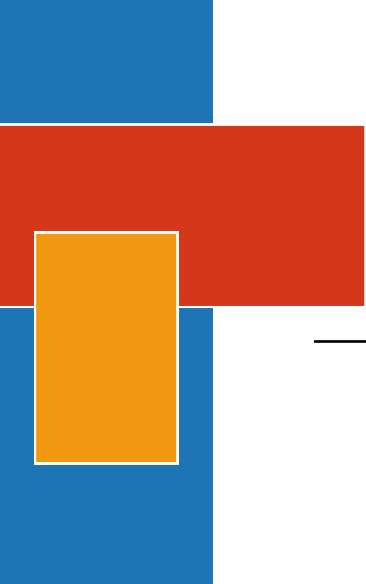




Best practice examples

Best practices of immigrant integration – examples from 5 countries





Project ISDL – Integration by Social and Digital Learning

Funded by the Erasmus+ Programme of the European Union

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Introduction

ISDL (Integration by Social and Digital Learning) is an international project of research and exchange funded through the EU program Erasmus+.

The project focuses on the situation of migrant population and unemployed in different countries, and grows out of the belief that successful social inclusion and integration is dependant on the availability of intensive adult learning pathways promoting specifically cultural sensitivity and digital literacy.

Since the end of 2017 the six partners of the project – organisations based in Poland, Italy, Turkey, Romania and Germany - have researched, collected, reflected and exchanged information about the topic of integration in their respective national contexts.

We believe that there are many important innovative approaches to this form of adult learning already existing, and that we can all profit a lot from seeing what is working well in other countries and contexts.

The aim of the project has therefore been to seek out examples of good practices from NGOs, organisations and initiatives, that have developed creative and well-working methods and practices for integration. In this research and selection process we have specifically looked for examples that have shown to adapt well to changing circumstances, keeping a stable and sustainable structure over time. Another important criteria for us in the search was that the examples found offered methods or approaches that could be transferred to and easily applied in different national and regional contexts.

Our project is aimed at anyone working within adult education with a focus on migrants and unemployed.

Our goal and wish is that this collection of best practices can be used as source of inspiration for organisations all over Europe that work with and promote integration of migrants. Through our findings we are hoping to be able to offer new ideas and impulses for the educational activities they are offering.

Introduction

For an easier orientation through the collection, we have divided the Best Practices Examples into four rough categories:

ACCESS TO INFORMATION / EDUCATION

practices that enable or improve access to important for immigrants information (info websites, apps,

INTEGRATION THROUGH ACTION / CONNECTING & EMPOWERING PEOPLE

(practices that connect immigrants with local citizens by engaging them in different kind of activities (cooking, singing, cultural exchange)

PLACE TO MEET

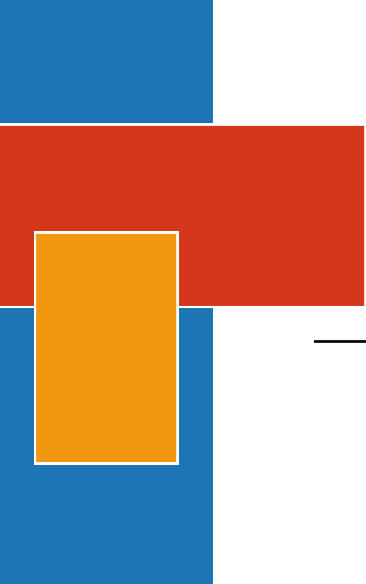
practices which provide a place for immigrants where they can meet, get help and promote their culture (info points, cultural centers)

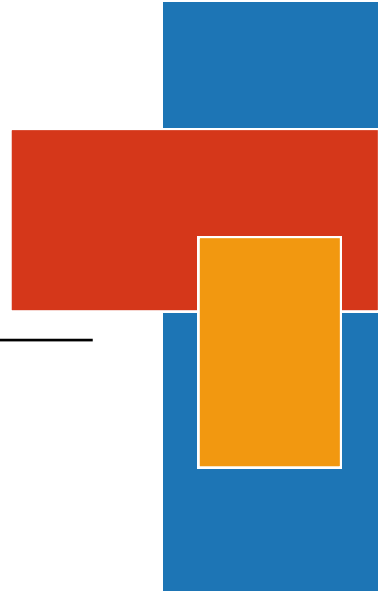
BASIC HELP

practices which provide basic help for immigrants (help in finding accommodation, work etc.)

The ISDL Best Practice Example collection has been formulated in English and translated into the five national languages of the project partners: German, Italian, Polish, Romanian and Turkish. It is made available here as an Open Educational Resource.

Please feel free to contact us if you have any questions or comments concerning the content!

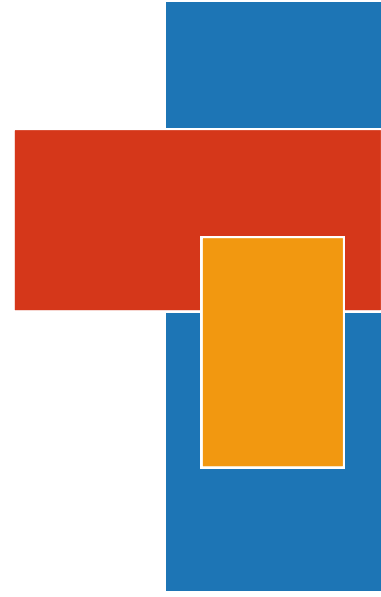






ACCESS TO INFORMATION / EDUCATION

**Good Practice examples of immigrant integration
from Poland, Germany and Worldwide**



GOOD PRACTICE

INFOMIGRATOR.PL

ACCESS TO INFORMATION / EDUCATION

WHERE: Poland

BY WHO? The Other Space Foundation, Homo Faber Association, Interkluturalni PL Association

WHEN AND FOR HOW LONG? From 2016 till now.

WHAT: It is a website that provides multilingual information service for immigrants, comprehensively answering needs of foreigners migrating to Poland. Aim and mission of this project is to simplify the life of immigrants in Poland, by assuring them convenient and quick access to all practical information and as a result, activating them and enlarging their participation in public life. The intended effects of this project are well informed, integrated, active migrants, and efficient, dynamic discourse of experts.

TOPIC: Active Citizenship and Community Building; Cultural Awareness; Urban Sharing Lifestyles; **SOCIAL COMMUNICATION METHODOLOGY**

D **DESCRIPTION OF THE PRACTICE:**

The portal provides complex online information service and support for immigrants. It contains many useful information such as: formal and legal issues concerning stay in Poland; procedures in local immigrant offices; social services (government and nongovernment) available for immigrants in 9 biggest cities in Poland. The portal provides information in 5 languages: Polish, English, Russian, Ukrainian and French. It also serves as a communication platform connecting migrants, non-governmental organizations, workers of public institutions and scholars concerned with issues of migrations. It promotes the idea of cooperation between people interested (professionally or privately) in migrations.

Website serves also as a source of information about Poland, Polish culture and Polish language.

More information on: <http://www.info-migrator.pl/en/>

SUCCESS/CHANGES THE PRACTICE MAKE:

The practice fosters integration of immigrants by providing the most important and basic information needed to start living in Poland.

The portal is easy to find, well-designed source of information and communication platform.

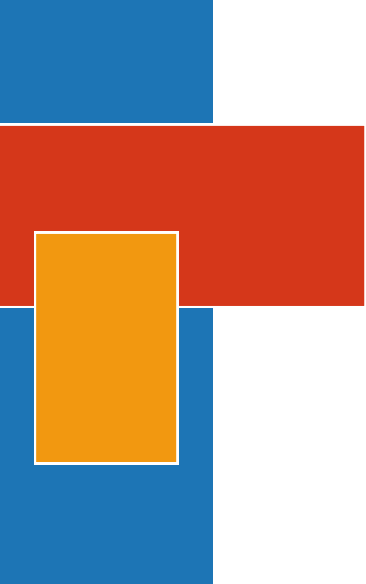
The main asset of this portal is that it gathered all important for immigrants information in one place and translated it into different languages. Another great feature of this website is quality: it is verified and reliable source of information- mainly because it is run by professionals.

It provides general information about migrant policies, legal issues and available government and non-government support for immigrants and local information – addresses to important institutions and organizations helping immigrants.

The practice is an example of great cooperation between Polish local NGO's which have united to establish one common website for immigrants.



More information on: <http://www.info-migrator.pl/en/>



GOOD PRACTICE

ANKOMMEN

ACCESS TO INFORMATION / EDUCATION

WHERE: Germany

BY WHO? German government with Goethe Institut and Bayerische Rundfunk

WHEN AND FOR HOW LONG? Released in 2016

WHAT: Access to the information for newcomers

TOPIC:

Cultural Awareness,

Open Government,

Digital Education

D **DESCRIPTION OF THE PRACTICE:**

The German government released a smartphone app to help asylum seekers integrate in their new country. Known as Ankommen ("Arrive"), the Android and iOS app is available to download for free. Ankommen was jointly developed by the Federal Office for Migration and Refugees, the Federal Employment Agency, the Goethe Institute, and Bayerischer Rundfunk - a public radio and TV broadcaster.

The app is available in Arabic, English, Farsi, French, and German, and does not require an internet connection. It includes a basic German language course, as well as information on the asylum application process and how to find jobs or vocational training. The app also provides information on German values and social customs, with tips from other non-Germans who live in the country.

More information on: www.ankommenapp.de

C HALLENGE/PROBLEM THE PRACTICE SOLVE:

Refugees and migrants, who are coming to their new home may be disorientated. They need an easy access to all useful information about their new place. Ankommen is an welcome app, which deliver many tips and useful information about the living condition, law and regulations, society habits and customs, and contacts to institutions, which are providing help and support for newcomers. App is also providing basic language skill, which is a great help for those, who doesn't know German language (which is a very common situation, when we are dealing with refugees from Africa and Middle-East region). This helps to break the communication barrier. It is also focusing about everyday life customs in Germany, providing tips about transport, health, food, accommodation etc. Application if helping to organize the first days of the live in Germany, and teaches how to act, and where find help for further integration into society.

Arrival

A guide for your first weeks in Germany

Understanding how Germany works is the basis for getting on well together. Everyone has the same obligations and has to obey German laws. But everyone has the same rights too. In this app you get to know the rules of this country and learn what you have to pay attention to. Try it! And start right now...

Wollen Sie mehr über Deutschland wissen?

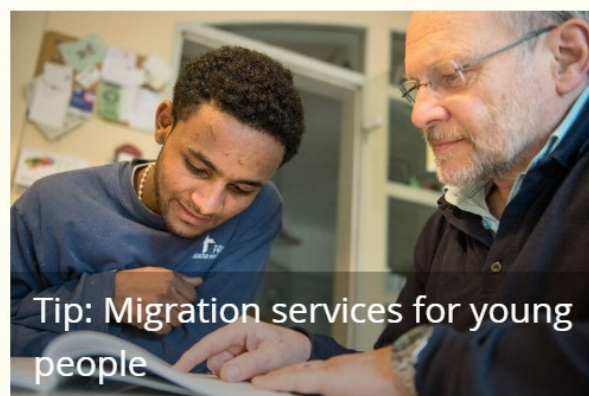
More information on: www.ankommenapp.de

SUCCESS/CHANGES THE PRACTICE MAKE:

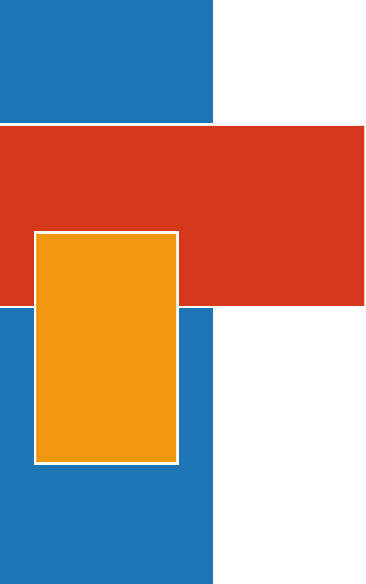
Good measurement factor of this practice is number of application users, which is over 100 thousands. It's best known application for migrants in Germany, and probably in whole Europe. It's a helpful tool, which provide direct help in the most crucial days after arriving in Germany, and could be use later as well. Not every social worker could reach every migrant, especially, when they are avoiding contact with local authorities representants, being in danger of potential deportation. In this case, downloading the app might be much safer option to have an access to the information for newcomers. This kind of apps, should be available in other countries. High amount of users shows, that there is a great need to provide services like this, which are compulsory to the traditional tools of migrants support.



Advice



More information on: www.ankommenapp.de



GOOD PRACTICE

INTEGREAT

ACCESS TO INFORMATION / EDUCATION

WHERE: Started in Munich but now in all German regions

BY WHO? Tür an Tür - Digital Factory

WHEN AND FOR HOW LONG? Since April 2015

WHAT: To help regional administration and immigrants through easy access to information useful for asylum and integration work.

TOPIC:

Active Citizenship and Community Building;

Open Government;

D **DESCRIPTION OF THE PRACTICE:**

Tür an Tür - Digital factory has created a multilingual, easily adaptable information-App that provides locally relevant information for the orientation of migrations within the regional structures and administration, that give useful help by learning the language and the search for work and apartments, and generally that makes it easier to participate on communal and social levels.

For who?

The app offers "a holistic service ecosystem for cities, districts and organizations for the integration of people with a flight or migration background".

More information on:
<https://tuerantuer.de/digitalfabrik/projekte/integreat/>

CHALLENGE/PROBLEM THE PRACTICE SOLVE:

Between 2015 and 2017 more than one million applications of asylum was handed in i Germany. The local administrations were faced with a great challenge keeping up with the tasks required to meet and process the applications. The Integreat app is supposed to relieve this work load by providing some of the necessary information in clear and ready digital format. This can be used both directly by the migrants and by the administrative staff to more quickly find the relevant information to be passed on to the migrants that turn to them, even in their mother tongue.

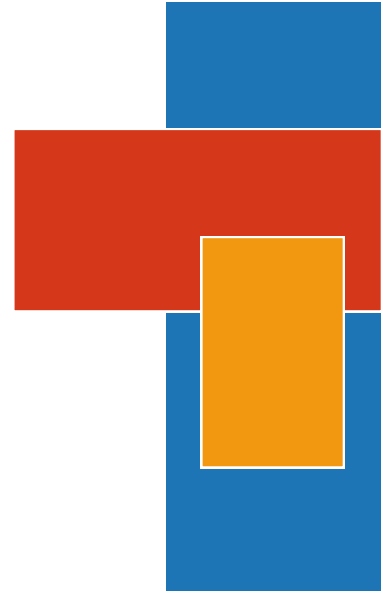
SUCCESS/CHANGES THE PRACTICE MAKE:

Since the app is accessible, easy to use and in several languages it also opens for the possibility that some immigrants that otherwise would have to wait for long to get appointments for counselling can have immediate access to the relevant information and can take next steps on their own, thereby having more independence and speeding up the processes. The app was developed in Munich, but is used widely

different regions in Germany and has been supported and gotten awards from different German organisations.



More information on:
<https://tuerantuer.de/digitalfabrik/projekte/integreat/>



GOOD PRACTICE

REDI SCHOOL OF DIGITAL INTEGRATION

ACCESS TO INFORMATION / EDUCATION

WHERE: Berlin + Munich, Germany

BY WHO? ReDi School of digital integration

WHEN AND FOR HOW LONG? Since 2016

WHAT: To provide tech-interested new-comer-students with valuable digital skills and a strong network of tech leaders, students and alumni to help create new opportunities for all.

TOPIC:

Active Citizenship and Community Building; Digital Literacy; Digital

DESCRIPTION OF THE PRACTICE:

What do they do?

ReDI School of Digital Integration was founded by a team convinced that technology can bring people together to build new solutions to old problems.

Through their connection to and support from important actors within the start-up and digital industry ReDI School of Digital Integration has been able to build up a strong network of experts that volunteer to offer students high-quality training and the chance to collaborate with the start-up and digital industry.

How do they do it?

The school was developed through co-creation between the Berlin and München tech community and the students. Since then, they have grown into a non-profit social enterprise offering several 3-months IT-programs, workshops, corporate training projects as well as short term summer courses.

More information on: <https://www.redi-school.org/>

They offer a 3-month program with 1-3 weekly evening classes (2-3 hours), that is especially tailored for refugees and migrants and taught by volunteers, who are all professionals in the digital industry.

In addition, the students are also given access to a large number of workshops, professional networks, job trainings and conferences, as well as free online tools for learning digital skills and programming.

The organisation also concretely lends out laptops and other programs and materials needed to the student for the time of the studies, and offers places in co-working offices, so that the students have good places to work, where there is also good opportunities for new contacts and synergies.

For who?

ReDI School of Digital Integration is a non-profit digital school for tech-interested newcomers in Germany, who want to learn about coding and IT security etc, but also about how to run a creative project.

Since last year they also offer special courses targeting women, to teach basic digital skill and literacy.



More information on: <https://www.redi-school.org/>



CHALLENGE/PROBLEM THE PRACTICE SOLVE:

Why did they create this practice?

The idea of ReDI School was sparked by a conversation in a refugee home in Berlin. There was the realization that amongst the newcomers there are incredible IT-talents eager to learn, who want to contribute to Germany's society and that at the same time there is a big demand for new employees within this business sector – with more than 51.000 open IT-jobs in Germany in 2016.

What problem does this practice solve?

For many newcomers to Germany the process of getting into courses that suited their level of skill and their interest was made very long and complex through the bureaucracy of the system of integration assistance – having to wait long first to get into German language courses in order to first prove German language skills before they had the possibility to apply to more advanced university courses, leading to a lot of frustration for those migrants who already have basic IT-skills and the interest and motivation to learn what is needed more to quickly enter the business.

How does this practice solve the problem?

This project creates a short cut to acquire the necessary skills for work within IT and at the same time creates valuable contacts directly to the business world.

More information on: <https://www.redi-school.org/>

SUCCESS/CHANGES THE PRACTICE MAKE:

How does this practice foster integration of immigrants?

The organisation believes that "integration starts with a "Hello" – with „people meeting around a shared interest". They provide the opportunity for migrants to acquire valuable digital skills, and give them the opportunity to get contact to tech leaders, companies and organisations that can offer possibilities for internship, cooperation or employment.

How does the practice change the situation of immigrants?

The organisation has created a strong network of students and alumni through the project – an important platform for assistance, support, encouragement and be a social contact for people who share the same interest.

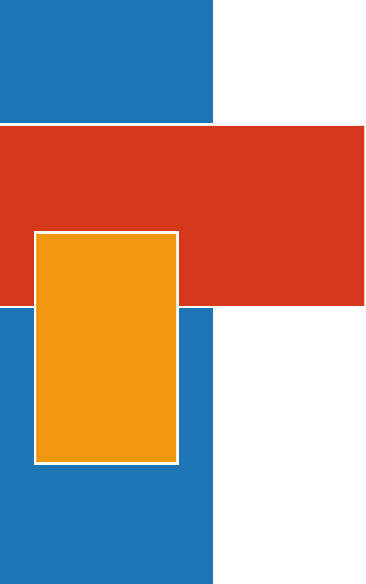
Why is this practice successful and should be transferred?

This practice does not just offer courses, but also creates a real and sustainable connection between migrants and the established and successful digital business context is a great way to smooth the way into employment for newcomers. They are successful also because they have managed to identify an important area of possibility for supply and demand: focusing on the context of digital development, where there is a lack of skilled employees and constant need of new talents within this field, and at the same time a huge interest and potential within the young migrant community.

The project has had a total of 394 participants since it started in 2016:

- München: 75 from 21 countries
- Berlin: 158 from 39 countries (majority from Syria)
- ReDI Women Program: 73

More information on: <https://www.redi-school.org/>



GOOD PRACTICE

HACK YOUR FUTURE

ACCESS TO INFORMATION / EDUCATION

WHERE: Amsterdam, Brussels, Copenhagen, Malmo

BY WHO? HackYourFuture Foundation

WHEN AND FOR HOW LONG? Started in the beginning of 2016, still ongoing

WHAT: Programming lessons for migrants and refugees

TOPIC: Digital Education, Digital literacy, community building, Urban Sharing Lifestyles

DESCRPTION OF THE PRACTICE:

Organizing what they do?

HackYourFuture is a code school (foundation) teaching computer programming to refugees. Their aim is to empower students through coding and get them to work as software developers. With 40 developers (all volunteers) they have created a 6-month program in which their students learn the fundamentals of web-development. After graduation students are guided towards employment via foundation support network. Besides learning the students how to code, they also teach them how to work on projects in a modern tech team.

Lessons are taking every Sunday in Amsterdam, Copenhagen, Brussels and Malmo. During the week team is coaching and supporting students online with their homework. Throughout course, students have multiple business visits, masterclasses from various tech experts, and get individual coaching in their career.

More information on:
<http://www.hackyourfuture.net>
https://www.youtube.com/watch?time_continue=2&v=qFqHXZio6ZM

CHALLENGE/PROBLEM THE PRACTICE SOLVE:

Within the current group of refugees there is a lot of talent. However, the past teaches us that talented newcomers have trouble finding work in their new countries of residence. At the same time we see a very large demand on the job market for web-developers. A lot of companies struggle to grow because of the lack of qualified developers. Here we see an enormous opportunity for a win-win situation. By training refugees in web-development we increase their chances of employment significantly, and at the same time we increase the amount of developers on the job market.

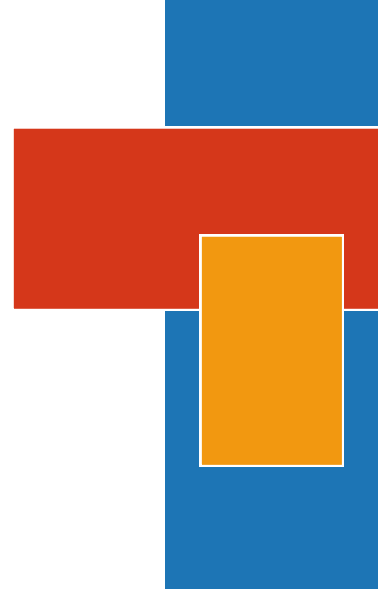
Students and teachers are also creating some IT developers community, creating bonds and values between them.

SUCCESS/CHANGES THE PRACTICE MAKE:

After nearly 3 years of working, more than 100 students have finished the training. Most of them were young-age man. The acquired knowledge help them to find job, or change their current workplace, for more interesting and profitable. 90% of students have found work in the IT sector. Work is a strong community facilitator. Especially job which based on team work (as most of IT branches) helps migrants to integrate with the society of their new home.

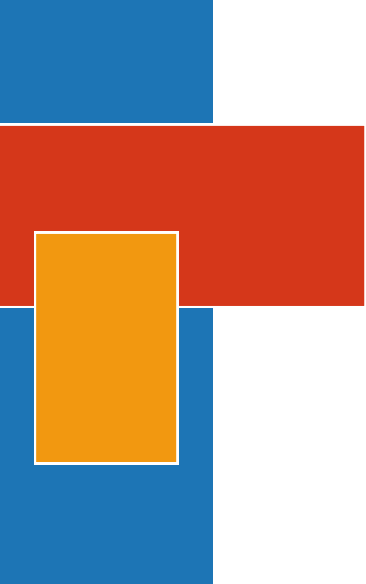
The development of this initiative – which first had place only in Amsterdam (Netherlands) is a real proof, that this practice is easy to transfer to another places. The only need is to find right team of volunteers and sponsors or donators.

More information on:
<http://www.hackyourfuture.net>
https://www.youtube.com/watch?time_continue=2&v=qFqHXZio6ZM



INTEGRATION THROUGH ACTION / CONNECTING & EMPOWERING PEOPLE

**Good Practice examples of immigrant integration
from Italy, Poland and Romania**



GOOD PRACTICE

CUSCUS

**INTEGRATION THROUGH ACTION /
CONNECTING & EMPOWERING PEOPLE**

WHERE: Trento

BY WHO? A network of different associations

WHEN AND FOR HOW LONG? October 2017 – June 2018

WHAT: An intercultural project to enhance the food traditions through digital culture

TOPIC:

Active Citizenship and Community Building;

Cultural Awareness;

Digital Literacy; Digital Education)

DESCRIPTION OF THE PRACTICE:

The CusCus project is a series of theoretical and practical training courses about food, digital technologies and creative entrepreneurship.

The initiative is organized in collaboration with a large number of organisations:

- Teachers Without Borders Onlus (DSF): an association active in the field of education,
- CoderDolomiti: an association of social promotion through a more responsible and aware use of internet and new technologies,
- ATAS Onlus: active since 1989 for the welcome, integration and social inclusion of migrants,

More information on:
<http://www.cuscus.org/>
<https://www.facebook.com/CusCusTrento/>
<http://www.mediatoreinterculturale.it/trentino-progetto-cuscuscus/>

- The Collective PickMeUp (PMU): an informal group of citizens engaged in finding technological solutions to current challenges such as social inclusion and sustainable mobility,
- Food Connects People (FCP): an international cultural association for the integration intercultural dialogue through experiential culinary workshops,
- Impact Hub Trentino: an incubator of projects in the center of social enterprise.

All with the support of the University of Trento, Lab Trento and Hub Innovative Trentino.

The project is based on three main training fields:

- Digital technologies: basic ICT literacy, ECDL (European Computer Driving Licence), use of blogs and social media, software and also reuse of disused hardware.
- Food: dedicated to those who want to express their creativity in the kitchen, learn the secrets of the web to tell recipes, tastes and traditions of their country and to develop original business ideas related to food and not only.
- Entrepreneurship: the focus is on a responsible, solidarity economy and on the third sector. Thanks to suggestions, designing and support the creativity could be transformed in successful social enterprises.
- Intercultural approach and Innovation: The project, very innovative and original, is looking for a better social interaction of people coming from different cultures in order to foster the integration of vulnerable groups such as refugees and asylum seekers, starting from two activities outside the current global crisis: kitchen and digital sectors.

More information on:
<http://www.cuscus.org/>
<https://www.facebook.com/CusCusTrento/>
<http://www.mediadoreinterculturale.it/trentino-progetto-cuscus/>



CHALLENGE/PROBLEM THE PRACTICE SOLVE:

CusCus wants to support the processes of integration, socialization and active citizenship of migrants and Italians (especially women) through a powerful cultural and community value: the food.

CusCus used two important tools for creating opportunities and connections: digital technologies and entrepreneurship. It intends to involve a group of citizens (migrants and Italian) in engaging training and experiential activities including culinary, technological and creative entrepreneurial aspects.

From February to April 2018, they've carried out several culinary workshops, led by the Association Food Connects People (total duration of the work: 34 hours), where the participants have collaborated for the creation of dishes, even invented at the moment.

During those real laboratories it was possible to experience some team work, express own creativity and passion for good food, discover flavours, get to know each other better, share and taste dishes prepared by the group (in few words: culinary team games without borders).

The workshop was open to anyone interested in. The workshops were conceived as a space where: "everyone is free to express him/herself in the kitchen without the fear of mistakes or judgement".

The workshops were organized for the preparation and sharing of foreign dishes, Italians and also for the invention of new fusion dishes starting from the traditional recipes of the participants. Following the structure of the workshops:

"My Home Cooking – Scents and Flavours from Other Lands": this workshop was about non-Italian cuisine: cooks and passionate from different countries were pushed to present their traditional recipes and teach how to prepare them carefully;

More information on:
<http://www.cuscus.org/>
<https://www.facebook.com/CusCusTrento/>
<http://www.mediatoreinterculturale.it/trentino-progetto-cuscus/>

"My Home Kitchen - Scents and Flavours from Italy": workshop about Italian cuisine, from Trentino to Sicily, to discover old and new tastes;

"Cooking across borders – Scents and Flavours of the World": the participants were engaged in the use of all their creativity and passion to invent new fusion dishes starting from their traditional ones. In this workshop the challenge was the invention of a new dish starting from an Italian dish and/or an ethnic dish.

All workshop were based on three main moments:

Interviews: two weeks before the cooking workshop, the participants were asked to communicate the recipes to the organizers, personally or via Skype or ICT tools;

Cooking workshop (8 hours): preparation of the ingredients, dishes, sharing of the dinner and finally cleaning up the venue;

Feedback moment (2 and a half hours): the morning after the workshop, the participants met to exchange ideas and opinions, share their experience, prepare for the next event.

The workshop were designed also to develop digital skills at various levels:

use of the internet,

use of the main online collaboration tools and the most common office software to create and share various types of documents

guidance in the use of Social Media, really useful to keep in touch with people, to advertise their business or their hobby

provide the skills to create and manage Social Media such as Facebook and Instagram, and to create a blog with WordPress in a simple way and without relevant digital competences.

More information on:
<http://www.cuscus.org/>
<https://www.facebook.com/CusCusTrento/>
<http://www.mediatoreinterculturale.it/trentino-progetto-cuscus/>

SUCCESS/CHANGES THE PRACTICE MAKE:

The CusCus project is a project based on volunteering and was among the winners of the In-trecciPossibili 2017 tender announced by the Fondazione Trentina del Volontariato Sociale and the Non Profit Network Association - CSV Trentino.

A large recipe book consisting of all the recipes from the workshops is a success and used as a good practice at national level.

It is easily transferable with the involvement of several association, stakeholders, private and public bodies but also volunteers – the transferability is fostered by the topic (food) very close to the interest of all.

It is transformative because it gave a chance to discover Italian culture for migrants and for Italians, different tastes than the ones they are used to. That's the perfect starting point of a better integration.

It is sustainable because of the success of the initiative, the visibility at regional and national level.

More information on:
<http://www.cuscus.org/>
<https://www.facebook.com/CusCusTrento/>
<http://www.mediatoreinterculturale.it/trentino-progetto-cuscus/>



GOOD PRACTICE

KITCHEN OF CONFLICTS

**INTEGRATION THROUGH ACTION /
CONNECTING & EMPOWERING PEOPLE**

WHERE: Poland, Warsaw

BY WHO? The Other Space Foundation & The Foundation for the Multicultural Center

WHEN AND FOR HOW LONG? From 2016 till now.

WHAT: Kitchen of Conflicts (Kuchnia Konflikту) is a socially-involved restaurant serving dishes from regions which are or were in conflict. The Kitchen of Conflicts is a project, which is co-created by refugees, enables refugees to get to know the Polish culture and establish close relations with Poles in a safe, friendly and professional environment. By proposing fair terms of employment and training, Kuchnia Konflikту gives newcomers a better and safer start on the Polish labor market.

TOPIC: Active Citizenship and Community Building; Cultural Awareness; Urban Sharing Lifestyles; Social Communication Methodology

DESCRPTION OF THE PRACTICE:

Kitchen of Conflicts gives refugees and immigrants opportunity to cook for people and earn money in a safe and professional environment. In the Kitchen of Conflict refugees cook their traditional dishes for customers.

Kitchen of Conflicts started as a food truck that moved around Warsaw. It was grass root initiative created by few people. Now it is a modern and trendy restaurant in the centre of Warsaw. But it is not just a restaurant. They actively cooperate with NGOs supporting immigrants. They also teach their employees f. e. the art of professional cooking, or the basis of accounting. They also help their employees to get professional help served by other NGOs if they need it.

More information on: <https://www.facebook.com/kuchniakonfliktu/>

SUCCESS/CHANGES THE PRACTICE MAKE:

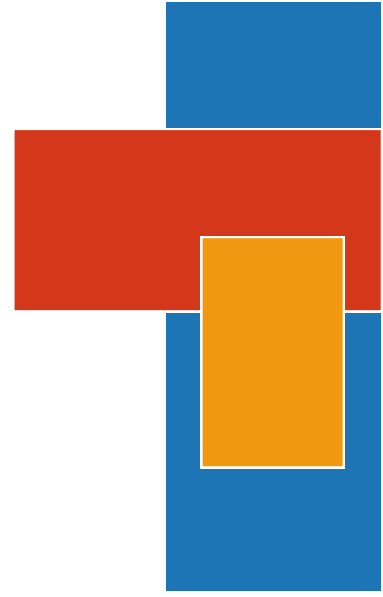
Kitchen of Conflict connects refugees and immigrants with Polish citizens through food and cooking. As Polish people say: “Through the stomach to the heart.”. It also promotes multiculturalism by spreading knowledge about different cooking cultures.

Kitchen of Conflicts changed the situation of immigrants by providing them a place to work, direct contact with Polish citizens, professional education and support in gaining access to professional help.

Kitchen of Conflicts has 13 thousands followers on Facebook. The place is highly rated in various restaurant rankings. They provide high quality food in a good price. The place is well recognized and supported by Poles. The initiative was awarded by National Geographic for the best social initiative of 2017 and by Ashoka for the best social start-up of 2016 and Social Impact/SAP.



More information on: <https://www.facebook.com/kuchniakonfliktu/>



GOOD PRACTICE

WITH BREAD AND SALT

**INTEGRATION THROUGH ACTION /
CONNECTING & EMPOWERING PEOPLE**

WHERE: Initiative is rooted in Warsaw but influences whole Poland.

BY WHO? Project started by informal group and continues as NGO - Polish Hospitality Foundation.

WHEN AND FOR HOW LONG? From 2012 till now

WHAT: It is a grassroots initiative aiming to 1)raise awareness about immigrant's and refugee's situation, mainly in Poland and Europe; 2) influence migration politics and fight xenophobia, stereotypes and ignorance.

TOPIC: Open Government, Active Citizenship and Community Building; Cultural Awareness; Urban Sharing Lifestyles; Social Communication Methodology

D **DESCRIPTION OF THE PRACTICE:**

The practice connects refugees and immigrants who need help with Polish people who want to help. It uses values and history f.e. the idea of Polish hospitality to change the negative stereotype of immigrants in Poland, and decrease “fear of refugees”. It makes Polish people realize that many times in history Poles were also refugees and immigrants and therefore they should know how important it is to help.

They:

- make social campaigns in media promoting Polish hospitality, showing cases of real people - immigrants living in Poland
- organize help for refugees and immigrants through small and direct campaigns in social media
- inform immigrants about ongoing events organized for them
- inform about immigrants needs
- helping immigrants to find a place to live.

More information on: <https://www.facebook.com/polacydlauchodzcow/>
<https://www.facebook.com/polacydlauchodzcow/videos/2145025242399147/>

SUCCESS/CHANGES THE PRACTICE MAKE:

It is a successful grassroots initiative showing it is possible to organize help for refugees in a very simple way: by connecting people who need help with those who want to help mainly on facebook.com. Only in 2018 they:

- Found 15 flats for 60 refugees
- They furnished and equipped 52 flats
- Organized one week holidays for 18 refugees families
- Provided free polish lessons for 60 children
- Found a job for 34 refugees
- Provided clothes for 31 children.

It also shows how to change negative stereotypes of immigrants - by rooting it in a national culture through connotation to the meaningful symbols.

Their movie : “Nasz chleb powszedni” (“Our common bread”) showing refugees making bread in Polish bakery has 1,5 mln views on youtube.com.



The diagram illustrates the process of information selection and action strategy. On the left, a list of information sources includes: 'informacje o wydarzeniach', 'informacje o potrzebach', 'kampanie społeczne', 'prywatne apele o pomoc', 'kampanie informacyjne', and 'informacje o zbiórkach'. These sources feed into a central 'GRUPA ROBOCZA' (Working Group) which consists of 'aktywiści', 'dziennikarze', 'członkowie organizacji i instytucji', 'uchodźcy', and 'wolontariusze'. An arrow labeled 'selekcja informacji' (information selection) and 'strategia działań własne inicjatywy' (own initiative action strategy) points from the group to a box labeled 'Polacy dla uchodźców' (Poles for refugees).



The magazine cover is titled 'POLITYKA POMOCNIK HISTORYCZNY' (POLITICS ASSISTANT HISTORICAL). The main title is 'Za chlebem i wolnością' (For bread and freedom) with the subtitle '200 lat nieprzerwanej migracji z ziem polskich' (200 years of uninterrupted migration from Polish lands). Below the title, it reads 'Od bandosów do londyńczyków • Emigranci i uchodźcy • Polonijne kręgi i warstwy' (From bandos to Londoners • Emigrants and refugees • Polish circles and layers). The cover features a black and white photograph of a crowded ship's deck with many people, likely immigrants.

More information on: <https://www.facebook.com/polacydlauchodzcow/>
<https://www.facebook.com/polacydlauchodzcow/videos/2145025242399147/>



GOOD PRACTICE

YOU CAN SING IT! POLISH SONG CONTEST FOR FOREIGNERS

INTEGRATION THROUGH ACTION /
CONNECTING & EMPOWERING PEOPLE

WHERE: Poland, different cities.

BY WHO? Domus Orientalis Society

WHEN AND FOR HOW LONG? Every year from 2016 (3 editions)

WHAT: You can sing it! is a Polish song contest for foreigners. The aim of the contest is to integrate immigrants through fun and play. It fosters positive and friendly image of foreigners among Poles.

TOPIC: Cultural Awareness

D **ESCRPTION OF THE PRACTICE:**

The contest is organized by one NGO every year since 2016. The contest has its own website and is promoted mostly in social media (YouTube and Facebook). They make auditions in 4 cities: Kraków, Łódź, Warszawa, Wrocław during which they choose 10 people who take part in the final contest in Łódź. During auditions they organize free Polish language workshops. Final concert takes place in Łódź. All activities are recorded, live streamed and distributed online.

The contest is organized in a very light and entertaining style. Any foreigner who is brave enough to sing in Polish can participate.



DASZ RADĘ TO ZAŚPIEWAĆ!

More information on: <http://youcansingit.pl/>
<https://www.youtube.com/watch?v=5hSXLK35LmY>
<https://www.facebook.com/youcansingit/>

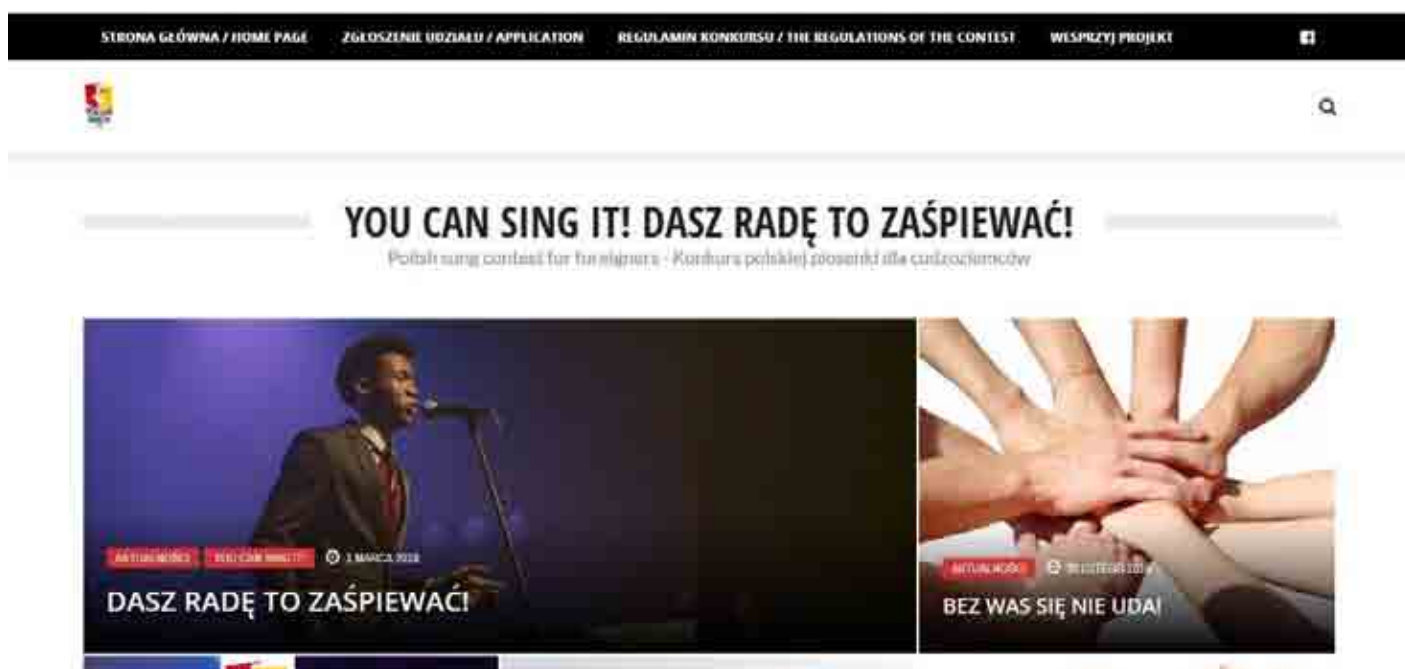
C HALLENGE/PROBLEM THE PRACTICE SOLVE:

The contest presents immigrants in a familiar context- they sing Polish songs, they have fun. It changes the negative image of foreigners in Poland, showing that immigrants are not dangerous and not so different from Polish people. It shows that diversity and cultural pluralism is good, valuable and can enrich Polish society.

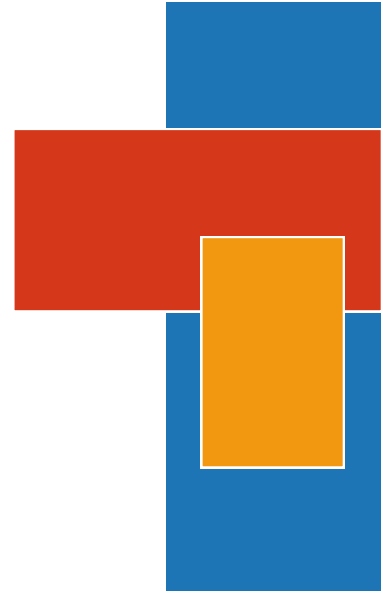
S UCCCESS/CHANGES THE PRACTICE MAKE:

Project is successful because it gives immigrants a chance to be seen in Polish cultural context. It should be transferred mainly because of its strong potential of changing stereotypes/shared cultural image of immigrants. As a founder of the project said: "Song is a powerful cultural medium." - through singing the Polish songs immigrants are placed in Polish culture. Project is a powerful tool establishing common cultural ground for integration.

There is no research showing influence of the project on Polish society. Project was promoted but it was not showed in public media. In social media the project is not well recognized- it has only 960 likes on facebook.com and its videos have around 100 views on youtube.com. Nevertheless the idea is worth spreading and should be promoted.



More information on: <http://youcansingit.pl/>
<https://www.youtube.com/watch?v=5hSXLK35LmY>
<https://www.facebook.com/youcansingit/>



GOOD PRACTICE

TIMISOARA REFUGEE ART FESTIVAL

INTEGRATION THROUGH ACTION /
CONNECTING & EMPOWERING PEOPLE

WHERE: Timisoara , Romania

BY WHO? Solidart

WHEN AND FOR HOW LONG? Timișoara Refugee Art Festival 2018 builds on the first edition that took place in May 2017 in Timișoara, within the NiCeR (www.nicerproject.eu) international project, implemented by AIDRom in partnership with the Timișoara Intercultural Institute and Solidart, financed by the European Commission through the Asylum, Migration and Integration Fund.

WHAT: The project was a pilot program intended to be an instrument for social inclusion, an artistic approach through which 15 young refugees based in Timișoara, ages 9 to 26, together with 15 young non-refugees of the same age group, attended 4 months of weekly workshops in theatre forum, film, music, painting and art installations.

TOPIC: Cultural awareness

DESCRIPTION OF THE PRACTICE:

The project was a pilot program intended to be an instrument for social inclusion, an artistic approach through which 15 young refugees based in Timișoara, ages 9 to 26, together with 15 young non-refugees of the same age group, attended 4 months of weekly workshops in theatre forum, film, music, painting and art installations.

The artistic output of the young amateur artists, under the guidance of artistic professionals, were publicly shown in front of an audience numbering 150 spectators, on the 13th of May 2017 during the first edition of the Timișoara Refugee Art Festival.

The festival included screening a selection of international short-films on the subject of migration, attended by 70 spectators.

More information on: <https://solidart.online/e>

During Timisoara Refugee Festival Art Festival`s first edition, in partnership with The University of the West of Timisoara and UNHCR (United Nations High Commission for Refugees), an academic debate with the theme "Standing by Refugees" was organized, attended by students and professors from Timisoara.

For the 2018 edition, there will be 3 concerts with Romanian bands , with a focus on bands that have amongst its members refugees or that have a message for social solidarity. Also, 3 theatre performances will be staged adhering to this year`s theme-SUBJECTIFICATION. At the end of each performance there will be public discussions between the audience and the cast. The team coordinating the project will identify an artist or a group of artists that will be invited to display visual artwork (painting, sculpture, graphic art, decorative art, photography) linking this display into offering to the public a complex experience and an amplified message through association.



More information on: <https://solidart.online/e>

CHALLENGE/PROBLEM THE PRACTICE SOLVE:

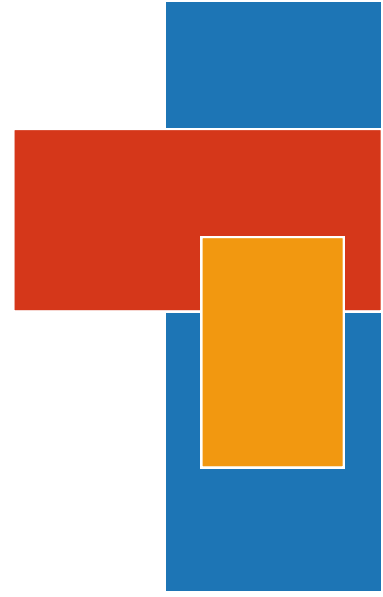
Its scope is to challenge forced migration at national and international level and to bring together the host and refugee communities together.

SUCCESS/CHANGES THE PRACTICE MAKE:

Through its program, the festival itself was a challenge for the community by seizing the way of a migrant in new country

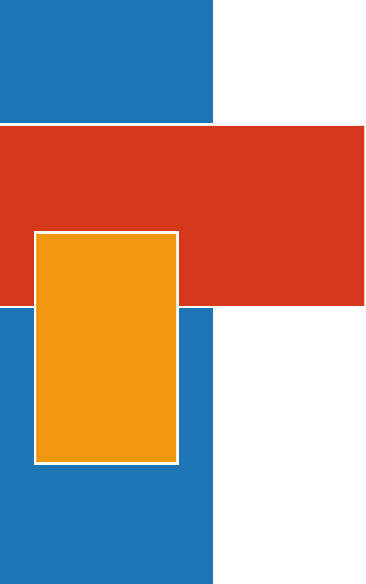


More information on: <https://solidart.online/e>



PLACE TO MEET

**Good Practice examples of immigrant integration
from Austria, Germany and Poland**



GOOD PRACTICE

FREMDE WERDEN FREUNDE

PLACE TO MEET

WHERE: Vienna

BY WHO? Verein „Fremde werden Freunde“

WHEN AND FOR HOW LONG? Salon – one year, organisation and action - over 3 Years

WHAT: Initiative for social inclusion

TOPIC:

Community Building;

Cultural Awareness;

Urban Sharing Lifestyles;

DESCRIPTION OF THE PRACTICE:

In the Friends Salon, in the heart of Vienna, strangers have been finding a home since autumn 2017. The Salon for Civil Society Engagement is the linchpin of our vibrant network. Here leisure activities meet research on inclusion. Blessed chefs meet here some gourmets and discourse meets directly affected. Here happens exchange, empowerment, knowledge transfer, enjoyment, fun and innovation.

They organizing common place and events, which are bringing together migrants and other excluded people. They walk, make music, run, sew, cook, discuss and organize events together.

Organisation is renting a common place – salon – at Garnisongasse 11 – 1090 Wien. Financial model based mostly on donations.

The organization got over 40 volunteers, involved in different actions, such as: common sports activities (jogging, walking, football playing), singing and music planning, cooking together, organizing lectures, workshops and lessons and more.

for who?

Strangers. Mostly migrants and newcomers and people suffering social exclusion.

More information on: www.fremdewerdenfreunde.at

C HALLENGE/PROBLEM THE PRACTICE SOLVE:

Support of social inclusion and community building.

The main idea is to help stranger people know each other, what creates a social value – trust, friendship and new ideas for cooperation.

This project is fighting against social exclusion and creates offer for free time spending.

Its well organized, friendly place for meeting and events makes a common space for integration and builds a community around the salon.



More information on: www.fremdewerdenfreunde.at

SUCCESS/CHANGES THE PRACTICE MAKE:

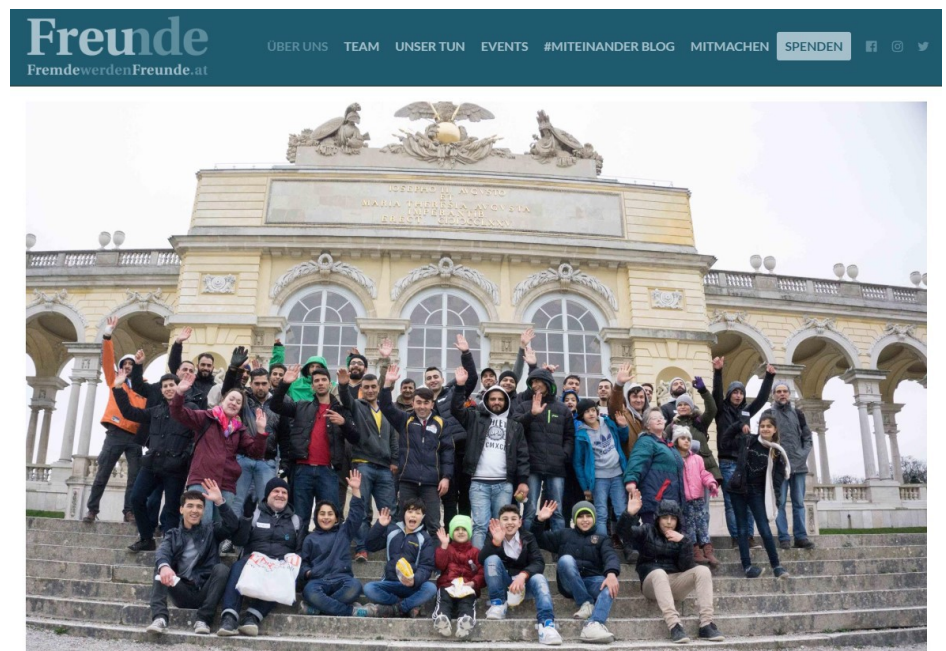
All activities are done in groups of volunteers and participants, who are starting to knowing each other and befriends. Lots of educational and cultural events like chess, singing in choir or how the practice changed the situation of immigrants?

Helps to join the local community/ Creating bonds between people. Allowing stranger migrants becoming friends

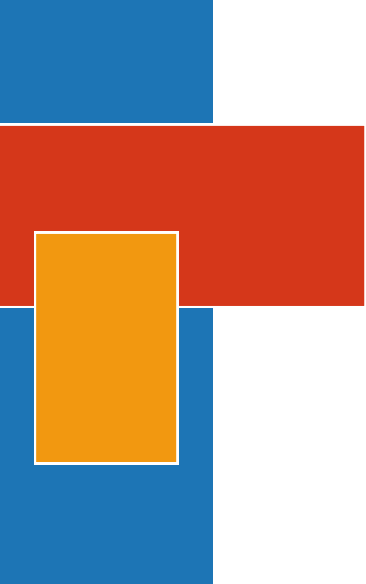
why the practice is successful and should be transferred?

Numerous activities (around 500 started together) and around 3500 associated people, participants of the events.

The practice is successful, proved by numbers of events and participants. It might be transferred to any other cities and areas with high numbers of migrants who are suffering social exclusion.



More information on: www.fremdewerdenfreunde.at



GOOD PRACTICE

GIVE SOMETHING BACK TO BERLIN

PLACE TO MEET

WHERE: Berlin

BY WHO? GIVE SOMETHING BACK TO BERLIN E.V.

WHEN AND FOR HOW LONG? Since 2013

WHAT: To work for an organic form of integration and grass-root community building through a platform of skill-sharing.

TOPIC:

Active Citizenship and Community Building; Cultural Awareness; Urban Sharing Lifestyles; Social Communication Methodology

D **DESCRIPTION OF THE PRACTICE:**

What do they do?

Over an internet platform as well as through several regular get-togethers they create modalities for people from different backgrounds and with different experiences to meet and share their knowledge and skills.

How do they do it?

On their internet page there is a very simple "board" where anyone who wants to offer an activity on voluntary basis (i.e. free guitar lessons, language classes, sewing meet-ups) or is looking for voluntary contributors for a larger project, can put up a notice.

For who?

The platform is open for anyone, but especially newcomers to Berlin - from all cultures and classes, are encouraged to join in - to take part in activities, but also especially to take the chance to contribute by offering to teach others things they know.

More information on: <http://gsbtb.org/>

CHALLENGE/PROBLEM THE PRACTICE SOLVE:

Why did they create this practice?

The project, that over the years has turned into a major organisation for and actor within voluntary work in Berlin, was founded as a response to perceived increased cultural and financial segregation in the city with increased social tension and divides as a result, as well as the rise in extreme nationalist political tendencies generally in Europa.

To make newcomers active contributors in their cities, creating strong networks for participation and inclusion. They empower people to make the most out of their voice, energy and interests, not as some kind of "last step" in the integration process but as the guiding light in an often challenging process.

What problem does this practice solve?

Berlin is a city that has always had large migrant communities - people who have chosen to move to the city to work or study, or have arrived after being forced to flee their previous homes because of war, poverty or natural disasters. The way you arrive and the reason why you come makes for a very different experience. Still there are valuable insights and experiences about migration and integration that these different groups of migrants share - about entering a new country, building a life in a new city, learning a new language, making connections to people, understanding the bureaucracy... And this opens for the possibility both to learn from each other and to offer assistance to who is now coming new to the city.

More information on: <http://gsbtb.org/>

How does this practice solve the problem?

Where integration traditionally has been seen as a one direction process - from the receiving country to the migrants, this project wanted to create a space that reflects the complex interconnected webs of integration and they also wanted to offer the opportunity for exactly this to happen: Every person has valuable experiences and skills to share if given the opportunity to. And getting to be an active contributor to the community where you live is the most effective way to integrate into the society.



More information on: <http://gsbtb.org/>

SUCCESS/CHANGES THE PRACTICE MAKE:

How does this practice foster integration of immigrants?

This project offers a beautiful opportunity to be an active contributor and not just a passive receiver. It offers an easy accessible space, both digitally and locally, for people to meet and exchange experience, knowledge, skills and ideas.

How does the practice change the situation of immigrants?

In their get-togethers the organisers often make use of different communication tools and methods, like for example "speed-dating", dialogue, sharing circles etc. to foster an open and non-hierarchical atmosphere where every voice is equally heard and every experience and perspective is valued. It offers the possibility to experience the true feeling of having an important role to play, of being able to contribute through whatever you bring to the group, of being an important part in creating the community.

Why is this practice successful and should be transferred?

The success of the project is in the emphasises on staying as non-hierarchical as possible, through means, principles and structures that can easily be seen as simple to an outsider, but in fact are difficult to hold on to in societies that insist on rewarding the leader. Still this way of giving space for individual qualities within a group and community building context - using easy to use digital platforms, grass-root networking, and communication methods, is something that probably would benefit many groups and organisations that want to build sustainable community support for integration.

More information on: <http://gsbtb.org/>



GOOD PRACTICE

THE WARSAW MULTICULTURAL CENTER

PLACE TO MEET

WHERE: Warsaw

BY WHO? PRO HUMANUM AND THE FOUNDATION FOR SOMALIA

WHEN AND FOR HOW LONG? From 2014 till now

WHAT: The Center was founded to support the multicultural and civic integration of the inhabitants of Warsaw; to make Warsaw the most friendly place for diverse cultures and different nationalities in Poland.

TOPIC:

Active Citizenship and Community Building; Cultural Awareness; Urban Sharing Lifestyles; Open Government; Digital Education.

D **DESCRIPTION OF THE PRACTICE:**

The Center is a “friendly platform to exchange ideas, realize goals and to get acquainted with different cultures.” They offer different kind of free services for immigrants: professional legal advice, free Polish language lessons, free psychotherapy, education, mini grants, incubator for initiatives, multicultural meet-ups, concerts, workshops, exhibitions. They provide space free of charge for work and different kinds of activities. Anyone can rent a space for an event (f.e. workshops, concerts, exhibitions, film screening) or use their offices to work. They are also a platform for the cooperation of many non-governmental organizations. They organize social campaigns promoting multiculturalism and social inclusion f.e.:

Varsovians are not afraid: <https://www.youtube.com/watch?v=IfKA1syko-k>

They are open for anyone who needs help or is interested in multicultural dialog - every day: Monday –Friday 9:00-20:00. Weekends 10-15. They are financed from the budget of the city of Warsaw and hosted by different NGO’s (changing periodically). There is an easy access to their services through website where one can book a space for event or register to Polish language lessons.

More information on:
<https://www.youtube.com/watch?v=IfKA1syko-k>

Center is focused broadly on integration and cultural exchange – not in particular on integration of immigrants and because of that it is so inclusive and integrative.

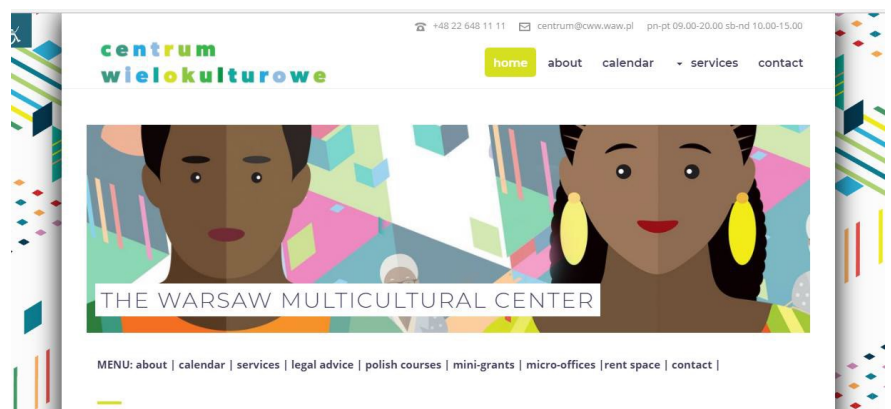
CHALLENGE/PROBLEM THE PRACTICE SOLVE:

Why they did it?

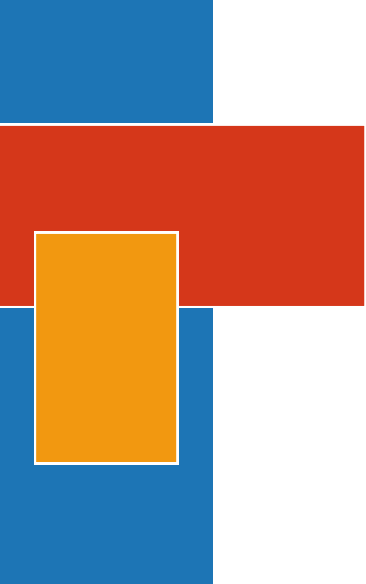
There was a need to have a place in Warsaw where immigrants could come, meet and not only get support but also be active, exchange their cultures and integrate with Polish citizens and other immigrants. The Center helps to fight the problem of immigrant marginalization, promotes the idea of multiculturalism and cohesive society.

SUCCESS/CHANGES THE PRACTICE MAKE:

Warsaw Multicultural Center is one of the best and the biggest centers of immigrant integration in Poland. The place is functioning well, is very good organized, accessible and adjusted to the needs of immigrants. Center offers not only diverse and professional support for immigrants but also gives them space for their cultural and social activities- space where they can promote their culture, art, work, business, and get to know other cultures & meet Polish people.

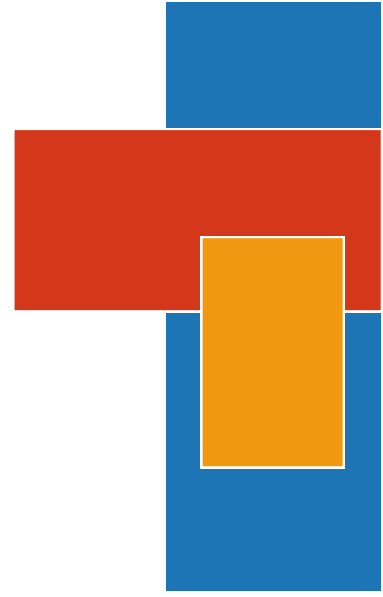


More information on:
<https://www.youtube.com/watch?v=IfKA1syko-k>



BASIC HELP

**Good Practice examples of immigrant integration
from Italy, Germany, Turkey and Worldwide**



GOOD PRACTICE

REFUGEES WELCOME INTERNATIONAL

BASIC HELP

WHERE: Worldwide, started in Germany

BY WHO? INTERNATIONAL NETWORK FOR REFUGEES HOUSING

WHEN AND FOR HOW LONG? Since 2014

WHAT: Support of migrants refugees and asylum seekers

TOPIC:

URBAN SHARING LIFESTYLES

D **DESCRIPTION OF THE PRACTICE:**

Refugees Welcome International is project based on idea of sharing. The initiative is operating in Germany, Austria, Spain, Portugal, Poland, Greece, Sweden, Italy, Romania, Czech Republic, Netherlands, Australia, Canada, Romania, France, Japan and Northern Ireland. The idea is based on the couchsurfing. Initiative is focusing on connecting potential hosts and refugees seeking a place to stay, before they find their own way to rent something for their own. In some countries like Germany, public office is refunding some part of the rent.

More information on: www.refugees-welcome.net

C HALLENGE/PROBLEM THE PRACTICE SOLVE:

Refugees usually have lack of financial resources in the first moments of stay in new country. In this same time they need a place to live. Many migrants are also not familiar with language and culture of the host country.

S UCCESSES/CHANGES THE PRACTICE MAKE:

Migrants Welcome is another solution for refugees accommodation, based on purely sharing economy ideas. Idea is not only about sharing apartment with refugees. Housing refugees in private accommodation provides advantages for everyone: refugees are able to live in sound accommodation, learn the language faster, and adjust to a new environment more easily. You, on the other hand, will get to know a different culture and help a person in a difficult situation. So far, organization helped to match over 1400 pairs of refugees and their hosts.



The image shows a screenshot of the Refugees Welcome International website. The top navigation bar includes the logo and links for Home, About, Contact, and more. The main content area features the 'Refugees Welcome' logo and a 'How it works' section with four numbered steps: 1. Registration, 2. Search, 3. Match, and 4. Stay. Below the steps are two buttons: 'LEARN HOW IT WORKS' and 'SEE IN WHICH COUNTRIES IT WORKS'. At the bottom, there is a video player showing a group of people, including refugees and hosts, smiling.

More information on: www.refugees-welcome.net



GOOD PRACTICE

REFUGIS - CO - HOST

BASIC HELP

WHERE: Rome + Naples + Reggio Calabria + Catania + Messina

BY WHO? FONDAZIONE MONDO DIGITALE

WHEN AND FOR HOW LONG? December 2016 – June 2017

WHAT: Secondary school students teach immigrants and refugees to use computers, surf the Internet, plan and take their first steps among the countless IT tools provided by Microsoft.

TOPIC:

ACTIVE CITIZENSHIP AND COMMUNITY BUILDING;

DESCRIPTION OF THE PRACTICE:

The RefugIS pilot project, funded by Microsoft Philanthropies and promoted by Fondazione Mondo Digitale in Italy and FundaciónEsplai in Spain in the period December 2016 – June 2017. It has a clear goal: offer more opportunities for inclusion and integration to refugees, immigrants and asylum seekers through the practice and development of technological and digital skills.

The CoHost project was based on the experience of the RefugIS pilot project with the goal to integrate and provide digital and useful literacy to the migrants. The transfer of knowledge occurred within peers (young Italian students and migrants learners), that in turn, were teaching a mix of digital skills and cultural background. In effect, the learners tell their own story and those who teach were sharing values and own culture.

More information on:
<http://www.mondodigitale.org/it>
<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/refugis>
<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/co-host>

The principles those projects are based on are:

the competencies without the ability to understand the society in which it would operate have little value and at the same time, only the modern skills are the ones to open the doors to true social integration.

In Europe, since long time it is necessary to look for an effective solution to the problems of immigration and integration – those projects are based on a successful model of integration starting from the school and based on the values of meeting and sharing.

The digital literacy programme included several activities in which 1.000 Italian students and as many foreign citizens were involved.

The school was transformed in a training hub that has enabled these migrants to learn and develop digital, linguistic and civic skills.

Thanks to the experience gained by the Fondazione Mondo Digitale in other activities, it was possible to carry out the following activities:

Train the Trainers online

Laboratories and workshops both physical and digital about civic values, Italian language, ICT basic literacy by manuals and short tutorials

Creation of an Internet Point in the schools involved

Launch of a website containing didactical contents released as Open Source

Organisation of public events to foster the integration of migrants, refugees and citizens from hosting country

More information on:
<http://www.mondodigitale.org/it>
<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/refugis>
<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/co-host>



CHALLENGE/PROBLEM THE PRACTICE SOLVE:

The projects, born of the collaboration between Fondazione Mondo Digitale and Microsoft, together with the strategic alliance between the school world and the reception centers was really effective in the promotion of social and cultural integration by fostering the professional training of immigrants and refugees recently arrived in Italy.

The Fondazione Mondo Digitale (FMD) is committed to the creation of an inclusive learning society where innovation, instruction, inclusion and fundamental values are all combined to work together.

CO-HOST was born from the experience of the RefugIS pilot project.

This project relaunches the formula of the “TerzaAccoglienza”, already successfully tested by the Fondazione Mondo Digitale, creating a strategic alliance within the school and the main SPRAR centers (used as first welcome hub for migrants and refugees).

The success of the initiative is connected with the involvement of the school and the possibility to get in connection young students with their migrant/refugee peers.

AIMS:

Encourage the integration and digital literacy of immigrants and refugees

Promote an innovative model of integration based on cooperation between different agents: schools, SPRAR centers, NGOs, Institutions and local authorities

Transforming secondary school students into natural facilitators of the process of including foreign citizens in the host country

Promote the full integration of immigrants and refugees through civic, linguistic and digital education programs .

More information on:

<http://www.mondodigitale.org/it>

<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/refugis>

<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/co-host>

SUCCESS/CHANGES THE PRACTICE MAKE:

The project is aimed at refugees, asylum seekers in Italy and secondary school students and foresees, it involved:

1.000 foreign citizens in training

3.000 asylum seekers and refugees involved in communication events and dissemination activities

1.000 high school students in the role of social, digital and cultural facilitators

50 local actors involved in the project

It is easily transferable because it is based on the willingness to get in contact.

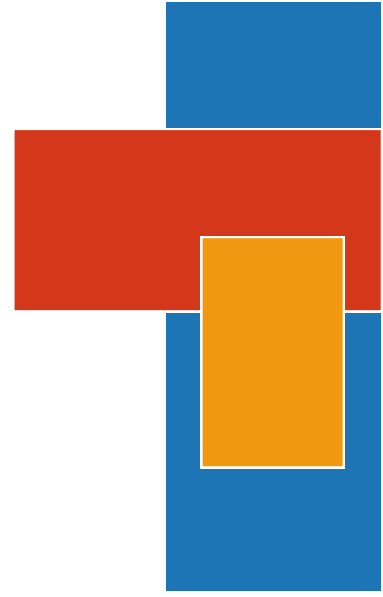
It is transformative because it gave a chance for students and foreigners to become active part of the society in a more integrated context.

It is sustainable because of the collaboration with local stakeholders, mainly the school.

The trainers are in reality students that had a chance to increase their civic values and to become more responsible about their possible contribution to a relevant problem.



More information on:
<http://www.mondodigitale.org/it>
<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/refugis>
<http://www.mondodigitale.org/it/aree-intervento/integrazione-di-migranti/co-host>



GOOD PRACTICE

REFUGEE LAW CLINICS

BASIC HELP

WHERE: In the Faculties of Law of the Universities in most major German cities (i.e. Berlin, Hamburg, Cologne, Frankfurt, Stuttgart, Munich...)

BY WHO? REFUGEE LAW CLINICS DEUTSCHLAND E.V, AND FUNDED THROUGH THE GERMAN MINISTER OF FEDERAL INTEGRATION (“DER BEAUFTRAGTE DER BUNDESREGIERUNG FÜR MIGRATION, FLÜCHTLINGE UND INTEGRATION”) AND THE ROBERT BOSCH FOUNDATION.

WHEN AND FOR HOW LONG? Since 2016 as an umbrella association for the ca 30 migration law clinics that were founded in different parts of Germany from 2013 on.

TOPIC: ACTIVE CITIZENSHIP AND COMMUNITY BUILDING, SOCIAL COMMUNICATION METHODOLOGY, CULTURAL AWARENESS

WHAT: - To provide structural and functional support for the different German RLCs, improving working conditions and quality through advocacy and networking on national and European level, organizing conferences, elaborating and distributing high quality training materials etc.

- To offer a large, well-working structure for giving free legal advice to refugees on non-profit basis (for example about family reunification, work permits, change of residence, the signification and process from “limited permit to stay” (“Duldung”) in contrast to a permanent permit.

- To offer Students of law at German Universities deep and practically relevant knowledge in this important, specialized field already during their studies – specifically in the case of refugee and foreign law (a field of law which is yet not an obligatory part of German legal studies).

- To generally increase awareness of, interest in and contact with this field among Law Students in Germany.

More information on: www.rlc-deutschland.de

D

DESCRIPTION OF THE PRACTICE:

What do they do?

Refugee Law Clinic cannot and do not aim to be a replacement for formal attorney work, but guides the clients within the system to help them know where to turn to and how, and also offers to accompany clients to public authorities, help them with the preparation for the interview during the asylum procedure, conducting country of origin research or referring the clients to other appropriate counseling centres.

How do they do it?

Refugee clients come to the law clinics where they receive close and personal support and counseling by students of law on the questions and problems they bring. The students themselves attend an educational program that teaches them the essential knowledge in refugee and foreign law, and the advanced members of the Law Clinics, that give the legal consultations, do so under the supervision of university staff and practitioners.

The different local Refugee Law Clinics are structured slightly differently, but mostly they all have open hours where refugees can simply drop in for a first meeting, or make an appointment. Some also have times where it is possible to call in with questions.

For who?

The practice is for refugees and migrants seeking support, advice and concrete information how do deal with issues connected to their application for residence or asylum in Germany.

More information on: www.rlc-deutschland.de



CHALLENGE/PROBLEM THE PRACTICE SOLVE:

Why did they create this practice?

The organization was created in order to cover for the obvious lack of professional legal assistance for refugees and migrants, and at the same time activating the great resource and potential within an engaged and motivated student community to cover this need.

What problem does this practice solve?

Refugees seeking asylum in Germany often lack sufficient information regarding the procedure for granting the right of asylum. They are also often unaware of key issues that need to be addressed during the hearing, in order for their individual situation to be acknowledged. The German State provides refugees and asylum seekers with basic legal support within the asylum process, but in the last few years, with the rapid increase of asylum seekers in Germany, the local administration and many other state-run places for advice and counselling are overburdened and refugees are left on their own with urgent questions and needs of clarifications. This can sometimes have frightening effects, with misunderstandings and confusions leading to wrong information being provided or important legal steps being taken too late, which in turn can lead to unfair or wrong decision in the individual cases of asylum. Asylum seekers are left over long times feeling confused and powerless, not understanding the information and decisions they receive and not knowing which steps to take, in a process that sometimes even decide between life or death for the people involved. Especially to people already under high pressure and very often bringing with them experiences of extreme trauma and suffering, this adds enormous psychological tension.

It is against the German law for someone who doesn't have the right qualification to give legal advice. This means that many voluntary organisations that maybe have a lot of experience working close with refugees going through asylum process and that have gathered a lot of information about how it works, can make themselves liable to prosecution if they seem to offer legal advice for refugees. This is another important issue that the structure of the Refugee Law Clinics manage to avoid.

More information on: www.rlc-deutschland.de

How does this practice solve the problem?

Since all student advisors within the law clinic are under constant and supervision from highly experienced professors and experts within the field this makes it possible for them to offer legal advice, even though they still don't step in as attorneys or take another formal role in the asylum processes.

Often the Refugee Law Clinics are the first point of contact for those who cannot afford or are unable to find professional legal advice, or also generally for those who don't know where to turn with their questions. The Law Clinics provide a more simple point of contact, where issues can be formulated and reflected with advisors that have professional knowledge, but that encounter the clients not in an administrative, formal, but rather in a personal and open way. It makes it easier for the refugees to formulate their questions and problems and find the right steps and directions to take.



More information on: www.rlc-deutschland.de

SUCCESS/CHANGES THE PRACTICE MAKE:

How does this practice foster integration of immigrants?

How does the practice change the situation of immigrants?

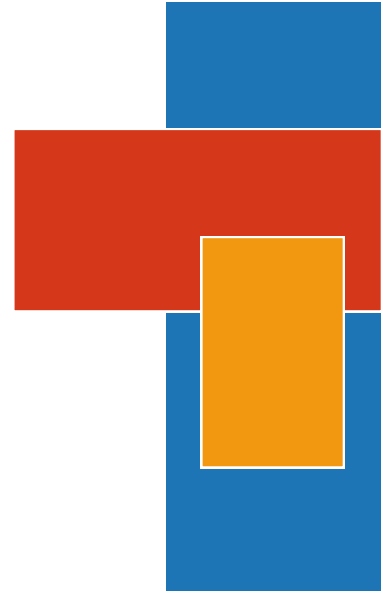
This practice helps clearing hinderances and misunderstandings in relation to applications of asylum and residence, thereby often both speeding up the process and relieving migrants of unnecessary extra stress, uncertainty and trauma, so they have more time, peace of mind and energy to invest in integrating and finding their way into the German society.

Why is this practice successful and should be transferred?

This practice covers both an urgent need within the refugee and migrant community for legal advice, and at the same time provides a unequaled opportunity for German law students to collect important knowledge, skills and practical experience within an important legal field.

Since 2013 there are almost 30 Refugee Law clinics in different cities in Germany. Only in the local Law Clinic in Cologne there are over 300 Volunteers of law students and students of social work.

More information on: www.rlc-deutschland.de



GOOD PRACTICE

THE CHARITY HOUSE

BASIC HELP

WHERE: Kirşehir

BY WHO? KIRŞEHİR MUNICIPALITY

WHEN AND FOR HOW LONG? 2010-present

WHAT: The Charity House, with the aim of bearing hand to needy people, within the body of our city, by ensuring social assistance and solidarity without offending people, was opened by the Municipality of Kirşehir in 2010

TOPIC: ACTIVE CITIZENSHIP AND COMMUNITY BUILDING; URBAN SHARING LIFESTYLES; SOCIAL COMMUNICATION CULTURAL AWARENESS;

D **DESCRIPTION OF THE PRACTICE:**

The Charity House goes on transporting the bread, food, clothing, etc. Allowance to approximately 2000 families. It distributes average 4000 bread daily. Besides these, with the appointment system, approximately 20 families' needs are met. Goods such as furniture, electronic appliances, white appliances, etc. are taken from the rich and are brought to needy people.

The neighborhoods are determined alphabetically and charities are distributed to the needy people living there. Also, during school seasons, school uniforms are distributed to the children. And, in order to reduce obstacles a little bit, disabled chairs are distributed to the disabled people.

In accordance with the new applications changing from 50 to 80 monthly, needy people being deemed appropriate as a result of the re-views made by the commission are included in the list. As for the refugees they are registered by the Migration office and given a card so that they can visit the place periodically to support their families in need. All the services they get is free and supported by the municipality.

CHALLENGE/PROBLEM THE PRACTICE SOLVE:

It was not possible to convince for most people to be registered in the system as they do not wish to reveal their economical situation. But anyway The Municipality now serves both the local residents and refugees. The second was to find enough volunteers to cooperate in funding the house. The municipality funded the whole beginning process and informed the residents about the things they can do to contribute. Now the charity house is supported by more than 1000 volunteers in different sectors.

SUCCESS/CHANGES THE PRACTICE MAKE:

Our charity house now serves more than 2000 registered local and refugee residents. They are supported monthly and in case needed the periods are flexible for the delivery of the charities.





Contact us

Please feel free to contact us if you have any questions or comments concerning the Best Practice examples!

Project partners:

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More information about the project on www.isdlearning.eu

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