

NEED SOME HELP?

WE ARE HERE FOR YOU

IN THIS BROCHURE YOU WILL FIND...



Internal support services



Mental health support services



Support services for financial difficulties



Emergency contacts



Support services for victims of violence



Safer spaces



Career advice services & job platforms



Support services for housing problems

DO YOU NEED HELP?

Studying is a special phase of life: It opens up new experiences, encounters, creative challenges, and the freedom to shape your own path. It is a time of growth – personally, artistically, and as a human being.

But with all these new experiences, uncertainties can arise: moving to a new city or even a new country, feeling lonely, dealing with pressure to perform, struggling with self-doubt, or simply not knowing who to turn to when things get difficult. These feelings are completely normal – and **you are not alone**.

This brochure is here to remind you: **help is available**. Whether you're dealing with mental health challenges, study-related stress, financial worries, discrimination, or questions about your identity – there are support services that offer confidential, free, and non-judgmental assistance.

Here you'll find an overview of internal and external support services – at ABU and in Linz – that are there for you when you need them.

Take a look, reach out for support – and remember:
You don't have to handle everything on your own.



The background of the page features a photograph of a modern building with a glass facade. In the foreground, there is a sculpture consisting of several silver spheres of different sizes mounted on thin metal poles. The ground is paved with stones and there is some water. The sky is blue.

INTERNAL SUPPORT SERVICES AT ABU

Where can I find support if I'm facing **problems with my studies**, lecturers, or fellow students?

Who can help me if I experience or witness **discrimination, unfair treatment, or sexual harassment**?

What can I do if I feel **uncomfortable, excluded, or unsafe** in everyday university life?

Who can I contact if I need **accessibility support**?

Where can I get **advice on organisational study matters** or when planning a semester abroad?

STUDENT SERVICES

Provides advice and support to students on all study-related matters – from application and enrolment to course registration and graduation. It is the central contact point for students and prospective students throughout their entire academic journey.

+43 732 701000 260
studien-service@bruckneruni.at

DEAN'S OFFICE

The Dean's office represents the various study programmes at ABU and serves as contact point for study-related concerns, organisational questions, study conditions, and academic progress.

+43 732 701000 230
dekanat@bruckneruni.at



NATIONAL AND INTERNATIONAL RELATIONS

Provides advice and guidance to students in planning and completing their stay abroad. Offers support with questions regarding mobility programmes such as Erasmus+, partner institutions, funding opportunities, and organisational procedures.

Anita de Jong (Head) & Noémi Ester Edén (Erasmus coordinator)
international@bruckneruni.at

CAREER CENTER

Provides students with practical support to help them make a successful transition from university to the world of work. The Career Center offers workshops, lectures, career talks, and personal counselling in the areas of self-management, brand development & innovation, and well-being.

Angela Pari
+43 732 701000 640
career@bruckneruni.at

OMBUDS OFFICE FOR STUDENTS



Provides advice and support to students facing challenges related to their studies, teaching, exams, or administrative matters. Acts as a mediator in conflicts between students and university departments.

 ombudsstelle@bruckneruni.at



EQUALITY, GENDER, AND DIVERSITY

Sarah Demlehner

Responsible for promoting an inclusive and discrimination-free environment at ABU. In charge of equality measures, gender mainstreaming, and diversity strategies. Work is guided by ABU's Gender Equality Plan.

 diversity@bruckneruni.at

OMBUDSPERSON FOR SEXUAL HARASSMENT AND VIOLENCE

Carolin Stahrenberg

Contact person for cases of sexual harassment and violence. Provides confidential advice and support.

 +43 732 701000 517

 carolin.stahrenberg@bruckneruni.at



EQUITY COMMITTEE (AKG)

Contact point for students and staff who wish to report discrimination or unfair treatment. The Equity Committee (AKG) is committed to promoting equality at the university. Its work is guided by ABU's "Policy on Dealing with Bullying, Harassment, and Discrimination."

 gleichbehandlung@bruckneruni.at

COORDINATOR FOR THOSE WITH DIFFERENT ABILITIES

Marc Ernesti

Provides advice and support to students with disabilities and chronic illnesses. Advocates for accessible study conditions.



+43 732 701000 340 (QUM Hotline)



marc.ernesti@bruckneruni.at



STUDENT UNION (ÖH)

Represents the interests of all students at ABU. Offers advice on study-related and social issues as well as support with challenges in everyday student life.



stuv@bruckneruni.at



SAFETY REPRESENTATIVES (SVP)

Provide information, advice, and support on matters related to work safety and health protection.

Elisabeth Rauch



+43 732 701000 355



elisabeth.rauch@bruckneruni.at

Christian Lutz



+43 732 701000 373



christian.lutz@bruckneruni.at

Lena-Priscilla Vogel



+43 732 701000 343



lena-priscilla.vogel@bruckneruni.at



SAFE SPACES: TRUSTED CONTACT PERSONS

Just need to talk? Looking for a first conversation? Starting in the winter semester 2025/26, volunteers from ABU's teaching and administrative staff will offer their support as Trusted Contact Persons – confidential, approachable, and without barriers.

You can recognize Safe Spaces by this icon on the door signs:



SCHOLARSHIPS, GRANTS, AND COMPETITIONS

Information about scholarships, grants, and competitions can be found on the ABU website. There you'll also find links to the Austrian Study Grant, the ÖH Social Fund, and ABU's own support programmes – such as the hardship fund or emergency assistance.



stipendien@bruckneruni.at





MENTAL HEALTH & COUNSELLING

- I feel **overwhelmed** – who will listen to me?
- Where can I find help with **anxiety, stress, or inner pressure**?
- I need **psychological support** – who can I turn to?
- I want to talk about personal matters – is **confidential counselling** available?
- Who can help me if something is **mentally weighing me down** or keeping me from my studies?

PSYCHOLOGICAL STUDENT COUNSELLING (PSB)

Free, confidential, and – if desired – anonymous counselling, offered in cooperation with Johannes Kepler University Linz. The PSB supports ABU students with both study-related and personal challenges.



Services offered

- Psychological counselling & psychotherapy (e.g. for stress, exam anxiety, self-doubt)
- Study choice counselling & diagnostic support
- Coaching & supervision

+43 732 246 879 30



EXIT SOZIAL



Free and anonymous counselling for people facing mental health and social challenges. Services include crisis intervention, assisted living support, group programmes, and guidance for those living with mental illness.

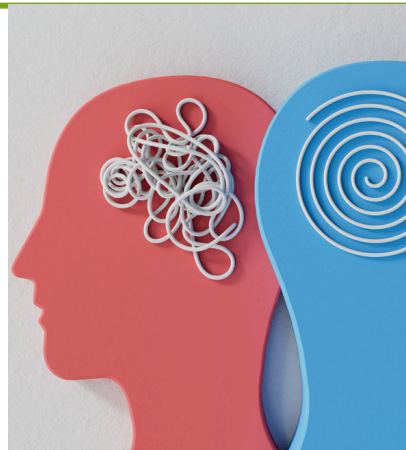
+43 732 719 200

service@exitsozial.at

SELF-HELP GROUPS – UPPER AUSTRIA



Online platform for connecting with self-help groups on a wide range of personal, mental health, or medical topics.





WOMEN'S HEALTH CENTRE LINZ



A specialised centre for women and girls, focusing on health promotion and prevention. Offers psychological counselling, psychotherapy, workshops, and group programmes – for example, on anxiety, burnout, and eating disorders.



+43 732 77 44 60



office@fgz-linz.at

POINT - COUNSELLING CENTRE FOR ADDICTION ISSUES (PROMENTE)



Free and confidential counselling for people struggling with addiction and their families. Services include psychosocial support, psychotherapy, medical advice, and legal counselling.



+43 732 77 08 950



point.linz@promenteooe.at



ÖH HELPLINE



Initial telephone counselling by trained psychotherapists for exam anxiety, mental health challenges, and organisational or financial difficulties.



+43 1 585 33 33

FINANCIAL SUPPORT

& SOCIAL COUNSELLING



I'm **worried about money** – are there financial support options for students?

Where can I **shop at lower cost** or **apply for assistance**?

I am in **financial distress** – who can offer practical help?

How do I navigate the many **grants and funding opportunities**?

Are there services that can help me with **debt or financial overload**?

ÖH SOCIAL FUND

One-time financial assistance for students in acute emergencies. Applications can be submitted through the Austrian Student Union (ÖH) at any time.

 sozialfonds@oeh.ac.at



KHG SOLIDARITY FUND

A one-time financial aid programme for students residing in the KHG student dormitory who are facing an acute financial emergency.

AUSTRIAN STUDY ALLOWANCE

State financial support for students with low income – dependent on social criteria such as income, marital status, or living situation.



GRANTS OF THE UPPER AUSTRIAN CHAMBER OF LABOR

Financial grants for students, e.g. to cover tuition fees, course costs or teaching materials – depending on income.

DEBT COUNSELLING UPPER AUSTRIA

Free and confidential advice on debts, financial difficulties and debt enforcement – with regional offices in Linz, Steyr and Wels.

 Linz: +43 732 77 55 11 |  linz@schuldnerberatung.at
 Steyr: +43 7252 52 31 0 |  steyr@schuldnerberatung.at
 Wels: +43 7242 77 55 1 |  wels@schuldnerberatung.at



HUNGRY FOR ART AND CULTURE

Free admission to cultural events for students with low incomes – at participating cultural institutions in Linz and throughout Austria.



TICKET GRETCHEN – CULTURE FOR EVERYONE UNDER 27

With the free “Ticket Gretchen” app, anyone under the age of 27 can get heavily discounted or free tickets for concerts, theatre, opera and other cultural events in Austria – including in Linz.



SOMA MARKET LINZ-URFAHR

Affordable shopping for people with low incomes. Students can buy heavily discounted food and everyday products there. Social stores (e.g. Volkshilfe, Caritas, ARGE) also offer affordable clothing and household goods.



 shop-urfahr@volkshilfe-ooe.at



ACTIVITY PASS LINZ

Enables numerous benefits (e.g. public transport, culture, sport) for people living in Linz with a low income.
Prerequisite: main residence in Linz.

CARITAS CONSULTATION HOUR URFAHR

Allocation of food vouchers and social counselling for people whose main residence is in Linz-Urfahr. Consultation hours on a weekly basis.



A woman with long brown hair, wearing a black and white striped shirt, is crouching on a cobblestone path. She has a worried expression on her face, looking off to the side. In front of her, a man with short dark hair and a beard is lying on his back on the ground. He is wearing a dark blue t-shirt and jeans. His eyes are closed, and he appears to be unconscious or in distress. The woman's hands are near his head, as if she is checking on him or trying to help him. The background is a blurred outdoor setting with trees and a building.

EMERGENCY AND CRISIS CONTACTS

○ I'm in the **midst of a serious crisis** –
where can I get help straight away?

○ What do I do in **exceptional
psychological situations** or when I have
suicidal thoughts?

○ I'm **worried about myself or others** –
who will listen to me?

○ Where can I find **help around the clock** –
even anonymously?

EMERGENCY NUMBERS AUSTRIA

 133 POLICE  122 FIRE BRIGADE  144 AMBULANCE

TELEPHONE COUNSELLING UPPER AUSTRIA

Free, anonymous crisis counselling – around the clock.

 142



CRISIS AID UPPER AUSTRIA (KRISENHILFE OÖ)

Round-the-clock support for people in psychological or social distress. Offers telephone and face-to-face crisis intervention, online and chat counselling as well as home visits.

 +43 732 21 77

CRISIS AID UPPER AUSTRIA / SUICIDE PREVENTION

Specialized hotline for people in acute mental crisis or with suicidal thoughts.

 +43 732 21 77



PRO MENTE OÖ

Counselling for psychological stress and addiction disorders. Offers psychosocial help, therapy and prevention programmes.

 +43 732 770 89 50



SUPPORT FOR VICTIMS OF VIOLENCE

I feel **threatened or unsafe** – who can I turn to?

I have **experienced violence** or have been **sexually harassed** – what can I do?

Are there **safe spaces** that offer me protection and support?

Where can I find **legal and psychosocial help** if I have experienced violence?

WOMEN'S HELPLINE AGAINST VIOLENCE

Free and anonymous telephone counselling for women
affected by violence – available around the clock.

 +43 800 222 555



WOMEN'S SHELTER LINZ

Protection and shelter for abused or threatened women – with
or without children. Provides psychosocial counselling and
accompaniment to authorities and courts.

 +43 732 606 700 (Emergency Hotline – around the clock)
 office@frauenhaus-linz.at



VIOLENCE PROTECTION CENTER UPPER AUSTRIA

Advice and support for those affected by domestic,
psychological or sexualized violence – free of charge and
confidential.

 +43 732 607 760



PIA – HELP FOR VICTIMS OF SEXUAL VIOLENCE

Counselling and therapy for people who have experienced sexual
violence. Also offers prevention and education programmes.

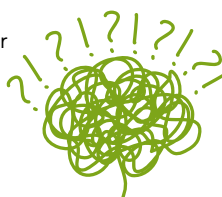
 +43 732 650 031
 office@pia-linz.at



MÄNNERINFO – CRISIS SUPPORT FOR MEN

Free advice and crisis support for men in situations of
conflict and violence. Contact point also for perpetrator
work and violence prevention.

 +43 800 400 777





COUNSELLING, SAFER SPACES & EMPOWERMENT

—○ I'm looking for a safe space where I feel accepted as a **queer person** and can ask my questions – where can I find one?

—○ Where can I talk about and discuss **experiences of discrimination** without having to justify myself?

—○ Where can I connect with **people who have similar experiences in society** to mine and who can help me?

—○ I'm looking for spaces where my **experience as a migrant** is valued, shared and understood – where can I find them?

—○ I'm looking for a safe space where **barriers are recognised and actively broken down**, rather than having to adapt myself. Where can I turn?

MAIZ LINZ (AUTONOMOUS CENTRE BY AND FOR FEMALE MIGRANTS)



maiz is an independent association run by and for migrant women, with the aim of improving the living and working conditions of migrants in Austria, promoting their political and cultural participation, and bringing about change to the existing, unjust social conditions.



WOMEN* WITH DISABILITIES



The FmB association – an advocacy group for women* with disabilities – works to promote the rights of women* with disabilities, with the aim of enabling them to lead lives of equality, safety and self-determination.



EMPOWERMENT CENTER (EMC)



The Empowerment Center sees itself as a counselling and training centre that supports and guides people with disabilities on their journey towards self-determination.



HOSI LINZ (HOMOSEXUAL INITIATIVE LINZ)



Contact point for LGBTQI+ people in Upper Austria. Offers advice, community services and events to promote diversity, acceptance and visibility.



TRANS IN LINZ

A self-help group run by transgender people for transgender people. The group is intended to provide a space for members to share experiences and make new connections. It also aims to create a safe environment in which people can speak freely about their experiences and reflect on them.



BILY – YOUTH, FAMILY AND SEXUAL COUNSELLING



Counselling for adolescents and adults on relationships, sexuality and identity. Offers individual, couples and family counselling as well as sex education workshops.



CAREER ORIENTATION & WORKING WORLD

I am a parent and would like to start working (again) – who can help me with my **work-life balance**?

I am looking for a **part-time job or holiday internship** – where can I find suitable job platforms?

Are there networks or platforms specifically for **women in the working world**?

Where can I find **advice** on career planning and qualifications?

AMS SERVICE FOR WOMEN

Supports women and girls (but also all other people) in their career choices, further training and qualifications. Provides information on training, jobs and financial support.



BUSINESS MAMAS

Network for working mothers and female founders in Austria. Provides support in balancing family and career through advice, mentoring and training.

INSTITUTE FOR FAMILY AND YOUTH COUNSELLING OF THE CITY OF LINZ

Free, confidential and, on request, anonymous advice from an interdisciplinary team (including psychologists, therapists and social workers) on family, educational and psychological issues – also for children and young people.



+43 732 7070 2700



inst.fjb@mag.linz.at



JOB PLATFORMS FOR STUDENTS IN LINZ

Online platforms for searching for part-time jobs, internships and student jobs in Linz and the surrounding area:



ÖH Job Market



Studentjob Linz



Willhaben –
Student Jobs Linz



Meta Job –
Student Jobs Linz





HOUSING CRISES & HOMELESSNESS

I can't find **affordable housing** – who can help me?

I'm in the midst of a **housing crisis** – is there temporary accommodation available?

What should I do if I am threatened with **homelessness**?

Where can I look for **shared rooms or apartments** as a student?



HOUSING EXCHANGES FOR STUDENTS IN LINZ

Online platforms for searching for rooms in shared apartments, apartments and student accommodation in Linz – beware of scam ads!

Erasmus Play



WG Gesucht



ABU housing
exchange



CITY OF LINZ - HOUSING AND SOCIAL SERVICES



The City of Linz's central point of contact for housing problems, homelessness, rent subsidies and legal issues relating to housing.



HOUSING SUBSIDY UPPER AUSTRIA



Financial support with rental costs – depending on income, housing situation and household size.



CRISIS HOUSING LINZ (CARITAS OÖ)



Offers temporary accommodation for people in immediate housing crises. Includes social work support, advice and help with coping with everyday life.



+43 676 8776 2346



krisenwohnen@caritas-ooe.at



FRIDA - DAY CENTER FOR HOMELESS WOMEN (CARITAS OÖ)



Day structure and shelter for homeless women. Provides hot meals, showers, laundry, counselling and social support.



+43 732 651015

ARGE HOMELESS LINZ



Advice and support for people with no fixed abode or in acute housing need. Helps with finding accommodation, basic care, psychosocial support and legal guidance.



+43 732 77 55 93



office@arge-obdachlose.at



IMPRINT

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