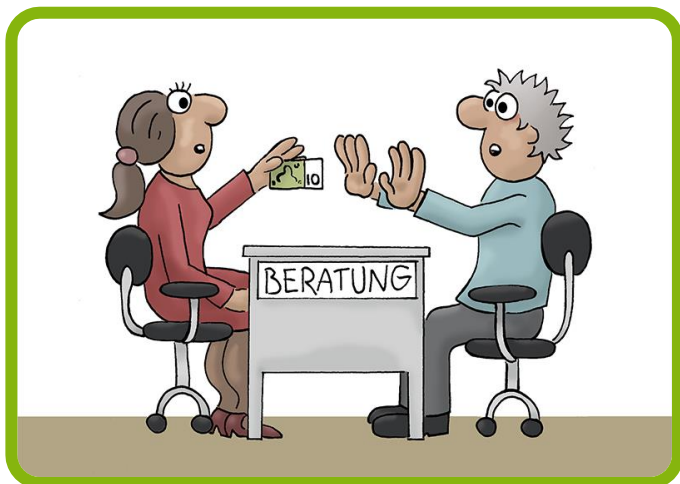


# Who helps with what in Vienna?

## Everyone needs some help sometimes...

...and luckily there are many helping hands in Vienna! But who helps with what?

Here you will find the most important information on who provides financial assistance if you are facing a high energy bill and learn who can help you with other problems and questions as well. We limit the advice to services that are permanently available. There are also others, some of which are only offered for a limited period of time. If you seek advice from one of the major aid organisations, you will also find out about those additional offers! In case the Internet addresses or telephone numbers given here are no longer valid, this does not mean that the service does not exist anymore. In that case, please check on the internet for the current contact details.



All services presented here are free of charge.



Some counselling centres can be difficult to reach when they are busy. If you only get to an automated answering machine, don't hang up! Leave a message to be called back or write an email.



If German is not your mother tongue and you would like to speak to someone who knows your language, ask on the phone if this is possible when you make your appointment.

The counselling services are anonymous; aid organisations do not pass on any information about you to state agencies. Your name is only required when applying for financial assistance.



# Financial help with high energy bills

These are the most important support schemes:

## Wohnschirm Energie

(Federal Government)

[Website](#)

Can cover debts from the annual invoice or pay a single instalment to the energy provider

Application via counselling services (see below)

## Hilfe in besonderen Lebenslagen

(MA 40, City of Vienna)

[Website](#)

One-off financial support in emergency situations

Phone.: 01 4000-8040

## Anlauf- und Beratungsstelle für Energiearmut (for Wien Energie customers)

[Website](#)

Help in case of an (impending) abandonment of service and payment problems. Note: This is not the Spittelau Service Centre!

Ombudsteam District Heating:  
Phone.: 0800 500 799  
Ombudsteam Electricity & Gas: Phone: 0800 500 788

## Aid organisations' own support schemes

Smaller amounts paid directly from some aid organisations to the energy provider.

**To organise the right help for you, we recommend contacting one of the following aid organisations' counselling centres.** They may also be able to refer you to other sources of help.

**Caritas Sozialberatung** [Website](#); Phone.: 01 545 45 02 or 05 17 76 300; E-Mail: [energiesparberatung@caritas-wien.at](mailto:energiesparberatung@caritas-wien.at)

- Assistance with applications for benefits from the *Wohnschirm Energie* scheme
- Referral to the *Wien Energie* ombudsteam's office if electricity, gas, or district heating has been cut off or is threatened with being cut off
- Emergency financial assistance to cover energy debts

**Rotes Kreuz** [Website](#); Phone.: 01 5890 0323; E-Mail: [spontanhilfe@roteskreuz.at](mailto:spontanhilfe@roteskreuz.at)

- Assistance with applications for benefits from the *Wohnschirm Energie* scheme
- Referral to the *Wien Energie* ombudsteam's office if electricity, gas or district heating has been cut off or is threatened with being cut off
- Financial assistance to cover energy debts in emergencies

**Die Stadtmenschen** [Website](#); Phone.: 0676 642 60 87

- Help with filling out forms and applying for state benefits in general
- Advice on various support services

**Nachbarschaftszentren des Wiener Hilfswerks** [Website](#); Phone: 01 512 36 61 – 3003

- Help with filling out forms and applying for state benefits in general
- Assistance with applications for benefits from the *Wohnschirm Energie* scheme

**Sozialberatung der Stadtdiakonie** [Website](#); Phone: 01 409 80 01; E-Mail: [beratung@diakoniewien.at](mailto:beratung@diakoniewien.at)

- Assistance with applications for benefits from the *Wohnschirm Energie* scheme

**Wohndrehscheibe der Volkshilfe** [Website](#); Phone: 01 360 64 4343; E-Mail: [volkshilfe@volkshilfe-wien.at](mailto:volkshilfe@volkshilfe-wien.at)

- Assistance with applications for benefits from the *Wohnschirm Energie* scheme

## Other topics: Who can help with what?

	Caritas Sozialberatung	Diakonie Sozialberatung für Geflüchtete	Sozialberatung der Stadt diakonie Wien	Rotes Kreuz – Individuelle Spontanhilfe	Nachbarschaftszentren des Hilfswerks	Volkshilfe	Die Stadtmenschen
Experiences of violence (general)	X	X				X	
Violence against women (see also next page)	X	X				X	
Flat-hunting		X				X	
Rent and lease		X	X	X		X	
Finding work		X			X	X	
Finding an apprenticeship		X			X	X	
Health issues	X	X			X	X	
Psychological support	X	X			X	X	
Law of aliens and asylum	X	X					
State benefits – what am I entitled to?	X	X	X	X		X	X
Dealing with authorities		X	X	X			X
Help with forms and applications			X		X		X
Direct financial support	X		X	X			
Children and school		X	X		X		

## More free assistance

Protection, help and counselling for women who experience violence

[Verein Wiener Frauenhäuser.](#)

Contact and Emergency number (24 hours). Phone: 05 77 22

Debts

[Schuldnerberatung Wien.](#) Phone: 01 – 245 24-60100

Sorting out trouble with the energy supplier

[Energie-Hotline der E-Control.](#) Phone: 0800 – 21 20 20

Law of tenancy

[MieterHilfe.](#) Phone: 01– 24 503-0

Dispute resolution in municipal housing

[Wohnpartner.](#) Phone: 01 – 24503-25960

Tutoring for school children

[Wiener Lerntafel.](#) Phone: 0664 187 71 41

## Miscellaneous at a small price

Bargain furniture and household goods

[Carla Läden der Caritas](#)

Cheap grocery shopping

[Sozialmärkte Wien.](#)

[Sozialmärkte des Samariterbunds in Wien.](#)

[SOMA des Hilfswerks in Wien.](#)

Have electrical appliances repaired and get up to €200 from the state for it

[Reparaturbonus](#)