

LIVE-IN CARE IN AUSTRIA:

**WHAT DO
YOU NEED
TO KNOW?**

EN

**UNSERE ARBEIT
UNSERE RECHTE**

IG24
Interessengemeinschaft
der 24h-Betreuer_innen

GEFÖRDERT DURCH
Digifonds
AK WIEN

A GUIDE BY:

IG24 – INTEREST GROUP OF 24/7 LIVE-IN CARE WORKERS IN AUSTRIA

WITH SUPPORT FROM ARBEITERKAMMER WIEN, WITHIN THE „OUR WORK,

OUR RIGHTS!“ PROJECT, FINANCED UNDER DIGITALISIERUNGSFONDS

ARBEIT 4.0, 2022-2023



FOREWORD

The term “live-in care work” (“Personenbetreuung” in German) is the official and legal term used to describe the labour of care workers in Austria. Terms such as “24-hour care” or “24/7 care” are often used in this industry, but these terms do not correspond to the statutory designation, and create unrealistic expectations of working hours, breaks and permitted activities for care workers.

The introduction and use of the “live-in care” legal term in everyday language will contribute to a better understanding of the profession and, therefore, to better protection for care workers against exploitation in the workplace. Therefore, in this guide, we explicitly only use the correct and legal term for your profession:

live-in care work.

2023 Edition

Produced by: IG24 – Interest Group of 24/7 Live-in Care Workers in Austria

(IG24 –Verfasser: IG24 – Verband zur Förderung der Interessen der 24-Stunden-Betreuer:innen in Österreich)

Address: Schottengasse 3A/1/4/59, 1010 Vienna, Austria

ZVR Code: 1798554902

Graphic Design and Layout: Flavius Augustin

Financed by Arbeiterkammer Wien under Digitalisierungsfonds Arbeit 4.0
2022-2023.

FOREWORD	
ABOUT THIS GUIDE	4
ABOUT IG24	5
EMERGENCY PLAN IN AUSTRIA	7
1. GENERAL INFORMATION ABOUT LIVE-IN CARE IN AUSTRIA	10
1.1 SELF-EMPLOYMENT COMMERCIAL LICENSE SYSTEM („GEWERBE“)	
1.2 EMPLOYMENT CONTRACT SYSTEM	
1.3 LIVE-IN CARE SERVICES	
1.4 GETTING A LIVE-IN CARE JOB IN AUSTRIA	
1.5 COLLABORATING WITH AN INTERMEDIARY AGENCY	
2. STARTING YOUR LIVE-IN CARE ACTIVITY IN AUSTRIA	14
2.1 RESIDENCY REGISTRATION IN AUSTRIA („MELDEBESTÄTIGUNG“)	
2.2 RIGHT-TO-STAY REGISTRATION („ANMELDEBESCHEINIGUNG“)	
2.3 REGISTERING YOUR COMMERCIAL ACTIVITY („GEWERBE-ANMELDUNG“)	
3. ADMINISTERING YOUR COMMERCIAL ACTIVITY („GEWERBE“)	16
3.1 CHANGING THE ADDRESS OF THE LOCATION OF YOUR COMMERCIAL ACTIVITY („STANDORTVERLEGUNG“)	
3.2 SUSPENDING YOUR COMMERCIAL ACTIVITY („RUHEMELDUNG“)	
3.3 REACTIVATING YOUR COMMERCIAL ACTIVITY („WIEDERAUFNAHME DER GEWERBEAUSÜBUNG“)	
4. TERMINATING YOUR LIVE-IN CARE ACTIVITY IN AUSTRIA	17
4.1 TERMINATING THE COLLABORATION RELATIONSHIP WITH YOUR CONTRACTUAL PARTNERS („KÜNDIGUNG“)	
4.2 CANCELLING YOUR COMMERCIAL LICENSE („ZURÜCKLEGUNG DES GEWERBES“)	
4.3 MANDATORY PRECAUTIONS WHEN LEAVING AUSTRIA	
5. SOCIAL AND HEALTH INSURANCE FOR SELF-EMPLOYED WORKERS (SVS)	19
5.1 GENERAL INFORMATION	
5.2 CALCULATING CONTRIBUTIONS TO THE SVS SOCIAL AND HEALTH INSURANCE HOUSE	
5.3 CHANGING YOUR MAILING ADDRESS	
5.4 INSURANCE BENEFITS	
5.5 MANDATORY ADDITIONAL INSURANCE („VORSORGEKASSE“)	
5.6 UNEMPLOYMENT INSURANCE	
5.7 RETIREMENT	
6. REGISTRATION WITH THE FISCAL AUTHORITY („FINANZAMT“)	26
6.1 REGISTERING ON THE “FINANZONLINE” PLATFORM	
7. FAMILY BENEFITS FOR CARE WORKERS WITH CHILDREN	28
7.1 THE RIGHT TO MEDICAL ASSISTANCE („VERSICHERUNGSFALL DER MUTTERSCHAFT“)	
7.2 PRENATAL AND POSTNATAL LEAVE ALLOWANCE („WOCHENGELD“)	
7.3 CHILDCARE SUPPORT („KINDERBETREUUNGSGELD“)	
7.4 CHILDREN’S ALLOWANCE („FAMILIENBEIHILFE“)	
7.5 FAMILY ALLOWANCE FOR SERIOUS DISABILITIES („ERHÖHTE FAMILIENBEIHILFE“)	
8. CRISIS SITUATIONS AT WORK	32
YOUR PARTNERS IN AUSTRIA	38
2024, 2025 CALENDARS	40
NOTES	44
ACKNOWLEDGEMENTS	50

ABOUT THIS GUIDE

Dear live-in care workers,

We are happy to share this guide with you, which contains up-to-date information about live-in care work in Austria. Whether you are just starting out or have extensive experience within the industry, this booklet will provide important information about the live-in care work environment, as well as our recommendations for preventing various undesired situations.

Through the counselling provided by the IG24 association, we gained experience in solving the most common problems that arise in this industry. We have found that many of these problems happen because of lack of information or a language barrier. That's why we believe that proper information and adequate preparation start at home, before you get on the road!

In this guide, we highlight the most common problems in the industry and present the main areas where you need to pay special attention to avoid certain problems and mitigate certain risks. Other sources of information regarding necessary administrative steps are accessible on the official websites of the responsible institutions, as well as in other guides available on our website: www.ig24.at.

We also want to provide you with some tools to document your professional activity as well as possible, to prepare for potential official inspections, and to communicate effectively with important institutions in Austria. That is why we have included the emergency plan for special situations at the beginning of the guide, and a list of institutions and partners, a template for documenting your turnus and work schedule, a calendar and a notes section at the end of the guide.

Don't forget: Without you, the live-in care system in Austria could not function! You have the right to decent working conditions, equal treatment before the law and protection from abuse. Don't accept anything less than what you deserve for the work you do! Do not hesitate to contact us if you encounter any problems: kontakt@ig24.at.

We hope that all the information in this guide will be useful in managing your professional activity. The IG24 team wishes you all the best and good luck with work!

ABOUT IG24

IG24 - Interest Group of 24/7 Live-in Care Workers in Austria is a young association, founded by care workers and activists, with the aim of representing the interests of this professional group exclusively, and in the most comprehensive way. We are a solidary and united community, we are active and motivated, and we fight for the improvement of working conditions in this industry. We offer support to all live-in care workers in Austria, regardless of nationality, who want to be actively involved in their community by collectively building structures for advice, information, mutual aid and self-representation. Community initiatives and its direct involvement in the work of our organization is IG24's most valuable tool.

IG24 offers the following services to its members:

- constant online information on topics relevant to the industry
- individual counseling in the mother tongue
- mediation in conflict situations and intervention in crisis situations
- support in communication with Austrian institutions, contractual partners or the cared-for person
- implementation of projects and direct actions in the live-in care industry
- organizing local community meetings to strengthen care worker networks
- media relations and political lobbying with institutional partners from Austria and care workers' countries of origin
- participating in public events or organizing informational events (workshops, trainings, webinars, etc.).

Step by step and person by person, we contribute to the improvement of working conditions in the live-in care industry in Austria, so that everyone can work under safe and dignified conditions.

Do you want to know more about IG24?

You can find us here:

Website: <https://ig24.at>

E-mail: kontakt@ig24.at

E-mail for advice in Romanian: drept@ig24.at

E-mail for advice in Slovak: iniciativa24@ig24.at

Facebook:

In Romanian:

DREPT pentru îngrijire <https://www.facebook.com/dreptpentruingrijire>

In Slovak:

Iniciativa za zlepšenie podmienok v 24h opatrovaní <https://www.facebook.com/iniciativa24/>

In German:

IG24 – Interessengemeinschaft der 24h-Betreuer_innen
<https://www.facebook.com/IG24hBetreuerInnen>

Twitter: @IG_24h

Instagram: @IG24h

EMERGENCY PLAN IN AUSTRIA ¹

Emergency numbers:

Firefighters: 122

Police: 133

Ambulance: 144

Medical emergencies: 141

Women's emergency number:

(Austria-wide):

+43 800 222 555

Vienna women's emergency:

+43 1 71 719

Men's emergency number:

+43 800 246 247

¹Arbeiterkammer Austria, Emergency plan in German: <https://www.daheimbetret.at/sites/default/files/downloads/Muster%20Notfallplan-neu.pdf> as of 18.07.2023. For additional information in Romanian, please see: <https://www.daheimbetret.at/ro/node/27> as of 27.07.2023.

Procedure for cared-for person emergencies:

Important contact details:

Family member / Legal representative: _____

Family physician: _____

Intermediary agency:

- Monday to Friday from _____ to _____

- contact person _____

- phone number _____

Information-sharing obligations:

In an emergency: as much as you can, provide first aid and call **144 for an ambulance.**

You can prepare answers to the following questions ahead:

a) Where should the ambulance come?

Write down the exact address of the cared-for person and read it clearly to the operator:

b) What is my callback phone number?

c) What happened?

d) Is the cared-for person conscious?

e) Is the cared-for person breathing?

Hang up only after the emergency responders have all the information and they say: “We’re on our way”.

Contact the family only then.

Provide first aid as much as possible, until the ambulance arrives.

A) If the cared-for person's health seriously deteriorates

Examples: dyspnoea, severe nausea, fainting, paralysis, convulsions, heart pain, etc.

1. Call the ambulance.
2. Call the family.
3. Call the family physician.

B) If the cared-for person's health deteriorates or they get sick

1. Call the family.
2. Call the family physician.

C) Change of live-in care staff

1. Inform the client, respectively the family members and/or the cared-for person.
2. If you work with an intermediary agency, inform the contact person.
3. Communicate the case information to the subsequent care worker.

D) Care staff work inability

1. Inform the client, respectively the family members and/or the cared-for person.
2. If you work with an intermediary agency, inform the contact person to coordinate the care-worker change.

1. General information about live-in care in Austria

To prevent possible problems, it is very important to research this profession ahead – especially when you are just starting out. This guide helps you prepare properly, so you can make the best decisions in important situations and to avoid or manage conflicts as effectively as possible.

The main law governing live-in care in Austria is called the “Live-in Care Act” (“Hausbetreuungsgesetz” – HBeG). According to this Act, live-in care services can be offered either as a self-employment activity under a commercial license (through “Gewerbe”), or through a classic employment relationship (through employment, respectively through an employment contract). The duties of live-in care workers are identical in both cases.

1.1 Self-employment commercial license system („Gewerbe“)

The most common form of live-in care work in Austria takes place through a **commercial license (“Gewerbe”)**. This means that you are directly responsible for organizing your commercial activity: you do not receive instructions and are not in a relationship of subordination to third parties; you set your own work schedule and place of work; you can be replaced by other equally competent people. Therefore, you have every right to look for your customers yourself and negotiate the general working conditions directly with them. However, it is recommended that you have a good grasp on the German language, and that you know the laws governing your profession.

-Working conditions will be regulated under a “care services contract” (“Betreuungsver-

trag”), which you will sign with the client – i.e. the cared-for person, their relatives or legal representative.

Important! Self-employed live-in care workers are NOT protected by the Labour Code! Because you are self-employed, you will be automatically registered with the Austrian Chamber of Commerce (“Wirtschaftskammer Österreich” – WKO), where you will pay an annual membership fee.

Additional laws governing your professional activity:

- Business Affairs Act (GewO) Art. §159, Art. §160

- Health and Medical Assistance Act (GuKG) Art. §3b, Art. §15 par. 7

- Healthcare Act – Art. §50b

- Ordinance of the Federal Minister of Economy and Labour regarding the rules of conduct and professional practice for personal care services

- Ordinance of the Federal Minister of Economy and Labour regarding the measures that traders operating in the field of live-in care must take while providing services to avoid endangering the life or health of clients.

1.2 Employment contract system

Live-in care staff can be employed either directly by the client (i.e. the cared-for person or their relatives), or by social support institutions (for example: "Hilfswerk", "Diakonie", "Caritas", "Volkshilfe").

Working conditions are regulated in the **employment contract ("Dienstvertrag")**. Employed live-in care workers are **protected by the Labour Code**, and automatically become members of the Labour Chamber ("Arbeiterkammer" - AK).

The employer must register the care worker with the Austrian Health and Social Insurance Agency ("Österreichische Gesundheitskassa" - ÖGK), maintain a separate salary account and pay social and health insurance contributions, as well as salary costs. In addition to salary payments, the employer has to make special payments and to ensure the continuation of the salary payments in case of illness, paid vacation, etc.

Additional laws governing your professional activity:

- Housekeepers and Domestic Workers Act (HgHaG)
- Health and Medical Assistance Act (GuKG)
- Art. §3b, Art. §15, par. 7

- Healthcare Act - Art. §50b

1.3 Live-in care services²

→ Basic care services

Live-in care workers are allowed to carry out the following activities:

→ Household services, in particular:

- shopping
- meal preparation
- cleaning and housekeeping activities
- performing light household chores
- running errands
- ensuring a healthy environment in the household
- plant and pet care
- washing, ironing, sewing

→ Day-to-day support:

- organizing the daily schedule
- assistance with simple everyday tasks

→ Maintaining/ensuring an active social life for the cared-for person:

- company
- accompanying the cared-for person to various activities and appointments
- conversational or socializing activities
- support in carrying out various daily, routine activities

→ Recording the expenses incurred for the cared-for person in the household register (evidence of payments should be kept for a period of two years!)

→ The proper preparation of the cared-for person for any change in location (for example, for vacation or temporary hospitalization)

→ Ensuring a replacement care worker if, for various reasons, you cannot come to work.

→ Specialized care services

As long as there are no medical reasons to the contrary (so if the person being cared for is in good health) OR if you have received professional training from qualified medical staff, you are allowed to provide the following services:

→ Assistance with oral intake of food, liquids, or medications

→ Assistance with body hygiene

→ Assistance in using the toilet, portable toilet seat or assistance in changing incontinence products

→ Assistance with dressing and undressing

→ Assistance with the positioning and mobilization of the cared-for person (standing up, sitting in a chair/bed, moving and/or transfer, etc.).

→ Medical services

You may carry out the medical activities listed below only if they have been directly assigned to you by means of a written medical authorization signed by a doctor or a qualified nurse.

Important! Live-in care workers are **NOT** authorized by law to provide medical care – regardless of qualifications or experience! If you carry out medical or nursing activities without a **medical delegation, you risk an administrative fine of up to EUR 3.600!**

Live-in care workers can perform the following medical care services **only** if a medical delegation from qualified staff exists:

→ Medication administration

→ Application of bandages and dressings

→ Administration of subcutaneous insulin injections or anticoagulants

→ Capillary blood sampling to determine blood glucose levels using test strips

→ Simple treatments using heat and light

→ Other medical activities that present a degree of difficulty comparable to the activities mentioned above.

1.4 Getting a live-in care job in Austria

To apply for a job, you must present the following documents:

→ Curriculum Vitae (CV)

→ Copies of diplomas/certificates attesting to your professional training (vocational training courses, German courses, first aid courses, etc.)

→ Copies of identification documents (identity card, birth certificate, criminal record).

Important! No professional training is required to work in the field of home care. Exception: if the client receives an allowance for live-in care services from the Austrian state, the care worker must demonstrate one of the following professional competencies:

→ a training certificate (equivalent qualification of personal support workers)

or

→ proof of at least six months of professional experience in the field of live-in care

or

→ proof of carrying out certain care or medical assistance activities, under the training and supervision of specialized care staff.

To do this job well, it is also useful to have good knowledge of the German language.

1.5 Collaborating with an intermediary agency

You have the option of hiring a placement agency to find you a job. In this case, you will enter into an “intermediation service contract” (“Organisationsvertrag”) with the placement agency and pay any commissions the agency requires for their intermediary services. Check the agency contract carefully before signing it!

Important! You are not the employee of the intermediary agency and, respectively, the intermediary agency is not your employer! This means that the agency does not pay your wage, your social security and health insurance contributions, or any income tax!

If you decide to work with an intermediary agency, we recommend the following protective measures before you leave for work:

→ Ask for the standard contracts used by the placement agency in advance: the intermediation contract between the care worker and the agency (“Organisationsvertrag”) and the contract for the provision of care services between the care worker and the client (“Betreuungsvertrag”).

→ To avoid any problems, always negotiate and document the following aspects in writing: agency and client contacts, transportation arrangements, breaks of at least two hours per day, food money, SVS payments, etc.

→ You can request a bilingual version of the contracts (mother tongue + German)!

→ If there are any clauses that you do not understand or do not agree with, you have the right to ask a lawyer or jurist for advice!

→ Always ask for comprehensive information! Clarify all the details with the intermediary agency before leaving the country!

Important! Whether you are self-employed (with a commercial license) or employed, when you arrive at a new job, immediately check the accuracy of the information you received beforehand:

- The health of the cared-for person, your daily tasks, the existence of a medical delegation, the daily routine of the cared-for person
- Working conditions: working hours, break times and night duty hours, etc.
- Accommodation and meals: care worker’s room, food money
- Contact details of people who are important for your work: relatives/legal representatives of the cared-for person and if applicable, any neighbours.

Important!

- If there are major differences between what you were promised before leaving the country and the situation at work, you can renegotiate the payment or refuse the job!

- Refusing the job should always be done in writing! DO NOT refuse the job only verbally, because you are exposed to the risk of paying possible fines!

- DO NOT accept working conditions lower than those promised! If you find yourself in such situation, contact us at **drept@ig24.at** (for Romanian) or **kontakt@ig24.at** (for any other languages).

2. Starting your live-in care activity in Austria

2.1 Residency registration in Austria („Meldebestätigung“)

Once you arrive in Austria, you need to follow some important steps to ensure that you are operating legally. The first step is to register your primary or secondary residence at the responsible municipal office (“Gemeindeamt”) or the competent magistrate (“Magistrat”/ “Magistratisches Bezirksamt”).

Important! The registration deadline is three days after moving to the new home! Otherwise, you risk a fine of up to EUR 726 (and up to EUR 2180, if repeated).³

The document attesting to your residence in Austria is called a “**registration confirmation**” (“**Meldebestätigung**”). If you have never been registered in Austria before, you must make an appointment with the Residents Registration Service (“Meldeservice”) or, in Vienna: “Magistratisches Bezirksamt”).

No fees are charged for registering your residence. You will need the following documents:

→ Residence registration form (“Meldezettel”), with the address where you will live. This form is provided by the local public authority (or available online) and must be signed by the owner or the registered tenant of the home.

→ Valid identity document (identity card or passport).

After submitting your application, you will receive a document confirming the registration of your residence in Austria - “Meldebestätigung”. This document belongs to you and we recommend that you do not share the original with any third party!

Don’t forget! Every time you change your place of work, you must update your residence with the competent authorities **within three days**. This involves giving up the old address (“Abmeldung des Wohnsitzes”) and declaring your new residence (“Anmeldung des Wohnsitzes”). More details in chapter 3.

2.2 Right-to-stay registration („Anmeldebescheinigung“)

European Union citizens whose stay exceeds **three consecutive months** on Austrian territory must register with the responsible authority (“Landeshauptmann”, “Bezirkshauptmannschaft” or “Magistrate”) **within four months of entering Austria**, in order to obtain a residence permit - “Anmeldebescheinigung” (informally also called “right of residence”).⁴

Important! The right to stay, also known as residence title (“Anmeldebescheinigung”) is different from the residence registration (“Meldebestätigung”).

We recommend: always document the duration of the turnus and the duration of the break periods spent at home, in your country of origin (exact dates, the family you worked for + their signature, as well as the address of the workplace for each turnus) – for example, in the table at the end of this guide. Thus, you can avoid possible fines following inspections or bureaucratic errors, or if you do not have a registered residence permit.

To register your right of stay in Austria you will need the following documents:

- the form (available on request from the responsible authority or online)
- a legalized copy of a valid identity document (ID / passport)
- confirmation from the employer or proof of self-employed care worker status

These documents must be submitted in person, to the administration you belong to. After five years of legal and uninterrupted residence in Austria, you acquire the right of permanent residence. Upon request, you will be issued a certificate of permanent residence.

2.3 Registering your commercial activity („Gewerbe-Anmeldung“)

When you first start working in Austria as a self-employed care worker, you must register your business (“Gewerbe”) with the commercial authorities, i.e. the district administration (“Magistrat”, “Bezirkshauptmannschaft”, or for Vienna: Magistratisches Bezirksamt).

To register your commercial activity (“Gewerbe”), you will need to present the following documents (originals or certified copies/translations):

- A valid identity document (ID or passport)
- Your birth certificate
- Austrian residence registration document (“Meldebestätigung”)
- A police record (“Strafregisterbescheinigung”), no older than three years

By registering your business, you automatically become a member of the **Austrian Chamber of Commerce (“Wirtschaftskammer” - WKO)**, where you will pay an annual fee. Also, as soon as you register your commercial license, the SVS social and health insurance will be automatically activated, for which you will pay quarterly contributions. Last but not least, your business activity must also be reported to the Austrian Fiscal Authority (“Finanzamt”), where you will be assigned a tax number.

The first registration of your commercial activity (Gewerbe) is free.

3. Administering your commercial activity („Gewerbe“)

3.1 Changing the address of the location of your commercial activity („Standortverlegung“)

Every time you change your place of work, you must notify the new local administration (“Bezirkshauptmannschaft”, “Magistrat der Stadt” or for Vienna: “Magistratisches Bezirksamt”) and update the address of your commercial activity (“Gewerbe”). The local administration is responsible for canceling the old address. The cancellation is automatically sent to the Health and Social Insurance House (“SVS”) and to the Chamber of Commerce (“WKO”).

Alternatively, you can update your business address (“Gewerbe”) online by accessing this website www.gisa.gov.at.

Important!

- Registering your residence at a new client’s address (“Meldebestätigung”) DOES NOT automatically trigger the updating of the commercial license address (“Gewerbe”). You need to submit a separate application for it! You will receive written confirmation of your business address change by post or email.
- City Hall only acknowledges the change of address as of the date of your application, and NOT retroactively!

3.2 Suspending your commercial activity („Ruhemeldung“)

If you intend to suspend your commercial

activity for a limited period of time, you must notify the responsible department within the Chamber of Commerce (WKO) in writing; the specialized department for live-in care is called “Fachgruppe Personenberatung und Personenbetreuung” in German. The temporary suspension of your business license activity (“Ruhemeldung der Gewerbeausübung”) must be done within three weeks; failure to comply with this deadline carries the risk of a fine.

Important! The Chamber of Commerce (“WKO”) will send you the confirmation of the temporary suspension of your commercial license either by e-mail or by mail – only then has the procedure been successfully completed! You will still have to pay your membership fee to the Chamber of Commerce (“WKO”), but the amount will be reduced for the suspension period.

When you register a suspension of your commercial license (“Gewerbe”), the compulsory insurance with the Social and Health Insurance House (“SVS”) will end on the last day of the month in which your activity is registered as being suspended.

Important! While your commercial license (“Gewerbe”) is registered as suspended, you will NO longer benefit from Social and Health Insurance (“SVS”) services, and your pension fund contributions will also be suspended.

3.3 Reactivating your commercial activity („Wiederaufnahme der Gewerbeausübung“)

If you wish to resume your commercial activity, you must report this again to the department responsible for home care staff at the Chamber of Commerce (“Fachgruppe Personenberatung und Personenbetreuung” from “WKO”), in writing, within three weeks; failure to comply with this deadline carries the **risk of a fine!**

Request **written confirmation** that your commercial license has been reactivated!

4. Terminating your live-in care activity in Austria

4.1 Terminating the collaboration relationship with your contractual partners („Kündigung“)

Termination of service provision contracts with the intermediary agency or with the cared-for person depends on the circumstances in which it takes place:

- **Termination of the contract in accordance with contractual clauses** usually includes a notice period (between two and four weeks), during which you will work and still receive payments for the work performed.
- **The immediate termination of the contract** can only happen in exceptional cases (violence, sexual harassment, the situation at the workplace is fundamentally different from what was presented to you

before coming to work, etc.), where you are not obliged to show up at work anymore.

Important! In order to terminate the contract immediately without notice, certain requirements must be met. More precisely, this resignation must happen place as a result of certain working conditions that make it impossible to continue the contractual relationship and to give notice. If you find yourself in this situation, make sure you thoroughly document the reasons that led to the necessity for immediate termination of the contract before you leave the job. Be sure to also notify the competent authorities!

4.2 Cancelling your commercial license („Zurücklegung des Gewerbes“)

If you want to permanently give up live-in care work in Austria or if you no longer have a location for your commercial activity, you must cancel your commercial license (“Gewerbe”) at the local administration – “Bezirkshauptmannschaft” or “Magistrate”, and for Vienna – “Magistratisches Bezirksamt”. You also have the option of cancelling your license online by visiting the website: www.gisa.gv.at

Whichever way you choose to cancel your commercial license (“Gewerbe”), ask for an official written confirmation once the procedure has been successfully completed.

4.3 Mandatory precautions when leaving Austria

● Whether you’ve chosen to suspend your business license or leave the live-in care industry in Austria for good, don’t forget to take all necessary precautions before returning to your home country. You can avoid future unpleasant surprises by taking the following precautions:

● Make sure that you have terminated all contracts with the intermediary agency (“Organisationsvertrag”) or with the client (“Betreuungsvertrag”), respecting the contractual clauses, including any powers of attorney signed during the collaborations!

● Make sure you cancel the address of your last residence in Austria (“Abmeldung des Wohnsitzes“)!

●●● **VERY IMPORTANT:** The procedure for suspending or canceling your business license (“Gewerbe”) has only been successfully completed once you receive written confirmation from the appropriate authorities! Always check that you have received this, otherwise you risk the Austrian health and social insurance remaining active and accumulating debts! An additional safety measure is to notify in writing the Social and Health Insurance Fund (“SVS”), as well as the Austrian Fiscal Authority (“Finanzamt”), regarding the suspension/termination of your business activity.

●If you have taken out other forms of insurance in Austria, for example civil liability insurance (“Haftpflichtversicherung”), do not forget to cancel them as well.

●Check with the Fiscal Authority (“Finanzamt”) to confirm if you need to submit an income tax return for that year.

●If you think it is still possible to receive official letters from Austria, you can ask the Austrian Post to forward your correspondence to your home country address. This procedure is called “Nachsendeauftrag” and can be requested at any post office in Austria.



5. Social and Health Insurance for Self-employed Workers (SVS)

When you register your commercial license (“Gewerbe”) in Austria, you will be automatically registered with the Self-employed Workers’ Health and Social Insurance House (“SVS”), where you will pay the related contributions once a quarter, i.e. **four times a week year**. Although the relevant authorities notify the Social and Health Insurance House (“SVS”) regarding the registration of your activity with a commercial license, you are also obliged to notify the Social and Health Insurance House (“SVS”) within one month⁵.

The contact details of the Health and Social Insurance House for Self-employed Workers (“SVS”) are:

Hours: Monday – Thursday: 07:30 – 16:00

Friday: 07:30 – 14:30

SVS phone number, Austria-wide: +43 (0) 50 808 808

Website: www.svs.at

For health insurance questions: vs@svs.at

For health issues questions: gs@svs.at

For accident insurance: dlz.uv@svs.at

For pensions questions: pps@svs.at

Also, installing the **“svsGO”** application on your smartphone, tablet or computer will allow you to efficiently and quickly manage your contributions and the services of the Health and Social Insurance House for self-employed workers.

5.1 General information

The compulsory health and social insurance for self-employed workers (“SVS”) **starts on the day the competent commercial authority grants you a commercial license and ends on the last day of the calendar month in which you cease your commercial activity (“Gewerbe”) in Austria.**

Once your registration with the Self-employed Workers’ Health and Social Insurance House (“SVS”) has been completed, you will be assigned a social insurance number (“Sozialversicherungsnummer” or SVN). **This is your identification number in Austria!**

Make a note of your SVN number so that you always have it handy when you deal with institutions in Austria.

Next, the Austrian health card, also known as the “e-card”, will be sent to you by post, at the address you provided to the insurance house (“SVS”). This “e-card” is your personal key to the Austrian healthcare system. As of 01.01.2020, the new “e-cards” are issued only with a photo. More information is available here: www.chipkarte.at.

Information regarding the use of Social and Health Insurance (“SVS”) in the country of origin:

At the beginning of the insurance period, SVS - Health and Social Insurance House for Self-employed Workers will send you a wel-

come package. In this package you will find, among other things, a document called “Request for issuance of form E106”. Fill out and sign this form and send it back to SVS Insurance House. You will then receive the E106 certificate, which you must present to the relevant health insurance institution in your country of origin. This institution will check whether you are in compliance with national legal provisions.

If you are, you will receive a certificate of entitlement (health insurance card, sickness certificate, etc.), which you can use to obtain medical treatment in your home country. The scope of the benefits and possible contributions or partial costs are regulated by the legal provisions of your country of origin. Your dependents are also entitled to benefits in the country of origin, as per the applicable legislation in that country. Of course, you can also go to the doctor in Austria. Please note that if you seek medical services in Austria, you will have to pay a co-payment of around 20%.

Recommendations and protection measures:

- Always document everything related to your professional activity in a folder: letters, receipts and payments to the SVS Insurance House, service contracts and payment orders (“Honorarnote”), account statements with payments made, etc.
- Beware of contracts that state that “the agency/family pays the SVS contributions”! Periodically check that all SVS payments have been made correctly!
- Do not ignore any letter from the SVS Insurance House!
- Contact the SVS Insurance House to register your home address from your country of origin. Many people ended up in unpleas-

ant situations because they did not receive SVS letters on time for various reasons. As a self-employed care worker who changes their place of work regularly, you should establish a permanent and secure mailing address with the SVS Insurance House, such as your address from your country of origin. Any changes must be communicated immediately to the Health and Social Insurance House (“SVS”), for example:

- Changes to your personal information: change of name, work address or place of residence
- Income data
- Start/end of other professional activities
- Suspension/resumption of self-employment
- Start/cancellation of pension payments
- Start/cancellation of other insurance benefits: sickness benefits, weekly allowances from the statutory health insurance system.

5.2 Calculating contributions to the SVS Social and Health Insurance House

Contributions are always calculated according to:

- **Total income recorded in your annual income tax return.** If you do not submit an income tax return, you risk having your payment amount calculated by the SVS Social and Health Insurance House based on an assumed income, which may be wrong and may need recalculations and/or subsequent payments;
- **The statutory contribution rates, which vary according to the type of insurance;**
- **Length of commercial activity:** in the first three years of self-employed professional activity (with “Gewerbe”), the SVS contributions are calculated differently, as per the **legal minimum contribution base.** From the

fourth year onwards, contributions are calculated based on your income from the third previous year. For example, the estimated contribution base for 2023 is calculated based on your income as per your 2020 income tax notice (“Einkommensteuerbescheid”). The income tax assessment (“Einkommensteuererklärung”) is always submitted for the previous year. If your income increases one year, the SVS contribution base for subsequent years will also automatically increase. Therefore, it is important to file your income tax return (“Einkommensteuererklärung”) annually. SVS will then compare the initial estimated contributions with the final ones and, depending on the result, you will either be asked for additional payments or the difference will be returned to your SVS account.

For more information, please visit the insurance and contributions („Versicherung & Beitrag”) section at www.svs.at.

Exception! Accident insurance (“Unfallversicherung” – UV) is a fixed, income-independent lump sum and is worth EUR 10.97 per month (in 2023⁶).

Contributions to “SVS” will be paid once a quarter, i.e. four times a year, at the end of February, May, August and November.

Important! As a self-employed care worker, you have the obligation to ensure that all your contributions to the SVS Social and Health Insurance House have been properly paid, regardless of any agreements with the intermediary agency, the cared-for person or their relatives. Make sure the payments are made on time to avoid penalties!

You can check payments status at any time through the svsgo application or by requesting your account balance (“Kontoübersicht”)

at the Social and Health Insurance House (“SVS”) by post, phone or e-mail. Do not forget to mention the **mailing address** you want the “SVS” account balance to be sent to and your social security number („SVNR“) in your request.

5.3 Changing your mailing address

To have the best possible interaction with the SVS Social and Health Insurance House, it is your obligation to ensure that your mailing address is always updated. You can inform the SVS Social and Health Insurance House about your new address either by mail, by phone, or by e-mail.

Important!

To be sure that the letters of the SVS Social and Health Insurance House always reach you, we recommend that you use your home address in your country of origin!

Here is an example of a text you can use to request the SVS Social and Health Insurance House update your mailing address: (see next page)

⁶Austrian Chamber of Commerce, Social insurance for providers of gainful activities https://www.wko.at/site/mehrsprachige_info/t1.html as of 31.07.2023.

⁸SoSocial and Health Insurance House, provisional calculation starting from the fourth year <https://www.svs.at/cdscontent/?contentid=10007.816634&portal=svsportal> as of 4.04. 2023.

Sehr geehrte Damen und Herren,

hiermit möchte ich meine Korrespondenzadresse für die Kommunikation mit der Sozialversicherung der Selbständigen (SVS) auf folgende Zustelladresse umstellen:

.....
(enter the name and the new address where you want to receive SVS correspondence: first and last name, street, number, apartment, town, postal code, country)

Meine SVNR lautet:.....
(the insurance number will be entered here - SVNR)

**Im Anhang finden Sie meinen Personalausweis und meine e-card.
Ich ersuche um eine schriftliche Bestätigung.**

Vielen Dank im Voraus!

Mit freundlichen Grüßen

.....
(enter your first and last name, today's date and city)

**Important! For identification purposes,
don't forget to attach a photo of an identity
document (ID or Passport) and your health
card (e-card)!**

5.4 Insurance Benefits

When you access public health services in Austria, the costs are usually covered by the **SVS Social and Health Insurance House** through your electronic health card (e-card). In certain situations, however, you must first pay the medical costs yourself, and the SVS Insurance House will reimburse you up to 80% of the general costs that should be reimbursed to the state doctor. You can get back the amounts paid by **sending a request** to the SVS Insurance House, accompanied by supporting documents and related invoices.

Those insured with the SVS Social and Health Insurance House can benefit from⁷:

- medical treatments
- medical help
- institutional care / hospitalization
- accident insurance services: treatment and rehabilitation, according to eligibility criteria.
- sick leave as of the 43rd day of incapacity for work
- optional additional insurance („GSVG“)⁸
As a self-employed caregiver, you can design your own health insurance under “GSVG”. This insures you in the event of a long-term illness, provided that the “GSVG” insurance starts while you are still professionally active. You can sign up for this insurance up to the age of 60. Only primary

policyholders can request and benefit from this optional insurance.

Benefits: You can apply for sick leave 6 months after the start of your supplementary “GSVG” insurance. This waiting period does not apply if you are unable to work because of a work accident that occurred after you applied for the additional “GSVG” insurance.

You can find more information at www.svs.at under “Additional health insurance for professionals, the self-employed and freelancers” („Zusatzversicherung Krankenversicherung für Gewerbetreibende, neue Selbständige und Freiberufler“).

- mandatory additional „Vorsorgekasse“ insurance (see 5.6)
- unemployment insurance (see 5.7)
- pension (see 5.8).

5.5 Mandatory additional insurance („Vorsorgekasse“)

Within a few months of registering your commercial license (“Gewerbe”), you will receive a letter asking you to select a mandatory additional insurance company (“Vorsorgekasse”) within six months. If you do not choose a specific additional insurance company, one will be automatically assigned to you.

The compulsory supplementary insurance for self-employed workers (“Vorsorgekasse”) is automatically included in your SVS contributions and becomes available only upon retirement or cessation of your business activity.

Contributions to the mandatory supplementary insurance fund (“Vorsorgekasse”)

⁷ See also Social and Health Insurance House, Health insurance <https://www.svs.at/cdscontent/load?contentid=10008.763556&version=1642151537> as of 7.08.2023.

⁸ For details, see the Social and Health Insurance House, Assistance granted in case of long-term illness <https://www.svs.at/cdscontent/load?contentid=10008.763529&version=1675346192> as of 7.08.2023

currently⁹ amount to **1.53%** of the estimated SVS contribution base – so they vary, depending on your income. You will be informed of the status of your contributions to the compulsory supplementary insurance fund (“Vorsorgekasse”) through an annual letter.

These contributions can only be recovered once you end your professional activity in Austria, under the following conditions:

- The mandatory SVS contributions have been paid for a period of at least 3 years AND
- Your commercial license („Gewerbe“) has been suspended:
 - the commercial license has been suspended or canceled for at least 2 years or
 - you retired with a regular pension or
 - 5 years have passed since you last had to pay contributions under the Employees and Self-Employed Workers Pension Act (“BMSVG” – “Betriebliches Mitarbeiter- und Selbständigenvorsorgegesetz”)
- or
- the obligation to pay SVS contributions has ceased for at least 5 years.

Once the above conditions have been met, you must submit a written request to access this supplemental insurance fund.

5.6 Unemployment insurance

Important! Self-employed care workers (with “Gewerbe”) do NOT automatically benefit from unemployment insurance, as workers under an employment contract do!

As of January 1, 2009, self-employed workers can voluntarily enroll in the unemployment insurance system and thus increase their social protection. This is an optional

unemployment insurance, through which you can access all unemployment insurance benefits (unemployment payments, emergency assistance, etc.) for the duration of your self-employment. Unemployment insurance contributions for self-employed workers are collected by the Social and Health Insurance House SVS and transferred to the Public Employment Service (“AMS”). AMS is solely responsible for unemployment benefits.

You can benefit from unemployment insurance if you are insured under the Optional Supplementary Insurance Act (“GSVG”).

For more information on additional benefits and the calculation of contributions, visit the “Unemployment insurance for professionals, the self-employed and freelancers” („Arbeitslosenversicherung für Gewerbetreibende, neue Selbständige und Freiberufler“) section at www.svs.at.

5.7 Retirement

The eligibility conditions to receive a pension in Austria are:

1. Retirement age: 60 years for women and 65 years for men.

Important! Starting in 2024, the age limit for women will be gradually increased from 60 to 65 (this applies to women born after January 1, 1964; retirement age for women born after June 30, 1968 is 65).

2. Minimum contribution period: at least 15 years for insured persons born on or after January 1, 1955¹⁰. The minimum contribution period is also considered fulfilled if at

least 180 months of insurance (of which at least 84 months of remunerated activity) have been completed on the reference date (the day when the right to pension is verified).

The amount of the pension payment depends on the duration of the insurance periods at the SVS Social and Health Insurance House and the amount of the contributions made.



⁹Austrian Chamber of Commerce https://www.wko.at/service/steuern/Abfertigung_neu_Betriebliche_Vorsorgekasse.html as of 2.05.2023.

¹⁰Social and Health Insurance House, Ordinary Pension <https://www.svs.at/cdscontent/?contentid=10007816214&portal=svsportal> as of 21.07.2023..

6. Registration with the Fiscal Authority („Finanzamt“)

Any commercial license activity (“Gewerbe”) must also be reported to the Fiscal Authority (“Finanzamt”) in Austria within the first month of establishment. The Fiscal Authority is responsible for all matters related to fees and taxes, income, donations and other fiscal regulations affecting individuals or legal entities. The notification to the Fiscal Authority (“Finanzamt”) is done by submitting the “Verf24” form, through which you declare your commercial activity and communicate your estimated profit. Based on the estimated profit, the Fiscal Authority will determine whether you have tax obligations. Therefore, do not underestimate your profit; estimate your profit as accurately as possible!

Important! Reporting your commercial activity to the Fiscal Authority does not automatically imply the obligation to fill out an income tax return. In principle, you have an obligation to submit an income tax return when:

a) The annual income obtained from self-employment activities exceeds EUR 11,693 (in 2023);

b) the Fiscal Authority issues a request in this regard. The Fiscal Authority may also ask you to file your income tax return later. This can happen if the family of the cared-for person deducts care costs for tax purposes, and the income tax limit of EUR 11,693 is exceeded. Clarify this situation with the Fiscal Authority as soon as possible. This way, you can avoid the fiscal authorities assessing your income in absence of your income tax return, and

possibly setting a high tax amount.

c) If you do not receive any request, a distinction must be made if you have additional income, other than from self-employment, which is subject to income tax (income from employment or pensions), and what its value is. If your total income is greater than EUR 12,756 per year (in 2023), an income tax return must be submitted.¹¹

Important! After you file an income tax return, the calculation of Social Insurance for the Self-Employed (“SVS”) payments is no longer based on the statutory minimum contribution, but on your declared income. Social security contributions will be reassessed, and you may have to make additional payments or receive a return.

Live-in care workers must submit an annual tax return but will only pay income tax if their annual income exceeds EUR 11,693 (in 2023).

¹¹Chamber of Labour, Income tax return <https://www.arbeiterkammer.at/beratung/steuerundeinkommen/dazuverdiener/Einkommensteuer.html> as of 21.07.2023.

6.1 Registering on the “FinanzOnline” platform

“FinanzOnline” is a digital platform for all taxpayers in Austria and aims to facilitate the relationship with the Fiscal Authority (“Finanzamt”). The platform is accessible non-stop, from a phone, tablet or computer.

What are the benefits of using FinanzOnline?

- You can regularly and quickly check the status of your fees and taxes, including your current balance.
- You can request a refund or recalculation of taxes, if necessary.
- You can check if all your income has been reported correctly and on time to the Fiscal Authority.
- You can apply for Family Allowance (“Familienbeihilfe”).
- You can obtain a tax certificate attesting to the fact that you have no debt towards the state budget.
- You can activate your electronic signature with your mobile phone (“Handy-Signature”).



7. Family benefits for care workers with children

7.1 The right to medical assistance („Versicherungsfall der Mutterschaft“)

If pregnant, self-employed care workers are entitled to maternity insurance, covered by the SVS Insurance House. This insurance covers pregnancy and childbirth, as well as any possible consequences arising from both.

The insurance comes into effect at the **beginning of the eighth week before the due date** (estimated by the gynecologist). If the birth takes place before this date, the insurance comes into force at the time of birth.

In the prenatal and postnatal periods, you have the right to specialized medical assistance. While giving birth, you are also entitled to free hospital care for a maximum of ten days.

7.2 Prenatal and postnatal leave allowance („Wochengeld“)

This allowance represents a compensatory payment for the time when you cannot or are not allowed to work, i.e. before and after childbirth. Together with other legal provisions, it serves to protect the expectant mother and the child before, during and after birth. The compensation is EUR **61.25 per day (in 2023)**.¹²

Care workers have the right to request prenatal and postnatal leave allowance if they

meet the following two conditions:

- During the period in which you receive this allowance, you must put your commercial license (“Gewerbe”) on hold, starting on the day before the first maternity leave day (so at the end of the seventh month of pregnancy) and immediately notify the SVS Insurance House.
- You must have had continuous medical insurance during the six months prior to reporting the pregnancy to the SVS Insurance House.

The pregnancy must first be reported to the SVS Insurance House at the beginning of the third month before the estimated due date, at the latest. A medical certificate issued by the gynecologist, indicating the expected date of birth, also has to be attached.

Self-employed care workers are entitled to this allowance during:

- the 8 weeks before birth
- on the birth day
- the 8 weeks after birth.

¹²Social and Health Insurance House, Prenatal and Postnatal Leave Allowance <https://www.svs.at/cdscontent/?contentid=10007.816826&portal=svsportal> as of 21.07.2023.

Important! There are exceptional cases (for example, in the case of multiple pregnancies, premature births or cesarean births) where the entitlement period can be extended; this requires a medical certificate attesting to the special circumstances.

7.3 Childcare support („Kinderbetreuungsgeld“)

Childcare support is a benefit offered for 12-28 months after the birth of a child, and its monthly value depends on the duration of the benefit (how long you choose to stay at home with the child).

Childcare support is provided in the following situations:

- The parent submitting the application and the child must have the same residence in Austria.
- The child's residence is in the country of origin, one of the parents works and resides in Austria, and the other parent has no income.

Important! For live-in care workers, applications submitted for childcare support are transnational files. As such, which of the parents is employed and where is always verified.

If only one of the parents has a job and has their main residence in Austria, the country in which they work is responsible for providing child support. If both parents have jobs, the country of residence of the parent where the child lives is responsible for providing the allowance. In both cases, there is the possibility of a compensatory payment: a differential amount that is only paid if the Austrian childcare allowance is higher than in the country of origin.

• Inspections as per the “Mutter-Kind-Pass” and supporting documents.

Meeting the eligibility conditions for childcare benefit (“Familienbeihilfe”) and actually receiving this benefit.

In all other situations, the difference between the childcare support in the country of origin and that in Austria will be provided.¹³

7.4 Children's allowance („Familienbeihilfe“)

Children's allowance is a cash benefit provided to parents, regardless of their job or income. In Austria, children's allowance can be received until the **age of 18**, or until the **age of 24**, if the child is enrolled in university or post-secondary studies. In exceptional cases (e.g. high degree of disability), the duration of the benefit can be extended up to the **age of 25**.¹⁴

If the care worker is the only parent with an income, the country responsible for paying the allowance is Austria. Otherwise, the Austrian state will only pay the difference between the amount of the allowance in the country of origin and the amount of the allowance in Austria.

The application for children's allowance is done at the Fiscal Authority („Finanzamt“).

Important! Any parent working in Austria has the right to apply for children's allowance!

To receive children's allowance in Austria, the following conditions must be met:

- registered residence in Austria
- OR
- there is a relevant connection with Austria: you are undertaking a professional activity (with a “Gewerbe” commercial license or

¹³Austrian Digital Office, Childcare benefit https://www.oesterreich.gv.at/themen/familie_und_partnerschaft/geburt/3/2/3/1/Seite.080620.html as of 1.08.2023.

with an employment contract) and you are insured.

If the father submits the application on behalf of the mother, the written consent of the mother is required. Conversely, if the father is the one who applies for child benefit (“Familienbeihilfe”) in his own name, he must prove that he is the one who provides the main source of income for the household.

To receive the children’s benefit (“Familienbeihilfe”), you need the following documents:

- Application for children’s benefit (“BEIH 38” form)
- Proof of legal residence (obtainable from City Hall)
- Child’s birth certificate
- Proof of commercial license (“Gewerbe”)
- Marriage certificate or proof of divorce (if applicable)
- For older children: proof university / post-secondary studies enrollment.

7.5 Family allowance for serious disabilities („Erhöhte Familienbeihilfe“)

The family allowance for severe disability is a cash benefit that is paid in addition to children’s allowance. To obtain it, you must first meet the criteria for the children’s benefit (“Familienbeihilfe”). The managing institution is the Fiscal Authority („Finanzamt“).

This benefit is provided in the following situations:

- For children with serious disabilities (min. 50% reduction in physical, mental, psychological capacities or in sensory perception).
- The disability is not temporary, so there is a functional impairment that lasts or will last for a period longer than three years.
- If the disability occurred before the age of 21.

Important! This benefit can also be granted if the degree of disability is less than 50%, if the disability prevents the person from supporting themselves.

How long is the family allowance for severe disabilities provided for?

- If there is a 50% disability in the physical, mental or sensory area, the increased family allowance is granted as long as the general children’s allowance is available.
- When the child becomes of age, the conditions for granting the family allowance for adult children must be met (for example, the need for vocational training); in this case, the family allowance can be granted until the child reaches the age of 25.
- In case of permanent incapacity for work, no age limit applies if the permanent incapacity for work occurred before the age of 21 or during vocational training, before the age of 25.¹⁵

To benefit from this additional financial support, you need the following forms: BEIH100, BEIH3, E407.

¹⁴ Austrian Digital Office, Childcare benefit, General information https://www.oesterreich.gv.at/themen/steuern_und_finanzen/sonstige_beihilfen_und_foerderungen/4/1/Seite.450233.html#AllgemeineInformationen as of 21.07.2023.

¹⁵ Federal Chancellery, Children’s Benefit <https://www.bundeskanzleramt.gv.at/agenda/familie/familienbeihilfe/erhoehte-familienbeihilfe.html> as of 24.05.2023.



8. Crisis situations at work

Bullying, threats, inappropriate comments, sexual harassment, sexism, racism and physical violence in the workplace are all forms of **violence**. There are support centers that you can turn to anonymously and get help in these situations, for free!

Many of your clients are diagnosed with various forms of dementia, a condition that can affect their behavior. However, immediately identify and report abuse of any kind if your physical, mental or emotional integrity is harmed.

To be able to more easily identify abuse, aggression, harassment or discrimination at work, we want to support you by providing some examples of situations that must be addressed or complained about:

- any reference to your ethnicity, gender, nationality or place of origin that makes you feel discriminated against, compared to other people in the same situation;
- any touching, even apparently accidental, which is repeated even after you have pointed out that you do not want this; for example: you are being caressed insistently, even on the hand, against your will;
- certain parts of your body are looked at insistently;
- the client touches his or her intimate areas in your presence;
- obscene gestures and words;
- you announced that you will use the bathroom; however, the cared-for person or a family member enters the bathroom while you are in there;
- the cared-for person or family members enter your room without your permission;
- the cared-for person or his family members use a harsh and intimidating tone;
- verbal or physical threats and aggressions;
- any situation that creates an intimidating, hostile or degrading environment

In crisis situations at work, you can call the following support centers:

ZARA Zivilcourage und Anti-Rassismus-Arbeit

In cases of racial discrimination.

Address: Schönbrunner Straße 119/13,
Entrance: Am Hundsturm 7, 1050 Vienna

Website: <https://www.zara.or.at/de/>

beratungsstellen
Phone.: +43 1 929 13 99
E-mail: office@zara.or.at

Hours: Monday, Tuesday & Thursday: 10:00
– 15:00

**Office of the Anti-Discrimination Advocate
(Gleichbehandlungsanwaltschaft)
In cases of various forms of discrimination
(racial, gender, age, etc.), sexual
harassment.**

Website: <https://www.gleichbehandlungsanwaltschaft.gv.at/ueber-die-website/kontakt.html>

Phone: +43 (0)800 206 119
E-mail: gaw@bka.gv.at

Hours: Monday, Tuesday, Wednesday,
Thursday: 9:00–15:00 or Friday: 9:00–12:00

Switchboard for Vienna, Niederösterreich
and Burgenland
Address: Leopold-Moses-Gasse 4/1/2, 1020
Vienna
Phone: +43 1 5320 244
E-mail: gaw@bka.gv.at

Kärnten regional office
Address: Kumpfgasse 25, 9020 Klagenfurt
Phone: +43 463 509 110
E-mail: klagenfurt.gaw@bka.gv.at

Oberösterreich regional office
Address: Mozartstraße 5/3, 4020 Linz
Phone: +43 732 783 877
E-mail: linz.gaw@bka.gv.at

Steiermark regional office
Address: Südtiroler Platz 16, 8020 Graz
Phone: +43 316 720 590
E-mail: graz.gaw@bka.gv.at

Tirol, Salzburg and Vorarlberg regional

office
Address: Leipziger Platz 2, 6020 Innsbruck
Phone: +43 512 343 032
E-mail: ibk.gaw@bka.gv.at

**Weisser Ring Verbrechensopfer Hilfe
Assistance for victims of crime**

Address: Alserbachstraße 18, 3. Stock, 1090
Vienna
Website: <https://www.weisser-ring.at/kontakt/>

E-mail: office@weisser-ring.at
Phone: +43 1712 14 05

Hours: Monday – Thursday 09:00–16:00,
Friday 09:00 –15:00

**LEFÖ-IBF Intervention Center for Victims
of Trafficking in Women
(Interventionsstelle für Betroffene des
Frauenhandels)**

In case of false promises about working
conditions, non-payment of wages,
excessively long working hours,
intimidation, threats, assaults or violence
(sexual and physical), control by third
parties, confiscated documents, lack
of a place to sleep, lack of food, lack of
protective clothing at work.
Address: Lederergasse 35/12-15, 1080 Wien
Hours:
Monday, Tuesday: 09:00 – 16:00
Thursday: 11:00 – 19:00
Friday: 09:00–15:00
Website: <https://lefoe.at/ibf/help/>
E-mail: ibf@lefoe.at
Phone: +43 1 796 92 98
Facebook: www.facebook.com/lefoe1985
Instagram: [lefoe_ibf](https://www.instagram.com/lefoe_ibf)

**Counselling for women and girls
(Frauen und Mädchenberatung)**

For social, psychological, legal and
economic issues, if you are threatened or

subjected to violence

FRAUENHELPLINE: +43 (0)800 222555

Hours: 24/7

Website: <https://www.frauenberatung.gv.at/>

HELPCH@T

Online, multilingual counseling for physical, mental, sexual, psychological and family violence. No waiting time, free, anonymous

Website: <https://www.haltdergewalt.at/> You can select the language on the first page.

Hours:

Everyday 18:00-22:00

Friday: 9:00-23:00.

Network of counselling centers for women and girls in Austria

(Das Netzwerk österreichischer Frauen- und Mädchenberatungsstellen)

Contact centre for women and women-specific topics

Find here a list of several counseling centers for women and girls, organized by jurisdiction and municipality: <https://www.netzwerk-frauenberatung.at/>

Address: Stumpergasse 41-43/II/R3, 1060 Vienna

E-mail: netzwerk@netzwerk-frauenberatung.at

Phone: +43 (0)1 595 37 60 Tuesday - Thursday 9:00 - 11:00.

YOUR PARTNERS IN AUSTRIA

IG24 - Interest Group of 24/7 Live-in Care Workers in Austria

(IG24 - Interessengemeinschaft der 24h-

Betreuer*innen)

Website: <https://ig24.at>

E-mail: kontakt@ig24.at

E-mail for counselling in Romanian and English: drept@ig24.at

E-mail for counselling in Slovak: iniciativa24@ig24.at

Facebook:

For Romanian:

DREPT pentru îngrijire

<https://www.facebook.com/dreptpentruingrijire>

For Slovak:

Iniciativa za zlepšenie podmienok v 24h opatrovaní

<https://www.facebook.com/iniciativa24/>

For German:

IG24 - Interessengemeinschaft der 24h-Betreuer_innen

<https://www.facebook.com/IG24hBetreuerInnen>

Twitter: @IG_24h

Instagram: @IG24h

CuraFAIR - Advice center for live-in care workers from Volkshilfe

(CuraFAIR - Anlaufstelle für 24-Stunden-Betreuer*innen)

Address: Volkshilfe Flüchtlings- und MigrantInnenbetreuung GmbH, Stockhofstraße 40, 4020 Linz

Website: www.curafair.at

E-mail: curafair@curafair.at

Facebook: www.facebook.com/curafair

Phone and WhatsApp counselling

Counselling in Romanian:

Phone: +43 676 8734 7042, or +43 676 8734 7236

Hours: Monday-Friday 08:00-13:00

Counselling in Slovak:

Phone: +43 676 8734 7043

Hours: Mondays 08:00–18:30

LINZ

Monika Vranceanu

Phone: +43 676 8734 7236

E-mail: monika.vranceanu@curafair.at

Address: Stockhofstraße 40, 4020 Linz

VIENA

Anca-Ioana Romocea

Phone: +43 676 8734 7042

E-mail: anca-ioana.romocea@curafair.at

Address: Margaretengürtel 36, 1050 Wien

GRAZ

Simona Durisova

Hours: Mondays 08:00 – 18:30

Phone: +43 676 8734 7043

E-mail: simona.durisova@curafair.at

Address: Bethlehemgasse 6, 8020 Graz

Vidaflex – Trade union initiative for self-employed and small and medium-sized enterprises

(Vidaflex – Gewerkschafts-Initiative für Ein-Personen-Unternehmen (EPU) und Klein- und Mittelunternehmen (KMU))

Website: www.vidaflex.at

Phone: +43(01) 534 44 – 79700

E-mail: office@vidaflex.at

Flexpower – Free consultation for social, contractual, tax issues

(Flexpower Beratung)

Flexpower Beratung

Through the Flexpower counselling service, the Austrian Trade Union Confederation (ÖGB), together with the related unions and the Vienna Chamber of Labour (AK Wien), offers not only its members, but also all those who work as entrepreneurs or freelancers, a one-time personal initial consultation regarding aspects of social, contractual and fiscal law.

Website: <https://www.oegb.at/der-oegb/bundeslaender/wien/flexpower-beratung>

Hours: Wednesdays 16:00–18:00 by appointment.

Address: ÖGB: Johann-Böhm-Platz 1, 1020, Vienna

Phone: +43 (0)1 534 44–39100

E-mail: flexpower@oegb.at

SVS – Social and Health Insurance House for Self-Employed Workers in Austria

(SVS – Sozialversicherung der Selbstständigen)

Website: www.svs.at

Phone: +43 (0)50 808 808

E-mail:

For questions about health insurance: vs@svs.at

For the health issues service: gs@svs.at

For insurance in case of accidents: dlz.uv@svs.at

For clarifications related to pensions: pps@svs.at

WKO – Austrian Chamber of Commerce (WKO – Wirtschaftskammer Österreich)

Website: <https://wko.at/personenberatung-betreuung>

BURGENLAND

Address: Robert-Graf-Platz 1, 7000

Eisenstadt

Phone: +43 (0)5 90 907 3140

E-mail: marlene.wiedenhofer@wkbglid.at

KÄRNTEN

Address: Europaplatz 1, 9021 Klagenfurt am Wörthersee

Phone: +43 (0)5 90 904 160

E-mail: innungsgruppe7@wkk.or.at

E-mail: petra.kreuzer@wkk.or.at

NIEDERÖSTERREICH

Address: Wirtschaftskammer-Platz 1, 3100
St. Pölten
Phone: +43 (0)2742 851 19190
E-mail: dienstleister.gesundheit@wknoe.at

OBERÖSTERREICH

Address: Hessenplatz 3, 4020 Linz
Phone: +43 (0)5 90 909 4145
E-mail: pb@wkooe.at

SALZBURG

Address: Julius-Raab-Platz 1, 5027 Salzburg
Phone: +43 (0)662 88 88 279
E-mail: lebensberater@wks.at
E-mail: mklappacher@wks.at

STEIERMARK

Address: Körblergasse 111-113, 8010 Graz
Phone: +43 (0)316 601 530
E-mail: dienstleister@wkstmk.at
E-mail: manuel.hoefferer@wkstmk.at

TIROL

Address: Wilhelm-Greil-Straße 7, 6020
Innsbruck
Phone: +43 (0)5 90 905 1284
E-mail: pp@wktirol.at
E-mail: patrick.rauter@wktirol.at

VORARLBERG

Address: Wichnergasse 9, 6800 Feldkirch
Phone: +43 (0)5522 305 279
E-mail: betreuung@wkv.at
E-mail: albrecht-kirchler.nicole@wkv.at

VIENA

Address: Straße der Wiener Wirtschaft 1,
1020 Vienna
Phone (Care Work): +43 1 514 50 2302
Phone (Counselling): +43 1 514 50 2203
E-mail: personenberatung@wkw.at
E-mail: martin.kofler@wkw.at



Kalender 2024

Jänner	Februar	März	April	Mai	Juni
1 Mo Neujahr ¹	1 Do	1 Fr	1 Mo Ostermontag ¹⁴	1 Mi Staatsfeiertag	1 Sa
2 Di	2 Fr	2 Sa	2 Di	2 Do	2 So
3 Mi	3 Sa	3 So	3 Mi	3 Fr	3 Mo ²³
4 Do	4 So	4 Mo ¹⁰	4 Do	4 Sa	4 Di
5 Fr	5 Mo ⁶	5 Di	5 Fr	5 So	5 Mi
6 Sa Heilige Drei Könige	6 Di	6 Mi	6 Sa	6 Mo ¹⁹	6 Do
7 So	7 Mi	7 Do	7 So	7 Di	7 Fr
8 Mo ²	8 Do	8 Fr	8 Mo ¹⁵	8 Mi	8 Sa
9 Di	9 Fr	9 Sa	9 Di	9 Do Christi Himmelfahrt	9 So Vatertag
10 Mi	10 Sa	10 So	10 Mi	10 Fr	10 Mo ²⁴
11 Do	11 So	11 Mo ¹¹	11 Do	11 Sa	11 Di
12 Fr	12 Mo ⁷	12 Di	12 Fr	12 So Muttertag	12 Mi
13 Sa	13 Di	13 Mi	13 Sa	13 Mo ²⁰	13 Do
14 So	14 Mi	14 Do	14 So	14 Di	14 Fr
15 Mo ³	15 Do	15 Fr	15 Mo ¹⁶	15 Mi	15 Sa
16 Di	16 Fr	16 Sa	16 Di	16 Do	16 So
17 Mi	17 Sa	17 So	17 Mi	17 Fr	17 Mo ²⁵
18 Do	18 So	18 Mo ¹²	18 Do	18 Sa	18 Di
19 Fr	19 Mo ⁸	19 Di Josef	19 Fr	19 So Pfingsten	19 Mi
20 Sa	20 Di	20 Mi	20 Sa	20 Mo Pfingstmontag ²¹	20 Do
21 So	21 Mi	21 Do	21 So	21 Di	21 Fr
22 Mo ⁴	22 Do	22 Fr	22 Mo ¹⁷	22 Mi	22 Sa
23 Di	23 Fr	23 Sa	23 Di	23 Do	23 So
24 Mi	24 Sa	24 So Palmsonntag	24 Mi	24 Fr	24 Mo ²⁶
25 Do	25 So	25 Mo ¹³	25 Do	25 Sa	25 Di
26 Fr	26 Mo ⁹	26 Di	26 Fr	26 So	26 Mi
27 Sa	27 Di	27 Mi	27 Sa	27 Mo ²²	27 Do
28 So	28 Mi	28 Do	28 So	28 Di	28 Fr
29 Mo ⁵	29 Do	29 Fr Karfreitag	29 Mo ¹⁸	29 Mi	29 Sa
30 Di		30 Sa	30 Di	30 Do Fronleichnam	30 So
31 Mi		31 So Beginn der Sommerzeit		31 Fr	

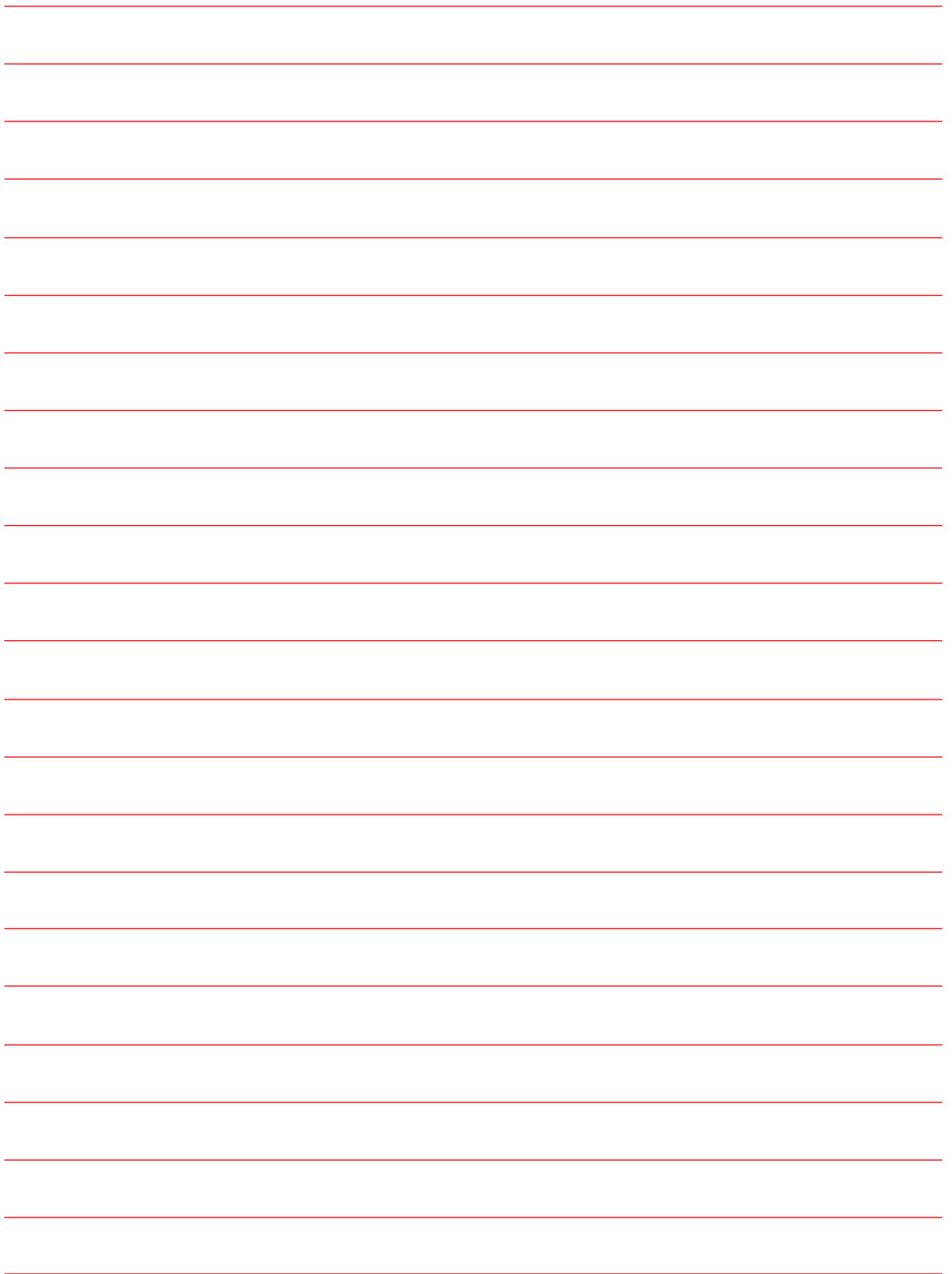
Juli	August	September	Oktober	November	Dezember
1 Mo ²⁷	1 Do	1 So	1 Di	1 Fr Allerheiligen	1 So 1. Advent
2 Di	2 Fr	2 Mo ³⁶	2 Mi	2 Sa	2 Mo ⁴⁹
3 Mi	3 Sa	3 Di	3 Do	3 So	3 Di
4 Do	4 So	4 Mi	4 Fr	4 Mo ⁴⁵	4 Mi
5 Fr	5 Mo ³²	5 Do	5 Sa	5 Di	5 Do
6 Sa	6 Di	6 Fr	6 So	6 Mi	6 Fr
7 So	7 Mi	7 Sa	7 Mo ⁴¹	7 Do	7 Sa
8 Mo ²⁸	8 Do	8 So	8 Di	8 Fr	8 So Mariä Empfängnis
9 Di	9 Fr	9 Mo ³⁷	9 Mi	9 Sa	9 Mo ⁵⁰
10 Mi	10 Sa	10 Di	10 Do	10 So	10 Di
11 Do	11 So	11 Mi	11 Fr	11 Mo ⁴⁶	11 Mi
12 Fr	12 Mo ³³	12 Do	12 Sa	12 Di	12 Do
13 Sa	13 Di	13 Fr	13 So	13 Mi	13 Fr
14 So	14 Mi	14 Sa	14 Mo ⁴²	14 Do	14 Sa
15 Mo ²⁹	15 Do Mariä Himmelfahrt	15 So	15 Di	15 Fr	15 So
16 Di	16 Fr	16 Mo ³⁸	16 Mi	16 Sa	16 Mo ⁵¹
17 Mi	17 Sa	17 Di	17 Do	17 So	17 Di
18 Do	18 So	18 Mi	18 Fr	18 Mo ⁴⁷	18 Mi
19 Fr	19 Mo ³⁴	19 Do	19 Sa	19 Di	19 Do
20 Sa	20 Di	20 Fr	20 So	20 Mi	20 Fr
21 So	21 Mi	21 Sa	21 Mo ⁴³	21 Do	21 Sa
22 Mo ³⁰	22 Do	22 So	22 Di	22 Fr	22 So
23 Di	23 Fr	23 Mo ³⁹	23 Mi	23 Sa	23 Mo ⁵²
24 Mi	24 Sa	24 Di	24 Do	24 So	24 Di Heiligabend
25 Do	25 So	25 Mi	25 Fr	25 Mo ⁴⁸	25 Mi Christtag
26 Fr	26 Mo ³⁵	26 Do	26 Sa Nationalfeiertag	26 Di	26 Do Stefanitag
27 Sa	27 Di	27 Fr	27 So Ende der Sommerzeit	27 Mi	27 Fr
28 So	28 Mi	28 Sa	28 Mo ⁴⁴	28 Do	28 Sa
29 Mo ³¹	29 Do	29 So	29 Di	29 Fr	29 So
30 Di	30 Fr	30 Mo ⁴⁰	30 Mi	30 Sa	30 Mo ¹
31 Mi	31 Sa		31 Do		31 Di Silvester

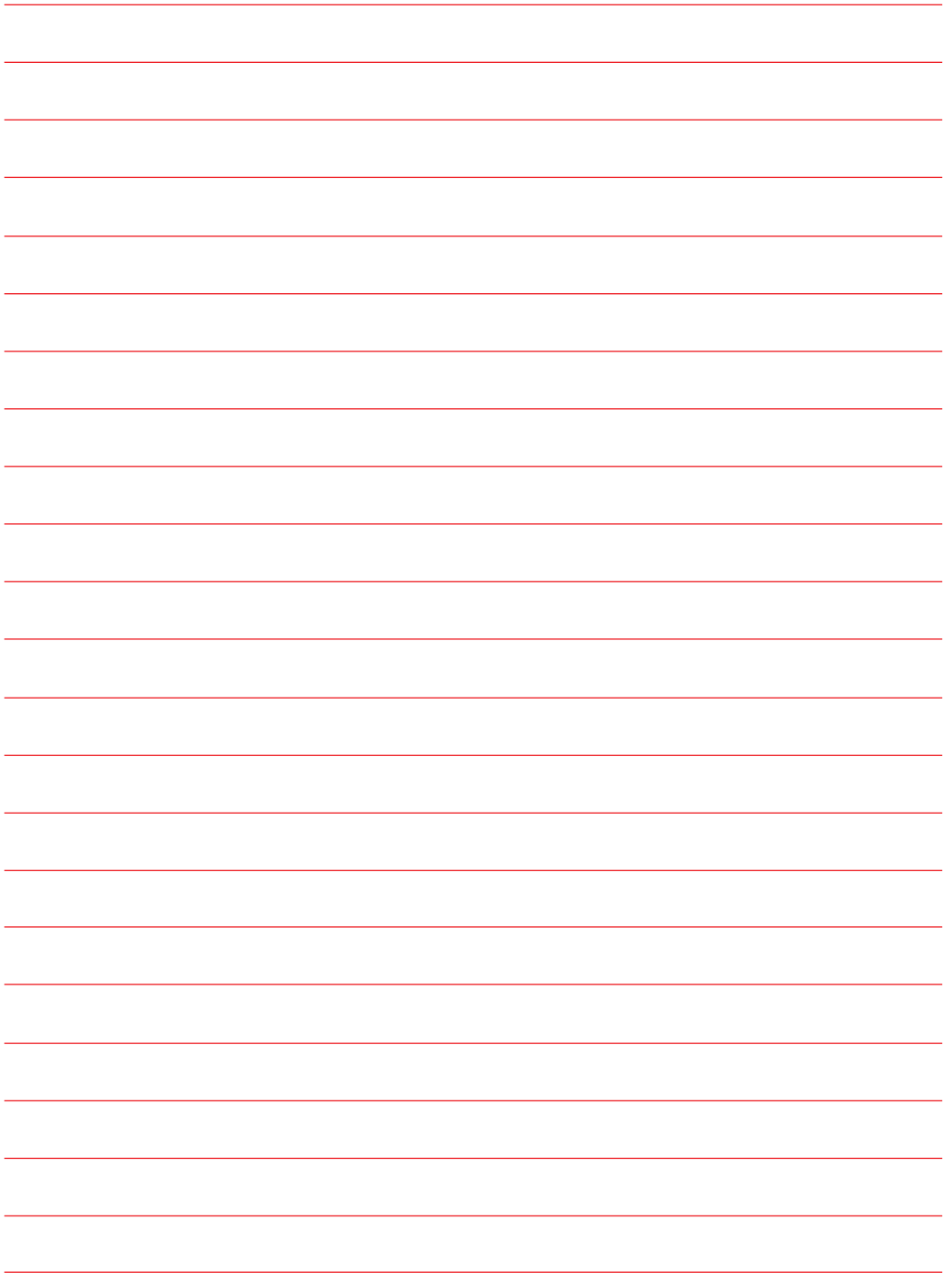
Kalender 2025

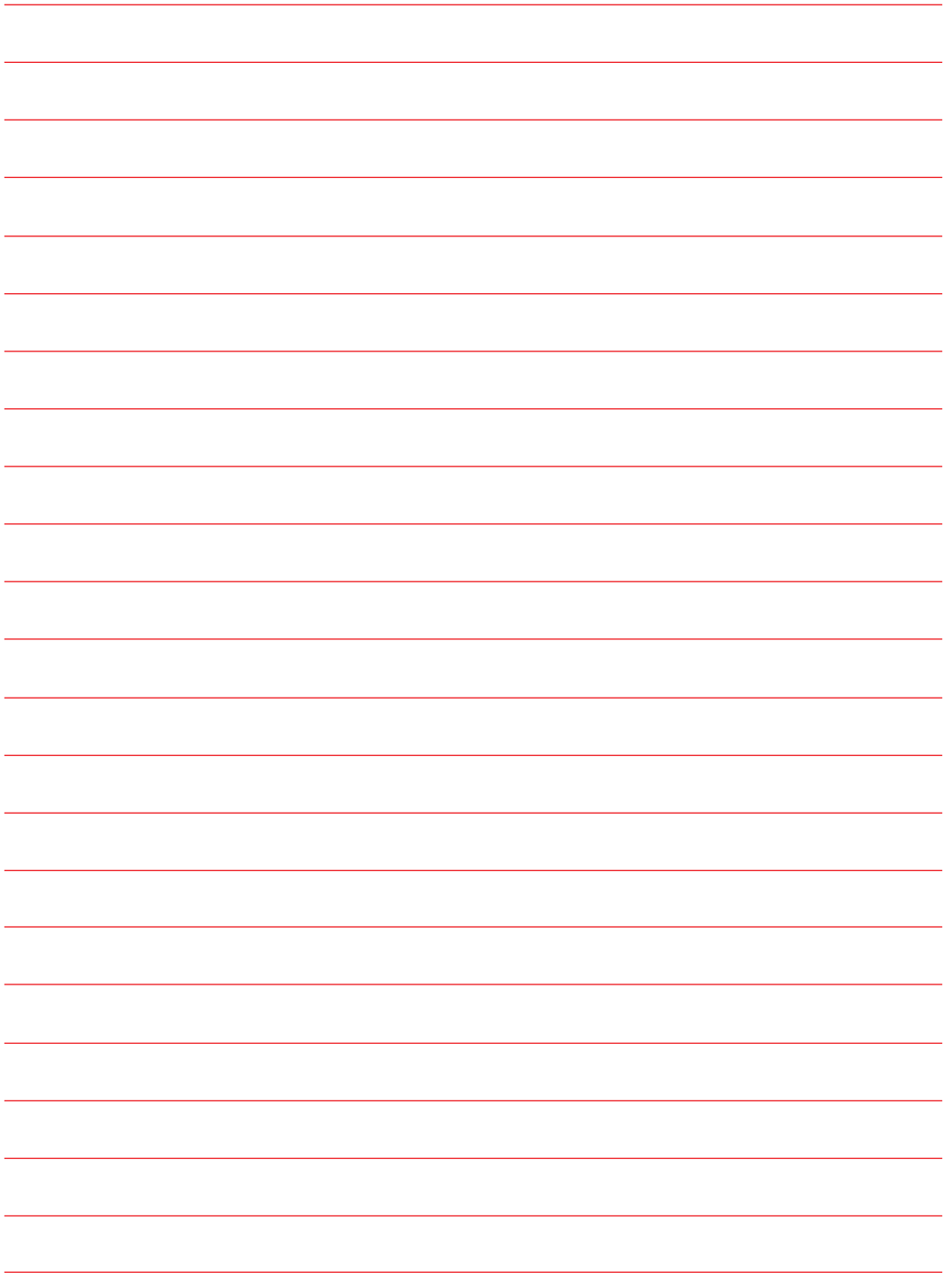
Jänner	Februar	März	April	Mai	Juni
1 Mi Neujahr 1	1 Sa	1 Sa	1 Di	1 Do Staatsfeiertag	1 So
2 Do	2 So	2 So	2 Mi	2 Fr	2 Mo 23
3 Fr	3 Mo 6	3 Mo 10	3 Do	3 Sa	3 Di
4 Sa	4 Di	4 Di	4 Fr	4 So	4 Mi
5 So	5 Mi	5 Mi	5 Sa	5 Mo 19	5 Do
6 Mo Hl. Drei Könige 2	6 Do	6 Do	6 So	6 Di	6 Fr
7 Di	7 Fr	7 Fr	7 Mo 15	7 Mi	7 Sa
8 Mi	8 Sa	8 Sa	8 Di	8 Do	8 So Pfingsten/ Vatertag
9 Do	9 So	9 So	9 Mi	9 Fr	9 Mo Pfingst- montag 24
10 Fr	10 Mo 7	10 Mo 11	10 Do	10 Sa	10 Di
11 Sa	11 Di	11 Di	11 Fr	11 So Muttertag	11 Mi
12 So	12 Mi	12 Mi	12 Sa	12 Mo 20	12 Do
13 Mo 3	13 Do	13 Do	13 So Palmsonntag	13 Di	13 Fr
14 Di	14 Fr	14 Fr	14 Mo 16	14 Mi	14 Sa
15 Mi	15 Sa	15 Sa	15 Di	15 Do	15 So
16 Do	16 So	16 So	16 Mi	16 Fr	16 Mo 25
17 Fr	17 Mo 8	17 Mo 12	17 Do	17 Sa	17 Di
18 Sa	18 Di	18 Di	18 Fr Karfreitag	18 So	18 Mi
19 So	19 Mi	19 Mi Josef	19 Sa	19 Mo 21	19 Do Fron- leichnam
20 Mo 4	20 Do	20 Do	20 So Ostern	20 Di	20 Fr
21 Di	21 Fr	21 Fr	21 Mo Oster- montag 17	21 Mi	21 Sa
22 Mi	22 Sa	22 Sa	22 Di	22 Do	22 So
23 Do	23 So	23 So	23 Mi	23 Fr	23 Mo 26
24 Fr	24 Mo 9	24 Mo 13	24 Do	24 Sa	24 Di
25 Sa	25 Di	25 Di	25 Fr	25 So	25 Mi
26 So	26 Mi	26 Mi	26 Sa	26 Mo 22	26 Do
27 Mo 5	27 Do	27 Do	27 So	27 Di	27 Fr
28 Di	28 Fr	28 Fr	28 Mo 18	28 Mi	28 Sa
29 Mi		29 Sa	29 Di	29 Do Christi Himmelfahrt	29 So
30 Do		30 So Beginn der Sommerzeit	30 Mi	30 Fr	30 Mo 27
31 Fr		31 Mo 14		31 Sa	

Juli	August	September	Oktober	November	Dezember
1 Di	1 Fr	1 Mo ³⁶	1 Mi	1 Sa Allerheiligen	1 Mo ⁴⁹
2 Mi	2 Sa	2 Di	2 Do	2 So	2 Di
3 Do	3 So	3 Mi	3 Fr	3 Mo ⁴⁵	3 Mi
4 Fr	4 Mo ³²	4 Do	4 Sa	4 Di	4 Do
5 Sa	5 Di	5 Fr	5 So	5 Mi	5 Fr
6 So	6 Mi	6 Sa	6 Mo ⁴¹	6 Do	6 Sa
7 Mo ²⁸	7 Do	7 So	7 Di	7 Fr	7 So
8 Di	8 Fr	8 Mo ³⁷	8 Mi	8 Sa	8 Mo Mariä Empfängnis
9 Mi	9 Sa	9 Di	9 Do	9 So	9 Di ⁵⁰
10 Do	10 So	10 Mi	10 Fr	10 Mo ⁴⁶	10 Mi
11 Fr	11 Mo ³³	11 Do	11 Sa	11 Di	11 Do
12 Sa	12 Di	12 Fr	12 So	12 Mi	12 Fr
13 So	13 Mi	13 Sa	13 Mo ⁴²	13 Do	13 Sa
14 Mo ²⁹	14 Do	14 So	14 Di	14 Fr	14 So
15 Di	15 Fr Mariä Himmelfahrt	15 Mo ³⁸	15 Mi	15 Sa	15 Mo ⁵¹
16 Mi	16 Sa	16 Di	16 Do	16 So	16 Di
17 Do	17 So	17 Mi	17 Fr	17 Mo ⁴⁷	17 Mi
18 Fr	18 Mo ³⁴	18 Do	18 Sa	18 Di	18 Do
19 Sa	19 Di	19 Fr	19 So	19 Mi	19 Fr
20 So	20 Mi	20 Sa	20 Mo ⁴³	20 Do	20 Sa
21 Mo ³⁰	21 Do	21 So	21 Di	21 Fr	21 So
22 Di	22 Fr	22 Mo ³⁹	22 Mi	22 Sa	22 Mo ⁵²
23 Mi	23 Sa	23 Di	23 Do	23 So	23 Di
24 Do	24 So	24 Mi	24 Fr	24 Mo ⁴⁸	24 Mi Heiligabend
25 Fr	25 Mo ³⁵	25 Do	25 Sa	25 Di	25 Do Christtag
26 Sa	26 Di	26 Fr	26 So Nationalfeiertag	26 Mi	26 Fr Stefanitag
27 So	27 Mi	27 Sa	27 Mo ⁴⁴	27 Do	27 Sa
28 Mo ³¹	28 Do	28 So	28 Di	28 Fr	28 So
29 Di	29 Fr	29 Mo ⁴⁰	29 Mi	29 Sa	29 Mo ¹
30 Mi	30 Sa	30 Di	30 Do	30 So 1. Advent	30 Di
31 Do	31 So		31 Fr		31 Mi Silvester

Notes







Acknowledgements:

The information in this guide is provided without obligation by IG24 - Interest Group of 24/7 Live-in Care Workers in Austria, in collaboration with the following project partners, whom we thank:

CuraFAIR - Counseling center for caregivers from

Volkshilfe Flüchtlings- und Migrant*innenbetreuung GmbH

Stockhofstraße 40, 4020 Linz

www.volkshilfe-ooe.at

www.curafair.at

curafair@curafair.at

LEFÖ-IBF - Intervention Center for Victims of Trafficking in Women

LEFÖ-IBF - Interventionsstelle für Betroffene des Frauenhandels

Lederergasse 35/12-15, 1080 Wien

www.lefoe.at

ibf@lefoe.at

Phone: +43 1 796 92 98

Fax: +43 1 796 92 98-21

IG24 - Interest Group of 24/7 Live-in Care Workers in Austria and its partners are not responsible for material or legal errors within this guide, in particular for correctness, errors, completeness and/or usability.

Reproduction, distribution and copying of the guide material is permitted, and even encouraged, with mandatory specification of the source!

The creation and publication of this guide was made possible under the "Our Work, Our Rights!", a project financed by the "Digitalisierungsfonds Arbeit 4.0." program by the Vienna Labour Chamber, in 2022-2023.

IG24 - Interest Group of 24/7 Live-in Care Workers in Austria

www.ig24.at

kontakt@ig24.at

UNSERE ARBEIT
UNSERE RECHTE