

## **What is a green card, what is a white card?**

You receive a *green card* when you apply for asylum and have it as long as the responsibility for your asylum case is checked. Often, a green card means that you are not allowed to leave a certain area / district.

A *white card* means that Austria is responsible for your case and the procedure is running. You have it until you get a final decision.

## **Where do I get access to basic services for refugees (Grundversorgung)?**

You have the right to basic support (health insurance, food and shelter) from the state:

### - Caritas Asylzentrum:

Mariannengasse 11, 1090 Wien, tel.: +43 1 427880

Open on monday, tuesday, thursday from 8:00 to 16:30, friday from 8:00 to 14:00 - come early!

## **Where can I learn German?**

There are several opportunities for learning German in Vienna, for example:

### - Free course for everyone:

Every Saturday from 10:00 to 12:00 in Amerlinghaus, Stiftgasse 8, 1070 Wien

### - Paid courses at Wiener Volkshochschulen:

tel.: +43 1 893 00 83, [www.vhs.at](http://www.vhs.at)

### - Free course from students:

Mondays & Thursdays from 18:00 to 19:00 in Vordere Zollamtsstraße 3, 1030 Wien (room 3)

## **Psychological support, health care, support for women and queer**

### - Verein Hemayat (psychological counselling):

Engerthstraße 163/4th floor, 1020 Wien, tel.: +43 1 2164306

### - Ambermed (health care, no insurance needed):

Oberlaaer Straße 300-306, 1230 Wien, tel.: +43 1 58900847

### - Verein Lefö (support for women):

Kettenbrückengasse 15/4, 1050 Wien, tel.: +43 1 5811881

### - Krankenhaus Barmherzige Brüder (health care, no insurance needed):

Johannes-Von-Gott-Platz 1, 1020 Wien, tel.: +43 1 211210

### - Rosa Lila Villa (LGBTQIA\*):

Linke Wienzeile 102, 1060 Wien, tel.: +43 1 5868150

Counselling on monday, wednesday, friday from 17:00 to 20:00

## **More information about the asylum procedure in Austria and Europe and the Dublin 3 regulation:**

<http://www.w2eu.info>

<http://live.w2eu.info/category/austria/>

[http://www.bfa.gv.at/bmi\\_docs/1753.pdf](http://www.bfa.gv.at/bmi_docs/1753.pdf)

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