



CATALOGUE OF BEST PRACTICES IN THE FIELD OF MIGRANTS' ACCESS TO INFORMATION

DRIM
Danube Region
Information
Platform for
Economic
Integration of
Migrants

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<http://www.interreg-danube.eu/drim>

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General framework:

The suggested document named the Catalogue of Best Practices represents one of the very first outcomes under the project “Danube Region Information Platform for Economic Integration of Migrants” (DRIM), being developed by a partner consortium under the Interreg scheme. The general objective of the project is to enhance the capacity of public institutions to promote the economic integration of migrants in the selected countries. Within the initial stage of the project, one of the outputs is a catalogue of best practices, produced as a supporting document before elaborating the main information tool of the DRIM project (Danube Compass Information Platform).

Objectives of the Catalogue:

The Catalogue of Best Practices gathers national best practices from the participating project partners through the methodology outlined below. Best practices imply projects, strategies, initiatives, approaches and activities proved to be effective, sustainable and transferable, and leading to a desired result.

The Catalogue is thus intended:

- to collect the best national practices in the region of (information) services for migrants in the respective countries;
- to present the valuable national experiences carefully evaluated by national professionals;
- to share or exchange ideas for and information on existing approaches, initiatives and activities which have been realised for the given target group;
- to serve as a source of inspiration for the project and associated project partners, related public institutional bodies and other relevant stakeholders in the field;
- to enhance connectedness with the subsequent deliverables and project outcomes and to strengthen the spirit of cooperation among DRIM partners.

Methodology applied:

The methodology used to create the Catalogue has to reflect its dynamic character. The Best Practices chosen are not only an overview of recent activities implemented in the field of integration and access to information for migrants, but they are also a stock of positive examples to be potentially applied across the respective countries in the future.

As regards quantity, seven partners contributed two Best Practices for their country. The partner from Croatia, despite best efforts, could not identify the second Best Practice example. The number of Best Practices thus amounts to 15.

All Best Practices contain a fact sheet clearly stating the name of the institution or interest group concerned, objectives of the activity/project performed, place or region of the activity/project performed, duration of the activity/project performed, target group(s), collaborators/partners, and follow-up activities. At the same time, each text describes in greater detail the given activity/project, evaluates its real contribution, and explains the reason for being selected as a Best Practice. In the end, the Best Practices demonstrate pictures/print screens from their web pages.

Overall assessment of Best Practices:

The Best Practices included in this Catalogue come from different institutions and from different fields of services provided for migrants; therefore, it is logical that they are quite heterogeneous and mutually not easily comparable. In addition, they mirror country-specific migration trends and situations in the respective countries, attitudes of relevant institutions and the public toward migrants, as well as the professional orientation and experiences of the DRIM partners that selected and described these Best Practices.

It is not surprising that most of the actors, effectuating a project, initiative or activity that may be labelled as a Best Practice, come from the non-governmental sector (some three quarters of all Best Practices). This fact corresponds to the role NGOs play in the migration area in all of the countries involved. However, international organisations (e.g. IOM, UNDP), state authorities, and/or individual activists are also represented.

The spatial aspect of Best Practices in the Catalogue is rather well balanced. The reader may find activities/projects performed equally at the local level and at the national one. Austria and Germany with both practices performed at the regional (Bundesländer) level are a specific case. Practices with a local scope are mainly concentrated in cities with a higher number of migrants (e.g. the case of Hungary, Croatia, and Serbia).

Activities inside the selected Best Practices follow various aims. For instance, they offer migrants more information about the life and job opportunities in a new country/city of residence or help them to actively integrate into the receiving society within a general (all-national) framework (e.g. Hungary, Slovakia, Slovenia). Other initiatives are more narrowly focused, e.g. on improving the educational system for migrants and their children, as well as aiding schools with courses, training, information (e.g. Czech Republic, Austria) or advocating migrant workers' rights (e.g. Slovenia). Interesting are the activities promoting the integration of migrants and their relations with the majority society through cuisine (e.g. Croatia, Austria, Czech Republic), or providing migrants with a useful application for their mobile phones (Serbia), or depicting the lives and challenges of migrants through films (Hungary).

The target groups of Best Practices are rather different, thus reflecting the complex character of migration phenomena in the countries concerned. Migrants as a whole, implicitly or explicitly including labour migrants, are the most represented. A praiseworthy fact is that a good deal of activities is meant for migrants' children (pupils), other vulnerable groups of migrants, asylum seekers and refugees, and/or returnees. Also, some initiatives largely support mutual cooperation between migrants and the majority society (namely with its educational facilities, NGOs, local government authorities, the public, and SMEs). Interestingly though, only few Best Practices are directly and merely devoted to migrant workers, suggesting that this target group is still not – especially in certain countries with weaker labour migration flows – widely and sufficiently assisted. Yet, quite reassuring information is that almost all of the presented activities and initiatives are accessible on the Internet and understandable in the locally most commonly spoken migrant languages (or at least in English).

On the other hand, although some activities listed here may come short if compared with the most successful practices around the world, they do represent an important novelty or a step further in a respective country. In fact, some partners had troubles indicating any recent practices that could be labelled 'best' or were able to find only one such practice (e.g. Croatia). Finally, although explicitly instructed, many partners had problems identifying services or initiatives whose aim is first and foremost the dissemination of information or enabling better access to information. Many of the services for migrants do imply this aspect, however, often as an outcome of other activities such as learning a skill, becoming an entrepreneur, and/or expanding social networks. This fact points to the conclusion that although much has changed over the past few years, the need for the most basic and general access to information for migrants has not yet been fully realised in most countries included in the DRIM project.

BEST PRACTICES - SLOVENIA

Authors: Robert Modrijan, Martina Bofulin

INFO POINT FOR FOREIGNERS

FACT SHEET
Name of the institution or interest group concerned: Employment Service of Slovenia (ZRSZ)
Objectives of the activity/project performed: To promote the employability, educational opportunities and social inclusion of migrant workers and their families
Place or region of the activity/project performed: Republic of Slovenia
Duration of the activity/project performed: 2010-2015
Target group(s): Migrant workers and their families
Collaborators/partners, if any: The Association of Free Trade Unions of Slovenia, Slovenian Migration Institute at the Research Centre of the Slovenian Academy of Sciences and Arts (ZRC SAZU), Slovene Philanthropy: Association for Promotion of Voluntary Work
Follow-up activities, if any: Partner institution under the DRIM project

DESCRIPTION:

The Info Point for Foreigners was established at the beginning of 2010 by the Employment Service of Slovenia (ESS) as a project under the Operational Programme for Human Resources Development for 2007-2013, within the 4th development priority "Equal Opportunities and Promotion of Social Inclusion" and the priority axis 4.1 "Equal Opportunities and Promotion of Social Inclusion" and was co-financed by the European Social Fund (ESF). The Info Point was set up in response to the onset of the economic crisis in Slovenia, when the unemployment rate increased considerably and migrant workers were particularly affected by the crisis. It was confirmed that migrant workers were one of the most vulnerable groups in the labour market and extremely exposed to the violations of labour legislation and exploitation. The basic objective was therefore to promote the employability, education and social inclusion of migrant workers and their families. The basic principle of providing the Info Point's information and services was based on the idea that customers should receive information in a language they understand, if possible, in their mother tongue.

With regard to migrants, there was an increase in the need for information services pertaining to possibilities for making investments and establishing private companies in Slovenia, providing services in EU countries with posted foreign workers, and procedures for exercising the rights in numerous cases of infringements of contractual obligations by employers. These infringements were most frequent with posted workers at worksites in EU countries where employers failed to pay wages, infringed upon contractual provisions regarding working time, breaks and rests, terminated insurance contracts without workers' consent, and failed to provide suitable housing conditions. From 2008 to 2014, there was a high increase in the number of workers posted abroad, from 17,864 to 103,370. Additional services proved necessary with regard to workers posted abroad, and an external collaborator, the Association of Free Trade Unions of Slovenia, also provided assistance in solving these issues.

The Info Point carried out many of its activities on-site, at the headquarters of large companies and at the dormitories where migrant workers were staying. The visits were scheduled so as to make the information available to workers outside their working hours, i.e. in late evening or after the end of their working day. In cases where people personally sought information, there were many demanding and complex cases where people returned several times to receive advice and actual assistance. To reach additional clients, the Info Point initiated cooperation with the Association of Free Trade Unions of Slovenia, which offered services on-site as well as pro bono legal advice. One of the crucial aspects of the service was providing regular advocacy to protect the most vulnerable target groups (undocumented migrants, migrant drivers in international road traffic, posted workers, female migrant workers in the most common sectors, asylum seekers, migrants without regular status, and other migrants) against exploitation.

In 2014, cooperation with the Slovenian Migration Institute at the Research Centre of the Slovenian Academy of Sciences and Arts led to the creation of *Smerokaz* (Signpost), a print catalogue of educational programmes and measures and other services intended for migrants and their family members in order to facilitate their integration into the labour market in Slovenia. The Info Point also ran its own website until March 2014. The recorded number of visits in all languages combined (Slovenian, English, Bosnian-Croatian-Serbian, Russian, Albanian and Macedonian) totalled to 668,960. The highest number of visits was recorded on the Bosnian-Croatian-Serbian, English, and Slovenian domains, while the number of visitors to the Russian and Macedonian domain was steadily increasing.

Due to the expiry of the Info Point for Foreigners project period, all its operations came to a close at the end of September 2015.

REASON FOR BEING “BEST PRACTICE”:

The Info Point for Foreigners was the first comprehensive information service for migrants in Slovenia. It offered multilingual support to a wide variety of migrant profiles. Throughout the duration of the project, the total number of recorded Info Point contacts with users reached 121,406, which included 8,860 visits by users to its stationary location. Through its varied activities and a user-centred approach, the Info Point for Foreigners provided a benchmark in migrant integration measures in Slovenia.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:

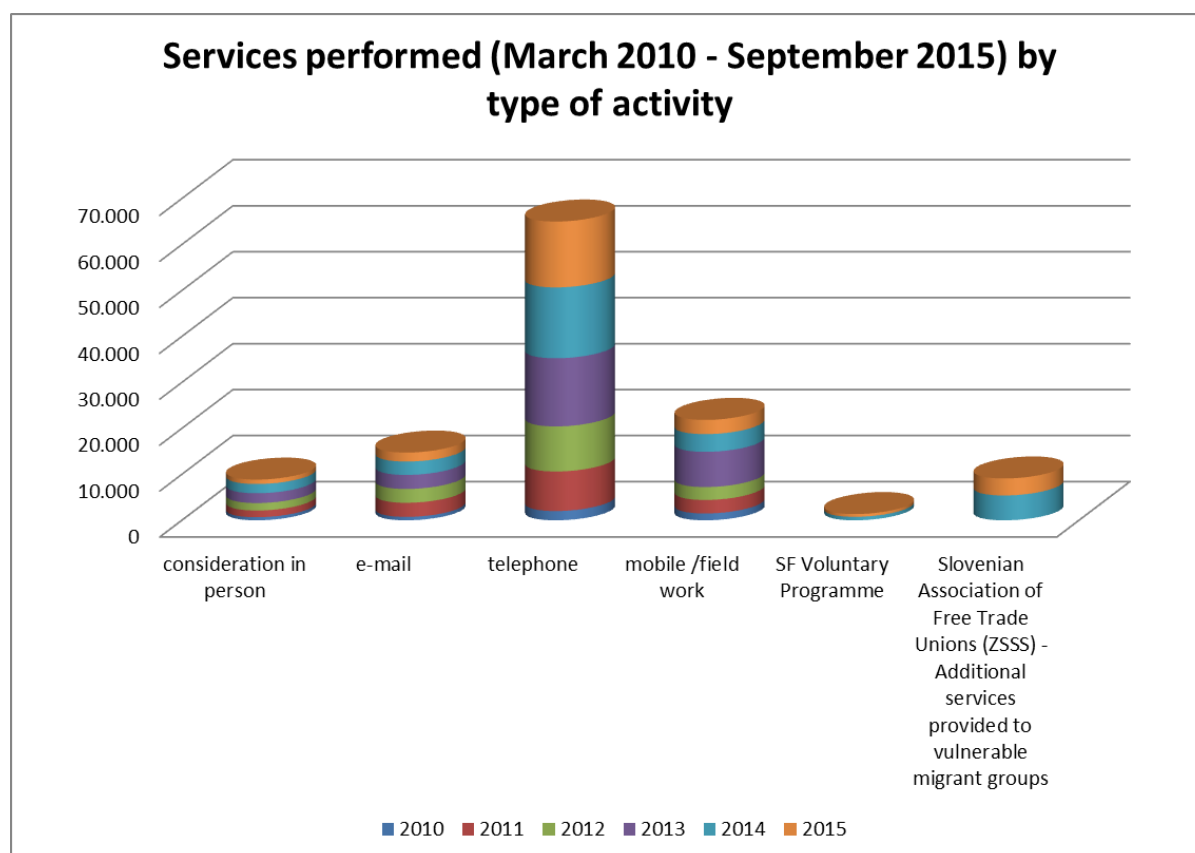


Figure: Services by Info Point for Foreigners, Employment Service of Slovenia, 2016

COUNSELLING OFFICE FOR WORKERS

FACT SHEET
Name of the institution or interest group concerned: Association for the Advocacy of Vulnerable Groups - Counselling Office for Workers
Objectives of the activity/project performed: Advocacy and protection of workers' rights with a special focus on vulnerable groups
Place or region of the activity/project performed: Republic of Slovenia
Duration of the activity/project performed: On-going since 2015
Target group(s): Vulnerable groups of workers (migrant workers, mobile workers - lorry drivers, refugees and asylum seekers)
Collaborators/partners, if any: The Association of Free Trade Unions of Slovenia
Follow-up activities, if any: participation in the project POOSH (Occupational Safety and Health of Posted Workers), financed by the EU Programme for Employment and Social Innovation.

DESCRIPTION:

The Counselling Office for Workers has evolved through several successful projects on migrant workers' rights advocacy carried out by the Association of Free Trade Unions of Slovenia. It started with the project "Integration Package for Unemployed Migrants, Asylum Seekers and Refugees" in 2010 and continued through the project "Legal Counselling and Information Dissemination for the Most Vulnerable Groups of Migrants, Refugees and Asylum Seekers to Enable Access to the Labour Market in the Republic of Slovenia". In 2015, the activities carried out under the mentioned projects became a regular service of the Association of Free Trade Unions of Slovenia. Due to unresolved issues with funding, the service providers registered as an independent association called the Counselling Office for Migrants. The association was soon faced with an overwhelming demand for their services and became one of the focal national points for migrant advocacy and information dissemination. The main aim of the Counselling Office is thus to provide advocacy, enhancement and promotion of workers' rights, specifically for migrant workers and other vulnerable groups.

One of the key target groups is posted workers from non-EU and EU countries that have been posted by Slovenian companies to other EU countries. This type of work has increased exponentially in Slovenia, where since 2008 almost 500,000 forms for posted workers have been registered (each worker's posting requires an individual form). This type of work is often associated with serious infringements of rights including excessive working time, underpayment, safety risks, non-compliance with regulations concerning

social security and health regulations, as well as a high incidence of work-related injuries and accidents. Furthermore, through working “in the field”, the Counselling Office identified another highly vulnerable group of migrant workers – lorry drivers. Being constantly on the road, they often face extremely harsh living conditions, which are exacerbated by frequent violations of employment laws and regulations.

Successful work among migrant workers gave the Office a visible presence in the Slovenian public, which increased its outreach to other categories of vulnerable workers. In 2017, the Counselling Office for Migrants was thus renamed Counselling Office for Workers. The Office supports itself through member fees and donations.

The Office and its activists have in recent years managed to bring to light many hidden foul practices and infringements of migrant workers’ rights in Slovenia, and revealed the extreme vulnerability of individuals who often lack information on their rights as workers. The Office is active in several interrelated fields:

- Carrying out awareness-raising campaigns among migrant workers and meeting with them on-site – often on construction sites or large parking spaces for lorry drivers across the country.
- Providing legal and other types of support for migrant workers who have been injured or abandoned in EU countries, carrying out media campaigns and crowd-funding to support these individuals in obtaining the basic medical care or social benefits.
- Attempting to change procedures and regulations at the system level by regularly updating national decision-makers as well as sectoral agencies on the unintended effects and shortcomings of existing laws and regulations.
- Carrying out workshops with students and public officials to raise the awareness of the migrant workers’ vulnerability in the labour market and the lack of systemic protection.

REASON FOR BEING “BEST PRACTICE”:

The Counselling Office for Workers is currently one of a few venues in Slovenia where migrant workers can obtain not only information but also legal advice and support in different areas of their work and other aspects of life in Slovenia. The activists provide services in the Slovenian, Serbo-Croatian and English language, and strongly believe in a personal approach through phone conversations or live meetings. They are critical observers of Slovenian legislation and employment practices, unrelenting advocates for workers’ rights, and often the last resort of destitute migrant workers.

**PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:**



Figure: Counselling Office for Workers' homepage, 2017

BEST PRACTICES - AUSTRIA

Author: Marta Ribas Romeu

INITIATIVE “BEST OF THE REST”

FACT SHEET
Name of the institution or interest group concerned: Elke Schlederer-Oberhauser and Bernhard Oberhauser
Objectives of the activity/project performed: The project objective is the integration of migrants and intercultural exchange in Austria, and awareness-raising about food waste.
Place or region of the activity/project performed: Carinthia (Southern Austria)
Duration of the activity/project performed: On-going since 2015
Target group(s): Target groups are migrants, schools and SMEs.
Collaborators/partners, if any: The initiative is collaborating with regional supermarkets to receive expired food and with the organisation “der Raum” that helps to design the open kitchen.
Follow-up activities, if any: They plan to include more migrants and expand into vegetable growing to cater to the needs of the NGO’s cooking workshops.

DESCRIPTION:

The initiative was founded in 2015 and is run by Elke Schlederer-Oberhauser and Bernhard Oberhauser. Both coming from a restaurant business background, they combined their talents and created “Best of the Rest”. The aim is twofold; firstly, they wish to raise awareness of the issue of “waste food” by using expired food to organise cooking workshops as well as provide caterings. Secondly, they aim to include migrants and asylum seekers in their activities and thus encourage intercultural learning, communication and integration.

The initiative emerged in Klagenfurt, Carinthia, in response to the challenge of migration in the area. Carinthia is a federal state in the south of Austria and because of its location, it is an area highly susceptible to migration. The profile of this region keeps changing due to the active flow of migrants that either wish to stay there permanently or stay in Carinthia for a while, on their way to other parts of Austria or northern Europe. In Carinthia, people from different countries, religions and backgrounds live together, but

there is a lack of successful integration programmes encouraging migrant and local citizens to get to know one another, cooperate, and learn from one another, which has resulted in a fragmented society, in which actors do not have as much contact as desired. In Klagenfurt, the city where the project has been developed and the capital of Carinthia, there is a big community of migrants of different origins, but the social distance between them and the 'native' Austrians is considerable. The initiative is a response to this situation, aiming to surpass the divide between these social groups.

Among the initiative's core activities is the organisation of cooking workshops for schools, secondary schools, private companies, and other kinds of associations. They also organise intercultural dinners and can be hired as a private catering service. During the cooking workshop, a very special environment is created, that helps both the migrant and local citizens to feel comfortable, and gives them the chance to get to know one another better and create new relationships. Through these workshops, several aims are achieved: awareness-raising about the role of prejudice and stereotyping, enhancing migrants' skills, boosting their self-esteem, awareness-raising about food waste and being conscious of living sustainably.

Among the main target groups are schools, at which they organise cooking workshops to teach children about sustainable food policies as well as integration through a practical and hands-on approach. Recently, they also started activities designed to ensure the longer durability of prepared food. They manage to preserve food that cannot be used momentarily with various technical processes. These activities also importantly contribute to the financial sustainability of the initiative.

REASON FOR BEING “BEST PRACTICE”:

“Best of the rest” project won the Viktualia Award in 2016, an award given by the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management for outstanding projects dedicated to raising awareness of the responsible use of the food. At the same time, “Best of the rest” is an innovative project that expects to provide an immediate response to the challenge of migration in Carinthia and at the same time offers social tools for addressing racism, xenophobia and isolation in society. Using food as the main tool, it expects to broaden horizons and add a social dimension to the concepts of catering and gastronomy.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:



Figure: "Best of the rest" website (www.bestoftherest.at)



Article about the founders as "Carinthians of the day"

PROJECT ANERKANNT!

FACT SHEET
Name of the institution or interest group concerned: Inspire - Association for Education and Management, Graz
Objectives of the activity/project performed: The project's main objective is better recognition of international qualifications by defining and minimising structural barriers and the sensitisation of involved actors.
Place or region of the activity/project performed: Throughout Austria, but especially in the province of Styria.
Duration of the activity/project performed: On-going since 2012
Target group(s): Target groups are stakeholders, multipliers, various public authorities, and small and medium enterprises (SMEs).
Collaborators/partners, if any: BMEIA (Federal Ministry of Europe, Integration and Foreign Affairs of the Republic of Austria), as well as the Department of Education and Integration of the City of Graz or the Public Employment Service Austria.
Follow-up activities, if any: Further sensitisation and support for small and medium enterprises, further transfer of know-how, concerning the topic of recognition, to relevant actors.

DESCRIPTION:

According to findings in Austria, about 25% of migrants have jobs below their qualification level. On the other hand, SMEs (small and medium enterprises) in particular face a lack of skilled employees. In combination, these two facts have a negative social and economic impact on migrants but also on society due to the important loss of know-how. Furthermore, the recognition of international qualification has been recognised as a very helpful tool for successful integration into Austria's labour market and society.

The project "Anerkannt!" ("Inspire thinking") wants to support easier and faster recognition of qualifications on a formal and social level. The goal is not only to work on the recognition process concerning provisions and procedures, but also on a higher social acceptance of international qualifications. They aim to increase the awareness of this issue within Austrian society.

The main target groups are stakeholders, multipliers, public authorities, and small and medium enterprises. Due to the diverse target groups, the project devised different sets of approaches for each group. SMEs, for example, mostly do not have large human resources departments and therefore need more specific strategies to find qualified staff. Using various kinds of surveys, "Inspire thinking" gathers actual approaches and strategies that

SMEs can use when a candidate with international qualifications applies for a job. In 2016, Inspire thinking thus performed the first quantitative online survey on the topic of recruiting methods among SMEs in Austria. They also had on-site interviews covering SMEs' recruiting methods and possibilities. The aim is to employ the findings to improve procedures of recognition. Another important activity is the sensitisation of SMEs concerning international qualifications, encouraging them to open their recruitment strategies to international qualifications even if those are not directly comparable to local qualifications.

The organisation also offers workshops to an array of various multipliers and stakeholders, but focuses especially on women's organisations. Women are often among the most vulnerable groups with regard to the downgrading of educational levels due to migration. Within these workshops, there is a dissemination of know-how concerning regulations and provisions in the field of recognition of international qualifications in the light of both national and international regulations. They provide hands-on workshops with recommendations on procedures, the documents needed, costs, responsible authorities and the reasons for starting a recognition application. They also disseminate information about helpful organisations that can be addressed to start a recognition process. An essential part of the work in the workshops is to raise awareness of the topic. They encourage the workshop participants to inform, especially women, about the possibilities, supports and advantages of recognition. Furthermore, the project's activities are addressed to the general public via different media and they take part in low-threshold actions (community education) to directly address those who might benefit from the recognition of their qualifications. They try to spread the issue to the general public, so that even people who are not affected by recognition issues will be familiar with the topic and think about the social impacts of it. "Inspire thinking" also takes part in all relevant discussions, symposia and expert networks and is looking forward to cooperating with different networks and organisations to exchange know-how, experiences, and recommendations concerning recognition and migrants' access to the labour market.

REASON FOR BEING "BEST PRACTICE":

The project Anerkannt! gives a new dimension to the integration of migrants, helping them to have access to a qualified job through the possibility of recognising their knowledge and skills. The combination of theory (workshops and work with local institutions) and practice (help in the recognition process) makes Anerkannt! a step forward towards integration.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:



Figure: Inspire thinking website (www.inspire-thinking.at)



Figure: Anerkannt website (www.anerkannt.at)

BEST PRACTICES - SLOVAKIA

Author: Miroslava Hlinčíková

IOM MIGRATION INFORMATION CENTRE (MIC)

FACT SHEET
Name of the institution or interest group concerned: IOM International Organization for Migration
Objectives of the activity/project performed: The main objectives are to provide direct assistance and counselling to foreigners residing in Slovakia (via a helpline, an information website, “pop-up” one-stop shops, courses on the Slovak language, courses on social and cultural orientation, and with the assistance of the so-called cultural mediators); the training and capacity building of professionals; to raise awareness of migration; and research on various aspects of migration.
Place or region of the activity/project performed: Bratislava, Košice (entire Slovakia)
Duration of the activity/project performed: On-going since April 2006
Target group(s): Migrants - mainly third-country nationals with various legal statuses
Collaborators/partners, if any: Non-governmental organisations, state departments, international organisations

DESCRIPTION:

MIC, IOM Migration Information Centre, provides primarily third-country nationals with free counselling and services in the following fields: legal advice (residence, employment, business, family reunion, housing, social security, healthcare and health insurance, education, citizenship and other areas of the life and residence of foreign nationals in Slovakia); labour and social counselling (orientation in the labour market, assistance in job searching, CV and motivation letter drafting, support in communication with employers, preparation for a job interview, contacting institutions and support in obtaining social benefits, on-site social work); support in education, retraining and open courses on the Slovak language (assistance with skills and qualification assessment, advice on educational and retraining courses, financial contributions as regards educational/retraining courses, information on study opportunities, language training through open language courses); cooperation with communities of foreigners (promotion of community life of foreign nationals in Slovakia, support for their cultural and social

activities, training of representatives of foreigners' communities); capacity building for key stakeholders in the field of migration (training activities for representatives of state administration, self-governments and non-governmental organisations aimed at promoting intercultural and communication skills).

During the first 10 years of its existence, MIC provided 26,497 personal, e-mail or phone consultations by means of the information helpline. Another source of information and advice in various fields of the life and residence of migrants in Slovakia is the MIC's website, which has been visited by more than 777,600 users since 2006.¹ Since 2012, MIC has been organising days of specialised counselling to foreigners, the so-called One-Stop Shops. This model of integrated counselling allows foreigners to arrange their agenda and obtain information from staff of different institutions in one place. By 2015, MIC has organised twenty One-Stop Shops in the cities of Bratislava and Košice.

MIC often cooperates with cultural mediators – representatives of migrant associations and communities in Slovakia. With the support of MIC, these mediators organise events through which they introduce their country of origin to the public, and create a space for a mutual understanding of migrant communities and the 'majority' society. Since 2006, cultural mediators backed by MIC have organised 153 intercultural and community information meetings for as many as 13,100 participants.

From 2010 to 2015, the IOM training and capacity building of professionals (the strengthening of intercultural skills and regional cooperation of professionals working with migrants in Slovakia) was attended by more than 510 employees of the state and public administration. Participants acquire skills in intercultural communication, and knowledge in the field of migration and integration of migrants into society – which may be subsequently used in working with migrants and in strengthening cooperation among the institutions concerned.

In 2016 alone, MIC rendered informing and counselling services regarding residence and integration issues in Slovakia to over 2,800 clients. In total, MIC with its branches in Bratislava and Košice provided 4,374 personal, phone and e-mail consultations on various areas of living in Slovakia, such as residence, family, employment, conducting business, education or citizenship, to a total of 2,785 individual clients. Also, 97 clients benefited from the assistance and counselling of MIC consultants during their field work performed in cooperation with cultural mediators.

The top countries of origin of MIC clients in 2016 were Ukraine, Russia, Serbia, India, USA and Iran.²

¹ See more: <http://www.iom.sk/en/activities/migrant-integration/iom-statistics-integration-of-foreigners>

² See more: <http://www.iom.sk/en/news-and-events/847-iom-activities-and-achievements-2016-en>

REASON FOR BEING “BEST PRACTICE”:

Activities performed by the IOM Migration Information Centre are unique in Slovakia. Specialists from MIC provide their clients - all categories of migrants and professionals/institutions working with migrants - with a high level of expertise in many fields of migrants' integration, by providing free information, counselling, training and assistance in legal and other services. Likewise, the scope of MIC's activities is virtually all-national, and information is very easily accessible also via phone, website or e-mails.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:



Figure: IOM Migration Information Centre website (<http://www.mic.iom.sk/en/>)

CVEK -MIGRANTS' INTEGRATION AT A LOCAL LEVEL

FACT SHEET
Name of the institution or interest group concerned: Centre for the Research of Ethnicity and Culture ("CVEK")
Objectives of the activity/project performed: Integration of migrants at the local level: capacity building of local actors
Place or region of the activity/project performed: Selected municipalities in Slovakia
Duration of the activity/project performed: On-going since 2010
Target group(s): Municipal representatives and other local actors (e.g. NGOs), migrants, majority population
Collaborators/partners, if any: Institute for Public Affairs, ZMOS (Association of Towns and Communities of Slovakia), municipalities

DESCRIPTION:

CVEK has been active in the capacity building and empowerment of local actors in the field of integration of migrants for more than 7 years. The Centre endeavours to promote local interest in this area, to support local institutions and municipalities in the incorporation of migrants as a target group of municipal policy-making, and to make migrants visible as inhabitants and local citizens. CVEK's perspective starts from the premise that the process of integration takes place at the local level; local policy-making should reflect the local context and can influence social cohesion.

In 2010, in its first project related to the integration of migrants at the local level, CVEK conducted a comparative research of three municipalities and their approaches to the integration of migrants – České Budejovice (Czech Republic), Trnava (Slovakia) and Wiener Neustadt (Austria). The final report was published in the form of a manual for local self-governments entitled *Integration of Migrants at the Local Level – Research Findings and Recommendations*.³

The following year (2011), CVEK focused (in the next follow-up project⁴) on municipal stakeholders and the issue of migration and integration in the light of regional development. This goal was achieved by collecting information on the issue (statistical data, information on legislation and public policies, interesting examples of integration at the local level from abroad, etc.) and by providing information to the given stakeholders on a regular basis (bulletin and informational website). Based on the cooperation with

³ See more: <http://cvek.sk/en/eif-project-integration-of-third-countries-nationals-on-the-local-level-the-role-of-local-governments-and-other-actors-in-the-process/>

⁴ See more: <http://cvek.sk/en/enhancing-prospects-of-integration-of-third-countries-nationals-on-the-local-level/>

partners from 5 towns and on networking meetings at the local level, a framework strategy for foreigners' integration was presented for each town (however, only the town of Martin adopted the document as a generally binding regulation). The strategies explored the populations of foreigners in each town, their situation and needs; and identified institutions associated with the integration of foreigners, the availability of support services for them and approaches to their integration at the local level in conceptual documents. The strategies concluded with challenges and recommendations aiming to improve the process of foreigners' integration at the local level. With the Human Rights League, CVEK established a joint website which operated until 2015 under the domain www.integration.sk but does not exist anymore. The website contained relevant information for local policy makers and municipalities.

In 2014, in cooperation with the Institute of Public Affairs (IVO), CVEK analysed the social and cultural integration of third-country nationals at the local level, using the method of case studies of three selected localities.⁵ The methodology drew on anthropological research. Apart from a detailed analysis of the integration of the mentioned target group, the project put emphasis on a viable practical application of research findings for the local level. The project team was thus able to describe the status quo with respect to the cultural and social integration of foreigners at the local level and to draft clear proposals for improvement. Also, the project accented awareness-raising and capacity building of local actors enabling them to formulate their own solid strategies facilitating the integration of foreigners into local communities.

In 2014, CVEK continued its work with a new partner - Association of Towns and Communities of Slovakia ("ZMOS").⁶ Together they held trainings for representatives of 28 municipalities throughout the country in the first stage of the project, and then provided assistance in the field of migrants' integration to 7 selected municipalities (Svidník, Snina, Senec, Prievidza, Banská Bystrica, Michalovce, Dolný Kubín) in the second stage of the project. The project's main objective was to improve local actors' know-how and attitudes when implementing integration policies at the local level. Furthermore, the project facilitated the drafting and implementing of local integration strategies in five selected Slovak municipalities. The main activities included: information days, public discussions, short films, a conference, trainings of local representatives, the publication of a guidebook for developing local integration strategies, the pilot implementation of local integration policies in the selected municipalities, the support and coordination of activities performed by municipalities in the field of migrants' integration.

In 2016, the CVEK team continued with their activities at the local level and launched a project⁷ aimed at the cultivation of public debate and reduction of negative attitudes

⁵ See more: <http://cvek.sk/en/present-and-yet-invisible/>

⁶ See more: <http://cvek.sk/en/integration-of-migrants-on-the-local-level-capacity-building-of-local-actors/>

⁷ See more: <http://cvek.sk/en/encouraging-municipalities-engagement-in-refugee-and-migrant-integration-good-practices-from-norway/>

towards refugees. It was also intended to help municipalities to better understand the current refugee situation. It also set out to build capacities of local authorities in these topics by training and further cooperating with local leaders in 7 municipalities in the country. CVEK organised two intensive workshops for municipality workers and local activists, aimed at the awareness-raising and sensitisation of refugee issues. Afterwards, CVEK held public events and school outreach events in each participating municipality to target a broader audience. Whenever possible, all activities implied an active participation of local refugees.

REASON FOR BEING “BEST PRACTICE”:

Activities and projects of the Centre for the Research of Ethnicity and Culture methodically deal with the integration of foreign communities into majority society at the local level. In this context, the CVEK team carries out respective research, educates and promotes self-government authorities, helps to elaborate local integration strategies, applies concrete initiatives to practice, etc. In this way, CVEK widely and effectively fosters positive relations between migrants, local authorities and local populations in Slovakia.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:

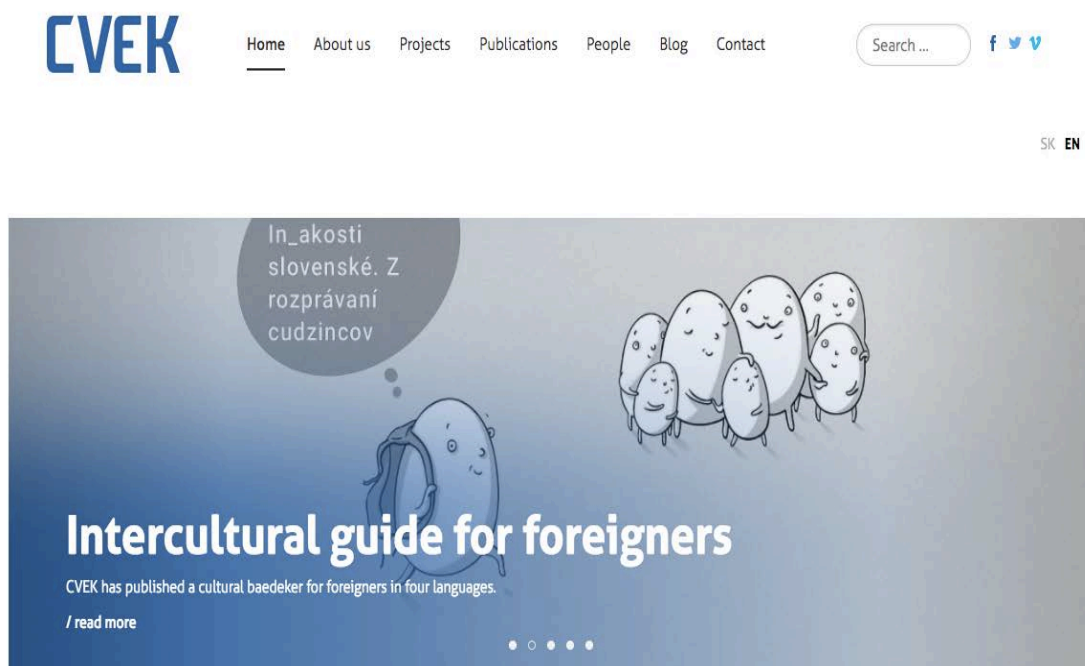


Figure: CVEK website (<http://cvek.sk/en>)

BEST PRACTICES - CZECH REPUBLIC

Author: Ladislav Marek

SLOVO 21

FACT SHEET
Name of the institution or interest group concerned: Slovo 21, z. s.
Objectives of the activity/project performed: NGO Slovo 21's main focus is advocacy for Roma and migrant populations as well as empowering these groups in the field of human rights. They are also active in sensitisation campaigns on Roma and migrant integration as well as in awareness-raising of issues of prejudice and discrimination.
Place or region of the activity/project performed: Czech Republic (whole country)
Duration of the activity/project performed: On-going since 2004
Target group(s): Third-country citizens, focus on migrant families
Collaborators/partners, if any: Ministry of the Interior of the Czech Republic, City of Prague

DESCRIPTION:

From 2004, Slovo 21 has been carrying out two projects addressing the integration of migrants. The project "Welcome to the Czech Republic" focuses on offering courses for newcomers - mostly migrants from non-EU countries, who settled in the Czech Republic. The main aim is to provide practical information on everyday life and work in the country through courses organised by Slovo 21. Although the courses are carried out in the Czech language, professional interpretation in English, Russian, Ukrainian, French, Vietnamese, Mongolian and Arabic is available.

According to the methodology, approved by the Ministry of the Interior of the Czech Republic, the course takes eight hours, during which the course participants receive the necessary information related to the following fields: residence legislation, employment, education, healthcare, health and social insurance, housing - renting a flat, everyday practical life, Czech public holidays, contact details for Czech institutions and others. The participants receive the brochures in English, Russian, Ukrainian, Vietnamese and French versions. The Arabic version of materials and the training of interpreters for the Arabic language is now in preparation. The information is also featured on the website "Welcome to the Czech Republic" as well as in the short film with the same title. All materials are

updated every year. In addition to the courses, Slovo 21 organises trainings for lecturers and interpreters who are carrying out the courses for migrants.

The second project carried out by Slovo 21 is “The Family Next Door” under which Czech and migrant families have been meeting one another for lunches since 2004. The project aims to improve relations between the migrant populations and the majority population by building a multicultural society and a mutual understanding between different cultures. A total of 1,446 Czech families and families of foreign-born persons have had lunch together over the duration of the project.

The lunch takes place every last Sunday in November at 1 pm at the hosts’ home. The host family prepares lunch and invites another family that they are meeting for the first time into their home. The lunch often consists of traditional specialities while the talk at the table revolves around topics of culture, traditions and everyday life. Throughout the years, the project “The Family Next Door” has been shown to be an effective, unique tool for integrating migrants.

REASON FOR BEING “BEST PRACTICE”:

The projects introduced are unique in the Czech Republic, especially with their emphasis on linking the majority society with migrants. The combination of education and spending time together with migrants and members of the majority society, especially in the intimacy of their households, can be an excellent example of integration.

<http://www.interreg-danube.eu/drim>

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:

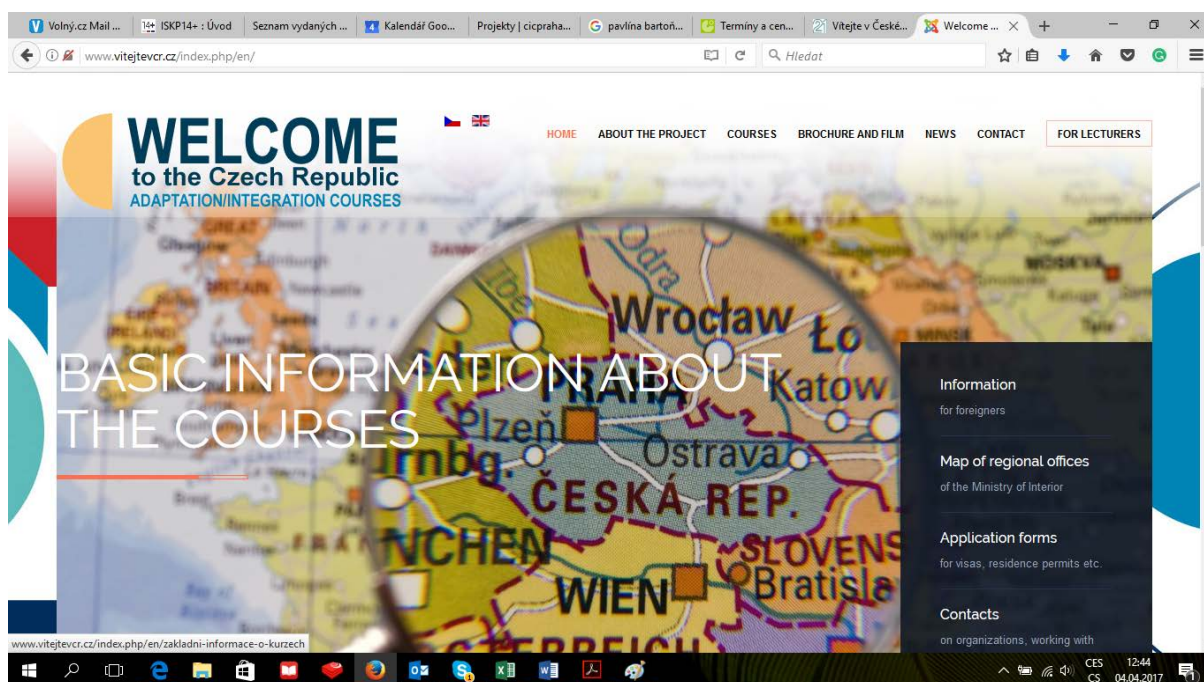


Figure: Welcome to the Czech Republic website by Slovo 21
(<http://www.vitejtevcr.cz/index.php/en/>)

PORTAL WWW.INKLUZIVNISKOLA.CZ

FACT SHEET
Name of the institution or interest group concerned: META o.p.s. (Association for the Opportunities for Young Migrants)
Objectives of the activity/project performed: META's main objective is the integration of migrants, especially in the field of education. They offer support for teachers and schools that work with children with special needs and pupils with a different mother tongue.
Place or region of the activity/project performed: Czech Republic, with most of the activities concentrated in Prague.
Duration of the activity/project performed: On-going since 2004
Target group(s): Teachers, pupils with special needs, young migrants
Collaborators/partners, if any: Association for Integration and Migration, Centre for Integration of Foreigners, Organization for Aid to Refugees, INBaze - Community Centre for Migrants and Czech Society, Counselling Centre for Integration.
Follow-up activities, if any: The organisation of Czech language courses for migrants

DESCRIPTION:

More than 30,000 children and pupils from abroad are attending schools from kindergarten to the secondary school level in the Czech Republic, and for many of them, school attendance is compulsory. Often, these children do not have sufficient knowledge of the Czech language to fully participate in the educational process, especially in the first years. While this situation is not easy for migrant children, it is equally demanding for their parents and for the teachers. For this reason, the portal www.inkluzivniskola.cz was created. It was initiated upon teachers' requests for an informative and methodological source that would focus on work with this diverse group of pupils. It is dedicated to the issues of education and inclusion of pupils, who grew up and were brought up in a different environment and in a different language.

The portal www.inkluzivniskola.cz provides a large number of method-based materials and worksheets to download, examples of best practices, contacts, professional essays, etc. One section is dedicated to the issues of migration and its relationship to education. It is very important to understand the situations that foreign pupils and their parents find themselves in. The education system is often difficult for parents to understand. That can create many problems that Czech parents are not aware of and have never had to deal with. The Chapter on Migration is a short introduction to the topic of migration as a global social phenomenon. There is a chapter dedicated to the situation of migrants living in the

Czech Republic. The user will find statistics there, as well as an overview of basic legislation defining the stay of foreign citizens in the Czech Republic, including the legislation which regulates the schooling of foreign citizens within the Czech education system. Another chapter consists of a brief description of the situation of foreign pupils in Czech schools. The user will find statistics and information about the largest foreign communities in the Czech education system. Another valuable tool is an education system database and examples of the different curricula in foreign schools, the evaluation system they use, the amount of lessons taught within a subject, and other interesting details. In addition, the website provides information about specific countries in the cultural profiles database.

Under this project, 880 teachers received training on the inclusion of migrant children in Czech schools, while the specialised portal www.inkluzivniskola.cz has around 5000 visits per month.

REASON FOR BEING “BEST PRACTICE”:

The basis for good integration is education. This project greatly contributes to providing training to teachers who still do not have enough experiences, knowledge, and skills to create suitable conditions for integration, especially in primary schools in the Czech Republic. Under such circumstances, the idea for a practical online tool that can be used by teachers regardless of their location is very much welcome.

CATALOGUE OF BEST PRACTICES IN THE FIELD OF MIGRANTS' ACCESS TO INFORMATION

<http://www.interreg-danube.eu/drim>

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:

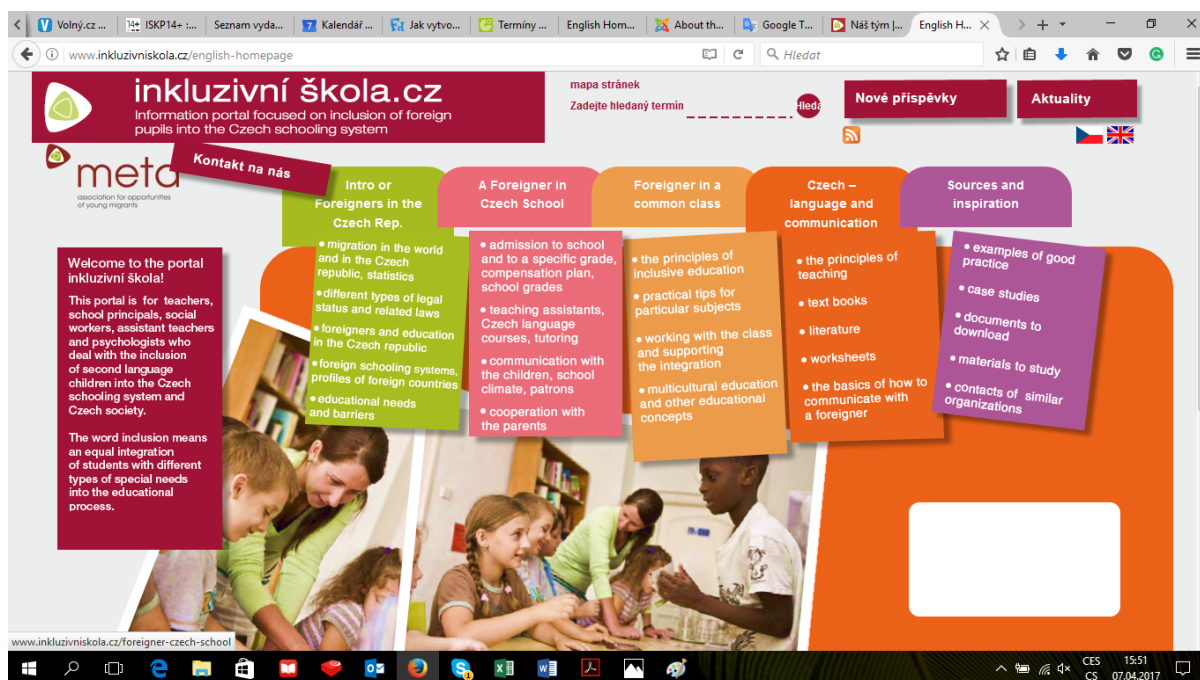


Figure: Portal www.inkluzivniskola.cz (<http://www.inkluzivniskola.cz/english-homepage>)

BEST PRACTICES - CROATIA

Author: Emina Bužinkić

COOPERATIVE FOR INTERCULTURAL COOPERATION 'TASTE OF HOME'

FACT SHEET
Name of the institution or interest group concerned: Cooperative for Intercultural Cooperation "Taste of Home"
Objectives of the activity/project performed: The main aims are the socio-economic emancipation of refugees and other migrants in Croatia, empowering refugees' employability skills through training and supported innovative social entrepreneurial initiatives, and awareness-raising of the general public and employers in Croatia
Place or region of the activity/project performed: Zagreb
Duration of the activity/project performed: On-going from March 2014
Target group(s): Refugees granted international protection status and other persons with migrant background

DESCRIPTION:

In March 2014, Fade-In, Centre for Peace Studies, CEDRA, Iskra and NESsT launched the collaborative project "Quality Integration Solutions for Refugees". The project was funded through EC's fund IPA. It lasted for a year with an overall objective of promoting employability, social inclusion, and improving the quality of life of refugees through training, building partnership and advocacy action. Specific goals were: (1) Empowering refugees' employability skills through training and supported innovative social entrepreneurial initiatives; (2) Advocating social inclusion and employability policies for refugees; (3) Networking of the civic coalition for social service provision and social inclusion of refugees.

The project aimed at achieving:

- increased competences of refugees and other migrants resulting in initiating social cooperatives and other social entrepreneurial projects;
- improved employment and social inclusion policies for refugees and other migrants, strongly promoting refugee integration;
- a strong civic network advocating for social and employment policies and providing social services.

Over the course of the project, the following clusters were implemented: EMER – Education, Motivation and Empowerment of Refugees and Migrants, MLA – Media and Legislative Advocacy, and CCN – Civic Coalition Networking. The main outputs were: Research Paper on the Employability of Refugees, Guide through Socio-Economic Rights of Refugees, “Taste of Home” Book of Stories and Recipes, the media campaign “If we accepted food, why wouldn’t we embrace people, too?” (video [Porijeklo hrane/Origins of Food](#), jingle: [Integracija počinje razumijevanjem/Integration begins with understanding one another](#)), and the documentary film “Taste of Home” produced by Fade In (authors: Miroslav Sikavica and Martina Globočnik). A few months after the end of the project, a social cooperative was established utilising an intense internal training process, as well as public activities promoting a culture of culinary richness and connection.

Taste of Home started as a culinary-cultural-research project of the [Centre for Peace Studies](#), introducing the culture, customs and countries of origin of refugees and migrants in Croatia by recording their memories of home, and the aromas and flavours of their cuisine. This was an experiment in sharing life stories and culinary skills between refugees and people from Croatia. The tastes of home were investigated and recorded over several years and finally published at the end of 2014 as a book of personal stories and recipes. This initiative grew into a social cooperative by the beginning of 2016.

In addition to collaborators under this project, the collaboration was extended to various entities in the local sphere, such as CROSOL – Croatian Platform for Solidarity and International Cooperation, and internationally to SLOGA – Slovenian Platform for Solidarity and International Development, SKUHNA – a restaurant run by migrants in Ljubljana, Slovenia, and CONCORD – European Network for Development Cooperation. Taste of Home was presented multiple times as an interesting, innovative and sustainable model of migrant/refugee employment, personal and collective growth, and people’s emancipation in new societies in different countries where connections are being built slowly.

The Cooperative for Intercultural Cooperation ‘Taste of Home’ was established in February 2016 as a social enterprise aiming at ensuring its own sustainability as well as influencing the socio-economic emancipation of the migrant community in Croatia. The Taste of Home cooperative established two strands of work which are being developed in parallel: a culinary gastronomic business (catering, food production, publishing cookbooks, and culinary courses) and a language hub (language courses and interpreting services).

By preparing the food they grew up with, refugees evoke memories and create new experiences. Those connections are built mainly through culinary workshops and food festivals organised in local neighbourhoods and Croatian towns. At the same time, refugees are building on skills that would eventually help them to find employment and integrate into the new society. Over the years, Taste of Home has evolved into a social cooperative. In the process, Taste of Home was supported by Fade In, which made a documentary film about refugees’ experiences through a social culinary experiment

(author: Martina Globočnik), as well as by CEDRA, ISKRA and NESsT, which supported the growth of the cooperative through intense trainings on social business and soft skills.

Taste of Home as a social enterprise was officially kicked off through a crowd-funding campaign which helped to raise funds for establishing a social cooperative. After almost \$20,000 of raised funds, Taste of Home started off a catering business specialised in African, Arabic, Asian and Middle Eastern cuisine and culinary exchange projects (cookbooks, cooking courses and workshops, public dinners and show kitchens). The catering department employs three chefs from Senegal, Pakistan and Nepal. One person is employed as a technical coordinator. The manager of the cooperative is also employed full-time. One of the aims of Taste of Home is the emancipation of refugees and persons with a migrant background in the labour market through the self-employment of skilled workers of unrecognised potential and skills.

REASON FOR BEING “BEST PRACTICE”:

Taste of Home is the first social enterprise of its kind in Croatia. It is a social business primarily based on support, solidarity and knowledge exchange. It gathers people of different origin who also organise cooking workshops, public show-kitchen activities, and language courses. Public recognition and the quality offer resulted in initiating a social cooperative to be specialised in catering, with further ideas of opening a restaurant, food production, and publishing cookbooks. Another strand of the cooperative is kicking off language courses and interpreting services. No less importantly, this whole project aims at sensitising the Croatian public to refugees’ and migrants’ needs, and combating prejudice, followed by opening up to the social hospitality process through culinary and cultural exchange.

The mission of Taste of Home underlines the economic emancipation of refugees and persons with a migrant background through culinary and cultural exchange. The collective is led by the values of appreciating human beings and their needs – the tastes of their childhood and youth, as well as the tastes of their adulthood in a new society.

The Taste of Home collective currently involves 30 refugees and volunteers/activists. While gathering a broad range of asylum seekers and refugees, and collecting personal memories and refugee experience, it is mainly focused on the development of a cooperative that emancipates refugees and migrants, both as a reality for some and a sustainable model for others.

Taste of Home was selected as one of the top ten social innovations in Croatia for 2015 by SIL – Social Innovation Lab. A case study on the development of Taste of Home was published by SOLIDAR – European Network of Civil Society Organisations. Just recently, Taste of Home was granted the European Citizenship Award for social enterprise of the year on behalf of the European Civic Forum and Volonteuropa.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:

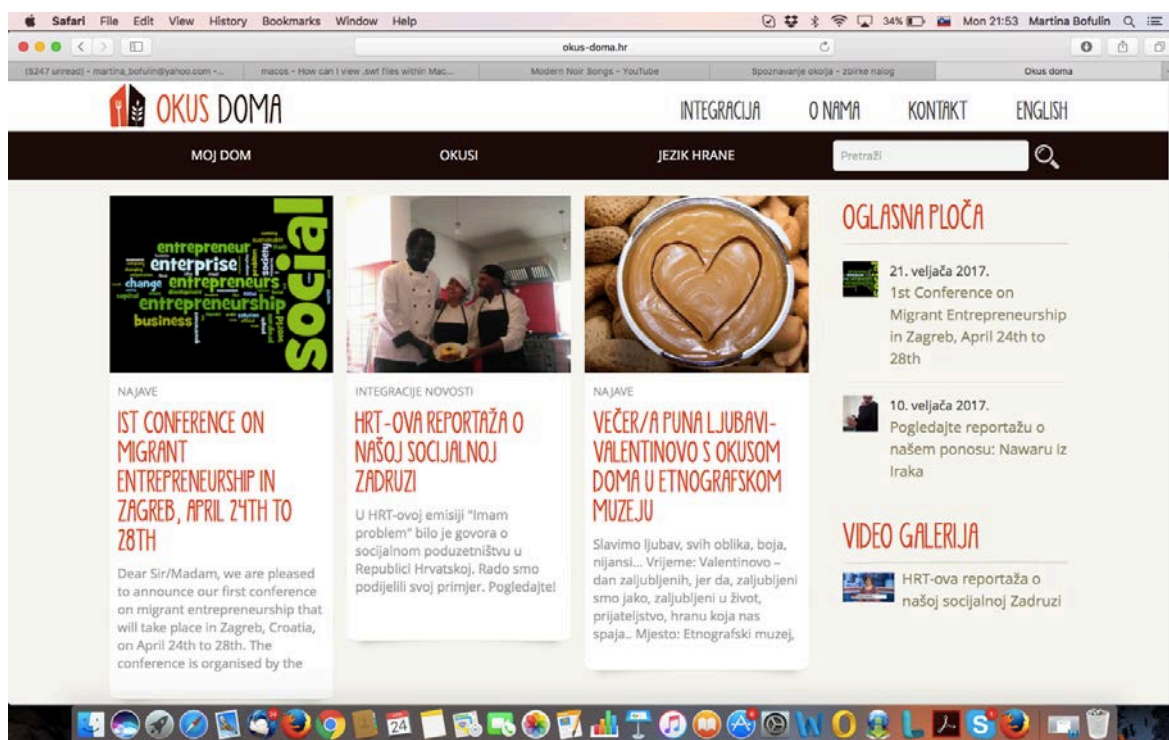


Figure: Taste of Home/Okus doma website (www.okus-doma.hr/eng)

BEST PRACTICES - BAVARIA, GERMANY

Author: Andra Barboni

AMIGA - ACTIVE MIGRANTS IN THE LOCAL LABOUR MARKET

FACT SHEET
Name of the institution or interest group concerned: Financed by the City of Munich, Department of Labour and Economic Development's "Employment and Qualification Programme (MBQ)", operated by GründerRegio M e.V.
Objectives of the activity/project performed: AMIGA aims to develop strategies to support qualified migrants entering the local labour market through strengthening the competitiveness of international professionals, international students and graduates of Munich universities, and setting up a network of social and counselling services, authorities and municipal administration on the topic of "labour market potentials of migrants".
Place or region of the activity/project performed: City of Munich
Duration of the activity/project performed: 2013-2018
Target group(s): (1) International professionals, university graduates and migrants, who want to start up a business (2) Employers from the business community (3) Counselling services and municipal authorities
Collaborators/partners, if any: The City of Munich collaborated with a wide network of public, non-governmental and private actors active in the Munich area. Please see the exhaustive list at the end of the best practice description.
Follow-up activities: Participation in other related projects (e.g. DRIM)

DESCRIPTION:

Forecasts by IAB (the Research Institute of the German Federal Employment Agency) and other respected institutes indicate that the shortage of qualified labour in Germany will become much more pronounced in the years ahead, which is also reflected in the Munich labour market. According to IHK-Fachkräftemonitor Bayern (a forecasting tool used by the Chamber of Commerce and Industry for Munich and Upper Bavaria to predict

the supply and demand of qualified labour), the Munich region will, as an annual average, be short of a good 60,000 qualified workers by 2020. In 2030, 97,000 vacancies for qualified workers are likely to remain unfilled. The relative shortfall is expected to be the greatest among academics. In response, the practice of recruiting qualified labour from abroad is expected to gain in importance. While only 22% of German companies currently employ qualified labour from abroad, 31% plan to do so in the future.

The City of Munich's Department of Labour and Economic Development has launched the project "AMIGA - Active Migrants in the Local Labour Market" in order to intensify its activities to recruit and secure an adequate labour pool in the key development areas for the City of Munich. As an agency for the local labour market, AMIGA operates on different levels and does not target only qualified migrants. It aims to connect skilled international employees, experts from Munich's consultation services, companies, and employers. More specifically, the target groups of the AMIGA project are (1) international professionals with job placement challenges, international university graduates, students from local universities, as well as international start-ups and entrepreneurs, (2) employers from the business community to take into account the perspective of the labour market, as well as (3) cooperation partners, institutions and organisations that can facilitate networks and encourage a fruitful dialogue on the topics of migration and integration.

The main goals of the project are the promotion of existing activities for the target groups and the evaluation of these activities. Furthermore, the project is developing strategies and recommendations for action to help to integrate the target groups in the labour market. In order to reach these goals, several strategies have been developed under the project. The first tool is the establishment of three AMIGA "Expert Groups" (EGs) with members from local government organisations, each designed to provide support in the execution of the project with regard to specific target groups (e.g. qualified migrants with barriers to employment, international students and graduates of local universities, migrants who are interested in starting a business). Moreover, three AMIGA community managers with a migrant background have been trained to mediate between institutions and the target groups. Their job is to forge links between the target groups, provide them with the information they need, and form lasting relationships with migrant communities. Also, AMIGA MIA (a mobile information service) was created to support job seekers with a migrant background in finding career counselling and informational events. It is a tool for guiding the AMIGA target groups through the service landscape in Munich. This type of proactive outreach work provides low-level access to institutions and organisations. Finally, a range of services was designed to deliver information to qualified migrants: AMIGA Info Point (AMIP), AMIGA job fair, AMIGA Information Fair, AMIGA seminars, workshops and Job Cafes.

REASON FOR BEING “BEST PRACTICE”:

Among the main results of the project is the dissemination of labour market information to the target groups through AMIGA community managers. AMIGA is using the existing structures and procedures and making them more efficient by offering information in the English language at least. The services are regularly evaluated and flexibly tailored to the needs of the target group. The AMIGA concept has attracted a lot of interest among local communities and could serve as a best practice example for other communities that are looking for a model for tapping the potential that qualified migrants can offer to local labour markets. Finally, the AMIGA project contributes significantly to strengthening local government services for enabling qualified migrants' integration. Targeting qualified migrants as well as international students and graduates through proactive outreach work, and the dynamic and flexible adaption of measures to the target group's needs, makes AMIGA a unique project in Munich.

**PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:**



Figure: AMIGA website (www.amiga-muenchen.de/en), photo credit: Michael Nagy

The exhaustive lists of AMIGA local partners: AktivSenioren Bayern e.V., Bavarian Industry Association (VBW), Chamber of Commerce and Industry for Munich and Upper Bavaria, Chamber of Skilled Crafts for Munich and Upper Bavaria, City of Munich's Centre of Educational and Vocational Counselling, City of Munich's Department of Public Order, City of Munich's Social Services Department, Diocesan Caritas Association for Munich and Freising, Donna Mobile, Employment Agency Munich, get2gether (Intercultural Networking Initiative at Munich Universities), Guide - Counselling Service for Female Entrepreneurship, AWO Infozentrum Migration und Arbeit (AWO Migration and Employment Information Centre), Institute of Liberal Professions at the Friedrich Alexander Universität (FAU) Erlangen-Nürnberg, InitiativGruppe e.V., Innere Mission München, Integrationsberatungscentren Beruf (Integration Advice Centres - Vocation), Integrationsberatungscentren Sprache & Beruf (Integration Advice Centres - Language & Vocation), Ludwig Maximilians Universität München (LMU), MEB - Munich's counselling service for starting a business, MORGEN Network of Munich-Based Migrants' Organisations, Münchner Volkshochschule GmbH (Munich Adult Education Centre), Munich Job Centre, Munich Student Union, Munich University of Applied Sciences, Patenmodell - Arbeit durch Management, Power_m, Refugee Start-up, Generali, Technische Universität München (TUM)

“PHÖNIXPRIZE” - BUSINESS AWARD FOR MIGRANT ENTREPRENEURS

FACT SHEET
Name of the institution: The PhönixPrize is awarded by the City of Munich through its Department of Labour and Economic Development..
Objectives: About 40% of all new businesses in Munich are founded by migrants. They are important for the economic growth and dynamics in the local economy. With the PhönixPrize, the City of Munich aims to recognise and honour the contribution of migrant entrepreneurs to the local economy.
Place or region of the activity/project performed: City of Munich
Duration of the activity/project performed: In 2010, the PhönixPrize was awarded for the first time. Since then, the City of Munich has been presenting the PhönixPrize annually.
Target group(s): The award is open to migrant entrepreneurs and business owners from all industries in the following categories: (1) Start-Ups, (2) Small Businesses, and (3) Established Businesses.
Collaborators/partners, if any: Local chambers of commerce, International Advisory Council of the City of Munich

DESCRIPTION:

Munich is one of the most dynamic economic locations in Europe, with an annual job growth rate of 2-3% for the past five years. The 12,000 businesses run by migrant entrepreneurs form a part of this story. Their companies give employment to around 100,000 people from 140 different ethnic and national groups. This contribution has been recognised since 2010 with the PhoenixPrize for businesses run by migrant citizens.

The willingness to reinvent and try something new, determination, and a readiness to take risks; these are the characteristics which the award's name, taken from the mythical bird (i.e. phoenix), seeks to conjure up. The prize honours success in business, as well as social and community spirit. Other criteria in the prize's evaluation system are the development of the business volume and employment. Many small businesses have developed into medium-sized firms in just a few years.

Another important criterion for participation in the PhönixPrize is the creation and maintenance of trainee positions and jobs for young people. Commitment to the training and employment of young adults, who may otherwise face vulnerabilities in the labour market, is ranked positively. Support to migrant entrepreneurs and measures for promoting diversity in the workplace are also important.

Each year, between 40 and 60 businesses participate in the PhönixPrize competition. The best companies are selected and presented to a high-ranking jury involving business associations, city council members, and Munich's Foreign Advisory Council. The jury selects up to five winners.

In December, the award ceremony usually takes place at a high-profile event with the Mayor of Munich, the media, up to 400 participants from the migrant community, the City Council, and other representatives.

REASON FOR BEING “BEST PRACTICE”:

With the Phönix Prize, the City of Munich has successfully managed to give migrant businesses a platform and voice in the local economy. It has fulfilled the following specific goals:

- The prize has increased public awareness. Migrant entrepreneurs are no longer seen as acting only in “ethnic businesses” but also as a strong force in mainstream industries. For example, migrant entrepreneurs are not only running kebab shops, but are opening IT firms, business consultancies, art schools, etc.
- The PhönixPrize has created role models for migrant communities: the successful business owner.

The prize has demonstrated that migrant entrepreneurs – even with less capital and market know how – can develop their small businesses into medium-sized, successful firms.

CATALOGUE OF BEST PRACTICES IN THE FIELD OF MIGRANTS' ACCESS TO INFORMATION

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:



Figure: PhönixPrize winner Konfix GmbH

BEST PRACTICES - HUNGARY

Authors: György Fekete, Máté Szalók

MENEDÉK - HUNGARIAN ASSOCIATION FOR MIGRANTS

FACT SHEET
Name of the institution or interest group concerned: Menedék - Hungarian Association for Migrants
Objectives of the activity/project performed: The aims of the organisation are to represent international migrants (asylum seekers, refugees, immigrants, and other foreigners in Hungary); to promote the social and cultural integration of refugees and migrants who are planning to stay in Hungary by means of targeted programmes and projects; to represent the interests and rights of migrants before the political, administrative, governmental and municipal bodies and in the media; to step up and provide expertise for the elaboration of Hungary's antidiscrimination and migration policy; to provide migration-related statistical data and research available primarily for organisations that are trying to help migrants or that are researching the topic of migration through their newsletter <i>Oltalomkeresők</i>.
Place or region of the activity/project performed: Budapest, Nyírbátor, Kiskunhalas, Győr, Fót, Vámoszabadi
Duration of the activity/project performed: On-going since 2004
Target group(s): Migrants, experts, public employees who work with migrants

DESCRIPTION:

In recent years, Hungary has been faced with an increased level of migration, although migrants were coming to Hungary even before that (apart from European countries also from China, Africa and the Middle East). The general aim of the association is to promote the integration of migrants and promote their situation in general.

The association wants to build a bridge between society and the migrants: it provides services for three main target groups: migrants, experts and the whole society. The organisation helps in the field of social integration with social, educational and cultural programmes for new arrivals to Hungary, and also for Hungarians and other migrants who are planning to leave Hungary. It also organises trainings for experts who get in touch with migrants during their work (teachers, social workers, police forces, workers in the

health care system). In addition, the core goal of the association is a more open and inclusive society, which is why it organises educational and cultural programmes.

Over the years, the organisation has conducted a number of important projects that have provided a basic infrastructure for various groups of migrants in the selected locations. The Competence Development for Asylum Seekers is an ongoing project, whose aim is to help children to join the public education system and to improve the services for asylum seekers. The programme aims to develop the children's key competences in mathematics, communication, social skills, and helps children to express themselves. The children take part in other important courses, such as how to improve their memory or attention capability. Specialists help the children to process their traumas and teach them how to behave in a group.

The project for the development of education and training encompasses 7,800 children, the psychology course encompasses 800 children, and the community development course encompasses 2,400 people.

The Sunday Lunch project is also an ongoing project of the organisation as eating is very important in every culture and forms a part of its celebrations and cultural habits. The project organises meals among migrants' families, which helps to build relationships between them. At the end of the project, the Menedék organisation will publish a cookbook with recipes for these meals. The families will get the chance to show how they prepare their foods in a short film.

The finished project "We Care - Strategies and Models of Welfare" -integrates support to victims of violence and torture, and covers a highly heterogeneous group of refugees who were victims of torture or violence.

The aim of the "Help!" project is to enable third-country nationals to become self-reliant. Tailored initial support is needed for successful integration, whereas help with accessing information, administration, accommodation, labour-market integration and psychosocial care is essential.

The aim of the "Let's Do It Together" project is to enable refugees and people with subsidiary protection to become self-reliant. Tailored initial support is needed for successful integration, whereas help with finding accommodation, labour-market integration and psychosocial care is essential.

The aim of the "Immigrant Budapest" project is to draw the attention of the inhabitants of Budapest to the presence of migrant communities in the capital, and to the contribution of these communities to the cultural life of the city. They warmly welcome donations and volunteers. Nearly a hundred volunteers help its work each year all over the country. The aim of the organisation is to organise and co-ordinate social, informational and mental health programmes promoting the social integration of refugees and migrants staying in Hungary. Through its national network of social workers, it provides personal assistance to migrants in order to promote their integration and protect their rights. It also takes part in the elaboration of decisions related to migration policy,

organises trainings to strengthen the professional competencies of those involved in refugee affairs, and takes part in national and international research projects.

At present, the association is working on 13 different projects in diverse fields.

It would like to boost the social activity of third-country nationals living in Hungary, help the integration of migrants' children into the Hungarian education system and, on the other hand, broaden the social bases of the association's activities. It provides help to refugees and asylum seekers who have just arrived in Hungary and live in refugee camps; tries to improve the situation of mothers and their children; improves the professional knowledge and empathy of the staff in refugee camps; and gives information to migrants. It also has a rapid reaction team which provides psychological help right next to the border for refugees and asylum seekers who have just arrived in the country. In addition, the association has a wide network which enables it to work effectively on the integration of migrants.

REASON FOR BEING “BEST PRACTICE”:

The association has a lot of experience in the field and has been working with migrants and people who come in contact with migrants for several years. Its activities and services cover a large segment of the issues connected with migration, and bring together migrants, people working with migrants, and the whole society; this complex approach is needed to promote their integration.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:



Figure: Menedék website (<http://menedek.hu/en/about-us>)



Figure: Menedék Facebook profile (<https://www.facebook.com/menedekegyesulet/>)

JÖVÖKERÉK NON-PROFIT FOUNDATION

FACT SHEET
Name of the institution or interest group concerned: Jövökerék Non-Profit Foundation
Objectives of the activity/project performed: The aim of the foundation is to help the nation to get closer to European values after joining the EU. The foundation is focusing on open communication, and on efficient ways of information flow and information exchange. The Jövökerék Foundation helps civic organisations to complete projects based on these ideas. Regarding this mission, it tries to promote the situation of vulnerable groups (Roma, migrants).
Place or region of the activity/project performed: Budapest
Duration of the activity/project performed: On-going since 2006
Target group(s): Local communities, civil associations and citizens in general who work on the strengthening and enforcement of European values, vulnerable groups: Roma people, migrants (especially female migrants looking for a job).
Collaborators/partners, if any: Eötvös Loránd University (ELTE), Hungarian Employers Forum on Equal Opportunities, Leeds City Council – Migration Yorkshire (England), Open Society Institute Budapest Foundation (OSI), Court of Budapest, Duna TV, National Employment Foundation Nonprofit Ltd.

DESCRIPTION:

Since Hungary joined the European Union, there has been a permanent need to support local communities, civic associations and citizens, who work on strengthening and enforcing European values. In the case of migrants, the enforcement of these rights is a key issue and they need help in many cases because they do not speak the language, they are not aware of their rights, and sometimes face discrimination.

The foundation would like to support the utilisation of the skills, resources and opportunities of the people and organisations working on strengthening European values. In the process, it considers understanding, shared thinking, cooperation, information exchange and open communication to be the key activities.

The organisation works in many fields, but from the aspect of immigration its main activity is the strengthening of social cohesion. It develops and implements projects and programmes to diminish social, educational and economic disadvantages. It also provides trainings and resource development for local governments and civic associations to promote the advancement of vulnerable groups. To achieve its aims, the foundation provides guidance, develops non-profit networks, implements projects, organises and

supports trainings and other relevant programmes (research, dissemination of knowledge).

Project “Foreigners?”

The main result of the project is two films which were created from short films. They draw attention to the values of foreign people who live in Hungary. They clarify stereotypes that stem from perceived cultural differences. The films were shown on the "Duna" TV channel, in cinemas and on the Internet. The films tell the story of five immigrants who have been living in Hungary for years.

The project has a comprehensive project library that contains recent projects and grants for migrants and other stakeholders. The foundation also carries out an exhibition on the culture of immigrants in Hungary, supports programmes for immigrants in tertiary education, the Roma Matrix, and labour services for third-country migrant women.

Other projects: Under the project called “New Home”, the foundation provides services and consultancy to companies and social workers to promote the employment of immigrant women. Under the project “Labour-Market Services for Women from Third Countries”, it provides services for immigrant women searching for a job. The foundation has an ongoing project called “Labour-Market and Integration Services for Migrants Studying in Higher Education”. It provides job search and enterprise development consultancy, mentoring and community programmes for students from third countries.

The Jövőkerek Foundation offers courses and places for volunteers. On the website, you can find information about the immigrant situation in Hungary. You can play a quiz, which brings up very interesting questions, and watch short films about immigrants. You can check the list here: <http://jovokerek.hu/nodeorder/term/4>

REASON FOR BEING “BEST PRACTICE”:

The foundation has participated in many projects concerning the position of migrants in the labour market. The main value of these projects is that they focused on a narrow group of migrants (students, women), so that the services were designed directly for them and not for migrants in general.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:



Figure: The Jövőkerék Foundation website (<http://jovokerek.hu/bemutakozas>)

BEST PRACTICES - SERBIA

Authors: Momčilo Živadinović, Uroš Bašić

ASYLUM PROTECTION CENTER - APC

FACT SHEET
Name of the institution or interest group concerned: Asylum Protection Center - APC
Objectives of the activity/project performed: Easier access to basic information of importance for asylum seekers
Place or region of the activity/project performed: Serbia and surrounding countries
Duration of the activity/project performed: Since the beginning of the recent 'migrant crisis'
Target group(s): Refugees, migrants, asylum seekers
Detailed description of the activity/project performed: Development of a mobile application as a useful information service
Follow-up activities: Timely updates of the programme and collection of relevant information

DESCRIPTION:

The Asylum Protection Center (APC) is a humanitarian organisation founded in 2007. This organisation provides legal and psychosocial assistance to asylum seekers and persons who have been granted asylum and protection in the territory of the Republic of Serbia. APC is a unique organisation in Serbia because of its everyday fieldwork and the comprehensive support it provides to asylum seekers. It operates through teams of lawyers, educators, psychologists and interpreters, and also engages political scientists and researchers for the purpose of the research, advocacy and comparison of asylum practices in the country and around the world.

Since 2015, with the opening of the Balkan route and the passage of migrants across the territory of the Republic of Serbia, many questions and problems have emerged. One of these is how to introduce migrants to basic information relevant for their passage, for seeking asylum, medical care, legal aid and others. In addition to other solutions to these obstacles, such as leaflets, information centres and familiarisation with such information at the border crossing, one expedient and efficient solution to this problem has proved to be a mobile phone application. Taking into account the situation in which these people find themselves, each form of relevant information is of great help. Furthermore, due to

the ease of access and regular update of data, the users of mobile devices prefer this type of information over other forms. Through a mobile application they can access both local and regional information which will then further determine their decisions. Mobile applications like Google Maps, WhatsApp, Viber, Facebook Messenger and others enable them to orient themselves and find the easiest way to the desired destination; they allow them to stay in contact with one another; to share relevant information; and to communicate with their loved ones. Since all of this information cannot be accessed in one place alone, this application can save time significantly and ensure accurate, updated quality content and information that these people need. A statement from a Syrian migrant named Wael given to the [France Press Agency](#) at the Greek island of Kos: “Our phones and wireless chargers are more important to us for our journey than anything else, even more than food”, supports this claim. In the interviews conducted in the field, migrants say that food and clothing can be purchased relatively cheaply and that even money can be sent electronically, but that smartphones are of crucial importance. On the other hand, there is a dark side to this liberal, unregulated technology. There are numerous cases where these people are being deceived and exploited by human traffickers who advertise on WhatsApp, Facebook and other websites offering transport services and illegal border crossings. All of this leads to the conclusion that it is necessary to establish an Internet service that would contain genuine, legitimate and accurate information in order to assist people who are already in a very vulnerable and disadvantaged position.

The mobile phone application named “Asylum in Serbia” is adapted for the needs of migrants in the territory of Serbia. A simple interface and adaptability for use in the English, Serbian, Arabic and Farsi languages make this application accessible to a large number of people. The content is composed of several sections: News, About Us, Shelters and Asylum Centres, Children, Rights and Law, Services, Important Phone Numbers, and Dictionary. The “News” section contains news of interest to migrants and asylum seekers, a weather forecast and the exchange rate. The “About Us” section provides basic information about the Asylum Protection Center (APC) as well as phone numbers that people can turn to. “Shelters and Asylum Centres” contains information about all receiving shelters and asylum centres in Serbia, their locations, exact addresses, the way to reach them by phone and GPS navigation. The “Children” section points to all information previously provided in other sections as well as to three receiving centres intended exclusively for children without their parents. “Rights and Law” refers to the basic information of legal nature; the steps which should be taken when seeking asylum, the proceedings before executive and judicial bodies, help with legal advice, and the phone numbers which people can contact. “Services” contains basic information on transportation, post office locations, places where money transfer can be carried out, the location of medical facilities, and locations and contacts of private accommodations. Listed under the section “Important Phone Numbers” are the telephone numbers of all institutions to which persons can turn. Lastly, there is a brief glossary of the most

commonly used words and short phrases that are helpful for basic communication. In addition to having a simple interface and high-quality content, the application is regularly updated and adapted for a large number of devices that use the Android operating system, and requires the Android 2.3 version or higher.

REASON FOR BEING “BEST PRACTICE”:

This is a very successful and useful application that is supported by information from the Google Play Store, which is used by more than 5,000 users and has many positive reviews with an average score of 4.6/5. Taking all of this into account, we can conclude that this application provides many benefits for its users and that they are greatly satisfied.

**PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA
APPEARANCES:**

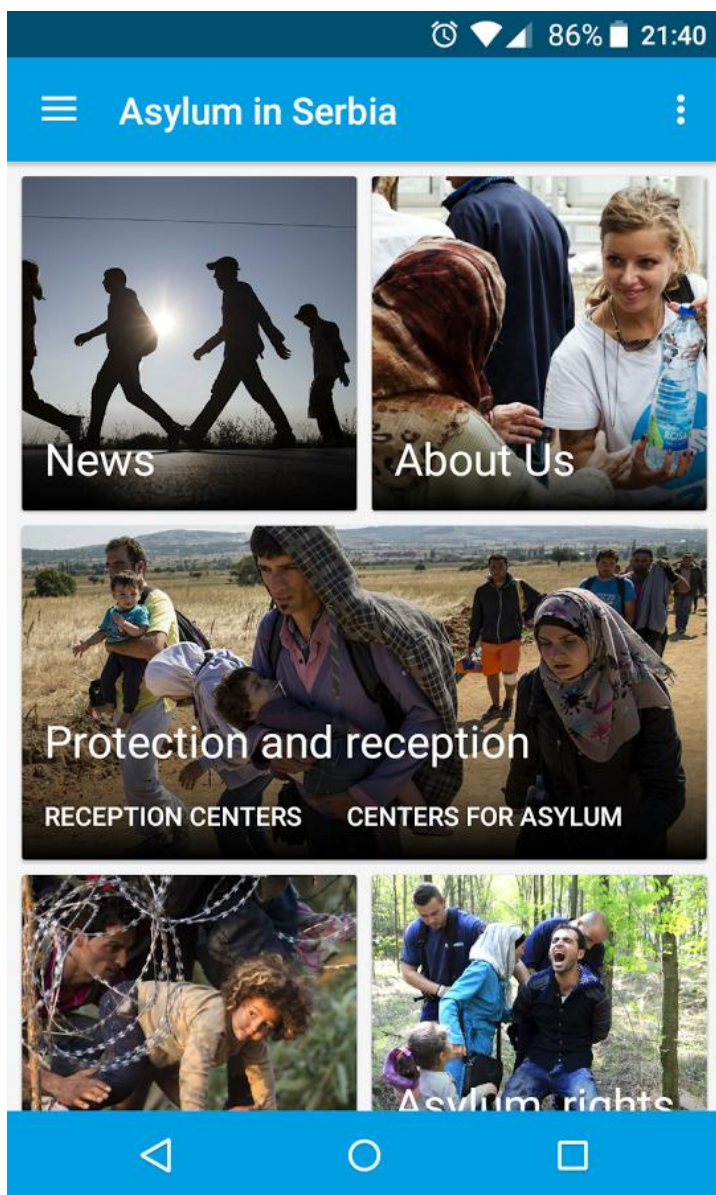


Figure: The mobile phone application "Asylum in Serbia"

UNDP - REINTEGRATION OF ROMA RETURNEES

FACT SHEET
Name of the institution or interest group concerned: UNDP
Objectives of the activity/project performed: Reintegration of Roma returnees from the territory of the EU
Place or region of the activity/project performed: Niš and Subotica - Republic of Serbia
Duration of the activity/project performed: July 2016 - December 2016
Target group(s): Persons of Roma nationality who were not granted asylum in the countries of the EU, and Roma returnees from EU countries on the basis of the Readmission Agreement with the EU.
Detailed description of the activity/project performed: Socio-economic reintegration of returnees, social inclusion, raising awareness, strengthening of their professional competencies.
Collaborators/partners, if any: Belgrade Fund for Political Excellence; Standing Conference of Roma Associations of Citizens, League of Roma - SKRUG
Follow-up activities, if any: Dissemination of the good practice of the socio-economic reintegration of Roma returnees in the city of Vranje; the same project team will seek to implement the already tried-and-tested model in the period from March to September 2017 in Vranje - the city that has the highest number of accepted returnees in Serbia, as well as the highest number of citizens of Roma nationality.

DESCRIPTION:

The Republic of Serbia faces a growing number of returnees - both returnees under the Readmission Agreement with the EU and those who return voluntarily. All returnees, whether voluntary or under the Readmission Agreement are faced with certain challenges upon return: a lack of personal documents, inadequate housing and education, lack of employment and others. All of the above challenges predominantly affect the Roma, making them the most vulnerable group of returnees. According to the field research of the Belgrade Fund for Political Excellence, four out of five, or more than 80% of the 2,800 registered returnees in 2015 were of Roma nationality. The situation of the Roma minority, according to the index of Roma inclusion from 2015, is such that the Roma unemployment rate is 59.1% versus the 17.9% unemployment rate of the entire population. One third of the unemployed Roma is between the ages of 15 and 30, and the high rate of long-term unemployment and a long period of waiting for jobs result in 81% of young Roma being inactive in the labour market. Resources of the state and local authorities in Serbia for dealing with this problem are limited.

The purpose of this project is to facilitate better access to social inclusion, employment, education, and to ensure accommodation for Roma who have been refused asylum in Germany or other EU member states and have returned to Serbia. Improving their living conditions leads to a reduction in the number of asylum-seekers and potential migrants, and to effective integration of returnees. Therefore, the objective of the project is to provide a long-term model of reintegration by simultaneously offering solutions for the employment, education and resettlement of Roma returnees, through the promotion of sustainable cooperation at the local level between the local government, local Roma NGOs and the private sector. Lastly, the UNDP-BFPE-SKRUG model seeks to end the cyclical migration tendency of this population group.

This project tried to accomplish a successful and sustainable reintegration of returnees using the model of cooperation as the model of reintegration. The model of cooperation presupposes a partnership with various levels of government – at the state level, local level, and community level. Additionally, a partnership is also assumed with the private sector, civil society and international organisations. At the centre of the model are returnees themselves, not just as passive recipients of aid but as active participants in the economic and social life of the community. Thus the key activity is the construction of an incubator centre within which the following will be established: 1) workers' cooperative of Roma returnees to act as a link between supply and demand in the labour market; 2) centre for counselling and legal assistance to provide the basic documents required for access to education and employment, and 3) an educational centre for the purpose of facilitating involvement in education and the development of personal and professional skills. The construction of the centre was followed by hiring the workers' cooperative members themselves for working on the renovation of returnee houses, while the project team continually monitored the quality of implementation and worked on establishing and maintaining partnerships between different sectors.

The programme and activities foreseen by this project have led to positive results such as the establishment of the operational Incubator Centre in Niš, which provided support with employment and readmission to the labour market as well as with the development and direction of market-oriented skills through trainings of the unemployed and with legal counselling. For the purpose of reducing the unemployment rate, the returnees from construction professions were employed by the “Clean Earth Capital” company from the United States that has also provided the land for construction. Nine returnee houses were renovated by the returnees from the Incubator Centre themselves. Additionally, the rational use of resources and the resulting savings allowed for the implementation of additional construction projects in the neighbourhood, and materials for the renovation of two more houses were provided. Thirty-eight students were supported through the “support package”. Many Serbian language classes were held, as well as tutoring and extracurricular activities. Manuals and materials tailored to individual needs were created.

REASON FOR BEING “BEST PRACTICE”:

The project has demonstrated a sufficient degree of sensitivity to the interests of different target groups that are an integral part of the model of cooperation. Cooperation between different actors has proved to be good for the Incubator and local needs, as well as for the feasibility and effectiveness of activities. Private companies have shown an interest in participating in this cooperation due to their need for workforce – returnees have work experience in different languages, have adopted different social norms and possess knowledge of the socio-cultural setting of the EU countries from which they have returned, making them a reliable and high-quality workforce. In addition to private companies, local governments benefit from this programme due to a higher employment rate of the Roma population and awareness-raising in the community. Above all, the engagement of returnees themselves in solving their socio-economic issues has resulted in the transformation of their status in the community with a direct and visible example to counter the prejudice against Roma returnees.

PHOTOS / PRINT SCREEN (E.G. WEBPAGE) / MEDIA APPEARANCES:

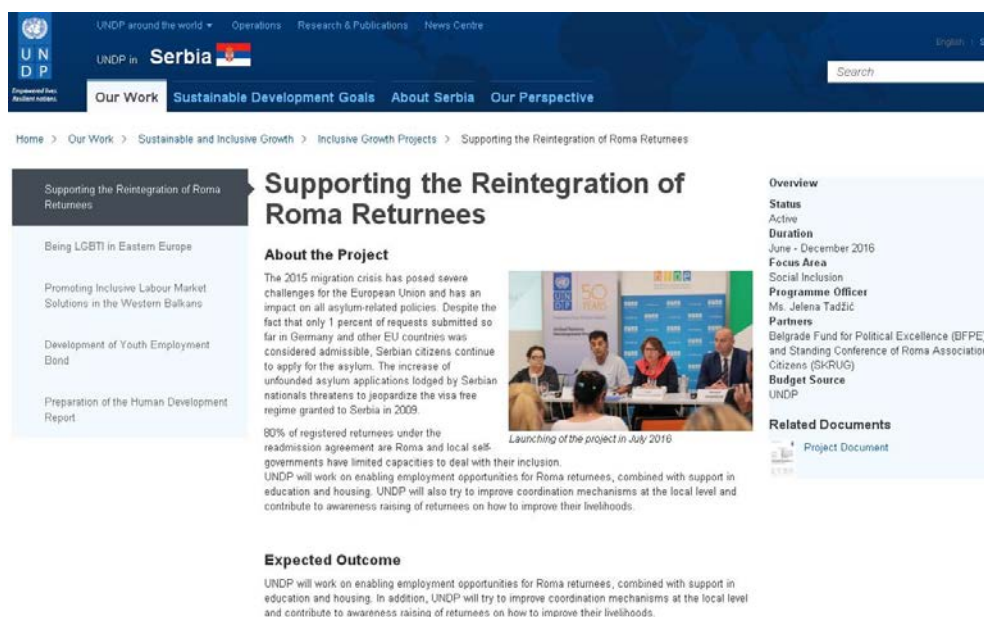


Figure: UNDP in Serbia website (<http://www.rs.undp.org/content/serbia/en/home/presscenter/articles/2017/02/21/conference-to-promote-a-cooperation-model-for-employment-of-roma-returnees-.html>)

CATALOGUE OF BEST PRACTICES IN THE FIELD OF MIGRANTS' ACCESS TO INFORMATION



<http://www.interreg-danube.eu/drim>

Project scheme: **Interreg Danube Transnational Programme 2014-2020, co-funded by the European Union**

Project: **Danube Region Information Platform for Economic Integration of Migrants**

Project acronym: **DRIM**

Website: **<http://www.interreg-danube.eu/approved-projects/drim>**

Type of deliverable: **A catalogue presenting best practices by country**