

OUTGOING

>> Studium Bilaterale Partner

OUTGOING

>> Studium Erasmus

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Helpful contacts in critical situations for outgoing students



This paper should help you to find individual help in special situations. Please consider to handles these contacts with care, as the contact details are intended for emergencies!
We would like to emphasize that you should not be shy to seek help from your Hostinstitution in certain situations.
We, the Kunstuniversität Linz, assure you to treat your requests seriously and confidentially!

Important phone number:

International code to your Hostcountry - please make your own note:

For any problems with your stay at the Hostuniversity:

- **Contact of the International Office of the Kunstuniversität Linz**

Contact: Regina Dicketmüller-Pointinger

Email (from Monday to Thursday): international.office@ufg.at

Phone (only Wednesdays and Thursdays) +43 676 84 7898 2269

- **Contact person of the International Office of the Hostuniversity**

please make your own note:

Contact:

Email:

Phone:

Please dial within the European Union, Island, Swiss, Turkey AND Israel for all emergencies:



EURO Emergency – 112 *

In case of psychological emergency dial also



EURO Emergency – 112 *

Explanation: EURO Emergency Number

This number can be **dialed free of charge** anywhere in the European Union from a landline or mobile phone. In most countries, the number 112 supplements the existing national emergency numbers and does not replace them.

The Europe-wide standardized emergency number 112 **can be dialed from any telephone** - with a mobile phone even without a network contract, without credit and usually even **without** a SIM card.

In Europe the **EURO Emergency Number** is used in the [Europäischen Union](#), [Andorra](#), [Färöer-Inseln](#), [Island](#), [Liechtenstein](#), [Norwegen](#), [San Marino](#), [Schweiz](#), [Türkei](#), [Vatikanstadt](#),^[2] [Bosnien und Herzegowina](#)^[3] und in [Russland](#).^[4]

In addition, the emergency number is used in **some Asian** countries such as [Israel](#) or [Kasachstan](#)^[5] and African countries such as [Simbabwe](#) and partly in [Südafrika](#).

Some Latin American countries also know 112, for example Costa Rica.
It is also used in Pacific countries, such as Australia, New Zealand, and Vanuatu.

In addition to the Euro emergency call, national emergency numbers may still be valid.

Further emergency numbers of the most countries:

At the end of the Website you will find the emergency numbers of your Hostcountry!

[Wikipedia.org/wiki/Notruf](https://www.wikipedia.org/wiki/Notruf)

Emergency numbers in my Hostcountry – **please make your own note:**

Important phone numbers at the HOST Country

Embassies and Consulates of the Federal Ministry Republic of Austria | Außenministerium Wien

<https://www.bmeia.gv.at/en/embassies-consulates/search-for-austrian-representations/>

online contact document

Contact data of the Embassy or Consulate in my Hostcountry – **please make your own note:**

Psychological Counselling for students in critical situations at the HOST country

Contact data – **please make your own note:**

Nearest Hospital

Contact data – **please make your own note:**

Medical Service

Contact data – **please make your own note:**

Important phone numbers in Austria

Federal Ministry Republic of Austria | Außenministerium Wien

<https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/>

<https://www.bmeia.gv.at/en/contact-us/>

Phone: +43 1 90115 4411 Serviceline (world wide)

Poisoning centre | Vergiftungszentrale Wien

Phone: +43 (0)1 4064343: [Vergiftungsinformationszentrale](#)

In case of problems concerning your studies

If you face any **problems concerning your studies** during your stay, you can contact the

ÖH – Austrian National Students Union

<https://www.oeh-ufg.at/> (contact datas at the end of the website)

Phone +43 (0)732 7898 2320

Email oeh.office@ufg.at

Insurance – ÖH - Austrian National Students Union

<https://www.oeh.ac.at/en/service/insurance>

Hotline for claims

Monday to Friday Fr 9am – 6pm

In case of emergency: 24h

in Austria: 0800 204 4400

from abroad : +43 (1) 204 4400

Contact person:

Simon Wimmer

+43 (0) 699 / 11 73 51 21

simon.wimmer@generalali.com

Upper Austria

Adress: Adalbert-Stifter-Platz 2, 4020 Linz

Contact: +43 732 7636 0 or office.ooe.at@generalali.com

Psychological Counseling Center at Johannes Kepler University Linz:

The Psychological Counseling Center is a **student support** service of the Ministry of Science designed to assist students and prospective students.

<http://www.studierendenberatung.at/standorte/linz/kontakt.html>

Email: Psychol.studber@jku.at

Phone: +43 (0) 732 - 2468 – 7930

OR

Krisenhilfe Upperaustria

[+43 \(0\)732 2177 \(24 hours hotline\)](#)

quick and professional help and support in **mental crises**

At the Kunstuniversität Linz

Coordination Office for Gender Issues

[Koordinationsstelle-fuer-Genderfragen](#) (in German only)

Contact: Ms. Karina Koller
Email: karina.koller@ufg.at
Phone: +43 (0) 732 7898 2271
Mobile: +43 (0)676 84 7898 271

Working Group on Equal Treatment Issues | Arbeitskreis für Gleichbehandlungsfragen

<https://www.ufg.at/Arbeitskreis-fuer-Gleichbehandlungsfrage.1303+M52087573ab0.0.html>



Contact: Ms. Amina Lehner
Email: AKG.Anfragen@ufg.at
Mobile: +43 (0) 676 84 7898 473

We, as the University of Art in Linz, would like to draw your attention:

Every country has its special manners and customs in everyday life. We therefore recommend that you follow the customs in the host country.

Remember that you are a guest there. Treat people in the host country with necessary respect, but also be aware of your own personal limits.