

A background image showing a stack of many hands of different skin tones, symbolizing unity and support. A green gradient overlay covers the left side of the image.

NEED SOME HELP?

WE ARE HERE FOR YOU

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**.





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, disadvantage, 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 **accessible support**?

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

STUDY SERVICES


Provides advice and support to students on all study-related matters – from application and enrollment 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

 studium@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, organizational questions, study conditions, and academic progress.

 +43 732 701000 230

 dekanat@bruckneruni.at




NATIONAL AND INTERNATIONAL COOPERATIONS

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 organizational procedures.


Head of National and International Cooperations

Anita de Jong

 +43 732 701000 204

Erasmus-Coordinator

Noémi Emma Parraghy

 +43 732 701000 206

 international@bruckneruni.at

STUDENT OMBUDSPERSON

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

🌐 www.bruckneruni.ac.at



EQUALITY, GENDER, AND DIVERSITY

Melissa Schimanek

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 "Policy on Dealing with Bullying, Harassment, and Discrimination."

✉ 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



NON-DISCRIMINATION COMMISSION (AKG)

Contact point for students and staff who wish to report discrimination or unfair treatment. The Non-Discrimination Commission (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

CO-ORDINATOR 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 ASSOCIATION (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 occupational 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, 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 sign on the doors:



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

 www.bruckneruni.ac.at



MENTAL HEALTH & COUNSELING

- 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 counseling** available?
- What can help me if something is **mentally weighing me down** or keeping me from my studies?

PSYCHOLOGICAL STUDENT COUNSELING (PSB)

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

Services offered:

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



+43 732 246 879 30



www.studierendenberatung.at



EXIT SOZIAL

Free and anonymous counseling 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



www.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.




www.selbsthilfe-ooe.at





WOMEN'S HEALTH CENTRE LINZ

A specialized center for women and girls, focusing on health promotion and prevention. Offers psychological counseling, psychotherapy, workshops, and group programs – for example, on anxiety, burnout, and eating disorders.


 +43 732 77 44 60

 office@fgz-linz.at


 www.fgz-linz.at

POINT – COUNSELING CENTRE FOR ADDICTION ISSUES (PROMENTE)

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

 +43 732 77 08 950


 point.linz@promenteoee.at

 www.sucht-promenteoee.at



ÖH-HELPLINE

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

 +43 1 585 33 33

 oeh.ac.at/helpline



FINANCIAL SUPPORT & SOCIAL COUNSELING

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

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


—○ I'm in a **financial emergency** – who can offer concrete 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 are submitted through the Austrian National Union of Students (ÖH). Applications can be submitted 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.

 www.dioezese-linz.at/khg/leben

AUSTRIAN STUDY GRANT

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

 www.oesterreich.gv.at



UPPER AUSTRIAN CHAMBER OF LABOR

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

 www.arbeiterkammer.at

DEBT COUNSELING UPPER AUSTRIA


Free and confidential advice on debts, financial difficulties and executions - 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
 www.ooe.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.

 www.hungeraufkunstundkultur.at



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, theater, opera and other cultural events in Austria - including in Linz.

 www.ticketgretchen.com/u27

SOMA MARKET LINZ-URFAHR (VOLKSHILFE)

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

 www.volkshilfe-ooe.at



ACTIVE 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.

 www.linz.at/aktivpass

CARITAS CONSULTATION HOUR URFAHR

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

 www.dioezese-linz.at/pfarre/urfahr/home



EMERGENCY AND CRISIS CONTACTS

I am in an **acute crisis** - where can I get help immediately?

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 COUNSELING UPPER AUSTRIA

Free, anonymous crisis counseling - available around the clock.



142



www.telefonseelsorge.at



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 counseling and home visits.



+43 732 21 77



www.krisenhilfeooe.at

CRISIS SUPPORT UPPER AUSTRIA / SUICIDE PREVENTION

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



+43 732 21 77



www.beratung-krisenhilfeooe.at



PRO MENTE OÖ

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



+43 732 770 89 50



www.pmooe.at



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 counseling for women affected by violence - available around the clock.


 +43 800 222 555


 www.frauenhelpline.at




WOMEN'S SHELTER LINZ

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

 +43 732 606 700 (Emergency call - available around the clock)


 office@frauenhaus-linz.at


 www.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

 www.gewaltschutzzentrum.at/ooe



PIA - HELP FOR VICTIMS OF SEXUAL VIOLENCE

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

 +43 732 650 031

 office@pia-linz.at

 www.pia-linz.at



MÄNNERINFO - CRISIS SUPPORT FOR MEN

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

 +43 800 400 777

 www.maennerinfo.at



A large, vibrant rainbow flag is the background of the entire page. The flag is made of a crinkled material, giving it a textured appearance. The colors are bright and saturated. In the bottom left corner, a blurred image of a classical building with columns is visible.

LGBTQI+ ADVICE & SUPPORT

— I have **questions about identity, sexuality or coming out** - who can support me?

— I am looking for a **safe space** where I feel accepted - where can I find one?

— I need support in the event of **discrimination** - who is there to help me?

— Where can I **network** with others from the LGBTQI+ community?

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.

 www.hosilinz.at



BILY - YOUTH, FAMILY AND SEXUAL COUNSELING

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

 +43 681 84 41 74 82

 beratung@bily.info

 www.bily.info



CAREER ORIENTATION & WORKING WORLD

I am a mother/father 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 boards?

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

Where can I find **advice** on career guidance 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.

 www.ams.at




BUSINESS MAMAS

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

 www.business-mamas.at

INSTITUTE FOR FAMILY AND YOUTH COUNSELING 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

 www.linz.at/soziales/fjb.php

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 JKU

 oeh.jku.at/boerse/jobs

Studentjob Linz

 www.studentjob.at/nebenjob/linz

Meta Job – Student Jobs Linz

 www.metajob.at/studenten-linz

Willhaben Job Market– Student Jobs Linz

 www.willhaben.at/jobs/suche/student/linz



HOUSING SHORTAGE & HOMELESSNESS

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

○ I am in an **acute housing crisis** - is there temporary accommodation?

○ 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!

ABU housing exchange

 bruckneruni.ac.at/de/studieren/informationen/services/wohnungsboerse

ÖH JKU housing exchange

 oeh.jku.at/oeh-services/boersen/wohnboerse

Erasmus Play

 erasmusplay.com/de/linz/

WG Gesucht

 <https://www.wg-gesucht.de/>

CITY OF LINZ - HOUSING AND SOCIAL SERVICES


Central contact point of the City of Linz for housing problems, homelessness, rent subsidy and legal issues relating to housing.

 linz.at/serviceguide



HOUSING SUBSIDY UPPER AUSTRIA (FEDERAL PORTAL)

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

 oesterreich.gv.at



CRISIS LIVING LINZ (CARITAS OÖ)

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

+43 676 8776 2346

krisenwohnen@caritas-ooe.at

caritas-ooe.at/krisenwohnen



FRIDA - DAY CENTER FOR HOMELESS WOMEN (CARITAS OÖ)

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

+43 732 651015

caritas-ooe.at/frida

ARGE HOMELESS LINZ

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

+43 732 77 55 93

office@arge-obdachlose.at

arge-obdachlose.at



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