



# NEED SOME HELP

**POCKET GUIDE  
FOR STUDY-RELATED ISSUES**



**UNIVERSITY  
OF APPLIED SCIENCES  
UPPER AUSTRIA**

# NEED SOME HELP

POCKET GUIDE FOR STUDY-RELATED ISSUES

Above all, studying means to gain new experiences, to meet new people and to make new friends. But it also stands for getting a certain degree of freedom and independence and hopefully also the possibility to do whatever you like.

However, studying can also mean to have difficulty coping with the unfamiliar, to move for the first time at a foreign location and to experience emotions of loneliness, pressure and excessive demand, which can even lead to doubts about the chosen study programme.

To experience pleasure, joy and confidence is as normal as being exposed to feelings such as nervousness, fear, doubt and overload. It only gets critical if such feelings have a negative effect on the chosen career path.

**To help in such situations, this folder provides you with relevant contacts and information.**





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# ORGANISATION

ORGANISATION (OF STUDIES) MADE EASIER

How can I file my leave of absence?  
How often can I resit examinations?  
I want to change my degree programme.  
I want to study abroad and need financial support. Whom do I have to contact?

## ADMINISTRATION OFFICE/FACULTY

Of each campus

## DIRECTOR OF STUDIES

Of each campus

## INTERNATIONAL OFFICE

Of each campus

[www.fh-ooe.at/international/kontakt](http://www.fh-ooe.at/international/kontakt)

## STUDENT UNION

[www.oehfhooe.at](http://www.oehfhooe.at)

## ÖH-HELPLINE

Call with regard to exam nerves, psychological complaints, organisational and financial difficulties and get support from trained psychotherapists

Phone: 01 - 585 33 33

Mon: 03 pm - 06 pm

Wed: 04 pm - 06 pm

Thu: 04 pm - 06 pm

[www.oeh.ac.at/helpline](http://www.oeh.ac.at/helpline)

## OMBUDS OFFICE FOR STUDENTS

Arbitration board for study-related issues

Phone: 0800 - 311 650

Mon - Fri: 09 am - 16 pm

[www.hochschulombudsmann.at](http://www.hochschulombudsmann.at)

[www.hochschulombudsfrau.at](http://www.hochschulombudsfrau.at)



# CRISIS

INFORMATION, CONTACT POINTS AND ADVICE IN THE EVENT OF EMERGENCIES AND CRISES

How do I cope better with feelings of anxiety, depression or loneliness?  
I can see no way out!  
I don't want to live anymore.  
How do I get help with suicidal thoughts?

## TELEFONSEELSORGE DIÖZESE OÖ

Free and anonymous counselling (24/7) in the event of crises and emergencies

For counselling in English, send a mail in advance via our online form.

Phone: 142 (emergency call)

<http://www.telefonseelsorge.at/>

<https://onlineberatung-telefonseelsorge.at/mailberatung/service/E-mailberatung/anfrage.html>

## CRISIS SUPPORT / SUICIDE PREVENTION

Call 24/7 in the event of an emergency (personal crisis, suicidal thoughts)

For help in English language, online counselling preferred. Contact via phone also possible.

Phone: 0732 - 21 77 (emergency call)

[www.beratung-krisenhilfeooe.at/login](http://www.beratung-krisenhilfeooe.at/login)

[www.krisenhilfeooe.at](http://www.krisenhilfeooe.at)



# HOPLESSNESS

INFORMATION, CONTACT POINTS AND ADVICE IN THE EVENT OF HOPELESSNESS

Do I consume too much alcohol, cigarettes, social media or other things?  
How do I solve problems in my family, partnership or studies?  
Who helps me with problems of divorce and professional overload?  
How do I overcome sleeping difficulties and feelings of hopelessness?

## FH OÖ INTERNAL SUPPORT

For internal issues that go beyond organisational concerns and also involve emotional challenges with students and staff.

E-mail: [needsomehelp@fh-ooe.at](mailto:needsomehelp@fh-ooe.at)

## SUPPORT GROUPS UPPER AUSTRIA

[https://www.selbsthilfe-ooe.at/selbsthilfegruppen/selbsthilfegruppen\\_finden/bezirk=Linz](https://www.selbsthilfe-ooe.at/selbsthilfegruppen/selbsthilfegruppen_finden/bezirk=Linz)

## THERAPY SERVICES PROGES

Free therapy - medical referral required

Phone: 0800 - 20 25 33

[www.proges.at](http://www.proges.at)

## Ö3 - CARELINE

Contact point for personal emergencies such as lovesickness, bullying, depression, personal crises, strokes of fate or simply loneliness.

Daily between 04 pm - 12 pm  
(free of charge)

Phone: 116 123

## CATHOLIC UNIVERSITY COMMUNITY

Pastoral care, inter-denominational invitation to come and talk. Open for everybody!

Phone: 0676 877 635 04

E-mail: [stefanie.brandstetter@dioezese-linz.at](mailto:stefanie.brandstetter@dioezese-linz.at)

<https://www.dioezese-linz.at/institution/8075/essen/ourteam>

### EXIT-SOZIAL –COUNSELLING SERVICE

If possible, contact via e-mail is preferred if you look for help in English

Phone: 0732 - 719 719

E-mail: [pszlinz.beratung@exitsozial.at](mailto:pszlinz.beratung@exitsozial.at)

[www.exitsozial.at](http://www.exitsozial.at)

### ANTWORTEN.AT ARGE ONLINE-COUNSELLING

Contact point for people with conflicts and problems in the personal and interpersonal areas such as:

- Marriage, partnership, family and life issues
- Educational issues
- Divorce counselling
- Legal counselling in family matters
- Questions about pregnancy, birth and family planning

Mail and individual chat counselling is dealt with free of charge, confidentially and anonymously.

[www.antworten.at](http://www.antworten.at)

### WOMEN'S HEALTH CENTER LINZ

Phone: 0677 - 990 204 72

E-mail: [office@fgz-linz.at](mailto:office@fgz-linz.at)

[www.fgz-linz.at](http://www.fgz-linz.at)

### POINT (ADDICTION COUNSELLING)

Assistance in coping with social, psychological, legal and medical problems with regard to addictive behaviour.

Confidential, anonymous, free of charge

If contact in English is preferred, please write an e-mail.

Mon and Fri: 10 am - 02 pm

Tue and Thu: 01 pm - 05 pm

Phone: 0732 - 770 89 50

E-mail: [point.linz@promenteoee.at](mailto:point.linz@promenteoee.at)

### SOZIALSERVICE FREISTADT

The „Sozialservice Freistadt“ offers advice and support as a first point of contact (free of charge and confidential).

The service helps with:

- Social questions and concerns
- Advice and help in emergency situations
- Assistance in case of financial overstrain
- Support with applications
- Issue of the social market card
- Information and referral to regional and supra-regional support services
- Referral to mobile services in care
- Networking in the social sector

English available, but if possible please bring a friend to translate into German for you

Tue - Fri: 08 am - 01 pm

Phone: 0664 - 995 184 90

E-mail: [pregarten@sozialservice.at](mailto:pregarten@sozialservice.at)

[sozialservice.at](http://sozialservice.at)

### INSTAHELP

Online counselling by experienced psychologists, anonymous, no waiting time

Costs between 49-69 € per consultation, no minimum term, can be cancelled at any time

Native English and French guidance always available, furthermore some offers in Italian, Spanish, Farsi and other languages

[instahelp.me/at](http://instahelp.me/at)

### PSYCHOLOGICAL STUDENT COUNSELLING (LINZ)

You get help to choose and start your studies, support in developing your personality and advice on study-related and personal problems.

Mon - Thu: 7.30 am - 3.30 pm

Fri: 7.30 am - 1.30 pm

Phone: 0732 - 246 879 30

E-mail: [psychol.studber@jku.at](mailto:psychol.studber@jku.at)

[www.studierendenberatung.at](http://www.studierendenberatung.at)



# VIOLENCE

WAYS OUT OF VIOLENCE (DOMESTIC, SEXUAL, GENDER-BASED)

Who do I have to contact if I get sexually assaulted?  
How can I escape violent behaviour?  
What can I do in the event of domestic abuse?  
Where can I go in the event of gender-based violence and discrimination?

## HELPLINE FOR WOMEN

Anonymous, free of charge, 24 hours

Phone: 0800 - 222 555

[www.frauenhelpline.at](http://www.frauenhelpline.at)

## VIOLENCE PROTECTION CENTRE LINZ

Free of charge, confidential, with appointment

Phone: 0732 - 607 760

E-mail: [ooe@gewaltschutzzentrum.at](mailto:ooe@gewaltschutzzentrum.at)

[www.gewaltschutzzentrum.at/ooe](http://www.gewaltschutzzentrum.at/ooe)

## HOTLINE FOR VIOLENT MEN

This hotline is open to men that look for a way out of (domestic) violence.

Phone: 0820 - 43 92 58

[www.gewalt-hotline.net](http://www.gewalt-hotline.net)

## CENTRE FOR WOMEN (LINZ)

Specialist counselling centre for relationship problems, difficult life situations, separation and divorce and all forms of violence. In cases of sexual violence, we support girls and women and accompany them in criminal proceedings.

Phone: 0732 - 602 200

E-mail: [hallo@frauenzentrum.at](mailto:hallo@frauenzentrum.at)

[www.frauenzentrum.at](http://www.frauenzentrum.at)

## COUNSELLING SERVICE FOR MEN

For interpersonal problems, professional overload, family issues and ways out of violence.

Mon, Tue, Thu: till 04 pm

Wed: till 01 pm

Phone: 0732 - 77 20 53 - 306

E-mail: [zentrum-fm@ooe.gv.at](mailto:zentrum-fm@ooe.gv.at)

[www.land-oberoesterreich.gv.at/32029.htm](http://www.land-oberoesterreich.gv.at/32029.htm)





# PREGNANCY

INFORMATION AND ADVICE CENTRES FOR PREGNANCY AND EDUCATION

What to do about an unplanned pregnancy?  
What options do I have?  
Where do I get help with parenting issues?  
Where do I get expert advice on sorting out child maintenance?

## ZOE

Advice on pregnancy and birth

Mon-Thu: 08 am - 12 am

Phone: 0732 - 778 300

E-mail: [office@zoe.at](mailto:office@zoe.at)

[www.zoe.at](http://www.zoe.at)

## ASSOCIATION ALLEINERZIEHEND

Advice for single parents

Mon: 08 am - 12 am

Tue: 08 am - 11 am

Thu: 08 am - 12 am

Phone: 0732 - 654 270

E-mail: [beratung@alleinerziehend.at](mailto:beratung@alleinerziehend.at)

[www.alleinerziehend.at](http://www.alleinerziehend.at)

## PREGNANCY COUNSELLING

Phone: 0732 - 761 034 18

E-mail: [aktion.leben@dioezese-linz.at](mailto:aktion.leben@dioezese-linz.at)

[www.aktionleben.at/ooe](http://www.aktionleben.at/ooe)

## BILY

Association for youth, family and  
sexual counselling

Mon: 03 pm - 06 pm

Tue: 05 pm - 08 pm

Thu: 12 am - 03 pm

Phone: 0732 - 770 497

E-mail: [beratung@bily.info](mailto:beratung@bily.info)

[www.bily.info](http://www.bily.info)



# IDENTITY

INFORMATION AND COUNSELLING CENTRES FOR (TRANS)IDENTITY, SEXUALITY AND PHYSICALITY

Who helps me during my coming out process?  
Where do I get a safe space to talk about gender and/or sexuality identities?  
Where can I address HIV/AIDS anxiety?  
Where do I get safer sex information?

## HOSI LINZ

Homosexual Initiative Linz (HOSI) - The Lesbian and Gay Movement in Upper Austria.

Counselling for lesbians, gays and transgender persons and their relatives. The association offers educational work, workshops and seminars on the topic of (homo)sexuality.

Phone: 0732 - 770 497

## BILY

Association for youth, family and Sexual counselling

Mon: 03 pm - 06 pm

Tue: 05 pm - 08 pm

Thu: 12 am - 03 pm

Phone: 0732 - 770 497

E-mail: [beratung@bily.info](mailto:beratung@bily.info)

[www.bily.info](http://www.bily.info)



# FAIRNESS

## CONTACT POINTS FOR UNFAIR TREATMENT AND DISCRIMINATION

What can I do if I face unequal treatment?  
Where do I get support if I get discriminated against?  
Whom can I address in the event of unfair behaviour?  
Who helps me with bullying and discrimination due to my colour of skin or religious belief?

### MEMBERS OF THE GENDER & DIVERSITY-MANAGEMENT CONFERENCE

Find the relevant contact person at your campus on our webpage.

E-mail: [diversity@fh-ooe.at](mailto:diversity@fh-ooe.at)

[www.fh-ooe.at/gender-diversity](http://www.fh-ooe.at/gender-diversity)

### GLEICHBEHANDLUNGS:APP

This apps provides information about about equal treatment and non-discrimination for iOS and Android



iOS/iPhone



Android

### OFFICE FOR EQUAL TREATMENT

Personal consultation appointment and free advice (also with translation service)

Mon - Thu: 09 am - 03 pm  
Fri: 09 am - 12 am

Phone: 0800 - 206 119 (general hotline)

Phone: 0732 - 783 877 (regional office Upper Austria)

E-mail: [gaw@bka.gv.at](mailto:gaw@bka.gv.at)

[www.gleichbehandlungsanwaltschaft.at](http://www.gleichbehandlungsanwaltschaft.at)



# IMPAIRMENT

HELP WITH MENTAL AND PHYSICAL IMPAIRMENTS OR CARE

Where can I get help in the event of mental impairment?  
Who helps me with physical disability?  
What can I do if a family member need nursing care?  
I require educational support with my disabilities and/or chronic diseases.

## CARE-LINE OF FH UPPER AUSTRIA

Counselling Service for questions related to care

Daily between 08 am - 08 pm  
(also on Sunday and holiday)

Phone: 0800 - 828 204

## ASSISTIVE TECHNOLOGIES AND BARRIER-FREE STUDY SUPPORT

Institut Integriert Studieren - Service and Support Centre

Phone: 0732 - 246 837 57

E-mail: [integriert-studieren@jku.at](mailto:integriert-studieren@jku.at)

<https://www.jku.at/institut-integriert-studieren/>

[www.uni.at/studium/studieren-mit-behinderung](http://www.uni.at/studium/studieren-mit-behinderung)



# FINANCIAL SUPPORT

CONTACT POINTS FOR FINANCIAL PROBLEMS AND CHALLENGES

Financial challenges have gone over my head. What can I do?  
I am in debt and don't know how to pay back my rent.  
I need money urgently? Where can I go?  
What can I do if I am in debt?

## SOCIAL DEPARTMENT OF STUDENT UNION

The social department provides information and financial advice free of charge.

Phone: 01 - 310 88 80 - 43 oder -40

E-mail: [sozial@oeh.ac.at](mailto:sozial@oeh.ac.at)

[www.oeh.ac.at/soziales](http://www.oeh.ac.at/soziales)

## SOZIALSERVICE FREISTADT

English available, but if possible please bring a friend to translate into German for you

Tue - Fri: 08 am - 01 pm

Phone: 0664 - 995 184 90

E-mail: [pregarten@sozialservice.at](mailto:pregarten@sozialservice.at)

[sozialservice.at](http://sozialservice.at)

## HELP IN EMERGENCIES - VOLKSHILFE

Volkshilfe helps when there is suddenly not enough money to pay for rent, heating and food, etc. In particularly urgent cases, one-time financial support is offered.

Phone: 0732 - 3405

E-mail: [office@volkshilfe-ooe.at](mailto:office@volkshilfe-ooe.at)

<https://www.volkshilfe-ooe.at/erwachsene/beratung/hilfeinnotlagen/>

## CARITAS SOCIAL COUNSELLING

The Caritas Social Counselling Service, with its counselling centres and regional consultation days, is the contact point for people who find themselves in an existential emergency situation. In addition to counselling, financial bridging assistance is also provided.

### **Regional office Linz**

Mon, Tue: 09 - 12 am  
Wed: 01.30 - 04 pm  
Thu, Fri: 09 - 12 am

Phone: 0732 - 7610 2311

### **Regional office Wels**

Mon, Tue, Thu: 09 - 12 am

Phone.: 07242 - 293 01

### **Regional office Steyr**

Mon, Tue, Thu: 09 - 12 am

Phone: 07252 - 540 30

<https://www.caritas-linz.at/hilfe-angebote/menschen-in-not/caritas-sozialberatung/>

## DEBT COUNSELLING UPPER AUSTRIA

Confidential and free of charge

### **Regional office Linz**

Phone: 0732 - 77 55 11  
E-mail: [linz@schuldnerberatung.at](mailto:linz@schuldnerberatung.at)

### **Regional office Steyr**

Phone: 07252 - 52 31 0  
E-mail: [steyr@schuldnerberatung.at](mailto:steyr@schuldnerberatung.at)

### **Regional office Wels**

Phone: 07242 - 77 55 1  
E-mail: [wels@schuldnerberatung.at](mailto:wels@schuldnerberatung.at)

[www.ooe.schuldnerberatung.at](http://www.ooe.schuldnerberatung.at)



# GRANTS AND FINANCIAL ASSISTANCE

## SUPPORT SERVICES AND FINANCIAL AID

Which allowances am I entitled to?  
Am I entitled to family allowance?  
Where and how can I get reductions and financial support?  
Who helps me with grants and scholarships?

### HOUSING SUBSIDY - LAND OÖ

Counselling and preliminary discussion on the application take place in person or by telephone.

Phone: 0732 - 77 20 141 40

E-mail: [wo.post@ooe.gv.at](mailto:wo.post@ooe.gv.at)

[www.land-oberoesterreich.gv.at/wohnbeihilfe.htm](http://www.land-oberoesterreich.gv.at/wohnbeihilfe.htm)

### HUNGER AUF KUNST UND KULTUR

The Kulturpass allows socially disadvantaged people free admission to numerous cultural institutions.

[www.hungeraufkunstundkultur.at](http://www.hungeraufkunstundkultur.at)

[sozialplattform.at/kulturpass.html](http://sozialplattform.at/kulturpass.html)

### SCHOLARSHIPS

Information on the merit, sponsorship, international, mobility, language, graduation and self-support scholarships

<https://www.stipendium.at/>

[https://www.oesterreich.gv.at/themen/bildung\\_und\\_neue\\_medien/universitaet/2/Seite.160807.html](https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/universitaet/2/Seite.160807.html)

### AKTIVPASS STADT LINZ

The Aktivpass of Linz supports people on lower incomes by offering discounts at numerous institutions.

Phone: 0732 - 7070 0

E-mail: [info@mag.linz.at](mailto:info@mag.linz.at)

[www.linz.at/serviceguide/viewchapter.php?chapter\\_id=121421](http://www.linz.at/serviceguide/viewchapter.php?chapter_id=121421)

### AKTIVPASS STADT LEONDING

The Aktivpass of Leonding supports people on lower incomes with numerous reductions in Leonding and the Linz Linien.

Phone: 0732 - 68 78 0

E-mail: [sozial@leonding.at](mailto:sozial@leonding.at)

<https://www.leonding.at/leben-freizeit/sozialberatung/unterstuetzung/aktivpass>

### Contact

FH Oberösterreich  
Gender & Diversity Management-Konferenz  
Roseggerstraße 15, 4600 Wels | Austria  
Phone: +43 5 0804 10  
E-mail: [diversity@fh-ooe.at](mailto:diversity@fh-ooe.at)  
[www.fh-ooe.at](http://www.fh-ooe.at)