

Emergency aid: Help for families and individuals

With the emergency aid fund, we help quickly and unbureaucratically

- Families with underage children in social need
- Children with disabilities
- People who have had a disability from birth or since childhood

In these cases, emergency aid provides support

- Additional payments for rent, electricity, heating arrears and daily living expenses
- Additional payments for disability aids, for example: deductibles for electric wheelchairs, adaptations for wheelchairs, accessible vehicles, eye control computers, stair lifts, bathroom conversions, aids for visual and hearing impairments, guide dogs for the blind and assistance dogs
- Support with therapy costs, for example: speech therapy, physiotherapy, psychotherapy, occupational therapy, autism-specific therapies.

This will not be paid

For example: driving license costs, cell phone bills, laptops/computers (except for a child with a disability), dolphin therapy, travel costs, airline tickets for family reunification, repatriation costs, dental treatment, cooperative contributions / deposits, loan repayments, debts, costs for residence permits and visas, surgery costs abroad

Step by step to the application

Every application must be confirmed by a public authority, for example: child and youth welfare office, social welfare office, municipal authority, municipal office, district authority, social counseling centers (Caritas, Diakonie, Hilfswerk, Red Cross, Volkshilfe, counseling centers for refugees, ...)

There are two ways:

- 1) You make a personal appointment with a public authority. They will examine your request and fill out the application together with you. The office then confirms the application and sends it to LICHT INS DUNKEL.
- 2) You complete the application yourself, arrange a personal appointment with a public authority and have the application checked and confirmed. You or the authority then send the application to LICHT INS DUNKEL.

LICHT INS DUNKEL

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E-Mail: office@lichtinsdunkel.org | Homepage: lichtinsdunkel.org

Frequently asked questions

What documents do I need to send?

You must send the completed and signed application form. This must also be confirmed by a public authority. In the case of disability or illness, LICHT INS DUNKEL also requires medical certificates or reports. If you are applying for something specific, for example a disability aid or therapy, please send the cost estimate.

How much money will I receive?

That depends on the family situation and individual circumstances.

Is it certain that I receive support if I apply?

LICHT INS DUNKEL examines every application and then decides on the amount of the additional payment. There is no legal entitlement to support.

Will the money be transferred to my account?

Some benefits are paid directly, for example rent arrears, arrears with the electricity provider, outstanding heating costs. Fees to therapists are also paid directly to them. Costs for disability aids are also paid directly to the supplier. You may receive help in the form of vouchers.

How long does the processing take?

As soon as we have received all the documents in full, signed and confirmed by a public authority, it takes one to two months.

How do I find out whether I will be supported?

We will inform you in writing by mail. Due to data protection regulations, we are unable to provide information by telephone.

Will I receive the support on a monthly basis?

The support is paid out once. Each household can apply for support once per financial year (April 1 to March 31 of the following year).

Can several family members in one household apply?

No. Only one application can be made per household.

Contact us

Do you have questions about emergency aid? Then please contact us:

by e-mail: office@lichtinsdunkel.org

by telephone: +43 1 533 86 88