



Version 3 - 2023

Advice For Parents Early Support

Providing
information
and reassurance



LAND
SALZBURG

“There is no age
in which everything is
experienced as intensely
as in childhood.
Us grown-ups ought to
remember that -
what that was like.”

Astrid Lindgren (1907-2002)

CONTACT & INFO

**Advice For Parents - Early Support from the State
of Salzburg, Fasaneriestraße 35, 5020 Salzburg**

Monday to Friday, 8.30 am - 12 pm

Tel.: 0662 8042-2887

Fax: 0662 8042-3202

Email: elternberatung@salzburg.gv.at

www.salzburg.gv.at/elternberatung



www.facebook.com/elternberatung.salzburg

Office: Christine Stoifl-Schönauer

Manager: Herbert Huka-Siller, qualified social worker

Tel.: 0662 8042-2888, 0664 8565460



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Contents

**“We are here for
all parents-to-be
and families
with children
aged 0 - 6!”**

1. Advice for parents - early support	4	3
2. Pregnancy and birth	6	
3. Postnatal exercise	7	
4. Advice for parents	8	
5. Psychological counselling	10	
6. Advice for parents with colicky babies	11	
7. Parent-child groups	12	
8. birdi - Early Support Salzburg	14	
9. Our addresses	15	
Checklist for before and after birth	18	



1 Advice for parents - early support

Providing information and reassurance

4

“If I’d known about the Advice For Parents - Early Support service, I would have come much sooner!”

A child is born - everything is new, everything is different...

We, the staff at Advice For Parents - Early Support (Elternberatung-Frühe Hilfen) from the State of Salzburg, are looking forward to helping you find your way on your new path.

With our experience and knowledge, we are happy to assist you from pregnancy up until your child starts school and answer any questions you might have about your child.

Our services include individual birth preparation, postnatal exercise, advice for mothers and parents, psychological counselling, advice for parents with colicky babies and parent-child groups.

Wir nehmen uns genügend Zeit für your questions and concerns.

- A team of multiprofessionals
- Individual information and advice
- Free services
- Meeting place for new contacts
- Sharing experience and tips
- Playgroups

The Advice For Parents - Early Support team is interdisciplinary. This strength can also be seen in the variety of additional qualifications listed:

- **Doctors** (for general medicine, with IBCLC training, acupuncture, TUINA or homoeopathy)
- **Psychologists** (clinical and health psychologists, trained in psychotherapy, mediation, trauma therapy and video-assisted developmental counselling)
- **Social workers** (diploma from an academy for social work or degree in social work from a university of applied sciences, training as a supervisor, certified educator)
- **Nurses and midwives** (birth preparation, including baby massage, module I of the IBCLC training) and
- **Early childhood education experts**

5

Information about opening hours and detailed information about our services in the city of Salzburg, Flachgau and Tennengau can also be found at:



Telephone: 0662 8042-2887 (from 8:30 am to 12 pm)

Email: elternberatung@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung

 www.facebook.com/elternberatung.salzburg

The regions Pinzgau, Pongau and Lungau offer Support For Parents - Early Support through the association **pepp - Gemeinnütziger Verein für Eltern und Kinder im Bundesland Salzburg** on behalf of the State.



pepp contact

Kitzsteinhornstraße 45/4, 5700 Zell am See

Tel.: 06542 56531, Fax DW 3

Email: office@pepp.at, internet: www.pepp.at

2 Pregnancy and birth

Individual services provided by Advice For Parents - Early Support

6

“Thanks to the advice I received during pregnancy, I feel more confident and know what to expect.”

Our free service is aimed at all mothers and fathers-to-be who would like information and support with regard to birth and who want answers to their questions.

Content

Expert individual service:

- All questions about pregnancy
- Personalised, coordinated midwife consultations
- Questions about the birth process
- Postnatal period
- Baby care
- Breastfeeding
- Social law questions, information and assistance with applications
- Advice on financial entitlements

You will be advised by:

- Nurses
- Psychologists
- Social workers

Information, registration and appointments

Telephone: 0662 8042-2887 (from 8:30 am - 12 pm)

Email: elternberatung@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung



www.facebook.com/elternberatung.salzburg

3 Postnatal exercise

Services from Advice For Parents - Early Support City of Salzburg

**“It feels good
to do something
for myself.”**

Pregnancy, birth, and even the postnatal period, is a time of change and stress for the whole body.

Postnatal exercise can help with these physical changes and prevent gynaecological and orthopaedic problems.

You can contact other mothers and share your experiences.

7

Aims and content

- Expert support for physical healthcare after the birth
- Exercises for the targeted strengthening of the pelvic floor, abdomen, bottom and back muscles

Target group

- Mothers of babies in the first year after birth

Registration and information

Telephone: 0662 8042-2887 (from 8:30 am to 12 pm)

Email: elternberatung@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung

 www.facebook.com/elternberatung.salzburg

4 Advice for parents

Advice on care, breastfeeding and nutrition
Social counselling and support
Medical advice

8

“The Advice For Parents - Early Support service is somewhere I go for reassurance. I get helpful answers to all my questions, no matter how simple.”

The Advice For Parents service provides you with free advice, information and assistance in all questions regarding nutrition/ breastfeeding, health, care and the development of your child, as well as information on social law.

Our team, which consists of a doctor, nurse or midwife and/or social worker provide you with the following options:

- Medical examination
- Vaccinations by arrangement
- Growth and weight checks
- Advice on breastfeeding and nutrition (introducing solid food)
- Baby care and baby massage
- Tying baby slings (it is possible to hire slings from the Advice For Parents - Early Support team’s office)
- Advice on social law and information on financial support
- Advice on parenting issues
- Help with adjusting and other problems (e.g. if your baby cries a lot...)
- Sleep counselling

Your well-being as a mother/parent is also important to us so that we can contribute to a good and successful start to family life together.

It is possible to arrange appointments for individual advice sessions with a nurse, qualified midwife or qualified social worker, if needed. Home visits are also possible.

Information on individual advice centres and group offers can be found on pages 15 to 17.



5 Psychological counselling

in the city of Salzburg and the region

10

“Talking to a psychologist helped me a lot. It was good for me to discuss my fears and concerns with someone.”

The psychologists at Advice For Parents - Early Support provide you with individual assistance with stress, anxiety and uncertainty. Other (family) conflict situations can also be topics of counselling. Target groups for psychological counselling also include infants and children up to compulsory school age who suffer from psychological stress, anxiety, aggression and separation problems or suffer from developmental delays.

Goals

- Consolidating parenting skills and parental responsibility
- Developing useful parenting strategies
- Reinforcing the child-parent relationship
- Psychological support for parents in relationship conflicts
- Support in conflict situations and finding a solution strategy

Type of counselling

- Appointment arranged by phone
- Counselling is free of charge
- No referral documents required
- Counselling usually lasts 50 minutes

Information and appointments

Telephone: 0662 8042-2887 (from 8:30 am to 12 pm)

Email: elternberatung@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung

6 Advice for parents with colicky babies

in the city of Salzburg

“Is it normal that my child cries so much?”

Our team, which consists of a psychologist, doctor and a nurse, provides you with support and advice if your baby cries a lot, is restless, doesn't sleep much and you feel stressed out as a result. We also support you if you are worried about your baby's development.

We give you specific support, as well as self-confidence and reassurance.

11

Type of counselling

- Every Tuesday afternoon, arranged by phone
- Counselling is free of charge

Information and appointments

Telephone: 0662 8042-2887 (from 8:30 am to 12 pm)

Email: elternberatung@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung

7 Parent-child groups

Breastfeeding groups, meetings on breastfeeding, nutrition and care questions, baby clubs, parent-child groups

12



“I’ve found friends for life here.”

The regular group meetings are a good opportunity to get to know other mothers and fathers and to gain experience on current topics arising from living together with your child.

The main focus of our parent-child groups is to help you become a parent and to create space and time for different concerns. Shared rituals offer a protected environment in which the child can take its first steps towards independence.

In the groups, parents can learn from parents and children from children.

How it works

A parent-child group lasts for 2 hours; the agenda is left to the group leader and is structured as follows:

- Playing in the group
- First finger games and songs
- Sharing experiences and discussions: speakers on specific topics are invited as required
- Cleaning up together
- Closing ritual

Registration is required to participate in parent-child groups and baby clubs.

You can obtain information from the respective Advice For Parents service in person or by phone.

Participation in parent-child groups is free of charge.

Breastfeeding groups, meetings on breastfeeding, nutrition and care questions are a free service offered by Advice For Parents - Early Support.

13

Information on individual advice centres and group offers can be found on pages 15 to 17.



PARENTS' CAFE

Our parents' cafe is also open every Tuesday and Friday from 8.30 am to 11.30 am.

Register in advance by calling

0664 1108759 or

0662 8042-2887.

Advice For Parents - Altstadt, Anton-Neumayr-Platz 3

8 birdi - Early Support Salzburg

On the path to becoming a family

14

Birdi supports families in Salzburg with children aged 0 to 3 free of charge. Just get in touch!

Life with a child brings a lot of joy; however, it can sometimes be unsettling and challenging. Birdi helps with a variety of questions, for example when:

- unexpected problems arise during pregnancy
- there is little support from the partner and family
- the child needs more attention than you can give
- there isn't enough money
- a family member is unwell
- day-to-day life in the family is difficult

Telephone: 0662 8042-2887

Email: birdi@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung

If you live outside the city of Salzburg

Telephone: +43 6542 56531

Email: birdi@pepp.at

Internet: www.pepp.at/birdi

Telephone hotline: for all family and social law-related questions. Tuesday to Friday from 8 am to 12 pm and Tuesday and Thursday from 2 pm to 4 pm: 0664 856 5460

9 Our addresses

**Advice For
Parents - Early
Support Salzburg**
Fasaneriestraße 35
5020 Salzburg
Tel.:
0662 8042-2887

Advice For Parents - Early Support in the city of Salzburg and their opening hours

- Advice For Parents - Early Support **Aigen/Parsch**
Tel.: 0664 3883741
Rettenpacherstraße 13
Wednesday from 8.30 am - 11 am
- Advice for Parents - Early Support **Altstadt**
Tel.: 0664 1108755
Anton-Neumayr-Platz 3
Thursday from 8.30 am - 11 am
- Advice for Parents - Early Support **Itzling**
Tel.: 0664 6116642
Schopperstraße 17 (next to retirement home)
Thursday from 8.30 am - 11 am
- Advice for Parents - Early Support **Lehen**
Tel.: 0664 6116637
Strubergasse 64
Tuesday from 8.30 am - 11.00 am
- Advice for Parents - Early Support **Liefering**
Tel.: 0664 8605727
Laufenstraße 49 (next to the nursery)
Monday from 2 pm - 4 pm
- Advice For Parents - Early Support
Maxglan/Taxham
Tel.: 0664 8605727
Kleßheimer Allee 51B (nursery entrance)
Wednesday from 2 pm - 4 pm

Advice For Parents - Early Support Flachgau

The following communities offer Advice For Parents (last updated: 2023)

16

Community	Address	Time
Anthering	Salzachpraxis medical surgery, Salzburger Str. 13	1st Wednesday of the month 10 am - 11.30 am
Bergheim	Dr Rabl's surgery, Dorfstraße 39	2nd + 4th Wednesday of the month 3 pm - 4 pm
Berndorf	Rectory (Pfarrhof), Sportplatzstraße 4	3rd Tuesday of the month 9 am - 11 am
Eugendorf	Retirement home, Sonnenweg 9	2nd Tuesday of the month 2 pm - 3 pm
Nußdorf	Dr Hubner's surgery, Hauptstraße 8	1st Tuesday of the month 9 am - 11 am
Oberndorf	Civil hall (Stadthalle), Josepf-Mohr-Straße 4A, 2nd floor	2nd + 4th Monday of the month 9 am - 10.30 am every 3rd Tuesday 3 pm - 4.30 pm
Obertrum	Club centre (Vereinszentrum), Seestraße 4	2nd + 4th Thursday of the month 8.30 am - 10.30 am
Schleedorf	Day centre (Tageszentrum), Dorf 103	1st Wednesday of the month 8.30 am - 10.30 am
Seekirchen	Lido (Strandbad), Seestraße 2	1st + 3rd Tuesday 2 pm - 4 pm
St. Gilgen	Retirement home, Dr. Fritz Rihlweg 2	3rd Wednesday of the month 2 pm - 3.30 pm
Straßwalchen	Retirement home, Mondseerstr. 16	2nd + 4th Wednesday of the month 2 pm - 4 pm
Strobl	Nursery, Theo-Lingen-Platz 1	2nd + 4th Tuesday of the month 2 pm - 3.30 pm
Thalgau	Sportplatzstraße 39, 1st floor	1st Thursday of the month 2 pm - 4 pm
Wals	Retirement home, J.-Lechnerweg 16	1st + 3rd Tuesday of the month 2 pm - 4 pm

Advice For Parents - Early Support services Tennengau

The following communities offer Advice For Parents (last updated: 2023)

Community	Address	Time
Abtenau	School (Volksschule), Markt 205	2nd + 4th Wednesday of the month 3.30 pm - 5 pm
Annaberg	Local authority (Gemeindeamt), 1st floor	1st Thursday of the month 4 pm - 5 pm
Hallein	School (Neue Mittelschule Stadt) Lindorferpl. 7	Every Thursday 2 pm - 4 pm
Kuchl	Local authority (Gemeindeamt), 2nd floor	1st + 3rd Thursday of the month 9 am - 11 am

More detailed information about our other group and individual services, as well as the staff in Flachgau and Tennengau, can be obtained by calling 0662 8042-2887. Monday to Friday, 8:30 am - 12 pm. You can also send any enquiries to elternberatung@salzburg.gv.at.

The Advice For Parents - Early Support team comprises doctors, psychologists, social workers, nurses, midwives and early childhood education experts. In addition to the services described on the previous pages, we offer a variety of group and individual advice services in all state districts.

Detailed information about the current services for the districts of Salzburg, Flachgau and Tennengau:

17

- Christine Stoifl-Schönauer
Tel: 0662 8042-2887
(Monday to Friday, from 8:30 am - 12 pm)
Email: elternberatung@salzburg.gv.at or
- Herbert Huka-Siller, qualified social worker
Tel: 0662 8042-2888 or 0664 8565460
Email: herbert.huka-siller@salzburg.gv.at

For Pinzgau, Pongau and Lungau:

- Verein pepp - Gemeinnütziger Verein für Eltern und Kinder im Bundesland Salzburg
Tel: 06542 56531
Email: office@pepp.at

General information

Email: elternberatung@salzburg.gv.at

Internet: www.salzburg.gv.at/elternberatung



www.facebook.com/elternberatung.salzburg

Checklist for before and after birth

Detailed information: www.help.gv.at



Important addresses

Child and youth welfare

Municipality of Salzburg

St. Julienstraße 20
5020 Salzburg
Tel.: 0662 8072-0

District authority of Salzburg and surrounding areas

Dr. Hans Katschthaler Platz 1
5201 Seekirchen
Tel.: 05 759957

District authority of Hallein

Schwarzstraße 14, 5400 Hallein
Tel.: 06245 796-0

District authority of St. Johann

Hauptstraße 1, 5600 St. Johann
Tel.: 06412 6101-0

District authority of Tamsweg

Kapuzinerplatz 1, 5580 Tamsweg
Tel.: 06474 6541-0

District authority of Zell am See

Stadtplatz 1, 5700 Zell am See
Tel.: 06542 760-0

Advice For Parents - Early Support of the state

Fasaneriestraße 35
5020 Salzburg
Tel.: 0662 8042-2887

Österreichische Gesundheitskasse health insurance company

Engelbert-Weiß-Weg 10
5020 Salzburg
Tel.: 0662 8889-0

Tax office

Aignerstraße 10, 5026 Salzburg
Tel.: 0662 6380-0

Austrian

Chamber of Labour

Markus-Sittikus-Straße 10
5020 Salzburg
Tel.: 0662 8687-0

Labour market service Salzburg

Auerspergstraße 67, 5020 Salzburg
Tel.: 0662 8883-0

Municipality of Salzburg

Public health office,
registration office, registry office
Public order office
(foreign office)
Tel.: 0662 8072-0

To do...	When?
Protection against dismissal/protection provisions	When you find out you are pregnant
Individual mandatory medical leave, early maternity leave (maternity allowance)	If mother and child are at risk
Birth preparation and parenting classes	Courses in the last trimester of pregnancy
Calculation of the protection period for the start of maternity protection, complete mandatory medical leave + maternity allowance	At the latest in the 12th week before expected due date. Start of the protection period: 8 weeks before expected due date
Birth certificate (possible at hospital)	Within one week
Acknowledgement of paternity in the case birth outside marriage and custody agreement	As soon as possible, appointment required
Registration of the baby (registration form) (possible at hospital)	As soon as possible
Continued payment of the maternity allowance	As soon as possible
Child's health insurance	As soon as possible
Registration certificate for the child (EEA citizens and Swiss citizens)	As soon as possible, no later than four months after the birth
Residence permit for the child (non-EEA citizen)	As soon as possible but no later than six months after the birth
Family allowance + child tax deduction, multiple-child supplement from the 3rd child	Application no longer required
Childcare allowance Please note: if the maternity record book (Mutter-Kind-Pass) examinations are not submitted, the childcare allowance is reduced by half: in model I from 25 months of age, in model II from 17 months of age, in model III from 13 months of age. 2 models (12+2) from 10 months of age	From birth or after receipt of maternity allowance, no later than 6 months after the birth; 2 payment options in the form of an income-dependent childcare allowance or in the form of a flexible childcare allowance account Maternity record book: proof of the first 9 examinations by the end of the 11th month of the child's life, 10th examination by the end of the 18th month of the child's life
Parental leave: registration of full-time or part-time parental leave, protection against dismissal	Mother: within the protection period Father: up to 8 weeks after the birth In case of change: 3 months before the start
Severance indemnity according to collective agreement	Notice of termination no later than 3 months before agreed re-entry to work

To be submitted to...	Documents
Employer (pay attention to probationary periods and fixed-term employment contracts)	Medical certificate
Responsible health insurance company	Gynaecologist's certificate
	Registration with Advice For Parents - Early Support or similar
Employer, 4 weeks before the start of maternity protection leave Responsible health insurance company	Confirmation of employment and wages for maternity allowance (2-page form - confirmation from employer and doctor)
Registry office	Child born to married parents: marriage certificate, registration form, parents' birth certificates, proof of citizenship or passport (copy) for parents from abroad; Child born to unmarried parents: mother's birth certificate, mother's proof of citizenship and registration form, acknowledgement of paternity
Registry office, child and youth welfare services, court or notary public	Father's birth certificate, father's proof of citizenship or passport
Registration office/place of residence	Birth certificate of the child, 1 registration form for the child only fill in the child's registration form from the hospital
Responsible health insurance company	Confirmation of birth, hospital discharge certificate or birth certificate
Responsible health insurance company	Hospital discharge certificate, confirmation of birth or birth certificate
District authority or, in the city of Salzburg, at the public order office (foreign office) of the municipal authority	Birth certificate and passport photo of the child, e-card and parents' payslip, parents' and child's registration forms, tenancy agreement or proof of ownership, marriage certificate or acknowledgement of paternity, parents' registration certificate (for settlement from 1 Jan 2006)
District authority or, in the city of Salzburg, at the public order office (foreign office) of the municipal authority	See documents for "Registration certificate", but parents' residence permit (e.g. NAG card) instead of registration certificate
Tax office in area of residence	Birth certificate Non-EU citizens: additional NAG card (applicant and child) EU citizens: registration certificate (applicant and child) Asylum seekers: positive asylum decision (applicant and child)
At the responsible health insurance company: Change the chosen variant within 14 days upon submitting the application	Application form, registration form, proof of receipt of family allowance Non-EU citizens: additional NAG card (child and applicant), passport Non-EU citizens: additional registration certificate (child and applicant), passport, pages from the maternity record book as confirmation Asylum seekers: positive asylum decision (applicant and child), maternity record book as confirmation
Employer	Please note: protection against dismissal up to the child's 2nd birthday
Employer	



Notes



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