



WIEN IST VIELFALT. MA 17

## Municipal Department 17 – Integration and Diversity (MA 17)

MA 17 is the department of the Vienna City Administration in charge of initiating measures and projects to improve equality and provide equal opportunities for migrants. The department helps all residents of Vienna to find the best way of living together as good neighbours.

In addition to promoting language acquisition and diversity measures, MA 17 supports projects that provide advice, counselling, support and empowerment for migrants, strengthen their participation in society, and promote intercultural sensitivity and competence. A special focus of the department is on maintaining close ties and regular communication with migrant organisations and associations.

### Contact:

**Phone:** (01) 4000-81510

**Address:** 1080 Vienna, Friedrich-Schmidt-Platz 3

**E-mail:** [post@ma17.wien.gv.at](mailto:post@ma17.wien.gv.at)

**Homepage:** [www.integration.wien.at](http://www.integration.wien.at)

The Vienna education booklet, which is funded by MA 17, is your guide to all things concerning employment and education in Vienna.



## Municipal Department 35 – Immigration, Citizenship and Registry Offices (MA 35)

MA 35 is responsible for immigration, matters related to Austrian citizenship, and Vienna's registry offices. Whether you need a birth certificate or a death certificate, want to get married, want to acquire Austrian citizenship or need a residence permit – Municipal Department 35 accompanies you through all stages of life.

If you have any questions concerning your stay in Austria you can contact the customer service centre of MA 35, where you can get advice and information in several languages.

### Contact:

**Phone:** (01) 4000-3535

**Address:** 1200 Vienna, Dresdner Straße 93, Block C

**E-mail:** [service@ma35.wien.gv.at](mailto:service@ma35.wien.gv.at)

**Homepage:** [www.wien.gv.at/verwaltung/personenwesen/](http://www.wien.gv.at/verwaltung/personenwesen/)

You have already received a welcome folder from MA 35 with important information and addresses of institutions and organisations in Vienna.



## Vienna Employment Promotion Fund (waff)

The Vienna Employment Promotion Fund is an institution of the City of Vienna that promotes active labour market policy and offers information for job seekers in several languages. You can learn all about your rights, duties and opportunities on the labour market at the career counselling for newly arrived migrants.

This in-depth information is particularly useful for people who have recently arrived in Austria and have free access to the labour market or will likely be granted free access within the next year.

Career counselling for newly arrived migrants is available in Albanian, Arabic, Bosnian/Croatian/Serbian, Bulgarian, Chinese, German, English, Polish, Romanian, Russian and Turkish.

You can also contact waff to receive information on further training measures and financial assistance for your training.

You can find out about the next waff information events at your MA 17 start coaching or make a personal appointment:

### Contact:

**Phone: (01) 217 48–555**

**Address: waff Beratungszentrum für Beruf und Weiterbildung  
1020 Vienna, Nordbahnstraße 36/Stiege 1/ 3rd floor (right)**

**E-mail: [bbe@waff.at](mailto:bbe@waff.at)**

**Homepage: [www.waff.at](http://www.waff.at)**

The Vienna Employment Promotion Fund also provides information after your initial career counselling and also offers financial assistance for further training and education.



## Recognition and continuing education counselling centre (competence centre)

### Counselling centre for migrants

Here you can receive information about the rules of the Austrian labour market, career opportunities with qualifications that may differ from those in your country of origin, possibilities for training and continuing education and available funding, and the recognition of qualifications acquired abroad.

The centre offers career counselling, advice on training and further education, and supports you during your training and further education and with recognition procedures.

Counselling is available in German, Bosnian/Croatian/Serbian, Chinese, English, French, Polish, Portuguese, Russian, Slovakian, Spanish and Czech.

### Contact:

**Phone: (01) 58 58 019**

**Address: 1020 Vienna, Nordbahnstraße 36/ Stiege 1/ 3rd floor (turn left from the elevator)**

**E-mail: [kompetenzzentrum@migrant.at](mailto:kompetenzzentrum@migrant.at)**

**Homepage: [www.migrant.at](http://www.migrant.at)**



## Public Employment Service Austria (AMS)

The Public Employment Service Austria (AMS) is Austria's leading provider of labour-market related services. It matches candidates with job openings and assists jobseekers and companies by offering advice, information, qualification opportunities and financial assistance.

As soon as you have a work permit and want to begin working, you can contact the AMS branch office for your district and register as a jobseeker.

**Contact:**

**Phone: (01) 87871**

**Monday to Wednesday 7.30am to 4pm**

**Friday 7.30am to 3.30pm**

**E-mail: [ams.servicelinewien@ams.at](mailto:ams.servicelinewien@ams.at)**

**Homepage: [www.ams.at/wien](http://www.ams.at/wien)**



## Vienna Chamber of Labour

The Vienna Chamber of Labour has some 800,000 members in Vienna. All gainfully employed persons and persons with freelance employment contracts are members of the Chamber of Labour. The Chamber of Labour represents its members' interests to the federal state in the fields of employment and economic, social and cultural affairs. It offers free advice and also represents its members in disputes related to labour and social law and in many other areas. The Vienna Chamber of Labour also provides financial assistance for further training measures in the form of its education voucher. It has offices in the 16th, 21st and 23rd districts and also houses the offices of the Federal Chamber of Labour, which is the umbrella organisation of the Chambers of Labour of Austria's nine federal provinces.

**Contact:**

**Phone: (01) 50165-0**

**Homepage: [www.wien.arbeiterkammer.at](http://www.wien.arbeiterkammer.at)**

# PartnerInnen



partner

englisch



## Vienna Economic Chamber

The Vienna Economic Chamber is the statutory representative of the more than 110,000 Viennese entrepreneurs and businesses and supports its members in important issues, ranging from consulting for start-ups, legal advice and advice on social insurance to helping them initiate cooperation efforts and create networks. Some 70,000 persons – self-employed, gainfully employed and apprentices – attend the many training and further education institutions of the organisation, making the Vienna Economic Chamber one of the largest education providers in Austria. This makes the Vienna Economic Chamber a competent service point not only for entrepreneurs and business start-ups, but also for those who want to benefit from one of the largest and most comprehensive training and further education services in Austria. Visit our homepage to find out more about the different services.

### Contact:

Phone: (01) 514 50 1050

Homepage: [www.gruenderservice.net](http://www.gruenderservice.net)

[www.biwi.at](http://www.biwi.at)

[www.wifi.at](http://www.wifi.at)