



UKRAINE@FH

Counselling and Support Services
in Styria and Austria

Equality and Diversity Office
FH | JOANNEUM

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INFORMATION AND SUPPORT FOR UKRAINIANS IN AUSTRIA

Hotline for Ukrainians in Austria:

The hotline is operated by the Austrian state

Telephone: + 43 1 2676 870 9460

Information for Ukrainian Refugees in Austria

The hotline is operated, inter alia, by the Ukrainian Embassy in Vienna

Telephone: 0800 220 202

Ukrainian Embassy

Office hours: Monday to Thursday: 08:30 to 17:30, Friday 08:30 to 16: 30

Phone: +43 1 479 71 72 11

Mail: emb_at@mfa.gov.ua

Address: Naaffgasse 23, 1180 Vienna

Website: <http://austria.mfa.gov.ua/de>

Ukrainian Honorary Consulate in Graz

Office hours: Monday to Friday from 08:00 to 12:00

Telephone: +43 (0) 677 627 16936

E-mail: graz@konsulat-ukraine.at

Address: Paulustorgasse 10, 8010 Graz

The Honorary Consulate of Ukraine in Graz is not authorised to carry out certification, passport or visa services! Please contact the Embassy in Vienna directly if you have any questions in this regard.

Tracing service for family reunification

The Austrian Red Cross supports refugees in family reunification and runs a tracing service to locate people who have been separated as a result of wars, armed conflicts, natural disasters or migration. Consultations by appointment only; appointments can be made by email.

Mail: fzf@roteskreuz.at

Website: [Suchdienst und Familienzusammenführung – Rotes Kreuz](#)

List of different support services (in English)

The document linked below provides a comprehensive listing of different support services for refugees in Austria. The document is written in English and continuously updated.

Document: [Ukrainian Refugees in Austria / Information - Google Docs](#)

INFORMATION FOR PEOPLE WHO WANT TO HELP

The Austrian Association “Aufstehn” provides comprehensive information on ways to engage to individuals who want to support people from Ukraine. In addition, the city of Graz also publishes information on Ukraine and on possibilities to support. The Federal Agency for Care and Support Services (BBU) has also set up a coordination office that people with vacant properties can contact to make them available to people from Ukraine at short notice.

Website “Aufstehen”: <https://www.aufstehn.at/share/ukraine/>

Website City of Graz: [Aktuelle Informationen zur Ukraine - Stadtportal der Landeshauptstadt Graz](#)

Email address to provide accommodation to Ukrainians: nachbarschaftsquartier@bbu.gv.at

MEDICAL CARE

Marienambulanz:

The *Marienambulanz* offers primary and basic medical care for people who do without health insurance (Austrian nationals and foreigners).

Office hours: täglich von 12:00 -14:00

Telephone: +34 316 8015 351

Mail: marienambulanz@caritas-steiermark.at

Website: [Medizinische Erst- und Grundversorgung - Marienambulanz : Caritas Steiermark \(caritas-steiermark.at\)](#)

PUBLIC TRANSPORT

German Train Service (Deutsche Bahn), Austrian Train Service (ÖBB), Public Transport in Vienna (Wiener Linien) and Flixbus

enable refugees with Ukrainian passports or identity cards to use their mobility services free of charge. Deutsche Bahn is also planning to run extra trains.

Further Information (in German): [Zahlreiche Mobilitätsanbieter ermöglichen kostenlose Nutzung von Bus und Bahn für Ukraine Flüchtlinge | Eisenbahn.blog](#)

FINDING AND PROVIDING ACCOMMODATION

Flüchtlinge Willkommen (FlüWi) Austria

FlüWi connects refugees and asylum seekers in need of housing with people in Austria who offer private rooms in flatshares. FlüWi can also help with rent financing in some cases.

People who need a place to stay can register [here](#).

Mail: hallo@fluechtlinge-willkommen.at

War Help - Website in Ukrainian and English

War help lists hosts who can accommodate individuals and families temporarily. Details vary; hosts can be contacted directly.

Website: [Accommodation – Help each other! \(warhelp.eu\)](http://Accommodation – Help each other! (warhelp.eu))

Homes for Ukraine - Website in Ukrainian, English and German

Free temporary accommodation in Europe with hosts who have registered through the system. People looking for accommodation can contact the organisation via the following email address:

Mail: info@homesforukraine.eu

Website: Homes For Ukraine – Offer & Find Shelter

Prykhystok- Share and find shelter

Prykhystok connects people who need shelter with those who offer it. It is possible to register as a host or as a person looking for shelter.

Website: [Shelter - shelters of their own \(prykhystok.in.ua\)](http://Shelter - shelters of their own (prykhystok.in.ua))

Train of Hope: Hotel rooms in Vienna for short time stays -free of charge

The organisation Train of hope cooperates with a hotel in Vienna to provide free short-term accommodation for people fleeing from Ukraine. If you need a room in Vienna you can call the following number: +43 660 6419682 (please no Whats App or text messages).

The Department for Refugee Affairs of the Province of Styria

The department provides accommodation, food, medical services, social management, and crisis management for asylum seekers in Styria.

Office hours: Monday to Thursday: 8:00 to 15:00, Friday: 8:00 to 12:30

Telephone: +43 676 8666 22 69 and +43 316 877 2341

Mail: grundversorgung@stmk.gv.at

EMERGENCY SHELTERS IN THE CITIES GRAZ AND LEOBEN

Arche 38

Telephone: +34 316 - 8015-730

Mail: arche@caritas-steiermark.at

Adresse: Eggenberger Gürtel 38,8020 Graz

Schlupfhaus für Jugendliche (Shelter for minors)

Telephone: +34 316 - 482 959

Mail: schlupfhaus@caritas-steiermark.at

Adresse: Mühlgangweg 1, 8010 Graz

Haus Franziskus – Emergency Shelter in Leoben

Telephone: + 34 676 - 880 158 515
Adresse: Karrergasse 10, 8700 Leoben

Franziska- Emergency Shelter for Women

Telephone: +34 316 - 8015-742
Mail: franzisca.nost@caritas-steiermark.at
Adresse: Georgigasse 78, 8020 Graz

Winter Emergency Shelter

Telephone: 0043 676 880 158 270
Mail: winternotschlafstelle@caritas-steiermark.at
Adresse: Eggenberger Gürtel 76, Keller, 8020 Graz

PSYCHOLOGICAL COUNSELLING

AMIKE-Telephone

The hotline offers crisis therapy/counselling specifically for people who have migrated or have been displaced. The hotline is free of charge, multilingual and anonymous. It can be used once or several times. Counselling is available in the following languages: Farsi/ Dari, Arabic, Kurdish, English, German, BKS, Russian and Turkish.

Helpline in Russian: 0043 1 343 0101
Helpline in English and German: +43 1 343 01 01 1
Website (German): [AMIKE-Telefon - Diakonie](#)

ZEBRA: Counselling for refugees and migrants in Graz

ZEBRA offers up-to-date information, legal advice and psychotherapeutic support for people from Ukraine. All support is free of charge and available in various languages.

Office Hours: Monday to Thursday from 9.00 to 17.00, Friday from 9.00 to 13.00
Telephone: +43 316 835630
Mail: office@zebra.or.at
Website (German): [Zebra-Beratungsangebot für Menschen aus der Ukraine](#)

OMEGA: Counselling for refugees and migrants in Graz

OMEGA offers psychological counselling for refugees and migrants. All support is free of charge and available in various languages.

Office Hours: Monday, Tuesday, Wednesday, Thursday 8:30 to 15:00, Friday 8:30 - 14:00

Telephone: +43 316/77 35 54

Mail: sekretariat@omega-graz.at

Website (English): Herzlich willkommen bei OMEGAe - OMEGA Transkulturelles Zentrum (omega-graz.at)

Psychological Counselling by the Society for the Promotion of Mental Health (GFSG):

Website (in German): gfsg.at - Beratung

Psychological Counselling by GFSG in Graz:

Eggenberger Allee 49/4, 8020 Graz Eingang Karl-Morre-Straße Telephone: +43 316 / 44 20 00 Mail: psz.eggenbergerallee@gfsg.at	Office hours: Monday: 09:00-15:00 Tuesday: 09:00-15:00 Wednesday: 09:00-15:00 Thursday: 09:00-15:00 and 17:00-19:00 Friday: 09:00 -14:00
Granatengasse 4/1 8020 Graz Telephone: +43 316 / 71 10 04 Mail: psz.granatengasse@gfsg.at	Office hours: Monday: 09:00-15:00 and 17:00 -19:00 Tuesday: 09:00-15:00 Wednesday: 09:00-17:00 Thursday: 09:00-15:00 Friday: 09:00 -14:00
Plüddemangasse 45 8010 Graz Telephone: +43 316 / 22 84 45 Mail: psz.plueddemangasse@gfsg.at	Office hours: Monday: 09:00-15:00 Tuesday: 09:00-15:00 Wednesday: 09:00-17:00 and 17:00-19:00 Thursday: 09:00-15:00 Friday: 09:00 -14:00
Hasnerplatz 4 8010 Graz Telephone: +43 316 / 67 60 76 Mail: psz.hasnerplatz@gfsg.at	Office hours Monday: 09:00-15:00 Tuesday: 09:00-15:00 and 17:00 -19:00 Wednesday: 09:00-15:00 Thursday: 09:00-15:00 Friday: 09:00 -14:00

Student Counselling in Graz

Psychological help and support for students and university members

Adresse: Dreihackengasse 1, 1. Stock, 8020 Graz

Telephone: +43 316 814748 and +34 664 883 42 173

E-Mail: [psych.ber\(at\)uni-graz.at](mailto:psych.ber(at)uni-graz.at)

Psychological Emergency Service Austria (Notfallpsychologischer Dienst Österreich):

Office hours: 24 hours/ 7 days a week

Telephone: +43 699 188 554 00

Website (German): Notfallpsychologischer Dienst A (notfallpsychologie.at)

Helpline of the Federal Association of Austrian Psychologists:

Free and anonymous psychological counselling:

Office hours: Monday to Thursday from 09:00 to 13:00

Telefon: +34 1 504 8000

Mail: helpline@psychologiehilft.at

Website: <https://www.boep.or.at/psychologische-behandlung/helpline>

Finding a psychotherapist:

- Under this link people with Austrian health insurance can find therapists whose services are (partially) covered by the public health insurance: [PT_Suche \(relationworks\)](#)
- Under this link you can find psychotherapists near you anywhere in Austria (German): [PsyOnline.at - Österreichs größtes Internet-Portal für Psychotherapie](#)
- Under this link you can find important information about psychotherapy in Styria (cost coverage, finding a therapist) Website in German: [Für PatientInnen - STLP](#)

LEGAL COUNSELLING

Caritas hotline for questions on immigration law

As a first reaction to the war in Ukraine, Caritas set up an Austria-wide hotline for questions on immigration law. The hotline offers counselling for relatives, affected persons and helpers.

Office hours: Monday to Friday from 09:00 to 14:00

Hotline: +43 5 17 76 380

Hotline of Caritas Styria for legal counselling for refugees and migrants: +34 316 8015 2015

ZEBRA - Centre for Foreigners' Rights in Graz

Zebra offers multilingual and free counselling on foreigners' rights issues.

Office hours: Monday to Thursday: 09:00 to 17:00, Friday: 09:00 to 13:00

Telephone: +43 316 83 56 30 0

Mail: office@zebra.or.at

Adresse: Granatengasse 4/ 3. Stock, 8020 Graz

SUPPORT AT FH JOANNEUM - UNIVERSITY OF APPLIED SCIENCES

Tuition fee waivers, free German language courses and counselling

Ukrainian students will be exempted from tuition fees at FH JOANNEUM in the summer term of 2022. The International Relations Department of the FH JOANNEUM offers free German courses for refugees (regardless of their status) and advises refugees (regardless of their status) who wish to study at FH JOANNEUM. Students and employees with mental health problems can contact the Equality and Diversity Office.

Further information on the **free German courses** can be found here:

Website: [German as a Foreign Language » FH JOANNEUM \(fh-joanneum.at\)](#)

Email: daf@fh-joanneum.at

Contact person for **mental health problems** at the Equality and Diversity Office:

Contact Person: Verena Friess

Email: verena.friess2@fh-joanneum.at

Phone: +43 316 5453 - 8927

Further information on FH JOANNEUM's **support services for refugees** can be found here:

[Refugees » FH JOANNEUM \(fh-joanneum.at\)](#)

Enquiries of all kinds related to the war in Ukraine can be sent to the following email address:

Mail: ukraine@fh-joanneum.at

Financial Support:

Students

The Federal Student Association of Austria (ÖH) plans to offer a one-time payment of 1000€ to **Ukrainian and Russian students**. Beginning with the 9th of March 2022, applications can be submitted. **Further information** on the application process will be published here: [Funding Pool | Österreichische Hochschüler_innenschaft \(oeh.ac.at\)](#)

Contact: ÖH JOANNEUM

Telephone: +43 316/5453-8503

Mail: info@oeh-joanneum.at |

Employees

Employees can receive financial support through the FH JOANNEUM social fund.

Contact Person: Kaja Unger (Staff Council)

Telephone: +43 316 5453 – 8812

Mail: BR-Sekretariat@fh-joanneum.at