

INFORMATION

about social assistance

What is social assistance?

Social assistance is support for people who are in financial difficulties.

- Social assistance aims to cover your costs of living and your housing costs. The costs of living include costs of food, clothing, body care and household items.
- The housing costs comprise rent, operating costs, electricity and heating.
- With social assistance, you and your family members can be insured with the health insurance company, Österreichische Gesundheitskasse.

Which prerequisites are there?

You can only receive social assistance if the following points are met:

- You do not have enough money to sufficiently cover what you and your family need to live.
- Your income must be less than the amounts listed in point 3.
- Your primary place of abode and your actual residence must be in Graz.
- You must be entitled to live permanently in Austria (for instance, Austrian citizens, under certain circumstances EEA citizens, persons with a "permanent residence – EC").
- You must be allowed to work in Austria
- and be registered with Public Employment Service Austria (AMS).
- You and your family must be making efforts to find work.

For you to receive social assistance, you must first use up your own income and assets. Income is deemed to be all income that you have, for instance:

- Income from work,
- Unemployment benefit,
- Emergency assistance,
- Childcare allowance,
- Maintenance payments, or
- Pension

City of Graz | Social Welfare Office | Department for Social Assistance

Schmiedgasse 26, 8011 Graz | Tel.: +43 316 872-6450 | sozialunterstuetzung@stadt.graz.at **Open to the public** Mon. to Thu. 8 am to 2 pm and Fri 8 am to 12.30 pm | VAT ID: ATU36998709 | graz.at/sozialamt

All information on the GDPR can be found at graz.at/datenschutz.

Assets are everything that you possess. However, certain assets are excluded when calculating social assistance:

- House or condominium in which you live yourself.
- Car required for work or due to a disability.
- Savings up to a maximum of € 6,935.04 per person (this is six times the maximum rate)

The authority (=district administration/municipal authority) will check your assets.

Please note:

- If you receive social assistance continuously for more than 3 years, the authority can have itself recorded in the land register if you own a house or apartment.
- You do not have to register with AMS if you nurse relatives or look after children who are younger than 3 and for whom no childcare facility is available.

Further information on this can be obtained from the authority responsible for you.

How much can the social assistance be?

The social assistance will be calculated specifically for you (and your family). In 2024, you will receive a maximum of these amounts:

Indicative rate	Amount/Percentage of Maximum rate
Maximum rate for single persons and single parents	1.155.84(100%)
Maximum rate for eligible persons over the age of 18 living in economic community	
for the first and second	809.09 (70%)
from the third	520.13 (45%)
Maximum rate for eligible persons under the age of 18 living in economic community	
for the first, second and third	242.73 (21%)
from the fourth	202.27 (17.5%)
Supplements for single parents pursuant to Section 2 Clause 5 for assistance in general living costs for eligible persons under the age of 18	
for the first	138.70 (12%)
for the second	242.73 (21%)
for the third	312.08 (27%)
for each additional	34.68 (3%)
Supplements for assistance in general living costs in each case Eligible persons with a disability (Section 40 Para. 1 and 2 of the Federal Law for Disabled People (Bundesbehindertengesetz))	208.05 (18%)

Maximum housing allowance 231.17 Euro (20%)

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Adults and young people under the age of 18 can receive social assistance 12 times a year.

Where can an application be filed?

You can file the application for social assistance:

- in your municipality (at the town hall)
- at the responsible authority (district administration or in the Social Welfare Office of Graz municipal administration) or
- at the Social Service Centre of the Office of the Styrian Provincial Government, Department 11 Social Matters, Work and Integration, Burggasse 7-9, 8010 Graz

Who can file an application?

You can file applications for yourself and for your family members living in the same household as you.

However, applications can also be filed by somebody else. This can be, for instance, a legal representative or a family member living in the same household.

When several adults live together in one household, we call this economic community. Here the submission of a joint application is sufficient.

How should the application be filed?

As a fundamental rule, the application can be filed informally. As, however, some documents are required, it is recommended that you use the application form.

You can obtain the application form from the Social Welfare Office. You can also download it from the homepage of the city of Graz and the homepage of the Social Welfare Office.

An e-government form is also available on the homepages mentioned.

As the main application or main point of contact in proceedings, please complete the [application form for applicants](#).

For each additional person in your household who also needs social assistance, please complete [Appendix A](#).

For dependent persons in your household who do not need any social assistance, please complete [Appendix B](#).

In the e-government form, Appendix A and Appendix B are integrated and the fields to be completed will be opened as necessary.

Are there deadlines?

The application for social assistance can be filed at any time.

If all prerequisites are met, you will receive social assistance from the date of application.

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Which documents do you need for the application?

Details regarding the person:

- Official photo ID (passport, ID card, driving licence, ID document), birth certificate
- Proof of nationality
- Proof of lawful residence (residence permit or certificate of residence)
- Marriage certificate / certificate of partnership
- Divorce ruling or copy of settlement proceedings
- Proof of the establishment or termination of a registered partnership Social insurance number
- Proof of representation (representative for the protection of adults / power of attorney)
- Proof of registration (can be retrieved by the authority)

Regarding the living arrangements:

- Rental contract
- Extract from the land registry
- Proof of operating costs
- Other housing-related costs

Regarding the income conditions

- Confirmation of wage
- Income tax assessment
- Confirmation of the receipt of payments from Public Employment Service Austria
- Proof of pension payments
- Confirmation from the health insurance company regarding sickness benefit and childcare allowance
- Proof of the amount of the maintenance payment
- Notices of assessment regarding land and forestry property
- Lease agreements

Regarding assets

- List of assets
- Savings accounts
- Building loan contracts
- Account statements
- Shares/securities
- List of existing accounts (in particular current accounts, savings accounts, securities accounts)

Regarding the use of working capacity

- Confirmation regarding the preregistration for job search assistance
- Expert report on the incapacity for work
- Proof of prevention from making use of working capacity

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Which costs are incurred?

You do not incur any costs in connection with your application for social assistance.

Important information

If you receive social assistance and there are changes with regard to

- your income,
- your assets,
- your family or
- your living arrangements

you must report this to the authority immediately.

You should also report it immediately if you are in hospital or abroad for more than two weeks. If you do not do this, you will have to repay the social assistance. This also applies if you have intentionally provided false information or have concealed something.

The authority can demand repayment of monies wrongly received years later.

If you receive a large sum of money within 3 years after the end of the social assistance (= e.g. win the lottery or receive a significant inheritance), you must repay the social assistance. If the person eligible to receive social assistance dies, that person's heirs must only repay the social assistance if there is any inheritance.

If you regularly receive money from somebody who is not a member of your family, this sum can be deducted from your social assistance.