



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 GRAZ

rusgraz.com

Rusgraz provides important and up to date information for Ukrainians in Graz. The Website is in Russian and provides information on topics such as:

- The initial registration process
- Finding accommodation, clothes, furniture, cooking utensils
- Medical Services
- Child Care and Education
- Free German classes
- Work

Website: [Информация для прибывших в Грац из Украины | Грац по-русски \(rusgraz.com\)](https://rusgraz.com)

Telegram Group GrazUA

In this Telegram group Ukrainians who are in Graz exchange information, arrange meetings and provide mutual assistance to each other:

Link: https://t.me/grazUA_HELP

Support for artists from Ukraine in Graz

The centre for contemporary art “RotoR” provides support to artists from Ukraine in Graz

Telephone: +43 316 688306

E-mail: office.graz@artistshelp-ukraine.at

Website: <https://rotor.mur.at/>

City of Graz

The City of Graz has created a webpage with important information for Ukrainians, which is updated regularly. It contains information on the initial registration process, accommodation, childcare and access to kindergarten and schools, access to the labour market and finding jobs, German courses, scholarships, etc.

Website: [Aktuelle Informationen zur Ukraine - Stadtportal der Landeshauptstadt Graz](https://www.graz.at/aktuelle-informationen-zur-ukraine)

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.

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

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>

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 for refugees in Austria (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 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](#)

Website BBU: If you want to provide accommodation to people from Ukraine and need more information on the process of making your accommodation available, please click here:

[Ukraine-Hilfe: So können Sie unterstützen - BBU](#)

FINDING ACCOMMODATION

As part of the initial registration process you will be automatically provided with accommodation. For more information on the initial registration process please click here: [Информация для прибывших в Грац из Украины | Грац по-русски \(rusgraz.com\)](#)

You can also search for accommodation by yourself. The most commonly used websites for searching for accommodation in Graz and Austria are willhaben and wg-gesucht.

Willhaben is the largest online portal for adverts in Austria. Everything is sold here, from furniture to clothes to cars. There is also a separate section for renting or buying houses, flats and rooms in shared flats. The advertisements are posted by both private and commercial sellers.

Website: [Immobilien: Haus, Wohnung, Privatimmobilien, Gewerbeimmobilien - willhaben](#)

WG-Gesucht is an online portal for shared rooms, co-living and flats. Here accommodation from private and commercial providers is advertised.

Website: [WG Graz : WG-Zimmer Angebote in Graz \(wg-gesucht.de\)](#)

There are also various groups that directly connect forced migrants who need housing with individuals who offer (free) 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! \(warhelp.eu\)](#)

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 \(prykhystok.in.ua\)](#)

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).

MEDICAL CARE

For further information on medical services please click here: [Информация для прибывших в Грац из Украины | Грац по-русски \(rusgraz.com\)](#)

CHILDCARE AND EDUCATION

For further information on childcare and education please check the Website of rusgraz: [Информация для прибывших в Грац из Украины | Грац по-русски \(rusgraz.com\)](#) or the website of the city of Graz: [Aktuelle Informationen zur Ukraine - Stadtportal der Landeshauptstadt Graz](#)

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 services for people from Ukraine and their relatives as well as for 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

MULTILINGUAL 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 \(omega-graz.at\)](#)

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.

To register for **free German courses** please fill in this form:

[Registration for special German courses for Ukrainians – Refugees | FH JOANNEUM Gesellschaft mbH. \(fh-joanneum.at\)](#)

If you have any questions regarding the free German Courses, please write to: daf@fh-joanneum.at

Contact person for **mental health problems for students and staff of FH JOANNEUM:**

Verena Friess, Equality and Diversity Office

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