Initial arrival options for displaced persons from Ukraine – Austria 10.11.2026

Province	Address	Contact details/offer	Registration with the police*
Upper Austria	**Rotes Kreuz OÖ** **Emergency shelter** **Raimundstr. 10-14** **4020 Linz** Information Upper Austria: https://ukraine.ooe.gv.at/index_DEU_HTML.htm#content-185	24/7 emergency shelter **ONLY for displaced persons arriving direct from Ukraine who are in Austria for the first time** (not for those who lose their accommodation and are for example homeless or for those re-entering Austria)	**Registration with the police:** 4600 Wels, Dragonerstraße 29 Monday 8:00-13:00
Vienna	**Fonds Soziales Wien (FSW)** **Counseling and Service-Centre Refugees and Basic Care** Graumanngasse 7 / Stiege A, 1. OG 1150 Wien **Information Fonds Soziales Wien/city of Vienna:** https://www.fluechtlinge.wien/grundversorgung	**No emergency beds/no emergency shelter** Currently no admission to basic care in organized housing in Vienna! **Counseling and Service-Centre Refugees and Basic Care (FSW):** - Support in finding organized housing in the federal states (not in Vienna) - Police registration is required in advance - No admission to basic care with pets **Opening hours**: Monday to Friday, 8 a.m. – 3 p.m. 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. Counseling and **appointment scheduling** for submitting an application are **provided by the Caritas Asylum Centre, Inzersdorfer Straße 127**, 1100 Wien: Asylzentrum Caritas Wien | Beratung für Asylwerber*innen: Caritas Wien	Monday, Wednesday, Friday by online appointment at Hernalser Gürtel 6-12, 1080 Vienna **Appointment registration with the police**: https://citizen.bmi.gv.at/at.gv.bmi.fnsetvweb-p/etv/public/sva/Terminvereinbarung
Vorarlberg	**Caritas Vorarlberg** **Initial arrival office (JD)** **Schlossgraben 6** **6800 Feldkirch** Information Vorarlberg: https://vorarlberg.at/-/ukraine-mehrsprachig	**No emergency beds/no emergency shelter** **Newly arriving displaced persons from Ukraine (not yet registered) in Vorarlberg** can contact the Caritas Vorarlberg initial arrival office (Journaldienest) **Initial arrival office (Journaldienst)** - **Tel. +43(0)5522/200-1771** - **flh.journaldienst@caritas.at** - www.caritas-vorarlberg.at **Application for basic care:** Opening hours: Monday – Thursday: 08.00 – 12.00 Available by telephone: Monday – Friday: 08.00 – 12.00 and Monday – Thursday: 13.00 - 16.00 Referral to the province's basic care system will take place **depending on availability**,	**Registration with the police:** Police station Dornbirn, 6850 Dornbirn, St.-Martin-Strasse 6, Monday-Sunday 8:00-17:00
Styria	**Caritas Sozialzentrum Mariengasse 24** **8020 Graz** Information Styria: https://www.steiermark-hilft.at/faqs/	**No emergency beds/no emergency shelter** **Application for basic care:** Marianum – Caritas Sozialzentrum Mariengasse Mariengasse 24, 8020 Graz Monday: 10:00 – 15:00 Wednesday: 10:00 – 15:00 Friday: 10:00 – 15:00	**Registration with the police:** LPD Parkring 4, 8010 Graz Monday: 8:00 – 12:00 Wednesday: 8:00 – 12:00 Friday: 8:00 – 12:00

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Salzburg	**Caritas Salzburg** **Caritas Clearingstelle** **Bergerbräuhofstraße 27** **5020 Salzburg** Information Salzburg: https://www.salzburg.gv.at/themen/gesellschaft/ukrainehilfe/ukraine-ankunftundwohnen	**No emergency beds/no emergency shelter** **Application for basic care:** Caritas Clearingstelle – initial arrival Telephone: +43 676 848210 262 Mail: hilfe.ukraine@caritas-salzburg.at **Opening hours:** Monday – Friday: 9.00 – 13.00	**Registration with the police takes place at the police station** Salzburg-Fremdenpolizei, Münchner Bundesstraße 201, Monday-Friday 8:00 – 11:00
Tyrol	**TSD (Tiroler Soziale Dienste)** **Visiting the office (Parteienverkehr Ukraine) Trientlgasse 6** **6020 Innsbruck** Information for displaced persons: https://www.tsd.gv.at/informationen-fuer-anspruchsberechtigte/#deukrainisch **Applications for basic care in private housing must be submitted directly to the province Tyrol, Department for Social Affairs** →	**No emergency beds/no emergency shelter** **Application for basic care in organized housing:** - by mail: **auskunft.ukraine@tsd.gv.at** - or by visiting the office (Parteienverkehr Ukraine), Trientlgasse 6, 6020 Innsbruck, **Appointments:** **https://www.tsd.gv.at/wp-content/uploads/2025/12/Ukraine-PAV-Q1-2026-1.pdf** **https://www.tsd.gv.at/** 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) **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: soziales@tirol.gv.at**	**Registration with the police** directly at the police station by the train station Innsbruck 6020 Innsbruck, Südtirolerplatz 2, Monday - Friday 9:00-15:00
Carinthia	**Province Kärnten** **Department 3** **Refugee affairs** **Hasnerstraße 8** **9020 Klagenfurt** Information Carinthia: https://ukraine-info.ktn.gv.at/registrierung-vertriebene	**No emergency beds/no emergency shelter** **Admission basic care organized and private housing:** **Department 3 – UA refugee affairs** Telephone: 050 536 13199 050 536 13197 Opening hours: Monday – Friday: 08:00 bis 12:00	**Registration with the police:** **Police station Klagenfurt Fremdenpolizei,** 9020 Klagenfurt, Ebenthaler Straße 6, Telephone: 0664/2551312, Monday and Friday 8:00 -14:00 **Expositur police station Villach Bahnhof FGP,** 9500 Villach, Bahnhofplatz 1, Telephone: 0664/2551313, Wednesday 09:00 - 15:00
Lower Austria	**Provincal government of Lower Austria** **Department for Citizenship and Elections** **Landhausplatz 1, 7A** **3109 St. Pölten** Information Lower Austria: https://www.noe.gv.at/noe/Soziale_Dienste-Beratung/Informationen_fuer_Fluechtlinge_aus_der_Ukraine.html#heading_Grundversorgung	**No emergency beds/no emergency shelter** **Application for basic care in private housing:** Directly to the district administrative authority/place of residence **Application for basic care in organized housing:** **Information & Counseling (no referrals to housing) at Diakonie/Caritas** https://www.diakonie.at/unsere-angebote-und-einrichtungen/mobile-fluechtlingsbetreuung-niederoesterreich-west https://www.caritas-wien.at/hilfe-angebote/asyl-integration/beratung-fuer-asylwerberinnen/fluechtlingsbetreuung-noe/ **The Lower Austrian Provincial Government Office is responsible for admission** Department for Citizenship and Elections Landhausplatz 1, 7A 3109 St. Pölten Opening hours: Monday, Wednesday, Thursday 8:00-10:00 Telephone: 02742/9005/15672	**Police detention center Wiener Neustadt** 2700 Wiener Neustadt, Burgplatz 2 (entrance at Neunkirchner Straße 23/PAZ) **Prior telephone appointment is required: 059133/37-1903** **Registration with the police:** **Police detention center St. Pölten** 3100 St. Pölten, Linzer Straße 47 **Prior telephone appointment is required: 059133/35-1911**

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Burgenland	**Diakonie** **Location Oberwart** **Wiener Straße 1** **7400 Oberwart** **+43 664 88 68 22 34** **Location Eisenstadt** **Bahnstr. 33** **7000 Eisenstadt** **+43 664 88 68 22 33** **Provincal government of Burgenland** **Basic care for foreigners** **Europaplatz 1** **7000 Eisenstadt** Information Burgenland: https://www.burgenland.at/politik/burgenland-hilft/	**No emergency beds/no emergency shelter** **Application for basic care in organized housing via Diakonie Flüchtlingsdienst: mobeb@diakonie.at or personally at the locations** **Persons in private housing who already have a registration of residence can apply for basic care via the following link:** **https://www.burgenland.at/politik/burgenland-hilft/private-unterbringung-prekariat/**	**Registration with the police:** Hotline for aliens police registration: Telephone: 059133 101016 Information about registration https://www.burgenland.at/politik/burgenland-hilft/registrierung-vertriebener-ukrainischer-staatsbuerger/

*) If you are unable to attend your registration appointment, please make sure to cancel it. This helps keep waiting times as short as possible for other people who wish to register as displaced persons.

You can cancel your appointment by phone. If you booked your appointment online in Vienna, you can also cancel it via the red button "Cancel an already booked appointment" (“bereits gebuchten Termin stornieren”) on the following website: https://citizen.bmi.gv.at/at.gv.bmi.fnsetvweb-p/etv/public/sva/Terminvereinbarung?locale=de

Coordination unit for Ukrainian refugees – ukrainehilfe@bmi.gv.at