

**Disclaimer:** This factsheet has not been subject to the full Eurofound evaluation, editorial and publication process.

Factsheet for case **AT-2020-12/576**

## Online application for unemployment benefit

Factsheet generated on 24 April 2020, 10:10

Country	Austria, applies nationwide
Time period	Temporary, started on 15 March 2020
Type	Legislation or other statutory regulation
Category	Income support to workers and those laid off – Income support for unemployed
Case created	13 April 2020 (updated 15 April 2020)

### Background Information

With new rules and more funds for short-time work, the government is currently trying to keep as many people as possible in their jobs. The Public Employment Service (AMS) head Johannes Kopf still expects "due to the developments" that "in the coming weeks a lot of people - hopefully for only a short time - will have to register as unemployed".

AMS expects an increased number of people to become unemployed during the current pandemic. In order to reduce personal contacts to a minimum, applications for unemployment benefit and emergency assistance can be made without a personal interview from home. This can be done online, or via the electronic system eAMS, or, if online is not possible, via telephone and subsequent mailing of the forms.

### Content of measure

Minister of Labour Christine Aschbacher (conservative People's Party ÖVP) has issued a decree stating that people no longer have to come personally to the AMS service centers to apply for unemployment benefits. This should both relieve the AMS and help to limit the spread of the virus.

The preferred way to submit an application is via an "eAMS account", "then a lot of the further communication is done electronically" (AMS head Kopf). Those who do not yet have one can get one through their Finanzonline account or with their Citizen Card. Those who have neither access to Finanzonline nor a citizen card can apply for an electronic AMS account by email or phone. Then, however, the processing can take a few days. If waiting is not an option, unemployed can also register as unemployed using a form on the AMS website. It is also possible to report unemployment by email. The last option is to call the AMS to have the necessary forms sent to you by post.

For those who receive unemployment benefits and the entitlement period would come to an end (thus receiving the lower emergency assistance), the "Corona crisis period" is not calculated towards this entitlement, i.e. unemployment benefits are prolonged for the duration of the crisis.

## Use of measure

Unknown

## Actors, target groups and funding

Actors	Target groups	Funding
National government	unemployed	No special funding required

## Social partners

Role of social partners	Informed
Form of involvement	Unknown

The PES administrative board consists of social partner and state representatives, so it can be assumed they were informed.

## Sectors and occupations

This case is not sector-specific.

This case is not occupation-specific.

## Sources

- 15 March 2020: AMS applications possible from home ([orf.at](https://www.orf.at))