

Your start as an #internationalpioneer!

Welcome to RISC Software GmbH!

This document answers the most common questions from international applicants and employees, covering topics from application and relocation to everyday working life in Austria.

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Working & Residing in Austria

Am I allowed to just work in Austria?

EU/EEA citizens as well as Swiss nationals are generally allowed to work in Austria without an additional work permit. For people from non-EU countries, an appropriate residence permit or work permit is usually required. The requirements depend on the country of origin and the individual situation.

What do I need to consider as a non-EU citizen?

If you are not from an EU/EEA country or Switzerland, you generally need a valid residence permit with work authorization before you are allowed to work in Austria. Common options include the Red-White-Red Card or the EU Blue Card for qualified professionals. Depending on your country of origin, a visa may also be required. Find out about the necessary documents and deadlines early, as processing can take several weeks.

Useful contact points:

- oesterreich.gv.at: <https://www.oesterreich.gv.at>
- Austrian Business Agency (ABA): <https://www.workinaustria.com>

What do I need to consider as an EU citizen?

Citizens of the EU, the EEA, and Switzerland generally do not need a work permit to work in Austria. If you stay in Austria for longer than three months, you must register your residence with the responsible authority and apply for a registration certificate (Anmeldebescheinigung).

Useful contact points:

- oesterreich.gv.at: <https://www.oesterreich.gv.at>
- Europa.eu: <https://europa.eu/youreurope>

Which documents should I prepare before my arrival?

The most important documents include, in particular:

- Valid passport or national ID card (valid for at least 2.5 more years)
- Employment contract or confirmation of employment
- Completed and signed application forms for visas or residence permits (if required)
- Residence or visa documents (if required)
- Recent biometric passport photos according to EU criteria for official applications
- Proof of education and qualifications
 - Curriculum Vitae (CV)
 - University or higher education diplomas
 - Work references or employment certificates stating position as well as start and end dates of employment
 - Additional certificates, further training, or proof of qualifications
- Birth certificate and, if applicable, marriage certificate
- Health insurance documents
- Proof of accommodation in Austria (e.g., rental agreement, apartment confirmation, or reservation of temporary accommodation)

Depending on the country of origin and the residence procedure, additional documents may be required, for example:

- Criminal record certificate / certificate of good conduct
- Certified translations of documents into German or English
- Apostilles or other official certifications

Important notes:

- Find out early whether your documents need to be translated or certified.
- Some documents may only be a few months old at the time of application.
- Keep important documents both in paper form and digitally.
- If you have not yet found permanent housing, temporary accommodation (e.g., student dormitory or serviced apartment) can often be used as initial housing.
- Obtaining individual documents and certifications can take several weeks. Therefore, start preparations as early as possible.

Useful contact points:

- Austrian Authorities Platform: <https://www.oesterreich.gv.at>
- Austrian Business Agency (ABA): <https://www.workinaustria.com>
- Recognition of Qualifications: <https://www.berufsanerkennung.at>

How does the Austrian social security and healthcare system work?

If you are employed in Austria, your employer automatically registers you with social security. This means you are covered by health, accident, pension, and unemployment insurance, among others. After registration, you receive a social security number and your e-card, which you need for doctor visits and hospital stays. If you have been employed in Austria before, this social security number will be continued, as it remains valid for your entire life in Austria.

Useful contact points:

- Austrian Health Insurance Fund (ÖGK): <https://www.gesundheitskasse.at>
- Gesundheit Österreich: <https://www.gesundheit.gv.at>

ÖGK Upper Austria contact:

What do I need to take care of right away when I arrive in Upper Austria?

After your arrival, you should take care of a few organizational steps as quickly as possible:

1. Register your residence (Meldezettel)
2. Open a bank account
3. Check your health insurance / e-card
4. Apply for residence documents (if required)
5. Organize a mobile phone contract and internet

Useful contact points:

- oesterreich.gv.at: <https://www.oesterreich.gv.at>
- Austrian Health Insurance Fund: <https://www.gesundheitskasse.at>

Where can I get support if I am new to Upper Austria?

Come2Upper Austria / Welcome2Upper Austria Service Center – central advisory office for international professionals and their families in Upper Austria. They provide support even before your move and accompany you as you settle in Austria.

Contact:

- Peter-Behrens-Platz 2, 4020 Linz
- E-Mail: info@come2upperaustria.com
- Phone: +43 664 848 1271
- Website: <https://www.come2upperaustria.com>

Further contact points:

- Business Upper Austria: <https://www.biz-up.at>
- AMS Austria (Public Employment Service): <https://www.ams.at>

How do I open a bank account?

For your salary payments, you need an Austrian or European bank account. Generally, you need a valid passport or national ID card, a registration certificate (Meldezettel), and, if applicable, your employment contract.

Useful contact points:

- Austrian Authorities Platform: <https://www.oesterreich.gv.at>
- Erste Bank: <https://www.sparkasse.at>
- Raiffeisen Bank: <https://www.raiffeisen.at>
- Bank Austria: <https://www.bankaustria.at>

How many vacation days do I have in Austria?

The statutory minimum vacation entitlement for full-time employment is five weeks, or 25 working days, per working year. In addition, there are legally regulated public holidays on which there is generally no obligation to work.

Useful contact points:

- Austrian Authorities Platform: <https://www.oesterreich.gv.at>
- Chamber of Labour (Vacation): <https://www.arbeiterkammer.at>
- WKO – Labour Law: <https://www.wko.at>

What are the usual working hours in Austria?

Regular weekly working hours are typically 38.5 to 40 hours, depending on the collective bargaining agreement. Many companies, including us, offer flexible working hours or flextime models.

Useful contact points:

- Chamber of Labour: <https://www.arbeiterkammer.at>
- WKO – Working Hours: <https://www.wko.at>

Do I definitely need German language skills?

For many international companies, good English skills are sufficient. However, German language skills make everyday life considerably easier – for example, when dealing with authorities, doctor visits, apartment hunting, or in social settings.

German courses in Upper Austria:

- Volkshochschule OÖ (VHS): <https://www.vhsooe.at>
- WIFI Upper Austria: <https://www.wifi-ooe.at>
- BFI Upper Austria: <https://www.bfi-ooe.at>
- Austrian Integration Fund (ÖIF): <https://www.integrationsfonds.at>

We at RISC Software GmbH also offer our international employees in-house German courses. Many municipalities and integration offices provide information about subsidized or free German courses for newcomers.

Living & Life in Austria

How do I find an apartment or a room?

You should start your apartment search as early as possible, especially if you want to live in Linz or in the Hagenberg area. Many international employees initially start with temporary accommodation and search for a long-term apartment once they are on-site.

Popular platforms for apartment hunting include:

- Willhaben: <https://www.willhaben.at>
- ImmobilienScout24 Austria: <https://www.immobilienscout24.at>
- WG-Gesucht (shared flats): <https://www.wg-gesucht.de>
- Student dormitories in Linz <https://www.jku.at/campus/wohnen/studierendenheime/>
- Student dormitory Hagenberg <https://www.studentenwerk.at/hagenberg/en/hagenberg-student-hostel/>
- Local Facebook groups and international networks

When searching for an apartment, pay particular attention to:

- Amount of rent and operating costs (Betriebskosten)
- Deposit (usually 3 gross monthly rents)
- Contract duration and notice periods
- Distance to the workplace and access to public transport

If you haven't found permanent housing yet, temporary accommodation or a student dormitory can be a good solution for the first few weeks.

Useful contact points:

- Welcome2Upper Austria: <https://www.come2upperaustria.com>
- Austrian Tenants' Association: <https://www.mietervereinigung.at>

Roughly how high are the living costs?

Living costs depend heavily on where you live and your personal lifestyle. In the Linz and Hagenberg area, you can expect moderate monthly costs.

Overall, many individuals need around 1,000 to 1,800 euros per month, depending on their housing situation and lifestyle.

Useful information:

- Cost of living comparison: <https://www.numbeo.com/cost-of-living>
- Welcome2Upper Austria: <https://www.come2upperaustria.com>

How do I register my residence in Austria?

Anyone who moves into an apartment or accommodation in Austria must register their residence with the responsible registration authority within three days.

For this, you need:

- A valid passport or national ID card
- The completed registration form (Meldezettel)
- The signature of your accommodation provider (e.g., landlord)

Registration takes place at:

- The municipal office (Gemeindeamt) — for smaller municipalities
- The Magistrate's Office (Magistrat) — for cities like Linz

After registration, you receive a registration confirmation (Meldebestätigung), which is needed for many further administrative procedures (e.g., bank account, residence permit, or registration certificate). You must also submit a copy of this registration confirmation to your employer.

Useful contact points:

- Information on the Meldezettel: <https://www.oesterreich.gv.at>
- City of Linz Citizen Service: <https://www.linz.at>

What housing cooperatives are there in the region?

In addition to private landlords, non-profit housing cooperatives also offer rental apartments in and around Hagenberg.

Particularly well-represented are:

- VLW – Vereinigte Linzer Wohnungsgenossenschaften
- LAWOG
- WSG
- OÖ Wohnbau
- Neue Heimat Oberösterreich

The municipality of Hagenberg allocates available rental apartments from VLW and LAWOG according to objective criteria. Current apartment listings as well as information on the application process can be found on the Hagenberg municipality website.

Useful contact points:

- ImmobilienScout24: <https://www.immobilienscout24.at>
- Willhaben: <https://www.willhaben.at>
- OÖ Wohnbau: <https://www.ooewohnbau.at>
- Neue Heimat Oberösterreich: <https://www.neue-heimat-ooe.at>
- WSG: <https://www.wsg.at>
- LAWOG: <https://www.lawog.at>
- Municipality of Hagenberg: <https://www.hagenberg.at>

Hagenberg at a Glance

Where is Hagenberg located?

Hagenberg im Mühlkreis is located in Upper Austria, about 25 km northeast of Linz and roughly 20 km from Freistadt. The town is best known as one of Austria's most important IT locations, home to the Softwarepark Hagenberg and the University of Applied Sciences Upper Austria (FH Oberösterreich).

Useful contact points:

- Softwarepark Hagenberg: <https://www.softwarepark-hagenberg.com>
- Municipality of Hagenberg: <https://www.hagenberg.at>

Wie weit sind beliebte Reiseziele entfernt?

Dank der zentralen Lage in Oberösterreich erreichst du viele Städte und Ausflugsziele in kurzer Zeit:

- Linz: ca. 20 Minuten
- Freistadt: ca. 20 Minuten
- Passau: ca. 1,5 Stunden
- Salzburg: ca. 1,5 Stunden
- Wien: ca. 2-2,5 Stunden
- Hallstatt: ca. 2 Stunden

Can I shop directly in Hagenberg?

Yes. Hagenberg has several local grocery stores, a pharmacy, bakeries, cafés, and restaurants. For larger shopping trips or more shopping options, many residents go to Pregarten or Linz.

In Hagenberg/Unterweikersdorf/Pregarten you'll find:

- Billa
- Spar
- Hofer
- Penny
- DM
- Bipa
- Tedi

and many more

More information:

- Municipality of Hagenberg: <https://www.hagenberg.at>
- Google Maps: <https://maps.app.goo.gl/3cxynJ7UimqfxTqt9>

Do I need a car in Hagenberg?

No, a car is not strictly necessary. The Softwarepark Hagenberg is well connected by public transport and is regularly served by buses from Linz, Pregarten, and the surrounding area. Many employees live in Hagenberg or Linz and commute by bus or train.

However, having your own car can be practical if you:

- live outside of Hagenberg or Linz
- want to take regular trips to rural areas
- want more flexibility for shopping and leisure activities

For daily life and commuting, however, many employees manage well without a car. In addition, there are sufficient parking options available around the Softwarepark.

How does the public transport network work?

Upper Austria has a well-developed network of trains, regional trains, and buses.

Important providers include:

- ÖBB (Austrian Federal Railways)
- OÖ Verkehrsverbund (OÖVV, Upper Austria Transport Association)
- LINZ AG Linien (public transport in Linz)

By public transport, you can reach Hagenberg from Linz, for example, in about 40 to 60 minutes, depending on the connection and transfers.

For planning trips, these are useful:

- ÖBB Scotty: <https://www.oebb.at>
- OÖ Verkehrsverbund: <https://www.ooevv.at>
- LINZ AG Linien: <https://www.linzag.at>

If you use public transport regularly, a monthly, regional, or Klimaticket (climate ticket) may be worthwhile. Information on this can be found on the websites of the OÖVV and the ÖBB.

Which regions around Hagenberg/Linz are particularly popular among employees?

Many employees choose places to live with good connections to Hagenberg or Linz.

Popular places to live include:

Directly in Hagenberg

- Short commutes
- University and research environment
- Quiet residential area

Linz

- Larger selection of apartments
- International environment
- Many leisure and cultural offerings
- Good public transport connections to Hagenberg

Freistadt

- Historic old town
- Good quality of life
- Proximity to Hagenberg

Pregarten

- Good train connection to Linz
- Proximity to Hagenberg
- Family-friendly surroundings

Gallneukirchen

- Popular residential area for commuters
- Good infrastructure
- Proximity to Linz and Hagenberg

Engerwitzdorf/Katsdorf

- Good transport connections
- Quiet residential areas
- Popular with families

When choosing where to live, it's worth considering not only the rent but also the daily commute time and connections to bus and train.

This Might Surprise You About Austria...

Can I drink tap water?

Yes. Austrian tap water is of very high quality and can be safely drunk almost everywhere. Many restaurants also serve tap water on request.

How does waste separation work?

In Austria, great importance is placed on waste separation. Paper, glass, plastic packaging, biodegradable waste, and residual waste are disposed of separately. Many residential complexes have their own collection bins for this purpose.

Useful contact points:

- Umweltprofis Upper Austria: <https://www.umweltprofis.at>

What should I keep in mind when shopping?

Opening hours in Austria are sometimes different from those in many other countries.

Important to know:

- Most shops are open Monday to Saturday.
- Sundays and public holidays are generally free of work and closed for sales.
- Supermarkets usually close between 6:00 PM and 8:00 PM.
- Some train station or airport shops have longer opening hours.

At the latest, when you head out full of motivation to go shopping on a Sunday, you'll notice that most shops are closed. It's therefore worth planning larger shopping trips ahead of time.

Popular supermarket chains:

- SPAR
- HOFER (Aldi)
- BILLA
- Lidl
- PENNY

Many shops accept card payments, but it can still be practical to carry some cash for smaller purchases or weekly markets.

Can I pay by card everywhere?

Card payment is widely accepted; however, some smaller shops, cafés, or market stalls only accept cash or prefer cash payment. It's therefore a good idea to always carry some cash with you.

What should I know about culture and etiquette?

Austria is an international and open country, yet politeness, reliability, and respect play an important role in everyday life and professional settings.

The following aspects are often appreciated:

- Punctuality: For meetings, appointments, and get-togethers, it's best to arrive on time or inform others in advance if you're running late.
- Polite manners: Greetings and farewells are important. In professional settings, the formal form of address ("Sie") is often used initially.
- Direct communication: Feedback is often expressed in a matter-of-fact and direct way. This is usually not meant to be impolite.
- Privacy: Many people separate their professional and private lives more strongly than in other cultures.
- Work-life balance: Leisure time, family, and rest have a high value.

Austria also offers many regional traditions, festivals, and culinary specialties. Especially in Upper Austria, events such as Christmas markets, maypole festivals, or local folk festivals are a great opportunity to get to know the country and its people.

Useful information:

- Welcome2Upper Austria: <https://www.come2upperaustria.com>

How can I quickly make contacts and meet people?

For many international employees, building a social network is one of the biggest challenges after moving.

Good news: there are numerous ways to meet new people in Upper Austria.

- At the workplace
- Clubs and Sports
 - Austrian Club Directory: <https://www.vereinsverzeichnis.at>
- International communities
 - Meetup: <https://www.meetup.com>
 - Internations Linz: <https://www.internations.org/linz-expats>
 - Welcome2Upper Austria: <https://www.come2upperaustria.com>

Discover Leisure & the Region

What can I do in my free time in Upper Austria?

Upper Austria offers a great variety of leisure activities – from culture and city life to sports and nature and relaxation. Thanks to its central location, many excursion destinations can be reached quickly from Linz or Hagenberg.

Culture and city life

- Ars Electronica Center in Linz – one of the best-known museums for media art and future technologies
- Lentos Art Museum Linz
- Musiktheater Linz (Linz Music Theatre)
- Brucknerhaus Linz
- Numerous festivals, concerts, and cultural events throughout the year

Sports and outdoor activities

- Hiking in the Salzkammergut, Mühlviertel, or Kalkalpen National Park
- Cycling along the Danube and numerous regional bike paths
- Swimming in the lakes of the Salzkammergut
- Skiing and cross-country skiing in winter
- Climbing, trail running, or mountain biking

Culinary experiences and regional events

- Traditional inns (Wirtshäuser) and beer gardens
- Weekly markets with regional products
- Christmas markets, town festivals, and folk festivals
- Wine and culinary events in the region

Useful information:

- Upper Austria Tourism: <https://www.oberoesterreich.at>
- Linz Tourism Board: <https://www.linztourismus.at>
- Mühlviertel Tourism Board: <https://www.muehlviertel.at>
- Upper Austria event calendar: <https://www.wasistlos.at>

We at RISC Software GmbH organize joint leisure activities, which offer a great opportunity to get to know the region and make connections.

What excursion destinations and sights are there in the region?

In and around Linz

- Ars Electronica Center
- Pöstlingberg
- Lentos Art Museum
- Linz Old Town
- Linz Castle Museum
- Danube Promenade (Donaulände)

Around Hagenberg and the Mühlviertel

- Freistadt
- Mühlviertler Alm
- Sternstein Lookout Tower
- Bad Leonfelden
- Aist Valley (Aisttal)
- Green Belt Center Windhaag

Salzkammergut

- Hallstatt
- Lake Traunsee
- Lake Wolfgangsee
- Lake Attersee
- Lake Mondsee
- Gmunden
- Bad Ischl

Nature and outdoor activities

- Kalkalpen National Park
- Kopfung Treetop Walk (Baumkronenweg)
- Danube Cycle Path
- Gosausee (lake)
- Bohemian Forest (Böhmerwald)
- Schafberg (mountain)
- Traunstein (mountain)

Popular day trips

- Salzburg
- Vienna
- Passau (Germany)
- Český Krumlov (Czech Republic)
- Wachau (valley)
- Melk Abbey (Stift Melk)
- St. Florian Priory (Stift St. Florian)