. This free examination takes place in the municipal authority or, in rural areas, in the local district authority and does not require an e-card.

Before and after arrival (checklists)

081

Checklist: Further important steps

for key technical staff, independent of origin

All internationals	Point of contact	For details see chapter
In general		
Application for a social insurance number / e-card (for employees, this is taken care of by the employer)	The relevant social insurance authority	Health
German course	Language institute of your choice	The region and its people
Opening of bank account	Bank of your choice	Everyday life
Search for accommodation	Estate agent, private landlord (online)	Moving to Upper Austria
Registration of internet/phone/TV, water, electricity, ...	Free choice (or as recommended by the landlord)	
Household insurance	Insurance company of your choice	
Car liability insurance	Insurance company of your choice	Transport
Check regulations on pets (and if there are any taxes to pay)	Local or municipal authorities	
For arrival with partner and/or children		
Application for a social insurance number (e-card)	Application to the relevant social insurance authority	Health
Registration for childcare / school	Suitable local establishment (school, kindergarten, crèche)	Working, Education
Application for family allowance / childcare allowance	Local internal revenue office / social insurance authority	Working



Small
state

083

Education

of great
opportunities



Upper Austria provides a wide variety of high-quality international education at a fair price. In this chapter, you will find general information about how the Austrian educational system is structured and a compact overview of educational institutions, student benefits and useful links for further information.

Nine years of compulsory education

All children aged from 6 to 15 and living in Austria must go to school and are guaranteed a place at school. The classes are divided according to age. State schools are free of charge, in contrast to private schools. The duration of lessons is laid out in timetables. In case of illness or absence, the school has to be informed immediately.

Education options after eight years of compulsory school

Children can decide whether to start an apprenticeship or attend a high school. High schools are distinguished

by their focus, which is either general education (Allgemeinbildend/AHS) or vocational training (Berufsbildend/BMHS) with different subjects such as commerce, engineering or tourism. Applications do not have to be accepted, whereby the school management makes the final decision.

Which type of education is right for you?

Careers advice provided by the Chamber of Commerce (Wirtschaftskammer) of Upper Austria supports teenagers and adults in finding the right career and training path. Plenty of information and advice is offered, along with tests for analyzing potential. This is free for teenagers in the 8th school grade.

Check out your interest profile for free:

www.bic.at/bic_interessenprofil_intro.php?lg=en



International schools

Anton Bruckner International School (ABIS)

4.5 to 16 years of age (from 1st to 10th grade)

Anton Bruckner International School is a private school with public status, organisationally integrated into the

Schulverein der Kreuzschwestern.

The school is a candidate school for the IB Middle Years Programme (MYP) and the only primary school in Upper Austria authorised to offer the IB Primary Years Programme (PYP). Further information can be found at:

www.abis.school

Linz International School Auhof
10 to 18 years of age (from 5th to 12th grade)

As an international school, LISA is part of the state-funded Europagymnasium (high school) in Linz-Auhof, and offers the International Baccalaureate (IB Diploma, www.ibo.org) alongside the standard school leaving certificate. Based on the AHS and IB curriculums, general education content is delivered in English using project-oriented and interdisciplinary techniques. Information about the school, enrollment procedures and prices are provided at: <https://lisa.europagym.at>

GRIBS (Gymnasium Ried im Innkreis Bilingual School)

10 to 14/18 years of age (from 5th to 8th/12th grade)

The public secondary academic school Gymnasium Ried offers a bilingual (German – English) class for students

aged 10 to 14/18 in Ried im Innkreis, implementing German as well as English as the language of instruction from the first day of school. Based on the Austrian curriculum, the programme is aimed at young people who seek a broad and balanced education on their way to the Austrian A-levels (Matura).

Further information can be found on: riedgym.schule.at

Find all schools in Upper Austria

The regional Board of Education is the control centre, the highest school authority and employer of teachers. It is also the point of contact for all pupils in Upper Austria. The institution's website lists all state and private schools in Upper Austria:



www.lsr-ooe.gv.at/schulen-und-unterricht/schulen-in-ooe/schulen-in-ooe/?no_cache=1

School year & performance assessment

The school year, which starts in September, is divided into two semesters. The pupils receive a report in February and a certificate at the end of the school year in early July. There are nine weeks of summer holidays between July and September. Pupils' performances are graded with the marks:

- Very Good (1)
- Good (2)
- Satisfactory (3)
- Sufficient (4)
- Insufficient (5)

If a subject is graded as insufficient, the pupil has the chance to improve this by taking an exam. Some compulsory schools offer other forms of assessment.

School-free days

Upper Austrian schools are closed on public holidays with discretionary school-free days: the latter being four

to five days, which are partly decided by the schools and partly by the regional Board of Education. All school-free days can be found here:

www.schulferien.org/oesterreich/ferien/

School enrollment

As a rule, children are required to attend their local primary school according to their catchment area. A different school can be chosen, if this is agreed with the school management and the local authority. Enrollment for primary school takes place directly at the relevant school through a meeting between the school management, parent(s) and the child.

The registration deadline given by the regional Board of Education is usually in November for the following school year. This is announced through a notice on the school door or a letter from the responsible managing authority. Following registration, information is often given at parents' evenings, on request or on the school website.

Enrollment during the school year and inadequate German language skills

For assessment and validation of foreign certificates visit:

www.bmbwf.gv.at/en/Topics/school/legislation/validations.html



For new pupils joining a school during the school year, the school management is the first point of contact. The child is placed in the appropriate class according to academic level and age, provided prerequisites are met. Children with inadequate language skills can be taught, with or without grading, for two years as special needs pupils. In some cases, these children are also offered classes in their own language in the afternoon. Relevant information is provided by the school management.

Special needs, 6 to 15 years of age (1st to 9th school year)

At the request of the parents or guardian, schooling for children and teenagers with special needs can take place either at a special school suited to the respective disability, or as integrative teaching at a joint school. Please contact the respective parish schools for further information.

All-day supervision (6 to 14 years)

Information about all-day supervision options at compulsory schools is provided by the regional Board of Education:



www.lsr-ooe.gv.at/schulen-und-unterricht/schulen-in-ooe/schulen-in-ooe/?no_cache=1

School book initiative

This initiative provides all school children with schoolbooks for all subjects free of charge. If needed, children who are bilingual also receive books for learning German as a second language and bilingual dictionaries. Children attending classes in their own language will also be provided with appropriate schoolbooks.

Subsidised transport for pupils, apprentices and students

The pupil's ticket (Schüler-Ticket) provided by the Upper Austrian Transport Association (Oberösterreichischer Verkehrsverbund/OÖVV) allows subsidised travel between the place of residence and school on school days for the purpose of attending classes if the general criteria are met.

The OÖVV apprentice's ticket (Lehrlings-Ticket) allows subsidised travel between the place of residence and place of apprenticeship training on workdays for

the purpose of work if the general criteria are met. Application forms are generally available at every OÖVV branch.

The OÖVV semester ticket (Semesterkarte) allows travel between the place of residence and place of study in Upper Austria for five months.

Further information and prerequisites regarding the tickets and timetables can be found at:

www.ooevv.at/?seite=schueler-und-lehrlinge&sprache=DE

All about the school year

School allowances

The multilingual online adviser Schülerbeihilfen provided by the Department of Education allows you to check the general eligibility requirements (social needs, time of residence in Austria, etc.) for different types of school allowance, and guides you to the correct application form.

www.oesterreich.gv.at/themen/bildung_und_neue_medien/schule/1/Seite.1760210.html

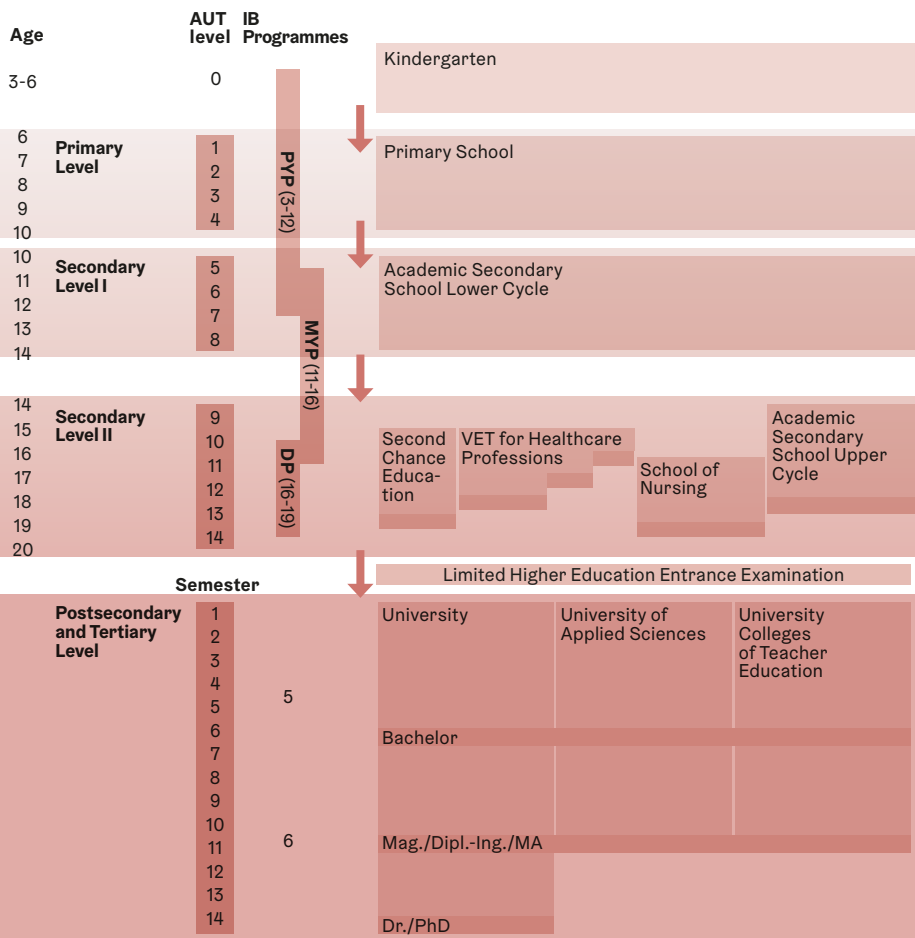
Oh! This could be helpful!

The Schülerhilfe provides Austria-wide coaching for school children, also during the holidays:

www.schuelerhilfe.at



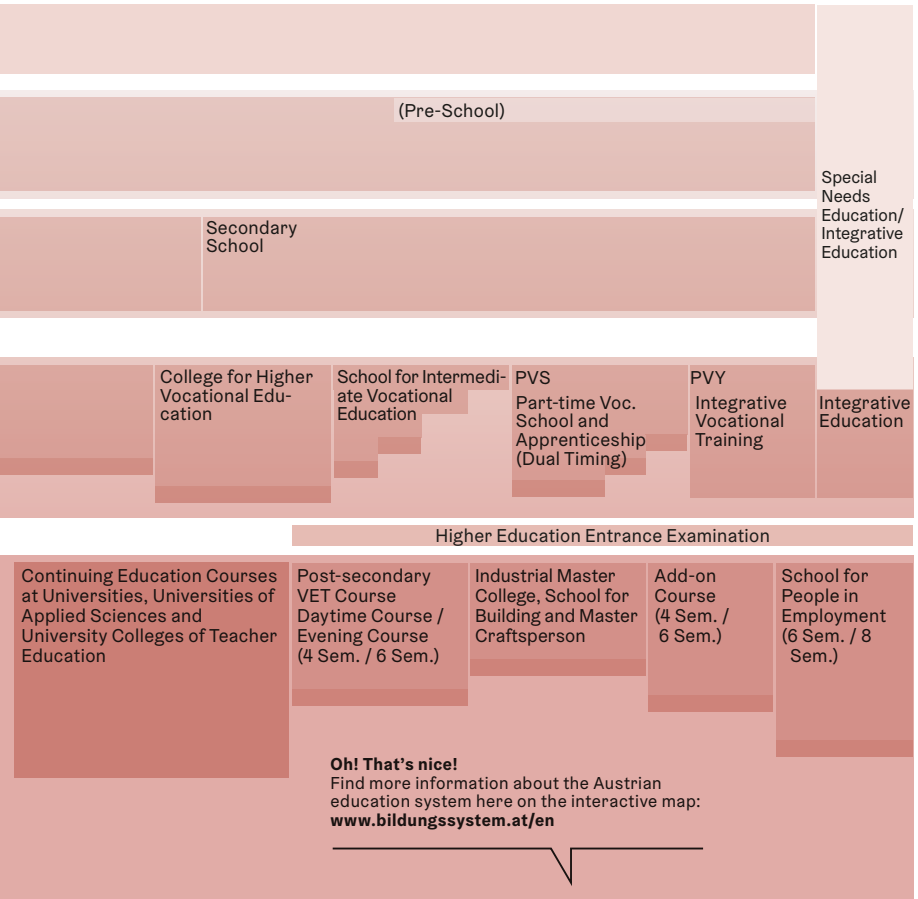
Education



Structure of the educational system

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Education





Primary school (Volksschule/VS)

6 to 10 years of age (1st to 4th school year)

The first day of primary school is the second Monday in September for children who have reached their sixth birthday, provided they are advanced enough. If this is not the case, it is possible to arrange with the school management for the child to attend pre-school.

Oh! That's nice!

Here in Austria, children receive a small cone-shaped bag of sweets (known as Schultüte) on the first day of primary school, and they take it with them to school to share the joy with their new school friends.



Middle school (Mittelschule/MS)

General secondary school (Allgemeinbildende Höhere Schule/AHS) – lower grade

10 to 14 years of age (5th to 8th school year)

The MS is open to all pupils. There are also MS with specialisations, where assessment tests are required. Through a sound educational and professional focus, pupils receive advice based on their strengths, allowing them to make more informed decisions on their further education and career at the end of their schooling. In contrast to the MS, the AHS can decline pupils, even when all criteria are fulfilled. The AHS lower grade is aimed at high-performing pupils, with the goal of providing a comprehensive and in-depth general education along with making pupils more independent.

Polytechnic school (PTS)

14 to 15 years of age (9th school year)

This is a one-year educational programme that prepares pupils for professional life. The schooling covers general knowledge, career guidance and basic education. An orientation phase at the beginning of the school year facilitates getting familiar with the world of work. The choice of career or apprenticeship is supported through professional certification in apprentice workshops, external institutions and work experience in companies.

Dual education: apprenticeship and vocational school

From 15 years of age
(duration: 2 to 4 years)

An apprenticeship is open to all teenagers, provided they have completed the nine years of compulsory school. Access to an apprenticeship is not bound to a certain school-leaving qualification.

The training takes place in two locations, one being a company where the apprenticeship takes place, and the other being a vocational school.

The apprentice has a training relationship with the company and is simultaneously a student of the vocational school. The apprenticeship (mostly three years) is completed with a final apprenticeship examination.

Further information can be found on the following platforms:

www.lehremitmatura-ooe.at/

www.jugendundberuf.at

www.lehrlingsportal.at

lehrbetriebsuebersicht.wko.at/

General secondary school (Allgemeinbildende Höhere Schule/AHS) – upper grade

14 to 18 years of age

After the MS or AHS lower grade, students can continue their education at the AHS upper grade. The AHS provides

a good general education, with certain schools offering specialist subjects. The upper grade of the AHS lasts four years and ends with the school leaving certificate (Matura), which allows pupils to pursue higher education at universities, technical colleges or pedagogic schools.

Intermediate and Higher Vocational Education Schools (BMHS) 14 to 17 or 19 years of age (duration: 3 to 5 years)

Intermediate Vocational Schools (Berufsbildende Mittlere Schulen/BMS) last one to four years. The BMS provides a partial vocational education (one or two years) or a complete vocational education (final exam after three or four years, for example business schools).

After completing a BMS course of at least 3 years, an advanced course can be taken leading to a school leaving certificate or diploma. For graduates of 4-year technical schools, there are spe-

cialised vocational colleges focussing on specific subjects.

Higher Vocational Schools (Berufsbildende Höhere Schulen/BHS) provide a sound general education along with a higher vocational education over five years, ending with a school leaving certificate and diploma. A school leaving certificate entitles pupils to study at universities, technical colleges and colleges of education, and a diploma examination allows access to regulated professions according to the industrial regulations.

In some cases, an entry or aptitude examination must be taken to register at a vocational school. Please find more information here:

www.berufsbildendeschulen.at

Tertiary education

The entry requirement for universities, technical colleges and colleges of education is a school leaving certificate

(Matura), secondary school vocational examination (Berufsreifeprüfung), university entrance examination or an equivalent certificate.

www.studieren.at

You will find a detailed list of all secondary schools and educational institutions in Upper Austria below. Different requirements and qualifications apply to different study programmes: bachelor and master programmes (three or two years), diploma courses (four years, however this programme is being discontinued), doctorate and PhD programmes.

Here is an overview of the higher education institutions in Upper Austria:

Universities and private universities

- Anton Bruckner Private University
www.bruckneruni.at
- Catholic Private University
www.ku-linz.at
- Johannes Kepler University (JKU)
www.jku.at
- Private University of Education
Diocese of Linz
www.ph-linz.at
- University of Applied Sciences for
Health Professions Upper Austria
(FH Gesundheitsberufe OÖ)
www.fh-gesundheitsberufe.at
- University of Applied Sciences
Upper Austria (FH OÖ)
www.fh-ooe.at
- University of Art and Design Linz
www.ufg.at
- University of Education Upper
Austria (PH OÖ)
www.ph-ooe.at

Fees may apply depending on the study programme, but ÖH fees must be paid in all cases: The Austrian Student Union (ÖH, Österreichische Hochschüler-schaft) is the legal representative of tertiary educational facilities.

Study allowance

In Austria, students' parents are expected to cover their costs until they can provide for themselves. This includes costs arising from taking a degree course. If the prerequisites of social eligibility and favourable academic performances are met, the student can apply for a scholarship at the scholarship office in Linz. A special form of self-supporting scholarship (Selbsterhalter-Stipendium) exists students who have provided for themselves for a minimum of four years with a minimum annual salary of 8,580 EUR before claiming study allowance. Detailed information about prerequisites, deadlines and forms can be found at: www.stipendium.at

Oh! That's good to know!

You can find further information on studying in Upper Austria in our Study Guide here:

www.welcome2upperaustria.com/study/study-guide





Further education institutions and subsidies

Further education opportunities for adults

www.bfi-ooe.at

In Upper Austria, there are a range of further education institutes alongside the tertiary education offerings, for example the vocational training institute BFI (Berufsförderungsinstitut), which offers both professional education for employees and training and retraining for job seekers.

www.wifi-ooe.at

The Institute for Economic Promotion (Wirtschaftsförderungsinstitut/WIFI) is an organisation specialising in professional adult education. It offers practical training and further education, from the start of your career to academic completion, along with free advice on German classes in German and English.

www.vhsooe.at

The Adult Education Centre (Volkshochschule/VHS) follows a comprehensive approach with programmes offering something for everyone.

www.limak.at and www.qualityaustria.com

In addition, there are organisations such as LIMAK in Linz, the first Business School in Austria (postgraduate education) or Quality Austria dealing with topics such as training and personal certification.

Further information about adult education and a course finder can be found at:

www.weiterbilden.at
www.erwachsenenbildung.at
www.arbeiterkammer.at

Secondary school leaving examination (Berufsreifepfprüfung)

Alongside the AHS and BHS examinations, the secondary school leaving examination is the third form of school leaving examination (Matura) in Austria. For people of all ages with completed professional training, it offers all opportunities associated with an AHS or BHS school leaving examination such as going to university.

The professional school leaving examination includes the subjects German, English, mathematics and a vocational field of choice at the level of a secondary school. The order in which the subjects are completed is decided by the student.

Points of contact include further education institutions:

www.wifi-ooe.at
www.bfi-ooe.at

Educational financial support

The website of the Chamber of Labour (Arbeiterkammer, AK) provides details and requirements for funding opportunities. The following options could be of particular interest to you:

Upper Austrian Training Account (OÖ Bildungskonto):

The Upper Austrian Training Account is a further education training fund set up by the state of Upper Austria to support qualification activities of Upper Austrian employees.

AK Training Bonus (AK-Bildungsbonus):

As part of this initiative, the Chamber of Labour (Arbeiterkammer/AK) encourages its members to acquire and develop key qualifications in areas such as IT, foreign languages, basic professional qualifications and personal development.

Further education institutions and subsidies

AK Service Card (AK-Leistungskarte):
Members of the Upper Austrian Chamber of Labour receive an AK Service Card discount on all courses at the BFI Upper Austria and the VHS Upper Austria, in addition to the training bonus.

For more details please visit:
www.arbeiterkammer.at



Oh! Isn't that great!
Education and training costs can be deducted from the annual tax assessment. Read more on page 144.





A Great Place
to Work



Public Employment Service Upper Austria (AMS)

The first port of call for job seekers is the Public Employment Service Upper Austria. It is represented in all districts, matches candidates with job openings and assists employers.

In addition, it offers skills training, counseling and information.

eJob-Room is an AMS job platform for companies and job applicants. Job seekers get an overview of vacancies or can post an application to attract the attention of interested companies.

https://jobroom.ams.or.at/jobroom/login_as.jsp



EURES

The European cooperation network European Employment Services aims to support employees seeking a job, and assist companies with finding employees.

www.ec.europa.eu/eures

www.karriere.at

On this Upper Austrian job portal you can search for job offerings in all professional sectors throughout Austria and upload your curriculum vitae to draw the attention of employers.

www.xing.at

Xing can be compared to LinkedIn and is the biggest professional network in German-speaking countries. It is very popular among personnel consultants searching for staff.

www.workinupperaustria.com

This Upper Austrian job portal is exclusively designed to attract international talents and is operated in English.

It contains job offerings provided by Upper Austrian companies suitable for international talents. In addition, international talents can create a profile to draw the attention of employers.

Other professional platforms

www.workinaustria.com
www.itstellen.at
www.techtalents.at
www.financejobs.at
www.salecareer.at
www.ffg.at/karriere-grants
<https://jobs.derstandard.at>
www.monster.at
www.linzer-jobanzeiger.at
www.oberoesterreich-jobanzeiger.at
www.finden.at/jobs
www.linkedin.com/jobs
www.tecjobs.at

Recruitment agencies

Private personnel consultants and recruitment agencies such as the following help to find positions for applicants, many of whom are highly qualified (excerpt from a huge variety of institutions):

www.iventia.eu
www.epunkt.com
www.trescon.at
www.kern-partner.at
www.vace.at/hr/ueber-uns
<https://ttirecruiting.com>
www.manpower.at

Vacant positions are published in media such as newspapers. Here is a list of the most important ones:

Nationwide: Kronen Zeitung,
 Der Standard, Die Presse
 Upper Austria: OÖ Nachrichten
 Local newspapers: Tips, Rundschau

Check out Upper Austrian companies and their ratings

On the platform of the regional newspaper OÖ Nachrichten you can scroll through a list of the top 250 companies in Upper Austria:

www.nachrichten.at/wirtschaft/top250/ranking/

And if you want to know how employees experienced working for the company of your interest, just look for it on:

www.kununu.com

What should your application include?

- Cover letter: write an individual one for every company you apply to
- Curriculum vitae: in tabular form with a professional photo
- Certificates and references: include only those relevant to the vacant position

Cover letter

It is not advisable to submit a uniform application to various companies. Always adapt applications to the respective vacant position and the company. The cover letter should be one page in length, ideally answering the following questions:

- How did you find out about the vacant position?
- What are your strengths, what motivates you, and why are you the right person for this job?

- Reference to added documents (curriculum vitae, school certificates, relevant references)

Curriculum vitae (CV)

The curriculum vitae (Lebenslauf) is the most important element of the application and, as a rule of thumb, should have a maximum length of two pages. It should be set out in tabular form and include the following aspects as concisely as possible:

- Personal information: contact information, date of birth, add a professional passport photo
- Education: chronological list of education institutions attended (name and place, specialisation, duration, topic of diploma thesis in case of academic graduation)
- Work experience (names of the various companies, place, date & length, responsibilities)
- Relevant skills: languages, computer skills, further training, etc.

- Additional information: voluntary work, extensive stays abroad, driving license, etc.
- CV should not contain more than 2 pages

Only add information which might be relevant to the company or the vacant position, and make sure to have an explanation for gaps in the CV. Here you can find some useful tips for writing your CV:

www.karriere.at/c/lebenslauf-englisch

You can also create a CV here:

www.karriere.at/lp/lebenslauf-vorlagen

But keep in mind that in Austria, companies appreciate it if you go the extra mile and choose an individual design.

Oh! That's helpful!

For assessment and validation of foreign certificates go to:

www.bmbwf.gv.at/en/Topics/school/legislation/validations.html



What should you do after applying?

- Prepare for the job interview
- Shine in the assessment centre
- Observe the dresscode and business etiquette

Job interview

You have been invited to a job interview? Congratulations, you have reached the next level! Job interviews are the most common method in Austria to learn more about the expertise, personality and motivations of the applicant. On the whole, the points covered are more or less the same in every company:

- Welcome
- Small talk
- Questions about education, qualifications, experience, strengths/weaknesses, where you see yourself in 5 to 10 years, why you are the perfect match to the vacant position, etc.

- Sometimes tasks have to be presented that had to be prepared for the interview
- Further information about the vacant position
- Possibility for the applicant to ask questions
- Definition of the further procedure
- Goodbye

After the first interview, one or two further interviews may follow until the company decides who to employ for the vacant position. There may even be an assessment centre where you have to compete directly with other candidates. Sometimes there is even a test day offered in the last round, where you can get in touch and become familiar with your potential new workplace and colleagues for the first time.

Assessment centre

An assessment centre is mostly used for the selection of candidates for management positions. Candidates are

given various exercises to test their abilities, competence and solution-oriented thinking. The test may include the testing of general knowledge, memory, special expert knowledge or the ability to concentrate, which often consists of tasks that are part of the later job profile. An assessment centre usually takes from half a day to up to two days.

Dresscode and business etiquette

You know, there is no second chance for a good first impression. So, find out about the company's dresscode and dress appropriately for the job. If in doubt, dress formally, but don't use too much perfume, make-up, jewelry or other accessories. Less is more.

When communicating, use a firm handshake and keep eye-contact – but make sure not to invade others' personal space of one arm's length. When talking, don't talk about too personal things.

It is better to stay formal and choose neutral topics. Also, use the formal you (Sie) until your counterpart suggests otherwise (du). This is what is perceived as polite behavior.

Oh! Let's talk about German!

The German language plays a big role in Austrian working life. It is therefore highly recommended to become familiar with the national language. Read more about the German language and the Upper Austrian dialect on page 39 and page 213.



In Austria, there are no uniform rules for the formal recognition of foreign qualifications. Instead, you will have to deal with a number of federal and state laws. As various authorities and institutions are responsible, procedures, costs and durations, etc. can vary.

A distinction is drawn between the recognition of qualifications for further or higher education, and the recognition for the purposes of practicing a profession. Whether recognition is required or not depends on whether a profession is non-regulated or regulated.

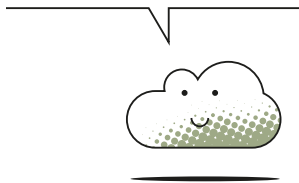
Recognition also depends on whether an EEA citizen has gained a degree in an EEA country (the same regulations apply to Swiss citizens). In this case, European law applies. Under certain conditions, the same regulations apply to third-country nationals who have already gained a degree in another EEA

country, or if the degree has been recognised there.

www.berufsanerkennung.at/en/professional-recognition/overview/

Oh! That's good to know!

The accreditation of the final apprenticeship examination and the evaluation of foreign school certificates and academic diplomas can contribute to the recognition process of qualifications from abroad.



Regulated professions

Regulated means that evidence of certain qualifications is a prerequisite to access the job market (including teachers, health professionals, lawyers and civil engineers). Generally speaking, only the practice of regulated professions requires formal recognition.

A list of regulated professions can be found in the regulated professions database:

https://ec.europa.eu/growth/single-market/services/free-movement-professionals/regulated-professions-database_en

Non-regulated professions

The job classification of non-regulated professions in private companies is usually the responsibility of the employer or defined by the employment contract. There are no specific legal provisions regulating the value of the qualifications of a person. Instead, they are defined by the job market situation.

Contact points for recognition

Contact points for people with qualifications gained abroad (known as AST) offer information about various recognition and evaluation procedures and provide support. The service is free of charge and offers mainly:

- Multilingual advice about recognitions
- Clarification if a formal recognition is necessary or possible
- Organisation of certified translations of diplomas, certificates and other documents
- Forwarding of diplomas/certificates to an evaluation office
- If necessary, assistance during the entire recognition process

For further information please visit:

www.anlaufstelle-erkennung.at/anlaufstellen

migrare, the centre for immigrants in Upper Austria

The centre offers support with the recognition and use of skills and expertise acquired abroad. The centre provides information, counseling and also monitors recognition and evaluation procedures if needed. Advice for migrants on legal, social and labor market-related issues completes the range of services.

There are contact points all over Upper Austria. The local office is located in:

Humboldtstraße 49 (6th floor)

4020 Linz

Tel.: 0732/667363

Fax: 0732/667363 – 66

E-mail: office@migrare.at

Consultations only with a prior appointment by telephone.

Read more at:

www.migrare.at



Oh! That's funny!

In the recent past, Austrians were very proud of their academic titles, "Magister" and "Doktor". It was common to address a man who had earned the academic title "Doktor" as "Herr Doktor" and his wife with "Frau Doktor", even though she had no academic title at all.

With the bachelor's and master's degrees, this has already changed a great deal, especially in internationally operating groups. Nevertheless, it is still recommended to say "Herr Doktor Mair" and "Frau Magistra Huber".





Work permit

EU/EEA, Swiss citizens

Based on the free movement of workers within the European Union, EU/EEA and Swiss citizens can work in Austria without a work permit. For more information about the transition period, see:

www.migration.gv.at/en/types-of-immigration/mobility-within-the-eu/

Third-country nationals – Red-White-Red Card

In order to immigrate to Austria, third-country nationals need the Red-White-Red Card (Rot-Weiß-Rot Karte). This card offers qualified workers from non-member countries and their families the chance to stay in Austria and work for a specific employer.

The Red-White-Red Card must be applied for at the responsible settlement and immigration authority (district or municipal authority), or at the representative authority abroad (embassy)

by the respective individual or employer in Austria.

www.migration.gv.at/en/types-of-immigration/permanent-immigration/

Collective agreement

The collective agreement (Kollektivvertrag) is an agreement between a union, acting as the representative for all workers within an industry, and the Chamber of Commerce, which represents companies. The agreement is negotiated annually, and its objective is to guarantee the same standards of pay and working conditions within an industry. An employee must not fall below the minimum wage defined in the collective agreement.

Employment contract

The employment contract defines the legal basis of employment. It is a contractual agreement between the employee and the company regarding parameters such as working location, areas of responsibility, working hours,

salary and the underlying collective agreement. There are fixed-term contracts as well as permanent contracts, and a probationary period is often agreed: during this time, both the employer and the employee can end the employment relationship at any time without giving a reason. Additionally, a notice period is defined which applies to both the employee and employer.

Oh! That's wonderful!

Employees in Austria get 14 instead of only 12 salaries a year, they have health insurance, 5 weeks of paid vacation, public holidays, with some companies even providing additional benefits.



The employment contract is based on the standards defined in the collective agreement and may only deviate in favour of the employee. If there is no employment contract, the employee must be provided with a notice of employment (Dienstzettel).

Working hours and breaks

The full-time basis for working hours is regulated by the collective agreement. If there is no collective agreement, the information is provided in the works agreement (Betriebsvereinbarung). Generally, the following applies:

Working hours:

- 40 hrs/week (statutory working hours)
- 38.5 hrs/week (possible arrangement in a collective agreement)
- 8 hrs/day (as a rule, but this may differ)
- 12 hrs/day (maximum allowed working time per day, including overtime)

- 60 hrs/week (maximum allowed working time per week, including overtime)
- 48 hrs/week (maximum allowed average working time over a period of 4 months)

Mandatory breaks:

- ½ hr break after 6 working hours
- 11 hrs break between two working days (this can be shortened to 8 hrs according to some collective agreements)
- Weekend: rest of 36 consecutive hrs

In Austria, all-inclusive agreements where overtime is not remunerated are often used. Nevertheless, staff may not work more hours than is legally allowed. Find out more about mandatory breaks and resting hours:

www.arbeiterkammer.at/service/broschueren/arbeitundrecht/Arbeitszeit_Ruhezeit.html

Salary

The negotiated gross salary is subject

to social insurance and income tax. Both are deducted from the gross salary and paid directly by the companies. Most collective agreements provide 14 salaries per year – including the additional holiday and Christmas salaries, which are taxed less than the normal monthly wage.

The gross-net calculator helps you to calculate your tax load:

<https://bruttonetto.arbeiterkammer.at>

Holiday entitlement

In general, employees receive 5 weeks holiday per year. A week off has five vacation days. If certain criteria are met (for example 25 years of service at the same employer, 18 years of service in addition to previously accrued years of service), 6 weeks are possible, although this should be clarified in each case. Holidays have to be arranged with the employer. In addition to their holiday entitlement, employees are off work on public holidays.

Sick note

Employees are obliged to inform their employer as soon as possible of any inability to work on the first day. The commencement of the inability to work is stated by the doctor in the sick note, which should be presented to the employer. Normally, a doctor is responsible for informing the relevant social insurance authority that the patient has recovered. However, if the sick note does not indicate a set end date for the inability to work, employees may have to register as recovered themselves.

Sick leave

During sick leave, employers pay a full salary for the duration of:

- 6 weeks, if the employee has been employed for less than 1 year
- 8 weeks, if the employee has been employed between 1 and 15 years
- 10 weeks, if the employee has been employed between 16 and 25 years
- 12 weeks, if the employee has been employed for more than 25 years

Half of the regular salary will be paid for a further 4 weeks. The state health service takes care of the salary for a certain period of time if the employer no longer provides a salary.

Notification of pregnancy to the employer

A medical confirmation of pregnancy should be presented to the employer as soon as you know you are pregnant. From this point in time, the pregnant woman is protected from dismissal by the employer and has special protection rights. Please note that dismissal during the probationary period because of pregnancy is not allowed, but in general, there is no protection against dismissal in the probationary period.

Educational leave

After working for more than six months for an employer, employees have the opportunity to take unpaid educational leave, from a minimum of two months

to a maximum of one year in duration. According to unemployment insurance regulations (Arbeitslosenversicherungsgesetz or AIVG), employees are entitled to the equivalent unemployment benefit during educational leave – as long as evidence of further training of at least 20 hours a week is provided, and they are eligible for pension benefit entitlements. For employees taking educational leave with children, these requirements differ.

Part-time educational leave

Known as *Bildungsteilzeit* (from a minimum of four months up to two years), this is suitable for education with an ongoing working relationship without the need to arrange leave. Persons are entitled to a part-time education allowance (*Bildungsteilzeitgeld*) during part-time educational leave, provided that the previous standard working hours were unchanged for at least six months. Prerequisites are the fulfillment of pension benefit enti-

tlements and a certificate confirming further education of at least 10 hours a week.

Termination of employment

By the employee

Resignation is effected through a resignation letter addressed to the employer. The termination date is usually the last day of the month unless the fifteenth is stated in the employment contract or collective agreement. After notice has been given, a notice period of usually one month must be observed. It is possible to extend the notice period by up to six months, provided the notice period for termination given by the employer is at least as long.

By the employer

On the employer side, the legal notice period depends on the duration of the working relationship:

between 0 and 2 years	6 weeks
between 2 and 5 years	2 months

between 5 and 15 years	3 months
between 15 and 25 years	4 months
after 25 years	5 months

Unless the collective agreement or employment contract does not also specify the fifteenth or last day of the calendar month, the employer must give notice of termination of the contract of employment at the end of a calendar quarter (March 31st, June 30th, September 30th, December 31st).

Severance payments & Corporate Pension Insurance Fund

One month after employment has started, employers start paying a certain percentage of the monthly gross salary (including special payments) as social insurance contributions for their employees. These contributions are forwarded to the selected Corporate Pension Insurance Fund (Betriebliche Vorsorgekasse). In an annual statement, the BVK informs the employee about the pension amount he or she

has reached so far in an annual, which results from the sum of paid contributions and takes into consideration investment returns and administration costs.

If the employer ends the employment relationship (end of contract term, mutual agreement, justifiable reason, etc.) after a minimum of three years of contributions, the employee can claim severance payment. If the employee ends the employment, or if fewer than three contributory years are achieved, the Corporate Pension Insurance Fund withholds the severance payment, where it continues to be invested until the special criteria for receiving the severance payments are met. For more details please visit:

www.wko.at/service/arbeitsrecht-sozialrecht/Auszahlungsfaelle.html

Pension

Pensions are generally paid as soon as employees reach retirement age.

Subject to certain provisions, employees may be entitled to payments even if they resigned.

If the employee has worked for several employers, or in several jobs, it is possible to combine all contributions in one Corporate Pension Insurance Fund.

Oh! Did you know that!

Employees in Austria are divided into blue-collar workers (Arbeiter), white-collar workers (Angestellte), the marginally employed (geringfügig Beschäftigte) and apprentices (Lehrlinge). Regulations differ according to the employee group.

Find more details at:

www.help.gv.at/Portal.Node/hlpd/public/content/207/Seite.20700001.html



Interest groups

The Austrian Chamber of Labour (Arbeiterkammer) is the interest group for employees in Austria and offers free legal advice relating to labour law and consumer rights. Legislation stipulates mandatory membership of the Chamber of Labour for all employees in a company.

www.arbeiterkammer.at

Workers' council

The workers' council (Betriebsrat) is the interest group for the employees in a company. The areas of competence of the council relate to information, monitoring and checking (e.g. compliance with the collective agreement or workers' safety regulations) and rights of intervention (improvement of working conditions, training, etc.). All rights and obligations of the workers' council are legally defined, and the employees elect the council every four years. A workers' council is not legally required.



Maternity protection

Expectant mothers in Austria must observe the so-called maternity protection period (Mutterschutz), which means not working during the last 8 weeks before and after birth. Under certain circumstances, women are entitled to a minimum of twelve weeks. The maternity leave certificate should be presented to the employer. As the employer does not pay a salary during the maternity protection period, women receive a maternity allowance from the respective social insurance authority.

Parental leave

Parents are legally entitled to parental leave (Karenz), which is unpaid time off work. This is possible until the end of the child's second birthday, provided the child lives in the same household. Parental leave begins at the end of the maternity protection period for the parent who decides to take this leave first. It is recommended to notify the

employer of parental leave in a verifiable form, e.g. by registered letter. The employer must provide a confirmation based on this, which also serves as confirmation that both parents are not simultaneously taking parental leave.

As parental leave is unpaid time off work, a childcare allowance can be applied for. Please find out more on page 130.

More information can be found at:



www.gesundheitskasse.at/cdscontent/?contentid=10007.861887&portal=oegkoportal

Early paternity leave or father month

To allow both parents to care for the newborn child together, the option of a so-called father month or paternity leave is available. Please find more information online:

www.gesundheit.gv.at/leben/eltern/baby/vaeter-karenz

Parents also have the option of shared parental leave. Please find more information online:

www.oesterreich.gv.at/themen/arbeit_und_pension/elternkarenz_und_elternteilzeit/Seite.3590007.html

Care leave

Parents have the possibility of taking up to two weeks care leave each to care for sick children. However, the details of the leave should be agreed with the employer.

Parental custody

Married parents have shared custody of the child. For unmarried parents, the mother usually has custody unless the parents opt for shared custody. The custody agreement can be registered at the local civil registry office responsible for the place of birth once the acknowledgement of paternity has been confirmed.

Oh! Isn't that wonderful!

The father month also gives men, as new and proud fathers, the opportunity to spend the first few days close to their child and support their partner. How great that young dads get the chance to spend this wonderful and special time with their babies!



Childcare options

Registration

Independent of whether private or public childcare is desired, it is highly recommended to research local childcare options directly after childbirth and to register as soon as possible.

Local public childcare facilities

Normally the child should visit the local childcare facility, although it is sometimes possible to find a place further afield depending on availability or on request. Under certain circumstances (e.g. new place of residence), it is possible to enroll at the childcare facility during the year.

Costs

From the 30th month after birth until the child starts school, kindergartens and nurseries can be attended free of charge in Upper Austria. For childcare before or after this date, a fee is payable. In addition, a material fee is payable to the facility itself. A food contri-

bution must also be paid for lunch. The amount is set by the facility.

Fees for all-day schools depend on the income of the parents and the extent of the childcare offered. In general, the costs of care differ according to the form of childcare. Information is available directly from the facility or from the local or municipal authorities.

Institutional and private care options

- Crèche/nurseries (under 3 years of age)
- Kindergarten (from 3 years of age until school)
- International Kindergarten of Upper Austria (IKU, 1 to 6 years)
- All-day school (6 to 14 years)
- School-based afternoon care
- After-school care centres in Upper Austria (from 6 years of age)

Details on nurseries, kindergartens and afternoon care centres

From the age of 5, attending a kindergarten is compulsory.

Contact information for nurseries, kindergartens and afternoon care centres are available here:
www.ooe-kindernet.at

Further childcare options

Childminders (independent of age):

www.tagesmuetter-ooe.org

Rent-a-granny (independent of age):

www.familie.at/site/oesterreich/angebote/omaopadienst

English Play School (2.5 to 6 years):

www.playschool.at

Holiday care:

www.ooe.familienbund.at

www.kinderfreunde.at

www.camps.at

www.ferien4kids.at

Commuter allowance

Employees are entitled to a commuter allowance (Pendlerpauschale) under certain conditions:

- Is it possible/feasible to use public transport?
- What is the distance between the place of residence and the workplace?

If you want to find out whether you are entitled to the full or partial commuter allowance and to calculate the allowance, you can use this calculator:

pendlerrechner.bmf.gv.at/pendlerrechner

Mileage allowance

The official mileage allowance covers all costs incurred through the use of a private motor vehicle during business trips (such as wear and tear, insurance, fuel, additional equipment). If the employer pays less for the mileage driven for professional purposes than the permitted maximum or pays nothing at all, the difference is tax deductible.

Oh! That's good to know!

Turn over to chapter "Taxes and income" to learn more about how allowances are taken into account in your annual tax assessment on page 144.



Maternity allowance

During the maternity protection period (Mutterschutz), women are not allowed to work. From the beginning of this period, employed women can apply for maternity allowance (Wochengeld), which is a financial support to compensate for the loss of income. This is normally paid monthly in arrears and applied for at the responsible social insurance authority. A confirmation of employment and salary must be presented to receive maternity allowance,

or a medical certificate with the predicted birth date.

www.help.gv.at/Portal.Node/hlpd/public/content/143/Seite.1430100.html#bene

Family allowance

Parents receive a so-called family allowance (Familienbeihilfe), which is independent of income. This can be applied for at the local tax authority.

The basic requirements for entitlement to family allowance are a right of residence and the main place of residence in Austria in addition to sharing a household with the child.

www.help.gv.at/Portal.Node/hlpd/public/content/143/Seite.1430900.html#Additional_benefits_and_support_for_parents

For children living abroad, there may be circumstances under which you can receive family allowance. Please see the following link for further information:

www.oesterreich.gv.at/themen/familie_und_partnerschaft/geburt/3/2/Grenzueberschreitende-Familienleistungen-in-der-EU.html

Childcare allowance

There are two forms of childcare allowances in Austria, with different criteria to be met:

- Income-based childcare allowance
- Flat-rate childcare allowance



Detailed information can be found here:
www.help.gv.at/Portal.Node/hlpd/public/content/143/Seite.1430600.html#General_information_about_childcare_allowance

You don't know if you are a candidate for one of these allowances? Make an appointment for a consultation:

Things change on a regular basis and questions relating to allowances can be a real bureaucratic minefield. The Chamber of Labour and your health insurance company will offer you good advice regarding your individual situation in a personal consultation.

Founding a company

You always wanted to be your own boss? Found your own company in Upper Austria! The Upper Austrian Chamber of Commerce (WKOÖ) is the interest group for entrepreneurs in Upper Austria and offers a diverse range of services answering all questions of commercial daily life. However, there are also several other points of contact, where founders can help and information.

www.wko.at/ooe

WKOÖ Gründerservice

The Business Start-up Service is the first port of call for questions when it comes to transforming ideas into a new business venture. On the website, you can also find helpful online services such as a break-even calculator or a financing guidebook.

www.gruenderservice.at

tech2b

The live-cell incubator for the Upper Austrian economy is the key point of contact for technology-oriented founders and takes on the role of mediator between start-ups and established companies. Moreover, tech2b offers young companies neutral support with subsidy and financing issues.

www.tech2b.at

Startrampe Tabakfabrik

The Startrampe is powered by the bank Sparkasse OÖ and is a platform bringing together established companies and innovative young founders. The Startrampe accompanies, encourages and supports start-ups in all respects.

<https://sparkasse-ooe.at/startrampe/#>

startup300

startup300 is a company built on a top-class community of passionate entrepreneurs, investors, start-ups and visionaries. It operates a platform that provides know-how, capital, further training and space for developing new business models in times of digital change.

<https://startup300.at>

The FFG is the largest provider of start-up funding in Austria. Each year, it invests more than 70 million euros in supporting new ideas.

www.ffg.at/en/startups

Austrian Research Promotion Agency (FFG)

The Austrian Research Promotion Agency (FFG) is the national funding agency for industrial research and development in Austria. All FFG activities aim to strengthen Austria as a research and innovation centre on the global market and thus help to ensure the long-term availability of high-quality jobs and maintain the prosperity of one of the world's wealthiest countries.



We help to heal!

Nobody should suffer or even die just because sometime, somewhere a medical information is missing. CGM – Your idea can save lives. What are you waiting for?

CGM is one of the leading e-health groups worldwide. Our cutting-edge software solutions connect all relevant players to cure patients faster and more reliably. CGM is more than a normal employer, it is rather a spirit of its own. We are like our software solutions: Reliable, innovative, strong in cooperation with others, and focussing on both today's and tomorrow's challenges. Great ideas, professionalism and accuracy, active teamwork and goal orientation are what counts!

CGM really makes sense. So what are you waiting for?

Facts and Figures



Founding year: 1972 (Austria)

Location: Steyr/Linz

Employees in Upper Austria: ~350

Employees worldwide: 6,200

Revenue 2019: 746 million Euros

Sector: e-Health / Healthcare

www.cgm.com/at



Photo: iStockphoto

Where your energy makes an impact

Fronius International is a family-owned business from Upper Austria. What started as a one-man operation with a simple idea, has become one of the most prominent players of today's industry. Fronius consists of three Business Units: welding technology, photovoltaics and battery charging systems. These areas of business may appear incoherent at first, but our common mission is clear: as the technology leader, we find, develop and implement innovative methods to monitor and control energy.

Facts and Figures



Founding year: 1945

Location: Pettenbach

Employees in Upper Austria: 3,800

Employees worldwide: 5,500

Revenue 2019: 856 million Euros

Sector: Electronics

www.fronius.com





What You
Pay

137

Taxes and income

is What
You Get

Why do Austrians pay so much tax?

The Austrian government as well as other institutions offer plenty of financial support under certain circumstances. This includes commuting allowance, free travel for students, funding for further training as well as family and childcare allowance, to mention just a few.

More social services:

The Upper Austrian Social Guidebook, better known as OÖ Sozialratgeber, offers a detailed overview of social services, counselling and much more besides:

ooe.arbeiterkammer.at/service/broschuere-nundratgeber/steuerundeinkommen/Sozialratgeber_2019.html

In order to provide all these services, all employees contribute part of their income as income tax. But this is not the only tax Austrians pay:

20% value added tax

In stores, the displayed product price

is the final price. In other words, price tags indicate gross prices which already include 20% value added tax (VAT).

10% reduced value added tax rate

A tax rate of 10% is applied, for instance, to food, medication, books, newspapers, apartment rentals, cultural events, public transport, heating etc. Prices quoted in stores are gross prices and include VAT. For some larger purchases (capital goods), prices may be stated as net prices. In this case, VAT must be added.

Oh! That's great!

It's true, on the one hand, Austrians pay high income taxes, but on the other hand, all employees get 14 monthly salaries a year: Urlaubsgeld in summer and Weihnachtsgeld before Christmas. The Brutto-Netto-Rechner helps you calculate your social insurance, income tax and what you take home after all deductions have been made:

www.bruttonettorechner.at



Income tax system

Income tax deducted by the employer

Employers in Austria deduct income tax and transfer it directly to the Inland Revenue Office every month. This also applies to most foreign employers with registered offices in Austria, who also have to pay income tax. Provided employees have no other source of income, they are generally not required to file an income tax return.

When it comes to the annual tax assessment and tax allowances, different regulations apply depending on whether a person is subject to limited or unlimited tax liability.

The following applies to persons with unlimited tax liability whose residence or habitual place of abode is in Austria.

Income tax rates in Austria

Annual income in Euros	Tax rates
Up to 11,000	0%
Above 11,000 up to 18,000	20%
Above 18,000 up to 31,000	35%
Above 31,000 up to 60,000	42%
Above 60,000 up to 90,000	48%
Over 90,000	50%

Income of more than 1 million Euros is taxed at a rate of 55%.

Preferential taxation of special payments

Austrian employees benefit from the fact that special payments (other remunerations) are taxed at only 6%. The first 620 Euros are tax-free. Special payments include additional salaries at Christmas and before the summer holidays (13th and 14th salary) as well as bonuses.

Two limits apply to preferential taxation:

- A limit of one sixth of the yearly recurring payments (so-called Jahressechstel)
- On top of that, progressive tax rates apply in case this share is very high, starting with recurring payments totaling approximately 155,000 Euros per year. These rates apply to special payments within this share, and after deduction of employee contributions to social insurance:

Special payments	Tax rates
For the first 620 Euros	0%
For the next 24,380 Euros	6%
For the next 25,000 Euros	27%
For the next 33,333 Euros	35.75%
Over 83,333 Euros	Standard taxation rate, usually 50%

Income tax system

Employment income subject to income tax

This includes monetary compensation as well as benefits in kind. Benefits in kind are usually taxed on the basis of their market value. There are, however, a number of special regulations for determining the value of company cars and company-provided accommodation, for instance. Some benefits in kind are tax-free, others are partially tax-free.

Income-related expenses, special expenses and extraordinary burdens

These reduce the tax base and can be claimed in the tax return in the course of the annual tax assessment. However, some of these expenses may already have been taken into account by monthly payroll accounting such as:

- commuting allowance
- tax-exempt amounts based on a corresponding assessment

- lump sum for income-related expenses: 132 Euros (already included)
- lump sum for special expenses: 60 Euros (already included)
- lump sum for income-related expenses for expatriates
- contributions to the statutory social insurance system

Commuting allowance

Employees can claim commuting allowance, better known as Pendlerpauschale, for travel between their place of residence and their workplace for distances of more than 20 km, or of more than 2 km if using public transport is not feasible. For this purpose, employees must submit a signed document to their employer specifying the distance travelled, which can be determined using the commuter calculator, the so-called Pendlerrechner:

<https://pendlerrechner.bmf.gv.at/pendlerrechner/>

Notification on tax exemptions

A notification on tax exemptions (better known as Freibetragsbescheid) enables the ongoing consideration of forecasted income-related expenses, special expenses and extraordinary burdens during payroll accounting. Otherwise, tax is only deducted in the annual tax assessment after the end of the year.

Lump sum for income-related expenses for expatriates

Expatriates are entitled to claim a lump sum for income-related expenses amounting to 20% of their gross salary (after deduction of tax-free payments and preferentially taxed special payments). The lump sum is limited to 10,000 Euros per year. Proof of actual income-related expenses is not required.

An expatriate is an employee of a foreign company ...

- who has worked in Austria for a maximum period of five years
- has an employment agreement with an Austrian employer (either an affiliated company or a company with operating facilities based in Austria)
- who has not been living in Austria for the last ten years
- whose place of residence is abroad
- whose salary is taxed in Austria

Relocation expenses

Payments of relocation expenses by the employer are exempt from tax if they are granted to the employee upon assignment to another location. The same applies to intra-corporate transferees. Payments of relocation expenses include compensation for travelling expenses incurred by employees and their families to their new place of residence, actual freight charges for household effects as well as other expenses. No proof of payment is re-

Income tax system

quired, with flat-rate compensation capped at a maximum of one fifteenth of the annual gross income. Please note that this only applies when leaving your current residence.

Tax allowances

Certain tax allowances are already taken into account by monthly payroll accounting. They are deducted from the taxable amount that was provisionally calculated and include:

- transportation tax allowance
- tax allowance for sole earners and single parents
- commuter subsidy

The annual transportation tax allowance for employees amounts to 400 Euros.

Tax allowance for sole earners and single parents

The tax allowance is granted on condition that family allowance has been paid for one or more children for more

than six months during a calendar year. It also takes income limits of the partner or spouse into consideration.

The tax allowance for sole earners and single parents is included in the employer's monthly wage accounting as long as the employee submits the form E 30, which you can find here:

https://service.bmf.gv.at/service/anwend/formulare/show_mast.asp?Typ=SM&STyp=HaFo

The annual tax allowance for sole earners and single parents amounts to:

- 494 Euros for one child
- 669 Euros for two children
- 220 Euros for the third child and any further children

Commuter subsidy (Pendlereuro)

There is an extra tax allowance for employees entitled to commuting allowance, the so-called Pendlereuro, which is a commuter subsidy. The Pendlereuro amounts to two Euros per kilometre per year for one-way travel between the place of residence and the workplace.

Within the scope of an annual tax assessment (Arbeitnehmerveranlagung), the income tax deducted by the employer is recalculated. This may prove advantageous for employees who started their employment during the year. Due to the annual income tax system, they may have paid too much tax. This is because the tax base rests on the assumption that the monthly income is received for the entire year.

Furthermore, employees can claim deductions resulting in a lower tax base, which therefore gives rise to a tax credit. The following business expenses are deductible:

- operating expenses (computer, telephone, internet less a deductible, which for computers is usually assumed to be 40%)
- specialist literature
- traveling expenses
- training and further education costs
- relocation expenses
- maintenance of two households

- travel between the place of residence and the workplace (partial or comprehensive commuting allowance, better known as Pendlerpauschale, for distances of more than 20 km, or of more than 2 km if using public transport is not feasible)

It is not possible to deduct expenses related to clothing (such as suits) as these can also be worn privately. However, it is possible to deduct private expenses such as:

- church tax (up to 400 Euros)
- donations to certain institutions listed by the tax office
- tax consultant fees
- health care expenses (a deductible exceeding the amount of approximately one month's gross salary)
- child care costs

There is also a tax allowance for sole earners (provided the partner does not earn more than 6,000 Euros, and the applicant shares a household with

the child) as well as for single parents, which reduces the tax payable and is paid out as a credit. In addition, it is possible to claim child allowance. Persons with disabilities and parents of children with disabilities (increased family allowance) qualify for further tax deductions.

The annual tax assessment is optional and may be withdrawn at any time if the tax return has been filed voluntarily.

The declaration can be submitted online for the last five years via FinanzOnline. Just register once for the online portal, and your access data will be delivered to you by post. The Inland Revenue Office will provide answers to any minor issues related to the declaration. Further support can be obtained from tax advisers.

finanzonline.bmf.gv.at/fon/

Oh! That's good to know!

Regardless of a person's origin, Roman Catholics are obliged to pay an income-based church tax. The registration authorities forward the religious affiliation stated on the certificate of registration to the diocese which, in turn, informs the person by post of the church tax to be paid.

www.dioezese-linz.at
www.kirchenbeitrag.at



Oh! That makes taxes easier!

Are all these taxes confusing you? Don't worry! As a matter of fact, they are difficult to understand. And you are not alone. Even Austrians have a hard time trying to make sense of them. The best thing might be to talk to a tax adviser. It's worth it! As you now already know, you can even deduct these expenses in your annual tax assessment. I recommend:

Deloitte.

Here, you can find all tax advisers (Steuerberater) in your vicinity:

<https://firmen.wko.at/SearchSimple.aspx>





Your
Health is

147

Health

in Good
Hands

* When someone sneezes, Upper Austrians wish
him or her “G’sundheit!” – “Stay healthy”.



The Austrian health care system

Austria holds a leading position in international quality of life and health-care rankings. Legislation stipulates that social insurance is compulsory and based on the principle of solidarity. Income-based social insurance payments are made in return for benefits, regardless of the amount contributed. Once personal insurance is secured, a wide range of doctors and hospitals become available.

e-card – your health card

The e-card is a smartcard that can be used to obtain services (for example medical treatment and hospital care) without payment in cash. Panel doctors invoice the services directly with the social insurance authority on presentation of the e-card.



Oh! That's important!

An e-card is given to all insured persons and serves as proof of insurance. It must be presented at every visit to a healthcare facility. The yearly service charge for the card is deducted from the salary in November and is indicated on the payslip.



The rear side of the e-card is the European health insurance card, and this provides insurance during a temporary residence (for example, a holiday) in EU member states, the EEA region as well as Macedonia, Serbia, Bosnia-Herzegovina, Montenegro and Switzerland. It is recommended to check in advance whether medical facilities at your destination accept the e-card. If the e-card is not accepted, it may be necessary to make a payment and recover the costs from the social insurance authority in Austria. Costs up to a maximum of 80% of standard Austrian rates can be refunded. Private travel insurance can be taken out to fully cover these costs. For more information about the e-card, an overview of your health insurance rights and other details, please visit:

www.sozialversicherung.at

Doctors

General practitioners

The GP is a general practitioner and the first point of contact for illnesses and complaints of all kinds. GPs can be selected freely, and many make home visits in the local area if necessary.

If necessary, the GP will refer the patient to an appropriate specialist or a hospital with a written referral (Überweisung) after examination of the complaint.

Panel doctors

So-called panel doctors (Kassenärzte or Vertragsärzte), independent of their field of specialisation, have contracts with one or multiple insurance funds and directly invoice treatment costs to them. Patients incur no costs unless a deductible is payable. To find out if a doctor has a contract with a health insurance fund, access:

<https://arztsuche.aekooe.at/finder/search/land/00,SA>

- + Direct billing to the health insurance fund (without a deductible in most cases)
- Potentially longer waiting times due to high demand (appointments, visits) if the complaint is not acute, or shorter consultations.

Doctors of one's choice

A doctor of one's choice (Wahlarzt) does not have a contract with a health insurance fund and bills the treatment costs directly to their patients. Up to 80% of the costs which a panel doctor would receive for the same services can be claimed back from the health insurance fund, provided all requirements are met.

- + Fast appointments/short waiting times
- + More time for discussing the diagnosis
- Treatment costs are to be paid by the patient, and are only partly reimbursed

Hospitals

All patients are entitled to admission to

The Austrian health care system

the so-called standard class of care in a public hospital. State hospitals in rural areas, on the other hand, always allow admission. Please note the admission days (Aufnahmetage) of public hospitals in Linz on the respective hospital websites.

Generally speaking, only small fees are to be paid for the standard class of care in public hospitals. Higher fees are payable for the special class of care or care in private hospitals if the patient does not have private insurance.

Prescription fees

For every medication listed on a prescription from a panel doctor, a prescription fee is payable at the time of purchase at the pharmacy for each unit. Medication can be obtained directly from some doctors or from a pharmacy.

Co-insurance

In Austria, it is possible to co-insure

family members. Socially insured workers can co-insure the following persons at no extra cost:

- Spouses, registered partners and, under certain circumstances, people living in a joint household
- Children up to 18 years of age
- Children up to 21 years of age, provided they are not pursuing any professional occupation
- Children up to their 27th birthday if they are undertaking further education/training

There are special regulations for couples without children. For them, co-insurance is not free of charge.

Co-insured persons are entitled to the same services as the main insurance holder and receive their own e-card. The first point of contact for an application is the social insurance authority of the main insurance holder, for example the spouse.

Social insurance, with its emphasis on solidarity, is an important component in holding society together in the welfare state of Austria.

Social insurance applies to:

- almost all non-self-employed workers
- most self-employed persons
- persons claiming unemployment benefits
- those receiving a pension
- dependants of all the above groups

Social insurance registration

Registration at the responsible social insurance authority is performed by the employer for non-self-employed workers. The employer also takes care of the monthly payment of mandatory contributions, which include contributions from both the employer and employee. These are deducted directly

from the gross salary and indicated on the pay slip.

Social insurance authorities and service catalogue

There are 5 different social insurance authorities in Austria. People are assigned to the responsible authority according to occupational group. Every social insurance authority has its own service catalogue stating how much money is reimbursed for services. Therefore one authority may cover services that another does not.

To determine which one is responsible, information is available from the employer or the Main Association of Austrian Social Insurance Institutions:

www.sozialversicherung.at

Health insurance

Those covered by social insurance receive an e-card. By presenting this card, it is possible to receive medical services at panel doctors without ad-

Social Insurances

vance payment, provided the person is covered by the insurance. Services covered by social health insurance are divided into these four groups:

Precautionary

- Mother-child pass
- Examinations for youths
- Check-ups (1 per year)
- Improvement of health

Maternity

- Hospital care
- Maternity allowance (replacement worker)

Illness

- Medical assistance & dental care to some extent
- Contributions to costs (e.g. dentures)
- Hospital care (a small fee is charged)
- Medicine (a prescription fee is charged)
- Medical care at home (through some GPs)

- Psychotherapy
- Diagnostics from clinical psychologists
- Medical rehabilitation
- Ergotherapy
- Sick pay
- Partial reimbursement (e.g. doctor of one's choice)

Therapeutic aids (e.g. shoe inlays) and appliances (e.g. wheelchair)

Oh! That's good to know!

Dental treatment by panel doctors is only free in certain cases. Children under 18 years of age could be entitled to free braces in cases of severe teeth or jaw misalignment.

Ask your dentist or social insurance authority for details.



Check-ups

Insured people over 18 years of age can receive a yearly check-up (Vorsorgeuntersuchung or Gesundenuntersuchung), provided they reside in Austria. This free health check will assess if the person is in good shape.

Stay at a health resort

People suffering from long-term medical complaints can apply to their doctor for a stay at a health resort (Kuraufenthalt). If this is considered necessary for recovery, the pension insurance institution will cover the costs.

An approved stay is treated as sick leave, and the employer must be informed in advance. There is no legal right to such a treatment, and the deductible to be paid is based on monthly income.

Accident insurance

These contributions cover insurance services for accidents at the work-

place or work-related injuries. Accidents at the workplace include those occurring in the immediate vicinity of the workplace, within working hours, accidents caused in relation to work, or on the way to or from work.

Pension

The contributions paid are used to finance retirement and to maintain the standard of living in old age. Pension entitlements are dependent upon the period of insurance, the calculation basis and age.

Pension entitlements are available to those who:

- have reached the standard retirement age (women min. 60 years of age (from 2024, the retirement age for women will increase by 6 months each year until 2033, then the retirement age is 65 years); men min. 65 years)
- have fulfilled the required period of insurance

- (generally a minimum of 180 months of insurance years = 15 years)

Recognition of pension contributions made abroad

Contribution periods from the EU/EEA region, Switzerland and countries which have bilateral social insurance agreements with Austria are recognised in the pension entitlement. Agreements with other countries can be found here:

www.oesterreich.gv.at/themen/arbeit_und_pension/pension/Seite.270218.html

Pension application

- 1) Application to the pension insurance institution at the place of residence
- 2) The pension insurance institution informs the authorities in the relevant countries
- 3) Countries calculate pension entitlements based on national regulations (contribution periods from member states are recognised where applicable)

- 4) Persons with pension entitlements receive payments directly from each country

The Pension Insurance Institution (Pensionsversicherungsanstalt or PVA), as the responsible authority, recommends that, where there are plans to retire in Austria, an application for the determination of insurance periods (Antrag auf Feststellung von Versicherungszeiten) should be submitted as soon as possible.

www.pensionsversicherung.at

Unemployment insurance

Contributions to unemployment insurance are used for the payment of unemployment benefit. Those receiving unemployment benefit have health insurance. Requirements for receiving unemployment benefit while looking for work are:

- Registration as a jobseeker at the Public Employment Service (Arbeitsmarktservice or AMS)

- Unemployed, willing and able to work
- Available for job openings
- Willing to take a job with a minimum amount of working hours
- Can provide evidence of a certain minimum period of employment
- Not beyond the maximum claim period for unemployment benefit

Previous insurance periods

Job seekers claiming unemployment benefit must have been in an occupation making unemployment insurance contributions for a certain period of time. Insurance periods in other countries can be taken into account where applicable. The application for unemployment benefit is submitted to the local AMS office.

www.ams.at



Vaccination schemes

The Ministry of Health provides information about current vaccination schemes in Austria, recommendations according to age group and the free child vaccination programme.

www.sozialministerium.at/Themen/Gesundheit/Impfen.html

Information and advice is available at any time from GPs, pediatricians, or alternatively, from the Upper Austrian advice and vaccination centres. Please find more information here:

www.land-oberoesterreich.gv.at/33454.htm

TBE vaccination

Tick-Borne Encephalitis (TBE or FSME = Frühsommer-Meningoenzephalitis) is transmitted by ticks and is widespread in Austria. This viral disease can lead to an inflammation of the brain, the cerebral membrane and the central nervous system. The so-called tick protection vaccine (Zeckenschutz-

impfung) is therefore highly recommended.

Depending on the vaccine, each vaccination has a different price. However, there are a range of special offers and vaccination campaigns from the responsible social insurance authority, the Medical Chamber or the Chamber of Pharmacies:

www.aerztekammer.at
www.apothekerkammer.at



Hospital registration

It is advisable to contact the chosen hospital as soon as possible regarding childbirth. The Kepler University Hospital (Med Campus IV) in Linz is the largest maternity hospital in Austria and accepts all expectant mothers. Other hospitals with maternity wards accept patients according to free capacity at the planned due date.

Depending on the hospital, it may be possible to visit and get familiar with the facilities in advance. Many hospitals also offer prenatal classes. It is also possible to give birth as an outpatient or at home, although this should be agreed in consultation with a gynaecologist.

Mother-child-pass (examinations)

The mother-child pass (Mutter-Kind-Pass) records precautionary health checks for expectant mothers and young children. It includes programme of medical examinations during preg-

nancy and until the child's fifth birthday: five check-ups before, and five after birth, which are all free of charge if performed by panel doctors.

If any check-ups are missed, this has an effect on the childcare allowance received. The mother-child pass is issued by the gynaecologist and should be carried with you at all times. All medical examinations until just before childbirth are performed by the gynaecologist, at which point the chosen hospital takes over. Learn more about the mother-child pass here:

www.sozialministerium.at/Themen/Gesundheit/Eltern-und-Kind/Mutter-Kind-Pass.html

A list of all specialists in gynaecology, obstetrics and midwifery (Frauenheilkunde und Geburtshilfe), and pediatric and adolescent medicine (Kinder- und Jugendheilkunde) in Upper Austria can be found here:

www.gesund-in-ooe.at/de/main-navigation/arztuche.html

Administrative procedures

The first administrative procedures after childbirth can be completed at the civil registry office (Standesamt) local to the place of birth, situated at the municipal authority in Linz, Wels and Steyr, or otherwise at the local authority. Many hospitals have their own 'babypoint', where various registry office services are offered.

Birth certificate (Geburtsurkunde)

Immediately after childbirth, a notification to issue a birth certificate is made. Normally this is made by the hospital where the baby was delivered.

Registration for social insurance

This usually happens automatically after the birth has been registered at the relevant civil registry office. Whether the parents are married or not, the child is co-insured with the parents and receives its own e-card after the registration. To accelerate the process and avoid any questions, a short letter

Oh! That's good to know!

Get in touch with a local parent-child centre (Eltern-Kind-Zentrum) – they offer training, a meeting place, advice and support for parents and children from pregnancy to puberty, along with information about play groups:

www.elternkindzentrum-ooe.at



or call to the relevant social insurance authority is recommended.

Registration of place of residence

Based on the standard legal requirement to register a place of residence, newborn children must be registered at the municipal or local authority. This can take place at the same time as the registration of birth. Normally, the child should be registered with the authorities within three days of returning home from the medical facility.

Pregnancy and childbirth

Right of residence

Newborn children require a right of residence according to the Settlement and Residence Act, just as their parents do. Parents from third countries who are legally settled in Austria must apply for a residence permit (Aufenthaltstitel) within six months of childbirth. Children of citizens from the EU/EEA and Switzerland who benefit from freedom of movement must obtain a registration certificate (Anmeldebescheinigung) within four months after birth.

The responsible settlement bodies are always the district or municipal authorities (Bezirkshauptmannschaft or Magistrat). A valid right of residence is a prerequisite for receiving childcare and family allowance.

Citizenship and passports

Citizenship laws are based on nationality, therefore the rules of the country of origin must be considered. It is rec-

ommended to also apply for a passport when applying for citizenship.

Further information from A-Z about pregnancy, childbirth and the first years with your child can be found at:

www.gesundheit.gv.at/leben/eltern/inhalt

www.kinderfreunde.cc/Bundeslaender/Oberoesterreich/Angebote/Bildung/Kinderratgeber





get from
A to B

About driving in general:

- Right-hand traffic
- Mind the speed limits on highways, main roads and in towns
- Tire regulations for summer and winter
- Vignette for driving on highways required
- In a traffic jam on the highway, always make room for an emergency lane

Oh! That's important!

Attention should be paid to what is important when having a non-Austrian driving licence and bringing your own car to your new home country. Please read more on page 073.

**Speed limits**

130 km/h on the highway

100 km/h on the main road

50 km/h in towns

(or as marked by road signs)

Tire regulations

Independent of weather conditions, it is compulsory to fit winter tires from November 1st until April 15th of the following year. Plus, if the car is not equipped with winter tires, the insurance does not accept liability for damages anyway.

Vignette

A so-called Vignette is required for the use of motorways. There is a yearly Vignette and also a Vignette for shorter periods. A yearly Vignette must be renewed at the beginning of each year. The Vignette is available from automobile associations (ARBÖ, ÖAMTC, VCÖ), gas stations, tobacconists and ASFINAG toll locations.

There is also the possibility of buying a digital Vignette:

www.asfinag.at/maut-vignette/vignette/digitale-vignette/

Automobile associations

These associations represent the interests of road users and offer their members services such as roadside assistance, insurance, travel and buyer's information. The most well-known are the ÖAMTC and ARBÖ:

www.oeamtc.at
www.arboe.at

Traffic light colours

Austrian traffic lights consist of three colours: red means stop, green means go. When the green light is flashing, drivers should try to stop. After four green flashes, an orange light appears, which means that you should only continue to drive if it is impossible to brake in time or to stop.

Zebra crossings

In Austria, it is compulsory to stop at a

zebra crossing if a pedestrian wants to cross the road, but only if the crossing is not regulated by a traffic light.

Parking

Parking on the street

There are sign-posted and blue-striped short-term parking zones, where a parking clock indicating arrival time (free of charge) or a parking ticket (payment necessary) is required. Tickets are available from machines in the immediate vicinity and should be placed under the windscreen inside the car, where it is visible to parking wardens. Mind the sign-posted time periods displayed on the parking clocks. It is free to park in these zones outside these times.

Resident parking permits

In many cities, resident permits are available, which allow residents to park in designated short-term parking zones around their home at any time free of charge. Municipal or district authorities provide more information.

Underground car parks

There are also several underground car parks which are not free, where a ticket is issued on entry, and a fee is payable at machines just before departure.

About the car in general:

- Car registration
- Assessment (Pickerl)
- Car liability insurance

Car registration

Before a newly purchased car can be used on public roads, official registration is required at the relevant local body. A prerequisite is the purchase of liability insurance. If you bring your own car (or other motor vehicle such as a motorcycle or bus) from abroad, you must officially register it with the local authorities at your place of residence. After registration, you get a new local number plate for your car. Please also consider the information in the box when importing a car from abroad.

Foreign number plates and car imports

Persons with their main residence in Austria are allowed to drive a car with foreign number plates for one month after entry of the vehicle into Austria. After this period, the registration certificate and foreign number plates must be handed to the relevant local body: either the district authorities, the state police headquarters in Linz, or the respective police department in Steyr or Wels. Vehicles with an EU operating license do not require individual approval.

Oh! A car is highly recommended!

Upper Austria's infrastructure is generally well developed. As in most countries, public transport is more accessible in metropolitan areas than in rural regions. Rural locations can still be reached with public transport, but in fact a car saves time and is more practical.



Vehicles without an EU operating license

These require an individual approval, along with registration in an approval database. The bodies responsible for the approval are the technical test centres of the Upper Austrian State Government:

www.land-oberoesterreich.gv.at/themen_verkehr_kfz.htm

NoVA (Normalverbrauchsabgabe)

Regardless of whether the car is imported from the EU or from a third country, the so-called standardised consumption tax (Normverbrauchsabgabe/NoVA) is payable to the local tax authority. A tax calculator can be found at:

www.nova-rechner.at/index.php/rechner-menu

Further information on rules for driving motor vehicles in Austria can be found here:

www.help.gv.at/Portal.Node/hlpd/public/content/6/Seite.0630002.html

Assessment (Pickerl)

All vehicles must be assessed at regular intervals for roadworthiness and safety. The assessment date depends on the first registration of the vehicle, the month being indicated on the assessment sticker. The tolerance period for the assessment ranges from one month prior to four months after the month indicated. The assessment can be performed by automobile associations, approved freelance civil engineers and garages. Costs can vary according to the chosen assessment location.

Car liability insurance

The purchase of a car liability insurance is a legal requirement in Austria. This should cover both third parties and the insured and prevent financial ruin. For more information, please turn over to page 183.



ÖBB (Österreichische Bundesbahnen) – Austrian Railways

The trains of Austrian Railways, a nationally owned organisation, are the most widely used form of public transport in the country. The well-developed network of railways offers comfortable commuting by train, along with international connections. Busses are also operated by the ÖBB.

For train travel with the ÖBB, tickets must be purchased before boarding, either online or from a ticket machine at the stations. For frequent trips, the purchase of a weekly, monthly or yearly ticket can be cheaper. Alternatively, it is advisable to purchase a so-called ÖBB Vorteils card, as this can allow you to make substantial savings.

The timetables are available on the ÖBB website as well as on the free ÖBB Scotty app, which covers all bus and train connections, stops, delays and more, regardless of the operator. In addition, train connections of the WESTbahn are displayed in the app as well as on the website.

www.oebb.at

www.oebb.at/de/fahrplan/fahrplanauskunft/scottymobil

WESTbahn

The WESTbahn is a private company offering train travel between Vienna and Salzburg. Upper Austria benefits greatly from this service since it lies between these two states.

WESTbahn offers its services at lower prices than the ÖBB, using the ÖBB infrastructure. ÖBB Vorteils card holders can also travel at reduced rates with the WESTbahn.

Tickets bought from the ticket machines at railway stations are not valid for travel with the WESTbahn since they are only valid on ÖBB trains. WESTbahn tickets can be bought on the train directly from the ticket collector, in many tobacco shops, with the WESTpay app or on the WESTbahn website: www.westbahn.at

In timetables, displays and apps (including the ÖBB Scotty app), WESTbahn trains are indicated with the prefix WB. On the platform, WESTbahn trains can be distinguished from the red ÖBB trains by their green-blue design.

Oh! That's good news!

Be sure to check out the Sparschiene offers on the ÖBB website. They are available for both Austria and Europe, and you can pre-book rail connections very cheaply. The family card (Familienkarte) is also helpful for cheaper travelling.



Linz AG lines (busses and tramway)

Linz AG is the operator of regional buses and trams in Linz and offers an excellent public transport network. This allows trouble-free travel to all parts of Linz and beyond. Passengers must be in possession of a valid ticket before travelling, otherwise plain-clothes ticket inspectors can levy large fines.

Tickets (short or long-distance, day tickets) can be bought from ticket machines at all bus and tramway stops and should be purchased in advance. The ticket types and prices can be displayed in German and English. The tickets are valid for both buses and trams in Linz, but not for the Pöstlingberg tram. For frequent travel, a weekly, monthly or yearly ticket is highly recommended.

Extensive information is available at www.linzag.at/efa

Oh! Don't forget!

If you want to board a bus or tram with your dog, you have to buy a separate ticket for man's best friend! Oh, and make sure to press the stop button in busses and trams before reaching your destination.



Upper Austrian Transport Association

(Oberösterreichischer Verkehrsverbund/OÖVV)

The Upper Austrian Transport Association fulfills the demand for quantity and quality in public transport for the whole federal state. Its duties include providing information and advice to passengers, issuing and billing free travel for students or apprentices, and charging and providing services to customers.

The OÖVV website provides timetables, tickets and prices as well as information on tickets for trainees:

www.oeevv.at

ÖBB Bus

The Austrian Railways not only operate trains, but also an extensive bus network. Tickets for ÖBB busses can be purchased in cash from the driver as

well as online. For frequent trips, the purchase of a weekly, monthly or yearly ticket can be cheaper. Alternatively, it is advisable to purchase a so-called ÖBB Vorteilscard as this allows you to make substantial savings.

The timetables are available on the ÖBB website as well as on the free ÖBB Scotty app, which covers all bus and train connections, stops, delays and more, regardless of the operator:

www.oebb.at

FlixBus

FlixBus is a German company operating an international long-distance bus network, which offers relatively cheap bus travel within Europe.

www.flixbus.de

Vienna International Airport

The airport in Vienna is the largest and most important Austrian airport.

It can be reached directly in less than 2 hours from Linz by ÖBB railjets, which offer the most comfortable way of travelling to the Vienna International Airport. Additionally, the airport can be reached by bus from all railway stations in Vienna.

www.viennaairport.com
www.oebb.at

Other airports

Linz Blue Danube Airport

The airport in Linz is rather small and flies predominantly to large hubs like Vienna, Frankfurt or Düsseldorf. It is primarily used for business trips.

In summer, there are also flights to various holiday destinations.

www.linz-airport.com

Wolfgang Amadeus Mozart Airport

Living in the south of Upper Austria, the airport in Salzburg may be the best option for flying. Like the airport in Linz, it is primarily used for business trips and for connecting flights to larger hubs.

www.salzburg-airport.com

Munich Airport

Another big international airport is Munich Airport. Although it cannot be reached by train as comfortably and directly as Vienna International Airport, it could be a good option for people living in the west of Upper Austria. Munich Airport is best reached by car.

www.munich-airport.com



Other transport options

LINZ AG collective on-call taxi

Linz AG lines offer a collective on-call taxi (Anruf-Sammel-Taxi/AST): A taxi running according to a timetable, which is shared with other passengers and is therefore cheaper. The taxi must be ordered at least 30 minutes before the desired departure time as demand is high.

All information can be found here:

www.linzag.at/portal/de/privatkunden/unterwegs/anruf_sammel_taxi

Taxi

Usually, there are taxi ranks at highly frequented locations in cities. Alternatively, many taxi companies are online.

A Google search with “taxi + location” indicates the nearest taxis and their contact information.

Oh! That's good to know!

It's advisable to keep a little cash for paying the taxi driver as not all accept debit or credit cards. And: It is common to give the driver a small tip.



Bicycle

Bicycles are also popular for making journeys. Cyclists should note that they must push their bicycle over zebra crossings and are not permitted to cycle on pavements. Additionally, there is also a strict limit on alcohol. For children under 12, a helmet must be worn for safety reasons. Although this is optional from the age of 13 onwards, a helmet is still highly recommended. Please note that you have to pay extra for taking your bicycle with you on public transport.

e-scooter sharing Linz

e-scooters can be rented against payment of a fee, mostly over smartphone apps, and are payed for by credit card or through online payment systems. The minimum age for driving an e-scooter is 12 years, but kids with a bicycle license at the age of 9 or 10 are also allowed to drive.

Younger children are only allowed to drive if accompanied by at least one person of at least 16 years of age. Moreover, children under 12 years have to wear a helmet.

It is forbidden for two people to drive one e-scooter. In general, the rules for riding a bicycle apply to driving an electric scooter, although hand signals for turning are not allowed as it is too dangerous to steer an electric scooter with only one hand.

Other transport options

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Transport



Photo: istockphoto.com / martin-dm



Discover the
Extraordinary

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Everyday Life

in the
Ordinary



Bank accounts (checking accounts)

Money transactions, such as the payment of salaries or bills, are generally made cash-free. This also means that a person needs to open a checking account for the processing of cash-free payments. To open a bank account, usually a valid photo identification is required, along with a residence registration in some cases. Depending on the selected account type, an overdraft facility is provided. This means that the account holder may have a negative balance by overdrawing, for which the bank charges an overdraft fee. An account with an overdraft often requires a salary statement.

Banks and varying account management fees

There are a range of banks with many branches all over Upper Austria to select from. Some of the most popular and biggest ones are:

www.oberbank.at
www.raiffeisen.at
www.sparkasse.at

www.volksbank.at
www.vkb-bank.at

As all major Austrian banks offer online banking or their own apps, it is usually not even necessary to go to the bank in person. But if you have to or simply want to, every bank customer is generally cared for by a private customer account manager, who answers questions and gives detailed information. Opening hours vary between banks and are indicated online.

Banks charge varying account management fees. Here is a tool to compare the fees of different institutes:

<https://durchblicker.at/girokonto>

Online banks

In addition to traditional, physically present banks, there are online banks. Some of them offer cheaper conditions as they don't have operating expenditures for branches.

Nevertheless, some require a reference account for money transfers.

These are some of the most popular online banks:

www.ing-diba.at
www.easybank.at
www.n26.com/en-at

Debit cards and credit cards

In Upper Austrian stores, it is very common to pay by debit card, which is usually included when opening an account. However, it is a good idea to check with the bank first whether this service is offered, as well as whether and what type of credit card is issued, as costs vary depending on the services included, such as insurance (including travel insurance). In some stores, it is possible to pay by credit card.

Nevertheless, as this is not always the case, it is recommended to carry cash or a debit card.

Standing orders

Money transfers by standing order are direct and reliable, making regular

payments like rent, utility costs and cell phone fees to the respective company easier.

Saving opportunities

The low interest rates on checking accounts make them unprofitable investments. Depending on the chosen bank, there are, nevertheless, other investment opportunities. Customer account managers offer personal consultations on different topics ranging from savings accounts and housing savings schemes to bonds and shares or loans.

Oh! That's funny!

Did you know that (Upper) Austrians love to pay cash? So you better keep some cash with you at all times to pay the taxi driver or in the restaurant as debit or credit cards may not be accepted.



Everyone should decide for themselves which insurance fits best. There are insurances for all walks of life and situations, such as burglary insurance or hail insurance. Some are legally required, others are recommended or voluntary.

Social insurance

As explained in detail in the chapter on health, social insurance is a legal requirement in Austria and provides a financial cover in the case of illness, accident or unemployment. Under certain conditions, gainfully employed persons can co-insure spouses and children. There is, however, also the possibility of private self-insurance. On top of that, it is possible to get additional coverage with benefits such as single hospital rooms or seeing doctors of one's choice.

Household insurance

As indicated in the chapter Housing, household insurance may be compul-

sory. Even if this is not the case, household insurance is still highly recommended. It covers, among other things, damage caused by fire, glass breakage, acts of nature as well as damage to objects, such as furniture or electronic devices, and home burglaries. It also includes liability insurance.

Car liability insurance and comprehensive insurance

The purchase of car liability insurance is a legal requirement in Austria. This should cover both third parties and the insured and prevent financial ruin. In the case of a traffic accident caused by the insured person, the insurance pays for material damage, personal injury and financial loss up to the agreed insurance limit. The insured person is liable for damages beyond this limit. Comprehensive insurance is optional and can be taken out to cover high repair costs, for example in the case of vandalism or bad weather with hail (according to the chosen insurance).

Legal expenses insurance

The purchase of legal expenses insurance is voluntary. It covers lawyers' and expert fees as well as procedural costs in case of a legal dispute. Most legal expenses insurances cover a range of legal areas such as labour, contract and tort law. Nevertheless, even the most expensive insurance policy does not offer complete protection.

Therefore, extra insurances like legal expenses insurance, patient protection insurance or legal insurance for cars might be of interest. Some areas may already be covered by other insurances, for instance personal liability insurance.

Life insurance

There are different types of life insurance to choose from. It can be used as a pension scheme, benefit for surviving dependants in the event of death, repayment tool, or it can serve as collateral for loans. Life insurance is taken out voluntarily and on a long-term basis.

Oh! That's helpful!

Here is a tool to compare the fees of different institutes:

<https://durchblicker.at/versicherungsvergleich>



Pharmacies & postal service

Pharmacies

Stationary pharmacies

In every single one of the more than 200 stationary pharmacies in Upper Austria, you will receive prompt and straightforward professional advice for minor health problems, and can buy prescription-free medication. In addition, the pharmacies offer a range of alternative health products such as health teas and Bach flowers, or cosmetic products for everyday life and for skin with special needs. You can, of course, collect the medication prescribed by your doctor, but only if you can present the prescription to the pharmacy staff.

For opening hours, please refer to the website of your local pharmacy:

www.apothekerkammer.at/apothekensuche

In case of an emergency, some pharmacies provide an emergency service at night. Here, you can find a list of

pharmacies that are on duty at night, updated on a daily basis:

<https://apo24.at/apotheken/nachtdienste/oberoesterreich>

Online pharmacies

A pharmacy online shop is, of course, very convenient if you wish to order everyday healthcare products, cosmetics and prescription-free medication.

You can also order prescription drugs, but you have to send the original prescription by post and wait for the pharmacy staff to verify it. Only then will the medication be sent to you, which will definitely take longer than going to your local pharmacy. Moreover, you have to go to the post office to send the prescription anyway.

www.shop-apotheke.com

www.vamida.at

www.apotheke.at/

The Austrian postal service (Österreichische Post)

With more than 400 post offices and about 1,300 postal partners all over Austria, the Austrian postal service is the leading logistics and postal service provider in the country.

Most services, such as pricing and collection services, telephone and banking services can be found on the website of the Austrian postal service. Find all post offices with the post office finder here:

www.post.at/sf/standortfinder



Whereas in the rural areas of Upper Austria, excellent down-to-earth Austrian inns dominate the culinary landscape, Linz offers a colourful diversity of excellent international cuisine. For the latter, we can warmly recommend some highlights:

Royal Bombay Palace

Indian cuisine

Escape from everyday life and spend an evening in an Indian palace with colourfully decorated rooms.

www.bombaypalace.at

Ayam Zaman

Syrian cuisine

Even though the atmosphere is not very oriental, the taste is really authentic and worth trying.

www.ayam-zaman.com

Pandana

Thai cuisine

In the Pandana on the main square, original Thai recipes with traditional

ingredients find their way to the hearts and bellies of hungry guests.

<https://pandana.at>

Kleiner Grieche

Greek cuisine

A special address for special occasions offering an elegant atmosphere. Not your typical, everyday Greek cuisine.

www.zumkleinengriechen.at

Gościnna Chata

Polish cuisine

It is the first Polish restaurant in Linz, and its name stands for the world-famous Polish hospitality.

goscinna-chata.at

Ristorante Amici

Italian cuisine

To enjoy the best sides of Italy, visit the Ristorante Amici in Linz-Urfahr. The best pizzas in town and other Italian food are served here, and of course Italian wine.

www.ristorante-laruffa.at/amici/

Klosterhof

Austrian cuisine

Especially in summer, the Klosterhof on the Landstraße in Linz is highly recommended due to its huge and shady garden with chestnut trees.

www.klosterhof.at

tamu sana

African cuisine

The tamu sana restaurant is not only a restaurant, but also a space for intercultural exchange. It also offers catering.

<https://tamusana.at>

Oh! Here's a tip about tips!

In Austria, it is usual to tip several types of service professionals such as waiters, hairdressers, craftsmen, taxi drivers and others. Usually the tip is between 5% and 10% of the invoice, at least in restaurants.

**Gelbes Krokodil**

Multicultural cuisine

The kitchen team offers a daily mix of cooking culture, vegetarian meals and regional specialties.

<https://krokodil.at>

Find out about the latest culinary hotspots

Access the platform of the Facebook group "Linz isst", where guests can exchange their experiences and get ideas about where to go:

www.facebook.com/groups/linz.isst/

Or find the best addresses for good food all over Upper Austria on these platforms:

www.restaurant-ranglisten.at/restaurants/ranglisten/oesterreich/oberoesterreich/

www.falstaff.at/rf/lr/cs/oesterreich/oberoesterreich/

www.gutekueche.at/oberoesterreich/restaurants

Opening hours

Opening hours vary between stores, and between rural and urban areas. Stores are usually closed on Sundays by law, except for supermarkets in train stations and minimarkets at gas stations, which are allowed to sell groceries on Sundays and public holidays. There are also some bakeries with open coffee shops.

Restaurants also have very different opening hours in rural and urban areas. In towns, restaurants are usually closed on Sundays, while in rural areas restaurants tend to be closed on Mondays or Tuesdays. It's recommended to check the opening hours of the respective restaurant online or by phone to avoid standing in front of closed doors.

Oh! Did you know that?

In Austria, shops are normally closed on Sundays and public holidays. This also means that many restaurants (especially in towns), groceries, bakeries or coffee shops keep their doors closed.



Groceries

Groceries as well as household and hygiene products are available in many different supermarkets. There are several supermarket chains all over Austria offering similar prices and ranges of products. Almost all supermarket chains have their own organic food brand, but there are also organic supermarkets, especially in large cities. Supermarkets also sell bread and pastries. Cosmetics, household and hygiene products are also generally available in supermarkets and drugstores.

Depending on the season, supermarkets also offer an extended product range including gardening tools in summer and Christmas decorations in winter. Almost all supermarkets have weekly offers, which can be found online or in apps.

There are also weekly markets in many places with fresh farm produce, and weekly farmers' markets in cities offering fresh seasonal and local food:

www.genussland.at/aktuelles/veranstaltungen

Fashion, electronics and furniture stores

There are malls with a wide range of fashion and electronics stores, as well as shopping streets with many fashion stores in big cities. The main shopping street in Linz is the Landstraße, but there are also many small boutiques and specialist shops to be discovered in the side streets. Furniture, household products, products for babies and decoration items can be found in small

specialist shops as well as in large furniture stores.

Payment

In Upper Austria, you can as a rule pay either in cash or by debit card including all functions (e.g. Quick or Pay-pass). In some shops, it is also possible to pay by credit card, but in this case it is advisable to be careful and to also keep in mind that not every shop accepts them.

Consumer rights

The Upper Austrian Chamber of Labour provides comprehensive information about consumer rights and obligations as well as free consultations in individual cases.

www.arbeiterkammer.at/beratung/konsumentenschutz/index.html

Water sports

The water sports arena Traunsee, Austria's deepest lake with 191 m, is famous for its good wind conditions and is popular among sailors and kite surfers. Austria's biggest inland lake, the Attersee, is a much-loved freshwater diving area, where the annual Attersee lake crossing takes place. The lakes Wolfgangsee, Hallstättersee, the particularly warm Mondsee and the idyllic Almsee, located at the head of a valley, are popular attractions in the Salzkammergut. If you don't want to drive so far, you can simply bath in the Danube in Linz/Alt-Urfahr or in the Pleschinger See.

www.wassersportarena.at
www.attersee.at
www.atterseeueberquerung.com
www.salzkammergut.at/en
www.oberoesterreich.at/aktivitaeten/sommer/wassersport.html

Biking and mountain biking

Upper Austria offers bikers a cycling network of approximately 3,000 km. The Donauradweg along the Danube

from Passau to the historic city of Grein passes right through Upper Austria, and the Enns and Inn bike paths are only two of the many options available. More bike routes can be found here:

www.oberoesterreich.at/aktivitaeten/sommer/mountainbiken/touren/mountainbiketouren.html

Hiking

Hiking trails lead to the most beautiful places in Upper Austria, one example being the trail around the Dachstein in the Salzkammergut. The Kalkalpen trail leads through alpine pastures and mountains in and around the Kalkalpen National Park. The Donausteig opens up new paths and leads to a legendary world. Walk along the path of deceleration in the Bohemian Forest or the Johannesweg (St. John's pilgrimage route).

www.wandern.at
www.dachstein-salzkammergut.at
www.kalkalpenweg.at
www.donausteig.com
www.boehmerwald.at
www.johannesweg.at

Outdoor adventures

Fly high above the walls and towers of the city of Freistadt, which are transformed into a climbing garden and a rope course. Reach dizzying heights in the high rope course Attersee. Fly like an eagle with the Skiflyer in Höhnhart in the Innviertel region.

Freistadt: www.derhoehenflug.at

Attersee: www.hochseil.at

Höhnhart: www.erlebnisschanze.at

Kalkalpen National Park

The Kalkalpen National Park offers wild forests in the Reichraminger Hintergebirge and Sensengebirge mountain ranges. Austria's biggest national park forest is home to rare animals such as lynxes and eagles. Nature enthusiasts can see chamois and red deer during the rutting season.

www.kalkalpen.at



Horse riding

The Mühlviertler Alm region offers trail riders everything they could wish for: a 700 km long network comprising riding trails, hostels for riders and resting places for horses. There are two other riding hotspots in Upper Austria: the Kalkalpen National Park Pferdeland and Ampflwang in the Hausruckwald region.

www.pferdereich.at
www.pferdeland-nationalpark.at
www.reiterdorf-ampflwang.at
www.pferdeurlaub.at

Golf

There are 28 golf courses in Upper Austria. The Mühlviertel hills, the Alpine foothills and the mountains in the Salzkammergut and Pyhrn-Priel region invite players to tee off.

www.golfurlaub.at

Sports events

Sports enthusiasts can compete with sports pros at the Salzkammergut Mountainbike Trophy, Austria's biggest bike marathon event, which takes

place every year in early July, at the Linz Marathon in April, or at the international Lake Wolfgangsee Race in October.

www.salzkammergut-trophy.at
www.linzmarathon.at
www.wolfgangseeelauf.at

The Generali Ladies tennis tournament brings top athletes to Linz. The FIS Summer Grand Prix and the Women's FIS Ski Jump World Cup regularly take place at the ski jump in Hinzenbach. The Upper Austrian football clubs Lask-Linz and SV Ried attract many visitors, as do the Black Wings Linz, which play in Austria's highest ice hockey league.

www.generali-ladies.at
www.schiclub.at
www.lask.at
www.svried.at
www.blackwings.at

Culture festivals

From classical to alternative modern – Upper Austria offers a diverse festival programme ranging from the Wood-

stock der Blasmusik Festival in the Innviertel to the Street Performance Festival Pflasterspektakel in Linz. On top of that, there are the Danube Festival Weeks in the Strudengau region presenting musical rarities, the Salzkammergut Festival Weeks Gmunden and the Lehar Festival in Bad Ischl featuring opera productions. Another highlight is the International Brucknerfest in Linz, which takes place together with the open-air multimedia musical event Klangwolke (Cloud of Sound).

The Crossing Europe Film Festival is also highly recommended, where filmmakers from all over Europe can apply to participate. Another fixed point in the cultural festival landscape is the Ars Electronica Festival.

<https://ars.electronica.art/>
www.woodstockderblasmusik.at
www.pflasterspektakel.at
www.donau-festwochen.at
www.festwochen-gmunden.at
www.leharfestival.at
www.brucknerhaus.at/brucknerfest
www.klangwolke.at
www.crossingeurope.at
www.stream-festival.at/

Find all events in Linz at:

www.linz-termine.at

Culture and cities

Gmunden, the town of ceramics, Ried, where the Schwanthaler family of sculptors has its roots, the town of iron, Steyr, or the 700-year-old baroque town of Schärding am Inn let their history speak for itself. To this day, Freistadt with its city walls has preserved its medieval appearance. Bad Ischl continues to radiate the flair of an imperial summer residence.

Oh! That sounds great!

You don't know where to buy event tickets? Here are some insider tips:

www.events.at
www.oeticket.com



Monasteries such as Kremsmünster, Schlierbach or Engelhartzell have been, and still are, precious spiritual places. The Reichersberg monastery has been the spiritual centre of the Innviertel for 900 years. The High Baroque monastery of St. Florian inspired Anton Bruckner to compose his timeless music. A number of winged altars dating from the Gothic period can be found here and there, such as those in St. Wolfgang and Kefermarkt.

www.kultururlaub.at

Museums in Linz

The UNESCO City of Media Arts Linz combines history and modernity. The cultural mile along the Danube stretches from the Lentos Art Museum and the concert hall Brucknerhaus to the Ars Electronica Center, also known as the Museum of the Future. The Castle Museum is located on top of the castle hill with a view of the Danube which, together with the State Gallery and the Biology Centre, constitute the

Upper Austrian State Museums. Linz also boasts Europe's most modern opera house, the Music Theater at Volksgarten. The leading venue for theatre productions in Linz is the State Theater on the Promenade. The former tobacco factory Tabakfabrik has become the creative heart of Linz, whereas the voestalpine Stahlwelt gives an insight into the industrial heart of the city.

www.linztourismus.at

Exhibitions in Linz

The state exhibitions held every two years are a cultural focal point. Every other year, the Upper Austrian Garden Show takes place. The Höhenrausch is one of the cultural highlights in Linz. This annual exhibition presents art installations high above the city. A number of museums devoted to a variety of themes enrich the local cultural life. The Linz-Kulturcard-365 grants access to art and culture venues in the UNESCO city of Media of Arts for an entire year.

www.landesausstellung.at
www.hoehenrausch.at
www.ooemuseen.at/
www.linz.at/english/life/culture.php

Thermal spas

Visitors can enjoy the relaxing atmosphere of the EurothermenResort Bad Schallerbach in the Cabrio thermal spa Tropicana, which opens its ceiling as soon as the sun comes out. The pools of the EurothermenResort Bad Ischl in

the Salzkammergut are filled with brine from the mountains. The Eurothermen-Resort Bad Hall works with the natural remedy iodine brine. The thermal spa Geinberg brings a Caribbean feeling to the Innviertel, where guests can relax in beach chairs and enjoy the saltwater lagoon.

www.eurothermen.at
www.therme-geinberg.at



Skiing and snowboarding

Winter sports enthusiasts can enjoy the ease of skiing at Hochficht in the Bohemian Forest. The Kasberg mountain offers slopes for beginners and advanced skiers. The Hannes Trinkl world cup slope can be quite challenging. The neighboring Wurzeralm offers skiers a beautiful mountain landscape. The skiing region Dachstein West offers 16 fun slopes. The Feuerkogel in Ebensee at the Traunsee is perfect for families. The Freesports Arena Dachstein Krippenstein is the meeting point for freeriders. It offers 30 km of off-piste variations.

www.hochficht.at
www.kasberg.at
www.hiwu.at
www.dachstein.at
www.feuerkogel.net
www.dachstein-salzkammergut.com
www.wintersport.at

Off-piste winter fun

Ice skating on frozen lakes or indoors in the Parkbad in Linz. Snowshoeing in the white splendor. Ice stock sports

are also very popular in winter in Upper Austria. The Nordic Centre Bohemian Forest and cross-country skiing valley and mountain trails in the Salzkammergut and Pyhrn-Priel regions are cross-country skiing hotspots. Ski touring is currently extremely popular, but also kind of dangerous.

However, if accompanied by a trained ski touring instructor, it is highly recommended.

www.boehmerwald.at
www.skitourengehen.info

Advent season and Christmas traditions

Christmas markets are very widespread in Upper Austria. In Linz, the Christmas market is located on the main square. Wels invites the Christ Child to stay at the Ledererturm tower on the town square. Steyr even named a pilgrimage site after the Christ Child, called Christkindl. The Weinberger Schloss Advent in the town of Kefer-

market in the Mühlviertel provides a romantic atmosphere. An insider tip is the Christmas market Waldweihnacht at the Baumkronenweg in Kopfing. The Salzkammergut is a traditional highlight in the winter season. The Wolfgangseer Advent is especially traditional and creates a festive mood.

The Traunsee Schlösser Advent in the castle of Gmunden, and the Christmas markets in Mondsee and Bad Ischl are worth visiting. In the Salzkammergut region, the night of January 5th is dedicated to the Glöckler, which carry large decorated hats made of paper on their heads. The traditional event is followed by the Carnival, which is especially colourful in Ebensee am Traunsee with its annual rag procession.

www.wels.at/welsmarketing/events/top-events/welser-weihnachtswelt.html
www.christkindregion.at
www.schloss-weinberg.at
www.wolfgangseer-advent.at
www.schloesseradvent.at
www.baumkronenweg.at/waldweihnacht.html

For more online information about trips in Upper Austria

contact an Upper Austrian tourism association or go to:

www.ausflugstipps.at

Club activities and associations

Whether culture, sports, music or bee-keeping, savings clubs or choirs, the people of Upper Austria enjoy being part of associations. Austrian culture is strongly influenced by clubs and associations that engage in voluntary work, an important factor in the local community. New members are welcomed with open arms. Local and municipal authorities provide online information about regional associations.

Sports associations

Whether soccer, volleyball, hiking or swimming, there are associations for all kinds of sports. The state-wide umbrella sports organisations ASKÖ and

Sportunion promote a physically active society. Local and municipal authorities provide online information about the sports programme offered by small local associations.

Most universities have their own sports association, called USI. The USI of the Johannes Kepler University in Linz offers inexpensive sports classes.

www.askoe-ooe.at
www.sportunionooe.at
www.usi.jku.at

Music associations

Especially in rural areas, music associations are well established. Almost every municipality has its own traditional music band. The repertoire is usually very diverse, ranging from traditional to modern.

Everyone who can play a musical instrument will find the right band. You can find all Upper Austrian music associations right here:

www.ooe-bv.at

Oh! That's worth thinking about!

Associations make social integration much easier. Why don't you join one? This way you get to know people right away. On top of that, it is the easiest way to learn German and the Austrian dialect.



Alpine club

Nature lovers can join an Alpine club, whose task is to maintain hiking paths, promote mountain sports activities and nature protection projects. For a very small fee, members can get discounts on stays in mountain huts and benefit from many Alpine club offers. There's also the possibility of doing voluntary work in Alpine clubs, for instance as a mountain tour guide or hut warden.

www.alpenverein.at

Naturfreunde

The Naturfreunde are a big Austrian alpine leisure and nature conservation organisation. Here, club members can enjoy the company of kindred spirits in nature and do their best to preserve it. The Naturfreunde Oberösterreich are one of the biggest national organisations:

<https://oberoesterreich.naturfreunde.at>

Scouts

The scouts are one of the world's biggest movements for children and young people. There are 37 scout groups in Upper Austria. Volunteer youth group leaders organise evening meetings at scout dens, trips and camps. The movement aims to protect the environment and promote socially-oriented actions based on sustainable child and youth activities.

www.ooe.pfadfinder.at



Leisure activities

Social commitment

Society in Austria relies on the voluntary work of its citizens who, in turn, find personal enrichment. There is at least one volunteer fire department in every municipality for firefighting and emergencies, as paid fire departments only operate in cities. Those interested in becoming a volunteer fire fighter can contact their local fire commander:

www.ooelfv.at

There are also many other associations relying on voluntary work such as the Red Cross and the Samaritans:

www.roteskreuz.at
www.asb.or.at

The Federal State of Upper Austria has developed a platform listing all associations:

www.treffpunkt-ehrenamt.at



Family and adventure worlds

Obra Kinderland

Children can run around, jump and play in the Obra Kinderland in Neukirchen an der Vöckla together with Obralino, who also loves to frolic around.

www.obrakinderland.at

Agrarium Family Park

The Agrarium Family Park in Steinerkirchen an der Traun offers gardens, animals and adventures.

www.agrarium.at

Indoor playground Lollipopark

The indoor playground in Pasching is the perfect place for children who want to live it up.

www.lollipopark.at

Pirates' World Aquapulco

Children want to experience something special, so little water lovers will absolutely adore the five slides in the

Pirates' World Aquapulco in the thermal spa Bad Schallerbach.

www.piratenwelt.at

IKUNA Nature Resort

In the IKUNA Nature Resort in Natternbach, kids can dive into the world of the American natives.

www.ikuna.at

Oh! Don't miss that!

Make sure you get the Upper Austrian Family Card with reduced admission to a variety of venues. For more information please visit:

www.familienkarte.at



Fairytale worlds

Grottenbahn am Pöstlingberg

Get on board the electrically driven nostalgic Pöstlingberg tram in Linz on the main square. It travels up to the Pöstlingberg hilltop overlooking the city. This is a popular destination, especially among children, who can experience the Grottenbahn Fairy Tale World and its Land of Dwarves.

www.linzag.at/portal/de/privatkunden/freizeit/grottenbahnpoestlingberg

Jagdmärchenpark

In the fairytale park Hirschalm in Unterweißenbach, children can go on a treasure hunt to find the legendary crystal of the deer king.

www.jagdmaerchenpark.at

Mountain and nature adventures

Salzwelten Hallein

Visitors can take an underground tour

and slide down to the Hallein salt mine to feel what it's like to take an expedition into unknown territory.

www.salzwelten.at

Naturschauspiel tours

Nature is an adventure playground which does not require a stage. Track reading, observing wild animals, discovering legends and myths of the marshland – Naturschauspiel offers these and many more adventures for children and adults alike in its exciting tours exploring different topics.

Nature guides present selected Upper Austrian nature reserves and give participants an understanding of nature by taking them on adventures and providing exciting experiences.

For more information and registration go to:

www.naturschauspiel.at

Nationalpark Kalkalpen

Young nature explorers can go on expeditions to the wild mountain forest

of the Kalkalpen Nationalpark, and discover animals such as deer, chamois, lynxes and eagles.

www.kalkalpen.at

Krippenstein

The Krippenstein cable car in Obertraun in the Salzkammergut region, for example, travels up to the Rieseneishöhle and the Mammuthöhle caves on the Dachstein. The exciting viewing platform 5fingers on top of the Krippenstein is even higher.

www.dachstein-salzkammergut.com

Schafbergbahn

A train or cable car trip up to the mountain puts a smile on the faces of children. Enjoy a ride with the steam locomotive of the Schafbergbahn. The rack railway slowly moves uphill, starting at the Wolfgangsee.

www.schafbergbahn.at

Wurbauerkogel

The Wurbauerkogel in Windischgarsten

is another mountain that can be easily reached: The chairlift takes you to the summer toboggan track and to the panorama tower overlooking the national park. Or speed up with the Alpine Coaster.

www.wurbauerkogel.at

Grünberg cable car

The cable car departs in Gmunden am Traunsee and takes you up to the Grünberg. The mountain offers a summer toboggan, a playground and a low rope course. On top of that, it is the perfect starting point for many different family-friendly hiking tours.

www.gruenberg.info

Baumkronenweg

Walk in the treetops of undiscovered forests.

www.baumkronenweg.at

Prehistoric forest

The prehistoric forest in Gosau takes kids further back into the past –

to the time of the dinosaurs and mammoths.

www.urzeitwald.at

Wildlife adventures

Cumberland Wildlife Park Grünau

The Wildlife Park is known for its unique landscape, and the impressive natural setting of the Totes Gebirge will stay in your mind.

www.wildparkgruenau.at

Zoo Schmiding

Children will love meeting gorillas, giraffes, Siberian tigers and rhinoceroses in the Zoo in Krenglbach.

www.zooschmiding.at

Tiergarten Walding

About 200 exotic and native animals find space and shelter in and around a farm in the Mühlviertel region. Kids can even ride on horses and ponies.

www.tiergartenwalding.com/cms/



Science and more

Ars Electronica Center Linz

The AEC offers curious kids a view into the future.

www.aec.at

Welios Science Center Wels

Gives little big explorers the chance to discover the world.

www.welios.at

Music, theatre and dance

Children's Cultural Center

Kuddelmuddel

It offers a wide range of theatre plays, workshops and exhibitions for small children.

www.kuddelmuddel.at

Theater des Kindes for children

"Perform, try out your acting skills and learn" is the motto for young folks here.

www.theater-des-kindes.at

Puppentheater

The puppet theatre invites children from the age of three to play their part.

www.puppentheater.at

Theater Phoenix

The theatre stages plays for all ages, including teenagers and young children, whereas the Theater für junges Publikum in the Ursulinenhof offers a range of theatre pedagogy classes for a young audience of various ages.

www.theater-phoenix.at

Institute of Theatre Pedagogy

Children and teenagers can rehearse plays together with artists in Wels. The Institute of Theatre Pedagogy focuses on education and acting.

www.theaterpaedagogik.at

Musical Theatre Academy

The Musical Theatre Academy is located in Puchenau, near Linz.

www.mta.vision/

Upper Austrian music schools

The Upper Austrian music schools are not only cultural and educational institutions, but also centres for creativity and dedication.

www.landesmusikschulen.at

Oh! Here's another useful hint!

Local authorities in rural areas and municipal authorities provide even more information on local cultural life.







In Case of an
Emergency:

211

Good to Know

Read This
Manual



Everyday vocabulary

Austrian	German	English
Bakery and coffee shop		
I kriagat bitte zwoa Semmen ... a Stickl Toatn/Kuchn	Ich bekomme bitte zwei Semmeln ... ein Stück Torte/Kuchen	I would like to have two rolls ... a piece of cake/pie
An Cappuccino zum mitnehma bitte	Einen Cappuccino to go bitte	A cappuccino to go please
Ordering at the restaurant		
A Schnitzel und a Hoibe	Ein Schnitzel und ein Bier	A Schnitzel and half a litre of beer
Kaun i de Koartn nuamoi hobn wegn ana Nachspeis?	Kann ich bitte die Menükarte noch einmal sehen, um ein Dessert auszusuchen?	Could you please bring me the menu again to have a look at the desserts?
I zoi in bar / mit da Koartn	Ich zahle bar / mit der Karte	I will pay cash / with credit or debit card
Workplace		
Serwas!	Servus!	Hi!
Moang!	Guten Morgen!	Good morning!
Moizeit!	Guten Appetit!	Enjoy your meal!
Pfiad di! / Pfiad eich!	Tschüss!	Good bye! (singular/plural)
Passt scho	Ist in Ordnung; geht okay	That's okay.
A gmahde Wiesn	Eine einfache Angelegenheit	breeze
Net hud'ln	Nicht übereilt und ohne mäßige Sorgfalt handeln	Don't be hasty and pay attention.
Jausn, jausnen	kleine (kalte) Zwischenmahlzeit (in Deutschland: Brotzeit) oder kaltes Abendessen	a snack, to snack
I geh ma a Jausn kaffn. Gehst mit?	Ich gehe mir eine Jause kaufen. Gehst du mit?	I'll go for a snack. Do you want to join me?
Geh ma auf an Kaffee?	Gehen wir auf einen Kaffee?	Shall we go and drink a coffee?

Oh! Servus und Grüß Gott!

Did you know, that we don't speak "Deutsch" in Upper Austria, but "Deitsch"? That's why we say "Serwas" instead of "Servus" and "Griaß God" instead of "Grüß Gott".



Wochateiln	Die Woche teilen	after-work beer on Wednesday to "celebrate" that half of the working week is over
Ratsch'n	plaudern	chatting
I-Tüpfel-Reiter	pingeliger Mensch, Pedant	stickler for accuracy, pedant
Going out in the evening		
aufmascherln, sich	sich schön herausputzen	do oneself up
Bussl (auch: Bussi)	Freundschaftlicher Kuss auf die Wange bei der Begrüßung	kiss on the cheek among friends, as a greeting
Gsteckt voll	komplett überfüllt	crammed full
Pack ma's!	Brechen wir nach Hause auf!	Let's go home!
Other useful basic words and phrases		
Ah, drum!	Aha, darum!	Oh, I see!
Gemma!	wörtlich: Gehen wir! auch: Anfeuerungsruf	Let's go on! (in a motivating, stimulating sense)
, ... oda?	rhetorische Frage, meist ans Ende eines Satzes angehängt, um sich positiv bestätigen zu lassen	rhetorical tag in the sense of "... isn't it?", mostly used at the end of a sentence to get approval
Aber geh! (auch: A geh!)	Aber nein, das stimmt nicht.	No, that's not true; that can't be true.
Wos? (auch: Ha, wos?)	Was? (Wie bitte?)	What? (I beg your pardon.)
Wüst? (auch: Wüst a wos?)	Willst du was davon abhaben?	Would you also like some? (when offering somebody something)
Eh	ohnehin; oft nur leeres Füllwort	anyway, moreover
Oiwei	alleweil, immer	always
latzt	jetzt	now
Nocha	nachher	later
A Neicht!	eine kleine Weile	a little while

Assistance for filling out forms

Moving to a new country is often filled with bureaucracy. Filling out forms and documents in the language of the respective country can be a real challenge. Although these documents differ in their requirements, we have translated many of the key terms used in these documents in alphabetical order of the German word:

German keyword	Translation
Abmeldung der Unterkunft	Deregistration of the place of residence
Abreisedatum	Departure date
Abschlussserklärung (ich nehme zur Kenntnis ...)	Final declaration (I acknowledge that ...)
Adresse (derzeitig)	Address (current)
Akademischer Grad (akad. Grad)	Academic title
Ankunftsdatum	Arrival date
Anmeldebescheinigung	Registration certificate
Anmeldung der Unterkunft	Registration of the place of residence
Anrede (Herr/Frau)	Title (Mr/Mrs)
Antrag	Application
Antrag auf Erteilung	Application for issuance
Antragsteller	Applicant
Arbeitgeber	Employer
Arbeitgebererklärung	Employer's certificate
Art des Antrages	Type of application
Aufenthaltsberechtigung	Right of residence
Aufenthaltsbewilligung	Temporary residence permit
Aufenthaltstitel	Residence permit
Aufenthaltszweck	Purpose of residence

German keyword	Translation
Ausstellungsbehörde / ausstellende Behörde / ausgestellt von	Issuing authority / issuing authority / issued by
Ausstellungsdatum	Date of issue
Beiname (erste Vorname bzw. 2. Vorname)	Other name (first name or middle name)
Beruf	Profession
Berufliche Tätigkeit	Occupation
Blockschrift	Block letters
Bundesland	Federal state
Ehegatte / Ehegattin	Husband / wife
Eheschließung	Marriage
Eingangsvermerk	Notice of receipt
Eingetragene Partner(-schaft)	Registered partner(ship)
Einkommen	Income
einladende Person	Inviting person
Erstantrag	First application
Familienangehörige	Family members
Familienname vor der ersten Eheschließung	Maiden name
Familienstand (ledig, verheiratet, geschieden, verwitwet, sonstiges)	Marital status (single, married, divorced, widowed, other)
Fingerabdruck	Fingerprint
Formular	Form
Geburtsdatum	Date of birth
Geburtsort	Place of birth
Geburtsstaat	Country of birth
Geplante Aufenthaltsdauer	Planned duration of residence
Geschlecht (männlich oder weiblich)	Gender (male or female)
Gesetzlicher Vertreter (beispielsweise Eltern, Erziehungsberechtigter ...)	Legal representative (for example parents, guardian ...)

Assistance for filling out forms

German keyword	Translation
Grenzübergang (hier schreiben Sie über welche Grenze Sie nach Österreich eingereist sind)	Border crossing point (here you state which border you crossed when you came to Austria)
Gültig bis	Valid until
Hauptwohnsitz	Main place of residence
Identifikationskarte (beispielsweise Führerschein oder Reisepass)	Identification card (for example driving license or passport)
Integrationsvereinbarung	Integration agreement
Kinder (minderjährig)	Children (underage)
Kopie (in Kopie vorgelegt)	Copy (provided in copy form)
Krankenversicherung (gesetzlich / privat)	Health insurance (public / private)
KSV-Auszug (Kreditschutzverband)	Credit statement (from Credit Protection Association) go to www.ksv.at/en
Mädchenname / Familienname bei der Geburt (beispielsweise Name vor der Hochzeit)	Maiden name / family name at birth (for example before marriage)
Meldepflichtiger	Registrant
Meldezettel	Residence registration
Mitversicherter	Co-insured person
Nachweis	Proof, certificate
Name / Familienname	First name / surname
Nationalität	Nationality
Nebenwohnsitz	Secondary place of residence
Niederlassungs- und Aufenthaltsgesetz (NAG)	Settlement and Residence Act
Niederlassungsbewilligung	Settlement permit
Nummer des Reisedokuments	Number of the travel document
Original (Originaldokument vorgelegt)	Original (original provided)
Ort und Datum	Location and date
Ortsgemeinde	Local congregation

German keyword	Translation
Polizeiliches Führungszeugnis	Criminal record
Reisedokument (beispielsweise Pass, Führerschein, Personalausweis)	Travel document (for example passport, driving license, identity card)
Reisedokument bei Fremden	Travel document if foreign
Religionsbekenntnis	Religion
Schulbildung (höchst abgeschlossene)	Education (highest academic achievement)
Sicherung des Lebensunterhaltes	Safeguard of livelihood
Sozialversicherungsnummer / Sozialvers.Nr. (4 stellige Nummer + Geburtsdatum siehe e-card)	Social insurance number (4-digit number + date of birth, see e-card)
Staatsangehörigkeit (bei der Geburt)	Nationality (at birth)
Strafregisterauszug	Criminal record
Straße, Hausnummer, Türnummer	Street, house number, door number
Titel (nach Studienabschluss oder anderweitig erlangt)	Title (after graduation or other)
Unterhaltspflichtige Person	Dependent
Unterschrift	Signature
Urkunde	Certificate
Verlängerungsantrag	Application for extension
Vermögen	Fortune
Versicherte Person	Insured person
Visum / Visa	Visa
Wohnanschrift	Home address
Wohnsitz	Place of residence
Zustelladresse	Delivery address
Zweck der Reise	Reason for travel
Zweckänderungsantrag	Application for change of purpose

Accident and emergency numbers

Fire department (Feuerwehr)	122
Police (Polizei)	133
Service hotline for police (connects automatically to the local police station)	059 /133
Ambulance (Rettung)	144
European emergency number*	112
On-call pharmacy service	1455 (www.apo24.at)
Emergency doctors service	141
Information	118811
Breakdown service – ARBÖ	123
Breakdown service – ÖAMTC	120
Mountain rescue	140
Women's emergency hotline	01/71 71 9
Women's hotline	0800/222 555
Gas leaks	128
State lawyer for young children and teenagers	0800/240 264
Emergency services for the deaf (text messages)	0800/133 133
Emergency hotline for young people (Rat auf Draht)	147
Emergency dentist	0732/78 58 77
Psychological advice for children, teenagers and parents	116 000
Locksmiths	https://firmen.wko.at/schlüsseldienst/linz_gemeinde/

Power cuts	05 9000-3030
Telephone counseling	142
Pet emergency services	0664 3220404 (Linz/German)
Poisoning hotline	01/406 43 43
Water leaks	House management/Landlord/ Plumber (www.installateure-ooe.at)
Find local counselling centers of any kind in Upper Austria	www.beratungsstellen.at

European emergency number 112

112 takes emergency calls and information about the emergency, and forwards this to the relevant emergency services, such as the police, fire department or ambulance service. This number can be reached anywhere in the EU and complements the existing emergency numbers in most countries. This number is also reachable without a mobile phone contract, credit and even without a SIM card.

In general terms, people enjoy free movement within the EU. However, it is recommended to check entry requirements and destinations, especially outside the EU.

www.bmeia.gv.at/en/travel-stay/travel-information/

Please also consider possible e-card restrictions, and thus, insurance restrictions abroad. In case there are stars on the backside of the e-card instead of the contact information, please ask the social insurance authority, such as the Austrian Health Insurance (ÖGK), if a health insurance certificate while abroad is necessary.

A health insurance certificate can be ordered online (without login) here:

www.gesundheitskasse.at/cdscontent/?contentid=10007.826813&portal=oegkoportal

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A compact guide designed to provide information about what you need to know in regards to everyday life in Upper Austria.

Here you will find important information on buerocratic procedures, employment, recreational activities as well as traditional and cultural events in Upper Austria.

The Pocket Guide also contains numerous insider tips and insightful advice to help you feel right at home!

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