

Contact points at the University of Vienna

The website of the [Human Resources and Gender Equality](#) Department of the University of Vienna lists a range of contact points dealing with diversity and anti-discrimination that are available to employees and students at the University of Vienna. The contact points are listed according to the so-called "dimensions" of diversity (see also ["What is diversity?"](#)). **For details, visit the website** and some examples as follows

- [Office for Conflict Counselling](#) (Website in German): The Office for Conflict Counselling offers free advice and support to all employees with work-related problems. In addition to individual counselling and mediation, it also supports teams in developing possible solutions.
 - Contact: Mag. Christian Albert, phone +43-1-4277-10340, Mobile +43-664-60277-10340, email christian.albert@univie.ac.at, dates by appointment
- Psychological counselling services of the Sexual Harassment and Bullying Counselling Office of the University of Vienna: +43-1-4277-18484, mobbingberatung.univie.ac.at
- Arbitration Committee of the University of Vienna: +43-1-4277-20601, schiedskommission.univie.ac.at/en
- Initial counselling provided by the Works Councils: brwup.univie.ac.at, braup.univie.ac.at
- [Threat management](#) via e-mail: bedrohungsmanagement@univie.ac.at
- Additional point of contact for students:
[Austrian National Union of Students \(ÖH\)](#): Kollektiv Frauen*referat ([women's office](#)) / Referat für queere Angelegenheiten ([Queer Affairs](#)) / Referat für antirassistische Arbeit und ausländische Studierende ([Antiracism Work](#)) / Referat für [Working Class Students](#)

Flyers: [Combating Sexual Harassment at the University](#)

In case of a sudden emergency (available around the clock)

- Security team of the University of Vienna +43-1-4277-777
- 24-hours women's emergency helpline Vienna (counselling in several languages) +43-1-71719
- Emergency helpline for men 0800/246 247
- Women's helpline 0800/222 555
- Police 133 or 112
- SMS police 0800/133 133

Emergency counselling services or crisis hotlines of the City of Vienna or Austria

- **Psychological counselling services**
 - address: Lederergasse 35/4, 1080 Vienna
 - phone: +43-1-402309

- You can make initial psychological counselling appointments online: www.studierendenberatung.at/en/personal-challenges/crisis-life-situations/help-during-the-current-crisis/
- web: <https://www.studierendenberatung.at/standorte/wien/ueberblick/>
- **Crisis intervention center Vienna**
Providing support and counselling for people in acute crises, Vienna. Counselling in person, via telephone or via e-mail.
 - address: Lazarettgasse 14A, 1090 Vienna
 - phone: +43-1-4069595-0, Mo-Fr 10:00 - 17:00
 - web: <http://www.kriseninterventionszentrum.at/en>
- **Social psychiatric emergency services (PDS) in Vienna**
Immediate psychiatric assistance for people in acute crises: By calling this number, you will receive qualified and immediate assistance around the clock.
 - phone: +43-1-31330 (every day from 00:00 to 24:00)
 - web: www.psd-wien.at
- **Women's helpline /Frauenhelpline gegen Gewalt**
The consultants are bound to absolute confidentiality. You can also remain anonymous if you wish. Services in many languages, website provides lots of information and links e.g. on women's shelters, counselling centers for sexual violence, victim protection groups in the hospitals, sign language support, regional centers, women with disabilities and experience of violence, and FAQs.
 - phone: 0800 222 555 (every day from 00:00 to 24:00, anonymous, free of charge)
 - web: <http://www.frauenhelpline.at/>
- **Men's counselling & hotlines**
 - **Männerberatung** Youth work, anti-violence training, accompaniment to court, etc.
web: <https://www.Maenner.at/>
 - **Helplines** in crisis situations around the clock, every day, anonymous, and free of charge
phone: 0800 246 247 (web <https://Maennernotruf.at/> or email hilfe@maennernotruf.at)
phone: 0800 400 777 (web https://Maennerinfo.at)
- **Ö3 Kummernummer careline**
 - phone: 116 123 (every day from 16:00 to 24:00)
- **Telefonseelsorge crisis hotline**
 - phone: 142 (every day from 0:00 to 24:00)
- **Amike telephone** of the Diakonie, for refugees or migrants: Mo – Fr 10:00 - 13:00 and 14:00 - 17:30
 - phone: German/Englisch (+43 1 3430101-1), Dari/Farsi (+43 1 3430101-2), Arabic/Kurdish (+43 1 3430101-3); Russian (+43 1 3430101-4); BKS (+43 1 3430101-5), Turkish (+43 1 3430101-6, Ukrainian, (+43 1 3430101-7)
- At suizid-praevention.gv.at you can find emergency numbers and first aid for **suicidal thoughts**. bittelebe.at offers tips on conversation and behaviour, especially for children and adolescents (Website in German).

Emergency services in German

- **Neighbourhood centres:** available in every district of Vienna, also via telephone
 - web: www.nachbarschaftszentren.at/beratung
- **Helpline of the Berufsverbands Österreichischer PsychologInnen | BÖP**
 - web: www.boep.or.at/psychologische-behandlung/helpline
- **Psychotherapeutic emergency service:** organises psychotherapy places
 - web: www.bereitschaftsdienst.at

Organisations/NGOs assisting on topics such as racism, online hate, legal advice

- **helping hands** - <http://helpinghands.at/>
 - a non-governmental organisation (NGO) that helps immigrants/newcomers, and organises and runs various projects that offer help where it is most needed: focus is on **legal advice on aliens' law**.
 - phone: +43-1-310 88 80 10 (Mo 9:30-17:30, Tu 9:30-13:30, We & Th 9:30-14:30)
 - e-mail: info@helpinghands.at
- **ZARA – Civil Courage & Anti-Racism-Work** - <https://zara.or.at/en>
 - [Counselling centre against racism](#)
opening hours: Mo & Tu & Th 10:00-15:00
phone: +43-1 929 13 99
 - [Counselling centre against online hate](#)
opening hours: Mo–We, & Fr 10:00-15:00, Th 10:00– 18:00
phone: +43-1-929 13 99
- The **WEISSE RING** supports crime victims
 - free 24 hrs victim emergency number / Opfer-Notruf: 0800 112 112 (<https://www.opfer-notruf.at/>)
 - Legal support, information, counselling, accompany and support in exercising rights (in German), free of charge: <https://www.weisser-ring.at/>
 - member of **Victim Support Europe** <https://victim-support.eu/>: Although VSE does not provide direct support to victims, it operates a referral system as a way to coordinate victims and the national support services.
- **HEMAYAT – Betreuungszentrum für Folter- und Kriegsüberlebende /Centre providing counselling and support for survivors of war and torture, Vienna**

web: www.hemayat.org/informationen/english