



universität
wien

Our counselling offices: Working together safely

3 October 2024



Added value

Counselling offices

- act confidentially and professionally
- advise employees in the event of conflicts
- investigate incidents (depending on the mandate)
- provide support with challenges
- know about university structures and refer people to the relevant persons
- provide information



Working together safely:

<https://wiki.univie.ac.at/x/RxRvFQ>

Topics

Accessibility

An accessible working environment for both employees and students >

Discrimination and bullying

Psychological support, advice and intervention in case of incidents >

Health and occupational health and safety

Questions about a healthy working environment and occupational health and safety >

Threats and security

Support in situations of threat with a focus on violence prevention >

Diversity

Offers to promote and raise awareness of diversity >

Conflict resolution

Support in challenging conversation situations and conflicts with colleagues >

Problems with supervisors

Challenges and conflicts in the course of preparing and supervising doctoral these >

Reconciliation

Offers for pregnant women, parents, carers and self-care as well as for leadership supporting reconciliation of different duties >

Raising awareness and prevention

Support offers for self-help and strengthening skills (e.g. in dealing with conflicts) >

Issues with regard to academic cooperation

Problems with academic work, plagiarism, author ranking, theft of ideas >

Sexual harassment

Psychological support, advice and intervention in case of incidents >

Counselling Offices (1/3)

Sexual Harassment and Bullying Counselling Office

Confidential counselling service for university members who are affected by or have witnessed sexual harassment and bullying



Office of the Studienpräses

Counselling related to study law, provided to directorates of studies, SSC, students and lecturers



Accessible Studying Team

Counselling offer for students with impairment(s) and/or illness(es). Provides information about accessible studying to directorates of studies, lecturers and administrative staff



Ombuds Office for Ensuring Compliance with Good Academic Practice of the University of Vienna

Counselling on and handling of allegations of academic misconduct



Occupational Health

Support for employees who have questions about the topic of health and safety at the workplace



Occupational Psychology

Support for employees with regard to mental health



Ethics Committee

Voluntary assessment of ethical aspects in research projects



Counselling Offices (2/3)

Security Management

Improving health and well-being at the workplace



Conflict Resolution Counselling Office

Provides information and support in conflicts and difficult conversations



Threat Management

Information and assistance in the area of security Support in cases of violence and stalking



Equal Opportunities Working Party

In accordance with section 42 of the 2002 Universities Act, this body provides advice, information and support in matters relating to equal opportunities, advancement of women, anti-discrimination as well as incidents.



Arbitration Committee

Mediates in cases of dispute between university members (according to section 43 of the 2002 Universities Act) and decides on complaints filed by the Equal Opportunities Working Party



Counselling Offices (3/3)

Culture and Equality

Central point of contact for questions about organisational culture sensitive to matters of diversity and discrimination



Center for Teaching and Learning

Provides support with regard to questions about higher education didactics and offers advice on teaching and learning



Works Council of the Scientific Staff (German only)

Representation of the economic, social, health-related and cultural interests of the academic staff towards the university management



Youth Representative Council (German only)

Contact person and contact point for all young employees at the University of Vienna in case of problems or concerns



Center for Doctoral Studies

Contact point for all questions about the doctoral programme at the University of Vienna (procedure, organisation, supervision, continuing education, etc.)



Occupational Health and Safety

Improving health and well-being at the workplace



Works Council for the General University Staff (German only)

Representation of the economic, social, health-related and cultural interests of the general university staff towards the university management



Disability representatives (German only)

Representation of the economic, social, health-related and cultural interests of employees with disabilities towards the university management



Security management

Topics

Safety, prevention,
assistance
(excl. employee safety)

Offer

- Prevention and advice on security issues relating to personal, building and event security
- Recording and documentation of incidents in the security sector (such as break-ins, thefts, vandalism, threats, menaces)
- Property inspections and patrol services
- Initial intervention in the event of an incident
- Porter services

Procedure

- Initial intervention in an alarm and emergency
- Cooperation with emergency services
- Direct on-site support for victims of threats, violence, burglaries, thefts, etc.
- Counseling

Contact

rrm.sicherheit@unvie.ac.at

Josef Scheibenpflug

M: +43-664-817-6109

josef.scheibenpflug@univie.ac.at

Daniel Schneider

M: +43-664-817-6587

daniel.schneider@unvie.ac.at

Control center

T: +43-1-4277-777 (Emergencies)

T: +43-1-4277-12700 (general requests)

rrm.leitwarte@unvie.ac.at

Threat management

Topics

Non-violent university

Offer

- Support for victims in stressful threatening situations
- Confidential free counseling and help with stalking, violence and threats of violence, suicidal thoughts, suicide threats

Procedure

- Assessing and evaluating threats, acts of violence, stalking behavior in the team
- Informing internal/external networks
- Supporting those affected

Contactz

Threat management

bedrohungsmanagement@unvie.ac.at

Sexual harassment and bullying advice center

Topics

- Sexual harassment
- Bullying

Offer

Psychological counseling

Procedure

- Confidential counseling sessions for cases of or questions about sexual harassment and bullying
- Exonerating conversations
- Clarification of concerns and support needs
- Information about further internal and external services

Contact

Mag. Dr. Helga Treichl



Sexual harassment and bullying advice center

T: +43-1-4277-18484

helga.treichl@univie.ac.at

<http://mobbingberatung.univie.ac.at>

Ombuds Office for Ensuring Compliance with Good Academic Practice

Topics

Presumed scientific misconduct

Offer

- Consulting
- Examination

Procedure

- Initial meeting with the office
- Preliminary investigation by ombudsperson
- Investigation by the Standing Committee
- Decision and report to parties involved and Rector

Contact

Claudia Stermseck, BA
Coordinator Ombuds Office



Ombuds Office for Ensuring
Compliance with Good Academic
Practice

T: +43-1-4277-18006

ombudsstelle@univie.ac.at

<https://www.qs.univie.ac.at/services/ombudsstelle-gute-wissenschaftliche-praxis/>

Office of the Studienpräses

Topics

- Study law after admission until graduation:

Questions

- about exams
- accusations of cheating
- accusations of cheating
- the supervision of academic work
- accusations of plagiarism in diploma theses, master's theses or dissertations
- on graduation

Offer

- Legal advice for students/SPL/SSC/lecturers
- Guidelines/ Regulations
- guidelines
- Training courses
- workshops
- Question and answer sessions on study law

Procedure

- Administrative proceedings in the first instance in accordance with the Universities Act and the statutes of the University of Vienna (decision in the form of a notification) for all study law agendas of the President of Studies

Contact

Mag. Roswitha Esberger
Head, Office of the
Studienpräses



T: +43-1-4277-12151
Mag. Katharina Sonntagbauer
T:+43-1-4277-12152
Mag. Christina Zabini
T+43-1-4277-12153

buero.studienpraeses@univie.ac.at
<https://studienpraeses.univie.ac.at/>

Conflict Resolution Counselling Office

Topics

Free advice and support to all employees in the event of problems at work

Offer

Conflict counseling is

- confidential,
- anonymous,
- non-partisan,
- free of charge,
- under secure conditions.

Procedure

- Individual processing of problems, no predetermined procedure
- Counseling by appointment via phone or e-mail

Contact

Mag. Christian Albert
Conflict resolution expert



Conflict Resolution Counselling
Office

T: +43-1-4277-10340

Mobil: +43 664 8174865

christian.albert@univie.ac.at

<https://konfliktberatung.univie.ac.at/>

Equal Opportunities Working Party (AKGleich) (pursuant to UG §42)

Topics

Discrimination on the basis of

- gender
 - ethnicity
 - religion
 - ideology
 - age
 - sexual orientation
- (Sexual) harassment and bullying
(In)equal treatment in personnel procedures

Offer

Confidential advice and information for all members of the university on the following topics

- (Sexual) harassment
- bullying
- discrimination

Procedure

- No decision-making body
- Complaint to the Arbitration Commission in the event of suspected discrimination (possibility)
- Objection of incorrect composition of a collegial body to the Arbitration Commission (possibility)

Contact

Mag. Barbara Schaffer



Office Equal Opportunities Working Party

T: +43-1-4277-20501

gleichbehandlung@univie.ac.at

<https://gleichbehandlung.univie.ac.at/>

Arbitration Committee (UG § 43)

Topics

Mediation Disputes of any topic between members of the university

Decision on complaints by the AKGleich against decisions by university bodies due to discrimination based on gender/ethnicity/religion or ideology/age/sexual orientation on **objections** by the AKGleich due to incorrect composition of collegial bodies or inadequate election proposals

Offer

- Counseling
- Mediation
- Dispute resolution

- Investigation and adjudication of complaints and objections by AKGleich

Procedure

- Initial interviews: clarification of the facts (individual interview)
- Research if required
- Mediation talks (aim: objective agreement)
- Long-term monitoring if necessary

- Recording the suspicion of discrimination
- Investigation of the suspicion of discrimination (inspection of files, interviews, summonses)
- Mediation: complainant and university body
- Decision and issuance of the decision if mediation is unsuccessful

Contact

Arbitration Committee

Mag. Marion Stahleder

Univ. Prof. Dr.

Brigitte Lueger-Schuster
(Chair)

+43- 664 817 6020 (Lueger-Schuster)

+43- 664 817 6401 (Stahleder)

T: +43-1-4277-20601

Universitätsring 1, Zimmer HP 114

schiedskommission@univie.ac.at

Ethics Committee

Topics

Ethical issues in research projects

Offer

Voluntary assessment and statement on the ethical safety of research projects

Procedure

- Submission of application
- Review by commission member
- Consultation in the commission
- Opinion and decision

Contact

Simone Kostenzer

Universität Wien
Ethics Committee
c/o Special Unit for Quality Assurance
Universitätsstraße 5
A-1010 Wien

T: +43-1-4277-18001

ethikkommission@univie.ac.at

<https://www.qs.univie.ac.at/services/ethikkommission/>

Accessible Studying Team

Topics

- Barrier-free studying
- Compensation for disadvantages due to impairments and/or chronic illnesses

Offer

- Advice and information for students/ prospective students with disabilities
- Advice and information for students and lecturers on implementing barrier-free examinations and courses
- Individual study support (ISU): support services for students with disabilities

Procedure

- Website information; email, telephone, digital chat and audio advice, as well as face-to-face advice on site in urgent cases
- Management of specialist medical certificates and confidential information for the approval of adjustments

Contact

Accessible Studying Team

barrierefrei@univie.ac.at

Individual study support (ISU)

isu@univie.ac.at

<https://www.qs.univie.ac.at/services/teambarrierefrei/>

Research Services and Career Development

Topics

Responsible for young scientists in addition to the doctoral schools at the faculties:

- Advice on admission and doctoral studies
- Advice for postdocs
- Advice on conflicts/problems

Offer

Confidential initial consultation - referral to the “right place”

Procedure

DLE cannot initiate procedures

Contact

Research Services and Career Development

David Zuser

T: 43 1 4277 182

david.zuser@univie.ac.at

Lisette Schmidt

T: 43 1 4277 182 36 (available Monday to Wednesday)

lisette.schmidt@univie.ac.at

Bianca Lindorfer

T: 43 14277 182 25,

bianca.lindorfer@univie.ac.at

Talent acquisition and development

Topics	Offer	Procedure	Contact
Sensitization and prevention	External coaching team and organizational development	<ul style="list-style-type: none">Initial contact by e-mail or telephone (strictly confidential!)	Mag. Marie Trappl T: +43-1-4277-12343 Marie.trappl@univie.ac.at
Difficulties in the workplace	Seminars (German and English) on topics including <ul style="list-style-type: none">Resilience and stress management	<ul style="list-style-type: none">(If required) Specification of the request	Manuela Karl T: +43-1-4277-12331 manuela.karl@univie.ac.at
Structural changes	<ul style="list-style-type: none">Dealing with mentally ill people	<ul style="list-style-type: none">Recommendations for coaches or seminars	Talent acquisition and development Universitätsring 1 A-1010 Wien
Overload	<ul style="list-style-type: none">Professional demarcation	<ul style="list-style-type: none">Financial support if necessary	Intranetseite: https://wiki.univie.ac.at/display/PERSON/Personalentwicklung
(Management) conflicts	<ul style="list-style-type: none">Conflict preventionWork-life balance	<ul style="list-style-type: none">Seminar registration via the course database	

Culture and Equality

Topics

- Career support for female scientists
- Gender Monitoring
- Diversity and anti-discrimination
- Compatibility
- Prevention of sexual harassment and gender-based discrimination

Offer

- Programs and workshops
- Data preparation and analysis
- Guidelines and recommendations
- Lectures and symposia
- Networking
- Consulting

Procedure

For managers and employees:

- Advice on implementing equality and preventing discrimination in an organizational unit
- Training on equality issues or recommendations for external trainers, coaches, etc.
- Networking of equality initiatives

Contact

Mag. Dr. Sylwia Bukowska, Bakk.



Culture and Equality

T: +43-1-4277-18432

equality@univie.ac.at

diversity@univie.ac.at

<https://www.gleichstellung.univie.ac.at>

Center for Teaching and Learning (CTL)

Topics

Topics with teaching relevance

Offer

- Counseling
- Coaching

Procedure

- Initial contact by telephone or e-mail
- (If required) Specification of the request
- Joint identification of starting points
- Solution process with CTL or referral to a suitable office

Contact

Barbara Louis, PhD



T: +43-1-4277-12063

barbara.louis@univie.ac.at

beratung.ctl@univie.ac.at

<https://ctl.univie.ac.at/angebote-fuer-lehrende/beratung>

Working together safely – information on the intranet

The advice centers and their thematic responsibilities can be found on the intranet under this link:

<https://wiki.univie.ac.at/display/WSA/Working+together+safely+-+Home>

