



Study on Policies and Good Practices  
Addressed to Migrants and Refugees'  
Social and Labour Integration

National Report – Austria



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## Introduction

Based on the nationality, the country of birth or the parents' country of birth there are various groups and classifications of foreigners in Austrian main stream discourse. Though by the law, a foreigner is any person who does not bear the Austrian nationality.

Having the Austrian nationality is a very powerful aspect for former foreigners, but this does not necessarily keeps them away from social challenges in everyday live, as the label of migrant tends to last for ever in the collective perception, especially as far as visible minorities are concerned. Nonetheless this study addresses legal foreigners by the law, migrants, refugees and Asylum seekers.

In the Framework of integration and social inclusion the term "Person with migration background" is often used to define the target groups of the actions, whereas the type of resident title owned by a person is a key aspect for labour market access.

Most of the studies on integration consider a migrant just as a "Person with migration background". The need to make clearer definitions and clearer frames for analysis came along with the relatively resent migration crisis. With the help of the increasingly harmonised and centralised registration of the migrant population, the volume and quality of flow analysis of phenomenon linked to migration and asylum is increasing. The figures and data used in this study are based on governmental sources such as ministries and recognised institutions such as Statistic Austria or the International organisation of migration, (IOM).

This study contributes to focusing the actions within MigrEmpower and to making more specific summed up data available.

## Demographic aspects

### Asylum seekers and refugees

Austria is the first western European country that asylum seekers from Asia will cross, though as a transit country for people heading to Germany but also as one of the main destination countries of asylum seekers from war-torn regions. In 2015 around 88,000 individuals applied for asylum in Austria, making the country the 4th biggest receiver of asylum seekers in that year in the EU. That number corresponded to about 1% of the Austrian population. From then, the number of first-time asylum applications has been decreasing following restrictions of border controls, the closure of the so-called Balkan route and the EU-Turkey refugee agreement of March 2016.

First time asylum application 2014 -2017				
Year	2014	2015	2016	2017
Number	25680	85500	39880	22160

Source Eurostats

In 2016, 42285 asylum applications were lodged in Austria, meaning that their number has more than halved in comparison to the year 2015.

Asylum applications in Austria					
Year	2014	2015	2016	2017	Jan.18
Number	28064	88340	42285	24296	1481
minor between 14 and 18	1857	7534	3528	1576	89
minor under 14	119	743	372	175	7
Recognition's rate	46,4	40,5	47,7	50,4	41,5
recongition	8734	14413	22307	21079	870

Source: Statista de.statista.com

Afghanistan has always been one of the countries of origin with the highest applications. Syria and Iraq are in the top 3 of countries of origin of asylum seekers. In 2016, most of the asylum seekers in Austria came from Afghanistan (11,794), followed by Syria (8,773) and Iraq (2,862).

In 2016, 22,307 asylum procedures were decided legally binding and positive. A rise of 55 % compared to the previous year. In addition, in 2016, subsidiary protection was granted in 3,699 cases, 2,478 cases in the previous year.

## Foreign population in a regular situation

Despite the high inflow of asylum seekers in 2015 and 2016, refugees and persons under subsidiary protection made up only 17% of the 113067 migrants that came to Austria in 2015.

Austrian population by nationalities					
Nationality	1.1.2014	1.1.2015	1.1.2016	1.1.2017	1.1.2018
Total	8 507 786	8 584 926	8 700 471	8 772 865	8 823 054
Austrian	7 441 672	7 438 848	7 432 797	7 430 935	7 426 698
Non Austrian	1 066 114	1 146 078	1 267 674	1 341 930	1 396 356
EU- and EFTA-States	527 369	579 163	625 488	664 729	703 433
EU-States (27)	518 670	570 298	616 401	655 524	694 002
Third Countries citizens	538 745	566 915	642 186	677 201	692 923
Stateless/Unknown/ Unclassified	8 152	9 410	11 628	13 199	14 690
Stateless	2 484	3 068	4 142	4 508	4 512
Unknown	166	258	543	656	833
Unclassified	5 502	6 084	6 943	8 035	9 345

Source : STATISTIK AUSTRIA, 06.02.2018.

At the beginning of 2017, the population of the foreign residents' population in Austria was around 1,342 million people. This corresponds to a share of 15.3% of the total population. The increase of around 74300 foreign nationals compared to the beginning of 2016 is the result of a positive migration balance of the foreign population of +69700, a birth surplus (births minus deaths) of +15600 as well as a reduction by naturalizations (-8500).

<b>Naturalization by features</b>				
Feature	2014	2015	2016	2017
<b>Total naturalizations</b>	<b>7 570</b>	<b>8 144</b>	<b>8 530</b>	<b>9 125</b>
Naturalization's rate	0,7	0,7	0,7	0,7
<b>Legal ground</b>				
Discretion	1 219	1 324	1 288	1 213
Entitlement	4 158	4 455	4 709	5 179
Extention	2 193	2 365	2 533	2 733
<b>Former Nationality</b>				
EU-States before 2004	269	223	293	335
EU-States from 2004	927	860	1 025	1 252
EFTA-States, assoc. Small States	10	7	4	2
European third counties (incl. Turkey)	3 951	4 407	4 336	4 234
Africa	697	783	777	928
America	203	206	226	254
Asia	1 466	1 607	1 818	2 060
Oceania	8	1	12	4
Stateless, unknown, unclarified	39	50	39	56
<b>Refugee's status</b>				
No conventional refugees	6 422	7 116	7 306	7 873
Conventional refugees	1 148	1 028	1 224	1 252
<b>Age groups</b>				
under 18	2 955	3 047	3 141	3 329
18 - 60	4 526	4 978	5 272	5 685
Over 60	89	119	117	111
<b>Gender</b>				
Males	3 497	3 712	3 907	4 290
Females	4 073	4 432	4 623	4 835
<b>Source: Statistik Austria</b>				

The average age of the Austrian population was 42,5 years on 1 January 2017. Foreign nationals were significantly younger than nationals (43,9 years) with an average of 34,6 years. Within the population with non-Austrian citizenship, however, the age structure was extremely heterogeneous. People from the EU tended to be older, immigrants from third countries much younger.

Germans are by far the largest group of foreign nationals in Austria. On 1 January 2017, more than 181600 Germans lived in Austria, followed by 118500 Serbs and 116800 Turkish nationals. In places four and five rank Bosnia and Herzegovina (94600) and Romania (92100). In the ranks six to ten are the nationals of Croatia, Hungary, Poland, Afghanistan, Syria and Slovakia. Other numerically important nationalities are the citizens of Russia, Italy, Bulgaria, Kosovo and Macedonia.

Top 12 foreign nationalities residing in Austria

Nationality	1.1.2014	1.1.2015	1.1.2016	1.1.2017	1.1.2018
Germany	164 820	170 475	176 463	181 618	186 891
Croatia	61 959	66 475	70 248	73 334	76 690
Poland	50 271	54 262	57 589	60 079	62 187
Romania	59 702	73 374	82 949	92 095	102 242
Slovakia	28 612	32 052	35 326	38 094	40 196
Hungary	46 264	54 939	63 550	70 584	77 174
Bosnia und Herzegovina	90 963	92 527	93 973	94 611	95 221
Russland	28 769	30 032	31 190	32 018	32 382
Serbia	112 477	114 289	116 626	118 454	120 341
Turkey	114 740	115 433	116 026	116 838	117 277
Afghanistan	14 016	16 779	35 618	45 259	45 720
Syria	4 268	11 255	33 313	41 672	48 116
Source: STATISTIK AUSTRIA					

## Administrative aspects

Administrative procedures in the migration field are guided by three regulatory institutions:

- **the Federal Ministry of the Interior:** regulates the inflow and residence status of third country immigrants and shortterm movers
- **the Federal Ministry of Economic Affairs and Labour:** regulates access to the labour market albeit of an increasingly smaller and very specific group of workers
- and the **Federal Ministry of Foreign Affairs** that is in charge of visa issuing procedures and development policies in coordination with the Prime minister. The interaction and co-ordination of policy concerning immigration is ankered in Federal Laws.

Since 2014 with the reorganisation of ministerial competences, the integration section moved to the Ministry of Foreign Affairs.

Asylum issues lie within the competence of the federal government. The Federal Asylum Office in the newly established Federal Agency of Alien Affairs and Asylum (BFA – Bundesamt für Fremdenwesen und Asyl), which resorts to the Ministry of Interior (bmi) is the first instance in asylum proceedings (Art. 58 Asylum Act). Appeals against decisions of the Federal Asylum Office could until January 2014 be addressed to the Asylum Court, an

independent court established in 2008 (Art. 61 para 1 Asylum Act).

As of 1 January 2014, the Federal Asylum Office was replaced by the Federal Office for Aliens' Affairs and Asylum which is also responsible for certain alien police proceedings (Act on the Restructuring of the Aliens Authorities); and includes also the Administrative High Court (Bundesverwaltungsgericht), the last instance in matters on asylum and alien law.

The Asylum Court is an integral part of the Administrative High Court; in the preparation of the structural, institutional reform of legal proceedings in public administration the Asylum Court acted as the hub for the reform process.

Third-countries' nationals planning to take up permanent residence in Austria for a long term require a residence permit ("Aufenthaltstitel") or indefinite leave to remain ("Niederlassungsbewilligung"). For some of these documents, first-time applications are subject to the immigration quota ("quotenpflichtig").

### **Type and purposes of the main resident permits**

#### Gainful employment

- Rot-Weiß-Rot-Karte für selbständige Schlüsselkraft - for self-employed persons
- Rot-Weiß-Rot-Karte für unselbständige Schlüsselkraft - for employees of a specific company
- Blaue Karte EU - for very highly qualified university graduates

#### Personal reasons and family members

- "Ausgenommen Erwerbstätigkeit" - personal reasons with no intention of taking up employment (previously "private individuals")
- "Familienzusammenführung oder Familiengemeinschaft" - Family members of certain groups of persons who already have the right to live in Austria
- "Familienangehöriger" - spouses, civil partners and minor children of Austrian nationals
- "Angehöriger von ÖsterreicherInnen bzw. EWR- oder Schweizer BürgerInnen" - certain dependants of Austrian, EEA, and Swiss nationals

### **Extension of an indefinite leave to remain**

"Daueraufenthalt - EU" ("long-term resident - EU") - application - after five years of legal and continuous residence in Austria

#### Requirements for naturalisation in Austria

Persons who want to become Austrian citizens have to meet the following standard requirements:

- Continuous legal residence (basically ten years)

- No ban on residence (Aufenthaltsverbot) and no pending procedure to revoke the leave to remain (Verfahren zur Aufenthaltsbeendigung) in Austria or any other EEA country as well as no issuing of an expulsion order (Ausweisung) within the past twelve months
- Clear criminal record (no convictions and no pending criminal proceedings neither in Austria nor abroad, no serious administrative offences)
- Proof of sufficient means of subsistence
- Positive attitude towards the Republic of Austria
- Renunciation of former nationality (if feasible and reasonable)
- Knowledge of the democratic system and history of Austria and Vienna
- Proof of German language skills

If there is no legal claim to naturalisation other relevant factors are considered such as the standard requirements for naturalisation, the general public interest, the degree of integration and the overall conduct of the applicant (Art 11 of the Austrian Citizenship Act (StbG))

Children (including adoptive children) of Austrian nationals who are younger than 14 years of age do not have to prove German language skills and knowledge of history, do not need a proof of sufficient means of subsistence, and do not have to renounce their former nationality.

Children who were born on or after 1 August 2013 acquire Austrian nationality by descent, also if they were born out of wedlock and their father is an Austrian national if paternity has been acknowledged or established within eight weeks after the birth of the child.

In the context of labour migration and access to employment, the following settlement and temporary residence permits are most relevant:

- Worker- R-W-R card from 2011 onwards
- R-W-R-plus card from 2011 onwards
- Temporary residence permit – intercompany transfers (Rotationskraft)
- Temporary residence permit – persons on business assignments of third country firms without a registered office in Austria (Betriebsentsandter - GATS)
- Temporary residence permit – special cases of paid employment specified in the Foreign Employment Law, the most important being for researchers.

For the above permits, access to the labour market is issued together with the residence permit in a so called “one stop shop procedure”, which means that the settlement permit and the work permit are issued in a single procedure. In addition, third country nationals who have a residence permit without the explicit right to enter the labour market may obtain a work permit on the basis of an employer nomination scheme, i.e. after labour market testing.

## Education



Migrants tend to satisfy labour demand at the low and high end of the skill spectrum. While their share in total employment (15-64 year olds) amounted to 12% on average in 2011, it reaches 20% among unskilled labourers and 13% among university graduates. The polarisation of skills of migrants relative to Austrians holds for both men and women. On average 12.7% of male employees are foreigners (11.5% of female employment), but 13.2% of all male university graduates are foreigners (12% of all female graduates) and 23.8% of all unskilled men (18% of unskilled women). EU27 citizens tend to satisfy labour demand of university graduates while citizens of third countries tend to cluster at the lower end of the skills' spectrum.

Citizens from another EU country represented 4.5% of all employees in 2011. They constituted, however, 8.1% of all employed university graduates (men: 7.9%, women: 8.4%) and only 2.3% of all unskilled labourers. In contrast, citizens from a third country represented 7.7% of all employees but 18.5% of all unskilled labourers (men 21%, women 15.9%).

University graduates are more prone to work below their skill levels, in the main if they have not graduated from an Austrian university. This is above all the case for persons who migrate to Austria at a mature age (over 40). It appears to be particularly difficult for university graduates from Asia, Turkey and former Yugoslavia to transfer their knowledge and skills to the Austrian labour market. In these cases about two thirds tend to be overqualified for their jobs. The introduction of coordinated action by the various institutions involved in accrediting and validating skills and competencies acquired abroad in spring 2012 should contribute to a reduction in the mismatch of skills and jobs amongst migrants.

Young people under the age of 18 who have completed the 9-year schooling and who are permanent residents in Austria are obliged to pursue education or training, under a law entering into force on 1 August 2016. This law, however, is not applied to asylum seekers, despite criticism from NGOs and the Chamber of Employment for failing to address a problematic aspect of integration and education policy. Instead young asylum seekers are offered language courses.

## Labour market

As in other countries, foreign citizens in Austria display markedly less stable employment patterns. The proportion of non-Austrian citizens across all registered unemployed ranked at around 28% in 2016. In 2016, 25,027 recognized refugees and persons under subsidiary protection were registered as unemployed, corresponding to 6 % of all registered unemployed in the country.

Regarding refugees and persons under subsidiary protection, it has to be mentioned that both have free access to the Austrian labour market once their application is successful. The Public Employment Service helps them to find a job, join qualification measures and receive support through career counselling.

Asylum seekers, on the other hand, only gain access to the Austrian labour market under certain circumstances (for instance in order to work in special branches like agriculture and tourism three months after the asylum procedure has started).

### **Act Governing the Employment of Foreign Nationals**

(AuslBG)

Federal Act of 20 March 1975, FLG no 218, governing the employment of foreign nationals, as amended by the Federal Acts of FLG no 231/1988, FLG no 253/1989, FLG I no 450/1990, FLG no 684/1991, FLG no 475/1992, FLG no 19/1993, FLG no 463/1993, FLG no 501/1993, FLG no 502/1993 (Amendment to Safeguard Employment 1993 [Beschäftigungssicherungs-Novelle 1993]), FLG no 314/1994 (Act Implementing Public Employment Service Legislation [AMSBegleitG]), FLG no 450/1994, FLG no 257/1995, FLG no 895/1995 (Anti-Abuse Act [Antimißbrauchsgesetz]), FLG no 201/1996 (Structural Adjustment Act 1996 [StruktAnpG 1996]), FLG no 776/1996, FLG I no 78/1997 (Integration Package), FLG I no 120/1999, FLG I no 199/1999 (Austrian Constitutional Court [VfGH]), FLG I no 115/2001 (Austrian Constitutional Court [VfGH]), FLG I no 136/2001 (Second Act Governing Euro Changeover – Federal Government [2. Euro-Umstellungsgesetz – Bund]), FLG I no 68/2002 (Economic Recovery Act 2002 [Konjunkturbelebungs-gesetz2002]), FLG I no 126/2002, FLG I no 160/2002 (Austrian Constitutional Court [VfGH]), FLG I no 133/2003 (Growth and Business Location Act [Wachstums- und Standortgesetz]), FLG I no 28/2004 (EU Enlargement Adjustment Act [EU-Erweiterungs-Anpassungsgesetz]), FLG I no 136/2004 (Budget Implementation Act 2005 [BBG 2005]), FLG I no 101/2005, FLG I no 103/2005 (2005 Act Promoting Growth and Jobs [Wachstums- und Beschäftigungsgesetz 2005]), FLG I no 104/2005, FLG I no 157/2005, FLG I no 85/2006 (2nd EU Enlargement Adjustment Act [2. EU-Erweiterungs-Anpassungsgesetz]) and FLG I no 99/2006 (Anti-Fraud Act 2006 [Betrugsbekämpfungsgesetz 2006]), FLG I no 78/2007, FLG I no 91/2009, FLG 120/2009, FLG I no 135/2009 (Registered Partnership Act [Eingetragene Partnerschaft-Gesetz – EPG] and FLG I no 25/2011, FLG I no 98/2012, FLG I no 72/2013, FLG I no 113/2015, FLG I no 66/2017.

Source:

[https://www.migration.gv.at/fileadmin/downloads/gesetzestexte/AuslBG\\_englisch\\_1\\_10\\_2017.pdf](https://www.migration.gv.at/fileadmin/downloads/gesetzestexte/AuslBG_englisch_1_10_2017.pdf)

## Conclusions

In the course of 2015 asylum applications went through the ceiling. Not only did the applications rise exorbitantly to some 81100 by the end of November 2015, but the transit through Austria increased to such an extent that special buses and supplementary trains had to be organised to take the refugees to the border of Germany, as most of the refugees wanted to go to Germany or Sweden. Registration and reception centres were overcrowded and bypassed as the Austrian authorities lost complete control over the events.

Without the help of NGOs the refugees' crisis would have turned into a veritable humanitarian crisis in Austria.

This crisis had put Migration and asylum on the top of the politic discourse in the country.

## Policies related to migrants and refugees' social and labour integration

### Integration services target

In order to promote the employment of migrants commensurate with their acquired skills the, the National Assembly adopted a decision to ease skills recognition of university graduates from third countries in April 2012. The decision was based on a five-point programme elaborated by the Minister of Science and Research in cooperation with the State Secretary for Integration. The decision facilitates the validation (regarding nonregulated professions) and nostrification (regarding regulated professions) of third-country graduates' degrees through increased information provision, improved services and shorter procedures.

In December 2015 a law on the right to accreditation and acknowledgement of one's skills acquired abroad went into the parliament for consultation (Anerkennungsgesetz)

The massive inflow of refugees in 2015 and the concomitant large acceptance rates have set a whole machinery of integration measures into motion. The government has agreed to put up extra money for integration measures, namely 75 million euros for the integration of refugees: a major share is going into the education system to help refugee children, followed by the creation of housing, the development of welcome centres etc. In addition, 70 million euro have been dedicated to the promotion of labour market integration, be it further education and training or other support measures.

With the legislative reform of the Foreign Employment Act in 2013 (BGBl I 2013/72) the work entitlement permit (AE) and the permanent licence (BS) were transferred to a Red-White Red-Card –Plus, which grants free movement on the labour market. According to social security data, Austria counted 615700 foreign wage and salary earners in 2015, i.e., 27000 or 4,6 percent more than a year ago. This meant that 85% of the employment growth accrued to foreign citizens in 2015, while the

employment of Austrians grew only by 4500 or 0.2% versus 2014. Accordingly, the foreign worker share in total employment rose to 17 percent, after 16,8% in 2014.

## Institutional players and Multilevel Governance

Migration and integration are cross sectional and multistakeholder fields of actions. Near governmental actors, it is very important to mention the considerable contribution of the Civil Society Organisations, NGOs, private initiatives, the social partner like trade unions and the Municipalities. Here is a scope of fields and actions:

Stakeholder	Fields of action	Responsibilities
Federal Ministry for Europe, Integration and Foreign Affairs  BMEIA  <a href="http://www.bmeia.gv.at">www.bmeia.gv.at</a>	visas, development policy, integration, relations with third countries	Visa procedures and consular fees  Matters of development cooperation and coordination of the international development policy  Matters of cooperation with the UNHCR and the ICRC  Matters of integration
Federal Ministry of the Interior  BMI  <a href="http://www.bmi.gv.at">www.bmi.gv.at</a>	immigration policy, asylum policy,  integration, labour market access,  residence permits, quota, irregular migration,  border control, forced return, voluntary return, removals, citizenship	- Monitoring of the entries into and exits from the federal territory - Aliens Police issues - Immigration and emigration matters - Asylum matters - Exclusion orders, expulsions, removals - Extradition matters - Citizenship matters - Participation in the implementation of the National Action Plan for Integration
Federal Ministry of Labour, Social Affairs, Health and Consumer Protection BMASGK - <a href="http://www.bmasgk.gv.at">www.bmasgk.gv.at</a>	labour market, general social policy, health	Determination of quotas for work permits - Determination of exceptions from the Act  Governing the

		<p>Employment of Foreigners</p> <ul style="list-style-type: none"> <li>- Regulations on work permits for certain groups of foreigners</li> <li>- Regulation for Skilled Workers</li> </ul>
<p>Austrian Integration Fund ÖIF – <a href="http://www.integrationsfonds.at">www.integrationsfonds.at</a></p>	<p>Support for migrants and recognized refugees in their integration process</p>	<ul style="list-style-type: none"> <li>- Implementation of the “Integration Agreement”</li> <li>- Management of projects financed by the Asylum, Migration and Integration Fund on behalf of the Federal Ministry for Europe, Integration and Foreign Affairs</li> <li>- Administration of projects financed by the European Integration Fund</li> </ul>
<p>Diplomatic authorities abroad</p>	<p>Visas</p>	<p>Issuance of visas</p>
<p>Federal Office for Immigration and Asylum BFA – <a href="http://www.bfa.gv.at">www.bfa.gv.at</a></p>	<p>International protection, residence titles, return decisions</p>	<ul style="list-style-type: none"> <li>- First instance asylum procedure</li> <li>- Granting and withdrawal of political refugee status and subsidiary protection status</li> <li>- Imposing return decisions and where applicable entry bans and enforcement orders</li> <li>- Granting residence titles in cases of exceptional circumstances</li> <li>- Issuing of the documents related to asylum proceedings</li> <li>- Decisions on pre-deportation detention and more lenient measures</li> <li>- Procurement of return certificates</li> <li>- Execution of the Federal Government Basic Welfare Support Act as federal authority</li> </ul>
<p>Public Employment Service AMS - <a href="http://www.ams.at">www.ams.at</a></p>	<p>Labour market</p>	<p>Issuance, administration of work permits</p>

Judicial review	Appeals	<p>Federal Administrative Court BVwG - <a href="http://www.bvwg.gv.at/">www.bvwg.gv.at/</a></p> <p>Appellate body for decisions of federal authorities provincial administrative courts</p> <p>LVwG - Appellate bodies for decisions of provincial authorities</p> <p>Administrative High Court VwGH - <a href="http://www.vwgh.gv.at">www.vwgh.gv.at</a></p> <p>Extraordinary appellate body</p> <p>Constitutional Court VfGH - <a href="http://www.vfgh.gv.at">www.vfgh.gv.at</a></p>
Social Partners	Consultation	Focused expertise, Advocacy
Civil Society Organisations	Consultation – Volunteer Work	<p>Development and Execution of supportive projects,</p> <p>private engagement</p> <p>Immediate help action</p> <p>Monotirong - Advocacy</p>

### Third sector role

This area is covered by the very dedicated NGOs in Austria. Most of them are funded by governmental institution, but also contributions from their member and Donation. Grants are also coming directly from the European Commission. That is the case of SÜDWIND, Partner Organisation in this very action. That will also be the case of some examples identified as Good, in this study.

### Policies relating to the reception and integration of refugees and asylum seekers

Asylum seekers and other persons who cannot be expelled are not entitled to the same social benefits as citizens. In 2004, the Basic Care Agreement between the

State and the federal provinces entered into force and has been implemented at national and provincial level. The agreement sets out the duties of the Federal State and the states and describes material reception conditions such as accommodation, food, health care, pocket money, clothes and school material, leisure activities, social advice and return assistance, by prescribing the amount for each.

Asylum seekers subject to Dublin procedures are entitled to basic care provisions until their transfer to the Member State responsible for the examination of the asylum application is executed. This general rule is not applicable if the asylum seeker is detained or ordered less coercive measures, however. In both cases they are not covered by health insurance but have access to necessary urgent medical treatment. In contrast to asylum seekers subject to the Dublin procedure but accommodated in one of the reception facilities in Austria, those undergoing Dublin procedures whilst in detention or less coercive measures do not receive monthly pocket money (€40). This distinction in the reception conditions available to applicants detained or subject to alternatives to detention does not respect the recast Reception Conditions Directive, which should remain applicable in all Dublin procedures.

If the suspensive effect of an appeal was denied, basic care is terminated after the first instance decision. Asylum seekers receive basic care in the case the court has awarded suspensive effect or if they wish to leave Austria voluntarily until their departure.

A precondition for Basic Care is the need for support. This is defined by law as applicable where a person is unable to cover subsistence by their own resources or with support from third parties.

Asylum seekers arriving in Austria with a visa are thus not entitled to Basic Care due to the precondition of having “sufficient means of subsistence” for the purpose of obtaining a Schengen visa. This exclusion clause is applied very strictly, even when the sponsor is unable to care for the asylum seeker. Exception may be made if the asylum seeker has no health insurance and gets seriously ill and needs medical treatment.

Although the amount of material reception conditions is specified in the Basic Care Agreement, the level of income or values relevant to assessing the lack of need for Basic Care is not specified by law. Legislation does not lay down the amount of means of subsistence below which a person is entitled to Basic Care, even though the amounts for subsistence and accommodation are prescribed by law.

In practice, an income beyond 1.5 times the amount of Basic Care benefits (€547) are deemed to be without need of Basic Care. In Salzburg, the regulation for Basic Care in force from 1 July 2016 sets out that income up to €110 is not taken into account; for any family member in a household, a further €80 of income should not lead to a reduction of basic care support; for an apprentice the respective amount is € 150.



#Special documents for the entitlement to Basic Care are not foreseen. All asylum seekers and other persons who cannot be deported are registered in a special database, the Grundversorgungssystem. National and local authorities, as well as contracted NGOs, have access to the files.

Asylum seekers returned to Austria from other Member States may face obstacles to getting full Basic Care after arrival. Sometimes free places in the Federal province they are assigned to are not available. Therefore it happens that they stay in the transit zone of the airport (Sondertransit) voluntarily and wait for the renewal of their entitlement to Basic Care, although they stay in a closed centre in the meantime.

After a final negative decision on the asylum application, the law provides for Basic Care until departure from Austria, if the rejected applicant cannot leave e.g. due to inability to obtain a travel document. Usually, rejected asylum seekers remain in the same reception facility. While in Vienna, Basic Care after a negative decision is usually prolonged, other federal provinces cease support. Depending on available places, rejected asylum seekers may stay in the reception centre on the basis of a private agreement with the landlord or NGO.

By the end of November 2016, 63740 asylum seekers received Basic Care, out of whom 86% with applications pending in first instance, 9,5% waiting for the outcome of the Dublin procedure.

## Social inclusion policies: priority, measures and implementing tools

At the beginning of the refugee crisis, not least through the high number of volunteers, a set of integration measures for this target group was quickly established. In order to secure the long-term, structured integration of the refugees, it was necessary, however, to turn the individual initiatives into a regulatory structure and to embed the integration measures institutionally throughout Austria. At federal level, three legislative initiatives were introduced that will significantly facilitate the integration process of refugees in the future.

The following national legislative initiatives have the largest effect on the area of integration: The Recognition and Assessment Act (AuBG), the Integration Act (IntG) and the Integration Year Act (IJG).

	RECOGNITION AND ASSESSMENT ACT (AuBG)	INTEGRATION ACT (IntG)	INTEGRATION YEAR ACT (IJG)
Entry into force	12.07.2016	09.06.2017 Provisions for	01.09.2017 Provisions for

		persons entitled to asylum or subsidiary protection; 01.10.2017 Provisions for other third country nationals	persons entitled to asylum or subsidiary protection; 01.01.2018 Provisions for asylum seekers
Target group	Persons with qualifications that were acquired abroad	Persons entitled to asylum or subsidiary protection, other third country nationals	Persons entitled to asylum or subsidiary protection as well as asylum seekers with a high probability of recognition
Core content	Recognition and assessment of foreign qualifications	Language training and communication of values, establishment of integration bodies, integration monitoring, amendment of the Integration Agreement	Employment-policy measures
Specific integration measures for refugees	Special procedures for persons entitled to asylum or subsidiary protection without documents	Language courses at A1 and A2 level, values and orientation courses; with the amendment of the Asylum Act (AsylG) it will be possible from 01.01.2018 to offer language courses for asylum seekers with a high probability of recognition (§ 68 AsylG)	Competence clearing, language courses from A2 level, clarification and support for the recognition of qualifications and certificates, values and orientation courses, vocational orientation- and application training, work preparation measures, job training in the sense of

			community services, other measures
Obligations to cooperate and sanctions		Obligations to cooperate in training measures linked to a reduction of welfare benefits or unemployment benefits in case of non-compliance	Obligations to cooperate in training measures linked to a reduction of welfare benefits or unemployment benefits in case of non-compliance

### Access to work and professional training

Based on an amendment to the Act Governing Employment of Foreign Nationals (AuslBG), effective as of January 2008, Austria has opened up its labour market completely to international researchers.

Researchers from third countries who are in possession of a "Residence permit — Special cases of gainful employment" ("Aufenthaltsbewilligung — Sonderfälle unselbständiger Erwerbstätigkeit"), a "Settlement Permit - Special cases of gainful employment" ("Niederlassungsbewilligung — Sonderfälle unselbständiger Erwerbstätigkeit") or a "Settlement permit — Researcher" ("Niederlassungsbewilligung — Forscher") may carry out this activity, which is not subject to the regulations of the Austrian Act Governing Employment of Foreign Nationals, without any further permit.

Both residence permits are only issued for activities that are not subject to the regulations of the Austrian Act Governing Employment of Foreign Nationals. Beyond these activities no other employment is permitted.

The Aliens Employment Act (AuslBG) states that an employer can obtain an employment permit for an asylum seeker 3 months after the submission date of the asylum application, provided that no final decision in the asylum procedure has been taken prior to that date.

The possibility of obtaining access to the labour market is restricted by a labour market test (Ersatzkraftverfahren), which requires proof that the respective vacancy cannot be filled by an Austrian citizen, a citizen of the EU or a legally residing third-country national with access to the labour market (long-time resident status holder, family member etc.)

Asylum seekers are not registered at the Public Employment Service as unemployed persons. Therefore they are not entitled to vocational trainings provided or financed by the Public Employment Service. They may carry out non-profit activities and

receive an acknowledgment of their contributions. Such non-profit jobs, are e.g. administrative messenger or office assistance, translation services, support for parks and sports facilities, playgrounds, care for the elderly, assistance in nursery schools, school attendance services, assistance in animal shelters, or support for minor resettlements in the municipality.

On 25 January 2017, the Ministry of Social Affairs submitted a decree to the Labour Market Service (AMS). The Decree clarifies that:

- Asylum seekers are allowed to complete practical experience and internships within the framework of their training in vocational schools or secondary schools;
- Adult asylum seekers are also allowed to do unpaid volunteer work for companies. An asylum seeker may take 3 months in a one-year period with several companies

## Migrants' entrepreneurship in the local productive districts

Migrants in Austria tend to set up business in services, in particular cleaning, restaurants, food production and retail trade as well as in manufacturing, above all in clothing, leather ware, shoes and textile production and repairs

To carry out self-employment in Austria, Migrants must obtain the necessary residence title (or visa in case of short term activities).

In general, they can apply for the various residence titles that are available in Austria and engage in self-employed work.

To obtain a residence title, you must meet the specific conditions of the title and prove that you meet the general conditions for residence titles in Austria, namely:

- adequate accommodation corresponding to Austrian standards;
- full medical insurance;
- adequate means of subsistence.

A specific scheme for self-employed workers is provided within the system of the Red-White-Red – Card (Rot-Weiß-Rot – Karte).

Migrants can apply as a self-employed key worker for a Red-White-Red – Card, if your occupation in Austria creates macroeconomic benefits going beyond operational benefits.

This may be the case if:

- the intended occupation involves a sustained transfer of investment capital to Austria;
- the intended occupation creates new jobs or secures existing jobs in Austria;

- the settlement of the key worker involves the transfer of know-how respectively the introduction of new technologies;
- the key worker’s company is of considerable significance for the entire region.

In addition to the Red-White-Red – Card, you can be issued a Temporary Residence Permit – self-employed worker (Aufenthaltsbewilligung – Selbständiger) if you can prove a contractual obligation for self-employed work for a period exceeding six months.

Asylum seekers are allowed to self-employment if they have been admitted to the asylum procedure for at least three months. Who registers for self-employment, loses the right to basic care, must be self-insured with the Wiener Gebietskrankenkasse (WGKK) and the Sozialversicherungsanstalt (SVA), must pay a chamber charge, must pay income tax, must comply with all trade and other laws related to the practice of business.

## Labour policies and initiative to protect jobs: active and passive employment policies addressed to migrants and refugees

In January 2016, the 50 Action Points Plan for Integration was adopted by the Council of Ministers. This Action Plan constitutes the official strategy of the Federal Government for the integration of refugees. The 50 measures are recommendations produced in cooperation of the 11 members of the Expert Council for Integration, aimed at integrating those entitled to asylum and to subsidiary protection as swiftly as possible and speedily empowering their self-sustainability. The core issues in this regard are language acquisition, accessing the labour market and communication of values. It was presented by the Minister for Integration Sebastian Kurz (Now Federal Chancellor) and the Chairman of the Expert by Minister for Integration Sebastian Kurz and the Chairman of the Expert Council for Integration, Professor Heinz Faßmann. Council for Integration, Professor Heinz Faßmann.

LMP
<b>Classification of interventions by type of action</b>
<b>LMP SERVICES</b>
<ol style="list-style-type: none"> <li>1) Recognition and assessment act for refugees who can provide document or report because they have been left back due to havind fled their countries. It is funded by the Austrian Integration Fund.</li> <li>2) Comprehensive competence checks othe Labour Market Service (AMS)</li> <li>3) Contact point for pro-active companies</li> <li>4) Mentoring programmes for pro-active refugees</li> <li>5) Vocational guidance for young refugees</li> </ol>

6) Qualification pass

**LMP MEASURES**

- 7) Compulsory integration year: The Labour Market Service (AMS) modules that can be completed parallel (Competence clearing, career orientation and job application training etc.). Non participation leads to the reduction of financial benefits provided by the state.
- 8) Companies support: subsidies to the wage and non wage labour costs granted by AMS when companies employ persons entitle to asylum or subsidiary protection. Those persons must be registered at the AMS.
- 9) Expending support mechanisms for companies that foster their staff's acquisition of German language skills
- 10) Extended offer of vocation-specific technical language courses
- 11) Increased deployment of persons completing national alternative or military service and Federal Army staff in refugee-related activities

**S Start-up incentives**

- 12) Start-up: The Austrian Federal Government passed a comprehensive startup program in 2016. It covers a period of three years and entails a volume of about EUR 185 million. The most important measures of the program:
- New startup visa within the framework of the RedWhite-Red Card: Accordingly, the applicant is given a residence and work permit for self-employed work in Austria for a period of one year, with the option of extending it for an additional year.
  - No auxiliary wage costs for the first three employees of innovative startups
  - Seed financing of Austria Wirtschaftsservice (aws) will be increased by EUR 20 million.
  - Together with funds provided by private investors and the EU, an additional EUR 20 million will be put at the disposal of startups.
  - New risk capital premium for investors: Accumulated investments of up to EUR 250000 per year are supported, in which case a maximum of 20% of the investment amount is reimbursed.
  - Digital one-stop-shop for founders: The founding process will become quicker and less expensive.
  - Founding fellowships for academic spin-offs.
  - New startup visa within the framework of the RedWhite-Red Card: Accordingly, the applicant is given a residence and work permit for self-employed work in Austria for a period of one year, with the option of extending it for an additional year.

**LMP SUPPORTS**

No information focused on migrants available.

In addition to the work and employment the 50 points action plan also covers the following areas:

- Language and education
- Rule of law and values
- Health and social issues
- Intercultural dialogue
- Sport and leisure
- Housing and the regional dimension of integration

## Participation processes and active citizenship

Austria was one of the countries confronted to an extremely high degree with both asylum seekers and transit refugees. Civil society actors such as nonprofit organizations (NPOs) and volunteers played an important role in maintaining humanitarian standards and effective crisis management, yet at a high cost and strain especially for civil society actors, NPOs, and volunteers.

The civil society groups and individuals of Austria and Germany who are mobilizing in large numbers to welcome and provide aid to people as they enter. The quick and professional engagement of civil society organizations and volunteers prevented a humanitarian crisis in Austria. Undoubtedly, the Austrian government was absolutely overwhelmed with the huge migrant flows. Thousands of refugees entered the country but wanted to continue travelling to Germany, Sweden or to another destination. This caused an extreme overstraining at the Austrian-Hungarian borders in “Nickelsdorf” as well as at the Austrian-Slovenian borders in “Spielfeld.” While state authorities seemed to be in a state of shock and hardly able to react to the humanitarian dimension of the crisis, civil society played a central role and responded immediately to the need of assistance for refugees.

Volunteers, civil society organisations, the Austrian Federal Railways, supported police and the Austrian Armed Forces in their work at the Austrian borders. They have been an indispensable part of the humanitarian work made at the borders. Refugees could pass the borders freely and were brought by buses to the train stations “Westbahnhof” and “Hauptbahnhof” in Vienna. Refugees with enough money went by taxis. (UNHCR: 25 September 2015). The assistance was mainly managed by the Austrian Red Cross.

At the train stations volunteers offered food, hygienic articles and clothes. While at Westbahnhof the Austrian Red Cross took the organisation and coordination, at Hauptbahnhof a platform named “Train of hope” emerged. It was an ad-hoc creation of volunteers. Its aim is to offer supply (food, material donations) as well as information about the onward journey. Volunteers and translators are recruited through social media. Train of hope considers providing help as its obligation,

especially because the European governments failed in handling the situation. (Train of hope). Due to its efforts “Train of Hope” was nominated by the Austrian League for Human Rights for the Human Rights Price 2015. (Österreichische Liga für Menschenrechte).

These are not the only positive examples of civil society humanitarian assistance. There are many initiatives taking place, one of them is “Flüchtlinge Willkommen (Refugees Welcome)”, which is an initiative inviting asylum seekers and refugees to stay in people’s spare rooms instead of in mass accommodation centres. “Refugess Welcome” also organized a concert where more than 15000 people participated in order to show their solidarity with refugees.

Other initiatives include leisure activities together with refugees or free language course provided by volunteers.

## Financial resources available: implementing and monitoring the interventions

The cost of integrating refugees by level of government

Expenditure on refugees, asylum and integration in % GDP	2014 GDP 333,06 Milliarden EUR	2015 344,49 Milliarden EUR	2016 353,3 Milliarden EUR	2017 GDP 370,16 Milliarden EUR
Federal Government	0,14%	0,24%	0,50%	0,50%
Länder and Municipalities	0,09%	0,14%	0,23%	0,25%
General State	0,23%	0,37%	0,73%	0,75%

International Migration outlook 2017

For 2016 and 2017, the federal budget for the labour market integration of refugees has been increased to €105 million and €190.8 million, respectively. Federal funding for general language tuition and vocational language training almost tripled from 2015 to 2017.

Out of a total of 75 million euros earmarked for additional integration measures in the field of language and values courses, the Federal Government has allocated a joint budget of 41 million euros to the Ministry for Integration, Europe and Foreign Affairs and the Ministry of the Interior. The provision of these funds was adopted by the Council of Ministers along with the 50 Action Points Plan for the Integration of Persons entitled to Asylum or Subsidiary Protection.

[http://www.europarl.europa.eu/RegData/etudes/STUD/2018/614200/IPOL\\_STU\(2018\)614200\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/STUD/2018/614200/IPOL_STU(2018)614200_EN.pdf)



There are several funding lines convened by the Austrian governmental department and Municipalities, for the development of programs in the fields of Migration and integration. There are also and current financial resources from the European Commission to the Austrian Government and NGOs such as AMIF.

## Conclusions

As a response to the humanitarian crisis in the Middle East, Austria decided for the first time to implement a resettlement programme. In the summer 2013 the Austrian government initiated a Humanitarian Admission Programme (HAP I) by resettling 500 Syrian refugees to Austria. In spring 2014, the Austrian government decided to expand the programme by introducing HAP II, adding another 1000 resettlement places. Both programmes, HAP I and HAP II, have adopted a shared admission scheme for Syrian refugees: one part of the quota is filled by UNHCR quota-refugees who are already registered in the region, with a focus on particularly vulnerable groups. The other part is directed towards the Christian community in Syria, helping to bring in refugees with family ties in Austria. Additionally, the possibility of direct application for refugees with family members in Austria was introduced during HAP II.

We chose to focus on third countries' migrants in a regular legal situation (versus migrants in irregular situation, versus EU-migrants) because this population is in line with governmental actions on migration and integration. It is therefore accessible and needs joined interventions to unfold and full contribute to the welfare of all.

## Good Practices

### GP1: Nachbarinnen in Wien – Female Neighbours in Vienna

#### Good Practice 01 – Synthetic Description

<p><b><u>Title of the Good Practice:</u></b></p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p style="font-size: 1.2em; margin: 0;">NACHBARINNEN IN WIEN</p> </div> <p style="margin-top: 5px;"><b>Neighbours in Vienna</b> <b>Nachbarinnen in Wien</b></p>	<p><b><u>Contact:</u></b></p> <p>Ayten Pacariz – chief executive officer (operative Leiterin)</p> <p><b>Entity:</b> association (Verein)</p> <p><b>Profile:</b> NGO</p> <p><b>Address:</b> Nordbahnhof, Leystraße 157, 1020 Wien</p> <p><b>Phone:</b> +43 681 84 600 816</p> <p><b>E-Mail:</b> office@nachbarinnen.at</p>
<p><b><u>Field:</u></b></p> <p>“Nachbarinnen in Wien” is a non-profit organization offering intensive social assistance and coaching in the mother tongue of the clients for a period of 10 weeks. The field of operation is interculturality, trans-cultural knowledge as well as social work.</p>	
<p><b><u>Funding:</u></b></p> <ul style="list-style-type: none"> <li>➤ Donations &amp; companies through sponsorship (approximately 60% of annual budget is funded by private donations)</li> <li>➤ MA17 Integration and Diversity of the City of Vienna</li> <li>➤ MA57 Women Funding</li> <li>➤ Bmgf – Ministry for Women and Health</li> <li>➤ Bmask – Ministry of Work and Social Affairs</li> <li>➤ Award Winning (small budget coming from winning prices in competitions)</li> <li>➤ Cooperation Partners for different forms of support e.g. rooms, technical equipment</li> </ul> <div style="margin-left: 400px; border: 1px solid black; padding: 5px; width: fit-content;"> <p>(approx. 40% of annual budget through public/state-owned funds)</p> </div>	
<p><b><u>Description of the Good Practice:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> Giving every person that must migrate has the right and shall get the chance of support and</li> </ul>	

guidance; making the bridge before a self-determined life can happen; sorting and motivating; coaching in the mother tongue;

- **Methods implemented**

Peer to peer coaching

Case Management in the clients' home with development of a committing action plan

Roundtables in private homes

Teaching in private lessons

Public events on important topics in the communities

Cultural events for children

Gender Mainstreaming

Publishing brochures (e.g. about cultural behaviour differences)

Empowerment by fostering qualifications for the job market

- **Activities**

→ all services are "easy accessed" and offered to reduce anxiety as well as minimise the tension in the household → as most of the "neighbours" have experienced similar life course communication on equal basis is possible

Private Lessons:

→ the "best seller" at Neighbours in Vienna; → the teachers itself are mostly students from Austria so that German is their first tongue in turn; → German and Mathematics are the major subjects demanded by the kids

Case Management – Social Work:

→ Housing, Schooling, Parenting, Culture, Financial Situation → Main problem/s is/are spotlighted and addressed through a detailed action plan → This action plan is the start for a mutual understanding between the "neighbour" and the client;

Educational Breakfast: → a person can invite a "neighbour" of the same cultural background for a one hour breakfast and can ask questions and raise topics they want to know or share; → 60%-70% women – families in general – are using this offer from "Nachbarinnen in Wien"; → topics in Educational Breakfasts: deadlines at certain authorities, educational system, info and bridge-building events to the services of the Youth Welfare Office, leisure time management and opportunities, (anti) radicalisation, right of residence, mental health, familyliving here and elsewhere and many more;

Cultural program for kids: → in cooperation with museums, theaters and other cultural services children get to explore the city of Vienna

Eltern.Tisch – roundtable discussions for parents: → in this format mothers get the possibility to speak with other women about topics in a comfortable environment and in their mother tongue; → topics are for instance puberty, cultural questions, empowerment of their children, dealing with new media;

"Sewing Garage" (Nähwerkstatt):

→ side-project that grew to a garage for upcycling products; → migrant women could apply for an vocational training as a needlewomen/sewer; → companies give big order for individual upcycling products "with a social benefit";

In Data:

5.135 private lessons, provided by 139 students for 241 kids  
 4.074 home visits  
 2.066 accompanying to public procedures at different authorities  
 1.714 clients inviting a “neighbour” for “Bildungsfrühstück” – Educational Breakfast  
 1.009 participants at the activity “Kinder-Kultur Programm” – a cultural program for kids  
 880 intensively supported families  
 564 participants at the activity “Elterntisch Diskussionen” – roundtable discussions for parents

- **Time duration**

10 weeks with the possibility of extension for special reasons

- **Number of people involved in the action**

2 Founder (idea givers, initiators)

1 Operative Manager

9 Active Neighbours (Nachbarinnen)

...providing services in German, Turkish, Arabic, Somali, Chechen, Farsi and Dari

- **Any other relevant aspects**

They didn’t want to provide another service institution but rather build everything before this process can start by the power of the clients independently afterwards. The work of Neighbours in Vienna

Sie wollten keine weitere Beratungsstelle sein, sondern auf Augenhöhe und mit anderen Formaten arbeiten. Die Schwelle muss ganz niedrig sein. Über Mundpropaganda gelangt man in die Communities.

Price Winning idea: Ander Friedmann price 2016 for Integration, MigAward 2017 in the Category Gender, Viennese Womenprice 2015, Viennese Health Price 2014, Ideas Against Poverty 2013, Humanitarian Engagement – Austrian Award 2013 and some more.

The professionalisation of the neighbours coming from the same cultural background as the clients will have a positive impact into the whole specific community – a positive snowball effect.

What draws back the rentability of the “sewing garage” – Nähwerkstatt is missing orders. Educated sewer as well as a room with the necessary technical equipment are present and job-ready.

**Target group:**

Neighbours (Nachbarinnen) – they get a five month training beforehand to become a mobile Social Assistant; after successfully completed training, a fixed employment at “Neighbours in Vienna” is settled;

Clients – basically every migrant in Vienna can “apply” for the professional expertise from a “neighbour”; there is no formal application process – most of the target group is found through word of mouth in their communities (e.g. for the first round “neighbours” approached women before schools and kindergartens to make the offer visible); often the service is used by women; basic help is needed;

**Web page:**

<http://www.nachbarinnen.at/>

**Additional comments:**

The same cultural background is crucial for raising the topics that are relevant for migrants and their families in the moment of intervention. Language barriers are no longer existing, questions can be raised in a friendly and respectful environment the “neighbour” as well as the setting in the private area of the client is providing.

It is essential that the clients know that the “neighbour” is a guidance and not a servant. Most of the actual work must be done by the clients’ side. High commitment as well as the will to reflect on the own current situation are the foundation stone for development.

The mixture of the different methodological material used through various formats (see activities) and the supervision and guidance in regular periods their job seems to lead to a high commitment of the “Neighbours” – measurable in the low dropout rate.

**ANALYTICAL DESCRIPTION**

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• “Neighbours in Vienna” is helping to take the first steps in a social integration offering services in seven different languages through innovative formats</li> <li>• Before clients can go further in their integration process they need so sort, organise, reduce anxiety and tension, have space to ask the basic questions – on equal basis</li> <li>• The demand – for “Neighbours” as well as for students (Private Lesson programme) is much higher than can be offered with existing resources</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• Peer-2-peer</li> <li>• Empowerment</li> <li>• Flexible and various formats – on demand</li> <li>• Meetings at home – in an intimate space</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• Easy accessible</li> <li>• Many awards won in different categories</li> <li>• Fluid structure cause of flat hierarchy</li> <li>• closeness to the clients leads to effective program development</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• 1 Euro = 4,6 Euro (see impact)</li> <li>• Flat hierarchy leads to more flexibility in the operative business</li> <li>• No costs for room rental cause of built collaboration</li> <li>• On the other hand: no office (current is just provided till end of 2018) which makes work harder</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• SROI-Index (1 Euro = 4,6 contribution to society)</li> <li>• The team of neighbours are relatively stable over the period → for many of them this was their first fix employment contract in Austria</li> </ul>

<b><i>Sustainability</i></b>	<ul style="list-style-type: none"> <li>• Funded risky – constant marketing and fundraising is necessary;</li> </ul>
<b><i>Gender approach</i></b>	<ul style="list-style-type: none"> <li>• Most of the women clients are living in a patriarchal dominated structure but still being responsible for the educational guidance of the children in the household – therefore most of the offered programs are focused on women, targeting their topics;</li> <li>• The principle of empowerment is working highly effectively if support is between women – the same gender;</li> <li>• Women are being door opener into communities;</li> <li>• Of course, also men are using the services and would have been accepted in the educational program to become a professional “neighbour” – but there was still no demand for it</li> <li>• Empowerment process visible in Ayten Pacariz herself – she was in the first “neighbour” programme and is now chief executive officer</li> <li>• Awards in Gender related categories (see above)</li> <li>• Self-esteem of women in the program raised visible</li> </ul>

## GP2: Refugees{code} coding school for integration

Good Practice 02 – Synthetic Description	
<p><b>Title of the Good Practice:</b></p> <p><b>refugees{code}</b> coding school for integration</p> <p>refugees{code} coding school for integration refugees{code} Programmierschule für Integration</p>	<p><b>Contact:</b></p> <p>Stefan Steinberger – Founder (Initiator) &amp; Daniela Wolf – Co-Founder (CO-Gründerin) &amp; Alexander Hartveld – Co-Founder (CO-Gründer)</p> <p><b>Entity:</b> association (Verein) <b>Profile:</b> NGO – « 1persons idea » <b>Address:</b> Nordbahnhof, Leystraße 150, 1210 Wien <b>Phone:</b> +43 664 225 03 80 <b>E-Mail:</b> stefan@refugeescode.at</p>
<p><b>Field:</b></p> <p>refugees{code} is a non-profit organization offering refugees a free programming education. Therefore, the field is educational with a very specified focus on labour market demands in the sector of IT (coding and software development).</p>	
<p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>➤ AMS – Public Employment Service Austria (the GP is an official programme at the AMS, bookable for registered, job-seeking refugees – note: refugees{code} can decide which participants enter their program)</li> <li>➤ TU Wien – Technical University of Vienna (for tutors and room rental in the first period of intervention)</li> <li>➤ Private Companies (for investing in the idea as well as for finding a qualified programmer)</li> <li>➤ BMBWF – Austrian Federal Ministry of Education, Science and Research (a small financial fund)</li> </ul>	
<p><b>Description of the Good Practice:</b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> <ul style="list-style-type: none"> <li>Job readiness of participants in 9 months</li> <li>Integrating refugees in the job market (not just community support)</li> <li>Providing guidance for the process of integrating in the job market</li> <li>Closing the gap between expertise and job vacancies</li> <li>Create good practice examples to set against the stereotype of low formal expertise on “refugees” as a group as well as end the stigma for some of the participants being unemployed (giving perspective)</li> </ul> </li> <li>• <b>Methods implemented</b> <ul style="list-style-type: none"> <li>It is essential to mention that the course was held two rounds so far and is currently in the third round. Every round derived to lessons learnt and as the team of refugees{code} is reflective and has the willingness to change, the feedback led to new and innovative forms of</li> </ul> </li> </ul>	

teaching and learning methods as well as new didactical materials.

Basically, the Flipped Classroom Learning and Problem-Based-Learning as well as the MOOC (=massive open online course) "Introduction to Computer Science" are the core elements in the good practice. Complemented by weekly coaching and tutoring, reflection rounds, funny competitions amongst participants as well as speeches from professionals that also form a network for internships or job vacancies.

Keys to success are now the collaboration with the Public Employment Service Austria (AMS), the change to a full-time program with mandatory physical presence and a venue where the participants can learn 40+ hours per week and a professional trainer who was hired.

- **Activities**

Application process (2 rounds of online questionnaires, small homework)

Getting to know each other – different formats (take time in the beginning to "set the stage" and create a learning environment)

MOOC (Online Course from Harvard University)

Physical Classes to attend every week (& complementary program e.g. soft skills)

Specializing Phase (approx. 2 month)

Internship Phase (3-6 month)

Final Project per person

Portfolio for job application

Party to celebrate course program

- **Time duration**

9 months for the whole programming-course with a mixture of attendance in classes, E-Learning Course and an internship

- **Number of people involved in the action**

10 active team members of refugees (almost all of them part-time)

10 student tutors of the Technical University of Vienna per term

Companies for internship

21 participants (in this third round – 3 women, 18 men)

- **Any other relevant aspects**

Coding and software development (field of action)

Donation for qualitative hardware (e.g. fast laptops, beamer, comfortable chairs, ...) is still wanted and missing and a hindering factor so far

The demand for the program is far higher than the supply that can be offered → in this 3<sup>rd</sup> round there were 141 applicants – only 21 were selected. The team is willing to expand and is now intensively looking for funds.

0% dropout rate – this needs to be mentioned as many programs lose its efficiency if participants drop out through the program; in this case the commitment is very high – since the team puts a lot of time and effort in the application process as well as the perceived quality of the program itself.

**Target group:**



Refugees seeking for employment in Vienna (capital of Austria) who speak English in a high level, who are motivated for finding a job as a programmer in Vienna and the time to attend the courses and learn throughout the nine months (e.g. no possibility to work next to the program!).

3<sup>rd</sup> round/current group: Most of the participants are male (18 out of 21), come from Syria (other countries are: Afghanistan, Iraq + Iran) and are in the age between 24 and 41 years.

Companies seeking for programmers and are willing to provide the opportunity for an internship in the end of the course program.

Students that want to get a teaching experience, foster their intercultural skills and need ECTS-points.

**Web page:**

<http://www.refugeescode.at>

**Additional comments:**

When visiting the premises while the programming course was happening, one could feel and observe the motivation and positive energy of the participants. When Stefan Steinberger, the initiator of the idea and founder of refugees{code} entered the room – a happy welcome was given to him. His believe and emphasis in the idea seems to be an additional boost for the participants commitment to the programme.

The internal team is now – in the 3<sup>rd</sup> round of the program – been paid for their effort. Before everything was volunteer-work. They have a high need of communication and coordination, so they meet weekly for a jour fixes. To keep the personal effort as small as possible every team member has a small and determined work expertise.

Around 10 students per term (semester) are tutoring through the 9 months and get credits for it in a specific subject (soft-skills course) in their study at the Technical University of Vienna (TU).

Usually the crediting process at a University is very time consuming. It is necessary to mention that there was already a similar programme existing at the Technical University that refugees{code} pursued (even though with major changes – see methods above).


The cooperation with the Technical University was also profitable in terms of technical equipment and the rental of rooms for the start of the course program.

## ANALYTICAL DESCRIPTION

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• Many companies seeking for programmers – often 1,5 years;</li> <li>• Many refugees and asylum seekers are in jobs that are under their level of profession → the macroeconomic loss is huge and can be made smaller by initiatives like the observed;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• Approach with universities → learning opportunity for</li> </ul>

	<p>the tutors;</p> <ul style="list-style-type: none"> <li>• Students get credits for their social engagement;</li> <li>• Clear USP;</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• Reversed course design → after first trial period now a syllabus (verdichtet und feedbacked);</li> <li>• The gratitude and positiveness coming from the participants is motivating the team to go further and take any obstacle occurring;</li> <li>• Infrastructure and technical equipment are negative on the effectiveness of the program;</li> <li>• Automatic processes should be fostered for the next rounds– especially in the time-consuming application process;</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Job readiness in 9 months;</li> <li>• 0% dropout so far;</li> <li>• Costs for tutors, rooms and for the necessary soft- and hardware are already minimized due to cooperation's with partners and supporters of the good practice example therefore there is no further cost reduction necessary;</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• As the good practice is an educational program recognized by the state – AMS, respectively – stability over a longer period is expected;</li> <li>• Due to the current situation concerning the job market of refugees in general – the need for specific empowering programs will be growing in future;</li> <li>• Conditions are therefore to be seen as stable over a longer period of time;</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Companies search on average 1,5 years for a programmer → huge market &amp; companies who will be willing to co-finance the program for a long time;</li> <li>• For 2018 there is already the third course run planned (applications for the process are already taking place);</li> <li>• As the GP is very young – the transferability to other countries or other regions in Austria is still too early;</li> </ul>
<b>Gender approach</b>	<ul style="list-style-type: none"> <li>• Currently much more man – showing the picture of employment structure in IT sector in general;</li> <li>• In the current round there have been already payed ads for women in social media;</li> <li>• As the team spotlighted already on the gender gap of their program they want to address women specifically for the fourth round starting in autumn 2018 (with more cooperation with certain NGOs in Austria; also, the idea was raised to offer one whole course just for women exclusively);</li> </ul>

## GP3: Asylkoordination Österreich

Good Practice 03 – Synthetic Description	
<p><b>Title of the Good Practice:</b></p>  <p><b>Asylum Coordination Austria</b> <b>Asylkoordination Österreich</b></p>	<p><b>Contact:</b> Herbert Langthaler – Public Relation, School-Workshops and Public Lectures (ÖA, Schulworkshops, Vorträge) <b>Entity:</b> association (Verein) <b>Profile:</b> NGO, refugee association <b>Address:</b> Burggasse 81/7, 1070 Wien <b>Phone:</b> +43 699 10 389 505 <b>E-Mail:</b> langthaler@asyl.at</p>
<p><b>Field:</b></p> <p>“Asylkoordination”, Asylum Coordination Austria is a non-profit organization offering their services since 1991. As a NGO for coordination, information and documentation in the field of asylum. Additionally, the work of “Asylkoordination” has a positive effect on the labour market integration of refugees.</p>	
<p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>➤ Donors and sponsorship, volunteer work</li> <li>➤ Membership fees</li> <li>➤ Different funds from municipalities, cities, state or the EU</li> </ul>	
<p><b>Description of the Good Practice:</b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> Empowerment of refugees – with a focus on “UMF” – unaccompanied minor refugees Enforce an open asylum policy in Austria and in Europe Services for migrant communities and interested civil society Transnational EU-projects</li> <li>• <b>Activities</b>  Less operative work – more a coordinative networking role in Austria’s NGO area – except “Patenschaften” – the mentoring project → “Asylkoordination” is training people to become a “buddy”/mentor who helps unaccompanied minor refugees for their first steps in the new environment of Austria;           <ul style="list-style-type: none"> <li>• Coordination function in psychotherapeutically field (NIPE – Netzwerk für interkulturelle Psychotherapie nach Extremtraumatisierung)</li> <li>• Networking – national and international lobbying and obtaining membership function (e.g. via Agenda Asyl who comments on laws, hosts big forum events or ECRE – European Council of Refugees and Exiles)</li> <li>• Information, translation<sup>1</sup></li> <li>• Financial hub (within the specific project NIPE public funds are spread by</li> </ul> </li> </ul>	

<p>“Asylkoordination” to different associations) and controlling function</p> <ul style="list-style-type: none"> <li>• Seminars and workshops in schools</li> <li>• Public lectures – in general a lot of public relations and press releases</li> <li>• Publishing a quarterly magazine asyl aktuell</li> <li>• Reports and/or position papers for other networks like AIDA – Asylum Info Database</li> <li>• Legal advice (member of the network for Asylum-Lowers with lawyers for special cases)</li> </ul> <ul style="list-style-type: none"> <li>• <b>Number of people involved in the action</b> 7 employees at Asylum Coordination Austria Approx. 100 donors and 1.000 volunteers ~ 650 sponsors/buddies</li> </ul>
<p><b>Target group:</b></p> <p>The main target group and beneficiaries of their work are so-called “UMF” – unaccompanied minor refugees – members of other NGOs, Initiatives and volunteers as well as pupils and the interested population of Austria in general. Therefore, the field is social integration – their expertise provided in the field of asylum.</p>
<p><b>Web page:</b></p> <p><a href="https://www.asyl.at/">https://www.asyl.at/</a></p>
<p><b>Additional comments:</b></p> <p>Focus region of their work is in Vienna – the capital city of Austria – but also other federal states, like Upper Austria, Tyrol and Styria are key region. This focus is historically grown out of good networks and needs from residents.</p>

## ANALYTICAL DESCRIPTION

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• Networking and the coordinative role of “Asylkoordination” is closing the market gap;</li> <li>• Interface function between very different actors – fostering a good communication and structures for flexible and efficient operative work;</li> <li>• Information (e.g. laws, edicts, regulation, deadlines) in the field of Asylum is changing very fast –long-term expertise for processing and “translating”<sup>1</sup> data is required;</li> <li>• Democratic processes in a state require informed civil society – NGOs like “Asylkoordination” are supporting for this social development;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• New projects are developed due to demand – e.g. “Schule ohne Rassismus” – School without racism or</li> </ul>

<sup>1</sup> Translating in a wider sense than mere interpretation – breaking down, simplifying, ...


	<p>“Patenschaft” – getting mentor programmes;</p> <ul style="list-style-type: none"> <li>• Usage of new media (e.g. video production on certain topics) is innovative and gathers a wider impact;</li> <li>• The NGO has shown several times over history that “what is needed – they will provide” → therefore they need to be innovative and creative</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• Political focus on topics related to Asylum is not stable over time – this can be negative for the effectiveness of their work (in terms of resources, lobbying influence, ...);</li> <li>• Fundraising from private donors shows that work is being perceived effective;</li> <li>• Focus and how the topics are selected and presented in (social) media can be a negative factor on the effectiveness of the work of “Asylkoordination”;</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• According to the interviewer “Asylkoordination” is already very efficient – creating an enormous output with limited resources;</li> <li>• Especially the vivid cooperation with the “Arbeiterkammer” the Chamber of Labour in Austria was mentioned for boosting efficiency;</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• Due to long-term expertise as well as efficient networking, the impact radius of the work of “Asylkoordination” is huge (“to the most distant corners of Austria”<sup>2</sup>)</li> <li>• The impact could be much greater if there would be a nationwide integration system;</li> <li>• The NGO was founded in a year were the political situation was similar to now – political swing to the right, tightening laws, lot of volunteer forces want to do something → the idea of a joint appearance led to the establishment of this umbrella organisation</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• To activate people and motivate citizens to take an active part in (public) discussions is perceived as highly sustainable</li> <li>• Especially the sponsorship programme is transferable to other contexts, countries, target groups → the model of “Asylkoordination” is being observed and copied for this reason</li> </ul>
<b>Gender approach</b>	<ul style="list-style-type: none"> <li>• Since there are much more male unaccompanied minor refugees seeking asylum in Austria than female, most of the target group in this case are men;</li> <li>• As women get the “victim”-role easier than men – they are not having as much trouble in their asylum process as the other gender; therefore, it is reasonable that the services of “Asylkoordination” are used more by men;</li> </ul>

<sup>2</sup> From the Interview with Mr. Langthaler on 24<sup>th</sup> of January 2018 in Vienna.

	<ul style="list-style-type: none"><li>• Operative working members of “Asylkoordination” like Diakonie – they provide a lot of services with specific gender focus</li></ul>
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## GP4: Berufspädagogisches Institut Mödling (BPI) – Vocational pedagogical Institute Mödling

### Good Practice 04 – Synthetic Description

<p><b><u>Title of the Good Practice:</u></b></p> <div style="text-align: center;">  </div> <p><b>Vocational Pedagogical Institute founded by the Austrian Young Workers Movement (ÖJAB)</b></p> <p><b>Berufspädagogisches Institut der Österreichischen Jungarbeiterbewegung (BPI der ÖJAB)</b></p>	<p><b><u>Contact:</u></b></p> <p>Ernst Traindt – head of sector education and training of young people and adults (Bereichsleiter Jugend- und Erwachsenenbildung) Sonja Knoche – Project coordinator</p> <p><b><u>Entity:</u></b> youth organization <b><u>Profile:</u></b> NGO, association, private school with public status <b><u>Address:</u></b> Längenfeldgasse 27/A, 1120 Wien <b><u>Phone:</u></b> +43 1 810 73 82-11 <b><u>E-Mail:</u></b> ernst.traindt@bpi.ac.at</p>
<p><b><u>Field:</u></b></p> <p>The BPI is a private school with public status offering vocational orientation and vocational training in technical sectors and German language education for underprivileged youngsters and adults in Vienna and Lower Austria. The BPI is part of the third main field of ÖJAB – Education &amp; Integration. Therefore, the work of the current good practice, the BPI, is educational with a specified focus on labour market demands in certain professions (e.g. metal technology, electrical engineering, glass building technology, mechatronics, tinsmithing, etc.).</p>	
<p><b><u>Funding:</u></b></p> <ul style="list-style-type: none"> <li>➤ AMS – Public Employment Service Austria (many courses of the GP are funded by the AMS, bookable for registered, job-seeking migrants and refugees)</li> <li>➤</li> <li>➤ Funding through projects and cooperation e.g. with waff (Vienna Employment Promotion Fund), Vienna Social Fund, European Social Fund, MA17 (Vienna Municipal Department 17) – Integration &amp; Diversity, Austrian Federal Ministry for Digital and Economic Affairs, Austrian Federal Ministry of Education, Science and Research, Austrian Federal Ministry for Europe, Integration and Foreign Affairs, Asylum, Migration and Integration Fund</li> </ul>	
<p><b><u>Description of the Good Practice:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> Empowerment and recognition of migrants’ and refugees’ qualifications and competences with a focus on labour market qualification; Higher professional qualification (skilled worker level) for people with no or low professional qualification and for people who have been forced to do unskilled labour due to labour market demands; Community-thinking; needs of society are a driving motor for innovative education; Integration through education; Cosmopolitanism &amp; intercultural understanding as guiding principles;</li> </ul>	

vision of a united Europe;

- **Methods implemented**

The offered services of BPI vary in intensity, duration, aim and output but have a hands-on-methodology as well as needs-based approach in common;

One innovative method is working in technical workshops with machines for working and processing wood, glass, metal and electronics; aiming:

- for the participants to get first insight in professions like mechatronics, electrical engineering, metal technology, glass building technology and tinsmithing or
- to assess the participants' theoretical and practical knowledge, experience and skills in these professions or
- to train participants for the official final apprenticeship examination ("Lehrabschlussprüfung") in these fields which is needed to qualify as a skilled worker in Austria.

**2 examples for projects aiming at integrating migrants and refugees into the Austrian labour market:**

BBE Kompetenzzentrum zur beruflichen Anerkennung im Ausland erworbener Qualifikationen – Competence Centre for the Recognition of Vocational Qualifications Gained Abroad:

In this project, financed by the AMS (Public Employment Service Austria), 180 participants per year (recognized refugees and people with migration background) are being assessed concerning their theoretical, practical and methodical competences in their profession (skilled workers). As a result, an individual expertise is designed, which states their current level of knowledge and puts it in relation to demands of skilled labour in Austria. If necessary, the expertise gives specific suggestions for further training in order to gain the qualifications needed. This programme seems to be highly efficient and closing a gap in the Austrian labour market (USP);

Jugendcollege – Youth College:

As part of a bigger project in cooperation with other Austrian organizations (VHS, Caritas, Diakonie, WUK, Integrationshaus, equalizent, Interface and abz\*austria), financed by the European Social Fund, the AMS (Public Employment Service) Vienna, the MA17 (Vienna Municipal Department 17) – Integration & Diversity and the FSW (Vienna Social Fund) and supported by the waff (Vienna Employment Promotion Fund), young refugees/asylum seekers in Vienna work for one week in the above mentioned technical workshops independently on a working piece (with different materials); The aim is to identify and assess the participants' interests, inclinations and knowledge and to give them the opportunity to gain insight in the above mentioned fields of work. -> 27 rounds/a; The work, social behaviour and individual vocational and educational goals of the participants are assessed and feedbacked to the project partners so that professional and social competences can be monitored over time and a recommendation for their future working path can be made;

Another special focus are German courses and language education, e.g. in projects financed by AMIF (Asylum, Migration and Integration Fund). These projects also include a focus on labour market requirements.

Finally, the services provided for the preparation of final apprenticeship examinations in the technical fields mentioned above as well as in the field of office assistance is a relevant course system established and run by BPI.

- **Activities**



160 courses for different professions like metal technology, electrical engineering, glass building technology, mechatronics, tinsmithing, office assistance etc., evaluation of competences and qualifications gained abroad, vocational preparation, preparation courses for final apprenticeship examinations, German courses with a focus on occupational orientation,

28 educational projects (in the year 2017)

More than 1800 participants (both young people and adults) in the year 2017

1.800 m<sup>2</sup> working space and more than 800 m<sup>2</sup> space for the technical workshops

- **Time duration**

The school is existing since 1969 and developed long-term cooperations with stakeholders like the AMS (Public Employment Service Austria) or waff (Vienna Employment Promotion Fund); The offered services reach from a few weeks to several months and vary in intensity;<sup>3</sup>

- **Number of people involved in the action**

54 trainers and educators

28 educational projects

160 courses

technical workshops, equipped machines in the fields of metal technology, electrical engineering, glass building technology, mechatronics, tinsmithing and timber technology  
> 1.800 participants

- **Any other relevant aspects**

Even though the institute's expansion was enormous within the last decades, Mr. Traindt mentioned that they had already passed on some offers, as specialising in new vocations means equipping the workshops with proper machinery – therefore pre-investing is necessary, which could be risky. In his opinion, it is sometimes better to stick to well-known, tested concepts and programmes than to take every big offer.

**Target group:**

In each different project and operative field, the target group varies but many projects have a special focus on migrants, refugees, subsidiary shelter seeking persons who are unemployed, un(der)-educated or in other need for special assistance; Most participants are sent by AMS (Public Employment Service Austria) or (fewer, in the case of asylum seekers) by FSW (Vienna Social Fund).

**Web page:**

<http://oejab.at/site/de/bildungeuropaeza/bpi>

**Additional comments:**

BPI der ÖJAB is also a certified educational centre for ÖSD, ECDL and Microsoft IT Academy;

## ANALYTICAL DESCRIPTION

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• Many of the provided services of BPI der ÖJAB are closing a gap in the Austrian labour market system as targeted to refugees, asylum seekers, unemployed and</li> </ul>

<sup>3</sup> As this present report is too short to capture each activity in detail – the author therefore refers to the web page of BPI der ÖJAB (<http://oejab.at/site/de/bildungeuropaeza/bpi>);


	<p>young people with limited resources as well as youngsters that are out of official schooling systems in Austria; this work seems to be highly relevant – especially in politically uncertain times where official educational systems cannot provide for the demand of (changing) society;</p> <ul style="list-style-type: none"> <li>• BPI der ÖJAB is offering niche products and services over a steady period;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• BPI der ÖJAB has grown steadily over the past 49 years by focussing on specific labour market needs in certain professions – constantly the team and management of BPI der ÖJAB must come up with new ideas, concepts, partnerships, co-operations, products or funding strategies to maintain their unique selling proposition;</li> <li>• Competence Centre for the Recognition of Vocational Qualifications Gained Abroad (see methods implemented);</li> <li>• “to build on competences they [refugees and migrants] brought along to Austria – that’s innovative and sustainable”<sup>2</sup></li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• Programmes are developed out of demands and highly specified (USP);</li> <li>• The target group is reached specifically through strategic co-operations;</li> <li>• Long-term expertise with steady partnerships;</li> <li>• Flat hierarchy leads to flexibility in this big organisation;</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Doing – the form of processing with the material used in the aimed profession – is highly efficient and leads to a faster and more sustainable learning process;</li> <li>• Focussing on main professions lead to an efficient use of actual resources;</li> <li>• “on small space a variety of services are offered – from vocational orientation to working in technical workshops”<sup>4</sup></li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• As an answer to the raising need for the formal recognition of competences from migrants (2015), competences are spotlighted in projects with BPI der ÖJAB as a partner (Competence Checks, BBE Competence Center, MANA-seminars) → the numbers proof that these interventions are needed and have a great impact on labour market situation in Austria;</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Long-term expertise with highly efficient concepts feeding a growing need of (globalized) workforce;</li> <li>• Education for integration is a sustainable strategy for investing in the future (globalized) generation; European exchange through participation in projects funded by the European Union</li> </ul>
<b>Gender approach</b>	<ul style="list-style-type: none"> <li>• Currently much more male participants in the</li> </ul>

<sup>4</sup> According to the interview with Mr. Traindt on the 25<sup>th</sup> of January 2018.

	<p>programmes – reflecting the employment structure in the technical professions the BPI der ÖJAB specializes in (e.g. metal or electrical engineering, tinsmithing) in general;</p> <ul style="list-style-type: none"><li>• Recently, efforts are being made to motivate more girls and young women to take part in these technical educations;</li><li>• Over the years there have been special programmes addressed to young women;</li><li>• Through many other programmes and co-operations with experts from NGOs the BPI gender mainstreaming was fostered;</li></ul>
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## GP5: MA17 – City of Vienna Integration und Diversität

## Good Practice 05 – Synthetic Description

<p><b><u>Title of the Good Practice:</u></b></p>  <p><b>Integration and Diversity – Municipal Authority of Vienna</b> <b>MA17 – Integration und Diversität</b></p>	<p><b><u>Contact:</u></b></p> <p>Fatmé Khalil-Hammoud – head of 2<sup>nd</sup> level coaching at the programme « StartWien » (Start Vienna)  <b>Entity:</b> Public administration of Municipality of Vienna  <b>Profile:</b> governmental  <b>Address:</b> Friedrich-Schmidt-Platz 3, 1080 Wien  <b>Phone:</b> +43 1 4000-10 926  <b>E-Mail:</b> fatme.khalil-hammoud@wien.gv.at</p>
<p><b><u>Field:</u></b></p> <p>Start coaching – getting a head start in Vienna – is a special service offered by Municipal Department 17 - Integration and Diversity (MA 17) for all new inhabitants of Vienna who [...see target group]. Employees of MA17 who speak the client's native languages, will assist in finding the way around Vienna. The main field is coaching offered by public administration.</p>	
<p><b><u>Funding:</u></b></p> <ul style="list-style-type: none"> <li>➤ MA17 – Integration and Diversity underlies the structure of the Municipal Authority of Vienna</li> <li>➤ Working with many partners (e.g. VHS, intervace, Wirtschaftsagentur Wien, WKO, AK, AMS, migrant.at, WAFF)</li> </ul>	
<p><b><u>Description of the Good Practice:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b>        Providing the Vienna education booklet and the Vienna language vouchers for EU citizens worth € 150,-- and worth € 300,- for non EU citizens        Consultation and coaching for the clients' next steps        Providing help with finding a suitable German Integration Course        Providing additional information modules        Giving recommendations for counselling centres (finding a job, getting your qualifications recognized, ...)        Provide a friendly environment for the basic questions of the clients (e.g. registration for schools, leisure care and health care system, ...)</li> <li>• <b>Methods implemented</b>        Coaching and help from the first day in Austria        Information-Modules in many different languages (e.g. Arabic, Farsi, Pashtu, Somali) for refugees</li> <li>• <b>Activities</b>        Start-Coaching</li> </ul>	

<p>Start Wien – Refugees Core → integration and assistance for asylum seekers in Vienna; orientation and support for “Grundversorgung” = Primary Care, free Info-Modules in four languages, focusing on topics and offers for young people</p> <p>Many cooperation’s e.g. Jugendcollege (see GP04 – BPI)</p> <ul style="list-style-type: none"> <li>• <b>Number of people involved in the action</b> (statistical data for 2017 – not included constant services provided by phone): 1.157 clients – 65,2 % female, 34,8 % male ...get service in 8 different languages (24 % Arabic, 18 % Hungarian/Polish/Ukrainian/Bulgarian, 16 % Albanian, 14 % Russian/Ukrainian, 9 % Bosnian/Croatian/Serbian, 8 % Turkish, 7 % English, 4 % French)</li> </ul> <p>(statistical data from interview – showing numbers since 2008 – without telephone services) 17.000 “Bildungspässe” – Educational Licence 35.000 clients 24 languages 1.400 public speeches (PR) 24 languages in general – including all services provided by the MA17 “Start Vienna” 7 administrative workers at MA17 providing 2<sup>nd</sup> level coaching for 1.157 clients</p>
<p><b>Target group:</b> Start coaching is a service offered for all new inhabitants of Vienna who receive their ‘confirmation of registration’ as EU citizens or receive their ‘residence card’ as third-country nationals and family members of EU citizens for the last two years you have received a certificate of registration for family members, employees or self-employed.</p>
<p><b>Web pages:</b> <a href="http://www.startwien.at/de-eu/startcoaching">http://www.startwien.at/de-eu/startcoaching</a> <a href="http://www.wien.gv.at/menschen/integration">http://www.wien.gv.at/menschen/integration</a></p>

## ANALYTICAL DESCRIPTION

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• A capital city is of course a starting point for asylum seekers, refugees and migrants in general – therefore the city must provide services for integration;</li> <li>• The city of Vienna is a safe and balanced place to live, also by the constant involvement of governmental resources in integration and diversity management;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• Interest from many other countries in Europe and the world may be a prove for the innovative concept of “Start Vienna”;</li> <li>• Within the concept the € 300, -, provided in the form of a voucher are the “carrot”, the lure, of “Start Vienna”;</li> <li>• As a reaction to the enormous need, the so called 2<sup>nd</sup> level coaching was developed – intensive coaching over a longer period;</li> </ul>


<p><b>Effectiveness</b></p>	<ul style="list-style-type: none"> <li>• Services and programs provided by the MA17 work for the very first day of arrival in Austria;</li> <li>• The motivation in the team, which does not point an incriminating finger at any one group but is encouraged to learn from each other → those factors were mentioned as positive on the effectiveness of their work.</li> <li>• Topics vary based on the demand;</li> <li>• The internal team of MA17 is diverse itself, often having the same cultural background – bringing in intercultural competence which helps to foster mutual trust and work together on those topics that are relevant when coming new to Austria;</li> </ul>
<p><b>Efficiency</b></p>	<ul style="list-style-type: none"> <li>• Long-term expertise and well-functioning networks and cooperation's lead to an efficient working structure;</li> <li>• Building trust allows efficient work in the light of the limited time provided;</li> </ul>
<p><b>Impact</b></p>	<ul style="list-style-type: none"> <li>• With flexible programs and the long-term relationships with other institutions and NGOs might have a positive impact of the city of Vienna;</li> <li>• Numbers growing over time and the stable funding situation as well as the motivated team;</li> </ul>
<p><b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Transferability was proven by a list of countries that contacted already for exchange of the idea of “Start Vienna” and guidance alongside the way &amp; Dr.in Ursula Eltayeb is responsible for dealing with this sort of inquiries (e.g. Germany, China, Norway, Sweden, Serbia, Slovakia, Chechen);<sup>5</sup></li> <li>• Long-term relationships and partnerships with NGOs and other associations are built – they can provide expertise in specific areas;</li> </ul>
<p><b>Gender approach</b></p>	<ul style="list-style-type: none"> <li>• Intensive supervision for internal team every month – for difficult cases (7 workers are female);</li> </ul>

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<sup>5</sup> From an interview with Fatmé Khalil-Hammoud on the 25<sup>th</sup> of January 2018.

## GP6: WIR Zusammen - We Together – Accompanying by Integration Processes

### Good Practice 06 – Synthetic Description

<p><b>Title of the Good Practice:</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <p style="font-size: small; margin: 0;">BEGLEITUNG von INTEGRATIONSPROZESSEN</p> </div> <p><b>We Together – Accompanying by Integration Processes</b></p> <p><b>Wir-ZUSAMMEN – Begleitung von Integrationsprozessen</b></p>	<p><b>Contact:</b></p> <p>Empathy Now! Stephanie Steyrer (member &amp; worker)</p> <p><b>Entity:</b> association (Verein)</p> <p><b>Profile:</b> NGO (Empathy Now!)</p> <p><b>Address:</b> Gloriette 9, 3423 St. Andrä Wördern</p> <p><b>Phone:</b> +43 650 84 88 168</p> <p><b>E-Mail:</b> ssteyrer@wir-zusammen.at</p>
<p><b>Field:</b></p> <p>We Together is a non-profit organization offering their expertise in supporting longterm integration processes in certain regions in Lower Austria. The field is social integration and political participation with a focus on empowerment of and active participation of volunteers, refugees and interested citizens in small municipalities.</p>	
<p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>➤ Government funds of Lower Austria for one offered activity of the NGO Empathy Now!, the Communities of Practice (CoP);</li> <li>➤ Caritas Diocese St. Pölten</li> <li>➤ Co-Financing-strategies with local NGOs and smaller funds for certain specific activities within the project (individual application process necessary)</li> </ul>	
<p><b>Description of the Good Practice:</b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> to learn from and with each other (we are all experts!); to work together on a common culture of living peacefully and respectfully in a changing, multicultural environment – facing the fact that we all are creating culture together; to learn and teach how to listen carefully; to work together on solving of current and future challenges and problems; creating creative solutions, ideas, answers and deeper questions to challenges; to foster empathy &amp; the ability to change perspective; with intercultural understanding a society can become one without (or with less) prejudice and free of discrimination → aim of the activities is to foster and build intercultural competences; make the multiple engagement of society visible and provide a platform for sharing good-practices; ...finally: “We want to make us unnecessary again”<sup>6</sup> → teach tools and methods to empower for (political) processes in their own small municipalities, encourage for empowerment;</li> <li>• <b>Methods implemented</b></li> </ul>	

<sup>6</sup> Note: According to the interview with Mrs. Steyrer on 12<sup>th</sup> of February 2018.

Within the Communities of Practice (CoP) the process facilitators use methods according to the purpose of the topic as well as to the current situation in each CoP-session. Some of them were mentioned in the interview<sup>1</sup>: Art of Hosting (including Circle Practice, World Café, Storytelling, drawing, rituals etc), Theatre of the Oppressed, Non-Violent-Communication or Constellation Work. Important is that the topic is always community-driven and decided together in a small group (everybody is invited to join) during a preparation meeting. One method in all the meetings carried out by the NGO “WiR-ZUSAMMEN” is the formation of the participants and facilitators in a circle with chairs – (called “The Circle Practice”) as well as participatory communication tools like a “talking stick”<sup>7</sup>.

- **Activities**

Community of Practice (CoP) for living better together

- **Time duration**

1 CoP is structured in a preparation phase (with meeting) and the actual event as well as post-processing called “harvest” in the form of written minutes (outcome, highlights, questions, topics, host for the next round, ...) with pictures attached, prepared by “WiR-Zusammen”;  
1x 3h preparation session (finding topic and 1 question for invitation)

[time for organizing the event/CoP] ~3-4 weeks

1x 3h CoP-event in the host community

Participants decide by themselves in the process which municipality/region within the federal district of Lower Austria will be the next host. In approx. 80 % of the conducted CoPs topic and host were already nominated at the end of the main session.

- **Number of people involved in the action**

...1 CoP → every 6-8 weeks a new CoP somewhere in a community/village in Lower Austria  
2-3 members of the “WiR-ZUSAMMEN”-team

1 person from the cooperation partner Caritas (person in charge for volunteer coordination)

1 person from Diakonie – which is a non-financial cooperation partner (person in charge for volunteer coordination)

sometimes 1-2 persons from regional authorities (*if available*)

6-8 people from host & local stakeholders at the first preparation period

35-45 participants

journalists from local newspapers (*if available*)

**Target group:**

“Alle, die jetzt da sind.” „All that are here now.”<sup>1</sup>

Everyone who gets to know from this event and wants to come. 1/3<sup>rd</sup> of the participants so far were refugees (Asylberechtigte, AsylwerberInnen) or migrants. Most of the participants are engaged in volunteer work in their region in some kind.

The CoP is conducted in German; therefore, a minimum of language skill is necessary. Often there are whisper interpreters in different languages present to support. Additionally, there is the possibility to contact “WiR-ZUSAMMEN” beforehand to organise volunteer translators for the CoP (whisper interpreting).

**Web page:**

<http://www.wir-zusammen.at/>

<sup>7</sup> Meaning for example an object (stone, marble, ball) that is passed around in the circle. Only the person holding it can talk. The others are supported by the object’s presence to listen fully focussed.



**Additional comments:<sup>1</sup>**

Without the volunteer work and motivation of the “WiR-ZUSAMMEN”-team for 1,5 years, this project would not have been possible. Constant applying for funds and the drive to go further with this form of empowering support for 1,5 years made it happen.

Refugees might be more in need as the majority society in a country, but this cannot be the leading aspect of an interaction or communication processes. → e.g. the communication with all participants after the first contact is per E-Mail – never through an institution/supervisor/... even if participants are registered in diverse (supporting) systems. Communication between all – participants, hosts and facilitators - is on same eye level.

**ANALYTICAL DESCRIPTION**

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• Fostering (political) participation and creating safe places „to get to know each other” with expertise guiding through a process;</li> <li>• Migration movement and the arising new challenges in living together need this form of empowering settings;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• Format of the whole process itself → procedural approach! → needs-based support through CoPs for a specific region/target group;</li> <li>• Sharing economy is emerging practice all over the world – this project is based on the believe that we all learn from each other – sharing expertise, ideas, feelings, power and energy; we all are experts; → Communities of Practice!</li> <li>• CoPs are a form of low-threshold (niederschwellig) “supervision” that is not provided from other systems or institutions (in case of volunteers/active citizens);</li> <li>• Great diversity of participants in each CoP;</li> <li>• Experience-based learning during the process of integration;</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• from the very beginning of the process → effective solutions as they come from the community itself;</li> <li>• Needs-based approach for individual support and services;</li> <li>• Basic commitment from participants because they take the active role as hosts from the beginning of a new CoP-cycle;</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• participants are multiplier and ambassadors for „the good living together” → with little input a snow-ball-effect can widen the range of learning examples;</li> <li>• Challenges and problems of people in Austrian’s communities are often similar – a CoP gives the chance that other regions can also learn from the current CoP;</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• Regions and municipalities learn from each other →</li> </ul>


	<p>great empowering effect and impact on motivation to proceed;</p> <ul style="list-style-type: none"> <li>• the idea that culture is something actively shaped by humans living together – no outsider does sth. for someone – it’s a building together;</li> <li>• Participants get a better understanding for “the unknown”, “the stranger”;<sup>8</sup> they stated to be able to solve conflicts better and prevent misunderstanding;</li> <li>• Volunteers stated<sup>3</sup> that they feel strengthened, supported and motivated by regular CoP-activities → Burnout prevention;</li> </ul>
<p><b><i>Sustainability</i></b></p>	<ul style="list-style-type: none"> <li>• Transferability is not just given 100% it is even a goal for „WiR-ZUSAMMEN“ – they work with collaborative platforms for sharing the minutes (outcome) of each CoP and are open for any inquiry from other NGOs for collaboration;</li> </ul>
<p><b><i>Gender approach</i></b></p>	<ul style="list-style-type: none"> <li>• Volunteer work is mostly done by women currently – therefore most of the volunteer-participants are women → through the selected methods and the format (see above) stereotypical challenges (e.g. men talk and ask more, are louder, women are not eager to say anything loud in public, ...) have no space;</li> <li>• According to the interviewed person the team of the facilitators is well trained in gender mainstreaming – they will always have an eye on meta-processes with a focus on gender issues, but they also share the believe that in non-violent, open, appreciative communication gender is no category anymore;</li> <li>• Of course, the whole team of “WiR-ZUSAMMEN” speaks gender-balanced;</li> </ul>

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<sup>8</sup> According to an online survey the team of “WiR-ZUSAMMEN” carried out after one year of CoP.

## GP7: Schwarze Frauen Community (SFC) Black Women Community

### Good Practice 07 – Synthetic Description

<p><b>Title of the Good Practice:</b></p>  <p><b>Schwarze Frauen Community</b>  <b>Black Women Community</b>  <b>Schwarze Frauen Community (SFC)</b></p>	<p><b>Contact:</b></p> <p>Esther-Maria Kürmayr – chief executive officer (Leiterin)  <b>Entity:</b> association (Verein)  <b>Profile:</b> NGO  <b>Address:</b> Stutterheimstrasse 16-18, 1150 Wien  <b>Phone:</b> +43 680 30 20 517  <b>E-Mail:</b> kuermayr@schwarzefrauen.net</p>
<p><b>Field:</b></p> <p>The Black Women Community is a non-profit organization offering community work in Vienna. Their working field is broad – social work, educational work, cultural programmes or special women programmes. The field of operation is interculturality, trans-cultural knowledge, antidiscrimination, cultural awareness as well as social work with a focus on youngsters and women.</p>	
<p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>➤ MA57-Women Department of the City of Vienna</li> <li>➤ bmf<sup>9</sup> – Ministry of Women and Health</li> <li>➤ bmfj<sup>1</sup> – Ministry of Family and Youth</li> <li>➤ MA13 – Education and Extracurricular Youth Work of the City of Vienna</li> <li>➤ Funds from districts of Vienna (BV15, BV03, BV16, BV09)</li> <li>➤ AK – Chamber of Labour of Austria</li> <li>➤ Many cooperation partners (in multiple ways of support) – e.g. Fem Süd, AK Wien, Kasumama, Smara</li> </ul>	
<p><b>Description of the Good Practice:</b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> <ul style="list-style-type: none"> <li>To create a safe space for black people in a different majority society;</li> <li>Empowering black women through self-organization, self-confidence and self-determination;</li> <li>Having a hub function for people in general, who have an interest in the black community;</li> <li>Supporting the integration process through creating direct contacts in a safe environment;</li> <li>Actively booster Equality through supporting the fast re-entry of black women into the labour market;</li> <li>Visibility of good-practices and sharing stories of success &amp; role-models;</li> <li>Showing multiple “faces” of “being black” and sharing with the majority society;</li> </ul> </li> </ul>	

<sup>9</sup> Due to the recent political elections the ministries now may vary in name and duty;

<p>Foster empathy and appreciation;</p> <ul style="list-style-type: none"> <li> <b>Methods implemented</b>                      Empowerment through a strengthening view on history;                      History of black people → storytelling &amp; theatre work;                      Public readings and related cultural events;                      Social and therapeutic work;                      Hands-on activities with a focus on experience-learning;                      Group as well as single sessions – under the guidance of the multi-expert team of SFC;                 </li> <li> <b>Activities</b>                      Workshops (also for youngsters to learn more about African culture)                      Discussion Groups                      Single-counselling (incl. Special women counselling; overcome traumatic experiences; ...)                      Special programs and activities for girls and for boys (safe space!);                      Intercultural women-café (round tables for sharing and supporting each other)                      Cultural activities (e.g. theatre projects; “talking-dolls”-evening for storytelling; “writing down what we are moved by”-literature project for overcome personal experiences;)                      Health care workshops (hands-on)                      Exhibitions and other awareness raising events                      Diverse other forms of group-activities                 </li> <li> <b>Number of people involved in the action</b>                      13 persons in the team of SFC                      In one year of action the NGO has contact to around 250 people in the different activities;                 </li> </ul>	
<p><b>Target group:</b></p> <p>Black people (citizens, refugees, migrants, ...) with a special focus on women and youngsters, who live in Vienna. The target group has changed in the last year – originally, SFC planned to work only with black women, since 2007 they also work with girls and since 2008 with boys as well; since they noticed a strong interconnection between the wellbeing of women &amp; the wellbeing of their children.</p>	
<p><b>Web page:</b></p> <p><a href="http://www.schwarzefrauen.net/">http://www.schwarzefrauen.net/</a></p>	
<p><b>Additional comments:</b></p> <p>When SFC started to work with boys also, they hired men in their team to do gender sensible boys work and serve as role models for boys with little opportunity to find positive male role models within their family.</p> <p>The association is currently looking for donations for learning support for children, to help at legal authorities or money for therapy and intensive care for traumatised women and children.</p>	

## ANALYTICAL DESCRIPTION


<i>Template dimensions</i>	<i>DESCRIPTION</i>
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<b>Relevance</b>	<ul style="list-style-type: none"> <li>• The positive examples of social inclusion as well as labour market integration of many women coming to SFC, provides best example to the useful and sustainable support of their work;</li> <li>• The positive vision of people’s country of origin, their history, their person contributes to a positive self-image, improvement of foreign language learning and labour market access;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• SFC sees themselves as an addition to the existing offers for migrants as their focus is specifically on black women and their relatives;</li> <li>• Positive reflection and focus on the person themselves is in the centre of the work of SFC;</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• Only strong people who feel themselves belonging to the majority society – at least to a certain extent – can deliver valuable contribution to society and use all their potential effectively;</li> <li>• Needs-based approach in all activities and services;</li> <li>• Communities for support are also a drive for labour market integration through motivation, empowerment and networking;</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• The NGO is already supported by a lot of volunteer work – that the work is perceived highly efficient;</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• Positive examples always influence society – although it might not be visible immediate;</li> <li>• Black migrants in Austria have specific problems and challenges – they are confronted with sexism, racism, xenophobia and exclusion – associations like SFC enable a counterpart to isolation or the feeling to belong nowhere; this has a positive impact on a whole society;</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Community work as well as the methods underlying the work of the expert team from SFC can be transferred to different target groups or contexts;</li> <li>• For supporting the identity-finding process of the 2<sup>nd</sup> and 3<sup>rd</sup> generation, opportunities for positive role models are being created and made visible; together positive and responsible pictures of the future;</li> </ul>
<b>Gender approach</b>	<ul style="list-style-type: none"> <li>• The NGO offers their services and targeting their activities mainly to women and girls;<sup>10</sup></li> <li>• When they started working with boys they also hired male team members to address the needs of the new target group;</li> </ul>

<sup>10</sup> For more information see: <http://www.schwarzefrauen.net/about/about/view/56/37/37>. Zugriff am 13.02.2018.

## GP8: Verein Ute Bock – Wohn- und Integrationsprojekt - Housing & Integration project

### Good Practice 08 – Synthetic Description

<p><b>Title of the Good Practice:</b></p>  <p>Ute Bock Association – Housing &amp; Integration project Verein Ute Bock – Wohn- und Integrationsprojekt</p>	<p><b>Contact:</b> (only desk research) <b>Entity:</b> association (Verein) <b>Profile:</b> NGO, refugee association <b>Address:</b> Zohmannngasse 28, 1100 Wien <b>Phone:</b> 01/929 24 24 - 24 <b>E-Mail:</b> info@fraubock.at</p>
<p><b>Field:</b></p> <p>“Ute Bock” is a refugee’s association offering services for refugees in Vienna. Counselling throughout the first steps of the integration process, education and housing projects are the main working field of the NGO. Social inclusion is the main field of their work but since 2017 the educational sector developed: a special “teaching and learning garage” focusses on labour market integration.</p>	
<p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>➤ Most of the funds come from private donors and sponsorship (&gt; 80 %)</li> <li>➤ Some funding through selling ecologically and ethically produced goodies &amp; “fan merchandise”</li> <li>➤ Fundraising (incl. Crowdfunding) &amp; charity events as well as initiatives throughout Austria (e.g. Bock Ma’s, Bock auf Punsch, Bock auf Kultur, Bock auf Revolution, Ute Bock Cup)</li> <li>➤ A lot of volunteer work</li> </ul>	
<p><b>Description of the Good Practice:</b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b>   <i>“Damit Flüchtlinge eine Chance haben!” – „So that refugees have a chance“<sup>11</sup></i>            Leading objective of all activities is the avoidance or limitation from xenophobia, bias, racism and discrimination;            Foster, establish, support, educate and protect non-violence, gender equality, freedom of speech and personal rights based on democratically legitimized principles of Austria’s legal order;</li> <li>• <b>Methods implemented</b>            Counselling – assisting the new start            Needs-based approach for all activities (the principle of social justice)            Empowerment (by supporting the path to a responsible, self-determined life)            Networking            ...but also new methods were implemented in the funding strategies – e.g. crowdfunding</li> </ul>	

<sup>11</sup> One of the main slogans of “Ute Bock” association; see:  
<https://www.fraubock.at/fraubock/initiativen>. Zugriff am 14.02.2018.

project of a

- **Activities**

Education: literacy courses, German courses, afternoon school-support (Büffelböcke)

Social counselling offered in 12 different languages!

Housing care (by offering living spaces owned by “Ute Bock” association, by doing “the paper work”, organizing afternoon care for clients, accompanying to doctors and many other additional tasks)

“homeless-notification”-services (providing post address and translation services)

Initiatives: charity-punch; Bock Ma’s music festival; Bock auf Bouldern sport event; Bock auf Kultur cultural festival; Bock auf Revolution dj-& alternative music festival;

Bockwerk (educational project that expanded fast into a new educational sector including a teaching and training garage for gaining working experience, competence-checks, vocational orientation and specialized courses)

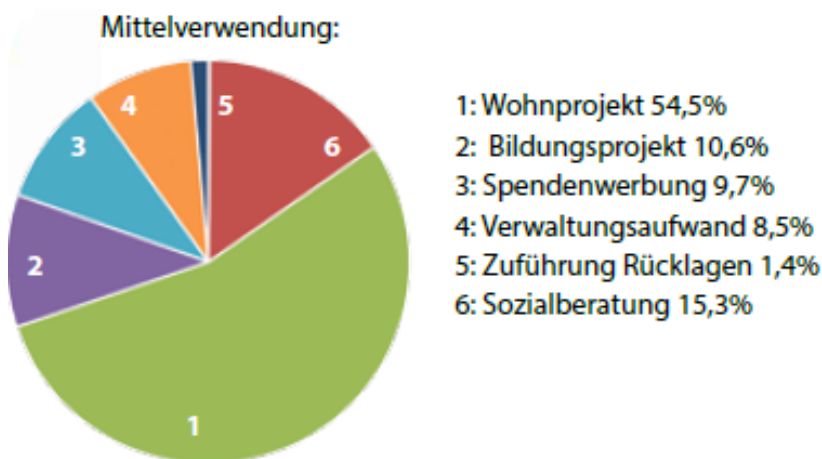
Yoga-Courses (Bock auf Yoga)

Dancing events (Bock auf Tanz)

Volunteer work and charity task activities (hub-function, organising, coordinating)

- **Time duration**

For the time the clients still need help to take the further steps on their own.



Pic.1: How funds are used

(translation of Pic.1):

- 1: Housing projects 54,5%
- 2: Education projects 10,6%
- 3: Cost for donor fundraising 9,7%

- 4: administrative expense 8,5%
- 5: Reserve delivery 1,4 %
- 6: Social Counselling 15,3 %

- **Number of people involved in the action**

25 paid workers are in the team of “Ute Bock” association with a lot of volunteers for all their activities as well as the board of directors;

*(Note: Data material from 2016; according to the annual report there was an increase in every category between 2015 and 2016!)*<sup>12</sup>

Educational Work:

550 Deutschkursplätze in 48 Kursen

528 SchülerInnen insgesamt

112 positive educational certificates for German (ÖSD-Prüfungen) – from 168 trials

54 volunteer teachers providing for more than 9.600 hours educational support

Social Counselling:

3.403 Counselling sessions (incl. 703 persons for the first time)<sup>13</sup> in

12 different languages for

1.108 new clients from

6 social workers

*(every month around 700 persons on average!)*

600 registered homeless refugees using the service of

“Obdachlosmeldung/Wohnsitzmeldung”, giving a post address for the residence notification that is essential for communication with any authority in Austria;

300 people in great need for housing living in

50 external flats in Vienna &

70 single rooms in the Ute Bock headquarter in Vienna

- **Any other relevant aspects**

To get free space in any service – especially the housing projects – is very hard. Waiting lists are long as the demand is so much higher than the given resources.

**Target group:**

Refugees in Vienna without claim for primary care – people without paper at all or midst an ongoing proceeding (“im laufenden Verfahren”).

**Web page:**

<https://www.fraubock.at/>

<sup>12</sup> See: <https://www.fraubock.at/taetigkeitsberichte>. Zugriff am 14.02.2018.

<sup>13</sup> Note: Between 2015 and 2016 there was an increase of 511% for first-time counselling!



**Additional comments:**

Mrs. Bock is the founder and heart of the Ute Bock association. Her name became symbol for a human, respectful and fair asylum policy.

With great sorrow we must take notice of Mrs. Ute Bocks death on 19<sup>th</sup> of January 2018. She was amongst her fosterlings in the Ute Bock housing space in Vienna.


**ANALYTICAL DESCRIPTION**

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• 2016 there were more than 600 refugees registered homeless in Vienna → the housing project is filling in the missing link to maintain a communication with authorities;</li> <li>• Austria has a very good system for refugees with recognized status, but not much to offer for those who are currently in an open proceeding (“USP”) – even though trials can take up to ten years. Within this period refugees are not allowed to earn money legally and as adults no access to other forms of basic care;</li> <li>• Although data shows an increase in every provided service the demand is still much higher and waiting lists are long → this is a significant sign for the relevance of this good practice example for integration;</li> </ul>
<b>Innovativeness</b>	<ul style="list-style-type: none"> <li>• The offered service as postal address free of charge is highly innovative and at the same time essential to maintain communication with authorities;</li> <li>• The NGO is offering an “all-round-package” with counselling in 12 different languages, housing and services for gaining working experience;</li> <li>• Effective and innovative crowdfunding projects → e.g. Social Business: “bockwerk”, which is nominated for “Sozialmarie” an award for social innovation in Austria;</li> <li>• Innovative formats for charity events → e.g. “Bock auf Kultur” → a huge cultural festival in Vienna with thousands of participants, volunteers, artists, musicians;</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• High growth rates in the numbers of participants and services provided show that they are highly effective;</li> <li>• In new projects focussing labour market integration refugees can benefit from an ordinary work-day structure and bring perspective and motivation;</li> <li>• Projects like “bockwerk” that started small with financial help through crowdfunding and grew into a flourishing new educational department at “Ute Bock”;</li> <li>• Time is precious also for refugees – with the support of the NGO this time can be used productively in effective</li> </ul>

	<p>ways;</p> <ul style="list-style-type: none"> <li>• The brand “Ute Bock“ has high value due to stringent and PR events, fan merchandise and many more creative ideas;</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• The NGO is already supported by a lot of volunteer work – that the work is perceived highly efficient;</li> <li>• As their hierarchy is flat and their structure efficient, they can react quickly and flexible to client’s inquiries.</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• Between 2015 and 2016 there was an increase of 511% for first-time counselling sessions;</li> <li>• Single highlights (from which there are many!) of persons like Ugochukwu: after working at the new garage project “bockwerk” he applied again for humanitarian right to stay. With the reference of his volunteer work at “bockwerk” he had better chances. And after 15 years of waiting – he got 2017 the right to stay in Austria.</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Especially in times where inequality is rising, and incidents of xenophobia are happening daily, the services of “Ute Bock” association is essential to maintain social peace in a country;</li> <li>• The long-term relationship to donors and cooperation partners as well as the good brand of “Ute Bock” will lead to a sustainable future of this NGO;</li> <li>• New expansions (regional to Upper Austria and content-related to a bigger educational department);</li> </ul>
<b>Gender approach</b>	<ul style="list-style-type: none"> <li>• There are no special programmes to gender mainstreaming;</li> <li>• Of course, the whole team of “Ute Bock” speaks gender-balanced and is highly trained in gender mainstreaming as of their profession;</li> </ul>

## GP9: Mentoring – Project of the Chamber of Commerce Austria

### Good Practice 09 – Synthetic Description

<p><b>Title of the Good Practice:</b></p>  <p><b>Mentoring for Migrants</b> <b>Mentoring für Migrantinnen und Migranten</b></p>	<p><b>Contact:</b> Margit Kreuzhuber – delegate for migration and integration &amp; initiator of « Mentoring for Migrants » <b>Entity:</b> Austrian Federal Economic Chamber (WKO – Wirtschaftskammer Österreich) <b>Profile:</b> other public or mixed entities, created by law whose purpose is to act in the public interest <b>Address:</b> Wiedner Hauptstraße 63, 1045 Wien <b>Phone:</b> +43 5 90 900-4532 <b>E-Mail:</b> <a href="mailto:margit.kreuzhuber@wko.at">margit.kreuzhuber@wko.at</a></p>
<p><b>Field:</b> “Mentoring for Migrants” is a special programme from the WKO – the Chamber of Commerce of Austria in cooperation with the Austrian integration fund and the Austrian labour market service. The field of activity has a strong focus on labour market integration for educated migrants as well as strengthen the intercultural competences of experts in enterprises.</p>	
<p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>➤ The “Mentoring for Migrants” programme was established in 2008 at the initiative of the Chamber of Commerce (WKO).</li> <li>➤ Project partners, like the Austrian Integration Fund (ÖIF) and the Employment Service Austria (AMS), provide services in form of staff costs and material expenses.</li> <li>➤ The programme is funded by means of the Austrian Chambers of Commerce and the Internationalisation Offensive "<a href="#">go international</a>", funded through the Ministry of Digitalisation, Economic and Business Location (BMDW).</li> </ul>	
<p><b>Description of the Good Practice:</b></p> <ul style="list-style-type: none"> <li>• <b>Objectives</b> About 1.6 million people living in Austria have a migration background. Finding a job is one of the most essential criteria of successful integration. At the same time, a continuous dialogue between immigrants and the host society is crucial for integration to become a reality in people’s everyday lives. The objective of the mentoring programme is to support mentees in their endeavours to participate in the Austrian labour market and to promote the internationalisation of the Austrian economy as well as support for business creation through qualified persons with a migration background. The objective of the project is to ensure a mutually enriching exchange.</li> <li>• <b>Methods implemented</b> Mentoring System → Within the framework of this programme, well-connected members of the business community support qualified people with a migration background in their efforts to participate in the Austrian labour market.</li> <li>• <b>Activities</b></li> </ul>	

Matching of mentors and mentees as a factor of success – therefore this matching process is the core element of the programme. Finding well-suited mentoring pairs is essential for the successful development of the mentoring relationship and therefore demands attention and sensitivity. To obtain a good match, special attention is paid to occupational (e.g. sector, type of training) and regional factors (e.g. target markets of the company, region of origin of the mentee) as well as language skills. About five hours per month are dedicated to the mentoring partnership, which is intended to last for six months.

Some examples of the outcome of a mentoring partnership: Development of a career plan and steps towards its implementation; identification and organisation of useful further training; establishment of contacts; advice for job applications; helping the mentee to get invited to job interviews; developing the mentee's confidence in his/her own strengths; establishment of a business plan;

- **Time duration**

Programme was implemented 2008

WKO → application of mentors & info-events for future mentors

AMS & ÖIF → application of mentees & info-events for possible mentees

= matching from internal team of WKO, AMS and ÖIF

6 months period in total for...

... common kick-off event

... mentoring-partnership (with approx. 5h/month coaching & a settlement of individual goals and agreements)

... accompanying events

... closing event

- **Number of people involved in the action**

“Mentoring for Migrants” is a unique project in the German-speaking region. To date, around 2.000 mentoring pairs have been formed in at least 44 matching-rounds and numerous mentees have already gained a foothold on the Austrian labour market, not least thanks to support from their mentors.

After every project cycle an evaluation is performed. Here are some of the most recent results:

- 96 % of the mentors appreciate mentoring as a very meaningful instrument for the integration of migrants into the labour market.
- 43 % of the mentees have already been integrated into the labour market.
- 86 % of the mentors feel that they themselves derive a benefit from the programme.
- 98 % of the interviewed persons believe that multilingualism and international transfer of know-how are strengthening the Austrian business location.
- 78 % of the interviewed persons think that the specific acknowledgement of the mentees can be used by the local companies to extend their activities abroad.

- **Any other relevant aspects**

The mentor is not stepping into the role of the AMS (Job Center) → they don't have a placement rate and a mentor has no personal responsibility that the mentee finds a job after the mentoring programme is finished – even though the personal motivation and ambition can lead to a feeling of pressure to “deliver some outcome”;

Application process of the mentors = Mail to WKO, talk on the phone for further info's and questions, filling a form for the matching process;

Application process of the mentees = motivational letter & curriculum vitae to ÖIF; afterwards a written and oral application process with a worker at ÖIF;

<p><b>Target group:</b></p> <p>The “Mentoring for Migrants” project is targeted at people with a migration background who meet the minimum requirement of a completed apprenticeship or have undergone higher-level training, have a sufficient command of German and are permitted to access the Austrian labour market. If they have a job while applying for the programme – they must be hired under their qualifications. The mentors are members of the business community with sufficient experience and social skills.</p> <p>The target group is addressed through Social Media (basically XING) and word of mouth as well as through the strong cooperation partners of the programme “Mentoring for Migrants”, AMS and Austrian Integration Funds (ÖIF).</p> <p>Statistical data for the last round 2017:</p> <ul style="list-style-type: none"> <li>128 participants as mentees</li> <li>57% of mentees were between 30-39 years old</li> <li>58 % were female</li> <li>The three biggest branches were → office/economy; science and research; financial system;</li> <li>96 % of mentees had a university degree</li> <li>Syria is the biggest country-group (34 persons) then Iranian – rest of the mentees came from all over the world</li> </ul>
<p><b>Web page:</b></p> <p><a href="http://www.wko.at/mentoring">http://www.wko.at/mentoring</a></p>
<p><b>Additional comments:</b></p> <p>Benefits for mentees: professional success, development of potentials, personality development, occupational orientation, change of perspective, motivation, self-confidence, networking in the world of work, reality check, know-how transfer, exchange of experience, communication, conflict management and coping with criticism; Benefits for mentors: development of communication and coaching skills, intercultural experience, change of perspective, intensified self-reflection, added know-how about the labour market, extension of personal network, meeting other mentors; Benefits for the company: promotion of internationalisation, diversity effects (diversity as an opportunity), active support for future employees, access to qualified labour, contribution to corporate social responsibility (CSR), positioning as a responsible employer, employer branding/marketing, information about migrants as a target group for the company; Benefits for society: intercultural dialogue, conflict prevention, contribution to economic development, making potentials visible</p>

## ANALYTICAL DESCRIPTION

<i>Template dimensions</i>	<i>DESCRIPTION</i>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• For many companies, especially those with international operations, language skills, experience gained abroad, and mobility are important recruitment criteria. Immigrants meet many of these criteria and therefore have the potential to contribute resources of great value to corporate development;</li> <li>• 1/3 of citizens in Vienna come from emerging regions of Eastern Europe Countries (EEC) → great potential;</li> <li>• Winning awards (European Enterprise Promotion Awards, 2011; Integration Price Nominee 2011; Best-</li> </ul>

	Practice Database of the EU in the field of Integration);
<b><i>Innovativeness</i></b>	<ul style="list-style-type: none"> <li>• Potential of migrants underestimated – cultural diversity in a globalized economy an asset for companies;</li> <li>• The programme is working for 10 years now with great success – nevertheless the internal team of WKO is creating new ideas – now an idea is pending to widen the target group of mentees through cooperation’s with Universities;</li> </ul>
<b><i>Effectiveness</i></b>	<ul style="list-style-type: none"> <li>• The fact that 78 % of all job-seekers in Austria rely on personal networks clearly illustrates the great importance of informal knowledge for success in the labour market.</li> <li>• That the matching is not done automatically but by people and an experienced team – this is an asset for the process. Even though the efficiency might be higher with an automated system – a computer will never be able to find harmonious and prosperous matches;</li> <li>• Through the existing structures of all three big players (WKO, AMS, ÖIF) the effectiveness of the programme is high, and the target group can be addressed specifically;</li> <li>• To have an effective communication with the target group through ÖIF &amp; AMS;</li> </ul>
<b><i>Efficiency</i></b>	<ul style="list-style-type: none"> <li>• Matching people is based on long-term expertise and instinctive feeling;</li> <li>• The added value of the mentoring programme is very high → many other programmes need much more resources than the “Mentoring for Migrants” Programme;</li> <li>• Even though there is no long-term evaluation after the programme – after six month the mentees are asked to fill in an online form → showing that 1/3 of mentees have a better job than before participation in the programme;</li> </ul>
<b><i>Impact</i></b>	<ul style="list-style-type: none"> <li>• Over the past five years, immigration from abroad has accounted for 95 % of population growth in Austria. Against this background, the issue of integration is continuously gaining in importance;</li> <li>• 96 % of people think the mentoring programme makes sense for labour market integration (online feedback);</li> <li>• 86 % of the participating mentors think they earn an advantage out of the volunteer work;</li> <li>• Individualizing of matching (unlike to other European models for mentoring where a computer matching is conducted) is much more promising;</li> </ul>
<b><i>Sustainability</i></b>	<ul style="list-style-type: none"> <li>• Often the model of mentoring was already presented at international and European conferences and exchanges;</li> </ul>

	<ul style="list-style-type: none"> <li>Changes in society or migration-related topics spotlighted in election campaigning has had a positive effect on the mentoring programme so far; therefore, a constant need in future can be predicted;</li> </ul>
<b>Gender approach</b>	<ul style="list-style-type: none"> <li>More and more women are using the mentoring programme;</li> </ul>

## GP10: Integrationsstelle im Amt der NÖ Landesregierung - Integration Center of the state government of Lower Austria

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