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Greeting from the Mayor



Dear new inhabitant of Salzburg,

Welcome to our city. In Salzburg there is a high quality of living, beautiful surroundings and many interesting things on offer for you and your family. The first steps in a new city and a new country are, of course, challenging and hard. We are therefore giving you this "welcome file" to make some of the steps a little bit easier for you and it includes useful information to help you to get settled in Salzburg and in your new life. We are proud that our citizens live together as equals in a democratic and peaceful environment. Men and women, senior citizens, children and people from different cultures, backgrounds and religions live alongside each other with respect and tolerance. I wish you all the best for your new start in Salzburg.

**Dr. Heinz Schaden
Mayor**

Greeting from the Director of the Municipality.



Dear new inhabitant of Salzburg

As the head of the municipality in Salzburg, I would like to welcome you. We offer a variety of services and information concerning all areas of life. In order to help you to familiarize yourself with our city quickly, I would advise you to read the contents of this "welcome file". You will find useful tips and addresses as well as information on many of the services we provide. On this note, I hope that you will soon feel at home in our city.

**Dr. Hans Jörg Bachmaier
Head of the Municipality**

Greeting from the Integration Officer



Dear new inhabitant of Salzburg

It is difficult to master day-to-day life in a new environment. The "welcome file" aims to help you at the beginning. If you need any further information, tips or support, please do not hesitate to contact the city of Salzburg's office for integration issues. I hope that you will soon appreciate the open and democratic atmosphere in our city and that you will help to make your contribution to our community life, which is characterized by open-mindedness and respect. I wish you a successful start to your future in Salzburg.

**Mag. Anja Hagenauer
Integration Officer**

1. Salzburg

1.1 Salzburg, a city worth living in

"I regard the environs of Salzburg, Naples and Constantinople as the most beautiful on earth", Alexander von Humboldt, who had travelled the world, said in 1804. The city is characterised by the river Salzach and its city mountains which include the Kapuzinerberg and the Mönchsberg.



Salzburg is famous throughout the world for its beauty and cultural diversity. Take the time to enjoy a walk through the historic centre. Not only its beauty and history typify life in Salzburg. It is also a prosperous location for commerce, education and tourism. Salzburg offers all its inhabitants excellent opportunities. Use them!

1.2 The capital of the province of Salzburg

The Republic of Austria with its population of more than 8 million is divided into 9 provinces, which are called "Bundesland" in German.

You have come to Salzburg, the capital of the province of the same name. The city has about 150,000 inhabitants and is, after Vienna, Graz and Linz, the fourth biggest city in Austria. It covers an area of over 6,500 hectares (25 square miles) and is divided into districts (for example: Altstadt (old town), Maxglan, Lehen, Schallmos, Gnigl, Aigen,...). The governing body of the city is called "Magistrat". The various departments of the *Magistrat* ensure that the city's inhabitants are provided with the best possible services and this includes nursery schools (Kindergarten), after-school care facilities, waste disposal, a municipal department for parks and gardens, homes for senior citizens, social welfare, culture and a professional fire brigade.

Find out more at www.stadt-salzburg.at.

The city is governed by the (directly-elected) mayor, his or her two deputies as well as two executive city councillors. The latter are elected out of the city council, which has 40 members. The city council and the mayor are elected every 5 years.

2. Residence

2.1. Leave to remain

Who requires a leave to remain?

People from non-EEA (European Economic Area) countries, who intend to stay in Austria permanently, require a leave to remain. A leave to remain may be issued for the following purpose:

- to take up self-employment
- to take up employment
- for the purpose of family reunification.

Persons who are recognised as refugees and EU-citizens are exempted from the provisions regarding leaves to remain. The documents, insurance, living space and enough financial means, which can be proved by submitting a confirmation that there is an income through employment or self-employed work. Members of the family and children are also granted a leave to remain.

Discontinuation of proceedings

If the residence title has not been collected at the domestic authority within 6 months from the day it was issued – either through the professional representation authority or the competent authority at the applicant's place of residence - , the proceeding for granting a residence title is discontinued without further notice. All parts of the proceeding that have been completed become invalid.

Please collect your leave to remain at the authority in time!

Period of validity of residence title

Unless specified otherwise, temporary residence titles (temporary residence permits and leaves to remain) are issued for a period of 12 months. They are effective as of the date of issue, unless a shorter period of validity was applied for or the travel document is not valid for long enough.

Please see to it, that your passport is renewed in good time!

Renewal of the residence title

Applications for the renewal of residence titles have to be submitted in Austria to the locally competent authority before the validity the residence title expires.

Applications submitted after expiry of the residence title, are only regarded as an application for extension of the residence title, if the application was made no later than six months after the validity of the last residence title has ended. After that, applications are regarded as first applications (possible consequences are that the application has to

be submitted from abroad, that it is subject to the general immigration quota, loss of rights already possessed, measures by the aliens police!!).

Please make sure that you apply for a renewal of your residence title in good time!

Change of the purpose of stay

Foreign citizens who want to change the purpose of their stay in Austria, have to inform Austrian authorities immediately. A change of the purpose of stay is only allowed, if the foreigner meets the requirements for the residence title they applied for and if the residence title can be granted according to the immigration quota.

Please note that authorities have to be informed about any change of the purpose of stay “immediately”!

First-time application for a new-born child

If a first-time application is made for a child, type and validity period of the residence title depend on its mother’s residence title. The child will only receive the same residence title as the father, if the father alone has the right to care for the child. This only applies if the reason why the father has the right to care for the child is not that the mother has declined her right of custody.

Children who do not possess Austrian citizenship do not need a visa until they are six months old, provided that the mother or another person, who is the legal guardian of the child, have a legal residence in the territory of Austria. After six months the application is subject to the immigration quota and has to be made from abroad.

Please apply for a residence title for your child within the first six months!

Right to take up residence of family members with a permanent residence title

Until the end of the fifth year, family members have a right to take up residence which is based on the permanent residence title of the spouse or parent who has taken up residence in Austria and is subsequently joined by other family members. If that spouse or parent loses their leave to remain in the first five years, their family members’ right of residence forfeits by act of law, unless they fulfil the requirements to receive their own residence title.

If you fear that you may lose your residence title, please contact the authority!

Right of residence of family members with a leave to remain

Within the time limit of five years, family members do not lose the pre-condition for the purpose of stay for their residence permit:

1. through death of a spouse or parent;
2. through divorce because of the predominant guilt of the other spouse, or
3. for reasons that need to be duly considered

You have to immediately inform authorities about reasons that need to be duly considered (e.g. if you are a victim of domestic violence) to preserve the right of residence!

Marriage and adoption in order to achieve a residence title

Spouses who do not share a family life as defined in Art. 8 ECHR (European Convention of Human Rights), may not refer to their marriage as a reason to receive or keep their residence titles.

Foreigners who have been adopted may only refer to their adoption in order to receive or keep their residence titles, if receiving or keeping the residence title was not the exclusive or predominant reason for the adoption.

A "marriage of convenience" is illegal and may have severe consequences!

Sanctions

Someone who

1. fails to inform authorities, without unnecessary delay, of a change of the purpose of residence during the period of validity of their residence title, or who sets actions that are outside the scope of the purpose of residence;
2. submits their application for renewal of the residence title after expiry of the last one more often than once;
3. fails to submit an invalid or irrelevant document to the authority;
4. is obliged to meet the integration agreement and fails to produce the proof that it has been fulfilled five years after the residence title has been granted in compliance with the Law on Residence and Settlement in Austria, if the reasons for this failure are exclusively attributed to them;

commits an administrative offence, which is sanctioned with a penalty of up to 200 Euros.

Please avoid such proceedings, as the repeated offence against the regulations may result in consequences provided in the Aliens Law!

Amt für öffentliche Ordnung (Office for public policy)

Address: Schwarzstraße 44, 5020 Salzburg

Telephone 0662/8072-3001

E-Mail: oeffentliche-ordnung@stadt-salzburg.at

Internet: www.stadt-salzburg.at

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

3. Integration Agreement 2006

On 1 January, 2006 the new Law on Residence and Settlement in Austria came into force. The amendment includes, among other things, a new integration agreement.

What is the integration agreement?

Since 1 January, 2003, persons from third countries (non-EEA countries) are **obliged** to fulfil the provisions of the integration agreement after their residence title has been granted or renewed (this does not apply to third-country citizens who are married to an EEA citizen who is not Austrian). According to the integration agreement, it is compulsory to acquire a basic knowledge of the German language.

Who has to enter into the integration agreement and who decides on that?

Not all non-EEA citizens who intend to stay in Austria for **longer than 6 months** and who apply for a **leave to remain** have to enter into the integration agreement. This also applies to people who are married to an Austrian citizen. The integration agreement further applies to all persons who received their leave to remain after 1 January 1998 and who now apply for a renewal. There is no obligation to enter into the agreement, if you declare in writing that your stay will not exceed 12 months within a period of 24 months. This declaration also means that no application for a renewal of the leave to remain will be made.

Third-country citizens:

1. who are or will be minors at the time when the agreement should be fulfilled,
2. who cannot reasonably be expected to fulfil the agreement due to their age or health condition; the latter has to be proven by producing a report by the public health officer (Amtsarzt)

are exempted from fulfilling the integration agreement.

The authority responsible for residence and settlement decides to whom the integration agreement applies.

In the city of Salzburg this is the

Amt für öffentliche Ordnung

Address: Schwarzstraße 44, 5020 Salzburg

Telephone 0662/8072-3001

E-Mail: oeffentliche-ordnung@stadt-salzburg.at

Internet: www.stadt-salzburg.at

What is the aim of the integration agreement?

The law defines that the aim of the integration agreement is to acquire knowledge of the German language. This means in particular the ability to read and to write. It will make it easier for you to participate in the social, economic and cultural life in Austria. This can be achieved by attending the integration course of German language and a literacy course.

How many hours is the literacy course (Module 1)?

The literacy course comprises 75 instruction units of 45 minutes each.

How many hours is the German integration course (Module 2)?

The German integration course comprises 300 instruction units of 45 minutes each.

When should you start with the literacy or the German integration course?

You best start as soon as possible. The earlier you learn the German language, the easier it will be for you to feel at home in Salzburg. Therefore, you should quickly find a course that is best suited for you! A list of institutions providing the course can be found in this file.

What course is suitable for me?

There are several institutions offering the course in Salzburg. Decide whether you prefer a course in the morning, the afternoon or the evening. If you have children, please ensure that someone looks after them during that time. If you are not used to learning, it is better to choose a longer course so that you can cope with the amount you have to learn. If you are a fast learner, you should choose a course that takes you to the course goal more quickly. You can never go wrong when choosing a course with a weekly average of 8 to 12 instruction units.

What happens after passing the literacy course?

When the course participant has achieved the course goal, the institution running the course is obliged to issue a certificate of attendance.

What happens after attending the German integration course?

The course is completed when an exam at the level A2 is taken (A2 means, that you will be able to handle everyday situations well. You will be able to understand simple texts, answer questions about yourself, go shopping, see a doctor ...). The final exam is held by your course teachers. After **passing** the exam the course participant receives a certificate; thus the integration agreement is fulfilled.

What happens if you fail the final exam?

A failed final exam can be repeated within 5 years from the date taking up residence in Austria.

How much is the contribution paid by the state?

If the literacy course of 75 units is completed within one year after receiving the voucher (issued by the Amt für öffentliche Ordnung) the course participant receives a full reimbursement of the costs of the course up to a maximum of 375 Euros; this applies to all third-country citizens.

If the German integration course of 300 units is completed within two years after the voucher has been issued, the course participant is reimbursed 50 % of its costs, up to a maximum of 750 Euros. The two-year period begins upon completion of module 1, but no later than one year after taking up residence.

This applies to family members under the age of 18 and for spouses. Children aged 18 or older are relatives and therefore have to pay the full amount of the course price.

Please note: The 50 % reimbursement is calculated based on the instruction units attended and not based on the price of the course! For example: Should you only need 36 units to pass the ÖIF (Österreichischer Integrationsfonds) exam, you will only be reimbursed 90 Euros, regardless of the cost of the course!

Do I have to attend a German integration course?

If you already have sufficient knowledge of the German language, you may obtain a generally recognised language certificate. In that case, attending a German integration course is not required. Certificates from the following institutions are recognised:

- Österreichisches Sprachdiplom
- Goethe-Institut
- WBT Weiterbildungs-Testsysteme

Further, the integration agreement is considered fulfilled, if you have a positive grade in German from a compulsory school abroad where German is taught as a subject and which has a curriculum similar to the 9th form at an Austrian school. More detailed information on the provisions can be obtained from:

Österreichischer Integrationsfonds

Address: Schlachthausgasse 30, 1030 Wien

Telefhone: 01/ 710 1203 - 0

Fax: 01/ 710 1203 - 500

E-Mail: iv@integrationsfonds.at

Internet: www.integrationsfonds.at

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

or

Amt für öffentliche Ordnung

Address: Schwarzstraße 44, 5020 Salzburg

Telephone 0662/8072-3001

E-mail: oeffentliche-ordnung@stadt-salzburg.at

Internet: www.stadt-salzburg.at

4. Learning German in Salzburg

Where can I learn German?

This information can be found in the folder enclosed!

Why should I learn German?

Even if you have not entered into the integration agreement, it is advisable to attend a German course as soon as possible. That way, you have the chance to feel at home in Salzburg quickly. Use the opportunity!

5. Housing in Salzburg

5.1 What does compulsory residence registration (Meldepflicht) mean?

As soon as you move to Austria or within Austria you have to register at the respective residence register authority called "Meldeamt". The registration or change of the registration is compulsory!

Time limit: Registration within three days from moving into the accommodation, notice of departure within three days from moving away, notice of change of accommodation within a month.

There are two offices in Salzburg:

Bürgerservice, Schloss Mirabell, 5024 Salzburg

Einwohneramt, Kieselgebäude, St. Julien Straße 20, 5020 Salzburg

Opening hours:

Monday - Thursday: 7:30 a.m. - 4:00 p.m.

Friday: 7:30 a.m. - 1:00 p.m.

5.2 How can I find a flat?

Rented flat

To best way to find a flat is to first look at the advertising section in the daily papers and free newspapers. If you rent a flat from a private person you should ask someone experienced to check the contract. Most people, especially immigrants, do not know the provisions of the Mieterschutzgesetz (Tenants Protection Act).

Mieterschutzverband Salzburg (Tenants Association)

Address: Erzabt-Klotz-Straße 9/Mühlbacherhofweg 2, 5020 Salzburg

Telephone: 0662- 841252

The legal representation for employees in Austria, AK, offers advice and help in matters of "Landlord and Tenant Law":

AK - Kammer für Arbeiter und Angestellte für Salzburg

Address: Markus-Sittikus-Straße 10, 5020 Salzburg

Telephone: 0662/86 87

You can find out about the consultation hours at <http://www.ak-salzburg.at/www-2647.html>!

Flats from housing cooperatives (Wohnbaugenossenschaften)

There are three big housing cooperatives in Salzburg, where you can apply for a flat:

Gswb -Gemeinnützige Salzburger Wohnbaugesellschaft m.b.H.

Address: Ignaz-Harrer-Straße 84, 5020 Salzburg

Telephone: 0662/ 433181-0

Internet: www.gswb.net

Die Salzburg

Address: Ignaz-Harrer-Straße 35, 5020 Salzburg

Telephone: 0662/ 43 12 21

Internet: www.die-salzburg.at

Heimat Österreich

Address: Plainstraße 55, 5020 Salzburg

Telephone: 0662/ 4375 21-0

Internet: www.hoe.at

Municipal flats

It is possible to apply for a municipal flat when you have had your principal residence or a place of work in the city of Salzburg for three years without any interruption:

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

Housing office (Wohnungsamt)

Address: Saint-Julien-Straße 20, 5020 Salzburg

Telephone: 0662/ 8072-2268

Opening hours:

Monday, Tuesday, Thursday, Friday 8 a.m. to 12 noon

Monday for working people 1.30 to 4 p.m.

On Wednesday the office is not open to the public

5.3. Please note: You have to pay your television licence!

If you have an appliance which receives television or radio broadcasting services, you have to pay a licence. No matter of how often you use it and what channels you watch or what stations you listen to. You do not need a licence for your car radio!

You can get the forms at:

- all Raiffeisen banks
- the post office
- the municipal office
- all Volksbank branches offices
- all branch offices of the Oberösterreichische Landesbank Hypobank
- GIS (Gebühreninfoservice – licence information service) directly

Service Hotline 0810 00 10 80

Monday to Friday 8 a.m. – 9 p.m.

Saturday 9 a.m. – 5 p.m.

E-Mail: gis.office@orf-gis.at

Internet: www.orf-gis.at

Am I allowed to have a satellite dish?

If you want to receive television channels from your home country, contact your property management company. You need a permit before installing a satellite dish on the building. Your property management company will give you all necessary information.

5.4 Tips for living alongside each other

People of different age, from different countries and cultural backgrounds, who speak many different languages live in Salzburg. There are some rules and habits to ensure that living alongside each other is pleasant and harmonious.

Especially older people, babies and small children need more rest and silence. Please mind the quiet hours. Quiet hours are posted at children's playgrounds. In every house there are house rules which have to be obeyed. General quiet hours are from 10 p.m. to 7 a.m. During those hours e.g. no loud music may be played. There are rules that define

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what hours you may not work in the garden work or make other noise. They apply to everyone including caretakers, property management and businesses.

Using motor-driven lawn mowers (you should observe the same hours when using other motor-driven tools) is only allowed during the following hours:

On weekdays: 8 a.m. 12 noon and 3 – 7 p.m.

On Sundays and public holidays: 10 a.m. - 12 noon, without exception

When you move into a house or into a flat your neighbours will be pleased, if you introduce yourself. Even if you speak no or very little German, everybody will be pleased about a friendly greeting like "Grüß Gott" or "Guten Tag".

Tell your neighbours, if you want to have a party. They will surely understand.

Thank you for your contribution to a harmonious life together with other people!

6. Working in Salzburg

6.1 Recognition of qualifications

You have graduated from a school, a university or have completed vocational training and want to have this recognised in Austria. For first information contact:

Verein VEBBAS

Address: Elisabethkai 60/5, 5020 Salzburg

Telephone: 0662-87 32 48 -11

E-Mail: office@vebbas.at

Internet: www.vebbas.at

6.2 Who is allowed to work?

The rules for employment of immigrants are defined in the Ausländerbeschäftigungsgesetz (Immigrants Employment Act). Third-country citizens require an employment permit before being able to take up employment from the Arbeitsmarktservice (AMS - Federal Employment Service).

A valid residence title as specified the Aufenthalts- und Niederlassungsgesetz (NAG - Law on Residence and Settlement in Austria) is a pre-condition for taking up employment.

As a rule, an employer may employ a third-country citizen only when the federal employment service, AMS, has granted an employment permit, or when the immigrant possesses a permit according to the Law on Residence and Settlement in Austria.

This regulation applies to citizens of the new EU member states during the transitional regulations following the EU expansion, except Malta and Cyprus.

What types of permits according to the Immigrants Employment Act are there?

Employment permit:

The employer has to apply for an **employment permit** at the federal employment service, AMS. It is only valid for the enterprise for which it has been granted and for a period of no longer than one year.

Work permit:

A work permit can be granted provided that the applicant has taken up lawful residence, and when the following conditions have been fulfilled:

12 months of legal employment in the last 14 months

or

spouses or unmarried children who are still minors of a person who is entitled to a work permit, who has had a legal residence for a minimum period of 12 months.

The work permit is valid for two years and entitles its holder to take up employment in the province where it was issued.

Exemption certificate

An **exemption certificate** may be issued on the condition that the applicant has a lawful residence.

1. You are a minor and have completed the last year of compulsory schooling, and one parent was gainfully employed or self-employed for no less than three years during the last five years or worked for five years during the last eight years.

or

2. Third-country citizens who have been exempted from the provisions of the Ausländerbeschäftigungsgesetz (Immigrants Employment Act) because they were family members of an Austrian or an EEA (European Economic Area) citizen, and who are no longer a family member (e.g. due to divorce, attainment of full age, loss of alimony).

or

3. Spouses or unmarried minor children of holders of an exemption certificate after 12 months of lawful stay in Austria.

The validity of an exemption certificate is 5 years and is valid for the entire federal territory.

According to the provisions of the NAG - Law on Residence and Settlement in Austria currently in force, a permanent residence permit can be applied for. It replaces the exemption certificate.

Who is exempted from the Law on Residence and Settlement in Austria?

1. Spouses and minor children (including adopted and stepchildren) of Austrians.

2. EEA citizens who possess the freedom of movement / Swiss citizens and their family members from third countries.
3. Family members are spouses and children under 21 or who receive alimony payments from an EEA citizen or their spouse, as far as they are entitled to have legal residence according to the Law on Residence and Settlement in Austria.
4. Persons eligible for asylum, i.e. persons who enjoy the status as a refugee.
5. Persons during their asylum procedure, who have had "subsidiary protection status" for one year,
6. Diplomats, pastors of recognised religious groups, professors at Austrian universities

Free Access to the labour market as per the Law on Residence and Settlement in Austria:

Persons, who possess a proof of residence or an Austrian indefinite leave to remain or an EU indefinite leave to remain.

The information given is shortened.

Further information can be obtained from:

AMS - Arbeitsmarktservice Salzburg

Address: Auerspergstraße 67, 5020 Salzburg

Telephone: 0662-8883-0

Internet: www.ams.at

Verein VeBBAS

Address: Elisabethkai 60/5

5020 Salzburg

Telephone: 0662 87 32 48/10 – 15

E-Mail: office@vebbas.at

Internet: www.vebbas.at

6.3 What representations of employees' interests are there?

Kammer für Arbeiter und Angestellte (AK)

The AK is the legal representation of employees in Austria. Membership is compulsory and is paid through a 0,5 % contribution of the gross salary, which is deducted from salaries/wages as a part of social security contributions. Among other things, the AK represents you in all issues related to labour law.

Further information:

AK- Kammer für Arbeiter und Angestellte

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

Address: Markus Sittikus Straße 10
5020 Salzburg
Telephone: 0662-8687-0
Internet: www.ak-salzburg.at

Österreichischer Gewerkschaftsbund (ÖGB – Austrian Trade Union Federation)

The ÖGB is a cross-party representation of interests of employed persons. It represents the economic, political, social and cultural interests of all employees against employers, the state and political parties.

Membership is discretionary. The ÖGB is an association and consists of union divisions.

Further information:

ÖGB- Österreichischer Gewerkschaftsbund

Address: Markus-Sittikus-Straße 10, 5020 Salzburg
Telephone: 0662- 88 16 46
Internet: www.oegb.at

6.4 Do you want to run your own business?

Registration of a business is formless, but it has to include the following information:

- Precise name of the person registering the business (for natural persons: first name, surname, social security number, address, date and place of birth, citizenship; for corporations, associations, etc: precise company name and commercial register number, employers account number, business address)
- Precise type of business
- Precise address at which business is operated (town, street, number)
- In case a manager who is responsible for conducting business ("gewerberechtllicher Geschäftsführer") is appointed at the same time: first and surname, social security number, address, date and place of birth, citizenship of the manager who is responsible for conducting business.

The registration is made at the

Amt für Öffentliche Ordnung/ Gewerbeamt

Address: [Schwarzstraße 44](#), 5020 Salzburg
Telephone: 0662/ 8072
E-Mail: oeffentliche-ordnung@stadt-salzburg.at
Internet: www.stadt-salzburg.at

6.5 What representations of interests for the self-employed are there?

Wirtschaftskammer

The Wirtschaftskammer (chamber of commerce) is the representation of all Austrian enterprises' interests by law. By its structure into sections and regions, it ensures that there are appropriate basic conditions to make Austria and its provinces an attractive business location on an EU, national and provincial level. It represents the economic and legal interests of its members.

Further information:

WKS – Wirtschaftskammer Salzburg

Address: Julius-Raab-Platz 1 5020 Salzburg

Telephone: 0662 -88 88

Internet: www.wko.at/sbg

7. Children and Minors

7.1 Where is the birth of my child registered?

Each birth of a child is registered at the office of registration of personal status, the registrar's office in Schloss Mirabell. It is called Standesamt.

The form to apply for family benefits can also be obtained at the registrar's office.

A service provided by the city of Salzburg and the hospitals in the city of Salzburg:

The **registration of the birth of a child can be made directly from the hospitals**

"St. Johannis Spital" and "Diakonissenkrankenhaus". All parent's need to do is to fill in a form for the issuance of a birth certificate (form available at the hospitals) and to hand them in there, including the fee of EUR 10,00 per birth certificate. The birth certificate is delivered to the hospital on the next day.

7.2 Childcare

Information on municipal childcare facilities

(Kindergartens and after school care facilities)

The municipality of the city of Salzburg offers a wide range of childcare facilities to "young" families. In this section you will learn, what requirements your child has to meet, what the cost is and how you may receive price reductions, etc.

When can a child attend a kindergarten or an after school care facility?

The following requirements have to be met to ensure that your child may attend a childcare facility:

- The child's place of residence has to be in the city of Salzburg

- The child must be three years old to attend kindergarten and has to be in school to attend an after-school care facility

How do I register for childcare?

Childcare can be registered for during regular opening hours of the care facility chosen. You have to go there yourself and take your child along.

On that occasion, the head of the municipal childcare facility will explain what needs to be done and can also see in what stage of development your child is. Apart from that, it gives you and your child the opportunity to familiarise yourselves with the respective facility and its staff.

To ensure that the head of the facility you have chosen can reserve enough time for you and your child, you should arrange an appointment by telephone in advance.

You will need the following documents for the registration:

- the record of vaccinations your child has been given
- confirmation of employment of the parent or guardian
- registration form (Meldeschein) of the child and the parent or guardian
- birth certificate of the child

How much do I have to pay for childcare?

A **contribution** is charged for providing childcare (this is partly for covering the running costs of the facility and includes a mid-morning snack and craft supplies). Should you want your child to have lunch, **Meal money** has to be paid in addition.

Your contribution covers only part of the costs of running the kindergarten/after school care facility is a form of compensation under civil law. It is a flat charge that does not cover the actual costs.

The current charges can be found at:

<http://www.stadt-salzburg.at/pdf/kindergartenundhorttarifeseit906.pdf>

How do I pay the contribution?

Except for the summer months, you receive a bill for your contribution on a monthly basis (from 15th September to 15th June). It has to be paid in advance. The contribution also has to be paid for times during which the kindergarten or after school care facility is closed according to schedule, or during which your child was absent. Should the childcare facility have to close for longer than a week outside the scheduled times, the contribution will be reduced accordingly.

During the summer holidays the contribution and meal money are charged per week of attendance.

All payments can be made by payment form, direct debit or in cash directly at the kindergarten or the after school care facility. If, in the case of delayed payments, debts have to be collected through the court there are high additional costs involved (court fees etc.).

Who is eligible for a price reduction?

You may apply for a reduction of the contribution, if you do not have sufficient financial means or income, or because of a special family background. No reduction can be granted for additional contributions for craft supplies and meal money. If a price reduction is granted, it takes effect from that month onwards in which you handed in the application. The youth welfare office (Jugendamt) has to be immediately informed, as soon as there are any changes in the family income, so that the contribution can be recalculated accordingly.

The following documents are necessary to apply for a price reduction:

- proof of income of all persons living in the household
- proof of support payments
- decision (Bescheid) of the tax office on the family allowance (Familienbeihilfe)
- allocation of a housing allowance (Wohnbeihilfe-Bewilligung)
- bills for rent and running costs
- proof of loans taken for procurement of living accommodation (buying a flat or house)

Information can be obtained from the heads of kindergartens and childcare facilities as well as from the municipal youth welfare office (Stadtjugendamt).

Address: Saint-Julien-Straße 20, 4th floor, room 442

Telephone: 0662-8072-3265

E-Mail: jugendamt@stadt-salzburg.at

Internet: www.stadt-salzburg.at

7.2. Compulsory schooling - schools

In Austria there are 9 years of compulsory schooling. Education is the best way to ensure a good future for your child. Use the opportunities that schools offer to your child. It is advisable to go to consultation days for parents, use teacher's consultation hours and attend school events. You will hear how your child is doing at school and what can be done if there are any problems. If you do not have sufficient knowledge of German take another adult person along, who can translate the conversation.

The educational system is structured as follows:

- Primary schools (Volksschulen) (1st to 4th form)
- Lower secondary school (Hauptschule) (5th to 8th form)
- Special needs school (Sonderschule) (1st to 9th form)
- Pre-vocational school (Polytechnisches) (9th form)
- Academic secondary schools (Allgemeinbildende höhere Schulen):
lower level (5th to 8th form)
advanced level (9th to 12th form)
- Secondary TVE schools (Berufsbildende mittlere Schulen) (9th to 12th level) (e.g. Handelsschule)
- Advanced-level secondary vocational schools (Berufsbildende höhere Schulen) (9th to 13th level) (e.g.: Höhere Technische Lehranstalt – HTL (technical branch), Handelsakademie –HAK (commercial branch), etc.,)
- Educational establishment for kindergarten and social pedagogy (Bildungsanstalten für Kindergarten bzw. Sozialpädagogik) (9th to 13th form)
- Vocational school (from 9th level onwards – together with apprenticeship)

Beginning of compulsory education:

born between	beginning of compulsory schooling	in the school year
1. 9. 2000 - 31. 8. 2001	1. 9. 2007	2007/2008
1. 9. 2001 - 31. 8. 2002	1. 9. 2008	2008/2009
1. 9. 2002 - 31. 8. 2003	1. 9. 2009	2009/2010

B.I.K.

Counsel and information centre for foreign parents with children at school-age in the city of Salzburg

Children at Salzburg's schools of compulsory education have many different mother tongues. To ensure that language is not an obstacle for planning their school career, and that it does not hamper children's performance at school, the city of Salzburg has established a counsel and information centre, called B.I.K. at the supervisory school authority. It is a contact point for parents and school children who do not speak German as a first language. The centre helps to clarify questions and problems related to the topic of schooling in a personal talk. Understanding is the first step that leads to success – we would like to support you on the way!

The B.I.K. at the supervisory school authority of the city of Salzburg is a service centre for pupils with who do not speak German as a first language, as well as for their parents.

B.I.K. helps

- with school entry (selection of the school, assessment)
- planning a school career
- when there are problems at school

B.I.K. offers counsel

- to pupils
- to parents with children at school-age
- to teachers

B.I.K. provides information

- on support and language support in class
- on non-school support possibilities
- on how parents can support their children
- on what is important when learning a second language

Counsel: An academically trained educator and psychotherapist
each Monday 1:30 to 4 p.m.

Address: B.I.K. im Schulamt, Mozartplatz 6, 5020 Salzburg

Telephone: 0662/8072-2961

E-Mail: ingrid.strennberger@telering.at

Afternoon care at compulsory schools

There is a good offer of afternoon care for pupils in the city of Salzburg, which has been continually expanded over the last years. At present, children are looked after at 15 primary schools (Volksschulen), 3 lower secondary schools (Hauptschulen) and all five special needs schools (Sonderschulen).

The schedule of afternoon care includes study hours and free time. As a rule, afternoon care is available Monday to Friday until 4 p.m. Please contact the school to find out the actual hours for afternoon care, as they can be determined according to the respective needs at the school.

The costs of one afternoon's care is € 3,60 plus € 2,80 for lunch. Thus, one day of care is € 6,40. A reduction for afternoon care (up to 100%) and for lunch (up to 60%) may be granted, if you apply for it. The respective form is available at the school as well as at the homepage of the city of Salzburg (www.stadt-salzburg.at under „Formularsammlung: Schulamt- Zuschüsse“). Applications must be handed in at the supervisory school authority (Schulamt) by the end of September. Financial support (for afternoon care, but

also for school material or contributions to school events) can only be granted to pupils with primary residence in the city of Salzburg.

Application and information at the respective school

or

the association of "**Verein Freizeitbetreuung an ganztägigen Schulen der Stadt Salzburg**" (Association for supervised free time at all-day schools), Frau Sekot, Telephone: 0662 - 83 48 40
nachmittagsbetreuung@salzburg.at

Other information:

Schulamts der Stadt Salzburg
Address: Mozartplatz 6 5020 Salzburg
Telephone: 0662-8072-3471
E-Mail: schulamts@stadt-salzburg.at
Internet: www.stadt-salzburg.at

First language classes

Knowing at least one foreign language is part of general education today. There are many jobs that require more than one language because of the increasing globalisation. Therefore schools attach great importance to learning foreign languages.

About 10 percent of all pupils in Austria speak – apart from German – an additional language in everyday life. They can make themselves understood in two languages, even though they may make mistakes. But you do not learn reading, writing and many new words at home or when talking to children of the same age, but in school. Apart from that, it has been scientifically proven that a good knowledge of your first language helps you to learn German as a second language. Moreover, you also achieve better results in other school subjects.

For these reasons it makes sense to promote the bilingualism of those pupils at school. That is why there is an offer of first-language classes in primary and lower secondary schools; generally in all languages, provided that there are enough pupils who sign up for it, and provided that there is a qualified teacher available for the respective language. You can find out at every school if there is an offer of first-language classes and in what languages.

It is therefore advisable to sign your child up for first-language classes. On the one hand it helps to improve the first language, on the other hand it is a significant help for learning German as a second language. Use the opportunity for your child!

Religious education

Religious Education in Austria is regulated by the Religionsunterrichtsgesetz (Religious Education Act) of 1949 (BGBl. Nr. 190, version of 1993). Religious Education is a compulsory subject for all pupils who are members of a religious community recognised by the state. Religious Education classes are carried out by the recognised church or religious community. During the first five calendar days of a school year, parents of under 14 year-old pupils can deregister their child from Religious Education classes. Pupils aged 14 and older can deregister from Religious Education themselves.

7.4 Youth: Free-time culture – the young programme in the city!

The youth coordinator (Jugendbeauftragte) of the city of Salzburg organises and coordinates free-time activities for young people. Events such as the UniteParade set a course in the free-time policy and introduce additional fun to everyday life in Salzburg. Co-operations with various partner organisations ensure the success and contribute to cross-linking the offer of youth work. Information regarding youth and children's centres in the city of Salzburg are available at:

Jugendbeauftragter der Stadt Salzburg

Address: Schloss Mirabell, 5024 Salzburg

Telephone: 0662-8072-2976

E-Mail: jugendkoordination@stadt-salzburg.at

Internet: www.salzblog.at

7.5 Youth counsel – bivak.mobil

Bivak.mobil are social workers of the city of Salzburg providing support and advice to young people. To contact them is **free of charge, voluntary and anonymous** – conversations are **confidential**.

Offer: Encounter, information, counsel, mediation, support, listening, representation, mentoring

Particular offer: Youth centres with inexpensive soft drinks, internet access, magazines, tabletop football, cooking facility, shower, washing machine

Address: Linzergasse 72, 5020 Salzburg

Telephone: 0662/873373

E-Mail: bivak.mobil-liga@salzburg.co.at

Opening hours:

Monday and Wednesday: 1 to 7 p.m.

Tuesday and Thursday: 10 a.m. to 3 p.m.

Friday: 10 a.m. to 2 p.m.

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

or

Address: Festungsgasse 4a, 5020 Salzburg

Tel. 0662/8072/2364

E-Mail: bivak.mobil-fega@salzburg.co.at

Opening hours:

Monday and Wednesday: 1 to 7 p.m.

Tuesday and Thursday: 10 a.m. to 3 p.m.

Friday: 10 a.m. to 2 p.m.

7.6 Legal protection for minors

Salzburg's Youth Act (Jugendgesetz) is aimed at helping to protect young people from bad influence, and at ensuring that they can develop without any harm. The provisions of the Youth Act specify binding rules of conduct for children, minors, their supervisors and entrepreneurs. It is important to protect children from any harm to their physical, mental, ethical, social development and that of their character. Youth protection is aimed at introducing gradually them to their new freedom, so that they can lead their lives with confidence and own responsibility.

Examples from the Youth Act:

Going out, minors aged 12-14

Weekdays until 10 p.m., before Sundays and public holidays until 11 p.m.

Going out, minors aged 14-16

Weekdays until 11 p.m., before Sundays and public holidays until midnight.

Going out, minors over 16

Unrestricted, but parents/guardians may specify times within the limits of the law.

Staying overnight:

12 to 16-year-olds may only stay overnight in accommodations or on camping grounds when accompanied by a supervisor (person aged 18 or older)

Obligation to prove one's identity

If there is any doubt about a young persons age, the age must be proven with an appropriate official document.

Nicotine & alcohol

Nicotine is forbidden up to the age of 16, and so is alcohol; spirits such as tequila, gin, vodka and whisky are forbidden for minors under 18. The prohibition also applies to buying alcohol in shops. Minors under 18 are banned from night-clubs, games arcades that have gambling slot machines, sex shops and dram shops. Violations against the Youth Act may be punished with penalties of up to EUR 218.-.

Should you have further questions regarding the Youth Act, simply call Akzente [Jugendinfo](mailto:jugendinfo@akzente.net) on 0662/849291-71 or visit:

Akzente Jugendinfo Salzburg

Address: Glockengasse 4c, 5020 Salzburg

E-mail: jugendinfo@akzente.net

Tel: 0662-849291 (DW 71-74)

Monday to Friday: 12.00-5.30 p.m.

You can also find a comprehensive brochure on Salzburg's Youth Act on the Internet:

http://www.salzburg.gv.at/brosch_jugendschutz.pdf

8. Health

8.1 What is social security?

In Austria, there is compulsory social security (Sozialversicherung – SV). If you are employed and earn above the limit for minor jobs (2007: more than 341,16 Euros per month) health, accident and pension insurance is compulsory. If you are employed, the social security contribution is deducted directly from your salary or wage by the employer. Your employer has to hand out the confirmation of your registration at the social security institution. Your family members and children are co-insured for free (if you are married and have no children, then your spouse pays a small contribution). You and the co-insured family members need an e-card when seeing a doctor.

With the e-card you can use health services provided by those doctors and hospitals that have a contract with the social security institution. Many services are free of charge, but for some you need to pay a small fee, e.g. when getting a prescription at the pharmacy (prescription fee).

Information is available on the Internet at www.sozialversicherung.at

For employees:

Salzburger Gebietskrankenkasse

Address: Engelbert Weiß Weg 10

5021 Salzburg

Telephone: 0662/ 8889

E-Mail: sgkk@sgkk.at

Internet: www.sgkk.at

For the self-employed and free-lancers:

**SVA-Sozialversicherungsanstalt der gewerblichen Wirtschaft
Landesstelle Salzburg**

Address: Schallmooser Hauptstraße 10

5020 Salzburg

Telephone: 0662/ 87 94 51-0

Telefax: 0662/ 87 94 51-74

8.2 Medical care

In the city of Salzburg you can find many doctors and hospitals. Should you or your family members be ill, you should **first** go to a **general practitioner** near you. If necessary, the general practitioner will refer you to a medical specialist.

General practitioner on-call duty (Hausärzte-Bereitschaftsdienst):

Weekdays: 7 p.m. – 7 a.m.

Weekends and public holidays: around the clock

Call: Österreichisches Rotes Kreuz (Austrian Red Cross) – Telephone 141

8.3 Pharmacies

On weekdays all pharmacies are open:

Monday to Friday:

8 a.m. to 12.30 p.m. and 2.30 to 6 p.m.

Saturday: 8 a.m. to 12 noon.

Midday, night, weekend and public holiday duty:

Information is available at www.apotheken.sbg.at, in the daily papers and at the nearest pharmacy.

8.4 People with a disability

Officer of the city of Salzburg for issues related to disabilities

The officer for people with a disability is the first contact regarding all issues related to disabilities, whether for those concerned or their family members.

The officers main tasks include:

- Advice in all issues regarding people with a disability (e.g. parking spaces for the disabled, nursing care allowance, housing for people with a disability, disabled person cards, ...)
- Cooperation with disabled persons' organisations
- Information and public relations

- Design of public spaces without barriers for the disabled
- Support of anti-discrimination measures

Office hours:

Monday to Thursday, 8 a.m. to 4 p.m., Friday 8 a.m. to 12 noon

Please make an appointment in advance.

Address: Saint-Julien-Straße 20, 5020 Salzburg

Telephone: 0662/ 8072-3232

E-Mail: behindertenbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

9. Equal rights for women and men

In Austria, the law prescribes equal rights for women and men. The Austrian constitution, international conventions, EU contracts and directives all stipulate the abolishment of any discrimination of women in all areas of society, as well as the obligation to promote equal treatment.

9.1 Women's Office (Frauenbüro) of the city of Salzburg

The team of the Frauenbüro (Women's Office) offers advice and organises projects focused on women's issues. In addition the Frauenbüro grants subsidies to women's projects and the women's representative is also the equal treatment co-ordinator of the Magistrat Salzburg.

Address: Schloss Mirabell, 5024 Salzburg

Tel: 0662/8072-2043

Fax: 0662/8072-2066

E-mail: frauenbuero@stadt-salzburg.at

Internet: www.stadt-salzburg.at

10. Advice and help

Should you need advice or help, do not hesitate to contact a counsel office. The advisors will help you competently.

Verein VEBBAS

VeBBAS is the advice centre to help migrants to integrate into the Austrian labour market. Help and advice is offered to all people in the Bundesland Salzburg, who are subject to the Employment of Foreign Nationals Act (Ausländerbeschäftigungsgesetz) and who have a final residence title in Austria. VeBBAS supports them in finding access to

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

training and to the labour market successfully and aims to help them to integrate. Primarily advice is given people who are entitled to receive unemployment benefits. If required, advice can be given in your mother language.

Address: Elisabethkai 60/5, 5020 Salzburg

Telephone: 0662 - 87 32 48

E-mail: office@vebbas.at

Internet: www.vebbas.at

**VIELE - Verein für Interkulturellen Ansatz in Erziehung Lernen u. Entwicklung
(Association for the intercultural approach in education, learning and
development)**

Intercultural advice centre for girls, women and families. The Verein VIELE offers family and legal advice, orientation and decision support, support in dealing with authorities, German courses, a variety of events and much more. Advice can be given in your mother language.

Address: Franz-Josef-Straße 17a, 5020 Salzburg

Telephone: 0662/87 02 11

E-mail: verein.viele@aon.at

Internet: www.verein-viele.at

Stadt Salzburg

Community service (Bürgerservice) – Schloss Mirabell

The community service (Bürgerservice) is the first place to go to. It offers a variety of services regarding all areas of city administration. It provides advice and information on all matters concerning the city of Salzburg in a non-bureaucratic way.

The Bürgerservice is open for you:

Monday to Thursday: 7.30 a.m. to 4 p.m.

Friday: 7.30 a.m. to 1 p.m.

Address: Schloss Mirabell, 5024 Salzburg

Telephone: 0662-8072-2000

Internet: www.stadt-salzburg.at

11. Help in emergencies

Emergency numbers

FIRE BRIGADE 122

POLICE 133

AMBULANCE 144

Poisoning Hotline 0800 / 20 20 50

Violence against women and children

In 1997, laws to improve protection from domestic violence in Austria came into force. The Anti-Violence Act (Gewaltschutzgesetz) (details can be found in the Security Police Act {Sicherheitspolizeigesetz} and in the Enforcement of Civil Judgements Act {Exekutionsordnung} chiefly) condemns domestic violence and states clearly that male violence against women in relationships is not a private matter. Since the implementation of the law, the police have a larger scope of possibilities to interfere.

If you or your child suffer violence you should turn to a specialised help centre (see below), where you will receive information on your rights as well as on possibilities to obtain accommodation and support.

In a situation where you are in danger you should immediately call the police on the **emergency number 133** to get protection. The police are obliged to come in all cases without delay.

Depending on the dangerous situation, police officers have the following possibilities:

- to arrest the violent person
- to make a report (this is obligatory whenever an offence has been committed)
- to remove and ban the violent person from the building

Women's emergency hotline (Frauennotruf) – 88 11 00

For women and their relatives who are threatened by violence

Address: Haydnstraße 2, 5020 Salzburg,

Telephone: 0662/88 11 00

E-mail: frauennotruf.salzburg@aon.at

Women's shelter (Frauenhaus)

Protection and refuge for women and children who are exposed to domestic violence.

Advice in your mother language and support through interpreters as well as help in finding a job or flat and in dealing with authorities.

5020 Salzburg

Telephone: 0662/458 458

E-mail: office@frauenhaus-salzburg.at

Internet: www.frauenhaus-salzburg.at

Intervention centre (Interventionsstelle) Salzburg

The intervention centre is an establishment for the protection of women and their children after their partner/husband has been banned from the house. It provides advice and support.

Address: Paris-Lodron-Straße 3a/1/5, 5020 Salzburg

Telephone: 0662/870 100

E-mail: istsalzburg@netway.at

Children's and Youth Ombuds Office (Kinder- und Jugendanwaltschaft) – kija

kija represents the interests of children and minors, gives advice and offers help in solving problems of any kind in the individual case.

It acts as a mediator to solve conflicts between children/young people and adults/authorities.

The staff of kija commit themselves to help children and young people with their problems free of charge – and if requested - anonymously.

Kija Salzburg

Address: Museumsplatz 4

5020 Salzburg

Telephone: 0662/430550

E-mail: kija.sbg@kija.at

Internet: www.kija.at/sbg

12. Getting around in the city Salzburg

12.1 Public transport – Stadtbuss

The city of Salzburg has a tight network of trolleybuses, commuter trains and busses.

Further information is available at www.stadtbuss.at and http://efa.svv-info.at/svv/index_de.htm

Of course, you need a valid ticket. If you buy it in advance (at ticket vending machines, newsagents and tobacco shops, the customer centre of the Salzburger Verkehrsverbund),

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Internet: www.stadt-salzburg.at

tickets for one trip, day's tickets, weekly, monthly and yearly tickets are available. You can also buy your ticket from the driver, but it is a little more expensive. The fares and schedules can be found on the internet or at the office of the Salzburger Verkehrsverbund in Schranngasse 4, 5020 Salzburg.

It is an offence to you use public transport without a ticket or an invalid ticket. If you are caught by an officer, you will have to pay 65 Euros or more.

12.2 Riding bicycles

Riding a bicycle is part of everyday life in Salzburg. People in Salzburg like riding bikes and do so a lot. Salzburg has a well-developed network of bicycle lanes. Use the possibility to get around quickly while keeping healthy and fit at the same time.

12.3 Driving cars

Is my driving licence valid in Austria?

Should you not come from an EEA country, but from a third country, you have to exchange your driving licence for a driving licence that is valid in Austria after six months at the latest. To do so, contact the Federal Police Headquarters (Bundespolizeidirektion) (Alpenstraße 90, 5020 Salzburg, telephone: 0662- 6383-5400).

Protect your child – life-saving children's safety seat – seat belt requirement

It is required by law that children under 14 years who are shorter than 150 cm have to be transported in an appropriate restraint system (children's safety seat). The seats have to be suitable for the height and weight of the child. Children taller than 150 cm can be taken in the front or back passenger seats wearing seat belts. If you do not comply, you may have to pay up to 5,000 Euros penalty. If a child gets hurt in a car accident because it was not properly secured, criminal proceedings will result.

Driver and passengers have to comply with the seat belt requirement too. Should you or other persons not wear a seat belt, you may have to pay 35 Euros.

Where can I park my car?

If you do not have your own parking space where you live, you can apply for permit that allows you to park in a short-term parking zone:

Magistrat Salzburg

Verkehrs- und Straßenrechtsamt

Address: Markus Sittikus-Straße 4, 5020 Salzburg

Telephone: 0662-8072-3191

Motoring organisations in Austria

Many Austrians are members in a motoring organisation. They offer incidental costs insurances and other insurances, as well as roadway repair service and other services.

ÖAMTC-Österreichischer Automobil-, Motorrad- und Touring Club

Address: Alpenstraße 102-104, 5020 Salzburg

Telephone: 0662-639 99

E-Mail: salzburg@oamtc.at

Internet: www.oamtc.at

ARBÖ - Auto-, Motor- und Radfahrerbund

Address: Münchner Bundesstraße 9, 5020 Salzburg

Telephone: 050-123-2500

E-Mail: sbg@arboe.at

Internet: www.arboe.at

13. Environment protection

13.1. Waste removal service

In Salzburg great importance is attached to protecting the environment and keeping it clean. Therefore separating waste is important. You can find the appropriate waste bins and containers in or near your house. The information sheet regarding waste separation is enclosed to this file. Should you have further questions regarding this topic, contact the waste removal service (Abfallservice):

Address: Siezenheimer Straße 20, 5020 Salzburg

Telephone: 0662 8072-4561

E-mail: abfallservice@stadt-salzburg.at

13.2 Tips by the energy provider Salzburg AG for saving energy!

In an average household up to 100 Euros a year can be saved without making investments and without losing convenience! Try it!

Here a few examples:

Always mind the energy class (Class A appliances consume less energy than Class C appliances)

Washing machines: Only wash when the washer drum is full. It is hardly ever necessary to wash at 95 °Celsius, but it costs 40 % more electricity than washing at 60 °Celsius.

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

Lights: It pays to exchange regular light bulbs for energy saving lamps. The life of an energy saving light lamp is eight times longer and it only consumes one fifth of the electricity.

Standby functions: Buy a multi-plug connector that you can switch off. Thus you can reduce the standby energy consumption considerably.

Heating: Lower the room temperature by one degree and you can save 5 % on your annual heating bill. 20 °Celsius in living spaces is enough.

Find more tips on the internet at:

www.stromfresser.at or get more information by telephone on 0800/660 660

13.3 Water

Water in the city of Salzburg has drinking water quality. You can drink water from the tap and use it for cooking. Water is a valuable resource; try not to waste it!

14. Five tips for free-time activities

Open-air swimming pools and facilities

Summers in Salzburg can be very hot. Use the offer of the city's swimming pools.

About 27,865 square metres of water area with a temperature of 23 °C are available to people in Salzburg from 9 a.m. to 7 p.m. (on sunny days until 8 p.m.). State-of-the-art technology ensures first rate water quality and pool attendants who are trained in First Aid and in using the defibrillator see to it that the bathers are safe.

Swimming pools in the city of Salzburg:

Freibad Leopoldskron – Freibad Volksgarten – Freibad Alpenstraße – Badensee Liefering

Indoor swimming pool Paracelsus Bad/Kurhaus spa

When it gets cold you can go to the city's indoor swimming pool:

Pools:

Sports pool (15x25m) with climbing wall and diving platform

Children's adventure pool with pirate ship, slide, water current channel and waterfall,

Toddler's wading pool, water temperature 28 °C, air temperature 31 °C

No duty to wear a bathing cap

Opening hours:

Monday - Friday: 10 a.m. to 8 p.m.

Saturday, Sunday and public holidays: 10 a.m. to 7 p.m.

Address: Auerspergstraße 2, 5020 Salzburg

Telephone: 0662/ 88 35 44-22

Hellbrunn castle and its park invite you ...

Hellbrunn castle, a unique piece of art, a place full of surprises: It has always been a place of recreation and entertainment, a place of great celebrations, opulent spectacles and exhibition of unusual things. Today, the trick fountains and the castle attract their visitors as much as they did in the past. After the long winter months the park with its numerous benches invite all those seeking the sun to come and relax. The park with an area of over 60 hectares is a model example of exquisite landscape gardening and has a long [history](#).

Discover Hellbrunn!

Address: Fürstenweg 37, 5020 Salzburg

Telephone: 0662-82 03 72

E-Mail: info@hellbrunn.at

Internet: www.hellbrunn.at

Salzburg Zoo

In the direct vicinity of Hellbrunn castle you can find Salzburg's zoo.

About 800 animals from 150 different species live in the modern zoo, which is a nature and endangered species protection centre complying with the strict EU regulations.

Animals who are in desperate need of protection and of a home because their habitat has been destroyed find protection at our zoo. A visit to Salzburg zoo also takes you and your family on a diverting journey to the world of animals of Eurasia, America, Africa and Australia.

Address: Anifer Landesstraße 1, 5081 Anif

Telephone: 0662-820176

E-Mail: office@salzburg-zoo.at

Internet: www.salzburg-zoo.at

House of nature - Haus der Natur

The Haus der Natur attracts numerous visitors, not only when it rains.

Immerse yourself in the fascinating world of nature and visit the many special exhibitions.

Haus der Natur

Museumsplatz 5, A-5020 Salzburg

Tel: 0662 / 84 26 53 - 0

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

E-Mail: office@hausdernatur.at

Opening hours: daily, also on Sundays and public holidays 9 a.m. – 5 p.m.

Internet: www.hausdernatur.at

Are there discounts on entrance fees?

Get the family pass "**Salzburger Familienpass**". It allows you to get discounts on entrance fees to many free-time and cultural facilities in Salzburg.

Information:

Bürgerservice Stadt Salzburg

Schloss Mirabell, 5024 Salzburg

15. Sports

Various sports

Sport is healthy and fun. In Salzburg there is a broad offer of various sports such as: Aikido, aerobic, football, volleyball, dance, archery, basketball, handball, gymnastics, climbing, ice skating, fencing, weightlifting, boxing, judo, athletic sports,

Get more information at one of the following clubs. We are sure you will find something suitable for you:

ASKÖ Landesverband

Parscherstraße 4, 5020 Salzburg

Telephone: 0662/ 87 16 23

E-Mail: office@askoe-salzburg.at

Internet: www.askoe-salzburg.at

Sport Union

Josef Preis Allee 10, 5020 Salzburg.

Telephone: 0662/ 84 09 48-11

E-Mail: office@tgus.org

Internet: www.tgus.org

ASVÖ Salzburg

Itzlinger Hauptstraße 30, 5020 Salzburg

Telephone: 0662/ 45 92 60

E-Mail: office.salzburg@asvoe.at

Internet: www.asvoe-sbg.at

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Telefon: 0662-8072-2295 E-Mail: integrationsbeauftragte@stadt-salzburg.at

Internet: www.stadt-salzburg.at

16. Further education for adults

Life-long learning is a reality today. The access to knowledge and to educational offers increases the opportunity to participate in a society and its wealth. Our world is constantly changing as a result of new findings and technologies. The ability to acquire and use new knowledge is one of the key factors for the participation in social, political, economic and cultural life.

Contact Salzburg's institutions for adult education to get information on their offer!

The city library - Stadtbücherei

You can find about 128.000 books, magazines, CDs, MCs, videos, CD-ROMs, DVDs and language course resources, which you can borrow for free. Use the children's library, too. It has many books in various languages such as English, Serbian, Croatian or Turkish for your children.

[Stadtbücherei Salzburg](#), Schloss Mirabell, Tel. 0662 8072-2518
www.buch.stadt-salzburg.at

Adult education centres

Volkshochschule (VHS) Salzburg

Faberstrasse 16
A-5020 Salzburg
Telephone: 0662/8761510
Fax: 0662/881355
E-Mail: info@volkshochschule.at
<http://www.volkshochschule.at/>

Wirtschaftsförderungsinstitut (WIFI) Salzburg

Julius Raab Platz 2, 5027 Salzburg
Telephone: +43/662/8888-411
E-Mail: info@sbg.wifi.at
<http://www.sbg.wifi.at/>

Berufsförderungsinstitut (BFI) Stadt Salzburg

Schillerstraße 30

A-5020 Salzburg

Telephone: 0662/88 30 81-0

E-Mail: info@bfi-sbg.at

<http://www.bfi-sbg.at>

Verein BiBer – Bildungsberatung für Erwachsene

Imbergstr.2

A-5020 Salzburg

Telephone: 0662 872677-22

E-Mail: biber@salzburg.at

<http://www.biber.salzburg.at>

Further information is available at

www.bildung.salzburg.at/erwachsenenbildung.htm