

## Initial arrival options for displaced persons from Ukraine – Austria 09.01.2026

| Province      | Address                                                                                                                                                                                                                                                                                                                     | Contact details/offer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Registration with the police                                                                                                                                                                                                                                                                                                               |
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| Upper Austria | <p>Rotes Kreuz OÖ<br/>Emergency shelter<br/>Raimundstr. 10-14<br/>4020 Linz</p> <p>Information Upper Austria:<br/><a href="https://ukraine.ooe.gv.at/index_DE_U_HTML.htm#content-185">https://ukraine.ooe.gv.at/index_DE_U_HTML.htm#content-185</a></p>                                                                     | <p>24/7 emergency shelter<br/><b>ONLY for displaced persons from Ukraine who are in Austria for the first time</b> (not for those who lose their accommodation and are for example homeless or for those re-entering Austria)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>Registration with the police:</b><br/>4600 Wels, Dragonerstraße 29<br/>Monday 8:00-13:00</p>                                                                                                                                                                                                                                         |
| Vienna        | <p>Fonds Soziales Wien (FSW)<br/>Counseling and Service-Centre<br/>Refugees and Basic Care<br/>Graumanngasse 7 / Stiege A, 1. OG<br/>1150 Wien</p> <p>Information Fonds Soziales<br/>Wien/city of Vienna:<br/><a href="https://www.fluechtlinge.wien/grundversorgung">https://www.fluechtlinge.wien/grundversorgung</a></p> | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Arrival center Schlossberg: No new admissions as of 08.01.26!</b></p> <p><u>Currently no admission to basic care in organized housing in Vienna!</u></p> <p><b>Counseling and Service-Centre Refugees and Basic Care (FSW):</b></p> <ul style="list-style-type: none"> <li>- Support in finding organized housing in the federal states (not in Vienna)</li> <li>- Police registration is required in advance</li> <li>- No admission to basic care with pets</li> </ul> <p><b>Opening hours:</b> Monday to Friday, 8 a.m. – 3 p.m.</p> <p>People who live in private housing (registration of residence in Vienna) and do not need organized housing can apply for basic care in private housing. Attention: Police registration is required in advance.<br/><a href="https://gvs-termin.fsw.at/">https://gvs-termin.fsw.at/</a></p> | <p>Monday, Wednesday, Friday by online appointment at Hernalser Gürtel 6-12, 1080 Vienna</p> <p><b>Appointment registration with the police:</b><br/><a href="https://citizen.bmi.gv.at/at.gv.bmi.fnsetvweb-p/etv/public/sva/Terminvereinbarung">https://citizen.bmi.gv.at/at.gv.bmi.fnsetvweb-p/etv/public/sva/Terminvereinbarung</a></p> |
| Vorarlberg    | <p>Caritas Vorarlberg<br/>Initial arrival office (JD)<br/>Schlossgraben 6<br/>6800 Feldkirch</p> <p>Information Vorarlberg:<br/><a href="https://vorarlberg.at/-/ukraine-mehrsprachig">https://vorarlberg.at/-/ukraine-mehrsprachig</a></p>                                                                                 | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Newly arriving displaced persons from Ukraine (not yet registered) in Vorarlberg</b> can contact the Caritas Vorarlberg initial arrival office (Journaldienst)</p> <p><b>Initial arrival office (Journaldienst)</b></p> <ul style="list-style-type: none"> <li>- Tel. +43(0)5522/200-1771</li> <li>- <a href="mailto:flh.journaldienst@caritas.at">flh.journaldienst@caritas.at</a></li> <li>- <a href="http://www.caritas-vorarlberg.at">www.caritas-vorarlberg.at</a></li> </ul> <p><b>Application for basic care:</b><br/>Opening hours: Monday – Thursday: 08.00 – 12.00<br/>Available by telephone:<br/>Monday – Friday: 08.00 – 12.00<br/>and Monday – Thursday: 13.00 - 16.00</p> <p>Referral to the province's basic care system will take place <b>depending on availability</b>,</p>                                        | <p><b>Registration with the police:</b><br/>Police station Dornbirn, 6850 Dornbirn, St.-Martin-Strasse 6,<br/>Monday-Sunday 8:00-17:00</p>                                                                                                                                                                                                 |
| Styria        | <p>Caritas Sozialzentrum<br/>Mariengasse 24<br/>8020 Graz</p> <p>Information Styria:<br/><a href="https://www.steiermark-hilft.at/faqs/">https://www.steiermark-hilft.at/faqs/</a></p>                                                                                                                                      | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Application for basic care:</b><br/>Marianum – Caritas Sozialzentrum Mariengasse<br/>Mariengasse 24, 8020 Graz<br/>Monday: 10:00 – 15:00<br/>Wednesday: 10:00 – 15:00<br/>Friday: 10:00 – 15:00</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>Registration with the police:</b><br/>LPD Parkring 4, 8010 Graz<br/>Monday: 8:00 – 12:00<br/>Wednesday: 8:00 – 12:00<br/>Friday: 8:00 – 12:00</p>                                                                                                                                                                                    |

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| Salzburg      | <p>Caritas Salzburg<br/>Caritas Clearingstelle<br/>Bergerbräuhofstraße 27<br/>5020 Salzburg</p> <p>Information Salzburg:<br/><a href="https://www.salzburg.gv.at/theme/n/gesellschaft/ukrainehilfe/ukraine-ankunftundwohnen">https://www.salzburg.gv.at/theme/n/gesellschaft/ukrainehilfe/ukraine-ankunftundwohnen</a></p>                                                                                                                                                           | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Application for basic care:</b><br/>Caritas Clearingstelle – initial arrival<br/>Telephone: +43 676 848210 262<br/>Mail: <a href="mailto:hilfe.ukraine@caritas-salzburg.at">hilfe.ukraine@caritas-salzburg.at</a><br/><b>Opening hours:</b> Monday – Friday: 9.00 – 13.00</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b>Registration with the police takes place at the police station Salzburg-</b><br/>Fremdenpolizei, Münchner Bundesstraße 201, Monday-Friday 8:00 – 11:00</p>                                                                                                                                                                                                                                                                                                                     |
| Tyrol         | <p>TSD (Tiroler Soziale Dienste)<br/>Visiting the office (Parteienverkehr Ukraine) Trientlgasse 6<br/>6020 Innsbruck</p> <p>Information for displaced persons:<br/><a href="https://www.tsd.gv.at/information/en-fuer-anspruchsberechtigte/#deukrainisch">https://www.tsd.gv.at/information/en-fuer-anspruchsberechtigte/#deukrainisch</a></p> <p>Applications for basic care in private housing must be submitted directly to the province Tyrol, Department for Social Affairs</p> | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Application for basic care in organized housing:</b><br/>- by mail: <a href="mailto:auskunft.ukraine@tsd.gv.at">auskunft.ukraine@tsd.gv.at</a><br/>- or by visiting the office (Parteienverkehr Ukraine), Trientlgasse 6, 6020 Innsbruck,<br/><b>Appointments:</b><br/><a href="https://www.tsd.gv.at/wp-content/uploads/2025/12/Ukraine-PAV-Q1-2026-1.pdf">https://www.tsd.gv.at/wp-content/uploads/2025/12/Ukraine-PAV-Q1-2026-1.pdf</a><br/><a href="https://www.tsd.gv.at/">https://www.tsd.gv.at/</a><br/>Following the submission of all relevant documents, added to the waiting list and allocation of accommodation if available and need of assistance is given (assessment by the province Tyrol, Department for Social Affairs)</p> <p>Admission to basic care in private housing is possible at any time. Applications for basic care in private housing must be submitted directly to the province Tyrol, Department for Social Affairs: <a href="mailto:soziales@tirol.gv.at">soziales@tirol.gv.at</a></p> | <p><b>Registration with the police</b> directly at the police station by the train station Innsbruck 6020 Innsbruck, Südtirolerplatz 2, Monday - Friday 9:00-15:00</p>                                                                                                                                                                                                                                                                                                               |
| Carinthia     | <p>Province Kärnten<br/>Department 13<br/>Refugee affairs<br/>Hasnerstraße 8<br/>9020 Klagenfurt</p> <p>Information Carinthia:<br/><a href="https://ukraine-info.ktn.gv.at/registrierung-vertriebene">https://ukraine-info.ktn.gv.at/registrierung-vertriebene</a></p>                                                                                                                                                                                                               | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Admission basic care organized and private housing:</b><br/><b>Department 13 – UA refugee affairs</b><br/>Telephone: 050 536 33007</p> <p>Opening hours:<br/>Monday – Friday: 08:00 bis 12:00</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Registration with the police:</b><br/><b>Police station Klagenfurt</b><br/>Fremdenpolizei,<br/>9020 Klagenfurt, Ebenthaler Straße 6,<br/>Telephone: 0664/2551312,<br/>Monday and Friday 8:00 -14:00</p> <p><b>Expositur police station Villach</b><br/><b>Bahnhof FGP,</b><br/>9500 Villach, Bahnhofplatz 1,<br/>Telephone: 0664/2551313,<br/>Wednesday 09:00 - 15:00</p>                                                                                                      |
| Lower Austria | <p>Provincial government of Lower Austria<br/>Department for Citizenship and Elections<br/>Landhausplatz 1, 7A<br/>3109 St. Pölten</p> <p>Information Lower Austria:<br/><a href="https://www.noel.gv.at/noe/SozialeDienste-Beratung/Informationen_fuer_Fluechtlinge_aus_der_Ukraine.html#heading_Grundversorgung">https://www.noel.gv.at/noe/SozialeDienste-Beratung/Informationen_fuer_Fluechtlinge_aus_der_Ukraine.html#heading_Grundversorgung</a></p>                           | <p><b>No emergency beds/no emergency shelter</b></p> <p><b>Application for basic care in private housing:</b><br/>Directly to the district administrative authority/place of residence</p> <p><b>Application for basic care in organized housing:</b><br/><b>Provincial government of Lower Austria</b><br/>Department for Citizenship and Elections<br/>Landhausplatz 1, 7A<br/>3109 St. Pölten</p> <p>Opening hours:<br/>Monday, Wednesday, Thursday 8:00-10:00<br/>Telephone: 02742/9005/15672</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>Police detention center Wiener Neustadt</b><br/>2700 Wiener Neustadt, Burgring 2 (entrance at Neunkirchner Straße 23/PAZ)<br/>Telephone number for appointments: 059133/37-1903<br/>Opening hours: Monday-Friday 08:00–18:00</p> <p><b>Registration with the police:</b><br/><b>Police detention center St. Pölten</b><br/>3100 St. Pölten, Linzer Straße 47<br/>Telephone number for appointments: 059133/35-1911<br/>Opening hours: Tuesday &amp; Thursday 08:00 – 14:00</p> |

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| Burgenland | <p><b>Diakonie</b><br/>Location Oberwart<br/>Wiener Straße 1<br/>7400 Oberwart<br/>+43 664 88 68 22 34</p> <p>Location Eisenstadt<br/>Bahnstr. 33<br/>7000 Eisenstadt<br/>+43 664 88 68 22 33</p> <p>Provincial government of Burgenland<br/>Basic care for foreigners<br/>Europaplatz 1<br/>7000 Eisenstadt</p> <p>Information Burgenland:<br/><a href="https://www.burgenland.at/politik/burgenland-hilft/">https://www.burgenland.at/politik/burgenland-hilft/</a></p> | <p><b>No emergency beds/no emergency shelter</b></p> <p>Application for basic care in organized housing via Diakonie Flüchtlingsdienst: <a href="mailto:mobeb@diakonie.at">mobeb@diakonie.at</a> or personally at the locations</p> <p>Persons in private housing who already have a registration of residence can apply for basic care via the following link:<br/><a href="https://www.burgenland.at/politik/burgenland-hilft/private-unterbringung-prekariat/">https://www.burgenland.at/politik/burgenland-hilft/private-unterbringung-prekariat/</a></p> | <p><b>Registration with the police:</b><br/>Hotline for aliens police registration:<br/>Monday-Friday 8:00-16:00<br/>Telephone: 059133 101016</p> <p>Information about registration<br/><a href="https://www.burgenland.at/politik/burgenland-hilft/registrierung-vertriebener-ukrainischer-staatsbuerger/">https://www.burgenland.at/politik/burgenland-hilft/registrierung-vertriebener-ukrainischer-staatsbuerger/</a></p> |
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Coordination unit for Ukrainian refugees – [ukrainehilfe@bmi.gv.at](mailto:ukrainehilfe@bmi.gv.at)