**Counseling process**

**Inquiry** by phone or e-mail to the office of anti-discrimination

**Initial Counseling:**
assessment of the situation and the competence of the Upper Austrian anti-discrimination office

- **competence:**
  analysis of aims and needs, information on (legal or miscellaneous) steps

- **Decision** of the person affected on further measures taken
  - **intervention requested**
    - contact with the discriminating person / office
    - supporting the client in finding alternative solutions to solve the conflict
  - **intervention not requested**
    - Termination of the counseling procedure - optional referral to other adequate institutions