

Information on Applying for a Mobility Pass ("Mobilpass")

This information leaflet provides you with important details on your application and the application procedure. Please read this information carefully.

Data protection information pursuant to Art. 13 GDPR:

<https://www.wien.gv.at/kontakte/ma40/ds-info/index.html> (German)

WHAT IS THE MOBILITY PASS ("MOBILPASS")?

The mobility pass of the City of Vienna is an extended solution to improve the mobility of persons on low income.

Do you have to make a separate application to get a mobility pass?

No application required to get a mobility pass:

1. Persons who have received basic benefit ("Mindestsicherung") from the City of Vienna's Department for Social Welfare, Social and Public Health Law for at least one month will be sent the mobility pass automatically.
2. Recipients of pensions with equalisation supplement who have received Vienna Housing Benefit ("Wiener Wohnbeihilfe") from the City of Vienna's Department for Housing Promotion and Arbitration Board for Legal Housing Matters for at least one month will be sent the mobility pass automatically.

Application required to get a mobility pass:

1. Recipients of pensions with equalisation supplement (who do not receive housing benefit)
2. Recipients of pensions with equalisation supplement who have acquired 360/480 months of compulsory insurance from employment
3. Recipients of the following pensions, which do not exceed the applicable minimum standard:
 - persons who have already reached the state pension age and receive a widow's/widower's pension
 - persons who receive an orphan's pension and have a permanent disability
4. Recipients of the following payments, which do not exceed the applicable minimum standard:
 - persons who have reached the state pension age and live on maintenance payments as defined under the Austrian Civil Code (ABGB).
 - persons who live in retirement homes, nursing homes or disabled people's residences co-funded by public institutions, provided their financial resources do not exceed the minimum personal expense allowance or the basic benefit pocket money allowance under the Vienna Basic Benefit Act.

FURTHER REQUIREMENTS

- › **Age of majority**
- › **Primary residence (as stated in the Central Residence Register, ZMR) and actual abode in Vienna**
- › **Austrian citizenship or equal status with Austrian citizens**
Equal status with Austrian citizens is given to:
 - EU/EEA citizens (eligible only on certain conditions) or Swiss citizens
 - persons granted asylum or subsidiary protection
 - third-country nationals with long-term residence status holding a residence permit "Permanent Residence EU" or an equivalent residence permit (e.g. "Permanent Residence EC" or another permanent resident permit)
- › **Total income not exceeding the minimum standard**
Your total income comprises the countable income of all members of the recipient household (spouse, partner, minors, and adult children up to 21 years if they attend a school and have started school before their 18th birthday entitled to receive or obliged to pay maintenance).

HOW DO YOU GET A MOBILITY PASS?

The application form is available from the head office of the City of Vienna's Department for Social Welfare, Social and Public Health Law, Thomas- Klestil-Platz 8, 1030 Vienna, from the Mobility Pass Office ("Referat Mobilpass") at the Housing Centre for vulnerable social groups ("Zielgruppenzentrum Erdbergstraße"), 1110 Vienna, Erdbergstraße 228, from all social welfare centres ("Sozialzentren"), or can be ordered via the service hotline +43 1 4000 8040, or downloaded from www.wien.gv.at/amtshelfer.

1. Complete the application fully and truthfully.

The application must be signed by you and all other adults included in the application.

2. Provide copies of all documents.

Please provide complete copies of the following documents for all persons included in the application:

- › **Current net income statements for all members of the recipient household** (e. g. pension approval certificate, amount of pension received from abroad in Euro, maintenance payments, pay statement, alimony payments, apprenticeship wages, benefits from the Vienna Social Fund (FSW), pocket money from therapeutic employment, other income)
- › **Decision on child benefit or proof of permanent disability**
- › **Proof of identity** (e.g. passport)
- › **Personal documents** (e. g. certificate of citizenship, current residence permit, confirmation of registration ("Anmeldebescheinigung"), letter of recognition ("Anerkennungsbescheid"), marriage certificate, birth certificates of children, valid divorce documents such as divorce decree, decision on divorce, divorce settlement, etc.).

3. Submit the application and the copies of the documents.

The completed and signed application and copies of the required documents can be

- › handed in at the Housing Centre ("Zielgruppenzentrum Erdbergstraße"), 1110 Vienna, Erdbergstraße 228, or
- › put into the letter box of the head office of the City of Vienna's Department for Social Welfare, Social and Public Health Law, or
- › sent by post to the City of Vienna's Department for Social Welfare, Social and Public Health Law – Zielgruppenzentrum Erdbergstraße, 1110 Vienna, Erdbergstraße 228, or
- › emailed to mobilpass@ma40.wien.gv.at

4. How will you know if you are granted a mobility pass?

The City of Vienna's Department for Social Welfare, Social and Public Health Law checks if you are eligible for a mobility pass. Applicants will be informed in writing about the approval or refusal of their mobility pass application

What are your duties?

Duty to co-operate

You have the duty to

- › **submit all required documents**
- › **answer all questions completely and truthfully**

Duty to notify

You must notify the following changes:

- › **changes to your income, assets, family and housing situation**
- › **changes to your citizenship and/or residence permit**

How long is the mobility pass valid for?

- › **up to 6 months:** for basic benefit recipients who are able to work
- › **up to 2 years:** for basic benefit recipients who are unable to work and/or recipients of temporary pensions
- › **up to 5 years:** for recipients of minimum pensions

The mobility pass is not transferable and is valid only with an official photo identification.

The social pass will keep its validity.

What are the advantages of using a mobility pass?

- › Reduced monthly ticket or 31-day ticket and use of half-price tickets from Wiener Linien
- › Reduced annual library card from the Vienna Public Libraries
- › Reduced entry fee for Vienna's municipal swimming pools
- › Discount of 50% on dog tax for a maximum of one dog
- › Discounts on courses and lectures at the Vienna Public Learning Centres ("Wiener Volkshochschulen")
For more details visit www.vhs.at
- › Mobility pass holders receiving a pension or permanent benefits can also make use of the offers provided by the Kuratorium Wiener Pensionisten-Wohnhäuser (KWP), such as holidays or day trips. The exact details of eligibility requirements and discounts granted are decided by the managing board of the KWP.

As the mobility pass is issued only for a limited period of time, you have to apply for its extension 6 weeks before it expires.

Contact

City of Vienna

Social Welfare, Social and Public Health Law

Housing Centre for vulnerable social groups

Mobile Pass Office

1110 Vienna, Erdbergstraße 228

Email: mobilpass@ma40.wien.gv.at

Personal enquiries: Monday, Tuesday, Thursday, Friday from 8:00 to 12:00, Thursday from 15:30 to 17:30

Telephone enquiries: +43 1 4000 8040 / Monday to Friday from 8:00 to 18:00

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