

OUTPUT 5.2 b Transnational workshop

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# Introduction

The last output of the project DRIM pertains to the execution of eight national workshops and one transnational workshop with representatives of decision-makers and key stakeholders on the state of affairs regarding the provision of information to migrants focusing on the role of public institutions in this process. In the second part of this output (O 5.2b) the focus is on the transnational workshop organized on the 24th of January 2019 in Belgrade, Serbia. This output represent a second mandatory output of “documented learning interaction” defined as the process of acquiring or enhancing institutional knowledge in transnational context and highlights the last stage of the DRIM project that aims to strategically improve the institutional context for improving access to information.

The transnational workshop consisted of a set of talks provided by deputies of various decisionmakers and institutions from the Danube region as well as other selected countries. Talks were followed by a press conference and an interactive roundtable discussion by invited decisionmakers on information access for migrants in the Danube Region.

Representatives of all DRIM project partners also paricipated in the event, both at a discussion after presentations of above mentioned experts and at the worskhop as did some of the associated strategic partner.

The goal of the international workshop was to:

* acquire the assesment of the current state of affairs by the key stakeholders themselves,
* gather information on their understanding of future development of the public informational infrastructure through the discussion on the usability and sustainability of DRIM’s flagship output Danube Compass,
* input and assesment of »good practice« experience in work with different information systems and approaches to integration of migrants in selected countries.

DRIM partnership includes selected countries from the Danube region. However, it is necessary to get inspiration and transfer of know-how from other countries with the aim of avoiding less than optimal solutions and to find ways to scale up this information platform to other regions. This was the reasoning behind the organization of international workshop. A discussion of stakeholders at the transnational workshop was focusing on the responsibility of public institutions in providing information for new inhabitants, on the cooperation among stakeholders in exchanging vital information needed for integration and the barriers that hinder faster and smoother development of effective solutions.

This document is presenting main results of the transnational workshop. As a part of outputs of the activity 5.1 within WP5, it contains a set of findings, results and recommendations from the point of view of stakeholders, who have an experience in the field of integration of migrants and information platforms for migrants. The attendance of several external experts from different countries (including countries outside the Danube region) should be considered as a strength of this output, as it contains recommendations not only from project partners from 8 countries involved in the DRIM project, but also from other European and non-European countries that may be at the forefront of effective integration management.



# Conference

In the first part of the workshop day, an international conference was held. Several decisionmakers were invited to the conference, held presentations under facilitation of a moderator Mr. Milan Antonijević (Open Society Foundation Serbia's director and former director of the YUCOM) and paricipated in a following discussion:

* Ms. Katarina Golubović (Lawyers’ Committee for Human Rights YUCOMs director), Serbia
* Mr. Zoran Đorđević (Minister of Labour, Employment, Veteran and Social Policy of The Republic of Serbia), Serbia
* Ms. Brankica Janković (Commissioner for the Protection of Equality), Serbia
* Mr. Vladan Miladinović (Political, Economic and Media Officer, Embassy of Canada, to Serbia, Macedonia and Montenegro), Serbia
* Mr. Stevan Lilić (Senior Public Administration Reform Expert), Serbia
* Ms. Martina Bofulin (ZRC SAZU, project manager of the DRIM project), Slovenia
* Ms. Kati Csaba (Ambassador of Canada to Serbia, Macedonia and Montenegro), Canada
* Ms. Julia Tétrault-Provencher (Young Lawyers International Program of the Canadian Bar Association), Canada
* Mr. Erik Rehó (Representative from the Sweden Embassy in Serbia and SIDA representative), Sweden

Following subchapters include a short summary of key appearances and main conclusions in three topics:

* General role and aim of the Danube Compass
* Institutional cooperation
* Good practices

## Short summary of key appearances

### Ms. Katarina Golubović, Lawyers’ Committee for Human Rights YUCOMs director

Ms. Katarina Golubović acknowledged development of the Danube Compass which is an important tool for migrants in a large Danube region. It could be also an inspiration for other European (macro)regions. Existence of many different language versions was appreciated, especially the fact that a different set of languages was chosen for each participating country. Special thanks to the lead partner of the DRIM project, ZRC SAZU were expressed.

### Ms. Brankica Janković, Commissioner for the Protection of Equality

Ms. Brankica Janković emphasized turbulent social and economic changes in current Europe. She expressed a strong influence of migration to the labour market, employment, cultural space etc., a role migrants and newcomers in current society and necessity of information in many fields of life, including integration of migrants. She expressed a full support of the DRIM project from her organization. In her opinion, the added value of the Danube Compass is a potential of a long-term applicability, wide range and impact of it (many countries, many language versions, many institutions involved in the process) and wide possibilities of updating of this platform which is relatively open for future changes and improvements. A role for integration of both (new) migrants and (old) national minorities of the region (i.e. Roma) was stressed.

### Mr. Milan Antonijević, director, Open Society Foundation

The Open Society Foundation is very active in the field of migrants’ integration both worldwide and on the regional level. In compliance with previous speakers, the Danube Compass is useful not only for integration generally, but also for labour market and labour mobility specifically. In the time of migration “peak”, it is crucial to have tools for working with them. These tools should be developed continuously.

### Prof. dr. Stevan Lilić, Senior Public Administration Reform Expert

Mr. Stevan Lilić stressed two sides of the coin in the case of migration: motivation, cultural enriching, economic benefits, but also a complicated integration and co-existence of different cultures. Danube river is joining the entire Europe from its central part to the Balkan countries. Therefore, the Danube Compass is potentially an inspiration and “good practise product” for the key part of Europe, in compliance with previous speech of Katarina Golubović. A fact that the Danube region is joining source, transit and destination countries (in the sense of migration), it enables to test all relevant approaches dealing with migration.

### Ms. Martina Bofulin, Slovenian Migration Institute, Research Centre of the Slovenian Academy of Sciences and Arts

Ms Martina Bofulin was talking about institutional cooperation and capacities primarily. It means state and governmental organizations, municipalities, science and research institutions, public service sector, providers of social service and private enterprises. The DRIM project supports activities to transform the Danube region into more connected and well governed region. Improved access to information improves lives while lack of information leads to misunderstandings in everyday life, business etc. Partnership of partners from the Danube regions includes key institutions and decision makers and it helps to improve the institutional cooperation. Danube Compass improves strategic capacities (administrative, technological, financial etc.) of info sharing. But Danube Compass info platform is not devised only as a technical tool for integration or a labour market shortages since it stems from an ethical stance of seing migrants not only as a labour force but as a complex human beings with complex human potential and needs. Thus, the content of the Danube Compass is wide and can support the process of all-embracing integration and manifold needs and querries.

### Mr. Erik Rehó, First Secretary, Regional Migration Liaison Officer for Western Balkans, Embassy of Sweden in Serbia

Mr. Erik Rehó presented a good practice of improving the migration process and access to Information for work and study in Sweden. Sweden has a long history of different forms of immigration (students, families, refugees, seasonal workers...). Expectation on public authorities to enhance a digitalization for more efficient migration process appeared in previous years. Since 2010, the Swedish Migration Agency has been implementing a plan for digitalization of the process. Swedish economy needs new labour forces because of aging of population, development of specific economic branches and economic development generally. Sweden is considered to be one of European countries with the most liberal political system accenting human rights, equal opportunities, rights of minorities etc. However, Swedish liberal system has to be paired with a well-developed control system. Application process at the migration agency needs a full transparency and efectiveness, so that applications would be complete (no missing documents), an individual history of each immigrant should be saved in the electronic system for future use. Thus, the digital registration system for migrants is directly joined with a digital information platform. Although the system is transparent and a user friendly, there are many challenges for improvement. For example, new catagories of applicants should be involved, information gaps identified by several stakeholders should be eliminated, other spheres should be added in the information system (e.g. taxation, education, health care, culture) etc. The Danube Compass seems to be able to fill these information gaps. An innovative promotion video was projected by Erik Rehó.

### Mr. Vladan Miladinović, Political, Economic and Media Officer, Embassy of Canada, to Serbia, Macedonia and Montenegro

Vladan Milanović talked about the immigration and citizenship legal information platform in Canada. Canada is officially bilingual, but *de facto* multilingual country (two official, 200 other languages) with a multicultural society (22 % of the population identifies themselves as a national minority). In previous years, Canada has one of the highest numbers of immigrants worldwide. It has been accepting many immigrants and refugees from Asia and Latin America. This factors lead the Government of Canada to improve the system of granting asylum and citizenship, involving immigrants into the labour market and providing complete information for them. As a coordinated work with immigrants/newcomers is needed, the Express Entry system is used by the government of Canada. The Express Entry is a web portal combining both application and information system (unlike the Danube Compass, which is focused on information system). Using this system, Canada plans to accept more than 1 milion new permanent residents from 2019 to 2021.

### Ms. Julia Tétrault-Provencher, legal intern in YUCOM from Canada; Ms. Parveen Parmar, legal intern in UN Women from Canada

Julia Tétrault-Provencher was talking about a practical experience in work with both Canadian Éducaloi system, a platform “translating” complicated legal documents into easy to understand English, and the Danube Compass. Julia has had a unique opportunity to test both systems. Having come to Serbia, Julia had a personal experience with using the Danube Compass. According to her experience, Éducaloi is an information system similar to the Danube Compass in many aspects. It is slightly more formal than the Danube Compass, since it is directly supported by various regional and state’s Ministries. Situation of Canada with hundreds of thousands immigrants a year requires to have such an informational system obligatorily in fact. Therefore, the system in robust and many state authorities participate in it. 23 persons are maintaining the operation of Éducaloi system within a full-time job! The system is co-funded by the Canadian government and NGO sector, which enables a sustainable financing in a long-term. The system is an important part of public administration agenda and even a part of confidence of Canadians in their public administration.

**The short summary of presentations regarding three main aspects of the conference**

**Role and aim of the Danube Compass**

The intensity of international migration and numbers of migrants and newcomers in current society (not only Europe) brings a necessity of information in many fields of life, which helps integration of migrants. All partiipants agreed with this general statement and expressed a full support of the project from their organizations.

According to Stevan Lilić , there are two sides of the coin in the case of migration: motivation and cultural enriching, but also complicated integration and co-existence of different cultures. Danube river is joining the entire Europe, therefore the Danube Compass is potentially a product for the key part of Europe on crossroads of the European west, east and south, of the post-socialistic countries and western democracies, of different religions and cultures. Thus, the Danube Compass could be a crucial information tool which helps integration of migrants in the Danube region, which can be considered as a territory including both source countries of (especially economic) migrants (Romania, Bulgaria, Bosnia and Herzegovina...) and destination countries (Austria, Germany, Czechia, Slovenia...), as Katarina Golubović and Stevan Lilić and stressed. Thus, Danube region is a convenient region for implementing information tools and platform, for testing and developing them.

Added value of the Danube Compass is (in compliance with Brankica Janović’s speech) a potential of a long-term applicability, wide range of it (many countries including both source regions and destinations for migrants, many language versions, many institutions involved in the process) and wide possibilities of updating of this platform. A role for integration of both (new) migrants and (old) national minorities of the region (i.e. Roma), which live in the Danube basin territory, is important.

DRIM project is focusing on integration of *economic* migrants primarily, as Brankica Janković, stevan Lilić and Erik Rehó stated. The Danube Compass is useful not only for integration generally, but also for labour market and labour mobility. Different forms of migration (according to motives of migrations – economic, labor, political reasons etc.) are varying in different time periods, being influenced by various incidents (economic booms and crises, political and war conflicts, international political and trade agreements...). In the time of migration “peak”, it is crucial to have tools for working with migrants. Such information tools should be developed countinuously.

## Institutional cooperation

For developing information tools for migrants, institutional cooperation and capacities are key requierements. Martina Bofulin emphasized, that institutional cooperation includes (must include) especially:

* state and governmental organizations (ministries, state agencies, committees, state representatives...);
* municipalities (regional and local governments and authorities);
* science and research institutions (universities, academies of science, research institutes...);
* public service sector (schools, healts centres, cultural institutions...);
* providers of social service (NGOs in various branches, public organizations...);
* private enterprises (employers).

Individual groups of stakeholders have different roles in the process of work with migrants. The DRIM project helps for more connected and well governed Danube Region. Improving and changing of information can help to overcome mental borders of people, lack of information leads to misunderstandings in everyday life, business etc. Partnership of partners from the Danube regions includes key institutions and decision makers and helps to improve institutional cooperation. Danube compass helps to build strategic capacities of info sharing in a long term. The Danube Compass info platform is considering migrants not as a labour force but as a complex human being with complex human potential and needs. According to Brankica Janković and Milan Antonijević, the Danube Compass offers a long-term applicability, wide range and impact of it (many countries, many language versions, many institutions involved in the process) and wide possibilities of updating of this platform which is relatively open for future changes and improvements. Thus, the content of the DC is wide and can support the process of all-embracing (not only economic) integration. Financial sustainability of the Danube Compass seems to be a key issue for next months and years. There are some indications from several EU member states, that they will participate in sustainability of the Danube Compass and will take part in financing it in a long term.

## Good practices

**Improving the Migration Process and Access to Information for Work and Study** is a digital registration system helping with integration of migrants **in Sweden**. This country, similar to other Nocdic countries, has a long history of different forms of immigration (students, families, refugees, seasonal workers...) in previous decades. Now, as Erik Rehó stated, public authorities feel a neccessity of enhancing digitalization for more efficient migration process appeared. Since 2010, Swedish Migration Agency has been implementing a plan for digitalization of the process. Swedish economy needs labour forces (economic boom based on innovations, aging of population, development of specific economic branches...). Swedish liberal society and legal system has to be paired with more strict control system. Application process and migration agency has been digitalized, which enables speeder administration, well arranged overview of the process for migrants, decreased risk of corruption, transparency of the process, lower error rate in applications (no missing documents) etc. Thus, the digital registration system for migrants is directly joined with a digital information platform. However, there is a space for improvement: new catagories of applicants should be involved, information gaps were identified by several stakeholders, another information needed (taxation, education, health care, culture...) etc. There are other successful platforms in Europe like EURES and others.

Vlada Miladinović emphasized that Canada is a bilingual country (two official languages – English and French, 200 other languages) with a multicultural, immigration-open society (22 % of the population identifies themselves as a national minority). Canada has many immigrants and refugees from Asian and other countries. Immigrants are considered as an opportunity for strengthening the economic development, however, is requires a sophisticated management of the process of integration of mingrants. A coordinated work with newcomers is needed. The **Express Entry system** is used by the Canadian government. The Express Entry is a web portal combing application and information system. Using this system, Canada plans to admit more than 1 milion new permanent residents from 2019 to 2021.

On the other hand, Éducaloi is an information system similar to the Danube Compass in that that is sustained by non-governmental body, but financially supported by the state. Éducaloi is slightly more formal and offers mostly official information than the Danube Compass. However, Éducaloi is not transnational. It was processed for one country only, while Danube Compass covers 8 European countries. Éducaloi has been in operation several years. Thus, experience of maintaining, actualization and sustainability can be used for implementation phase and sustainability of the Danube Compass. 23 persons are countinuously maintaining the operation of Éducaloi system within a full-time job. The system is a product by the Canadian government and NGO sector, which means Éducaloi has a sustainable financing in a long term. The system is an important part of public administration agenda and even a part of confidence and flagship of Canadians and their public administration.

# Roundtable discussion

Project partners as well as external expert participated in the workshop (roundtable discussion) held in the afternoon on January 24, 2019, under facilitation of Mr. Milan Antonijević from the Open Society Foundation, Serbia. Following external partners participated in the workshop:

* Ms. Alexandra Margarita Sacher Santana, representative of the Municipality of Feldkirchen, Austria
* Ms. Sabine Kroissenbrunner, Austrian Embassy in Serbia
* Mr. Asim Ibrahimagić, Agency for Labour and Employment of Bosnia and Herzegovina
* Mr. Muamer Bandić, Agency for Labour and Employment of Bosnia and Herzegovina
* Ms. Julia Tétrault-Provencher, Lawyers' Committee for Human Rights YUCOM, Canada
* Ms Parveen Parmar, UN Women, Canada
* Ms. Helena Bakić, Government's Office for Human Rights and Rights of National Minorities, Croatia
* Ms. Patricija Kezele, Head of Department, EURES Department and National Employment Mediation, Croatia
* Mr. Alen Tahiri, Director of the Government's Office for Human Rights and Rights of National Minorities, Croatia
* Mr. Colin Turner, Migrationsbeirat München, Migration Council, City of München
* Mr. Balázs Mahler, Innosoc, Hungary
* Ms. Gordana Vukčević, Employment Agency of Montenegro, Montenegro
* Ms. Brankica Janković, Commisioner for Protection of Equality, Serbia
* Mr. Milan Antonijević, Open Society Foundation, Serbia
* Mr. Stevan Lilić, Senior Public Administration Expert, Serbia
* Mr. Vladan Miladinović, Embassy of Canada to Serbia, Macedonia and Montenegro
* Ms. Vesna Lukić, Institute of Social Sciences, Serbia (YOUMIG project)
* Ms. Marija Jovanović, Statistical Office of the Republic of Serbia (YOUMIG project)
* Ms. Vlatka Vijić, Know How Centra, Serbia (RARE project)
* Ms. Bojana Popović, Know How Centra, Serbia (RARE project)
* Ms. Dragana Vuković, Ministry of Foreigh Affairs, Serbia
* Ms. Dunja Simonović-Bratić, Ministry of Foreign Affairs, Serbia
* Mr. Peter Debeljak, Ministry of Foreign Affairs, Slovenia
* Mr. Grega Malec, Ministry of Labour, Family, Social Affairs and Equal Opportunities, Slovenia
* Mr. Sandi Meke, National Employment Agency, Slovenia
* Mr. Erik Rehó, Embassy of Sweden to Serbia

Below are the short summaries of the presentations:

As there was no external expert from Hungary at the workshop, **Máté Szalók**, representative of the **Central Transdanubian Regional Innovation Agency, Hungary** described the situation in his country. He stated that the political situation in the country was not convenient for working with migrants and the governmental system of supporting of migrants does not work well. Tthe governmental policy is not providig any effort and systematic support of immigrants. The project partner is trying to take strengths and weaknesses of the current political system into account. An important weakness of different, difficultly compatible target groups (refugees, economics migrants etc.) was identified. The state information system is differently developed for these target groups. Several target groups are not reached by the information system of the state at all. Many groups do not have any motivation and needs to use the system, as they are not coming to Hungary individually but in an organized way and organizers help them. Many informations are available in Hungarian and English only, sometimes also in German. The state does not need any information platform. On the contrary, NGOs work quite well but mostly for refugees, not for (enonomic and other groups of) immigrants. There is an informational system provided by the different subjects, as the state does not prepare any robust informational platform. Under current political situation in Hungary, it is not easy to talk about this topic in the public space. **Mr. Milan Antonijević** from the **Open Society Foundation** added an information about media campaigns against migration and migrants which is held and financed (amount of more than 1 million EUR) by the government of Hungary. Such campaigns are contradictory to activities and aims of the DRIM project.

**Gordana Vukčević** from the **Employment Agency of Montenegro** talked about visa and residence permission regime in her country. The visa rules are specified by several ministries and other state subject, which makes the system disorganized and unclear for users (applicants for visa). Ministry of Interior makes an effort to join the agenda under itself. There are quotas for residence permissions in Montenegro. In the provious year, 20.500 permits were granted. There is an additional quota of 5.000 permits for the Ministry of Labour to deal with job vacancies. However, the unemployment rate is high in Montenegro which does not make granting of these permits possible. Applying for work visa is possible in other countries only. The applicant has to pick the visa in that foreign country. Another problem is situation of citizens of Montenegro who want to work abroad (mostly in countries covered by the DRIM project). There are many such people in Montenegro, however, they don’t have enough information or this information is wrong. People don’t know where they can find information, especially a lack of official and trustful information was identified. It is necessary to promote an information platform for Danube region countries from the Montenegrian point of view.

**Patricija Kezele** from **EURES Department and National Employment Mediation, Croatia** was talking about an “informational labyrinth” in her country and where most support for migrants is delivered by NGOs sector. There is a lot of information on different level, and also in different languages. Recently a web site called “migration” was made very well by the governmantal office for human rights and cooperating subjects. It has several language version (English, French, Arabic, Farsi, Turkish, Ukrainian) and is not for refugees only bus also for economic and labour migrants. Another web site “migration – Republic of Croatia” where the information is systematic and covers many fields of life and available in English, German, French and Italian. It is updated twice a year. Crucial challenge is to develop an official, gevernmental information platform which could serve as a legal and official web site for Croatia (and maybe for other Danube region countries) and which would have a regularly updated system of informations. Another issue is dealing with Croatians who want to work abroad. Official EU platforms can be used but they are not detailed and not specific for individual member states. There are webinars about how to work in Sweden, which is open for people from abroad. **Martina Bofulin** from **ZRC, SAZU** asked about how much time an update of the web “migration - Republic of Croatia” take. **Patricija Kezele** answered that for the first time, the update was quite extensive and time-consuming because it was difficult to find and check many resources and get to know them. Following updates are not so extensive, as it is necessary to check if web links are working and to update a small part of the information base only. Translations are the key time-consuming part of updating the web platform. **Helena Bakić** from the **Government's Office for Human Rights and Rights of National Minorities, Croatia** added an information about work with refugees in Croatia. She emphasized that the Danube Compass would be the only information platform for refugees ad migrants of such a large scale of spheres of life, territories involved and language version included. The Danube Compass is the first online information platform, which provide this kind information to migrants in Croatia and for Croatians living and working abroad in other Danube region countries. Therefore, the government and state agencies of Croatia are helpfully taking part in it and offer a full support. **Gordana Vukčević** talked about needs of socially weak or excluded people and of low-educated people to get a correct, actual and official information. Such platforms as the Danube Compass are able to offer reliable information and could substitute unofficial, partial and unreliable information sources.

**Sabrina Schifrer** from the **Gain & Sustain, Austria** is considering several problems and obstacles in improving the Danube Compass. As Austria is a de-centralized country involving nine federal states, there are different legal systems in each federal state. The state policy is often changing and different public institutions improve different programs and tools. The state is providing its own web site for mingrants now. City of Graz has a welcome package for migrants and also the Federal State of Carinthia developed a similar system. Information should be provided not just online but should also work in an offline mode. Inhabitants of Austria don’t consider migration as an opportunity but as a problem and complication. The entire immigration policy should see immigrant as a human being, not as an object. There are examples of village communities in Carinthia where such approach is successfully applied. Many migrants want to go to big cities like Vienna or Graz. Nevertheless, rural areas can offer even better conditions for them, eg. employment in sectors more convenient for foreigners (not so strong necessity of local language skills). Austria needs people to settle in depopulated rural areas, not in overpopulated cities. Experience of Sabrina’s colleague, **Alexandra Margarita Sacher Santana** from of the **Municipality of Feldkirchen**, is that if immigrants have a sufficient information, they are more helpful and personally engaged. On the contrary, inhabitants (old residents) of the municipality see migration mostly as a problem, not an opportunity. (Editor’s note: Maybe old residents would need an information platform, too.) An underlining issue is how old residents could see immigrants as subjects and human beings, not as objects and sources of problems.

The situation in Czechia was presented by **Josef Miškovský** from **SPF Group**. Each ministry has its own information system in Czechia. There are several cases of good practice of information systems for migrants in Czechia but they are usually developed by municipalities or even private enterprises, substituting the role of the state. There is a coordination and information system covered by the City hall of Prague and by several municipal districts in Prague. Thus, unfortunately, all existing systems are partial in terms of extent and laguage versions. One would appreciate such local initiatives and bottom-up approach, however, there is no coordination between them. Missing of state policy and state strategy for sharing information for migrants is a main weakness. Sometimes, the state policy is directed even against these initiatives.

Then **Peter Debeljak** from the **Ministry of Foreign Affairs of Slovenia** said that we should make a step back and deal with conceptional, not operational tasks. In the case of Slovenia, there is an information system transferable to other countries. There are two main problems. First, increasing numbers of migrants often do not allow an individual approach to them. Thus, systematic solutions must be developed for helping people coming from a different cultural space. Second, the structure of immigrants seeking information is changing. Former newcomers (eg. from Bosnia or Serbia, in case of Slovenia) usually had relatives and “social network” in the hosting country which means that they were not seeking basic information and did not need any state support in this sphere. Current immigrants from Asia or Africa are in a completely different situation which requires a perfectly organized system, including information system. We need informational systems which are transferable across countries. The Slovenian platform could be transferable to/from different countries. It includes a cross-sectoral approach with many subjects involved. If we manage to disseminate the system across Europe, we are winners of the situation. **Sandi Meke** from the **National Employment Agency of Slovenia** has a long-time experience with foreign workers and their employers. Today we are talking about dissemination of information. However, we (op. ed. The Employment Service of Slovenia) are usually working with immigrants with lower level of education. In this case, a clear information in immigrant’s native language as well as a personal support (personal contact) are necessary. The case of info sharing information system of Sweden is a good inspiration. It has a direct personal support (network of personal consultants and advisors), it is not a web information platform only. Thus, tools like the Danube Compass are very important for society, policy makers and for target groups of migrants but they represent the first step of work with immigrants only. **Grega Malec** from the **Ministry of Labour, Family, Social Affairs and Equal Opportunities, Slovenia** emphasized that there are many strategies and action plans for improving position of migrants on the labour market and in the society in Slovenia. Several inter-gevernmental agreements were signed in this field between Slovenia and other countries. Such tools like the Danube Compass could get jobs of people working with migrants easier, as telephone hot lines are not much used any more and that’s why systematic platforms are needed instead of information points.

**Asim Ibrahimagić** from the **Agency for Labour and Employment of Bosnia and Herzegovina** pointed out that his country is strongly exposed to migration flows. There were 18 thousand immigrants in 2017 and 10 thousand in 2018. There are integration programs for immigrants (school teaching for children, language courses etc.). However, they usually do not want to stay in Bosnia and Hercegovina, which is more a transit country than a destination. Many migrants go further from Bosnia and Herzegovina to Slovenia, Austria, Italy, Germany. The problem of illegal crossing of Bosnian-Croatian border is quite important in this sense. Information about the Danube Compass website is widely shared in cooperation of different ministries. Representatives of different countries affected by “Balkan” migration flows took part in a conference, which was held in Bosnia and Herzegovina for finding transnational solutions.

Current situation of Germany was presented by **Colin Turner** from **Migrationsbeirat München and Migration Council of the City of Munich**. Similarly to Austria, Germany is a federal country with different systems in each federal state. A good structure of information system was built and has been continuously developed in Germany, or in individual federal states respectively. There is a varied mosaic of different information platforms and immigrants cannot often find the right one for them. Support of migrants is a role of state stakeholders and decision makers. There is a very heterogenic group of migrants in Germany with different countries of origin, different motives for migration, different native languages and language skills, different cultural and religious origin. Looking how to give information to this different groups of migrants and reliability of information are fundamental challenges for Germany. **Antje Kohlrusch** from the **Department of Labour and Economic Development of the City of Munich** emphasized that there is a well developed system of cooperation within the institutions, chamber of commerce, charity organizations, employment offices etc. in Germany. All of these institutions would agree with a transnational approach to deal with migration. The German system is based on a precise formal process adjustment. Thus, there is a high level of expectations of the general public towards state and non-governmental institutions. However, there is a lack of identifying of key actors and leaders who would manage and the process of cooperation. According to **Colin Turner**’s experience from Munich, especially marginalized, socially weak groups of people tend to migrate for economic purposes, which makes the social or educational support of immigrants more difficult.

**Marija Maljan** from **YUCOM** was talking about a high level of bureaucracy which causes a strong demand for information platforms. Marija suggested a tool of small focus groups with different decision makers for getting relevant recommendations for sustainability of the Danube Compass. These recommendations would be implemented via public institutions and key stakeholders primarily. YUCOM organized such a focus group which helped to get measures through the national level better than individual efforts and meetings.

There is a lot of priorities and strategies on the state level in Slovakia, as **Sandra Katrincová** from the **Institute of Ethnology and Cultural Anthropology of the Slovak Academy of Sciences** stated. Each ministry or institution has its own strategy, which is both a strength, as migration is a priority of many ministries and state institution, and a weakness, because the coordination between institutions in this cross-section topic does not work. There are also many information platforms and web sites for migrants, however, they are usually partial, incomplete and in English and Slovakian languages only. Public discussion in media under current political situation is not friendly for integration of migrants. Therefore, position of this topic in the public and media space is complicated. There are some indications that state can support the Danube Compass, but it is not sure if it is not just a formal support without real steps and measures.

**Martina Bofulin** from **ZRC SAZU** (Slovenia) closed the workshop by several thoughts and conclusions. She put a question of there is a space for transnational activities and cooperation in the field of disseminating information for migrants within the Danube region. Many participants were talking mostly in a national framework, which means that there are many problems and challenges to be solved on the national level. On the other hand, there are many successfull transnational networks, e.g. EURES. Martina expressed her personal concerns of the sustainability and long-term financing of the Danube Compass. It is always quite easy to get a financial support for creating a new product but it is hard to keep this product alive. The general approach of the EU changes from pushing state agencies for financing the products to more commercial or business solutions, which seems to be a good direction. **Colin Turner** from **Migrationsbeirat München and Migration Council of the City of Munich** supposes that creating of the information platform in the transnational level is the first step. The transnational cooperation should continue with sharing some experience and exchanging knowledge of two or more project partners or project countries.

# Summary

The project partners and external experts and stakeholders have described many findings and recommendations. Some of them were specific for individual countries. However, there are several inspirations and recommendations for implementing and sustainability of the entire Danube Compass:

* Experience from Sweden, Canada and other countries show that developing of information platforms for migrants is a key issue for almost all countries and that such platforms are very viable on condition that there is an elementary public consensus and willingness of the public sector to participate in.
* Involved countries have usually different problems and challenges. Some of them have well-developed systems of work with migrants (including information tools) but these systems differ in individual federal states (Germany, Austria). Many countries have partial information tools in English and local languages only. The information systems are developed parallel by several ministries and state agencies and there is no long term strategy for integration of migrants in these countries in fact (Czechia, Slovakia, Hungary).
* The Danube Compass seems to be the only complex information platform in all (or almost all) involved countries in terms of extent of provided information and number of language versions. Combination of these two aspects makes the Danube Compass a unique information tool in the region or maybe in the whole Europe.
* Multi-source and long-term financing seems to be a key aspect of sustainability of the Danube Compass.
* There are always several models of sustainability of the Danube Compass. Some of them assume creating an authority at the national level, which would be responsible for this topic. Other models recommend a de-concentration (division) of competencies to individual states and reducing the transnational coordination to a minimal level.
* Involvement of key public (state) authorities seems to be a crucial assumption for implementing and sustainability of the Danube Compass. Is seems that coordination of NGOs, research centres, universities and municipalities is not robust enough for sustainability of project outputs.