

HELPLINES FOR CHALLENGING TIMES¹

ÖH Office for Foreign Students (General and Legal Counselling)

Number: +43/1/310888065; for legal counselling: +43/1/310888067

Opening times: changing, see website

Email: ar@oeh.ac.at

[We are happy to offer advice to anyone who is already studying at an Austrian university or planning to do so. We will help you with visa problems, admission to studies, acquiring German knowledge, questions regarding tuition fees and with other difficulties.]

ÖH Helpline (Helpline of the Austrian Student Representation)

Number: +43/1/585 33 33

Opening times: Mo 3pm to 6pm; We 4pm to 6pm; Thu 4pm to 6pm

[The ÖH helpline has been set up for students to contact if they are suffering from excessive demands or mental health problems and need help. The ÖH helpline is run by specially trained staff from the Association for Psychotherapy and is thus intended to provide an initial anonymous point of contact. Following the telephone counselling, there are various options for further counselling and/or psychological support that are adapted to the specific situation.]

Psychological Counseling Center for students

Number: +43/1/402 30 91 or +43/664/88 34 21 64

Opening times: Personal Counselling upon request (chat, phone, video-call, sometimes also in person)

Email: psychologische.studentenberatung@univie.ac.at

[Above all, it offers help with orientation and decision-making, support in dealing with problems and in working out solutions. The Psychological Student Counselling helps students to cope with everyday life at university. The Psychological Student Counselling Service in Vienna offers various groups on topics such as: Exam nerves, Career orientation, learning training, Choice of study, theses & seminar papers]

Psychiatrische Soforthilfe (psychiatric emergencies)

Number: +43/1/31330

Opening times: 24/7; every day of the year

[The services offered range from counselling and relief talks, help and advice for relatives, acute medical interventions, medical support to short-term psychosocial and psychotherapeutic care. The aim is to offer rapid help in a crisis and to initiate further support measures.]

Notfallpsychologischer Dienst (psychological emergencies)

Number: +43/699/18855400

Opening times: Mo-Fr 9am to 5pm

[Emergency psychological acute intervention is aimed at victims, relatives, helpers and others affected. It can be provided for individuals and groups. Depending on the indication and the framework conditions, it includes differentiated and individually adapted measures to cope with extraordinary stress.]

Helpline des Bundesverband Österreichischer Psychologinnen (psychological helpline)

Number: +43/1/5048000

Opening times: Mo-Thu 9am to 1pm

Email: helpline@psychologiehilft.at

¹ Special thanks to MAIS27 graduate Leander Kränzle for compiling this list

[The psychological counselling service of the Professional Association of Austrian Psychologists has been helping you free of charge, anonymously and competently for more than 20 years. Psychologists are available for your questions and personal concerns on the phone and by e-mail and especially during this challenging time.]