



# EU-PROMENS European Programme for Mental health Exchanges, Networking and Skills

60 years pro mente Upper Austria: de-institutionalization towards a patient-centred approach

Upper Austria: Wesenufer, Linz & Vienna

*Group 1: 26 January to 6 February 2026*

## AGENDA

Monday, 26. January 2026: arrival

**!! Landing in Vienna and direct train to Linz train station.**

**Transfer from Linz to Wesenufer** – Participants will be picked up from the main railway station in Linz and taken by bus to the hotel in Wesenufer.

**!! Meeting point:** main entrance/exit, follow signs to taxi stands, a driver will be waiting with a sign saying pro mente OÖ.

Person on site and emergency contact (in that order):

Michael Gschwandtner, 00436645333890

Fabiola Gattringer, 00436645328302

Evening: Come together – First meeting of the participants at a relaxed get-together. Dinner served in the Hotel.

Tuesday, 27. January 2026: Wesenufer

**Welcome and presentation of EU-PROMENS** – Official start of the Exchange Programme, overview of the next 2 weeks.

Lunch served in the Hotel

**Guided tour: Wesenufer Hotel & Seminarkultur an der Donau & Presentation "Erste Hilfe für die Seele"** – "Hotel Wesenufer: The seminar hotel was initiated by pro mente Upper Austria in 2008 in order to strengthen the 'Upper Danube Valley' region in terms of economic and labour market policies and to offer people with mental/psychosocial impairments meaningful and thus health-promoting and inclusive employment opportunities as part of a social project.



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**17:00 - 18:00: Transfer to Linz** – Participants will be taken by bus to the hotel in Linz. Check-in and free time for dinner.

### Wednesday, 28. January 2026, Linz

**08:30 - 10:30: Short presentation from Zentrum für Zivilgesellschaft, afterwards presentation addiction prevention, Linz (ISP) – füruns – Center for Civil Society** is a nationwide Austrian platform for voluntary and civil society engagement. It supports everyone who, through their ideas, initiatives, and projects, contributes to improving our shared life together. The association *füruns* serves as a contact point, service hub, and coordination office for individuals and organizations that wish to promote civil society engagement.

**11:00 - 12:00: Group 1: Field trip: Bily**

BILY is a counselling centre in Linz offering free counselling and psychotherapy. Our focus is on sexuality, identity, and relationships. We welcome not only adults but also adolescents. People most often come to us with topics regarding gender identity, transition, sexuality, coming-out, relationship advice, information about birth control, pornography, first love, prevention of violence as well as fears and mental struggles related to those issues. Counselling and psychotherapy take place in person. Furthermore, we offer advice by phone during specific times or by email.

**11:00 - 12:00: Group 2: Field trip: IAB – New paths to work**

The IAB – Institute for Training and Employment Consulting is a non-profit consulting and research company that specialises in providing comprehensive services in the field of the regional labour market.

**12:00 - 14:00:** Free time for lunch (reimbursement provided)

**14:00 - 15:00: Group discussions in KunstRaum pro mente OÖ** – The KunstRaum Goethestrasse xtd stands for connecting people, art and health. Here, art is taught and produced, exhibited and commissioned. We open up perspectives and enable creativity and art to be integrated into people's lives. The doors of the KunstRaum are open to anyone who is interested. Each project is realised in collaboration with people in need of psychosocial support, artists, people interested in creative/artistic activities and all city residents.

**15:30 - 17:00: Field trip: B 37** – Since 1988 the "Sozialverein B37" is dedicated to support homeless people in the city of Linz / Austria. Our aspiration is to provide low-threshold services which meet the individual needs of our clients while advocating for systematic developments that improve the situation of marginalized people in general.

End of the day, free time for sightseeing and dinner.



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Thursday, 29. January 2026, Linz

**One of three different pro mente UA field trips within different locations can be chosen –**  
Crisis support:

In Upper Austria, crisis support services include 24/7 psychosocial emergency aid reachable by phone and mobile psychiatric teams across the region. The service network – offered jointly by pro mente Upper Austria, EXIT-sozial, Red Cross, and Telefon- und Notfallseelsorge – provides trauma care and stress debriefing for professionals.

Pro mente Upper Austria operates 15 free psychosocial counselling centres that offer counselling, psychotherapy, and sociotherapy through multidisciplinary teams. Some centres provide innovative family counselling.

Ability-oriented and vocational integration programmes (e.g., FA services, ATZ centres) support people after mental crises with daily structure, skills development, and work rehabilitation. These programmes help rebuild resilience and prepare clients for re-entry into employment through coordinated psychosocial and vocational support.

Additional services include fully or partly assisted housing, and arts and culture programmes that foster social inclusion and emotional recovery through creative expression (e.g., painting, drama, writing, and dance) at psychosocial meeting points such as PST Linz.

Lunch is organized for all participants at the pro mente restaurant “Kontrast”

End of the day, free time for sightseeing and dinner.

Friday, 30. January 2026, Linz

**08:54 - 10:45: Lecture: neurodiversity; Johannes Kepler University**

**11:00 - 11:45: Lecture: Employment/Vocational integration - Centre Linz**

The ATZ offers the possibility of vocational rehabilitation for people in and after mental crises who are seeking to re-enter working life. The aim is to clarify, stabilise and restore the basic work and resilience required for the labour market, as well as subsequent employment or training.

Lunch provided.

**12:30 - 13:00: Visit: #proMobil**

Since 2024, the #proMobil from the organisation pro mente OÖ has been on the road to raise awareness about mental health.

**13:00 - 15:00: Group discussion and critical reflection field trips**



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Saturday 31 and Sunday 1: free time in Linz

Accommodation provided and meals reimbursed

Monday, 2. February 2026, Linz

**Observant and participatory practice** – 1 - 5 people can visit a pro mente location

Free time for lunch (reimbursement provided)

Tuesday, 3. February 2026, Linz

08:45 - 15:00: Field trip: pm Reha, Bad Hall – Bustour to pro mente Reha, Bad Hall (medical-psychiatric rehabilitation)

Lunch provided.

**Reflection and group discussions (in Bad Hall)**

**Transfer to Vienna** – participants travel to Vienna by train. Check-in in the hotel and free dinner.

Wednesday, 4. February 2026, Vienna

08:00 - 11:00: Group 1: pro mente Plus, WAF Wien (half of the group) – Field trip to pro mente Plus, forensic residence

08:00 - 11:00: Group 2: pro mente Plus, Neuland Wien (half of the group) – Field trip to pro mente Plus, forensic residence

Free time for lunch (reimbursement provided).

14:00:00 - 15:00: Volksanwaltschaft

Protection & Promotion of Human Rights: The Austrian Ombudsman Board is the Human Rights House of the Republic of Austria. Together with its commissions, it forms the National Preventive Mechanism (NPM). In order to ensure the protection and promotion of human rights in Austria, the NPM has been monitoring facilities throughout the country where people are or may be deprived of their liberty. These include correctional institutions, police stations, but also retirement and nursing homes, child and youth welfare facilities and psychiatric institutions. In addition, the NPM investigates facilities for persons with disabilities and



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observes police operations during large-scale raids, major events, assemblies, demonstrations and forced returns.

At the core of the NPM's activities are the early identification and elimination of risk factors for human rights violations. For this reason, the NPM visits a large number of facilities every year, usually unannounced, and monitors the prevailing framework conditions.

During your visit you will get insight in the daily work of the NPM and in specific examples of identified deficiencies based on the monitoring visits, especially in retirement and nursing homes, child and youth welfare facilities, psychiatric institutions and facilities for persons with disabilities.

INT/IOI: Furthermore, the international unit of the Austrian Ombudsman Board (AOB) will explain how the institution exchanges experiences and builds capacity in this area at the international level. As the international unit also acts as the secretariat of the International Ombudsman Institute (IOI), the world's largest organisation connecting over 200 ombudsman institutions, the presentation will provide a brief overview of how mutual learning takes place within the IOI in this area.

### Thursday, 5. February 2026, Vienna

**09:00 - 14:00: Group discussions, Certificate ceremony**

Free time for lunch (reimbursement provided).

**15:00: End of the day – free time 'till departure the next day.**