

Schulstartklar!

Vouchers for school supplies

The project **Schulstartklar!** helps families at the start of a new school year.

When a new school year starts, families have to buy many things like exercise books and pens.

This is expensive and many families cannot afford it.

The project Schulstartklar! helps these families.

They receive a voucher for the shops LIBRO and PAGRO DISKONT.

With the voucher, they can buy school supplies.

They can use the voucher in every store in Austria.

The organisation "Volkshilfe Solidarität" and their partners distribute the vouchers.

The Austrian Ministry of Social Affairs and the European Union pay for the vouchers.

General information

The voucher is for families who receive money from the Austrian state:

"Mindest-Sicherung" or "Sozial-Hilfe".

These are social benefits for families with little money.

If this applies to your family, you receive a letter between the middle of July and the middle of August.

The letter is from the minister of Social Affairs and from the responsible person in your region.

The letter says that you can collect a voucher.

There are several places where you can collect your voucher.

For the school year of 2022-2023, you receive a voucher worth 80 euro.

When you collect the voucher, you have to bring a photo ID.

This may be your driving licence, your passport or your identity card, for example.

Please note: You can only collect the voucher when the collection point is open.

You have to collect your voucher between 16 August 2022 and 23 September 2022.

After that, you can no longer collect your voucher!

You can find a list with all collection points and their opening hours on this website:
www.schulstartklar.at

If you lose the voucher, you **do not** get a new one.
Take good care of your voucher!

In Vienna, many people collect their vouchers.
If you live in Vienna, it is better to book a date to collect your voucher.
You can do so on this website: <https://gutschein.volkshilfe-wien.at/>

You can use the voucher from 16 August 2022 to 1 October 2022.
You can use it in every LIBRO or PAGRO DISKONT store in Austria.
You can only use it for school supplies. You cannot buy anything else with the voucher.
Please note: You cannot use the voucher from 2 October 2022 onwards!

Here is a list of all PAGRO DISKONT stores: <https://www.pagro.at/filialfinder/>.

Here is a list of all LIBRO stores: <https://www.libro.at/filialfinder/>.

You can find answers to the most important questions here:

Receiving the voucher

Who receives a voucher?

Families with schoolchildren.

This applies to children from primary school to upper secondary school.

These schools are upper secondary schools in Austria:

- higher general secondary school (allgemeinbildende höhere Schule)
- secondary vocational school (berufsbildende höhere Schule)
- vocational school (berufsbildende mittlere Schule)
- prevocational school (polytechnische Schule)

You receive the voucher if you receive money from the Austrian state:

"Mindest-Sicherung" or "Sozial-Hilfe".

These are social benefits for families with little money.

The limit is 30 June 2022.

If you receive the social benefits only after 30 June, you **do not** receive a voucher.

You receive a separate voucher for every schoolchild up to 24 years.

Each voucher is worth 80 euro.

When and how do you receive the letter?

You receive a letter from the minister of Social Affairs.

The letter says that you can collect a voucher.

The responsible person in your region sends the letter by post.

They send it between the middle of July and 16 August 2022.

Are you entitled to a voucher but have not received a letter by 17 August 2022?

Please ask the social welfare office (Sozialamt) in your region.

Who can collect the voucher?

The letter from the minister of Social Affairs is addressed to a certain person.

Only this person can collect the voucher.

What do you need to bring when you collect the voucher?

- The letter from the minister of Social Affairs.
- A photo ID, for example your driving licence, passport or identity card.

You have to show your photo ID when you collect your voucher.

The staff at the collection point checks if you are the right person and if you may collect a voucher.

Where can you collect the voucher?

There are several collection points in your region.

You can find a list with all collection points on this website: www.schulstartklar.at

When can you collect the voucher?

You can collect your voucher from 16 August 2022 to 23 September 2022 during the opening hours of the collection points.

After that, you can no longer collect your voucher!

In Vienna, many people collect their vouchers.

If you live in Vienna, it is better to book a date to collect your voucher.

You can do so on this website: <https://gutschein.volkshilfe-wien.at/>

Can you sell the voucher?

No. The voucher is only for the person who received the letter from the minister of Social Affairs.

You lost your voucher or someone stole it.

Do you receive a new voucher?

No. There is **no** new voucher.

Take good care of your voucher!

Using the voucher

Where can you use the voucher?

You can use the voucher in every LIBRO or PAGRO DISKONT store in Austria.

You **do not** have to use it in your region.

But you cannot use it in other shops.

Here is a list of all PAGRO DISKONT stores: <https://www.pagro.at/filialfinder/>.

Here is a list of all LIBRO stores: <https://www.libro.at/filialfinder/>.

When can you use the voucher?

You can use the voucher from 16 August 2022 to 1 October 2022.

Please note: You cannot use the voucher from 2 October 2022 onwards!

What can you buy with the voucher?

You can **only** buy school supplies, for example:

- Supplies for crafting, painting and drawing
- Supplies for writing like pens and rubbers
- Exercise books and writing pads
- Stickers and labels
- Files, folders and pockets
- Calculators
- Bags and backpacks
- Lunchboxes and water bottles

- Learning aids like educational games
- Text books and language books
- Printers and printer cartridges
- Copier paper
- USB sticks and other things for the computer like keyboards

You **cannot** buy other products with your voucher.

For example, you **cannot** use it for these products:

- Computer games and consoles
- Toys
- Books
- Phones, tablets and laptops
- Office devices and office supplies like office chairs
- Household items like tissues and kitchen devices
- Envelopes, parcels and other things that you can use to send something by post
- Decoration products
- Gift packaging like wrapping paper
- Gift cards
- Products for a certain season like Easter products or Christmas products
- Music and films

What is the value of the voucher?

80 euro.

Can you use the voucher more than once?

Yes. You do **not** have to use the whole voucher at once.

You can pay with the voucher until you have reached 80 euro.

You can use the voucher in every LIBRO and PAGRO DISKONT store in Austria.

You can use it in several different stores.

Please note: You can use the voucher until 1 October 2022.

You cannot use it from 2 October 2022 onwards!

You do not use the whole voucher.

Do you get the rest in cash?

No. You can only buy school supplies with your voucher.
Maybe you do not use the whole voucher and have money left.
But you **do not** get this money in cash.

You buy more than the value of your voucher.

Can you pay the rest yourself?

Yes.

Do you have to bring a photo ID when you use the voucher?

No. You only need your voucher.

Please tell the staff at the check-out that you want to pay with your voucher from Schulstartklar!

Can you use the voucher in the LIBRO and PAGRO DISKONT online shops?

No. You can only use the voucher in the stores.

You bought a product with your voucher.

Can you exchange or return it?

No.

But you are entitled to the seller's warranty.

This means: LIBRO or PAGRO DISKONT are responsible that the product works and is not faulty.

If a product is faulty you can return it.

Other information

You lost your letter from the minister of Social Affairs or you did not receive a letter.

What can you do?

Please ask the social welfare office (Sozialamt) in your region.

Contact

Do you have any more questions?

The organisation "Volkshilfe Solidarität" is happy to help.

Call this number: **0800 4000 33**

It is free. You can call at these times:

Monday to Thursday from 9.00 a.m. to 4.30 p.m.

Friday from 9.00 a.m. to 12.00 p.m.

Or send an email to this address: schulstart@volkshilfe.at