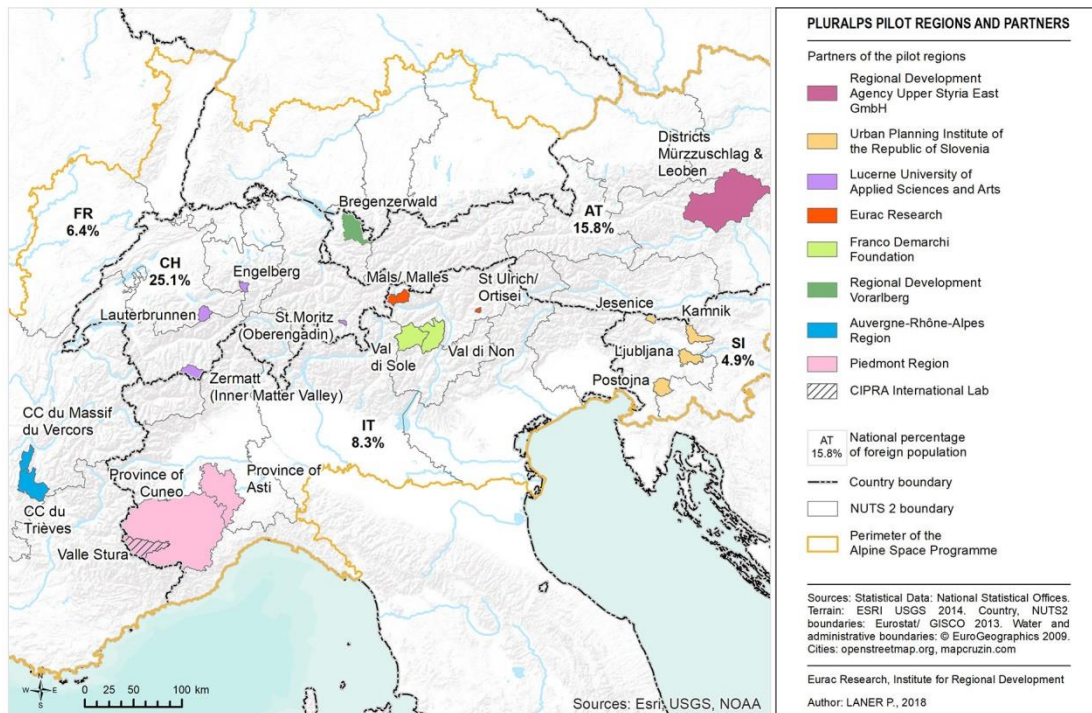


New Offers and Services for Migrants



The project partners launched pilot projects in the fields of social integration, labour market integration and environmental and landscape management by migrants. Local or regional implementation partnerships were formed which include all relevant stakeholders for the development of the new offers and services such as municipalities, SMEs, NGOs and other stakeholders. In total, in the six participating countries more than 80 organisations and institutions participated in implementing the pilot projects.

This document gives information about the offers and services developed in the project.

October 2019

Implementation

The implementation concepts were developed with the stakeholders in a participatory manner. The pilot projects are in addition presented on posters.

Strengthening a welcoming culture in companies and municipalities in the Bregenzerwald (Vorarlberg, Austria, Regio-V). Implementation Concept, Poster

L'Arbu, the Crafts of the Mountain - Training opportunity for building up a mountain farm (Piedmont, Italy, CIPRA International Lab). Implementation Concept, Poster

Establishment of a Uniform Arrival Management for Upper Styria (Austria, Regional Development Agency Upper Styria East GmbH). Implementation Concept, Poster

„Heimat Vinschgau“ as a place to work, live and be welcome (Mals, Italy, EURAC Research). Implementation Concept, Poster

Living in Val Gardena - Strengthening social relations among newcomers and the local community (Italy, EURAC Research). Implementation Concept, Poster

“One of Us” When public and private sector work together towards integration (Italy, Regione Piemonte). Implementation Concept, Poster

Multicultural Alps - Between tradition and innovation (Trentino, Italy, Franco Demarchi Foundation). Implementation Concept, Poster

Let's make it easier! Tools for better integration of new inhabitants in the local community (Urban Planning Institute of the Republic of Slovenia). Implementation Concept, Poster

Increasing territorial attractiveness for health professionals (Communities of communes of Trièves and Massif du Vercors, France, Auvergne-Rhône-Alpes Region). Implementation Concept, Poster

Company coaches for new migrant employees - Employees supporting employees (Zermatt region, Lucerne University of Applied Sciences and Arts, Switzerland). Implementation Concept, Poster

Intercultural mediator for families - A new approach to integrate families (St. Moritz, Lucerne University of Applied Sciences and Arts, Switzerland): Implementation Concept, Poster

Family tandems - A low threshold idea for intercultural contacts (Engelberg, Lucerne University of Applied Sciences and Arts, Switzerland): Poster

Intense off-season German course (Lauterbrunnen, Lucerne University of Applied Sciences and Arts, Switzerland): Poster

Lessons Learned

The project partners documented and shared the experience of the pilot projects in a report.

This pilot projects lessons learned report tries to filter out those elements that are of general importance when implementing pilot projects in the field of migration and regional development. The specific lessons learned of each pilot project are highlighted in the PlurAlps innovation toolbox where the four most important lessons learned for each tool are documented.

New Offers and Services for the Pilot Areas

Pilot area Malles/Mals (Italy)

Video „Aus einem anderen Blickwinkel“ - "Da un altro punto di vista"

by Magdalena Gschnitzer
 German/Italian with subtitles

<https://www.youtube.com/watch?v=3KjDkEdfEeU>



Pilot areas Val di Non and Val di Sole (Italy)

Videos by Stefania Ferriolo (yummimedia), Italian with English subtitles

Pluralism in the Alps, the paths followed by youths

https://www.youtube.com/watch?v=TL3fFtUa3_I

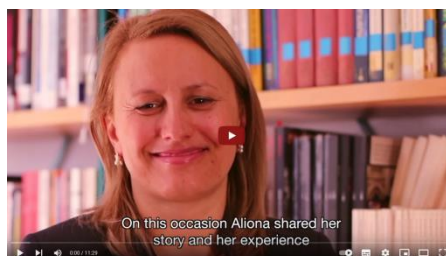
Some second-generation youths living in Val di Non and Val di Sole share their integration stories through short Q&A interviews on topics as: education, jobs and their families.



Cinema and Migration

<https://www.youtube.com/watch?v=Rwh0stU8HGI>

Fatou, a Senegales girl born in Cles who collaborates with Fondazione Franco Demarchi, introduces two episodes of this video focused on training courses dealing with cinema as a tool for integration.



Food, employment, integration

<https://www.youtube.com/watch?v=f4tW5TH4yIU>

Migrant people coming from Gambia, Pakistan, India, Bosnia and Albania, and now settled down in Val di Non and Val di Sole, share their path of integration.



Pilot Area Valle Stura (Italy)

A short **report about the project** and the cooperation between the cooperative Germinale and CIPRA International Lab...

... and a nice **video from the Germinale team!**

Report: Chestnut trees and newcomers

<https://www.youtube.com/watch?v=BBo9g1WBglQ>



Pilot Area Auvergne-Rhône-Alpes Region (France)

The Auvergne-Rhône-Alpes Region has shot a **video to invite doctors and medical professionals to consider working in the countryside.**

French version with English subtitles.

<https://www.youtube.com/watch?v=GPhXJ6VuL8>



Pilot Areas Jesenice, Kamnik and Postojna (Slovenia)

Have a look at the **information brochures for migrants for 3 pilot municipalities in Slovenia!**

Jesenice, my new home

Kamnik, my new home

Postojna, my new home

Pilot Area Upper Styria East (Austria)

The Regional Development Agency Upper Styria East GmbH has created these three documents for the newcomers in their region:

topjob-toplife **infocard** = short information on the region to hand out at job fairs, international events, etc.

topjob-toplife **poster**: the poster and a corresponding roll-up are also used for fairs, events, etc. to present the region and its possibilities.

topjob-toplife **welcome folder**: this folder summarizes all necessary information for newly arrived workers and professionals on the region and the legal framework in Austria.

Pilot Area Bregenzwald (Austria)

[Online Platform Vorarlberg FINDER](#) (available in German, English, Spanish, Arabian, Farsi)

The Vorarlberg Finder, a web service for newcomers and residents in Vorarlberg, offers information on important places, links and contacts in the vicinity.

Final report: Pilotbeispiel Bregenzwald - Neue Angebote und Services zur Stärkung der Willkommenskultur in Gemeinden und Betrieben



WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

**“Strengthening a welcoming culture in
companies and municipalities in the
Bregenzerwald”**

LP Regional Development Vorarlberg

Organisation(s)	Regional Development Vorarlberg eGen
Authors	Robert Moosbrugger
Delivery date	19 July 2017
Status	Final
Distribution level	Public



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Summary in English

In the framework of the transnational Alpine Space project “PlurAlps”, the Regional Development Vorarlberg and the Regional Development Bregenzerwald are implementing together a project for strengthening a welcoming culture in companies and in municipalities in the Bregenzerwald. The project is focussing on three action fields:

Providing information to immigrants

This activity aims at improving the provision of information for immigrants in the Bregenzerwald and the region of Oberland. Therefore, an online information platform will be set up which is directed towards all newly arrived persons, including refugees. Information to be included in the platform is collected on municipality level and updated regularly by the municipal employees responsible for data management. Besides the online platform, several accompanying measures will be implemented (such as trainings) to improve information provision by the Citizens Services of the municipalities and to ensure the long-term maintenance and update of the platform.

Language competences

Sufficient language competences are a core criterion for the participation in social life in the Bregenzerwald. For newly arrived persons without or with little German language skills, possibilities to learn German language and the dialect of the Bregenzerwald shall be improved. At the same time, the local population shall be supported with their effort in refreshing language skills acquired some time ago.

Cross-company human resource management

Because of the changing demographic population structure in the Bregenzerwald, companies will need more and more to think together about measures which encounter the lack of skilled workers in the long-term. This activity shall initialise a human resource management across companies in the Bregenzerwald.

Summary in German

Im Rahmen des transnationalen Alpenraum Projektes „PlurAlps“ setzen die Regionalentwicklung Vorarlberg und die Regionalentwicklung Bregenzerwald gemeinsam ein Projekt zur Stärkung der betrieblichen und kommunalen Willkommenskultur im Bregenzerwald um. Das Projekt verfolgt dabei die folgenden drei Stoßrichtungen.

Informationsvermittlung an Zuwanderer

Inhalt dieses Vorhabens ist eine verbesserte Informationsvermittlung für Zuwanderer im Bregenzerwald und der Region Oberland. Dafür wird eine online Informationsplattform eingerichtet, die sich sowohl an alle neu zugezogenen Personen als auch an Personen mit Fluchthintergrund richtet. Die Informationen für die Plattform werden auf Gemeindeebene erhoben und von Datenverantwortlichen in jeder Gemeinde periodisch aktualisiert. Neben der online Plattform werden im Rahmen des Vorhabens auch verschiedene Begleitmaßnahmen (z.B. Schulungen) durchgeführt, um die Informationsvermittlung im Bürgerservice der Gemeinden zu verbessern und die langfristige Wartung und Aktualisierung der Plattform zu sichern.

Sprachvermittlung

Ausreichende Sprachkompetenzen sind ein zentrales Kriterium für die Teilnahme am Gesellschaftsleben im Bregenzerwald. Für zugezogene Personen ohne oder mit geringen Deutschkenntnissen sollen die Möglichkeiten zum Erwerb der deutschen Sprache und des Bregenzerwälder Dialekts verbessert werden. Gleichzeitig soll die einheimische Bevölkerung darin unterstützt werden, früher gelernte Sprachen wieder aufzufrischen.

Überbetriebliches HRM

Aufgrund der sich verändernden demografischen Struktur der Bevölkerung im Bregenzerwald, wird es für Betriebe immer wichtiger, sich gemeinsame Maßnahmen zu überlegen, um dem langfristigen Fachkräftemangel zu begegnen. Inhalt dieses Vorhabens ist daher der Anstoß zu einem überbetrieblichen Human Resource Management (HRM) im Bregenzerwald.

1. Initial situation

Providing information to immigrants

The working group „Interfaces“ of the regional coordinators for refugees and asylum in Vorarlberg defined as one measure to be implemented a “Guide to authorities including contacts to volunteer structures” which should be handed over to newly arrived persons at their registration at the municipality (citizen service).

In parallel, the region Oberland decided to implement in their region an offer like the website www.newhere.at from Vienna. Thereafter, the regional coordinators agreed to merge both measures and to roll-out a website like www.newhere.at for entire Vorarlberg. The programming shall be done in a way which enables all 96 municipalities in Vorarlberg to use it. The municipalities are free to join this activity at different moments. The regions Oberland and Bregenzerwald want to implement the tool very soon.

The website shall be accessible through the website www.handinhandinvorarlberg.at and shall be visible already on the home page (not only linked through a banner). In the future, this website shall not only focus mainly on asylum and integration but shall be an information source for all newly arrived persons.

For people living in Vorarlberg and the Bregenzerwald with no or only very little knowledge of German, only a limited amount of information offers in other languages exists. Therefore, information on the platform shall be provided as much as possible also in the most current foreign languages.

The implementation of the online platform shall be accompanied by measures for municipalities. These measures shall strengthen a process orientation related to the establishment of a welcoming culture in the citizen services of the municipalities. They shall also ensure a long-term maintenance of the platform through the municipalities.

Language competences

People who come to the Bregenzerwald to live and work there can participate in social life better the better their knowledge of German language. For many job opportunities in the Bregenzerwald good German knowledge is needed. Children, young people and adults can only be integrated in the educational system if they have German language skills. For daily activities such as shopping in the Bregenzerwald knowledge of dialect is very helpful. Offers to learn German are not accessible to all persons and there are not enough of them.

For the local population, knowing foreign languages gives access to other cultures and offers many advantages in private and professional life. For tourism, too, knowing several languages is an advantage. Many people in Vorarlberg learn foreign languages for example at school. Later, they have no or very limited opportunities to practice these languages. The language skills get lost over time.

To improve language competences both of newly arrived persons and of locals, new offers are needed such as language courses or language cafés. New formats can be tested such as combinations of language and cooking courses or language courses for the local dialect.

This should be done in cooperation with and based on existing offers of different providers (e.g. adult education centre, companies, schools).

The basis for this activity has been laid in the project “vorankommen” which was financed by the LEADER programme and in the initiative „Asyl und Integration im Bregenzerwald“.

Cross-company human resource management

For long time companies had to compete only for capital and for customers. Nowadays, also the work force is becoming a scarce resource. Demographic change and the resulting lack of skilled working force challenge many companies in a similar way.

According to current population forecasts, the immigration of foreign workers is a main factor that can prevent a significant decline of the number of employed persons in Austria in the coming two decades.

Acting against the lack of skilled labour can be more effective and efficient especially for small and medium enterprises through cooperation than on their own. Examples for cooperation are forums for information and exchange, joint vocational training and qualification and common offers for mentoring.

To convince SMEs to participate in cross-company activities, it is essential that the expected benefits are much higher than the expected efforts and expenses.

The basis for this activity has been laid in the projects “vorankommen” and “Zukunft Unternehmertum” which were financed by the LEADER programme and in the initiatives „Asyl und Integration im Bregenzerwald“ and “Werkraum Schule”.

2. Strategy

2.1 Objective

Main objective	Indicator
Strengthen a welcoming culture in municipalities and companies	
Objective 1	Indicator
Increase transparency on available offers for newly arrived persons	Visits of the online platform
Objective 2	Indicator
Increase language competences of newly arrived persons in the Bregenzerwald	Language offers in the Bregenzerwald
Objective 3	Indicator
Strengthen cross-company cooperation in the field of human resource management in the Bregenzerwald	Numbers of job applicants

2.2 Target groups and impacts

Target groups	Impacts
Newly arrived persons in the municipalities	<ul style="list-style-type: none"> - Fast overview of existing offers - Facilitated integration in the municipality - Facilitated interaction with locals and with other newly arrived persons - Facilitated integration in local companies - Improved knowledge of German
Companies	<ul style="list-style-type: none"> - Reduced lack of labour and skilled labour - Reduced expenses for hiring and integrating newly arrived employees - Reduced expenses for language courses for newly arrived employees - Facilitated provision of information to newly arrived employees
Local population and volunteers	<ul style="list-style-type: none"> - Improved language competences - Improved coordination of volunteers

Associations	<ul style="list-style-type: none"> - Facilitated provision of information to newly arrived persons - New members
Employees of municipalities	<ul style="list-style-type: none"> - Facilitated and up to date provision of information to newly arrived persons

2.3 Expected results

- 1.1 Geo-referenced online information system: The result is a multi-lingual geo-referenced online information system for the pilot region Bregenzwald which at a later stage can be implemented by other regions in Vorarlberg. In collaboration with the existing "Hand in Hand" an information system will be developed that offers important orientation support for newly arrived persons. Information on education, health and working offers are geo-referenced. The geo-referenced information system provides not only information on opening hours, services and so on but indicates the location and gives a reliable navigation support to the user.
- 1.2 Maintenance structure for the online information system: A structure for the information system has been set up and employees have been trained for further maintenance and updates of the information system after project end.
- 2.1 Innovative offers for language competences: The result is the development and implementation of innovative concepts for language competences for newly arrived persons: low-threshold offers, cross-company offers with practical use for selected fields, "dialect" courses, language cafés etc. Implementation is done with professional support combined with volunteer citizen engagement.
- 2.2 „One Stop Shop“ for more language competences: The result is a regional service centre for questions on German courses. The centre is well connected to services such as VHS, Wifi, AMS which are active also beyond the region.
- 3.1 Service structure for cross-company human resource management: The content is the development and initiation of a service structure for companies and municipalities in the pilot region with on the following main topics: a) labour placement; b) further education and c) development of the location as an interface between companies and public institutions such as the employment office, educational institutions and institutions for location development (existing institutions). With the HRM service structure municipalities and companies shall be advised in their efforts for labour and life in a "pluralistic society". In addition, the efficiency of cooperation with existing structures shall be increased. The service structure shall contribute to further develop the location and image for attracting new labour and positively impact the start-up intensity. The result is a service structure with defined tasks and competences which is embedded in the existing structures in the region. At the end of the project the service structure is operative and a follow-up after the project's end is ensured.

3. Activities

1. Providing information to immigrants
- 1.1. Definition of requirements for an online information system for newly arrived persons
- 1.1.1. Draft
- 1.1.2. Reflection on draft
- 1.2. Development and implementation of a geo-referenced online information system

- 1.2.1. Data base design and programming of backend
- 1.2.2. Design und programming of frontend
- 1.2.3. Test phase
- 1.2.4. Documentation and finalisation
- 1.3. Set-up of a maintenance structure for the online information system
 - 1.3.1. Data preparation
 - 1.3.2. Translation of content
 - 1.3.3. Support of the municipalities
 - 1.3.4. Making the platform known
2. Language competences
 - 2.1. Development of innovative offers for language competences
 - 2.2. Set-up of a „One Stop Shop“ for more language competences in the Bregenzerwald
 - 2.3. Implementation of language offers with professional providers and volunteers
3. Cross-company human resource management
 - 3.1. Definition of requirements for a cross-company regional human resource management
 - 3.2. Development of a service structure for companies and municipalities
 - 3.3. Implementation of first measures (Placement, further education, development of location and image, etc.)

4. Project organisation

4.1 Partners

Lead partner

Regionalentwicklung Vorarlberg eGen
Hof 19, 6861 Alberschwende, Österreich

Sub-contractor

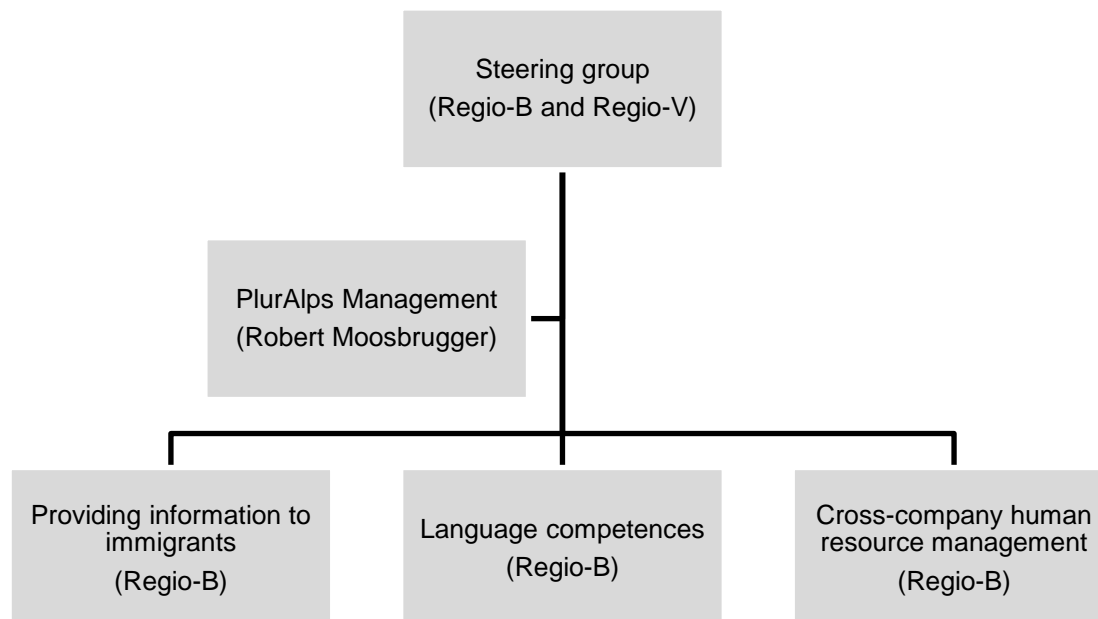
Regionalentwicklung Bregenzerwald GmbH
Impulszentrum 1135
6863 Egg

4.2 Target areas

Providing information to immigrants: Regio Bregenzerwald, Oberland region. At a later stage all municipalities in Vorarlberg.

Language competences and cross-company human resource management: Regio Bregenzerwald

4.3 Project organisation



4.4 Involved persons and stakeholders

Regionalentwicklung Bregenzerwald GmbH

- Lukas A. Schrott – Managing director
- Martina Rüscher – Member of the board
- Silke Ritter – responsible for the service „Asyl und Integration im Bregenzerwald“

Regionalentwicklung Vorarlberg eGen

- Robert Moosbrugger – Project management PlurAlps
- Aurelia Ullrich Schneider – Transnational projects

Municipality association (Gemeindeverband)

- Oliver Christoph

Working group interfaces of the regional coordinators for refugees and asylum in Vorarlberg

- Martina Rüscher

Region Oberland

- Simon Hagen – Responsible for health, social issues, education, youth and integration, child care

witus eGen Wirtschaft & Tourismus

- Magdalena Steurer - Managing director

Werkraum Bregenzerwald

- Thomas Geisler - Managing director

5. Timetable

Activity	Start	End
1.1. Definition of requirements for an online information system for newly arrived persons	07/17	09/17
1.2. Development and implementation of a geo-referenced online information system	08/17	06/18

1.3. Set-up of a maintenance structure for the online information system	01/18	09/19
2.1. Development of innovative offers for language competences	07/17	06/18
2.2. Set-up of a „One Stop Shop“ for more language competences in the Bregenzerwald	10/17	09/19
2.3. Implementation of language offers with professional providers and volunteers	10/17	09/19
3.1. Definition of requirements for a cross-company regional human resource management	10/17	02/18
3.2. Development of a service structure for companies and municipalities	01/18	09/19
3.3. Implementation of first measures (Placement, further education, development of location and image, etc.)	03/18	09/19

6. Budget

Activity	€
Providing information to immigrants	€ 53.350,00
Language competences	€ 21.000,00
Cross-company human resource management	€ 44.780,00
Total:	€ 119.130,00

7. Durability

All measures in the project are based on reflections and experiences from previous projects and several stakeholder meetings. With the regional development Bregenzerwald, a partner for implementation could be found which follows-up on the project's aims also on a long-term in the development strategy for the Bregenzerwald. Therefore, the continuation of measures and topics of the project is guaranteed also after the project's end.

8. Risks and opportunities

Risks

- Little interest of the local population in the project's topic
- Data cemetery
- Fast technological development of geo-referenced information platforms
- Little operative participation of SMEs
- Missing will of the SMEs to financially support the service after project end

Opportunities

- Language competences in the Bregenzerwald are a real value-added for tourism in the region
- Large impact through use of the platform by 96 municipalities
- Positive positioning of the Bregenzerwald

9. Documentation / Evaluation

- Ongoing document of project progress by Regio-V
- Participative evaluation at project end

10. Related projects and initiatives

Asylum and integration in the Bregenzerwald

<http://www.regiobregenzerwald.at/asyl-und-integration.html>

Lead partner: Regionalentwicklung Bregenzerwald GmbH

Contact: Silke Ritter

Project: Engagiert-sein

<http://www.regio-v.at/projects/39/engagiert-sein>

Lead partner: Regionalentwicklung Vorarlberg eGen

Contact: Franz Rűf

Project: vorankommen – Willkommen in der Bregenzerwalder Arbeitswelt

<http://www.regio-v.at/projects/58/vorankommen>

Lead partner: Regionalentwicklung Vorarlberg eGen, witus

Contact: Magdalena Steurer, Robert Moosbrugger

Project: Werkraum Schule

<http://werkraum.at/werkraumschule/>

Lead partner: Werkraum Bregenzerwald und die Bezauer Wirtschaftsschulen

Contact: Susanne Schedler und Andreas Kappaurer

Project: Zukunft Unternehmertum im landlichen Raum

<http://www.regio-v.at/projects/61/zukunft-unternehmertum-im-laendlichen-raum>

Lead partner: Regionalentwicklung Bregenzerwald GmbH

Contact: Lukas Schrott

Annex – Reference examples

Hand in Hand in Vorarlberg

Diese Website ist ein gemeinschaftliches Projekt der Caritas der Diözese Feldkirch, dem Land Vorarlberg und dem Vorarlberger Gemeindeverband. Sie beinhaltet umfangreiche Informationen zum Thema Flüchtlinge, Quartiere und zu Fragen der Integration, was auch die Migration im Allgemeinen betrifft.

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

Ankommen App

Eine übersichtliche Orientierungshilfe für Flüchtlinge, Navigation im Mobildesign arbeitet vielfach mit Bildern (weniger Sprachkenntnisse erforderlich), die Daten beziehen sich auf Deutschland, kein Geoinformationssystem eingebunden.

<https://ankommenapp.de/>

New Here Plattform

Das open source Konzept von "New here" ist ein gutes Anschauungsbeispiel für ein Geoinformationssystem (Web-GIS) zur Selektion und Darstellung von ortsgebundenen Daten im Sinne eines "Lotsendienstes". Das Konzept verbreitet sich derzeit in Österreich, der Source-Code steht zur Verfügung, die Herausforderung besteht in der Adaptierung des Systems, der Erweiterung der Funktionalität und im gesicherten Zugriff auf lokal bereits verfügbare Daten.

<https://www.newhere.at>

Integrationsportal Rheinisch-Bergischer

Das Integrationsportal Rheinisch-Bergischer Kreis ist ein gutes Beispiel für eine regionale Willkommenswebseite.

<http://integration.rbk-direkt.de>

Sprachcafé Lingenau

Seit 2017 bietet das Sprachcafé in Lingenau die Möglichkeit, in gemütlicher Atmosphäre in der Bücherei kostenlos Englisch zu plaudern und zu diskutieren. Das Sprachcafé findet jeden dritten Mittwoch im Monat statt.

<http://www.lingenau.at/2017/03/sprachencaf/>

Wälder Sprachcafé

Als Maturaprojekt haben drei Schülerinnen der Bezauer Wirtschaftsschulen in Bezau in 2014 einige Sprachcafés organisiert. Das Vorhaben wurde nicht weitergeführt.

<https://www.facebook.com/waeldersprachencafe>, <https://waeldersprachencafe.jimdo.com/>

Sprachcafé Lochau/Leiblachtal

„Sprachcafé“ im Brockenhaus Leiblachtal in Lochau. Spanisch, Portugiesisch, Englisch, Italienisch, Französisch, Türkisch oder Deutsch. Jeden ersten Samstag im Monat, seit 2011.

<https://www.vorarlberg.at/pdf/projekt44-sprachencafeloc.pdf>

Schweizerdeutsch lernen

In der Schweiz gibt es zahlreiche Angebote, um die Dialektsprache des jeweiligen Kantons zu lernen.

<http://zuerichdeutsch-kurse.ch/>

<https://www.schweizerdeutsch-lernen.ch/>

Annex – Press releases for the project

Innovative Informationsplattform für Zuwanderer im Bregenzerwald und im Oberland

Wer hilft mir dabei, die deutsche Sprache zu lernen? Wo kann ich meine Kinder betreuen lassen? Welche Beratungsangebote gibt es in der Region? Vor diesen und anderen Fragen stehen vor allem Menschen, die noch nicht lange in Vorarlberg leben. Um Zuwanderern eine Orientierungshilfe zu bieten, haben der Gemeindeverband und die Regionalentwicklung Vorarlberg eine Informations-Plattform im Internet eingerichtet.

Mit wenigen Mausklicks können sich Migranten, aber auch alle anderen Interessenten Informationen rund um die Themenfelder Kinder und Jugend, Bildung, Arbeit, Wohnen, Freizeit, Gesundheit und Finanzen beschaffen. Diese Daten werden auf Gemeindeebene erfasst und regelmäßig aktualisiert.

Die Plattform ist auch eine Hilfestellung für Organisationen und Freiwillige, die Zuwanderer unterstützen und auf der Suche nach Ansprechpartnern oder Angeboten sind. Außerdem dient die Plattform dazu mehr Transparenz zwischen den einzelnen Angeboten in der Gemeinde und der Region zu schaffen. Somit soll auch eine effektivere Zusammenarbeit zwischen den einzelnen Akteuren gefördert werden.

Die Informationsplattform ist mehrsprachig und bietet die wichtigsten Informationen in den Sprachen Deutsch, Englisch, Spanisch, Türkisch, Arabisch und Persisch. Die laufenden Übersetzungen werden von Freiwilligen erstellt.

Um das Internet-Angebot verwirklichen zu können, hat die Regionalentwicklung Vorarlberg Mittel vom Europäischen Fonds für regionale Entwicklung durch das Interreg-Alpenraumprogramm erhalten. An der Plattform wirken neben der Regionalentwicklung Vorarlberg und dem Gemeindeverband auch die Region Bregenzerwald und Oberland mit.

Mit der neuen Plattform haben die Betreiber einen wichtigen Grundstein für die rasche Orientierung von Zuwanderern im Bregenzerwald und im Oberland gelegt. In einer weiteren Ausbauphase soll die Plattform Informationen und Angebote aus allen 96 Gemeinden in Vorarlberg enthalten.

Sprachenvielfalt im Bregenzerwald

Sprache ist der Schlüssel für gegenseitiges Verstehen und die gesellschaftliche und berufliche Integration von Zuwanderern im Bregenzerwald. Und Sprachenlernen macht Spaß und bringt die Menschen zusammen. Im Rahmen eines Pilotprojektes werden nun im Bregenzerwald neue Wege zur Steigerung der Sprachkompetenz von Zuwanderern und Einheimischen beschritten.

Verbessertes Angebot an Deutschkursen

In Gesprächen mit Unternehmern und Fachkräften aus dem Ausland stellt sich immer wieder heraus, dass es eine große Nachfrage nach lokal verfügbaren und bedarfsgerechten Sprachkursen gibt. Viele zugewanderte Mitarbeiter, vor allem im Tourismus, wünschen sich, ihre Deutschkenntnisse zu verbessern. Bisher waren aber professionell organisierte Deutschkurse nur im Rheintal verfügbar. Im Rahmen des Projektes werden nun verstärkt betriebs- und gemeindeübergreifende Sprachkurse im Bregenzerwald angeboten.

Sprache und Kulinarik

Auch bei der einheimischen Bevölkerung besteht ein großes Interesse, neue Sprachen zu lernen oder die eingerosteten Fremdsprachenkenntnisse aufzufrischen. Zudem soll das Sprachenlernen auch Spaß machen. Daher werden im Rahmen des Projektes neue Sprachencafés im Bregenzerwald initiiert und mit unterhaltsamen Elementen wie Kochkursen garniert und kombiniert. Bei diesen niederschweligen Formaten stehen das gegenseitige Kennenlernen und der Spaß im Vordergrund.

Dialektvermittlung für Zuwanderer

Die Tatsache, dass Fremdsprachige bei ihrer Ankunft im Bregenzerwald fast im gesamten mündlichen Kommunikationsbereich mit dem Bregenzerwälder Dialekt konfrontiert werden, der sich zum Teil erheblich von Standarddeutsch unterscheidet, stellt für viele Zuwanderer eine große Hürde dar. Es können dadurch Vorurteile und Ablehnung dem Dialekt gegenüber entstehen und auch gegenüber den Menschen, die diesen Dialekt sprechen. Aus dieser Überlegung heraus wird nun erstmalig im Bregenzerwald ein Dialektsprachkurs für Zuwanderer angeboten, der zugleich auch die kulturellen Eigenheiten des Bregenzerwaldes auf spielerische und unterhaltsame Art vermittelt.

Um das Projekt verwirklichen zu können, hat die Regionalentwicklung Vorarlberg Mittel vom Europäischen Fonds für regionale Entwicklung durch das Interreg-Alpenraumprogramm erhalten.

Bregenzerwälder Betriebe beschreiten neue Wege am Arbeitsmarkt

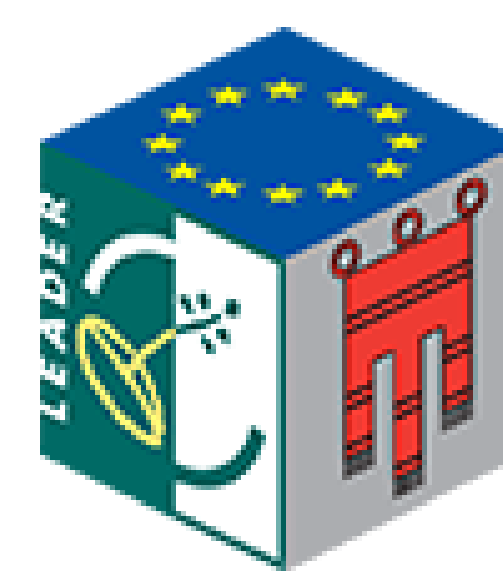
Die Unternehmen im Bregenzerwald sind innovativ und kooperativ. Der neueste Beweis dafür ist ein Projekt für ein betriebsübergreifendes Personalmanagement im Bregenzerwald.

Lange Zeit mussten die Unternehmen im Bregenzerwald nur um Kapital und Kundschaft buhlen, nun wird auch der Faktor Arbeit zur knappen Ressource. Der demografische Wandel und der daraus resultierende Fachkräftemangel stellen viele Unternehmen vor die gleichen oder zumindest ähnlichen Herausforderungen.

Gerade für kleinere und mittelständische Firmen kann die Zusammenarbeit in puncto Fachkräftemangel effektiver und effizienter sein als ein Alleingang. Die Betriebe im Bregenzerwald möchten daher gemeinsame Aktionen setzen, um vor allem Mitarbeiter von außerhalb des Bregenzerwaldes zu finden und erfolgreich in die Bregenzerwälder Arbeitswelt zu integrieren.

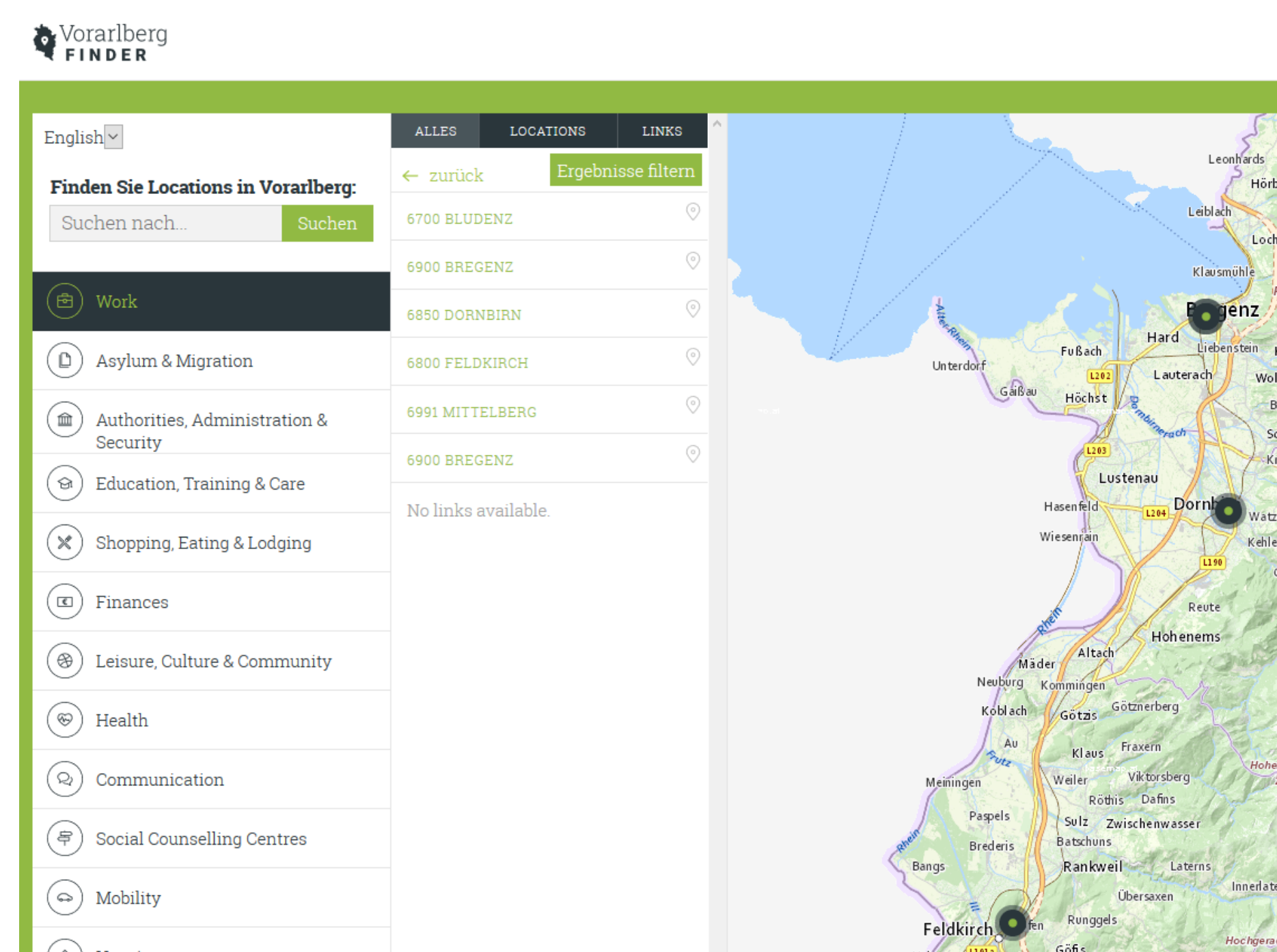
Um Betrieben aufzuzeigen, was sie gegen den Fachkräftemangel tun und wie sie eine Willkommenskultur entwickeln können, werden im Rahmen des Projekts Informationsveranstaltungen organisiert. Als weitere Projektaktivität sind Unterstützungsangebote bei der Wohnungssuche für zugewanderte Mitarbeiter geplant, die mehrere Betriebe gemeinsam anbieten. Schließlich soll eine regionale Service-Struktur eingerichtet werden, die sich für eine gesteuerte und bedarfsgerechte Zuwanderung einsetzt und die Bregenzerwälder Betriebe als attraktive Arbeitgeber positioniert.

Um das Projekt verwirklichen zu können, hat die Regionalentwicklung Vorarlberg Mittel vom Europäischen Fonds für regionale Entwicklung durch das Interreg-Alpenraumprogramm erhalten. An der Projektumsetzung wirken neben der Regionalentwicklung Vorarlberg und der Regionalentwicklung Bregenzerwald auch das Unternehmernetzwerk witus und der Werkraum Bregenzerwald mit.



Strengthening a welcoming culture in companies and municipalities in the Bregenzerwald

Information, language competences, HRM



vorarlberg-finder.at: Think regional, find local

Alphabetisation course for migrant women.
Photo: Silke Ritter, Regio Bregenzerwald

Short Description

To strengthen a welcoming culture in companies and in municipalities in the Bregenzerwald, the Regional Development Vorarlberg and the Regional Development Bregenzerwald are focusing on three action fields:

Providing information to immigrants

The online information platform www.vorarlberg-finder.at has been set up for improved information to all newly arrived persons, including refugees.

Language competences

For newly arrived persons without or with little German language skills, possibilities to learn German language and the dialect of the Bregenzerwald are improved. At the same time, the local population is supported with their effort in refreshing language skills.

Cross-company human resource management

This activity shall initialise a human resource management across companies in the Bregenzerwald.

Contacts

Austria

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Goals of the project

Strengthen a welcoming culture in municipalities and companies in the Bregenzerwald by

- increasing transparency on available offers for newly arrived persons
- increasing language competences of newly arrived persons
- strengthening cross-company cooperation in the field of human resource management.





WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

**“L'Arbu, the crafts of the Mountain: training
opportunities for migrants for building up a
mountain farm”**

CIPRA International Lab

Organisation(s)	CIPRA International Lab
Authors	Wolfgang Pfefferkorn, Elisa Agosti
Delivery date	11.10.2018
Status	Final
Distribution level	Public



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Summary English

The pilot project is situated in Piedmont, in the north-west of Italy in a small mountain municipality called Demonte. The project is called "L'Arbu", which in the local dialect means "the plant" and which is specifically used to refer to the chestnut tree. This project will be developed around the chestnut tree, a traditional culture of the valley, and aims to train a migrant with the objective of building up a mountain farm.

One of the migrants living in the valley will attend a training course provided by the Young Mountain Farmers' School promoted by the Nuto Revelli Foundation during which his personal and professional project will be developed. He will also accompany Germinale Agricoltura Comunitaria in the field work for one year. The idea is to employ this person at the end of the project.

The project will include an historical-documentary research on the local varieties of cultivation in Valle Stura, an experimental plantation of the mountain areas accessible to the schools, and a training course for new farmers and migrant people. L'Arbu can count on the support of the Unione Montana Valle Stura that is particularly interested in the valorisation of the local products and traditional expertise and crafts, in the recovery and protection of the landscape and in the integration of new citizens.

Summary local language

Il progetto pilota è situato in Piemonte, nel nord-ovest dell'Italia, in un piccolo comune di montagna chiamato Demonte. Il progetto si chiama "L'Arbu", che nel dialetto locale significa "la pianta" e che è specificamente utilizzato per riferirsi al castagno. Questo progetto sarà sviluppato attorno al castagno, una cultura tradizionale della valle, e mira a formare un migrante con l'obiettivo di costruire una fattoria di montagna.

Uno dei migranti che vivono nella valle parteciperà a un corso di formazione della Young Mountain Farmers School promosso dalla Fondazione Nuto Revelli durante il quale verrà sviluppato il suo progetto personale e professionale. Inoltre accompagnerà Germinale Agricoltura Comunitaria nel lavoro nei campi per un anno. L'idea è di assumere questa persona alla fine del progetto.

Il progetto includerà una ricerca storico-documentaria sulle varietà locali di coltivazione in Valle Stura, una piantagione sperimentale delle aree montane accessibili alle scuole e un corso di formazione per nuovi agricoltori e migranti. L'Arbu può contare sul sostegno dell'Unione Montana Valle Stura, che è particolarmente interessata alla valorizzazione dei prodotti locali e delle competenze e dell'artigianato tradizionali, al recupero e alla tutela del paesaggio e all'integrazione dei nuovi cittadini.

1. Initial Situation

The project is located in Valle Stura in south-western Piedmont, a valley characterised by an ageing population, scarce interest of the young population to start an agricultural activity and a generational difference much more pronounced than in the urban context. It is extremely difficult for many small local businesses (restaurants, herbalists, farms) to find employees. The "dream" of the majority of the population is to find work somewhere else.

During the last two years some local enterprises have offered an internship to one of the asylum seekers from the CAS (Extraordinary Reception Center). In 2015, a CAS has been established in Festiona (near Demonte) that currently hosts nearly 20 migrants. They have the right to stay there until they receive the response about their asylum application. Migrants living in the CAS are not offered any kind of activity (no Italian lessons, no professional training, no integration activity).

In 2017 the public administration of the valley changed status of the CAS transforming it into became a SPRAR (The Protection System for Asylum Seekers and Refugees). This system includes people whose asylum seeker status has already been recognised and provides complementary services such as legal and social guidance and support, and the development of individual programmes to promote socioeconomic inclusion and integration. In the case of a SPRAR the number of the hosted migrants is fixed: in our case there are 6 migrants living in Demonte and 2 in Sambuco. Given these new conditions, the migrants who will be involved in

the project, could have already a long-term permission (2 years) which is a necessary condition for a long-term results integration of the migrant trainees or still waiting for be examined by the Commission. Germinale and the pilot project L'Arbu can count with the support of the Unione Montana Valle Stura, particularly interested in the valorisation of the local products and old expertise, in the trainee on traditional crafts, in the recovery and protection of the landscape and in the integration of new future citizens.

2. Strategy

2.1 Objective

Main objective	Indicator
Train the migrants within a pilot project for building up a mountain farm	
Objective 1	Indicator
Comprehensive commitment to the entire work cycle of the chestnut, from cleaning the forest to harvest the fruit to its processing and preparation of the wood for the 2019 harvest	To be defined together with Germinale
Objective 2	Indicator
Cultivation of organic products, small fruits, medicinal plants; honey production; breeding especially small animals	To be defined together with Germinale
Objective 3	Indicator
Give more visibility to local products, fundamental elements of the Alpine diet, whose cultivation makes it possible to garrison the territory, and live it in a sustainable way as it happened for centuries	To be defined together with Germinale

2.2 Target groups and impact

Target groups	Impact
Migrants	<ul style="list-style-type: none"> - Better knowledge of the region he is living in - Integration through the field work - Job opportunities thanks to the training he will attend
Local population	<ul style="list-style-type: none"> - Possibility to meet, exchange and discuss with the migrants - Awareness about the skills that migrants have and that the territory can benefit from
The valley itself and the landscape	<ul style="list-style-type: none"> - The project aims at revitalizing the landscape through a traditional cultivation, the chestnut. This revitalisation will create added value for the local economy, proving opportunities for other people to start a business in Valle Stura.

2.3 Expected results

- Migrants have better knowledge of the territory and its traditions
- The awareness on pluralism is raised in the local population
- Job opportunities for the migrant and the local population are created
- The landscape and traditional cultures are revitalised

3. Activities

Internship: Internship of two migrant person with active participation in cultivation-work on the field: participation of the young migrant in the recollection of chestnuts, training in the collection and sorting phase; training with the breeding of sheeps (sambucane) and beekeeping, recollection of local herbs, cultivation of mountain products, detection of abandoned chestnuts woods and cleaning for the 2019's harvest.

Theoretical training: Connection with the activities of the second edition of the Young Mountain Farmers' School promoted by the Nuto Revelli Foundation. The trainee will take part in this school as a theoretical complement to the field work. During the School the trainee will be accompanied by experts to develop his/her professional project. The aim is that he/she will work as a permanent worker at Germinale in the next season.

Public seminars: Dissemination of activities carried out and presentation to the Downstream School Institute of a didactic-educational proposal for the following school year, as development of the present project; final public seminar of the project and public presentation of the results of L'Arbu.

Practical training: Experimentation with manual-operated static thresher-cleaning machine developed at the Department of Mechanical and Aerospace Engineering of the Polytechnic University of Turin (TBC).

4. Project organisation

4.1 Partner

Contracting entity

CIPRA International Lab
Jahngasse 9
6850 Dornbirn
Austria

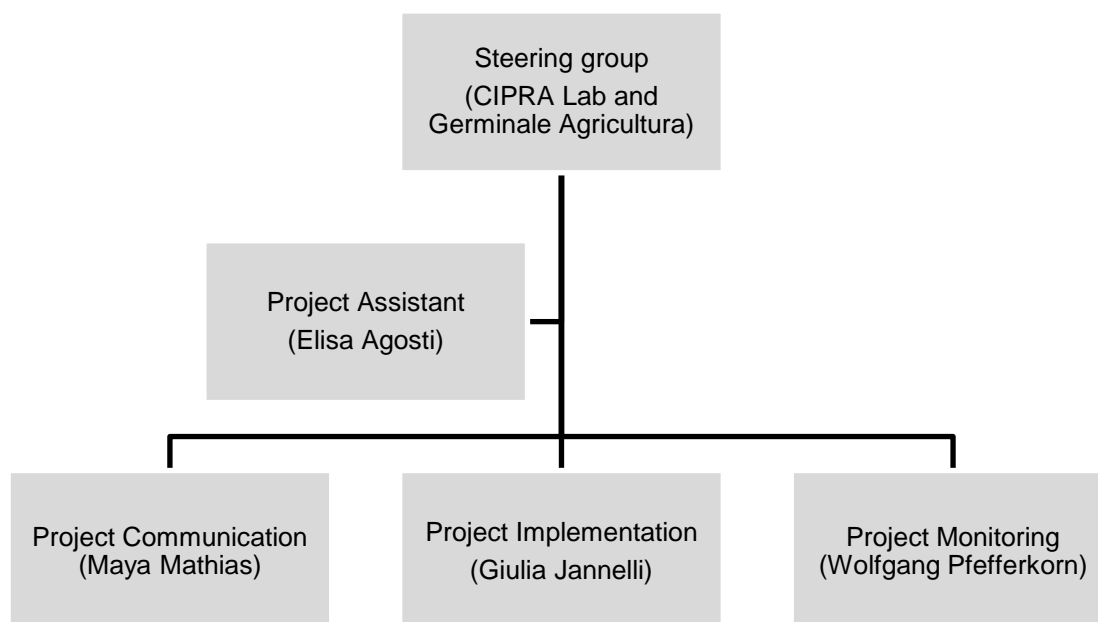
Subcontractor

Giulia Jannelli
Germinale Cooperativa Agricola di Comunità
Via Divisione Cuneense, 5
12014 Demonte (CN)

4.2 Target area

The target area is the Valle Stura and in particular, the municipalities called Demonte and Gaiola.

4.3 Project organisation



4.4 Participating persons/organisations

CIPRA International Lab

- Wolfgang Pfefferkorn – Project leader
- Elisa Agosti – Project assistant
- Maya Mathias – Project communication

Germinale Cooperativa Agricola di Comunità

- Giulia Jannelli – President of the Cooperative

5. Time table

Activity	Start	End
Activity 1 Internship of two young migrants – the trainees - who take part for one migrant still resident in the CAS and for the other in the SPRAR program with active participation in field work. Recollection of chestnuts, cleaning of the wood, preparation of the field for the late spring cultivation, pruning of apple's trees, breeding sheeps "sambucane".	March 2019 October 2018	October 2019 October 2019
Activity 2 Second edition of the Young Mountain Farmers' School promoted by the Nuto Revelli Foundation. The trainee will take part in this school as a theoretical complement to the fieldwork.	September 2019	October 2019
Activity 3 3 Public seminars : one in March, one in July/ August and one in October	March 2019	October 2019

Activity 4 Experimentation with manual-operated static thresher-cleaning machine (TBC)	TBD	TBD
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6. Finances

Activity	Total Costs €	PlurAlps contribution (CIPRA) €
Organization didactical events	2.100	1.000
Goods for experimental fields	3.000	3.000
Training	5.000	2.000
Internship	3.500	0
“Land” Research	1.400	1.400
Refund management expenses	600	600
Total:	15.600	8.000,00

7. Durability

Germinale Cooperativa Agricola di Comunità aims to employ the trained migrants in the cooperative after the end of this project.

8. Risks and opportunities

Risks

- Lack of commitment shown by the trainee
- The population rejects the project
- Administrative difficulties with the management of the SPRAR

Opportunities

- This project can create a link between the local population and the migrant community and become a good practice example for other Alpine regions
- Job opportunities for the trainees, economic and sustainable regional development in Valle Stura
- The research can show relevant results for the further development of the valley and new potential jobs

9. Documentation / Evaluation

The activities of this pilot project will be summarised in a short report including a short assessment of the objectives mentioned in chapter 2.

Annex – Press release on the project/service

Training opportunities for migrants

Revitalize unused land, produce healthy and regional food, and integrate people into the local community: the association "Germinale Cooperativa Agricola di Comunità" treads new paths and combines agriculture and landscape conservation with social commitment. Five residents from Demonte/I and four young asylum seekers from Central Africa started the project in 2015. Their goal was to create a community and social agriculture in the Valle Stura/I that integrates asylum seekers into the economy and society.

As part of the Interreg PlurAlps project, CIPRA International supports the activities of the association. Migrant people are trained to build a mountain farm. The focus is on the chestnut work cycle: from cleaning the forest to harvesting and processing the fruit. In addition, the trainees learn how to breed Sambucan sheep, an endangered old breed in the region, how to grow organic products, small fruit and medicinal plants, as well as beekeeping. In this way, they can get to know and understand the landscape better, further their education and open up new fields of work.

L'Arbu, the Crafts of the Mountain

Training opportunity for building up a mountain farm



Field Work © Germinale Cooperativa Agricola di Comunità



Field Work © Germinale Cooperativa Agricola di Comunità

Our pilot project is situated in Piedmont, in the north-west of Italy in a small mountain municipality called Demonte. The project is called “L'Arbu”, which in the local dialect means “the plant” and which is specifically used to refer to the chestnut tree. This project will be developed around the chestnut tree, a traditional culture of the valley, and aims to train a migrant with the objective of building up a mountain farm.

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The project will include an historical-documentary research on the local varieties of cultivation in Valle Stura, an experimental plantation of the mountain areas accessible to the schools, and a training course for new farmers and migrant people.

L'Arbu can count on the support of the Unione Montana Valle Stura, that is particularly interested in the valorization of the local products and traditional expertise and crafts, in the recovery and protection of the landscape and in the integration of new citizens.

Contact

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Goals of the project

- Provide the migrant with better knowledge of the territory and its traditions
- Raise awareness on pluralism in the local population
- Create job opportunities for the migrant and the local population
- Revitalise the landscape and traditional cultures



WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

“Establishment of a Uniform Arrival Management for Upper Styria”

**Regional Development Agency Upper Styria
East GmbH**

Organisation(s)	Regional Development Agency Upper Styria East GmbH
Authors	Valerie Böckel, Jochen Wederitsch
Delivery date	30.07.2018
Status	Final
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Summary in English

The area of the districts Bruck-Mürzzuschlag and Leoben has the highest concentration of global leaders in material technology companies in Austria. At the same time, due to demographic change, the region is experiencing a lack of skilled employees. To guarantee the competitiveness of the region, it is indispensable to counteract these trends “actively”. One of the strategies is to implement a welcome culture towards skilled workers and specialists to make the region more attractive for them.

The Regional Development Agency Upper Styria East Ltd. establishes therefore a uniform arrival management including the implementation of a regional first contact point. All the regional offers are promoted through an Information and Welcome-Folder that is designed and published at the end of 2018. The information package for new arrivals is completed by creating an online-platform that gives an overview of the options in the region.

Summary in German

Das Gebiet der Bezirke Bruck-Mürzzuschlag und Leoben weist die höchste Konzentration an weltweit führenden Werkstofftechnik Unternehmen in Österreich auf. Gleichzeitig herrscht in der Region aufgrund des demografischen Wandels ein Fachkräftemangel. Um die Wettbewerbsfähigkeit der Region zu gewährleisten, ist es unabdingbar, diesen Trends „aktiv“ entgegenzuwirken. Eine der Strategien besteht darin, eine Willkommenskultur zu fördern, um die Region für Fachkräften und Spezialisten attraktiver zu machen.

Das Regionalmanagement Obersteiermark Ost etabliert daher ein einheitliches „Zuzugsmanagement Obersteiermark“ einschließlich der Einrichtung einer regionalen ersten Anlaufstelle. Alle regionalen Angebote werden über einen Informations- und Welcome-Folder beworben, der Ende 2018 erstellt und veröffentlicht wird. Das Informationspaket für Neuankömmlinge wird durch die Schaffung einer Online-Plattform vervollständigt, die einen Überblick über die Möglichkeiten in der Region bietet.

1. Initial Situation

The area of the districts Bruck-Mürzzuschlag and Leoben has the highest concentration of global leaders in material technology companies in Austria. Nevertheless, this region has to deal with demographic changes, a lack of skilled workers and an outflow of young people to the two big agglomerations Graz and Vienna. To guarantee the competitiveness of the region, it is indispensable to counteract these trends “actively”.

One of the strategies is to implement a welcome culture towards skilled workers and specialists to make the region more attractive for them. On the one hand, the region needs technical support and new approaches to develop a welcoming culture, which should be credibly embraced and implemented by municipalities, SMEs and civil society. On the other hand, highly qualified new labourers have to face various problems of integration for which they also need help and expect support. The focus on immigration of qualified labourers is relatively new in Austrian immigration politics – this is why adequate support systems still have to be established. An intentional WELCOME for skilled workers from other Austrian regions and from abroad is a clear step to counteract the lack of skilled workers constructively. Interlinking of all relevant fields and a clear commitment to pluralism are significant requirements for establishing a regional “Welcome culture”.

The following SWOT analysis was elaborated for the communication concept and shows very well that a uniform welcome and support system for skilled labourers is needed in the region.



2. Strategy

The strategy builds on the SWOT analysis and focuses on eliminating weaknesses to use new opportunities through a uniform arrival management:

- The Arrival Management clusters and cross-link previous „island-activities“ (business settlement, apartment agencies, etc.) and present them in a uniform way.
- The communication focusses inwards (creating awareness) as well as outwards (signal: specialists are welcome!).
- Small structures which are inexperienced in communication are supported by network partners.
- The topic “arrival management” is understood as overriding issue for companies and municipalities and is defined as important for the whole region.

During the stakeholder workshop and the core team meeting six priority fields were commonly defined:

- Establishment of a uniform arrival management including also the measures promotion of all regional offers by a regional first contact point. New arrivals will seek information and support when coming to the region (or even before the decision to immigrate). The RM OSO will provide a first contact office. (Responsibility: Regional Development Agency Upper Styria East GmbH)
- Compilation of a standard Information and Welcome-Folder (Responsibility: Regionalmanagement Obersteiermark Ost GmbH with the municipalities of the region)
- Promotion of all offers by a regional first contact point (Responsibility: Regionalmanagement Obersteiermark Ost GmbH)

- Establishment of an online-platform for an overview of the options concerning jobs in the region and housing/apartments, etc. (Responsibility: Region Upper Styria East)
- Consolidation of social infrastructure for children and adolescents (Responsibility: Communes)
- Establishment of a monitoring for skilled personnel (Responsibility: Provincial Government of Styria, Employment Service Styria, Chamber of Commerce Styria)
- Initiation of an „Active Recruiting“ (Responsibility: Companies, The Art of Reconciliation GmbH, Regional Development Agency Upper Styria East)

2.1 Objective

The following 4 sub-objectives will be implemented (for some of them the preparation will start) within the framework of the PlurAlps project. The promotion of all regional offers has been integrated in the sub objectives 1 and 2 as well as the establishment of an online-platform for housing. The other subprojects will be implemented through other programmes and initiatives.

Main objective	Indicator
Gaining new skilled workers for the region	
Objective 1	Indicator
Uniform arrival management in Upper Styria	Preparatory work of a central arrival office as first contact and information point (“call centre”) for immigrant labourers and their new home-municipalities
Objective 2	Indicator
Development of standardized procedures to welcome new workers	Uniform Welcome Folder with information on the region and administrative aspects when arriving in the region Communal arrival coordinators in each municipality (CAC)
Objective 3	Indicator
Online-platform for an overview of the options concerning jobs in the region and housing/apartments	Launch of the online platform
Objective 4	Indicator
Designing and implementation of a target-group oriented communication and promotion of the whole region	Implementation of the communication strategy according the predefined measures and schedule

2.2 Target groups and impact

Target groups	Impact
Municipalities of the region and their employees	<ul style="list-style-type: none"> - Cooperation with arrival management as first contact point - Standardized procedures for the information of and interaction with new arrivals - Uniform Welcome Folder with most important information for distribution to new arrivals

	<ul style="list-style-type: none"> - National and international promotion of the region and its municipalities to gain new citizens and stabilize the population sizes
Companies	<ul style="list-style-type: none"> - New skilled workers to counteract the lack of qualified personnel - Active Recruiting of foreign trainees and skilled workers with the help of an external agency - Cooperation with the arrival management through participation in the core team - Facilitation of information transfer for new arrivals on administrative issues and local characteristics
Trainees and skilled workers from other regions and other countries	<ul style="list-style-type: none"> - Having a first contact and information point (all information in one hand) and availability of a personal contact - Easy access to primary information online and via Welcome Folder - Accompanying by buddies and easy integration in the working living environment - Offering language courses already in their hometowns

2.3 Expected results

- A uniform arrival management is established in Upper Styria
- Standardized procedures to welcome new workers are developed
- An online-platform for an overview of the options concerning jobs and living in the region is available
- A target group oriented communication and promotion of the whole region is implemented

3. Activities

1. Establishment of a central arrival office as first information and contact point Availability and distribution of all regional offers through a regional first information and contact point
 - 1.1. Research and collection of all necessary information concerning arrival management
 - 1.2. Organisation of core team meetings to coordinate the overall project contents and activities, to reach common decisions
 - 1.3. Building a regional network of institutions for support of arrivals
 - 1.4. Preparatory work for implementation of arrival office (general structures, personnel, tasks, etc.) (through the follow-up project)
 - 1.5. Specification of job requirements for personnel of arrival office, job advertisement, application procedure and selection (through the follow-up project)
 - 1.6. Definition of the tasks of the arrival office incl. roles and responsibilities (through the follow-up project)
2. Development of standardized procedures to welcome new workers
 - 2.1. Research of existing information/arrival concepts and checking their transferability for Upper Styria
 - 2.2. Creation of a welcome folder: Definition of contents (general information and regional specifications, etc.), design of the folder and production, implementation of contents of the folder in the arrival website

- 2.3. Development of a pool of peers as companions for new arrivals to support and help them integrating in their new hometowns (possibly expats from Spain, Greece, etc.)
3. Designing and implementation of a target-group oriented communication and promotion of the whole region
 - 3.1. Creation of the arrival website: Design, contents, technical implementation, linking to other important websites
 - 3.2. Design of social media appearances and presences of the region and its offers (Social media, Apps, etc.)
 - 3.3. Research of distribution channels, identification of potential multipliers organisations (ABA, SFG, AMS, WKO, EU-office, etc.), contact and networking with these organisations to spread information on regional job opportunities
4. Online-platform for an overview of the options concerning jobs in the region and housing/apartments
 - 4.1. Identification of information channels for job offers and housing
 - 4.2. Definition of the contents and design of the online platform and linking to arrival management website
 - 4.3. Cooperation with regional employment service offices and leading companies to gather information on vacant positions
 - 4.4. Cooperation with regional housing cooperatives, municipalities, estate agents, housing agencies, etc. to get information on apartments and houses to rent and also on short-term rental possibilities
 - 4.5. Filling of the website with all the information on jobs and housing (including regular updates)

4. Project organisation

4.1 Partner

Lead Partner

Regional Development Agency Upper Styria East GmbH
Prettachstraße 51
8700 Leoben
Austria

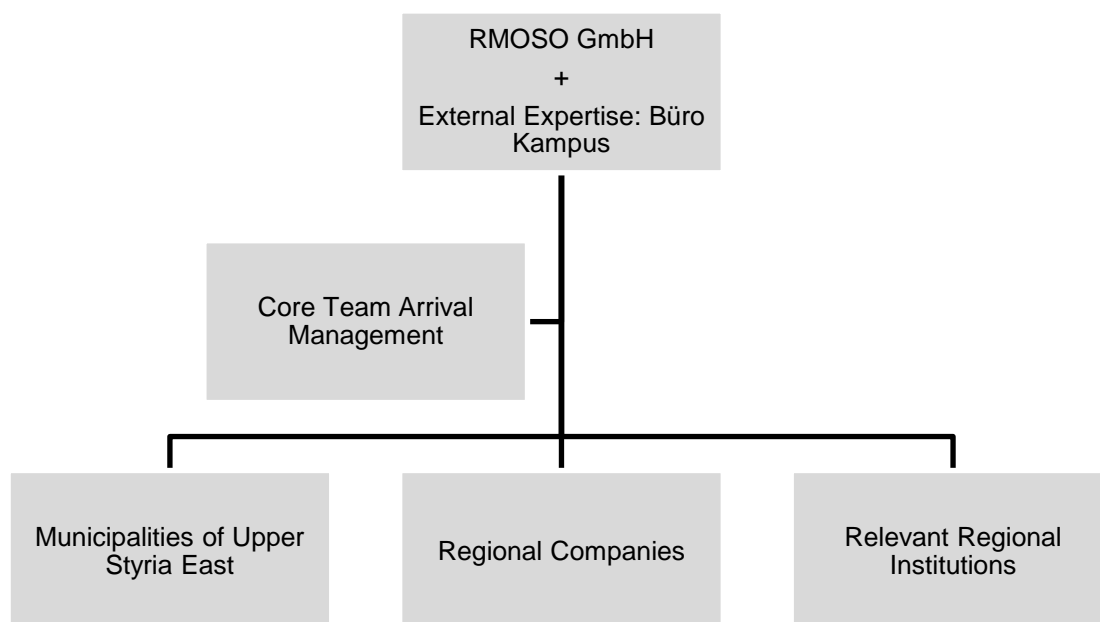
Partners

Municipality of Kapfenberg
Municipality of Bruck/Mur
Municipality of Trofaiach
Art of Reconciliation GmbH
Employment Service Austria, Regional Office Mürzzuschlag
Boehler Edelstahl Kapfenberg

4.2 Target area

The district Bruck-Mürzzuschlag comprising 20 cities and municipalities and Leoben with 16 cities and municipalities are the project's target area.

4.3 Project organisation



4.4 Participating persons/organisations

Project management

Regional Development Agency Upper Styria East GmbH is responsible for the overall project management.

Project manager: Jochen Werderitsch – CEO Project assistants: Valerie Böckel, Doris Haider
 External Expertise: Büro Kampus, Graz: Daniel Kampus, Bettina Burgsteiner-Koch

Core team for Arrival Management

Municipality of Kapfenberg: Sabine Christian, Monika Vukelic-Auer, Wolfgang Wiesenhofer

Municipality of Bruck/Mur: Markus Hödl

Municipality of Trofaiach: Uwe Kroneis

Art of Reconciliation GmbH: Hannes Missethon

Employment Service Austria, Regional Office Mürzzuschlag: Manfred Juricek Boehler

Edelstahl Kapfenberg: J. Luidl

5. Time table

Activity	Start	End
1.1 Research and collection of all necessary information concerning arrival management	04/2018	08/2018
1.2 Organisation of core team meetings to coordinate the overall project contents and activities, for final decisions	06/2018	09/2019
1.3 Building a regional network of institutions for support of arrivals	02/2018	10/2019
2.1 Research of existing information/arrival concepts and checking their transferability for Upper Styria	03/2018	09/2018

2.2 Creation of a welcome folder: Definition of contents (general information and regional specifications, etc.), procurement, design of the folder and production, implementation of contents of the folder in the arrival website	05/2018	12/2018
2.3 Development of a pool of peers as companions for new arrivals to support and help them integrating in their new hometowns (possibly expats from Spain, Greece, etc.)	09/2018	04/2019
3.1 Creation of the arrival website: Design, contents, technical implementation, linking to other important websites	07/2018	01/2019
3.2 Design of social media appearances and presences of the region and its offers (Social media, Apps, etc.)	01/2019	06/2019
3.3 Research of distribution channels, identification of potential multipliers organisations (ABA, SFG, AMS, WKO, EU-office,...), contact and networking with these organisations to spread information on regional job opportunities	10/2018	10/2019
4.1 Identification of information channels for job offers and housing	10/2018	07/2018
4.2 Definition of the contents and design of the online platform and linking to arrival management website	01/2019	03/2019
4.3 Cooperation with regional employment service offices and leading companies to gather information on vacant positions (including regular updates)	01/2019	10/2019
4.4 Cooperation with regional housing cooperatives, municipalities, estate agents, housing agencies, etc. to get information on apartments and houses to rent and also on short-term rental possibilities (including regular updates)	03/2019	10/2019
4.5 Filling of the website with all the information on jobs and housing (including regular updates)	03/2019	10/2019

6. Finances

Activity	Staff Costs €	External Expertise €	Total €
Central Arrival Office	9.556,10	0,00	9.556,10
Welcome Folder	6.761,20	18.000,00	24.761,20
Online Platform	9.826,20	6.500,00	16.326,20
Website and PR	8.293,70	27.000,00	35.293,70
Total:	34.437,20	51.500,00	85.937,20

7. Durability

All the objectives, measures and activities were commonly defined by a core group of regional stakeholders; thus the commitment for the continuation of the arrival management is very high. A follow-up project called "Willkommen Obersteiermark" was already established at the end of 2018, the activities for the next 2-3 years are designed and the financing is also secured. Additionally, the first municipalities have already appointed their Arrival Coordinator, which guarantees the further implementation of the activities at local level.

8. Risks and opportunities

STRENGTHS

RISKS

Which strengths minimize the risks?

- All involved partners and dialogue groups avoid negative framing linked with key words, such as wave of refugees, migration flows, foreigner flooding, etc.
- All involved partners and dialogue groups admit a positive framing in the context of the key words “**need of skilled workers**”, “**security of the quality of life**” and “**active arrival management**”
- “Best practise examples” will be found within the network for a successful arrival management, social integration and a positive coexistence according to pluralism
- The individual profiling of the region (material expertise, research density, quality of life and affordable living and housing) has to be carried self-confidently and clearly outwards to stand out from other competitors (other industrial regions in Austria)

WEAKNESSES

RISKS

Strategies to avoid weaknesses becoming risks

- The need of skilled workers will be clearly differentiated in public political discussions from the refugees’ issue
- The argumentation bases solely on positive framing and objective basis
- A competitor analysis will be made before defining the communication contents and resources, all overlaps and delimitations with other industrial regions will be captured and strategically included

STRENGTHS

OPPORTUNITIES

Which strengths lead to new opportunities?

- Strengthened external perception of Upper Styria-East as a region with material expertise, high quality of life and affordable living
- Making the location more attractive through a consistent appearance
- New potentials through cross-linking and clustering of current structures (working-living-language-culture-leisure time)
- Profile raising through uniform communication concerning the issue “Welcome Signals”
- Possibility to change the view of the public through BEST PRACTISE examples Positive Framing (see explanation of the term in the attachment)
- Opportunities of further political support or rather funding possibilities

9. Documentation / Evaluation

- Regular evaluation of project progress by RM OSO, controlling of milestones and achievement of results.
- Ongoing documentation of all intermediate and final results by RM OSO.

10. Related projects and initiatives

Project1: Image campaign Upper Styria East

Content: <https://www.obersteiermark.at/regionalentwicklung-2/projekte/>

Responsible organisation: RM OSO

Contact person(s): Jochen Werderitsch

Project2: Arrival Management (for remaining priorities defined by core team)

Content: not yet available

Responsible organisation: RM OSO

Contact person(s): Jochen Werderitsch

Project3: Willkommen Standort Oberösterreich

Content: <http://www.willkommen-standortooe.at/>

Responsible organisation: Regionalmanagement Oberösterreich

Contact person(s): Anna Pucher

Annex - Reference examples

Willkommen Standort OÖ

The most important issue of the project is the Welcome Check (Willkommens-Check). The current welcome culture in municipalities and companies can be checked by an online questionnaire in 9 categories. The result gives explanations about how a municipality and companies integrate new employees and returnees into the social sphere beyond the job. On the basis of the results of the analysis different solution attempts are indicated. Besides, existing structures and available possibilities are used, if possible. However, quite new ideas can also originate. Afterwards, advice and support is offered during the whole implementation process of the well-chosen measures.

<http://www.willkommen-standortoee.at/>

Dolmetscherdienste Kapfenberg

For avoiding and solving conflicts and understanding problems, several translators and mediators were qualified in 18 languages (Albanian, Armenian, Bosnian, English, Hindi, Yazidi, Kurdish, Lithuanian, Persian, Polish, Punjabi, Romanian, Russian, Serbo-Croatian, Czech, Turkish, Hungarian and Urdu). These translators and mediators support municipal affairs, consultations and other situations like in school and kindergarten. They offer fixed consultancy sessions, on-site guidance in critical situations and support during municipal affairs. Generally, this service is free of charge for the people of Kapfenberg.

<http://www.kapfenberg.at/gemeindeamt/html/dolmetscherdienste.pdf>

Welcome Center Freiburg Oberrhein

The State Baden-Württemberg has a powerful economy. The ministry of finance and economy of the state founded the so-called "Fachkräfteallianz" (Alliance for skilled workers) in 2011. Partners are for example the job center, trade unions and the chamber of trade in Baden-Württemberg. The aim is to guarantee that there are enough skilled workers in the state to safe the economic success. One measure was to establish 11 Welcome Centers in the state to recruit skilled workers from abroad, especially for smaller companies. One of them is the Welcome Center Freiburg-Oberrhein.

<http://www.welcomecenter-freiburg-oberrhein.de/de>

Annex – Press release on the project/service

English Version:

The Regional Management Upper Styria East is committed to the development of a modern move management system

"The fact that our region has the highest density of world market leaders in materials technology companies in Austria is nothing new. We manufacture the products of tomorrow. For this we need first-class employees to ensure the competitiveness of our location," says Jochen Werderitsch, Managing Director of Regional Management Upper Styria East. However, these success factors are offset by social challenges: Demographic change and the resulting ageing population, shortage of skilled workers in industry as well as youth migration and the associated brain drain.

The regional management now wants to actively counter these tendencies within the framework of the "Immigration Management" project, which is part of a European project with top-class partners from Switzerland, Germany or Liechtenstein, for example. "We are committed to a conscious welcome for specialists from home and abroad. This requires a clear commitment on the part of the region and a clear communication strategy," said Werderitsch.

After a large networking workshop with key people from the region, a core team of representatives from the cities of Leoben, Bruck, Kapfenberg and Trofaiach as well as from industrial companies and housing developers was installed. The core team aims to collect, network and clearly prepare existing offers in the areas of work, housing, education, mobility, health and leisure. "For what does a person need when he decides to move to another region? First and foremost information," says Werderitsch. In the first step, a welcome folder will be created containing all interesting information for newcomers. At the same time, move-in coordinators will be trained in the municipalities and authorities, who will act as first contacts, hand out the welcome pack and know about the networked offers in the region.

German Version:

Das Regionalmanagement Obersteiermark Ost setzt sich für den Aufbau eines modernen Zuzugsmanagements ein.

„Dass unsere Region die höchste Dichte an Weltmarktführern bei Unternehmen der Werkstofftechnologie in Österreich aufweist, ist mittlerweile nichts Neues. Wir stellen die Produkte von morgen her. Dafür brauchen wir erstklassige Mitarbeiter, damit die Wettbewerbsfähigkeit unseres Standortes gewährleistet ist“, sagt Jochen Werderitsch, Geschäftsführer vom Regionalmanagement Obersteiermark Ost. Diesen Erfolgsfaktoren stehen aber gesellschaftliche Herausforderungen gegenüber: Demografischer Wandel und damit alternde Bevölkerung, Fachkräftemangel in der Industrie sowie die Jugendabwanderung und der damit verbundene Brain Drain.

Diesen Tendenzen will das Regionalmanagement im Rahmen des Projektes „Zuzugsmanagements“, welches Teil eines europäischen Projektes mit hochkarätigen Partnern etwa aus der Schweiz, Deutschland oder Liechtenstein ist, nun aktiv begegnen. „Wir setzen uns für ein bewusstes Willkommen für Fachkräfte aus dem In- und Ausland ein. Dafür braucht es ein klares Bekenntnis der Region und eine klare Kommunikationsstrategie“, so Werderitsch.

Nach einem großen Vernetzungsworkshop mit Schlüsselpersonen aus der Region wurde ein Kernteam aus Vertretern der Städte Leoben, Bruck, Kapfenberg und Trofaiach sowie von Industrieunternehmen und Wohnbauträgern installiert. Das Kernteam verfolgt das Ziel, bereits bestehende Angebote in den Bereichen Arbeit, Wohnen Ausbildung, Mobilität, Gesundheit und Freizeit zu sammeln, vernetzen und übersichtlich aufzubereiten. „Denn was benötigt ein Mensch, der sich entschließt, in eine andere Region zu ziehen? In erster Linie Information“, so Werderitsch. Im ersten Schritt wird daher eine Willkommensmappe erstellt, die alle interessantesten Informationen für Zuzügler enthält. Gleichzeitig sollen Zuzugskordinatoren auf den Gemeinden und Behörden ausgebildet werden, die als erste Ansprechpersonen fungieren,

die Willkommensmappe aushändigen und über die vernetzten Angebote in der Region Bescheid wissen.

Establishment of a Uniform Arrival Management for Upper Styria



Important regional stakeholders discussed the opportunities for developing a professional arrival management
Photo: Regionalmanagement Obersteiermark Ost



The Regional Development Agency provides a Welcome-Folder with necessary information about the Region Upper Styria East

Short Description

The area of the districts Bruck-Mürzzuschlag and Leoben has the highest concentration of global leaders in material technology companies in Austria. At the same time, due to demographic change, the region is experiencing a lack of skilled employees. To guarantee the competitiveness of the region, it is indispensable to counteract these trends “actively”. One of the strategies is to implement a welcome culture towards skilled workers and specialists to make the region more attractive for them.

The Regional Development Agency Upper Styria East Ltd. establishes therefore a uniform arrival management including the implementation of a regional first contact point. All the regional offers are promoted through an Information and Welcome-Folder that is designed and published at the end of 2018. The information package for new arrivals is completed by creating an online-platform that gives an overview of the options in the region.

Contacts

Austria

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www.obersteiermark.at

Goals of the project

- Uniform arrival management in Upper Styria
- Development of standardized procedures to welcome new workers
- Online-platform for an overview of the options concerning jobs and living in the region
- Designing and implementation of a target-group oriented communication and promotion of the whole region





WP T3 – Development of New Offers and Services for Migrants

D.T3.2.1 – Implementation Concept

**H
E
V I N S C H G A U
M
A
T**

Heimat Vinschgau.

Heimat als Ort, wo man arbeitet, lebt und willkommen ist.





Organization	Eurac Research
Authors	Miriam L. Weiß
Delivery date	18.06.2018
Status	Final version
Distribution level	Public

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Kurzzusammenfassung Deutsch

Im transnationalen Alpenraum Projekt "PlurAlps" setzen Eurac Research und regionale Akteure der Gemeinde Mals gemeinsam ein Projekt zur Stärkung der kommunalen Willkommenskultur um. Das Projekt „Heimat Vinschgau“ konzentriert sich auf vier Bereiche:

1. Vermittlung von Arbeitsrechten und -pflichten an Zugewanderte und Unterstützung im Umgang mit den territorialen Diensten und Institutionen, damit sich diese am Arbeitsmarkt und im Arbeitsalltag autonomer bewegen können.
2. Verbesserung des Zugangs zum Wohnungsmarkt für Zugewanderte als zentrales Kriterium für die Inklusion in die Gemeinschaft, was durch ein Netzwerk aus Paten/Kumpels/buddies aus der Gemeinde unterstützt wird.
3. Stärkung des Freiwilligennetzwerkes, das sich im interkulturellen Austausch mit Zugewanderten engagiert, und Förderung der Fähigkeiten von Freiwilligen im gegenseitigen Vermitteln von Sprache, Geschichte und Traditionen mit Zugewanderten.
4. Belebung des Dialogs über die Zuwanderung in der Gemeinde und darüber hinaus mittels ausgewählter Medien (Film, Gemeindebrief).

Im Projekt werden neue Praktiken und Aktivitäten getestet, auch unter Berücksichtigung bereits umgesetzter Maßnahmen. „Heimat Vinschgau“ beginnt im Juli 2018 und endet im Oktober 2019.

Summary English

In the framework of the transnational Alpine Space project „PlurAlps“, the municipality of Mals/Malles together with Eurac Research implements a pilot initiative to strengthen a welcoming culture towards new inhabitants among the community of Mals municipality and beyond.

The project “Heimat Vinschgau” focuses on four action fields:

1. Mediating employees’ rights and obligations to newcomers and increasing their acquaintance with territorial services as part of labour market inclusion, in order to enhance autonomy and enable free movement of newcomers within the labour market and related institutions.
2. Improving access to the housing market for newcomers as central criterion for inclusion in the community that is supported by a “network of buddies” from the municipality.
3. Reinforcing the network of volunteers engaged in intercultural exchange with newcomers and enhancing their capacities to mediate language, history and customs in a mutual way.
4. Stimulating the dialogue on inclusion of newcomers in the municipality and beyond through media (film, municipal newsletter) by documenting experiences made in the local context.

The project is intended to test new practices and activities, as well as improving organization of already implemented measures. It will start in July 2018 and end in October 2019.

1. Initial situation

Vocational training support (Jobcoach)

Access to the labour market is of central importance for participation in social life. In order to facilitate integration into the labour market, the measure aims to assist migrants and, in particular, asylum seekers in vocational training and labour market inclusion.

At the workplace, contacts are made, work provides structure, variety, further education and, as a rule, also an income. For persons with a migrant background, work (paid or voluntary) often has a psychotherapeutic impact because it provides support and perspective during uncertain, transitional periods and is therefore considered meaningful.

The measure has high priority for the task force in Mals. This is also due to the fact that the job coach was already a successful pilot initiative within the framework of the Arge Alp project *“Rural Areas for Refugees – Refugees for Rural Areas”* (2016/17). The job coach improved contact with employment offices in its pilot phase in 2017. Currently, with just a few exceptions, all residents are working, most with what would be considered a decent employment contract. The job coach is to be re-established in the municipality of Mals with emphasis on providing information on labour rights and obligations via workshops.

Support and preparation during the housing search (housing coach)

After the first residents of the reception facility “Haus Ruben” received their right to stay in Mals and thus had to leave the reception facility and find accommodation in the open rental/housing market, it became apparent that there was a need to help asylum seekers adapt to this change or “life after”. The population, including potential property owners, should also be informed and sensitised. For those entitled to stay, there is the prospect of staying in the area, especially if they have already found employment.

Mals has an attractive central location in the Upper Venosta Valley (good public transport connections, local public services, etc.). There are few residential communities; properties are predominantly vacant in the summer months (school holidays) when students and teachers who live in a private sublet or rented flat during the school year move out. The student house, which could relieve the rental market, is yet to be finished. The short-term rentals during the school year are favoured over longer-term rentals. In addition, rent is usually not cheap (few apartments for ≤ € 500 / month).

Therefore, it is essential to provide a care/support service for those entitled to stay and migrants alike, who are looking for a place to live. For this reason, the task force gives the measure very high priority.

A so-called “housing coach” is to be appointed, who explains tenant rights/obligations (e.g. registration/deregistration associated with rental, contract periods, condominium regulations, bills, home hygiene, etc.), supports reading/understanding of apartment advertisements, etc. The “housing coach” works in conjunction with the municipality of Mals, the jobcoach, local companies and accommodation centres to set up a network of volunteer mentors: the mentors are contact persons for migrants and property owners and act as mediators between the two. To assist the mentors, the housing coach writes a booklet/brochure on tenant rights/obligations, etc. The mentors are prepared for their role through training/information material.

Thematic suggestions for volunteers and reception structures

When the first asylum seekers came to “Haus Ruben” reception centre in Mals, many volunteers got involved in language courses, leisure activities, cultural and employment mediation. In cooperation with the reception centre, various offers were implemented and support for the integration work provided. To sustain this collaborative effort, two aspects are relevant to the task force: Volunteer support and exchange on successful projects with other reception facilities in the province.

To maintain and possibly increase the number of active volunteers (40 as of September 2017), volunteers should have access to materials and information which facilitates their engagement. Some ideas include teaching materials and formats for language and cultural mediation (e.g. language/chat cafés, tandems, textbook fundraising, etc.), since language acquisition is a central criterion for participation in social life.

On the other hand, internet platforms should be used to promote the exchange of successful projects in reception facilities in order to give each other ideas/suggestions.

The need for this measure has already been expressed in the “Making Volunteers Ready for Integration Work” meeting (October 2017) and is being developed as part of PlurAlps.

Public outreach

As in the 1990s, after the collapse of the former Yugoslavia, the municipality of Mals willingly accepted refugees in 2015 as well. Since then, Mals has been considered a good example and reference project for integration work province-wide. Three years after the reception of the first refugees in “Haus Ruben” in 2015 (since then refugees have moved out and others moved in; in total 150 people have lived in Haus Ruben between 2015 and 2018), according to the task force, an impression has formed that the work, assignments and efforts (and residents) of the reception facility and its cooperation partners/volunteers now often go unnoticed among the Mals population. The suspected reason for this is among other things, a lack of information, e.g. not enough is known about the following:

- Who are the people who came to us?
- How many asylum seekers have come here (already)?
- Who of them found employment, training? In which municipality, in which company, in which industry?
- How many have left Mals? Why?
- What projects did the reception facility carry out? What were the results?
- What is happening to “Haus Ruben”? Will it still carry on? Or will it be closed at some point or another?

Different media should be used to address these questions. A short/documentary film, the “heart” of this initiative, will be presented to the people of Mals one evening followed by a discussion. In addition, a monthly column on the subject of refugee / integration work is included in the community bulletin, so that all households can be reached. Thus, the community can review what has been achieved (success stories, but also setbacks), publicise, discuss and convey that/how the integration work will continue, even in the case of migrants coming to Mals and the surrounding area in the future.

2. Strategy

2.1. Objective

Overall objective	Indicators
Strengthening the local welcome culture	
Subobjective 1	Indicators
Improving knowledge of rights and obligations in the workplace	Number of participants in Jobcoach workshops
Subobjective 2	Indicators
Improving access to local rental/property market	Number of asylum seekers/migrants in apartments/shared flats
Subobjective 3	Indicators
Supporting voluntary work	Number of volunteers
Increase in exchange between reception facilities	Traffic to projects internet platform
Subobjective 4	Indicators
Sensitisation of the local population	Participant screening of the documentary
	Number of articles in community newsletter (column topic integration)

2.2. Target groups and impact

Target groups	Impact
Immigrants in the municipality of Mals, especially asylum seekers	<ul style="list-style-type: none"> - Facilitated integration into local/regional businesses - Facilitated access to apartments and shared apartments - Improved German language skills - Facilitated integration into community life
Local population	<ul style="list-style-type: none"> - Improved information about community integration activities - Improved knowledge of the immigrants
Volunteers and reception facility	<ul style="list-style-type: none"> - Improved provision of material for volunteers - Simplified exchange about successful projects and imitation

2.3. Expected results

- 2.3.1. Service-structure for guidance in vocational training/labour market integration: As a result, a so-called job coach is offered, who mediates between local actors from administration, public services, economy, federations, associations as well as private persons and the reception structure “Haus Ruben”, and informs immigrants/asylum seekers on labour rights and obligations.
- 2.3.2. Service-structure for support and preparation for housing search: As a result, so-called housing coach is offered, who helps local actors from administration, associations as well as private persons and the admission structure with mediation regarding tenancies.
- 2.3.3. Guide/brochure “Rent in South Tyrol” or “Residing/Living in South Tyrolean” (title to be defined): The result is a guide/brochure for volunteers which conveys knowledge about rights and obligations as tenants and property owners to the asylum seekers, or as a mediator between tenants and property owners.
- 2.3.4. List of information for volunteering: The result is a collection of (digital) materials for linguistic and cultural mediation, which should reduce the inhibition/effort required to engage voluntarily (linking to existing materials).
- 2.3.5. Portal/database of projects in reception structures: The result is a collection of projects (available online) carried out in reception facilities. The individual projects can be viewed in a fact sheet that contains the most relevant information and contact information, including that of volunteers.
- 2.3.6. Short/Documentary film: A film that integrates the local actors from administration, public services, reception structure “Haus Ruben”, business, associations, unions and individuals as so-called “testimonials” of the integration efforts, challenges, problems and successes since the arrival of the first asylum seekers and gives a glimpse into the future/further development. The film is used on the one hand for information and dissemination purposes, and on the other hand for raising awareness in the population, locally and also province-wide.
- 2.3.7. Column for integration in the community bulletin: On a regular basis, a short text on experiences, people, etc. working on integration appears in the municipal newsletter.

3. Activities

1. Support labour market integration (Jobcoach)
 - 1.1. Establish contact with Haus Ruben and immigrants
 - 1.2. Plan workshops and organise the topics: Labour rights and obligations, sick leave, accident at work (completing INAIL report), role of associated territorial services; comparison of expectations of South Tyrolean employers and employees
2. Support and preparation during the housing search (housing coach)
 - 2.1. Build contact with immigrants
 - 2.2. Individual analysis of the situation of immigrants
 - 2.3. Assistance in the search for housing/shared living and contacting property owners
 - 2.4. Establishment of a network of volunteers (“sponsors” or “buddies”) as a medium/long-term contact person for immigrants on the topic of housing
 - 2.5. Compilation of a booklet/guide for volunteers/sponsors which supports asylum seekers in housing matters
 - 2.6. Training of the volunteers/sponsors with the help of the booklet/guide in preparation for their role/voluntary work
3. Thematic suggestions for volunteers and reception structures
 - 3.1. Collection of exemplary language, culture, knowledge transfer materials for volunteers
 - 3.2. Compilation of information on projects in the host institutions (which projects should be put together? What content is relevant? Present possible projects on a fact sheet
 - 3.3. Web platform (rebuilding or, if possible, adding to existing platform) with project information from 3.3.2 (web platform criteria: easy and continuous data entry, even after funding by PlurAlps).
4. Public outreach
 - 4.1. Conception of a short/documentary film with actors in the municipality of Mals about the integration work with asylum seekers and refugees since 2015
 - 4.2. Realisation of the film project with actors in the Mals municipality
 - 4.3. Presentation of the film project in the Mals municipality; exchange with locals
 - 4.4. Reflections on the retransmission of the film
 - 4.5. Planning and implementation of a column for integration/migration in the Mals community newsletter

4. Project organisation

4.1. Partner

Contracting authority

Eurac Research, Institute for Regional Development
 Drususallee 1, 39100 Bolzano

Contractor – job coach

SoVi - Social Cooperative Vinschgau, Schlanders

Contractor – housing ccoach

SoVi - Social Cooperative Vinschgau, Schlanders

Contractor - Thematic suggestions: Information dissemination for volunteers and project web platform; public outreach – municipal newsletter

Gianpaolo Chiriaco, Emiliano Defrancesco

Contractor – public outreach: Short/documentary film

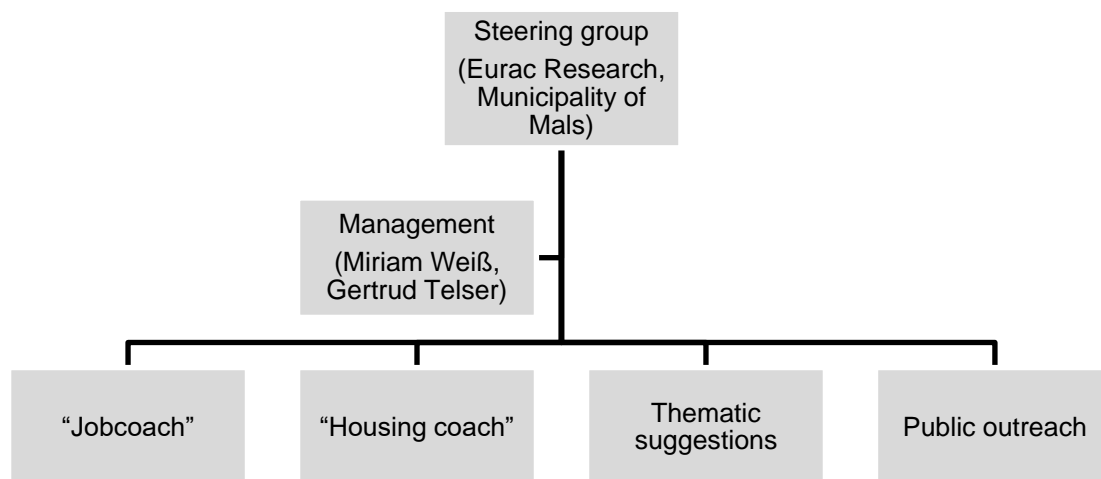
Magdalena Gschnitzer (filmmaker, environmental activist & officer for environmental protection, animal and human rights)

4.2. Target area

Job and housing coach: Mals municipality and possibly neighbouring communities/district community Vinschgau

Thematic suggestions, materials and public relations: Municipality of Mals with province-wide effect (distribution, accessibility)

4.3. Project organisation



4.4. Involved persons and actors

Eurac Research, Institute for Regional Development

- Miriam Weiß – Project Manager PlurAlps
- Stefania Lochmann – Transnational project management

Mals Municipality

- Gertrud Telser Schwabl – Consultant for Integration

Reception facility “Haus Ruben”

- Barbara Romagnani – Head/Coordinator
- Michael Peintner – Area Manager

Contractor – job coach

- Manuel Rammlmair, Social Cooperative Vinschgau SOVI

Contractor – housing coach

- Manuel Rammlmair, Social Cooperative Vinschgau SOVI

Contractor Thematic Suggestions – Information Dissemination for Volunteers, Project Web Platform; Public Outreach, Community Newsletter

- Gianpaolo Chiriaco, Emiliano Defrancesco

Public Outreach – Short/Documentary Film

- Magdalena Gschnitzer (Filmmaker, Environmental Activist & Officer for Environmental Protection, Animal and Human Rights)

5. Schedule

Activities		From	Until
Support labour market integration (job coach)		09/18	10/19
Support and Preparation During the Housing Search (housing coach)		09/18	10/19
Thematic suggestions (Information dissemination volunteers, web project platform)		09/18	02/19
Public outreach			
	Conception and realisation of the film	09/18	04/19
	Organisation and implementing discussion evening	04/19	05/19
	Planning “Integration” column in community newsletter	09/18	10/18
	Implementing “Integration” column in community newsletter	10/18	10/19

6. Budget

Activity	€
Support labour market integration (Jobcoach)	€ 2,000
Support and Preparation During the Housing Search (housing coach)	€ 4,000
Thematic suggestions (Information dissemination volunteers, web project platform)	€ 1,500
Public outreach (film)	€ 2,500
Total	€ 10,000

7. Sustainability

The measures of the pilot project are based on the experience of and reflection on previous initiatives, as well as an assessment of the necessary measures, particularly in the area of integration of asylum seekers. In the management team, the municipality of Mals acts as an associated, supporting institution, which secures the long-term nature of the measures beyond the end of the project, through its territorial integration (e.g. the Vinschgau district community) and the resulting cooperation.

8. Risks and opportunities

Risks

- Declining interest of the local population in the project
- Low/interest and commitment of volunteers and business people
- Data Cemetery (Projects Web Platform)

Opportunities

- Renewed motivation of the locals / volunteers to get involved
- Attracting asylum seekers / those with right of residence for the local labour market (long-term perspective)
- Creating new forms of living (shared apartments)
- Extending “Jobcoach” and “Wohnungcoach” to other municipalities or on a regional level

9. Documentation / Evaluation

- Ongoing documentation of project progress through Eurac Research
- Participatory evaluation at the end of the project

10. Connection to other projects / initiatives

Project: Jobcoach Mals (as part of the Arge Alp Project)

Contents: Supporting vocational training and employment services for asylum seekers of the Caritas Haus Ruben; also intermediary to the employment office of the province in Bolzano.

<https://www.dervinschger.it/de/gesellschaft/schnittstelle-job-coach-asylbewerber-und-betriebe-23452>

Responsibility for project organisation: Mals Municipality

Contact persons: Gertrud Telser Schwabl, Manuel Rammlmair

Project: Measures to Manage Social Change Through Mutually Beneficial Migration for Migrants and Local Host Communities

Content: among others, offer of German courses in Mals and Schlanders by volunteers (five in total, including Thomas Strobl and Sara Altstätter), offer of German and Italian courses (3) through language school Alphabeta in Mals and Schlanders; employment agency

Responsibility for project organisation: Caritas, Haus Ruben

Contact person: Valentina Patscheider, Zita and Markus Pritzi

Project: Green Catering

Contents: Training project for asylum seekers, dealing with sustainable purchasing and menu preparation (vegan) as well as service. Due to the project, two of the asylum seekers work in Schloss Goldrain.

Responsibility for project organisation: Social cooperative Vinschgau (SoVi)

Contact person: Manuel Rammlmair

Annex I - Reference examples

People strengthen people

With the German program “People Strengthen People”, the Federal Ministry for Families promotes and supports sponsorships between refugees and those living in Germany. Both sides benefit from these matchings - sponsorships can make an important contribution to the successful integration of refugees.

<https://www.bmfsfj.de/bmfsfj/themen/engagement-und-gesellschaft/fluechtlingspolitik-und-integration/menschen-staerken-menschen>

<https://www.caritas.de/SPENDEUNDENGAGEMENT/ENGAGIEREN/EHRENAMT/FLUECHTLINGE/PATENSCHAFTEN/PROJEKTDESCHREIBUNG>

Integration of Refugees - Good Ideas Nationwide (Germany)

The web-based map contains a short introduction and further links to 700 projects, which show ways helping refugees and their integration in Germany.

<https://www.tagesschau.de/fluechtlingsprojekte/>

Tenant Driver's License for Refugees

Tenant driving licenses are designed to make it easier for people to access the housing market by providing them with basic knowledge and skills related to housing. Topics are treated in modules / individual lessons topics, such as: home and appliance technology, heating and ventilation, waste separation, house rules, etc. In this way they are taught what a tenant has to do in order to maintain the housing value, to solve / avoid conflicts with neighbours, to respect noise-levels at certain times of day or to avoid mould, etc.

Various examples:

- <https://daserste.ndr.de/panorama/Mieterfuehrerschein-fuer-Fluechtlinge.videoimport20900.html> und <https://daserste.ndr.de/panorama/archiv/2017/Fluechtlinge-Wohnen-in-Deutschland-will-gelernt-sein.fluechtlinge6642.html>
- <http://www.haz.de/Umland/Burgdorf/Nachrichten/Zehn-Syrer-machen-in-Burgdorf-den-Mieterfuehrerschein-und-steigern-so-ihre-Chancen-auf-dem-Wohnungsmarkt>

Waiters in Café Lingua (Freilassing, Bavaria/Germany)

“Café Lingua” in Freilassing offers German lessons especially for women. At the same time refugees have the opportunity to qualify for a job in the catering industry. The “support circle Freilassing” also organises excursions for refugees and provides language sponsors.

<https://www.facebook.com/Helferkreis-Freilassing-1427724250862090/timeline/>

Finally Allowed to Work - Career Planning with the Right to Stay in the Vorderland Region

With the project, the coordination office for integration (Vorderland-Feldkirch region) supports those with rights to residency and businesses in the Vorderland region in career planning and labour market integration. After addressing existing qualifications and German knowledge, it is possible to discuss options in Austria. The Coordination Office offers assistance with this project in the following areas:

- Clarification of competencies
- Professional orientation
- Mediation and support to system partners
- Apprenticeship and job search
- Course selection and registration

The Coordination Office informs companies about the labour law situation of refugees and funding opportunities (AMS, Public Employment Service Austria) and also assumes the role of

a contact person beyond the start of work. Opportunities to meet companies and refugees as well as volunteers, who are supported by the coordination office are also particularly important. <https://www.okay-line.at/flucht-integration/qualifizierung-und-arbeitsmarkt/endlich-arbeiten-duerfen-karriereplanung-mit-bleibeberechtigten-in-der-region-vorderland.html>

Supporting Volunteer Work (Linguistic / Cultural Mediation)

Description	Source
Swiss Refugee Aid	https://www.fluechtlingshilfe.ch/ich-moechte-fluechtlingen-helfen.html
Lingolia - simply better at languages	https://deutsch.lingolia.com/de/daf/unterrichtsmaterial
DaF (German as a foreign language) for refugees - Language is Integration	https://sprache-ist-integration.de/material/ http://landungsbruecken-methodenbox.de/
Language support for adult refugees	https://www.coe.int/de/web/language-support-for-adult-refugees/list-of-all-tools
Formats and content for language education	https://bagfa-integration.de/Wiki/11-formate-und-inhalte-fuer-die-sprachvermittlung/

Annex II - Sample press release on the project

Writing a short imaginary press release eg on the launch of your new service helps you to describe the service in a more attractive way.

Home is a feeling: EU project “PlurAlps” should welcome

“Home is not a place. Home is a feeling.” This is what well-known German singer and songwriter Herbert Grönemeyer sings in one of his songs. This is the case also in the municipality of Mals. The municipality in the South Tyrolean Upper Vinschgau Valley has set out to be welcoming. Feel good in a place where “you work, live and are welcome” – that is the official goal.

Specifically, it is about the applied research project “PlurAlps” within the framework of the cross-border EU program Interreg Alpine Space. Project partners from six countries are involved. For Italy, among others, Eurac Research (Bolzano) is involved. For the rural community of Mals, the project is an opportunity to build on what is already there. This is the experiences that the South Tyrolean community made in the 1990s with refugees from ex-Yugoslavia. Many of these people feel at home today, are part of the local community, have work, family and friends. It surely is more difficult with people from the current crisis areas. That is to say, the African countries. Any new tenant in the reception facility “Haus Ruben” in Mals, is initially different. Different in skin colour, differently dressed and different in his/her habits. This makes the much-cited “inclusion” more difficult. This is exactly where the project begins to use academic support. The underlying problems are comparable. Just as people from the same area as us, who move into another community, it is about the search for a suitable place to live and work, to look for friendships. While it is easier for “locals” since they speak the same language, know history and traditions, it is much harder for residents of other continents to satisfy their basic needs. “Coaching” is the key concept that takes the form of a job and housing coach. Important is a communication on equal terms. Helping people to help themselves is key, mutual trust a prerequisite. In Mals, this is already happening and it is being investigated how teaching of labour rights and obligations to immigrants works and how living together in society can succeed. Pursuing one’s own work and living on one’s own is a basic aim of all newcomers. Next steps are participating in associations and being part of the social network . All this requires communication. Communication means dialogue. Dialogue on the challenge of immigration can be achieved mainly through the media. To this end, among other things, a film project and ongoing information on official communication channels such as community newspaper are in the pipeline. It requires contribution at all levels, institutional and human, so that home becomes as a feeling anchored in the hearts of all people. To sustain this success, there must be overarching cooperation and territorial integration across the Vinschgau district, as well as a performance evaluation to support the project.

Heimat Vinschgau

„Heimat Vinschgau“ as a place to work, live and be welcome



Collective brainstorming and strategy workshop with co-operation partners in Mals – 11.04.2018 by Miriam Weiß



Job- and housing coach: communication on equal terms to facilitate access to labour and accommodation – © Caritas Diözese Bozen-Brixen

Short Description

Together with the municipality of Mals in the Vinschgau Valley, Eurac Research pilots an initiative focusing on four action fields:

1. Supporting labour market integration of newcomers and asylum seekers on one-to-one, on group and societal as well as business level (job search, familiarize with workers' rights & obligations, acquaintance with territorial services etc.) through a **jobcoach**.
2. Improving access to the housing market for newcomers as central criterion for inclusion in the community, which is supported by a “network of buddies”, municipalities and civil society on inter-municipal level by means of a **housing coach**.
3. Reinforcing the **network of volunteers** engaged in intercultural exchange with newcomers and enhancing their capacities to mediate in a mutual way language, history and customs.
4. Stimulating the **dialogue on inclusion** of newcomers in the municipality and beyond through media (film, municipal newsletter) by documenting experiences made in the local context.

Contacts

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Goals of the project

We aim at facilitating access to the job and housing market for newcomers and strengthen the welcoming environment in Mals municipality and beyond. Tailor-made services and offers with a long-term perspective will be sustained thanks to inter-municipal cooperation and cross-linkages with territorial actors and institutions.





WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept – “Living in Val Gardena”

Eurac Research



Organization	Eurac Research
Authors	Cristina Dalla Torre, Giulia Cutello, Martina Comploi, Miriam L. Weiß
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English Summary

In the framework of the transnational Alpine Space project “PlurAlps”, the Val Gardena municipalities, in partnership with Eurac Research, are implementing a project to strengthen a welcoming culture towards newcomers to Val Gardena communities.

The project “Living in Val Gardena” is focussing its action on four sectors:

1. encourage the integration of newcomers into the culture of volunteering and association membership as an opportunity to create social networks, which is deeply rooted in the Val Gardena community;
2. offer a first line welcome to newcomers to the territory by establishing initial personal contact between them and the local community in order to deliver important information, and to introduce local customs and habits;
3. introduce newcomers, especially those from different cultures, to the culture of spending leisure time in the mountains, as it is a deeply rooted social practice in the Val Gardena community and, broadly speaking, in the Alps;
4. improve the language skills of newcomers as the core factor for integration into the community, especially in the social and cultural sphere and in the labour market.

The project is intended to test new practices and activities, as well as to improve the organization of measures that have already been implemented. It will start in July 2018 and will end in October 2019.

Sintesi

Nell'ambito del progetto transnazionale di Alpine Space "PlurAlps", i comuni della Val Gardena insieme ad Eurac Research stanno attuando un progetto al fine di rafforzare la cultura dell'accoglienza nelle comunità dei comuni della Val Gardena nei confronti dei nuovi abitanti.

Il progetto “Living in Val Gardena” si concentra su quattro campi d'azione:

1. Integrazione dei nuovi abitanti nella cultura del volontariato e dell'associazionismo come opportunità di creare nuove reti sociali, aspetto profondamente radicato nella comunità della Val Gardena
2. Prima accoglienza nei confronti dei nuovi abitanti del territorio, al fine di creare un primo contatto personale tra loro e la comunità locale, per fornire informazioni importanti, al fine di introdurre costumi e abitudini locali
3. Introduzione/avvicinamento dei nuovi abitanti, in particolare quelli provenienti da culture diverse, alla cultura dell'andare in montagna nel tempo libero, poiché è una pratica sociale molto radicata nella comunità della Val Gardena e più in generale nelle Alpi
4. Miglioramento delle competenze linguistiche dei nuovi abitanti, come punto chiave dell'integrazione nella comunità, specialmente nella sfera sociale, culturale e nel mercato del lavoro.

Il progetto intende testare nuove pratiche e attività, nonché migliorare l'organizzazione delle misure già implementate. Inizierà a luglio 2018 e terminerà ad ottobre 2019.

1. Context

The Val Gardena district counts 10,665 inhabitants, 786 of whom are foreigners (ca. 7.5% of the inhabitants have a migratory background). Many of the foreigners are seasonal workers, whose presence is considered an opportunity to meet a temporary occupational need but they are not perceived as an opportunity to renew the cultural, social and economic fabric of the territory. However, migrants are generally considered an important resource for territorial innovation, and this is why some activities have been defined as the basis for mutual acquaintance and understanding to facilitate their future active participation and inclusion in the community.

The Val Gardena District includes the municipalities of Ortisei, St. Cristina, Selva and the Ladin hamlets of Castelrotto. Among them, Ortisei was involved for the first time in managing the welcome offered to refugees and international protection seekers by creating a CAS (Extraordinary Reception Centre) – “Casa Sole” – in January 2016. The facility, managed by the non-profit organization Volontarius, has to date (2018) hosted 42 people. Guests were initially young men mostly from Sub-Saharan Africa who were seeking employment; instead, now (May 2018) they are mostly families with other needs. At the close of 2017, the Ministry of Internal Affairs approved the first series of diffused hospitality projects in Alto Adige. The approved projects will be implemented in 2018 in various municipalities of the individual district communities. Starting in March 2018, the Salto Sciliar district community has opened some SPRAR (Protection System for Refugees and Asylum Seekers) facilities in its municipalities. Up to 90 places will be created in the entire Salto Sciliar district community. In March, the municipal council of Selva approved participation in the SPRAR system, while the St. Cristina municipality will open a SPRAR facility after completing renovation works on an old building.

The Integrationsbeirat, the so-called Val Gardena Integration Council, was informally established in the territory of the Val Gardena community in 2016. It is a working group that discusses and develops welcome and integration projects for “newcomers”. It comprises representatives of the civil society, social district, training service, kindergarten, Bottega del Mondo (World shop), councillors of the three municipalities and several foreigners who live in the territory. In 2016 the Council held a workshop on the need for integration experienced by foreign migrants, and launched several measures and initiatives especially targeted at newcomers to the territory.

Table 1 and 2 – Municipalities in numbers, resident population as of 31.12.2017 (processed by Eurac Research, sources: ASTAT, 2017, Gesamtstatistik Sozialsprengel Gröden, 2017, Demographics Office of the Castelrotto Municipality, 2018).

Official residents by gender (official population)				Residents by nationality (population registers)		Percentage of foreigners in the total population
Municipalities	Male	Female	Total	Italians	Foreigners	Foreigners/Total
Ortisei	2,405	2,478	4,881	4,444	440	9.9%
Santa Cristina di Val Gardena	983	973	1,956	1,813	146	8.1%
Selva di Val Gardena	1,305	1,316	2,621	2,518	105	4.2%
Castelrotto (Ladin hamlets)	633	632	1,265	1,170	95	8.1%
Total	5,326	5,399	10,665	9,945	786	7.9%

Countries of origin of the foreigners						
Municipalities	EU Countries-28	Other European countries	Africa	Asia	America Oceania	Total
Ortisei	142	134	31	58	75	440
Santa Cristina di Val Gardena	59	32	4	16	35	146
Selva di Val Gardena	52	15	4	16	18	105
Castelrotto (Ladin hamlets)	49	29	0	5	12	95

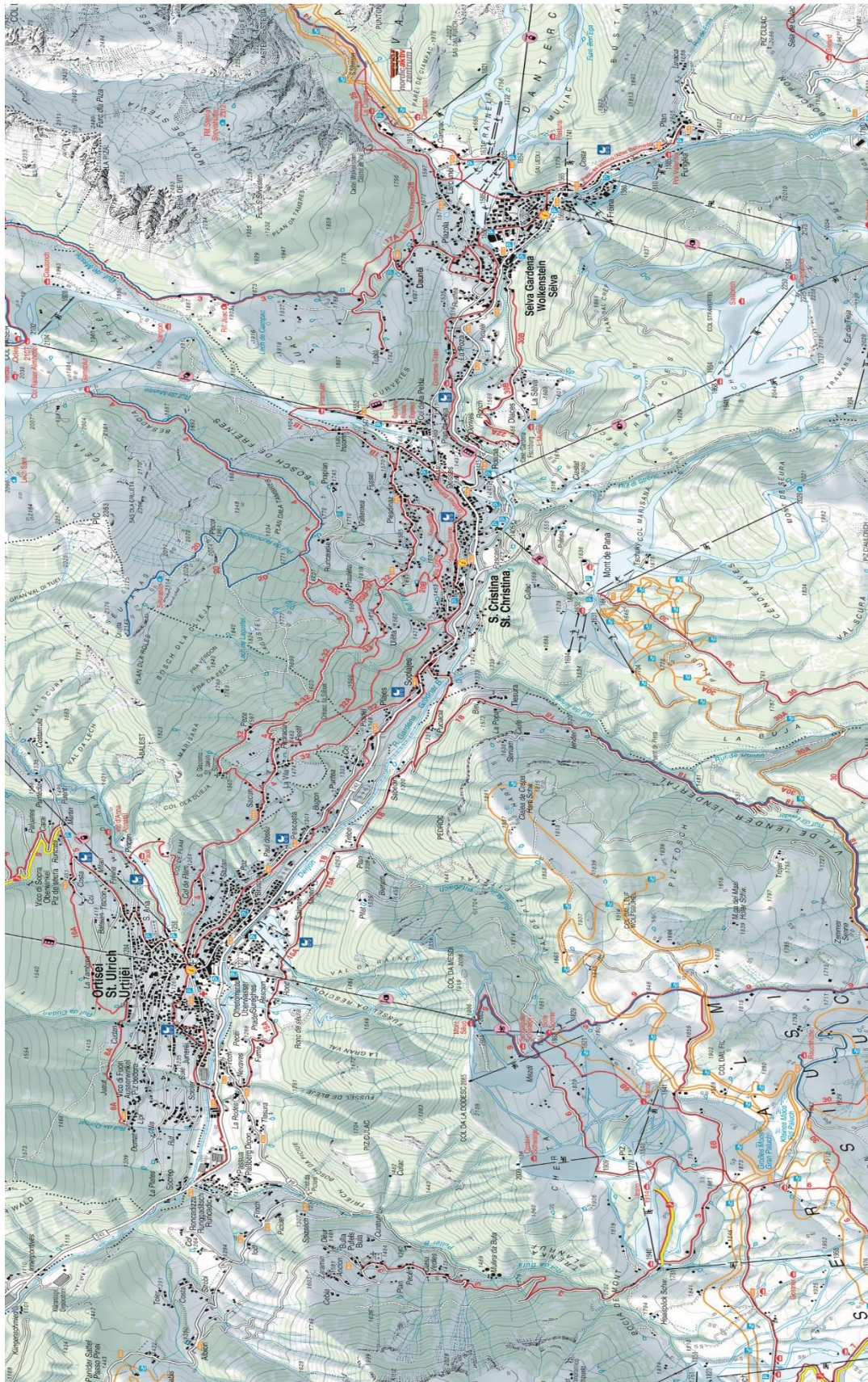


Figure 1 – Val Gardena, topographic map (Source: Val Gardena – Dolomites)

2. Approach

Late in June 2017, Eurac Research distributed a questionnaire to the municipal administration of Ortisei to qualitatively analyse the status quo of the pilot project's target community. The institutional framework of the welcoming culture and integration of migrants into the territory of the Val Gardena community was thus defined. The survey was useful to describe the institutional picture required to later implement effective solutions and approaches that would allow both the municipalities and the actors involved to take action and offer high quality services to migrants and to the public at large. The questionnaire also helped to identify the main integration-related needs of migrants and the services already in place and planned for this purpose by municipalities of the community.

It particularly revealed that activities defined as “practical” (e.g., language courses), were highly successful in terms of participation. However, the formal meeting between migrants and potential employers was not viewed positively, since job hunting seems to be more effective if it is based on the informal network of acquaintances among members of the relevant community. Hence, the dense network of associations, which is already present in the territory, is considered an important acceleration factor for integration as it exploits the network of contacts involved. Participation in the life of associations is viewed positively not only for job hunting purposes but also to share the volunteering culture, which seems to be typical of the Val Gardena community.

The questionnaire has identified the difficulties and barriers of the integration process. The main difficulty can be traced to the language factor. Taking into account the three languages spoken in the valley, considerable effort is demanded of newcomers to learn them, with a great deal of difficulty. It has been also observed that many communities lack a long-term project perspective focused on the integration of migrants into the social fabric.

The questionnaire was followed by the workshop with PlurAlps stakeholders. Held on 27 March 2018, it identified with a participative approach the activities that will be described in the sections below. To consult the outcome of the workshop, see Annex 2 – Minutes of the workshop, which presents the minutes of the meeting.

These joint activities and the willingness shown by the Ortisei municipality's administration to discuss the issues contributed to establish a memorandum of understanding between Eurac Research and actors from the Gardena Community.

3. Strategy

3.1. Scope

General Objective	Indicator
Favour the integration of newcomers to the Gardena territory by implementing targeted provisions to benefit residents and build (services and offers for) a long-term welcoming culture in the Gardena territory.	Success stories to be told at future events; number of members with a migratory background who join the Integration Council.
Sub-objective 1	Indicator
Raise awareness in newcomers regarding the volunteering culture and associations present in the Gardena territory in order to create informal integration networks.	Newcomers joining associations or actively participating in their initiatives by the end of the project.
Sub-objective 2	Indicator
Approach the relevant local culture, learn the language, approach the mountain culture.	Number of participants in organized excursions in the mountains. Improvements in language skills (at least in one of the three languages of the territory), and knowledge of the territory's culture and habits.
Sub-objective 3	Indicator
First welcome, inform about the rights and duties of residents, tell stories of successful integration, inform about associations that accept new members, about local habits and culture, about useful material and information for newcomers to the Gardena territory.	Number of participants attending the welcome evening.

3.2. Target groups and impact

Target group	Impact
Newcomers in a broad sense (migrants within the national territory, EU and non-EU migrants)	Increased percentage of participation of newcomers in activities proposed in the territory by project Living in Val Gardena.
Asylum and international protection seekers.	Increased percentage of participation of asylum seekers in activities proposed in the district by project Living in Val Gardena.
Voluntary associations in the Val Gardena municipalities.	Number of associations open to accept the registration of newcomers to the territory. Percentage increase in association memberships.

3.3. Expected results

1. Creation of a format for the organization of welcome events, excursions and educational and language courses to make it easy to propose and repeat them in the future and in other settings.
2. Definition of a cooperation method between actors in the territory, e.g., administration, associations, council and other bodies, residents and newcomers, to make the most of the resources present in the territory.
3. It will be normal for newcomers to participate in typically local activities.
4. The local population will be open to involve them and to accept cultural pluralism.

4. Activities

4.1. Database, Web page and brochure on voluntary associations studied to encourage new registrations from newcomers to the territory

This activity is focused on building awareness in newcomers of the volunteering culture and of associations by creating a **database** of associations that operate in the territory, by integrating this database into a **Web page** and by printing a **brochure**.

This measure has been designed to make it easy for newcomers to learn about the existing associations and then to join them based on personal interests. The networks of volunteers and of associations were identified both during interviews and the workshop as a decisive factor for social, cultural and economic integration of newcomers by favouring informal support networks. At the same time, this measure allows the long-term survival of associations as a result of new registrations and of the new resources they bring.

This measure is divided into preparatory sub-activities:

1. verify the information about associations (contact information, websites, description, activities, sector of interest, events);
2. divide the associations into categories based on characteristics (target: youth, children, adults, interest: cultural, sports, ...);
3. identify (with the help of the Integration Council) associations that are most open to new registrations (the most "welcoming associations");
4. build awareness in associations regarding the need to involve newcomers by organizing meetings between the presidents of these associations and municipal councillors of the Gardena territory;
5. create an online database that can be easily updated with information about associations, activities, contacts, events (exploit/adapt existing websites, link it to the association's Facebook page);
6. integrate the database into a Web page (new or already existing) for online access to the database and to see events organized by the associations; link the page to the websites of Gardena municipalities and to the social district of Gardena, and make it accessible to various types of audiences who do not only speak the Ladin language; the Institute of Ladin Culture, the tourism association or the Val Gardena municipalities will regularly update the online database after completion of the pilot project;
7. create a hard copy brochure to be distributed to the local population and to

newcomers during the welcome event with a description of the association, citations from members and new members (testimonials) and pictures, with special focus on cultural balance (no pictures only of the local population but pictures in which everybody can identify themselves); translate, where possible, the contents into the three local languages and into English to make them comprehensible to everybody.

4.2. Welcome event for newcomers

This measure is conceived as the first official welcome given by the Gardena territory to newcomers, to provide useful information about settling down and on arriving in a new territory. The need has been identified to dedicate part of the event to presenting the local culture, habits and customs, rights and duties of residents. Part of the event will be dedicated to stories of successful integration into the territory, and another part will present the variety of associations in the Gardena territory. The event will be conducted by a person who possesses intercultural competences.

The objective of this measure is to make the welcome event an activity that can be proposed every year. (See the example of the Swiss Toolbox in Annex no. 1)

This measure is divided into various preparatory activities:

1. define a programme and a format for the evening, in cooperation with a cultural mediator, and discuss matters with the Council, so that the format can be easily proposed during subsequent years;
2. define a communication and advertising plan to disseminate information about the event in order to favour the participation of as many people as possible, based on an analysis of the major channels that are used by newcomers to obtain information (NOTE: promotional campaign and targeted invitations to the event long before the scheduled date), identifying the channels most used by newcomers to obtain information, the best time to send out invitations (e.g., Essenausgaben, library, accompanying children to school, Kleideraustausch);
3. prepare informative material and copies of the brochures of associations;
4. identify 2-3 success stories along with the Council, invite testimonials, prepare a presentation format for the story (e.g., leading questions) in partnership with a cultural mediator;
5. identify 2-3 associations that could describe their activity during the evening, send an invitation from Councillor Martina Comploi to the presidents; during the subsequent years, associations will make their presentation on a rotational basis to offer many of them the opportunity to introduce themselves;
6. identify an incentive for participation to be gifted to participants during the evening.

4.3. Theme-based language learning activities

The organization of language learning activities combined with useful themes for daily life have been identified as a very effective channel for newcomers to establish contact with municipal institutions and to learn about existing services and contact people, besides learning the languages spoken in the territory. Moreover, courses favour acquaintance between people with different migratory backgrounds and the

creation of integration networks. The measure envisages the organization of coordinated activities, including language courses and more informal activities, such as Sprachkafé and tandem learning involving various actors of the territory. It has been identified as a measure to be proposed in autumn and spring, when the persons concerned are not busy with seasonal work.

This measure is divided into preparatory sub-activities:

1. identify the best periods for the activity;
2. inform the persons interested;
3. involve experts, volunteers to conduct language learning activities.

4.4. Excursions in the mountains

The organization of **excursions in the mountains** for newcomers has been identified as a useful measure to encourage newcomers to approach the culture of mountaineering in their leisure time, a trend that is deeply felt by the local population. It emerged that newcomers are often excluded from this social activity because they know little about its purpose/advantages and the required equipment for mountaineering. Excursions in the mountains are an activity that was already proposed in the past; however, with poor results in terms of participation. The reflection of the Integration Council observed that some organizational errors were made, including destinations that were too hard to reach and which did not have a great surprise effect, and poor communication.

To avoid repeating past errors, the format of the excursion will be revisited with the following sub-activities:

1. define an excursion programme, identify an alpine guide who possesses intercultural competences and sensitivity;
2. organize the logistics of the activity;
3. define a communication plan, send out targeted invitations, and prepare informative material on the equipment required for mountaineering;
4. produce a video documentary of the experience with impressions and the voices of participants, also with the instructions on mountaineering issued during the excursion.

5. Project organization

5.1 Partners

Eurac Research, Institute for Regional Development
Viale Druso, 1
39100 Bozen/Bolzano
Italy

Council for Social Policies – Ortisei Municipality
Via Roma, 2
39046 Ortisei (BZ)
Italy

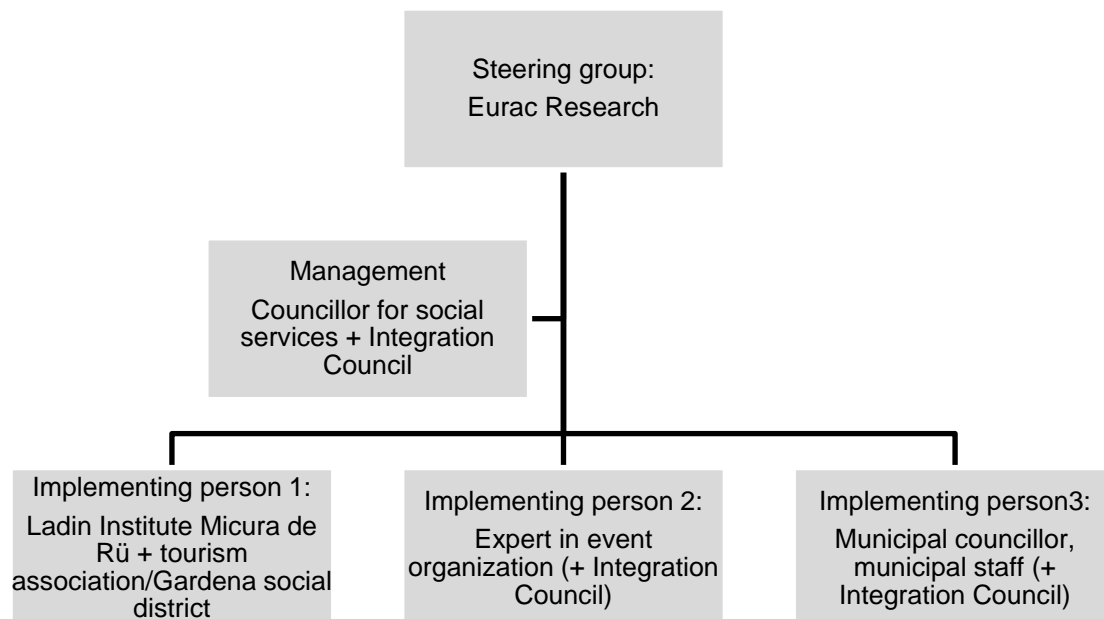
Integration Council of Val Gardena

Via J.B. Purger, 16
 39046 Ortisei (BZ)
 Italy

5.2 Target area

The geographical-administrative area involved by activities of the pilot project “Living in Val Gardena” corresponds to municipalities that belong to the Val Gardena social district, including **Ortisei, Santa Cristina, Selva Gardena** and the Ladin hamlets of **Castelrotto**. From an administrative standpoint, the municipalities included belong to the Salto Sciliar district communities. The intervention area was identified for the existence of supra-municipal social services that refer to the district, and for the previously existing cooperation between actors of these municipalities on themes of integration.

5.3 Organization



5.4 Persons and organizations involved

The pilot project “Living in Val Gardena” will be managed by the councillor for social affairs of the Ortisei municipality, who will maintain relations with the persons appointed to implement the measures/activities and with Eurac Research. Project management is conceived in partnership with the Integration Council of Gardena, which will act as a consultation body that provides feedback and advice.

There will be three main persons in charge of the measures, in partnership with the Council or with local institutions.

The 1st appointed organization is the Ladin Institute – Micura De Rü, which will manage activity 1 of creating the database, Web page and brochures of the associations. The Institute will have the long-term support of the tourism association or of the Val Gardena municipalities, and will update the database with events and information of the associations, after the pilot project has been completed.

The 2nd appointed person is an expert in event organization, who will manage activity 2 of organizing the welcome event for newcomers to the territory. This person will be supported by the Council, which will identify the testimonials for the evening and send out targeted invitations, and by the contact persons of the municipalities, who will contact 2-3 associations that will introduce themselves during the evening.

The 3rd appointed person is responsible for activities 3 and 4, namely for organizing mountain excursions and language courses, in partnership with the Council that will help to communicate the activities by sending out targeted invitations.

Eurac Research will act as steering organization by participating in some meetings of the Integration Council, during which it will receive updates about project activities. Eurac Research will ensure that the activities are carried out, and that defined objectives are achieved. The contact person will be Councillor Martina Compoli.

6. Activity schedule

Project activities will be implemented during the period July 2018 – October 2019.

Activity	Start	End
1. Database, Web page and brochure	July, 2018	January 2019
2. Welcome event	September 2018	April/May 2019
3. Language courses (spring/autumn)	September 2018	October 2019
4. Excursions in the mountains	September 2018	October 2019.

7. Funding

The project has an overall budget of € 10,000. Funding covers the costs of personnel for the management and organization of project activities. Funds do not cover out-of-pocket expenses (e.g., receptions, buffets, printing, brochures, materials, transport tickets), which will be covered by the Val Gardena Municipalities.

Activity	€
1. Database and brochures	€ 5,000
2. Welcome event	€ 2,000
3. Language courses (spring/autumn)	€ 1,500
4. Mountain excursions	€ 1,500
Total	€ 10,000

8. Sustainability

The pilot project's sustainability is guaranteed by the creation of events, activities and materials that can be easily proposed again in the long-term even after the end of the pilot project. This is achieved by organized cooperation and a mode of action between local actors designed to make the most of the human resources present.

The pilot project will define formats that can be easily repeated and which do not require big investments. The measures planned in the pilot project favour the direct involvement of newcomers and their active participation in organizing the measures.

The project will assign appointments by prioritizing candidates who have lived for a long time in the Val Gardena territory and who possess intercultural competences and sensitivity, who know the context and who can effectively promote the objectives of the measures. Finally, the project strengthens the composition of the Integration Council, stating its important role as consulting body for the future of integration measures that will be implemented in the Val Gardena territory.

9. Risks and opportunities

Risks

A risk related to the welcome event can be identified in the lack and/or poor participation of the project's target. This effect could be related to inefficient communication and/or advertising of the event that, lacking attractive and/or informative features, fail to involve the target groups.

A risk closely related to the creation of the database/brochure of associations present in the district's territory is that they might merely remain lists, which do not provide specific information about the various associations. They might not awaken the participative interest of the users, thus being poorly consulted or not consulted at all and, in practice, not being used to search for an association that is closest to a person's needs and interests.

Another risk that is potentially related to the general activities planned but, particularly, to the welcome event, could be the choice and/or use of a language that is not suitable for a propositional discussion with the "other". The methods of communication strongly

affect the construction of a common discussion on and for the community one lives in. The risk is that, instead of facilitating and accelerating the integration process, the use of inadequate terminology can create feelings of inadequateness in the newcomers and/or of resentment against the community due to scarce involvement in local contexts.

Opportunities

The renewal of their frameworks and the contribution of new resources that were unknown and/or not exploited to date is mainly related to cataloguing (first) and advertising (later) of local associations. These activities might revive frameworks that had crystallized in time or which are about to disappear due to the lack of new members.

The activities conceived offer occasions and opportunities for newcomers with various types of migratory backgrounds to meet and compare experiences with the local population. They are all focused on facilitating the creation of a common culture of hospitality, hence of services designed to prepare those who migrate for the life of the context that welcomes them by considering the needs both of the migrants and of the native inhabitants.

The activities proposed are designed to be offered and used by the entire community, not only by “newcomers”. This promotes an innovative approach targeted at the welcoming community to facilitate dissemination and consolidation of a pluralistic vision of the alpine space.

10. Documents and evaluation

At the end of every activity Eurac Research, in partnership with the Val Gardena Integration Council, will produce documents (protocol, evaluation based on the indicators, photographic documentation) on the progress of project “Living in Val Gardena”.

Participative assessment of the progress of project “Living in Val Gardena” during the Integration Council’s meeting (approx. every 4 months) and at the end of the project.

11. Projects and related initiatives

Project 1: Excursions with foreign residents

Responsible organization: Ortisei Municipality

Contact person(s): Martina Comploi

Project 2: Italian language courses

Responsible organization: Training Service

Contact person(s): Mechthild Runggaldier

Project 3: Multicultural Event

Responsible organization: Bottega del Mondo [world shop]

Project 4: Family week (games from the world, exchange of used clothes)

Responsible organization: Bottega del Mondo [world workshop] Youth Service

Project 5: Kinokultur

Responsible organization: Ortisei Municipality

Contact person(s): Martina Comploi

Annex 1 – Examples

Toolbox (Wilkommen in Wohlen, Villmergen, Dottikon, Dintikon)

A toolbox vehicle rotates between the communities. It can be found at parent-teacher conferences, opposite municipal halls, at community events, etc. It contains information about social activities, language courses, culture, help desks and the Swiss system. The staff gets in contact with people who would not actively apply for a consultation. Free welcome-consultation for newcomers and migrants, if necessary with free translation. Organization of events in cooperation with cultural associations or social groups to inform migrants about specific Swiss topics and the Swiss system. The events are translated into several languages, if necessary. The topics are chosen in cooperation with local migrants who are in contact with newly migrated people.

<http://www.toolbox-freiamt.ch/en/information/toolbox-mobile>

Vorankommen

It is a pilot project to develop a welcoming culture in the framework of a small community of five municipalities (Bezau, Bizau, Mellau, Reuthe, Schnepfau) in the Bregenzer Valley. It builds on existing structures and measures, and promotes the development of suitable conditions for a welcoming culture that promotes the integration of newcomers into the labour market and into social and cultural settings through targeted information, networking and support structures. The project has favoured the creation of a welcome brochure that has been published online:

https://issuu.com/regio-v/docs/17-04-05_willkommensmappe-witus (German) and

https://issuu.com/regio-v/docs/17-04-05_welcome-brochure-witus (English).

<https://witus.at/projekt/vorankommen>

Language courses with Toolkit

The European Council's Toolkit to provide linguistic support to refugees and asylum seekers is an instrument designed to assist providers of language courses that integrate the formal offer. Hence, it particularly addresses organizations, NGOs or other associations that work with volunteers, and which could be responsible for the offer of providing linguistic support to refugees.

The tool comprises ready-to-use didactic resources introduced by a sub-section that helps to understand how to interact with refugees during the first meetings, and how to favour positive group dynamics.

<https://ec.europa.eu/epale/it/resource-centre/content/toolkit-del-consiglio-deuropa>

Project School – Mountain

Starting from this example, we could consider an “educational pathway” for foreigners. It is designed to integrate the school pathway with training experiences in direct contact with the mountains to: explore the mountain environment and its potential in the sports, cultural, historical, social, scientific, economic and natural scenes, to practice mountain sports: excursions, sports walking, skiing and snowboarding, climbing, rafting; exploring the resources of the territory: sports federations and associations, mountaineering associations (SAT, alpine guides, local accompanying persons); exploring the local resources to live in contact with the mountains: equipped spaces and places (equipped routes and pathways, cycle paths, mountain huts, didactic workshops in the mountains) in order to offer students dedicated know-how and skills regarding activities related to the environment, and physical and motor activities that can be practised in the territory, and which can be further pursued.

www.martinomartini.eu/index.php/notizie-avvisi/dicono-di-noi/sport-montagna/progetto-scuola-montagna.

A.L.M project (Alpen.Leben.Menschen)

Learning about their new home

Providing refugees with variety in their daily lives and allowing newcomers to get to know their new environment better. The natural and traditional cultural landscape of the Bavarian Alps has a lot to offer. Together with locals from the DAV (Deutscher Alpenverein) sections in the region, support groups and other project participants, the Alpine territory is explored with interest.

Nature sports and environmental responsibility

Central behavioural rules regarding natural and environmental protection and safe sports are communicated after pedagogical preparation by the Malteser Hilfsdienst auxiliary service and under the professional guidance of the DAV instructors.

Preservation of nature and environment

Contributing to maintain the diversity and beauty of the Bavarian Alps. The aim is to create concrete opportunities for refugees to get to know and appreciate local flora and fauna. In addition, projects aimed at actively protecting the Alpine territory, in which local people and refugees work together, are also implemented.

Intercultural exchange

In the course of shared experiences, locals and refugees should get to know each other better and have the opportunity to explore cultural similarities and differences. Mutual exchange, respect and understanding of cultural peculiarities should be fostered to facilitate the integration process.

The project is mainly implemented by volunteers at the DAV and the Malteser Hilfsdienst. Programmes were extended to children who were given the opportunity to take part in scavenger hunts and geocaching. Since environmental education is such an important issue, the Deutsche Bundesstiftung Umwelt is a partner.

www.alpenlebenmenschen.de/

Going for a walk – an introduction to Norway’s walking culture

Many people in Norway enjoy walking in nature, in any season. Norwegians love to walk because it helps them relax and improve both mood and health. Project “going for a walk” is a guide that explains the walking culture to those who do not know about it, to newcomers to Norway. The booklet has been written and the page layout has been studied with a multicultural approach and for easy reading.

www.norskfriluftsliv.no/wp-content/uploads/2016/11/NF-brosjyre-ENGELSK-160117.pdf

Promotional campaign for volunteering

“He who gives a hand... becomes great”. The second phase of the advertising campaign “Join us in giving a hand – Do volunteering” organized by CSV Marche to promote volunteering commenced with this slogan and an exceptional testimonial. The campaign started by encouraging residents to participate in the activities of the more than 1,500 associations present in The Marches.

The second phase of the campaign is “social”, and is open to the participation of all volunteers who wish to share their experience of solidarity on Facebook with texts, pictures and short videos, by telling a story, relating motivations, commitment, and also daily joys and excitement. It offers an opportunity to disseminate the message so that many more residents will come to know about the volunteering framework by directly browsing the words, voices and images of the “field” protagonists.

All those who feel involved and want to “give a hand” or simply to know more about the world of voluntary service in The Marches will find, on this website, a dedicated section that encourages meeting up with associations participating in the campaign, besides schedules and local help desks, where CSV operators will be at their disposal to identify the “right” association and to favour the induction phase in the chosen organization.

www.csv.marche.it/web/index.php/promozione/campagne-di-promozione

Annex 2 – Minutes of the workshop

Identifying integration measures in the Gardena territory

Date and time: 27.03.2018 time 6.30 pm – 9.30 pm

Location: Casa di Cultura [Cultural Centre] - Ortisei

Agenda

1. Welcome and introduction

Martina Comploi

2. Introduction to project PlurAlps

Eurac is a partner of the transnational project PlurAlps funded by the European Union. Project activities are implemented in the territory of 6 alpine states, and are designed to support municipalities in developing a welcoming culture that opens the community to welcome other cultures, to be ready to offer services for newcomers, services that are also useful for the overall population. The scope is to create a close-knit and integrated community in rural territories.

The Ortisei Municipality has joined this project as pilot region. Hence, some measures, initiatives and projects can be funded with PlurAlps' funds until October 2019. These can be new ideas or ideas inspired by and adapted from other contexts. The measures funded by PlurAlps are studied to experiment with new ideas to contribute to the development of a welcoming culture in the Gardena territory in the long-term.

This workshop offers an opportunity to participate in identifying these measures, initiatives and projects with the contribution of participants who have various roles and experiences, making the most of the rationale developed by the Council during previous meetings.

Objectives of the workshop

- Coordinate action with leading actors in the Gardena territory
- Perform collective and creative brainstorming
- Identify priority measures and services to be developed in project PlurAlps

Expected results of the workshop

- Prioritised measures – services
- Defined future appointments
- Plans for implementation

Presentation of participants and overview of projects and initiatives in the Gardena region

Participants in the workshop are members of the Integration Council of the Social District of Gardena: Christine Lobis, Christine Senorer, Fabian Scheniz, Mechtild Dissertori, Grete Piccolruaz, Martina Comploi, Ervin Hyka, Francesca Wanker, Silvia Bergmeister.

Workshop moderators are Cristina Dalla Torre and Miriam Weiß.

Service Jam – Brainstorming

“What activities, events and services do your Municipalities require to welcome and offer hospitality to newcomers so that everybody feels they belong to the Community?”
Keywords: inform, dialogue, leisure time, bureaucracy, work, culture, lifestyle, voluntary service, learn

The culture of greeting people in town is very important. The smile is the first sign of welcome. It would be useful to develop this sensitivity towards newcomers, a project centred on greetings.

There are neither German courses nor language classes in the evening nor with flexible hours.

To date courses have been proposed in the morning to allow foreign women to participate. But these hours are not convenient for seasonal workers.

It would be nice to offer newcomers an opportunity to learn the traditional trades.

Sprachcafé, language café, café without frontiers in Italian and German.

Offer young foreigners the opportunity to learn the first language in order to place them in classes at school, capable of understanding the contents of lessons.

Exploit the sports event as an opportunity to meet.

Cook together, exchange traditional recipes, organize cookery classes.

Informative welcome evening to provide information about the laws and regulations in force, rights and duties and the option of joining associations.

Organize the participation of testimonials with stories of successful integration.

Gardena counts several associations (more than 100), as they are part of the area’s culture, which is based on volunteering and, in turn, offers the opportunity to socialize and the subsequent benefits (knowledge networks, favour networks). This is not clearly understood and shared by foreign inhabitants.

There are associations for sports, culture, drama, etc.

A meeting with the presidents of the associations to understand how each association can contribute to welcoming foreigners would be useful. For instance, the basketball association is open to accept new members.

Mountain excursions (for families, using the cable car, having a discount on tickets).

Collective structure of the ideas

The identified activities are categorized into four main themes: leisure time, linguistic skills, first welcome, volunteering

Co-creative discussion of the measures

a. Leisure time:

Mountain excursions

They are an important part of the lifestyle of people in Val Gardena. Hence, it is important for newcomers to understand why and how to spend time in the mountains. It is important to start with school students and easy excursions, which are instantly highly satisfactory (using the cable car to reach heights without too much effort).

The idea was already proposed but did not record many participants. We wish to propose it again but how can we involve the foreigners?

- Multicultural Event

- Sports event with the municipality

b. Language skills

- Theme-based courses: language and culture
- Partnership with the kindergarten to approach mothers
- Flexible hours for lessons
- problem: they are currently only for foreign migrants and not for Italian migrants who wish to learn German

c. First welcome

Evening/event

- Extend the invitation to everybody or to those who arrived in the past 3 years. How? Direct contact, personal invitation. The mode of communication/invitation is important
- Invite some associations to attend, organize a sort of trade fair of the associations to explain what they do, what they organize and how the people can contribute
- Create and distribute a summary brochure (shorter than the one provided by the province) adapted to the context of Val Gardena
- Collect stories of successful integration. People who present their story in 3 minutes
- Propose it every year
- Find an incentive/gift to attract participation

d. Volunteering

- Brochure with the list of active associations and a selection of associations that have an open attitude
- Meeting/introductory event
- Find the most appropriate moment for the meeting
- Identify the interests of the newcomers (questionnaire)

Prioritizing the measures

The following actions have been identified as a priority, based on the criteria of urgency, impact, feasibility and sustainability:

Theme	Idea	Urgency	Impact	Feasibility	Sustainability	Priority
1 First welcome	informative evening	3	3	3	3	1
2 Leisure time	mountain excursions	1	3	3	2	2
3 Volunteering	brochure of associations	2	2	1	1	3
4 Language Skills	language courses with flexible hours	3	3	3	3	?

1= low

2= medium

3= high

The next steps

1. Share the meeting protocol, assess the results (Eurac and Martina Complot).
1. Draw up a project draft (Eurac). Share the project draft, late April.
2. Feedback from the Council, mid-May.

3. Signature of the memorandum of understanding, pilot project description, late May.
4. Public competition for partnership in coordinating the activities, June.
5. Identify the coordinator, late June.
6. Start project, July

NOTE - Communicate attendance of the PlurAlps Conference by 15/04/2018

Annex 3 – Example of a Press Release

Living in Val Gardena, a common pathway for the local population and newcomers to explore the habits and values of the territory.

What does it mean to live in a mountain community, such as the one in Val Gardena, and what are the first steps to be taken to feel part of it, if you are from elsewhere? Val Gardena features a strong bond that creates social relations, namely through volunteering. Another common trait among the inhabitants of this territory is fluency in at least two of the three official languages, and a passion for mountaineering.

How can people who have recently arrived in Val Gardena feel they belong to the community? The project Living in Val Gardena takes care of that by welcoming and offering hospitality to newcomers, offering them the opportunity to meet, receive information and education. In particular, four activities will be carried out during the project implementation period, from July 2018 to October 2019.

In autumn and spring, language and/or literacy courses will be organized for all those who are interested, and mountain excursions will be proposed to encourage those who do not know the mountains to learn the secrets and beauty of mountaineering, a pathway for new perspectives. A great event to welcome newcomers to the valley will be organized in spring next year. During this event, useful information will be provided, stories of successful integration will be told by the protagonists themselves, and some associations interested in accepting new members will introduce themselves to the public.

A brochure on volunteering and associations in Val Gardena will be published, drawing on experiences of testimonials. The booklet will be enriched with stories and photographs that also highlight the stories of integration, to encourage newcomers to embrace this social custom.

The pilot project Living in Val Gardena was conceived as an opportunity to experiment with welcome and integration activities for newcomers to the territory. It is implemented to understand which activities are more effective than others. The project has been designed by members of the Integration Council of Val Gardena along with researchers at Eurac Research. The responsible person is Dr. Martina Comploi, councillor at the Ortisei municipality and responsible person for the social district of Gardena. Living in Val Gardena is part of the transnational Alpine Space project "PlurAlps" – developing the capacity to create a pluralistic alpine space, co-funded by the European Regional Development Fund through the Interreg Alpine Space Programme.

Living in Val Gardena

Strengthening social relations among newcomers and the local community



Stakeholder workshop with the council for integration of Val Gardena, Ortisei - 27.03.2018 by Miriam Weiß



Over 40 people joined the excursion in the mountains of Val Gardena, Col Raiser – 30.09.2018 by Gianpiero Mendini

Short Description

Val Gardena social district and the Integration Council together with Eurac Research are implementing the project, which focuses on four action fields:

1. Promote the **culture of volunteering and association** membership as the opportunity to create informal social networks, through an information brochure and online material.
2. Deliver a **first welcome** to new inhabitants in the territory through a welcome event to have a first personal contact with the local community, to provide important information, to introduce local customs and habits.
3. Promote the **culture of mountain hiking** in the leisure time through the organization of documented excursions, as it is a very rooted social practice in the community of Val Garden that facilitates the creation of social relations.
4. Improve **language skills** of new inhabitants in the three official languages of Val Gardena through a “Sprachcafé”, as central criterion for the integration in the community, especially in the social and cultural sphere and in the labour market.

The project started in July 2018 and will end in October 2019.

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Goals of the project

Development of a welcoming culture in Val Gardena by strengthening social and cultural integration among newcomers and local community. Improvement of the participation of newcomers to social and cultural activities in Val Gardena.





WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

**“One of Us - When public and private sector
work together towards integration”**

Piedmont Region



Organisation(s)	Piedmont Region
Authors	Prisca Giaiero
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Summary in English

The project has the main objective of strengthening the capacities, the culture and the opportunities for welcoming migrants in the target territories (Saluzzo and lower Asti areas). To do this, Piedmont Region focuses on three fields of action:

Raising awareness among the various agents of the local community about welcome culture

This activity aims to improve the capacities and sensitivity to integration and welcoming by local communities, providing a series of actions aimed at the main stakeholders (population, volunteers, trade associations and grassroots associations, public bodies) to stimulate in each of these agents a better ability to respond to the dynamics generated by the influx at the local level of migrants seeking employment and / or settlement.

Carry out individual and collective empowerment actions for migrants on issues about the Italian language, housing, and health

This activity focuses directly on the final beneficiaries aiming to strengthen their general knowledge and their specific skills in all areas of life considered fundamental for a real social integration in the territories.

Improve the supply and demand of labour in the agricultural world

This activity focuses specifically on the work environment and on another key player: agricultural enterprises and their representative system. In this case, the actions aim to improve the system to find job opportunities offered to migrants by companies and at the same time to orientate and define the training needs of the final beneficiaries for a good and stable job placement.

Summary in Italian

Il progetto ha l'obiettivo principale di rafforzare le capacità, la cultura e le opportunità di accoglienza dei migranti nei territori obiettivo (Saluzzese e basso Astigiano). Per farlo, ci si concentra su tre campi d'azione:

Sensibilizzare i diversi attori della comunità locale alla cultura della accoglienza

Questa attività mira a migliorare le capacità e la sensibilità alla integrazione e alla accoglienza da parte delle comunità locali, prevedendo una serie di azioni rivolte agli stakeholders principali (popolazione, volontari, Associazioni di categoria e associazionismo di base, Enti Pubblici) finalizzate a stimolare in ognuno di questi attori una miglior capacità di risposta alle dinamiche generate dall'afflusso a livello locale di migranti in cerca di occupazione lavorativa e/o di stabilizzazione.

Realizzare azioni di empowerment individuale e collettivo dei migranti sui temi della lingua italiana, casa, salute

Questa attività si focalizza direttamente sui beneficiari mirando a rafforzarne le conoscenze generali, le competenze specifiche in tutti gli ambiti di vita ritenuti fondamentali per una reale integrazione sociale sui territori.

Migliorare l'incrocio domanda-offerta di lavoro nel mondo agricolo

Questa attività si focalizza specificamente sull'ambito lavorativo e su un altro attore chiave: le imprese agricole e il loro sistema di rappresentanza. In questo caso, le azioni mirano a migliorare il sistema di reperimento delle opportunità lavorative offerte ai migranti da parte delle aziende e al contempo a orientare e definire i fabbisogni formativi dei beneficiari per un buon e stabile inserimento lavorativo.

1. Initial situation

At the beginning of the project, on each of the identified areas there are actions carried out individually by specific associations (e.g. Caritas, Coldiretti, Confcooperative and associated cooperatives) and by public bodies (e.g. Municipalities of Saluzzo, Lagnasco, Revello Consorzio Monviso Solidale, Asl - Local Health Agencies). These actions, however, are currently carried out only on single aspects (e.g.: reception, job placement, etc.), without a synergetic and connected approach to social planning.

The contribution offered by the actions carried out within PlurAlps are the following: in the Saluzzo area, where in the same period of the start of PlurAlps new institutional policies were implemented by the Municipality of Saluzzo, PlurAlps is a way to favour crossroads and bridges connecting the various punctual actions aiming at a coordinated territorial planning. In the lower Asti area, PlurAlps creates the conditions for the realization of a pilot route with the same objectives, even if starting from a different territorial context and different density of presence of migrants.

The strategy and the results expected in the two selected territories are here below illustrated. As far as the activities are concerned, the start-up and realisation time difference between the two territories is highlighted, as the Saluzzo one in the first year of the PlurAlps project responded quickly and positively to the inputs, while the one concerning the lower Asti area, having also different characteristics, as reported above, started to be truly engaged only at the end of 2018.

2. Strategy

2.1 Objective

Main objective	Indicator
Strengthen the capacities, culture and opportunities for welcoming migrants in the target territories	
Objective 1	Indicator
Raising awareness among the various agents of the local community about welcome culture	Number of public and private agents involved
Objective 2	Indicator
Individual and collective empowerment of migrants in the following areas: local services, housing, Italian language, health	1) Increase in the services offered in the following areas: local services, housing, Italian language, health 2) Access by beneficiaries
Objective 3	Indicator
Improve the supply and demand of labour in the agricultural world	Number of individual work situations correctly contracted

2.2 Target groups and impacts

Target groups	Impacts
Local communities (Public bodies, population, volunteers, trade associations, trade unions and grassroots associations)	<ul style="list-style-type: none"> - Increase the possibility of meeting up and interaction between the beneficiaries and the target territory - Increase and improve environmental, social and housing conditions in the territory for the beneficiaries - Prevent the start and spread of health problems among beneficiaries
Migrants	<ul style="list-style-type: none"> - Facilitate access to local social and health services

	<ul style="list-style-type: none"> - Encourage the finding of housing units that make the final beneficiaries autonomous - Increase knowledge of Italian language and culture
Local enterprises	<ul style="list-style-type: none"> - Facilitate the relationship between demand and supply of labour in a transparent and contractually correct manner

2.3 Expected results

Raising awareness among the various agents of the local community about welcome culture

- New ways of working to improve dialogue and facilitate access to services for final beneficiaries
- Structured collaboration between real estate agencies, public and private institutions
- Increase in public and private health initiatives for the benefit of migrants

Carry out individual and collective empowerment actions for migrants on issues about the Italian language, housing and health

- Reduction of access difficulties to territorial services for migrants
- Reduction in the presence of informal / non-legal housing situations
- Increased knowledge of Italian language and culture among beneficiaries
- Reduction and / or containment of health problems among beneficiaries

Improve the supply and demand of labour in the agricultural world

- List of local agricultural enterprises available to offer jobs to final beneficiaries
- Fact sheet on the competencies - formal and informal - of the beneficiaries - aimed at work
- Networking model between Employment Centres and PlurAlps

3. Activities

Raising awareness among the various agents of the local community about welcome culture

1. Establishment of a permanent table between public services, associations, trade unions, business representatives
2. Raising awareness among real estate agencies, associations, agricultural companies on making decent housing facilities available to beneficiaries
3. Itinerant health prevention campaigns for final beneficiaries

Carry out individual and collective empowerment actions for migrants on issues about the Italian language, housing and health

1. Territorial services: to create knowledge among the final beneficiaries about the territorial services at their disposal: information meetings, service brochures for the beneficiaries
2. Housing: accompanying the final beneficiaries in identifying decent housing solutions in conjunction with real estate agencies, associations, agricultural companies, including the creation of a multi-lingual database on housing opportunities
3. Language: accompanying the final beneficiaries in identifying public and private system initiatives to improve their knowledge of learning the Italian language
4. Health: facilitate the taking in charge by local services of final beneficiaries in case of health problems

Improve the supply and demand of labour in the agricultural world

1. Map the local agricultural enterprises by type, job opportunity and labour time requested
2. Map the quantitative and qualitative data of the final beneficiaries as potential workers in agriculture
3. Systematize the information related to identifying job opportunities and training needs in the agricultural field, linking the results with the training actions

4. Project organisation

4.1 Partners

Contracting entity

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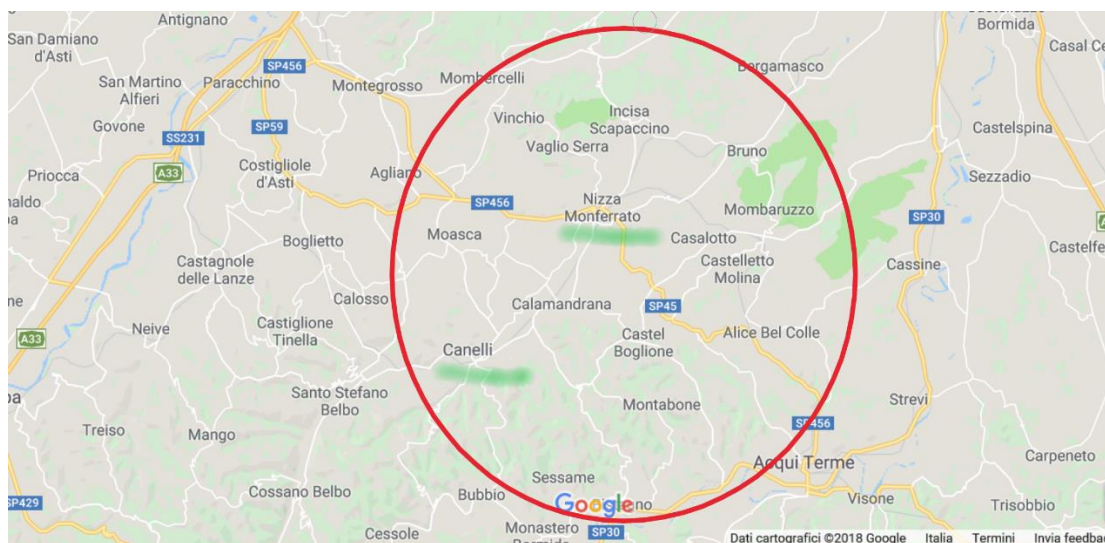
facta.i@confcooperative.it ; vittorio.marabotto@coldiretti.it

4.2 Target areas

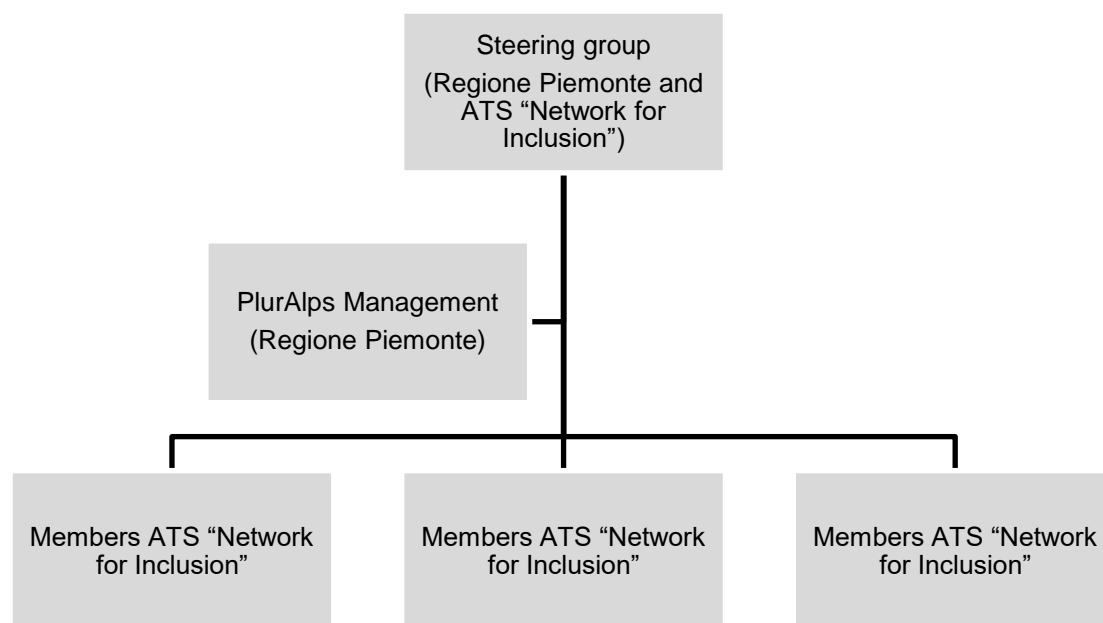
Saluzzese (Municipalities of: Saluzzo, Lagnasco, Verzuolo, Revello, Manta, Costigliole Saluzzo, Piasco and others with the presence of migrants working in agriculture)

Basso Astigiano (Municipalities members of the "Unione Collinare delle Vigne e dei Vini" - the Hills and Vineyards Union, Municipality of Canelli)





4.3 Project organisation



4.4 Involved persons and stakeholders

Regione Piemonte

ATS "Network for Inclusion"

- Confcooperative Piemonte
- Coldiretti Piemonte
- Comune di Saluzzo
- Comune di Lagnasco
- Unione dei Comuni Comunità Collinare Vigne e Vini (Asti)
- Consorzio Monviso Solidale
- Consorzio Cisa
- Rete d'impresе "Rifugiati in rete"
- Cooperativa sociale Linfa Solidale

- Cooperativa Sociale Agricola Maramao
- Ortofruit Italia
- Lagnasco Group
- Azienda Agricola Migliore

5. Timetable

Activity	Pilot area 1 - Saluzzese		Pilot area 2 - lower Asti	
	Start	End	Start	End
Raising awareness among the various agents of the local community about welcome culture				
1. Establishment of a permanent table between public services, associations, trade unions, business representatives	03/2018	05/2018	11/2018	10/2019
2. Raising awareness among real estate agencies, associations, agricultural companies on making decent housing facilities available to beneficiaries	04/2018	10/2019	05/2019	10/2019
3. Itinerant health prevention campaigns for final beneficiaries	05/2018	10/2019	05/2009	10/2019
Carry out individual and collective empowerment actions for migrants on issues about the Italian language, housing and health				
1. Territorial services: to create knowledge among the final beneficiaries about the territorial services at their disposal: information meetings, service brochures for the beneficiaries	05/2018	10/2019	6/2019	10/2019
2. Home: accompanying the final beneficiaries in identifying decent housing solutions in conjunction with real estate agencies, associations, agricultural companies, including the creation of a multi-language database on housing opportunities	05/2018	10/2019	6/2019	10/2019
3. Language: accompanying beneficiaries in identifying public and private system initiatives to improve their knowledge of learning the Italian language	05/2018	07/2018	6/2019	10/2019
4. Health: facilitate the taking in charge by local services of final beneficiaries in case of health problems	06/2018	10/2019	6/2019	10/2019
Improve the supply and demand of labour in the agricultural world				
1. Map the local agricultural enterprises by type, job opportunity and labour time requested	03/2018	10/2019	11/2018	10/2019
2. Map the quantitative and qualitative data of the final beneficiaries as potential workers in agriculture	04/2018	05/2018	11/2018	12/2018

3. Systematize the information related to identifying job opportunities and training needs in the agricultural field, linking the results with the training actions	05/2018	10/2019	6/2019	10/2019
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6. Budget

Activity	€
Development of implementation concepts and partnerships - Raising awareness among the various agents of the local community about welcome culture	€ 3.800
Support and training for stakeholders	€ 10.000
Pilot test new offers and services - carry out individual and collective empowerment actions for migrants on issues about the Italian language, housing and health	€ 55.679
Total:	€69.479

7. Durability

The path started by PlurAlps is part of pre-existing territorial actions carried out by the promoters of the ATS "In rete per accogliere - In network to welcome".

These paths, which have been active for more than 6 years thanks to Coldiretti, its associated farms in the Saluzzo area and thanks to the Confcooperative social and agricultural cooperatives in the Asti area, created the basis of knowledge, contacts and territorial networks through which the actions of PlurAlps are now developing in the two territories.

Since these are structural and long-term actions, which over time - also through the actions of the present project - are being translated into permanent territorial planning agreements and instruments (for example, the Memorandum of understanding on seasonal work in agriculture in the Saluzzo area and a consequent planning on the Italian Interior Ministry based FAMI funds on Asylum, Migration and Integration), the contribution provided by the actions of PlurAlps in the two pilot areas will be successful in its complexity if in each territory the collaborative work between the various stakeholders that have been progressively involved, i.e. public, private and the non-profit sector, is strengthened and made synergetic, working daily to establish a sustainable local context for migrant workers in agriculture.

8. Risks and opportunities

Risks

- National regulatory framework not consistent with project strategies
- Limited availability of migrant agricultural workers to start a settlement process in the pilot area
- Impossibility of developing, due to privacy regulations, an on-line network between public and private bodies of the agricultural world and the civil economy that manages in real time the qualitative data referring to migrants with the related needs and expectations

Opportunities

- Presence in the pilot areas of a social and cultural context open to social reception paths
- Well-established pre-existing work and social integration paths carried out for many years by the ATS promoters
- Constant presence for many years of migrants who yearly return to the territory to carry out seasonal activities in agriculture
- Framework Agreement on seasonal work in agriculture, currently in progress, promoted by the Piedmont Region, by the employers and trade union associations

9. Documentation / Evaluation

The project evaluation focuses on three areas:

- Quality of collaboration among local agents, which will be measured by the presence or absence of launched collaboration projects and formal documents (former collaboration memoranda of understanding, framework agreements, etc.).
- Quality in accompanying migrants in settlement in the pilot areas, mainly engaged in the agricultural world measured by the started and / or concluded paths.
- Increase in welcome culture among citizens of the pilot areas measured by their presence at the ATS- organised events in the territories and by the increase of local initiatives aimed directly or indirectly at social inclusion paths.

10. Related projects and initiatives

Project 1: Rifugiati e richiedenti Asilo, le varie forme dell'accoglienza

Content: <https://coopalice.net/richiedenti-asilo-rifugiati-le-varie-forme-dellaccoglienza/>

Responsible organisation: Cooperativa Sociale Alice (CN)

Contact person: Mauro Giacosa

Project 2: Progetto Accoglienza Migranti nel territorio saluzzese (2013-2018/ ongoing)

Responsible organisations: Federazione Provinciale Coldiretti Cuneo (CN), Cooperativa Sociale Linfa Solidale

Contact person(s): Andrea Ingaramo

Project 3: Coltiviamo Agricoltura Sociale

Content: <https://www.coltiviamoagricolturasociale.it/progetti-2016/crescere-con-maramao/>

Responsible organisation: Cooperativa Sociale Maramao (AT)

Contact person(s): Claudio Amerio

“One of Us”

When public and private sector work together towards integration



Accompanying projects for the employment of migrant workers in farms and agricultural cooperatives (April-September 2018)

Short Description

Network for Inclusion is a joint venture between the private sector in Piedmont (social and agricultural network organisations, Confcooperative Piemonte and Coldiretti Piemonte) and public stakeholders (local municipalities of Saluzzo, Verzuolo and Lagnasco, Union of Municipalities of Asti area, Health and Social Sector Public Services) born out of a public procurement procedure launched by the Piedmont Region within the framework of **Pluralps Project**.

The vision is that co-working with the municipalities is a fundamental tool to improve their planning and implementation capabilities towards successful migrants inclusion policies.

Pilot projects in Cuneo and Asti provinces



Pilot projects locations were chosen according to the presence of seasonal migrant workers in the agricultural sector, giving priority to those areas where it was necessary to verify the effectiveness of local inclusion policies and reinforce them.

Pilot projects have 2 objectives

1 – to create a cultural and knowledge framework for plurality and inclusion in the target territories, leading to the development of individual and collective paths for social inclusion of migrant people;

2 – to strengthen the reception and integration activities of refugees and applicants for international protection, by experimenting the activation and monitoring of 72 individual social inclusion paths in the two selected areas, with particular attention to the following areas: housing, basic education, mediation, work training in agriculture, administrative and health assistance, legal support. The link between the migrants and local communities will be provided by the **Empowerment Tutors** (2 per each pilot area).

Contacts

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Goal of the project

The main objective of the project is to strengthen the local capabilities of integration of refugees and applicants for international protection, ensuring that these actions are the result of a strong and synergic work of cooperation between the stakeholders of public and private sector of the target territories.



WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

**“Alpi Multiculturali. Between tradition and
innovation”**

Fondazione Franco Demarchi

Organisation(s)	Fondazione Franco Demarchi
Authors	Antonio Cristoforetti
Delivery date	June 2018
Status	Final
Distribution level	Public



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Summary in English

The pilot project proposal is entitled “Multicultural Alps. Between Tradition and Innovation”. FFD decided to implement the pilot project in two Trentino valley communities, the Val di Non and the Val di Sole, that are particularly isolated and far away from the urbanized valley bottom. In these communities residents are not very aware of the importance of integrating foreign nationals, and the attraction potential of the area has not been fully developed.

The project is an action research aimed at designing and implementing activities that can contribute towards:

- fostering a sense of belonging and identity that unites old and new citizens and the various demographic components and supports the development of inclusive communities;
- making the resources of the area known and encouraging preservation and restoration of the traditions and production activities that characterise mountain regions;
- promoting understanding and the finding of common ground between the different social groups and between institutions, society and the business world.

A key aspect of our pilot project is the methodological research action approach to the implementation of activities. This means active participation of the people in the design and implementation of the social change and initiation of a complex and gradual process typical of social and community development projects.

The pilot is geared towards developing and increasing awareness on the importance of migrant integration through educational, cultural, informational and awareness-raising activities intended for the local population and the foreign nationals living in the area. The active participation of the communities involved in the project is aimed at developing and increasing this awareness, which is often difficult to achieve within “organic” social interactions.

Summary in Italian

La proposta di progetto pilota è stata chiamata “Alpi Multiculturali. Tra tradizione e innovazione”. Abbiamo deciso di realizzare il progetto pilota in due Comunità di Valle trentine piuttosto isolate e distanti dal fondovalle maggiormente urbanizzato, nelle quali la consapevolezza dei residenti sull'importanza dell'integrazione delle persone straniere è ritenuta piuttosto bassa e dove è presente un potenziale attrattivo del territorio non sempre valorizzato, ovvero la Val di Non e la Val di Sole.

Il progetto si configura come una ricerca-azione finalizzata alla progettazione e realizzazione di attività che possano contribuire a:

- promuovere un senso di appartenenza e di identità che unisca vecchi e nuovi cittadini e le diverse componenti demografiche e che sostenga lo sviluppo di comunità inclusive;
- far conoscere le risorse del territorio e incoraggiare la conservazione e il recupero delle tradizioni e delle attività produttive caratterizzanti i contesti di montagna;
- promuovere la comprensione e l'incontro tra i diversi gruppi sociali e tra istituzioni, società civile e mondo delle imprese.

Un aspetto fondamentale del nostro progetto pilota è l'approccio metodologico di ricerca-azione utilizzato per la realizzazione delle attività, basato sulla partecipazione attiva delle persone nella progettazione e implementazione del cambiamento sociale e sull'attivazione di un processo complesso e graduale, tipico dei progetti di sviluppo sociale e di comunità.

Il pilotaggio è funzionale a sviluppare una maggiore consapevolezza circa l'importanza dell'integrazione dei migranti, grazie alla realizzazione di attività didattiche, culturali, informative e di sensibilizzazione, rivolte sia alla popolazione locale sia agli stranieri presenti sul territorio. La partecipazione attiva delle comunità coinvolte è finalizzata allo sviluppo di tale consapevolezza, che è spesso difficile da raggiungere all'interno di interazioni sociali "naturali".

1. Initial situation

The pilot project involves two valley communities lying within the Trento province: the Val di Sole and the Val di Non. The following are some key geographic, economic and socio-demographic information on these regions, with a focus on the presence of migrants.

Val di Sole

The Val di Sole is situated in the north-west of the Autonomous Province of Trento, along the upper basin of the Noce River. The valley is surrounded by several mountain chains and major Alpine ranges: the Ortles-Cevedale range, the Brenta range, and the Adamello-Presanella range. The Val di Sole covers a surface area of approximately 610 km² and has a population of about 15,000. Tourism is central to the economy of the high valley, both in the summer and winter, especially in the Peio, Passo del Tonale, Folgarida and Marilleva centres. Other important resources include animal husbandry and forest exploitation. Fruit trees are grown in the towns located in the lower altitudes, especially apples and cherries, like in the nearby Val di Non. The capital city of the Val di Sole is Malé. At 2,100 residents, it is the most populated municipality, while the least populated is Cavizzana with less than 260 residents. The other municipalities of the Val di Sole are: Caldes, Commezzadura, Croviana, Dimaro Folgarida, Mezzana, Ossana, Peio, Pellizzano, Rabbi, Terzolas and Vermiglio.

The total number of residents in the Val di Sole region is 7,735. These are mostly concentrated in Dimaro Folgarida (1,052) and Malé (1,029), in other words, the two largest municipalities of this valley community. Peio, Rabbi and Vermiglio are also densely populated, while Cavizzana is the least populated municipality (117). The other municipalities have between 300 and 600 residents.

Foreign nationals in Val di Sole amount to a total of 1,230, of which 554 males and 676 females. A high number of foreign nationals reside in Dimaro Folgarida, Malé and Vermiglio while only 2 reside in Cavizzana. In the valley communities and in the individual municipalities, immigrants are, for the most part, in the 25-49 age interval. Residents over 65 years of age are a minority (2.8% in the valley community and from 2 to 6 percentage points in each of the municipalities). Residents between 54 and 64 years of age accounted for 10.4% in the valley community. On average, this percentage remains the same in the different municipalities. Regarding the youth population, the 5-14 age group is the best represented out of the 0-4, 15-19 and 20-24 age groups. On average, in the different municipalities, the 0-4, 15-19 and 20-24 age groups account for 8%, 3.2% and 4.3% of the population, respectively. These values increase in the municipalities where a higher number of foreign nationals reside. We can thus say that the 25-49, 50-64 and 0-4 age groups are the best represented.

Females prevail over males in the 0-4 and 65+ age groups, while the opposite is true for the other categories under consideration. However, the situation varies from one municipality to the other. In fact, there are 100 more females than males.

The best represented nationalities in Val di Sole from 2008 to 2017 are Romanian, Albanian and Moroccan. Other nationalities that have rotated over the years are Bosnian-Herzegovinian, Croatian and Moldovan. From 2008 to 2010, the nationalities represented were Romanian, Albanian, Moroccan, Croatian and Bosnian-Herzegovinian. In 2011, the Moldovans outranked the Bosnians-Herzegovinians, which dropped to fifth position, and excluded the Croatians from the ranking. As of 2017, the situation remained unchanged.

Val di Non

The Val di Non is situated in the north-west of the Autonomous Province of Trento and is delimited to the east by the Anauni Mountains, the Brenta Dolomites, and the Maddalene Chains, right next to the Val di Sole. The economy in the Val di Non rests mainly on agriculture and, more specifically, fruit farming. The valley is famous for its vast areas under apple cultivation – especially from Cles to Tres – receiving the first protected designation of origin for a fruit product. Tourism and crafts also play an important role for the local economy. In addition, there are small-scale industries and cement plants operating in the areas around Cles, Tassullo and Mollaro. Small manufacturers of wood packing material can also be found in the upper Val di Non.

Cles is the valley's most important town. The other municipalities of the Val di Non are Amblar-Don, Bresimo, Brez, Cagnò, Campodenno, Castelfondo, Cavareno, Cis, Cloz, Contà, Dambel,

Denno, Fondo, Livo, Malosco, Predaia, Revò, Romallo, Romeno, Ronzone, Ruffrè-Mendola, Rumo, Sanzeno, Sarnonico, Sfuz, Sporminore, Ton, and Ville d'Anaunia

The total number of residents in the Val di Non region is 19,554. Cles, Predaia and Ville d'Anaunia are the municipalities with the highest number of residents. Campodenno, Contà and Romeno have more than 700 residents. Population numbers for the other municipalities are under this value but generally speaking, they all exceed 200 units. Cagnò and Sfruz are the ones with the least number of residents (171).

There are 3,594 foreign nationals living in Val di Non; of these, 1,621 are males and 1,973 are females. Like in Val di Sole, there are more females than males. The greatest concentration of immigrants can be found in Cles (764) and in Predaia (608). The municipalities with the lowest number of foreign nationals are Bresimo (3) and Sfruz (5). The 25-49 age group is the one with the highest concentration of foreign nationals. On average, in the municipalities, foreign nationals from 0 to 4 years account for 8.2%; those from 5 to 14 years, for 15.4%; the 15-19 age group for 7.1%; the 20-24 age group, for 8.5%; foreign nationals in the 50-64 age group are 17.9% and those 65 years and over, 4.3%. After the 25-49 year age group, the groups best represented are the 5-14 and the 50-64 year groups.

The nationalities that have always been present in the Val di Non are Romanian, Albanian and Moroccan. Also present in the top five nationalities are the Republic of Serbia, Serbia and Montenegro, Macedonia and Kosovo, taking turns at the fourth and fifth position in the years under consideration. From 2012 to 2015, the situation remained stable, with Romania, Morocco, Albania, Kosovo and Macedonia in the first five positions. From 2016, Macedonia was replaced by the Republic of Moldova. The Republic of Serbia and Serbia and Montenegro can be found in the ranking in the years from 2008 to 2012. In 2008, Serbia and Montenegro held the third position, outranking Albania, which generally held steady at number three.

2. Strategy

2.1 Objective

Main objective 1	Indicator
To develop a discussion, a sharing and awareness-raising space on the phenomenon of migration	
Sub Objective 1.1	Indicator
Raise awareness among the people regarding new migration phenomena, the demographic changes taking place and the gradual rural depopulation in mountain areas, and the need to protect the social, economic, cultural and environmental resources of these regions.	<ul style="list-style-type: none"> -participants in the organised events -talks during the organised events -bodies represented during the organised events -organised workshops Visits of the online platform
Sub Objective 1.2	Indicator
Share stories and memories between locals and newcomers to prompt them to recognise migration and diversity as historic and distinct aspects of the alpine area and become aware of the process of social construction of identities.	<ul style="list-style-type: none"> -shared experiences -migrants involved -participants involved -viewing of videos that narrate migration and integration experiences
Sub Objective 1.3	Indicator
Stimulate reflection on forced migrations and the conditions of people who were forced to flee their country.	<ul style="list-style-type: none"> -participants involved in the organised exhibitions -organised experiential exhibitions
Sub Objective 1.4	Indicator
Provide the communities and local administrations with an objective and concrete picture on the presence and form of participation of the immigrant component of the	<ul style="list-style-type: none"> -research entities involved -researchers involved -migrants involved in the research -subjects involved in the research

population in the local economic, social and cultural activities.	-participants in the events for dissemination of research findings -talks during the events for dissemination of research findings -bodies represented in the events for dissemination of research findings
Main objective 2	Indicator
Promote and give visibility to projects, initiatives, good practices and positive stories relating to the integration of migrants in the local communities.	
Sub Objective 2.1	Indicator
Present factors that facilitate integration (education, jobs, culture, etc.) by documenting projects, initiatives and good practices.	-viewing of videos made -public presentation of videos made -participants in the events presenting the videos made
Sub Objective 2.2	Indicator
Share positive integration experiences that have been beneficial to both migrants and the welcoming communities, in order to offset the negative portrayals of the newcomers by the media.	-viewing of videos made -public presentation of videos made -participants in the events presenting the videos made
Main objective 3	Indicator
Invest in youth through educational schemes aimed at developing a welcoming culture.	
Sub Objective 3.1	Indicator
Train groups of young people of different origins on the conscious use of the new language of digital cinema as a tool for promoting pluralism.	-participants in the organised training paths -teachers involved in the organised training paths -professionals involved in the organised training paths -viewing of videos made -public presentation of videos made -participants in the events presenting the videos made
Sub Objective 3.2	Indicator
Introduce young people of different origins to the traditional and distinctive work activities of the region.	-participants involved in the visits to the local businesses -migrants involved in the visits to the local businesses -educators involved in the educational activities -local companies involved in the educational activities -professionals involved in the educational activities

2.2 Target groups and impacts

Target groups	Impacts
Local population, the youth target in particular	- Awareness-raising about project topics - Development of a welcoming culture

	<ul style="list-style-type: none"> - Deconstruction of stereotypes and prejudices against migrant populations - Development of social relationships with migrants - Knowledge of local resources and traditions - Enhancement and development of competencies related to the region's economic vocation
Migrant population present in the area, the youth target in particular	<ul style="list-style-type: none"> - Development of social relationships with the local community - Knowledge of local resources and traditions - Enhancement and development of competencies related to the hosting region's economic vocation
Third Sector bodies	<ul style="list-style-type: none"> - Promotion of the organised experiences, even outside of the local contexts - Replication in new contexts and upgrading of positive experiences aimed at integrating migrants and/or enhancing the region - Initiation of new collaborative projects with other local, national and international organisations in the alpine context.
Local public bodies (Municipalities and Valley Communities)	<ul style="list-style-type: none"> - Awareness-raising about project topics - Development of a welcoming culture - Enhancement of local resources and traditions - Development of awareness on: presence of migrants in the region, interactions with the locals and social inclusion dynamics, participation of migrants in the region's economic, social and cultural activities.
Training and Research Centres	<ul style="list-style-type: none"> - Awareness-raising about project topics - Collection and sharing of information on: presence of migrants in the region, interactions with the locals and social inclusion dynamics, participation of migrants in the region's economic, social and cultural activities.
Local businesses	<ul style="list-style-type: none"> - Awareness-raising about project topics - Development of a welcoming culture - Enhancement of business activities related to the economic vocation of the region and its traditions

2.3 Expected results

Promotion and development of a welcoming culture through the publication, sharing and dissemination of the following products:

- Report of the research conducted in the Val di Non and Val di Sole valley communities
- Professional-, semi-professional and amateur-quality videos about migrant integration
- Deliverables of the organised cultural and informational events
- Documentation of the organised training and educational paths

3. Activities

Social-anthropological research

Social-anthropological research aimed at providing the community and local public bodies an objective and concrete picture of the immigrant population in the contexts under examination - the Val di Sole and the Val di Non - and investigating how the immigrant and/or immigrant-origin

population can participate in the economic, social and cultural activities of the two valley communities.

The first stage of the research involved reconstruction using secondary quantitative data readily available in the public data banks (registry offices, Cinformi immigration information centres, labour agencies, provincial labour observatories, chambers of commerce, etc.).

This picture was then supplemented with in-depth interviewing of key informants (mayors, parish priests, trade association presidents, union members and/or members of local associations, immigrants, etc.).

Finally, through participant observation and in-depth interviewing of key informants from religious communities of foreign origin throughout the region, we elaborated on the changes of the local religious landscape, which occurred also because of migratory phenomena, and how the immigrants' religious dimension and practice played a role in the creation of forms of welfare and in the access to resources, rights and the local labour market.

Research findings were presented during the national conference organised by the Franco Demarchi Foundation entitled "L'immigrazione nello spazio alpino: trasformazioni sociali, processi culturali, pratiche di accoglienza" ("Immigration in the Alpine Space: social transformation, cultural processes, and welcome practices") and directed at local administrators; service coordinators and operators; representatives from schools, training and research institutes, and the third and fourth sectors; members of employer's and union organisations; and interested citizens. During the conference, researchers from several of national universities and research institutes presented work investigating immigration in various alpine areas in Italy, in order to initiate a reflection and foster the discussion among the diverse parties concerned.

Seminar

The Foundation organizes an annual seminar on welfare in the alpine areas entitled "Arco Alpino". The 2018 event focused on demographic change in the Alps and hosted a series of talks, workshops and personal accounts, working in synergy with the PlurAlps project.

The two half-day seminar provided a platform for insightful debate on new migration models not only involving foreign nationals but also other phenomena, like that of the "modern highlanders", referring to the return to mountain living by the children or grandchildren of the families that had left the mountains.

The first half-day offered scientific talks from partners from other regions and countries, presentations on migration flows towards highlands and good practices for management and enhancement of those flows; and a debate among local experts.

The second half-day was devoted to an overview of European policies and international actions and projects regarding the Alpine context, followed by 3 workshops that elaborated on specific issues:

1. training, work and upskilling;
2. Alpine communities as welcoming gathering places;
3. the cultural dimension as a factor for revitalising Alpine areas.

A number of experiences from various different regions were presented during the workshops and stimulated the debate.

A cultural evening open to the public was organised between the two half-days. It was devoted to personal accounts and experiences on welcoming, integration and mountain region development.

Documentary videos

Production of 3 documentaries/videos lasting 10 to 15 minutes aimed at raising awareness among the people about migration and mountain region development through stories, projects, initiatives and good practices for migrant integration in the local communities. The videos cover the main factors that drive integration, in other words: education, training, jobs, culture and connection with the region.

The videos were made according to current standards, also taking into account technical aspects and matters of authorship. Creation of the videos involved preparation work, for research into and exploration of content topics. The videos include subtitles in Italian and English, to make them accessible both to audiences Europe-wide and to the hearing impaired. Trailers were also created, to introduce topics and encourage viewing of the whole videos. Some videos were also split-up into multiple sections, to promote use in specific educational contexts. The videos were also made in a version with quality audio to meet the standards for cinema and television.

The documentary videos were disseminated across all the major social media platforms and presented during public events.

Videomaking workshops

A training workshop was organised for students of a vocational school located in the region and having a high percentage of immigrant-origin or second-generation immigrant students. The workshop aimed to develop the students' videomaking skills through a pathway led by respected film directors with a background of migration.

The workshop had the goal of putting students in the condition to express their communication potential through conscious use of the language of digital cinema and contribute to promoting pluralism and developing a welcoming and inclusive culture in the so-called "internal areas", which are a long distance from the primary service centres but also have a high availability of environmental and cultural resources.

The 8-class workshop included both theory and practice structured in 4 stages:

1. Introduction to cinema basics: instructors presented the basics (story, image, sound, editing, style, production and distribution) through the viewing of films.
2. Focus group: the personal experiences of the participants relating to the topic of migration and their specific regions were shared and reworked.
3. Short film production: instructors/directors walked students through the various phases of designing, directing, shooting and editing shorts.
4. Projection: the short films were publicly screened, initiating a debate and reflection on the topics covered.

A short documentary was screened before each class. The specific content of the videos produced and the messages conveyed emerged from the bottom up, through the learning activities and direct involvement of the students in every design and creative phase.

Even though the workshop focus was on developing technical videomaking skills, the activity also turned into an intercultural experience thanks to the involvement of instructors and directors with a background of migration and of students of various origins.

Video contest

Organisation of an amateur video contest on the topics of pluralism, migrant integration and development of the regions concerned by the pilot project (Val di Sole and Val di Non). A jury of experts selected and assigned awards to the best short films, which were publicly screened and disseminated across the major social media platforms.

Experiential exhibition: "In fuga dalla Siria" ("Escape from Syria")

Organisation of an interactive exhibition open to the public that used an experiential activity simulating the dramatic situation of the refugees to stimulate visitors to reflect on the issue of forced migrations and the condition of people forced to flee their country.

The "In fuga dalla Siria" ("Escape from Syria") format was adopted, owned by the "Granello di Senapa" pastoral coordination for a global community, a life of service and good relations, (<https://granellosenapa.wordpress.com>), which made available all the material for the installation.

The idea for the exhibition came from a reinterpretation of a game developed by the BBC arising out of an insight into the modern world and the need to tackle the topics of immigration, reception, and solidarity. The interactive approach allows each one to be the protagonist of his or her own decisions so it is easy to relate to the conditions of people who choose a journey to a better life from a different and new perspective.

During the experiential exhibition, participants assume a role (a personal profile, a past, a few documents and belongings: passport, money, clothes and accessories). They are then presented with a situation to escape from their country due to a conflict (initially, alone and afterwards, as a family) and are asked to live the part and make choices from the options available within the text-driven book game. The participant's own personal path is traced with each choice. Initial situations, characters, paths and endings were drawn from real-life stories.

The exhibition is structured with 58 panels: 1 panel with an introduction to the exhibition, 1 on the initial setting, 43 situation panels with choice options, 13 conclusion panels. The exhibition requires two spaces: one with a capacity for up to 25 people, where the exhibition and the rules of the game can be introduced to 20/25 people at a time through the presentation of the first 2 panels and distribution of passports and characters to play; and a bigger space able to contain the remaining 56 panels and allow 20/25 visitors to explore the exhibition simultaneously. On average, the visit takes from 45 minutes to 1 hour. English speakers can also participate in the exhibition, through translated panels and passports and/or the use of apps.

Promoted as a travelling event, the exhibition was held at several locations. In particular, it was promoted in high schools to fourth- and fifth-year students.

The exhibition was organised with the collaboration of the Associazione Quilombo Trentino, which searched for exhibition locations, identified and trained the volunteers who acted as guides, promoted the exhibition and worked on engaging the schools, and set up and organised the exhibition, involving several local associations and organisations (Fondazione Comunità Solidale, Centro Astalli, Atas Onlus, Vita in centro, Operation Daywork, Biblioteche Val di Sole), the municipalities and the Valley Communities where it was held.

“Libri parlanti” (“Talking books”) event

Organisation of an event devoted to migration- and integration-related real-life accounts inside a historic library of the area.

The event was organised with the involvement of educators and of individuals who are now well-integrated in the local region but lived through a migration experience.

Using the metaphor of reading a book, the foreign nationals assumed the role of “talking books” and the educators that of “readers/narrators” in front of an audience of listeners.

The persons of migrant origin were trained for their “talking book” role during a preliminary meeting with educators and were able to tell their personal stories. With the help of the educators, the stories were summarised and included in a presentation brochure containing story titles, authors (i.e. leading characters of the stories) and chapter titles (i.e. significant passages of the narrated story).

The brochures were handed out to attendees during the event and they had the possibility to choose which story to listen to, since parallel reading of the stories was offered.

Narration was in the form of a dialogue between the talking book and the reader/narrator. The reader's role was that of stimulating the talking book to tell his or her own story by metaphorically interpreting meaningful excerpts from the most emotionally-charged pages of his/her “book”.

The event assumed a symbolic value: as the story of the region's present and the new migrations came alive in the room, the books in the shelves told the story of the region's past and the strong impact emigration had in the region.

Workplace visits and workshops to local employers

Organisation of a training pathway for a mixed group comprised of young asylum seekers and youths from youth aggregation centres, to learn the fundamentals of work activities - traditional and/or characteristic to the region - through visits to local employers and workshops.

Visits are arranged to companies or artisanal businesses in the region giving attendees the opportunity to observe the production process and have a hands-on experience of part of the process, either at the company site or at a youth aggregation centre with the support of staff members from the company or artisanal business visited. The goal is to stir up interest for the activity and support skill development through hands-on use of tools and materials (purchased or borrowed from the company).

The pathways were organised thanks to the involvement of:

- APPM onlus, which gave its contribution to the project by making available:
 - 1 structure coordinator, in charge of organising activities;
 - 2 educators during activity hours;
 - 1 van, to drive participants to the various sites.
- Fondazione San Vigilio (Ossana), which acted as mediator for the group of asylum seekers hosted at Cogolo di Peio.
- The following are some of the local businesses that hosted workplace visits:
 - "Presanella" dairy farm in Mezzana;
 - "Volpaia" holiday farm in Vermiglio;
 - "Baggia" joinery in Malé.

The following workshops were organised:

- cheese- and butter-making workshop;
- cooking workshop;
- joinery workshop

The methodology focused on active attendee participation and self-empowerment. Activities were all documented through videos and photographs circulated in the web and events throughout the region.

4. Project organisation

4.1 Partners

Lead partner and contracting entity

Franco Demarchi Foundation
 Piazza Santa Maggiore, 7 38122 Trento (Italy)

Partners	Roles and functioning	Agreement
Autonomous Province of Trento, via Cinformi Via Lunelli, 4 38121 Trento (Italy)	The Autonomous Province of Trento supports the project in the capacity of observer and participates through its CINFORMI immigration information centre. This operating unit of the Health and Social Solidarity Department of the Autonomous Province of Trento took part in the design of the pilot project, networking activities and promotion of organised activities.	Observer
Comunità della Val di Non, Via C.A. Pilati, 17 38023 Cles TN (Italy)	Local regional authority of the Autonomous Province of Trento of one of the pilot regions. Supports project actions through networking and promotion of organised activities.	Memorandum of Understanding
Comunità della Val di Sole, Via IV Novembre, 4 38027 Malè TN (Italy)	Local regional authority of the Autonomous Province of Trento of one of the pilot regions. Supports project actions	Memorandum of Understanding

	through networking and promotion of organised activities.	
Associazione Provinciale per i Minori Onlus Piazza Madonna della Pace, 4 38025 Dimaro TN (Italy)	The APPM (a non-profit provincial association for minors) coordinated the workplace visits and workshops at local businesses, participated in the creation of the talking books event and supported production and circulation of the documentary videos.	Memorandum of Understanding
Università Popolare Trentina - Scuola delle Professioni per il Terziario Via Jole d'Agostin, 2 38023 Cles TN (Italy)	The UPT, a services sector vocational school, participated in the videomaking training workshops through the involvement of its students and in the creation of the documentary videos through the involvement of teachers and former students.	Memorandum of Understanding
Associazione Quilombo Trentino Via Giovanni A Prato, 41 38068 Rovereto TN (Italy)	The Associazione Quilombo Trentino coordinated the organisation, set up and promotion of the travelling experiential exhibition and trained the volunteers involved in the project.	Memorandum of Understanding
FBK, Fondazione Bruno Kessler – ISR, Istituto Studi Religiosi, Centro per le Scienze Religiose Via S. Croce, 77 38122 Trento (Italy)	The FBK foundation participated in the anthropological research at the religious communities of the migrants residing in the pilot region and in the organisation of the conference to disseminate research findings.	Memorandum of Understanding
University of Trento, Department of Sociology and Social Research Via Verdi, 26 38122 Trento (Italy)	The Department supported the project through scientific supervision of the sociological research conducted in the pilot regions.	Letter of adhesion and support to the project
YummyMEDIA video production di Stefania Ferriolo Via Diaz, 15 38122 Trento (Italy)	Stefania Ferriolo, a freelance videomaker, was involved in the development of the documentary videos	Commercial contract for services
Socio Cinema di Muhib Ali Muhammad Razi Via Asiago, 5 38123 Trento (Italy)	Razi Mohebi is a freelance film director of Afghan origin who in collaboration with his wife Soheila Javaheri conducted a videomaking training workshop for students in the region.	Commercial contract for services.
Associazione Centro Astalli Trento Onlus Via delle Laste, 22 38121 Trento (Italy)	The Associazione Centro Astalli, a non-profit, supported the project through networking activities and by facilitating involvement of asylum seekers and operators engaged in the reception services.	Memorandum of Understanding
TCIC, Training Centre for International Cooperation CFSI, Centro per la Formazione alla Solidarietà Internazionale	The TCIC supported the project by telling its story for the documentary videos.	Memorandum of Understanding

Vicolo San Marco, 1 38122 Trento (Italy)		
"Volpaia" farmhouse	Local business that hosted a workplace visit and workshop.	Letter of adhesion and support to the project
"Presanella" social dairy	Local business that hosted a workplace visit and workshop.	Letter of adhesion and support to the project
"Baggia" carpentry workshop	Local business that hosted a workplace visit and workshop.	Letter of adhesion and support to the project

4.2 Target areas

Communities in Val di Non and Val di Sole.

4.3 Project organisation

The pilot project pervades the organisation horizontally. At the top, we find the Franco Demarchi Foundation, whose function is that of coordinating and strategically developing the activities. On the same level underneath it we find all the regional organisations that supported the project. Each stakeholder is associated with one or several activities of the pilot project. A person in charge for each activity is chosen from among the staff of the Demarchi Foundation. The support provided by the local stakeholders belonging to the network created in the region may be formal or operational. A contact person is appointed for each local partner. For organisations providing formal support, this person is the legal representative of the organisation and possibly, a person chosen by him or her; for organisations providing operational support, the person is a coordinator.

4.4 Involved persons and stakeholders

The following are the main contact persons from the various organisations involved in the operational implementation of the pilot project.

Franco Demarchi Foundation

- Laura Ravanelli
- Antonio Cristoforetti
- Francesco Della Puppa

Associazione Provinciale per i Minori Onlus

- Michele Bezzi

UPT, Università Popolare Trentina - Scuola delle Professioni per il Terziario

- Walter Iori

Associazione Quilombo Trentino

- Fabrizio Bettini

FBK, Fondazione Bruno Kessler – ISR, Istituto Studi Religiosi, Centro per le Scienze Religiose
Via S. Croce, 77 38122 Trento (Italy)

- Marco Ventura
- Boris Raehme
- Osvaldo Costantini

University of Trento, Department of Sociology and Social Research

- Paolo Boccagni

YummyMEDIA video production

- Stefania Ferriolo

Socio Cinema

- Soheila Javaheri

- Razi Mohebi

Cinformi

- Mirko Montibeller
- Serena Piovesan

5. Timetable

Activity	Start	End
Development of a network of stakeholders that can support the pilot project and collaborate in the implementation of the various different activities planned under the project.	1/2017	12/2017
Co-design with local stakeholders of actions, activities and services of general interest for migrant citizens playing a prominent role in the region.	1/2018	6/2018
Actions in preparation and support of the designed activities	2/2018	12/2018
Implementing designed activities and experimenting with services	4/2018	10/2019

6. Budget

Activity	€
Development of a network of stakeholders that can support the pilot project and collaborate in the implementation of the various different activities planned under the project.	€ 14.630
Co-design with local stakeholders of actions, activities and services of general interest for migrant citizens playing a prominent role in the region.	€ 17.290
Actions in preparation and support of the designed activities	€ 27.930
Implementing designed activities and experimenting with services	€ 73.150
Total:	€ 133.000

7. Durability

The size of the network of regional actors and their level of commitment, based on a co-design approach and transparency about mutual interests and available resources, guarantee the sustainability of the pilot project. The pilot project was structured according to previous design plans and, therefore, using human resources with expertise and know-how on the topics. In addition, the various partners are already connected with each other in variable geometries. The project worked to create additional connections between the existing network nodes. Lastly, the project has the institutional support of the Autonomous Province of Trento (in the capacity of project observer) and the valley communities on the reference region (local regional authorities representing an intermediate institutional level between the Municipality and Provincial governments, which signed the memorandum of understanding) since the early project stages of goal definition and activity implementation.

8. Risks and opportunities

Risks

- Documentary videos/short films not getting enough visibility
- Difficult to reach all target audiences through the documentary video/short film channel
- Messages for social cohesion ineffective or having a poor impact
- Poor response from the local community toward practices for integration

- Low event attendance
- Little support from local businesses

Opportunities

- Expansion and enhancement of the channels for dissemination of innovative practices, even internationally
- Possible exchange of views with nearby regions that are tackling similar issues and are ahead with more innovative reception and integration practices
- Local population recognising the social and economic value of migration phenomena
- Communities actively engaged in the planning and implementation of social change
- Safeguarding and promoting traditional activities
- Development and promotion of the region

9. Documentation / Evaluation

All the activities are documented with photos, videos and deliverables of the events. Both an internal evaluation, done by the Demarchi Foundation and local partners participating in the organisation of activities, and an external evaluation, done by the beneficiaries of the actions, was contemplated for each activity.

10. Related projects and initiatives

One of the documentary videos produced for the pilot presented the project “Storie da Cinema – La migrazione come risorsa di educazione globale negli istituti scolastici superiori del Trentino“(Cinema Stories - Migration as a global education resource in Trentino’s secondary schools”), which won the Global Education Innovation Award of the European network 2017 (<https://gene.eu/award/awardees-2017/>). Impact on the communities vs. resources used, the project’s replicability in other regional contexts, heterogeneity of the recipients engaged through the universal language of cinema, and intersection of public policies that go from the educational field to the social sphere and international cooperation, were some of the aspects of the project that led to this achievement.

The goal of the project is to make the migration experience a useful educational resource for conscious growth of the new generations and to support inclusion of intercultural learning in school programmes by using newcomers as experts, after receiving adequate training on effectively interacting with students.

The project proposes an educational pathway to an intercultural mindset and to social inclusion by interconnecting cinematography and tough issues like work, racism, stereotyping and prejudice.

The starting point is the awareness that schools of all levels, whether in urban or outlying areas, are confronted with the topics of migration and social inclusion every day due to increasingly multicultural classrooms.

The project envisions an educational pathway for a group of migrants or former migrants to train them on how to structure and manage interventions to carry out in high schools (based on their own personal experience), starting from the viewing and discussion of films that revolve around the migration macro-theme. Positive themes were preferred to avoid the reinforcement of the widespread prejudice that migration equals marginality.

The well thought out contribution of the partners is captured in the frames of the films, taking the viewer’s gaze beyond the film and into the realities of those arriving in our communities.

A public film festival is the final phase of the project in order to show the films that were analysed and presented in the schools to the public and commit the personal accounts of the migrants involved in the project to the common heritage.

Moreover, the first project proposition led to the development of a teacher's kit on the use of film as an educational tool. This kit has already been used in:

- teacher training seminars aimed at facilitating the introduction of GCE topics in school curricula through the use of films.
- high school student training programmes.

The following link provides a description of the original format and an excerpt of the educational kit in English.

<https://www.cci.tn.it/CCI/Formazione/Mediateca/Storie-da-cinema>

The complete hard-copy version of the educational kit in Italian is available on request by contacting the Training Centre for International Cooperation (Centro per la Cooperazione Internazionale)

info@cci.tn.it

Contact: Marco Oberosler

The main initiatives and projects on the topic of migration implemented in Trentino are collected and sponsored by the "Cinformi" immigration information centre, which is a unit of the Department of Health and Social Solidarity of the Autonomous Province of Trento. Communication between social actors, study and research, reception of individuals in need of international and humanitarian protection, and providing foreign nationals access to public services are among the activities of the centre.

www.cinformi.it

Contact: Mirko Montibeller

Annex – Press releases for the project

***Cantiere Cinema*, a video-making workshop for youths: the power of imagination for integration**

Two famous film directors, with a strong migration background, held this workshop providing youths with cinema related skills. The cinema lenses increase participants' awareness about the context they live in. Video making applied to migration topics promotes pluralism, developing a more inclusive and welcoming culture in internal areas, which are distant from service clusters and, nevertheless, characterised by environmental and cultural resources. "*Cantiere Cinema*" helps youths decode the region and recognise themselves as protagonists of their social context. Video language is the most democratic and immediate one. It produces effective and widely shareable contents.

Implementation steps

1. **Introduction to video making:** through viewing of selected films, educators present cinema elements as story, image, sound, editing, style, production and distribution.
2. **Focus group:** participants share and debate migration experiences.
3. **Short movie production:** educators support and monitor attendees in the definition of the subject, direction, shooting and editing of the video.
4. **Competition in a contest:** experts select and award the best short-films then screen them in public to stimulate debate and reflection on migration related topics.

Multicultural Alps

Between tradition and innovation



Experiential exhibition on migrations caused by wars
Photo credit Fondazione Franco Demarchi



Laboratory training visits to local companies
Photo credit APPM

Short Description

The project is a research-action aimed at the designing and implementation of activities to promote a culture of hospitality in two valley's communities in Trentino (Val di Non and Val di Sole) in which the awareness of the residents on the importance of the integration of migrants is considered lower than the large urban areas, and where there is a attraction potential of the territory not always enhanced.

All the initiatives are addressed both to local population and foreign origin population in the territory, in an attempt to create an intercultural bridge between old and new citizens. The actions foresee a broad involvement of the youth component, considered a fundamental resource for the development of a welcoming and inclusive culture.

ACTIVITIES

- Production and dissemination of video interviews on migration and integration stories.
- A video contest for the collection and dissemination of amateur videos on integration made by young people.
- A video-making training course for young people, aimed at the production and dissemination of videos on integration.
- A training course for young people aimed at learning the rudiments of traditional work activities and/or characterizing the territory, through laboratory visits in local companies.
- A series of educational, cultural and informative events addressed to all citizens, aimed at social cohesion and deconstruction of prejudices.

Contacts

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www.alpine-space.eu/projects/pluralps

Goals of the project

Improve social cohesion and promote peaceful coexistence between old and new citizens.

Promote the resources of the territory and the recovery of mountain traditions.



WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

**“Let's make it easier! - Measures for better
integration of new inhabitants in the local
community”**

**Urban Planning Institute of the Republic of
Slovenia**

Organisation(s)	Urban Planning Institute of RS Members of Implementation partnerships Slovenia
Authors	Barbara Cernic Mali
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Summary in English

1. **„Differences are teaching and enriching us“: Activities to strengthen social relations between newcomers and the local community**, in municipalities Jesenice and Kamnik a series of events, workshops, exhibitions, performances, lectures, projections of films as well as events aimed at specific groups (e.g. theatre workshops for young foreigners; thematic and storytelling workshops for children; creative workshops for adult migrants) will be organised.

The content of these activities will cover the fields of arts and crafts from different cultures, education and social networking. Workshop on intercultural dialogue for those that work with migrants, will be organised. Additionally, a multilingual mobile book collection which will be created in public library Kamnik will support intercultural dialogue.
2. **ArtCaffe for inclusive Postojna: Integration through the acquisition of employment experiences**: unaccompanied minors and students (new inhabitants) will work during summer, together with students from the local community at a coffee shop “ArtCaffe Postojna”, where they will have opportunities to get acquainted. In municipality Postojna ArtCaffe, will be a platform for contacts, creativity and socialisation between migrants and the local population based on mutual learning and intercultural sensibilities. It is located at the premises of Dormitory of Secondary forestry and woodworking school, where unaccompanied youth migrants are accommodated and where YH Proteus operates. In the adjacent park a “Library under the Trees”, will also offer a point of creative contacts. Young migrants as well as students from the local community will work at ArtCaffe from mid-July to mid-September 2019. During this time they will co-create and participate in the series of events (workshops, lectures, exhibitions, movie performances..) taking place at the premises which will stimulate integration. In this way ArtCaffe encourages the meeting and mutual learning of all residents of Postojna, both those who have lived here all their lives and those who have joined the community recently and are in the process of creating a new life. It also encourages the concrete acquisition of unaccompanied minors' skills to enter the labour market, as some employ them, enrich visitors through intercultural contact, and thus strive to create an inclusive society.
3. **First steps in new environment** and functional empowerment of new inhabitants: preparation of the joint leaflet with basic information on available services for new inhabitants for each of the three pilot municipalities in the languages of migrants. The leaflet will allow migrants to get basic information about life and happenings in the local community, answering the most common questions regarding possible forms of assistance (Centre for social work, administrative unit, kindergarten, schools, language courses, NGOs).
4. **Cultural mediator: A training course for cultural mediators**, persons who will help new inhabitants in communication with the providers of administrative, social, health, education and other services, will be organised. In each municipality, training will involve 3-5 immigrants from different cultural backgrounds who have been living in the environment for a longer time, are familiar with it and are thus optimal choice for helping newcomers to integrate.

Summary in Slovenian

1. **„Razlike nas učijo in bogatijo“: Dejavnosti za izboljšanje vključevanja priseljencev v lokalno skupnost** v občinah Jesenice in Kamnik vključujejo vrsto dogodkov, delavnic, razstav, predstav, predavanj, projekcij filmov in dogodkov namenjenih tako splošni populaciji, kot tudi v posebnim skupinam (npr. gledališke delavnice za mlade priseljence; tematske delavnice in branje pravljic za otroke; ustvarjalne delavnice za odrasle migrante). Vsebina teh dejavnosti zajema področja umetnosti in obrti iz različnih kultur, izobraževanja in vzpostavljanja socialnega dialoga. Izvedena bo tudi delavnica za strokovne delavce lokalnih ustanov, ki delajo s priseljenci. Medkulturni dialog bo podprla tudi večjezična premična knjižna zbirka, oblikovana v javni knjižnici Kamnik.

2. **ArtCaffe za vključujočo Postojno: Integracija s pridobivanjem delovnih izkušenj:** mladoletniki brez spremstva in študentje bodo poleti delali skupaj s študenti lokalne skupnosti v kavarni ArtCaffe Postojna, kjer se bodo imeli možnost bolje spoznati. ArtCaffe Postojna bo platforma za stike, ustvarjalnost in druženje med migranti in lokalnim prebivalstvom, ki temelji na medsebojnem učenju in medkulturni občutljivosti. Nahaja se v prostorih Dijaškega doma Srednje gozdarske in lesarske šole, kjer so nastanjeni mladoletni migranti brez spremstva in kjer deluje YH Proteus. V parku pred domom bo tudi "Knjižnica pod drevesi" ponudila prostor za ustvarjalne stike. Mladoletniki brez spremstva in študentje lokalne skupnosti bodo v ArtCaffe delali od sredine julija do sredine septembra 2019. V tem času bodo soustvarjali in sodelovali v vrsti dogodkov (delavnice, predavanja, razstave, filmske predstave ..). Na ta način ArtCaffe spodbuja srečevanje in medsebojno učenje vseh prebivalcev Postojne, tako tistih, ki tu živijo že celo življenje, kot tistih, ki so se skupnosti pridružili pred kratkim in so v procesu ustvarjanja novega življenja. Spodbuja tudi konkretno pridobivanje veščin mladoletnikov brez spremstva za vstop na trg dela, saj jih nekaj zaposluje, bogati obiskovalce z medkulturnim stikom ter na tak način stremi k ustvarjanju vključujoče družbe.

3. **Prvi koraki v novem okolju in funkcionalno opolnomočenje novih prebivalcev:** v jezikih priseljencev bo pripravljena zloženka z osnovnimi informacijami o razpoložljivih storitvah v vsaki od treh pilotnih občin. Zloženka bo priseljencem omogočila, da dobijo osnovne informacije o življenju v lokalni skupnosti in odgovore na najpogostejša vprašanja v zvezi z možnimi oblikami pomoči (Center za socialno delo, upravna enota, vrtec, šole, jezikovni tečaji, NVO).

4. **Kulturni mediator:** Organiziran bo tečaj usposabljanja za kulturne mediatorje, osebe, ki bodo pomagale novim prebivalcem v komunikaciji z izvajalci upravnih, socialnih, zdravstvenih, izobraževalnih in drugih storitev. V vsaki občini bo v usposabljanje vključenih 3-5 priseljencev iz različnih kulturnih okolij, ki že dlje časa živijo v okolju, ga poznajo in so zato optimalna izbira za pomoč pri vključevanju novincev.

1. Initial situation

Differences are teaching and enriching us: In all two municipalities the members of different cultures, ethnic and religious groups have little contact with each other, which is why intercultural dialogue is increasingly difficult to develop. In the local environment more opportunities are needed to integrate migrants into different spheres of social life. Due to their distance from their motherland, migrants also do not have the opportunity to strengthen their identities, nor to present it to the host country. Also, as a rule, migrants do not attend various events available locally. To increase their participation the events (workshops, lectures, entertainment...) should be designed in such a manner that they attract all groups, the natives as well as migrants and should stimulate development of social contacts among groups. Also, for the time being different approaches to address different groups (e.g. children, youth, women, elderly) are not practised, while they are much needed.

ArtCaffe for inclusive Postojna: One of the preconditions for successful integration of migrants is participation in the labour market. Jobs are often difficult to find even for experienced adults, even more so for young at the beginning of their career. By working at the cafeteria (which will operate within ArtCaffe) the unaccompanied minors from Postojna will be offered the first job opportunities. Additionally, the newcomers are not always able to present their skills and knowledge to the local population. By co-creating the events which will take place in ArtCaffe they will be able to do so.

First steps in new environment: Integration of newcomers to local environment is often hampered by a very simple cause – the lack of information. Newcomers do not access the services (social, education, health...) and public infrastructure (sports, recreation, culture) which are available due to low proficiency in national language, cultural differences, poor knowledge on national regulation etc. Similarly they face troubles with basic administrative tasks, such as how to obtain various permits, licences, certificates and similar.

Training course for cultural mediators: Cultural or intercultural mediation is an internationally recognized concept and practice that is used to reduce inequalities and ensure quality treatment in the local environment. It is intended to prevent misunderstandings arising from linguistic, cultural, social and other differences between immigrants and practitioners in public or private institutions. A local cultural mediator presents an opinion leader who is not only an interpreter or translator but a bridge between two cultures and languages. It is a person who "speaks" to the immigrant / immigrant / user culture and reduces conflict situations. In Slovenia, this is a not yet widely practised approach, while it is already a common practice internationally.

2. Strategy

2.1 Objective

Main objective	Indicator
To ease integration of newcomers in local community, to strengthen social relations between new inhabitants and local community and to raise the culture of coexistence in the municipalities.	
Objective 1	Indicator
To bring the cultures of migrants closer to the natives and vice versa; to offer possibilities for intercultural dialogue and to expand social networks across different cultures.	Number of events Number of attendants
Objective 2	Indicator
Offer young migrants possibilities to obtain first work experience jointly with local youth, enrich visitors through intercultural contacts and thus contribute to an inclusive society.	Number of participating unaccompanied youth Number of events
Objective 3	Indicator
Improve knowledge of migrants on available services and public infrastructure in local environment	Number of multilingual leaflets disseminated
Objective 4	Indicator
Improve knowledge, skills and competences of intercultural mediators in community work in the process of social integration of immigrants	Number of trained mediators

2.2 Target groups and impacts

Target groups	Impacts
Group A: Migrants	General: Improved integration in local environments
A1: Migrant children and youth	<ul style="list-style-type: none"> - Respecting and maintaining own culture and learning about the new one - Identity enhancement in different mother tongues - Ensuring equal opportunities for successful personal development - Meeting peers (other young foreigners and locals) - Improved language competences
A2: Migrant women	<ul style="list-style-type: none"> - Increasing basic language and communication skills. - Greater independence in everyday tasks and responsibilities.
A3: Elderly migrants	<ul style="list-style-type: none"> - Increasing social inclusion and reducing isolation

	<ul style="list-style-type: none"> - Personal growth - Increasing basic language and communication skills.
A4: Immigrants who have been in the local area for a long time	<ul style="list-style-type: none"> - Trained to help newcomers in bridging the gaps in the process of successful integration - Improved self-esteem and feeling of being needed to help newcomers
A5: Unaccompanied youth (Postojna)	<ul style="list-style-type: none"> - Acquisition of initial professional knowledge and experience - Expanding the social network within local community - Quality leisure time - Intercultural dialogue and integration
Group B: Local community	General: Improved knowledge and awareness about migrants, their culture and improved perception of positive aspects of multicultural local environment
B1: Local population and interest groups	<ul style="list-style-type: none"> - Breaking stereotypes - Developing empathy for migrants - Creating intercultural dialogue - Offering opportunities to meet with newcomers - Enlarging and enhancing social network
B2: Local providers of services and municipal administrators	<ul style="list-style-type: none"> - Professional growth - new tools and approaches for working with migrants. - Personal growth - increasing intercultural competences - Creating intercultural dialogue - Increased motivation to work with migrants
B3: Local youth from Day centre (Postojna)	<ul style="list-style-type: none"> - Acquisition of work competences - The spread of social networks - First entry into a real work environment - Developing quality leisure time skills - Developing social skills

2.3 Expected results

Differences are teaching and enriching us

- Newcomers and locals alike will be given a place and opportunity to meet and connect
- Improved identity of different cultural groups
- Improved social competency of migrants

ArtCaffe for inclusive Postojna

- Created space for intercultural gatherings
- Events co-created by unaccompanied minors
- Gained work experience
- Gained non-formal knowledge
- Increased self-esteem of unaccompanied minors
- Enriched knowledge and skills of visitors of ArtCaffe

First steps in new environment

- Leaflet (booklet) with basic information on availability of services and assistance for migrants in respective municipalities (hard-copy version at main municipal points; e-version available for service/assistance providers)

Training for cultural mediators

Cultural mediators' ability to:

- Identify and evaluate the effects of a comprehensive model of integration of migrants in community and social life,
- Connect the success of professional work with the local community,
- Design and manage various support measures and promote the success of social integration projects,
- Breakdown the role and importance of volunteering in the integration process,
- Understands migrant integration as a two-way process.
- Provided certificates of successfully attended training should help participants in future involvement at the job market

3. Activities

„Differences are teaching and enriching us“

1.1 Preparatory work

- Preparation of plan of activities in each municipality
- Assignment of responsibilities and preparation of time plan

1.2 Workshops and other events for newcomers and locals

- Creative workshops for children
- Let's learn foreign alphabets
- Intercultural narrative festival event
- Theatre workshops for young migrants and final performance
- Intercultural narrative festival event
- "Together through Jesenice"
- "Home builds memories"
- 60hrs Slovenian language course
- Counselling for migrants
- Travel-log lectures

1.3 Empowering local administrators and service providers

1.4 Creation of a multilingual mobile book collection

1.5 Promotion and dissemination of PA

- Final PlurAlps events in municipalities
- Preparation of final report on activities

ArtCaffe for inclusive Postojna

2.1 Preparatory work

- Preparation of plan for ArtCaffe operation

2.2 Setting up ArtCaffe and *Library under the trees*

- Selection of candidates to be engaged
- Opening of ArtCaffe and *Library under the trees*
- Opening of photo competition "Postojna through my eyes"
- Various cultural and social events co-created by migrants and locals

2.3 Promotion and dissemination

- Final intercultural event ArtCaffe for inclusive Postojna
- Preparation of final report on activities

First steps in new environment

3.1 Preparatory work for informative leaflet

- Setting up a working group for leaflet with representatives of all 3 municipalities
- Selection of relevant topics (social, education, medical ... services)

3.2 Preparation of texts and layout

- Preparation of general text for each topic
- Gathering of municipal specific information

- Preparation of template layout
 - Final text and layout
- 3.3 Translation of final texts
- 3.4 Promotion and dissemination
- Distribution of brochure at final PlurAlps events in municipalities and beyond

Cultural mediator: A training course for cultural mediators

- 4.1 Preparatory work
- Preparation of curriculum for training
 - Recruiting and selection of attendees in each of 3 municipalities
- 4.2. Training
- Implementation of training
 - Evaluation
 - Issuing of certificates
 - Preparation of interim report on activities
- 4.3 Promotion and dissemination
- Participation at final PlurAlps events in municipalities and promotion of newly skilled trainees among migrants
 - Preparation of final report on activities

4. Project organisation

4.1 Partners

Lead partner in all activities:

Urbanistični inštitut Republike Slovenije
Trnovski pristan 2, SI-1000 Ljubljana, Slovenija

Sub-contractors:

Differences are teaching and enriching us

Ljudska univerza Jesenice, Delavska ulica 1, SI - 4270 Jesenice
Občina Kamnik, Glavni trg 24, 1241 Kamnik
Srednja gozdarska in lesarska šola, Tržaška 36, 6230 Postojna
CNVOS, Povšetova 37, 1000 Ljubljana

ArtCaffe for inclusive Postojna

Srednja gozdarska in lesarska šola, Tržaška 36, 6230 Postojna
CNVOS, Povšetova 37, 1000 Ljubljana

First steps in new environment

Ljudska univerza Jesenice, Delavska ulica 1, SI - 4270 Jesenice
Občina Kamnik, Glavni trg 24, 1241 Kamnik
Srednja gozdarska in lesarska šola, Tržaška 36, 6230 Postojna
CNVOS, Povšetova 37, 1000 Ljubljana

Training for cultural mediators

Človekoljubno dobredelno društvo UP, Sp. Plavž 24, 4270 Jesenice, Slovenija
CNVOS, Povšetova 37, 1000 Ljubljana

4.2 Target areas

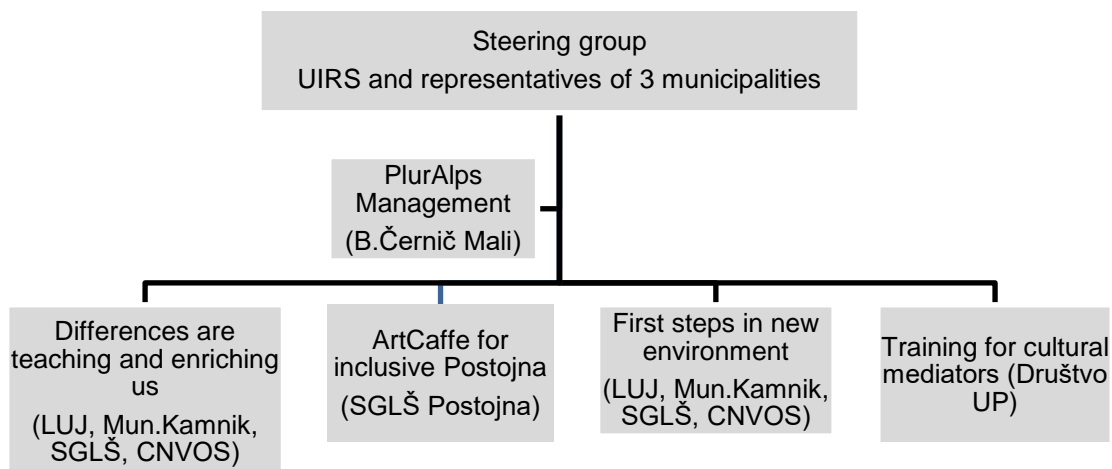
Differences are teaching and enriching us: Municipalities Jesenice, Kamnik

ArtCaffe for inclusive Postojna: Municipality Postojna

First steps in new environment: Municipalities Jesenice, Postojna, Kamnik

Training for cultural mediators: Municipalities Jesenice, Postojna, Kamnik

4.3 Project organisation



4.4 Involved persons and stakeholders

- Občina Kamnik, Barbara Starič Strajnar, coordinator of PAs in Kamnik
- Srednja gozdarska in lesarska šola Postojna, Cvetka Kernel, coordinator of PAs in Postojna
- Društvo UP Jesenice, Faila Pašić Bišić, Coordinator for PA training for CM
- Ljudska univerza Jesenice, Maja Radinovič Hajdič, coordinator of PAs in Jesenice
- Občina Postojna, Anita Kranjc, municipal support to PAs Postojna
- Občina Jesenice, Petra Dečman, municipal support to PAs Jesenice
- Srednja gozdarska in lesarska šola Postojna, Tina Zorman, implementation PAs Postojna
- Srednja gozdarska in lesarska šola Postojna, Hana Alhadi, implementation PA Art Caffè
- BOREO postojna, Tatjana Rant, Regional NGO support
- Center za socialno delo Jesenice, Anita Bregar, implementation PAs Jesenice
- Upravna enota Jesenice, Marta Kavčič, implementation PAs Jesenice
- Knjižnica Jesenice, Nevenka Jenkole, implementation PAs Jesenice
- Srednja šola Jesenice, Nataša Vrtačnik, implementation PAs Jesenice
- Osnovna šola Toneta Čufarja, Sabina Rekar, implementation PAs Jesenice
- Vrtec Jesenice, Mateja Hočevar, implementation PAs Jesenice
- Ljudska univerza Jesenice, Katarina Bertoncelej, Polona Knific, Majda Suljanović Hodžić, implementation PAs Jesenice
- Knjižnica Franceta Balantiča, Breda Podbrežnik Vukmir, implementation PAs Kamnik
- Zasebni Vrtec Zarja Kamnik, Jelka Golob, implementation PAs Kamnik
- MC Kotlovnica, Rok Kosec, implementation PAs Kamnik
- Center za socialno delo Kamnik, Maja Gradišek, Marija Dobnikar, implementation PAs Kamnik
- CNVOS, Veronika Vodlan, intermunicipal coordination of PAs

5. Timetable

Activity	Start	End
„Differences are teaching and enriching us“		
1.1 Preparatory work	03/19	05/19
1.2 Workshops and other events for newcomers and locals	05/19	07/19
1.3 Empowering local administrators and service providers	05/19	06/19
1.4 Creation of a multilingual mobile book collection	09/19	10/19
1.5 Promotion and dissemination of PA	10/19	10/19
ArtCaffe for inclusive Postojna		
2.1 Preparatory work	05/19	06/19
2.2 Setting up ArtCaffe and Library under the trees	05/19	09/19
2.3 Promotion and dissemination	09/19	10/19
First steps in new environment		
3.1 Preparatory work for informative leaflet	06/19	08/19
3.2 Preparation of texts and layout	08/19	09/19
3.3 Translation of final texts	09/19	09/19
3.4 Promotion and dissemination	10/19	10/19
Cultural mediator: A training course for cultural mediators		
4.1 Preparatory work	03/19	05/19
4.2. Training	05/19	06/19
4.3 Promotion and dissemination	07/19	10/19

6. Budget

Activity	€
Differences are teaching and enriching us	17.000,00 €
ArtCaffe for inclusive Postojna	9.800,00 €
First steps in new environment	6.100,00 €
Training for cultural mediators	4.200,00 €
Total:	37.100,00 €

7. Durability

- The final report on the implementation of PAs will also include evaluation findings. Based on these, further activities will be planned to promote the activation of immigrants, thus ensuring the sustainability of the project results.
- Leaflet with information for migrants will be available in all pilot municipalities also after the project end, sustainability will be ensured by continuing with information and counselling activities for migrants.
- Sustainability in cooperation between institutions from local environments will be ensured, as the institutions coordinating PlurAlps PAs in individual municipalities will continue to motivate all in partnership established within the PlurAlps project.
- Multicultural mobile library collection will be available to all migrants also after the project closure.
- PlurAlps results will be capitalized in future projects (e.g. “Arrival Regions” project, Interreg CE, 2019-2022, project partners pilot municipality Postojna, <https://www.interreg-central.eu/Content.Node/national/information/Arrival-Regions.html>)

8. Risks and opportunities

Risks

- Difficulties in getting participants to attend events
- Insufficient motivation of professionals to be trained to improve their abilities to work with migrants due to overload of work
- Difficulties in recruiting new volunteers and go beyond stereotypes
- Participants will want to involve in evaluation of provided activities

Opportunities

- Developing new approaches to professional work with immigrants
- Motivation for less formal integration into the social environment
- Motivation of participants through associations and organizations not initially included in the PlurAlps implementation partnership
- Presentation of the pilot activity to other organizations (municipalities, including internationally) as an example of good practices

9. Documentation / Evaluation

- Coordinators in each of municipalities who are also subcontractors to PP8 UIRS are requested to submit detailed report on activities incl. evidence (photos, lists of participants, other materials).
- All PAs must be listed (i.e. announced, reported) at "Calendar of PlurAlps pilot activities" available internally to all stakeholders via google.
- PA teams in each municipality shall held evaluation session for respective PAs.
- PAs will be evaluated via participative evaluation at the end of the project.

10. Related projects and initiatives

Medkulturnost je naša prednost

<http://lu-jesenice.net/erasmus-ka1/>

Ljudska univerza Jesenice, mag. Maja Radinovič Hajdič

Prepoznani in povezani

<http://lu-jesenice.net/projekti/zakljuceni/prepoznani-in-povezani/>

Ljudska univerza Jesenice, mag. Maja Radinovič Hajdič

Projekt Razkrite roke

http://www.up-jesenice.org/projekti-v-sloveniji/razkrite-roke-3/projekt-razkrite-roke-3--humani-in-poslovni-uspehi_2

<https://www.alpine-space.eu/projects/pluralalps/pluralism-award/slovenia/revealed-hands.pdf>

Človekoljubno dobrodelno društvo UP Faila Pašič Bišič

Izzivi medkulturnega sobivanja

<http://www.ssj-jesenice.si/SIMS.html>

Srednja šola Jesenice, Monika Lotrič

Začetna integracija priseljencev,

<https://www.cene-stupar.si/sl/jezikovna-sola/tecaj-slovenscine/zacetna-integracija-priseljencev/zip>

Cene Štupar, Alida Zagorc Šuligoj

Integracija OMZ na trg dela

<https://www.cene-stupar.si/sl/projekti/integracija-oseb-z-mednarodno-zascito-na-trg-dela-60-ur>, Cene Štupar, Alida Zagorc Šuligoj

Opismenjevanje in učna pomoč za prosilce za mednarodno zaščito,
https://www.cenestupar.si/default.asp?mid=sl&pid=modul_it&wid=13698&detailid=88868,
Cene Štupar, Katja Potočnik Nussdorfer

Opismenjevanje v slovenščini za odrasle govorce drugih jezikov,
https://www.cenestupar.si/default.asp?mid=sl&pid=modul_it&wid=13698&detailid=88754,
Cene Štupar, Alida Zagorc Šuligoj

Slovenščina kot drugi tuj jezik,
https://www.cenestupar.si/default.asp?mid=sl&pid=modul_it&wid=13698&detailid=88847,
Cene Štupar, Alida Zagorc Šuligoj

Križnikov pravljčni festival, <https://www.kam.sik.si/Dejavnosti-in-projekti/Kri%C5%BEnikov-pravlji%C4%8Dni-festival> Knjižnica Franceta Balantiča Kamnik in Kulturno društvo Motnik, Breda Podbrežnik Vukmir in Marjan Semprimožnik

Jezik moj, tvoj, naš,
<http://www.kam.sik.si/Dejavnosti-in-projekti/Jezik-moj-tvoj-na%C5%A1>
https://www.alpine-space.eu/projects/pluralps/pluralism-award/slovenia/language_-_mine-yours-ours-intercultural-coexistence.pdf Omogočanje enakopravne dostopnosti do knjižnih zbirk in gradiva v maternem jeziku za Neslovence. Zasebni vrtec Zarja in Knjižnica Franceta Balantiča, Kamnik, Jelka Golob

Projekt namestitve mladoletnikov brez spremstva,
<http://www.sgls.si>, SGLŠ Postojna, Cvetka Kernel

Nice to meet you
<http://sola.sgls.si/eacea-town-twinning-project-nice-to-meet-you/>
Občina Postojna, Tina Zorman

Brez meja... Children without border
http://www.movit.si/fileadmin/movit/1MVA/Rezultati_ rokov/2017/drugi_prijavni_ rok/Sklep_o_ iz_boru_Kljucni_ ukrep_ 1_ 2017-2-KU1.pdf, SGLŠ Postojna, Tina Zorman

OrientAkcija, www.zavod-tri.org, Zavod Tri, Faila Pašič Bišič, Nina Arnuš

Učenje za drugo življenje, www.up-jesenice.org Društvo UP, Faila Pašič Bišič

Balkanski copat, www.up-jesenice.org Zavod Oloop, Faila Pašič Bišič, Tjaša Bavcon

Annex – Reference examples

Program Živeti v multikulturni družbi

Projekt Sodelovanje za zdravje Romov – SORO S projektom želimo izboljšati tudi komunikacijo javnih delavcev, ki delajo z Romi, in uskladiti ter povečati medinstitucionalno sodelovanje. Glavna cilja projekta sta med drugim tudi umestitev financiranja mobilne zdravstvene službe v romskih naseljih v sistem javnega financiranja in trajnost dela romskega koordinatorja.

<http://zdravje-romov.si/soro-sodelovanje-za-zdravje-romov/>

Razvijamo medkulturnost kot novo obliko sobivanja.

Izboljšanje usposobljenosti strokovnih delavcev za uspešnejše vključevanje učencev in dijakov priseljencev v vzgojo in izobraževanje. V projektu sta tekli dve glavni aktivnosti. Prva je bila profesionalno usposabljanje strokovnih delavk – multiplikatorok, ki so pridobljena znanja in gradiva v okviru programa »Uspešno vključevanje otrok priseljencev« prenesle med večje število strokovnih delavcev v svojih kolektivih in kolektivih sodelujočih šol, na regijskih usposabljanjih pa tudi strokovnim delavcem na drugih osnovnih in srednjih šolah v posameznih regijah. Druga glavna aktivnost projekta je bila izvajanje programa »Uspešno vključevanje otrok priseljencev«

http://www.mizs.gov.si/fileadmin/mizs.gov.si/pageuploads/podrocje/kadri/tif/Koncno_porocilo_projekta.pdf

Večgeneracijski center Ljubljana - N'Š Plac

druženje, ohranjanje in širjenje socialne mreže ter zadovoljevanje potreb različnih ranljivih ciljnih skupin, družin ter posameznih družinskih članov v vseh življenjskih obdobjih

https://www.cene-stupar.si/default.asp?mid=sl&pid=modul_it&wid=13698&detailid=88745

Annex – Press releases for the project

Medkulturna mediacija

Aktivnosti

Kulturno oz. medkulturno mediatorstvo je mednarodno uveljavljen koncept in praksa, ki se uporablja za zmanjševanje neenakosti in zagotavljanje kakovostne obravnave priseljencev v lokalnem okolju. Kulturni mediator ponazarja most med dvema kulturama in jeziki, saj preprečuje nastajanje nesporazumov, ki vzniknejo ob jezikovnih, kulturnih, socialnih in drugih razlikah med priseljenci in izvajalci v javnih ali zasebnih ustanovah v lokalnem okolju ter nesoglasij med etničnimi skupinami v lokalnem okolju.

• Usposabljanje kulturnih mediatorjev v občinah Postojna, Kamnik in Jesenice

V vsaki občini bo izvedeno dvodnevno usposabljanje z možnostjo pridobitve potrdila o usposabljanju na področju medkulturne mediacije. Usposabljanje je osredotočeno predvsem na vlogo kulturnih mediatorjev, ki povezujejo integracijo z identitetnimi potrebami ter zagotavljanja enakih možnosti za izobraževanje, zaposlovanje, zagotavljanje pravnega statusa, nastanitve in spodbujanja pravice priseljencev do izražanja svojega mnenja.

Kulturni mediator zna:

- ✓ identificirati in ovrednotiti učinke modela celostne integracije priseljencev v skupnosti in družbenem življenju,
- ✓ povezati uspešnost strokovnega dela z lokalno skupnostjo,
- ✓ načrtovati in voditi različne podporne ukrepe ter podpira uspešnost projektov na področju socialne integracije priseljencev,
- ✓ razčleniti vlogo in pomen prostovoljnega dela v integracijskem procesu priseljencev,
- ✓ razumeti integracijo migrantov kot dvosmerni proces.

Nosilec pilotne aktivnosti

Društvo UP Jesenice
<http://www.up-jesenice.org/>

Čas izvajanja

Maj – Junij 2019

Cilji pilotne aktivnosti

- razviti pristope strokovnega dela z lokalno skupnostjo pri celostni integraciji migrantov s poudarkom na podpornih ukrepih,
- izboljšati znanje, veščine in kompetence medkulturnih mediatorjev na področju dela v skupnosti v procesu socialne integracije priseljencev.

PlurAlps – Pilotne aktivnosti
DP3 Razvoj storitev in ponudbe za priseljence
www.alpine-space.eu/pluralps

Slovenski partner v projektu PlurAlps
Urbanistični inštitut Republike Slovenije, <https://www.uir.si/>
Kontakt: pluralps@uir.si

Jesenice, moj novi dom

Aktivnosti

S pilotnimi aktivnostmi bomo celostno obravnavali proces vključevanja priseljencev v lokalno okolje. Priseljenci bodo ustrezno informirani o možnostih, ki jih ponuja lokalno okolje, ter tako opremljeni s kompetencami za dejavno vključitev v družbo in lažjo socialno vključenost. Predvidene aktivnosti so:

- **Prvi koraki v novem okolju**

Informiranje in svetovanje priseljencem o možnostih izobraževanja odraslih v lokalnem okolju ter vrednotenje neformalno pridobljenih znanj – zbirna mapa dosežkov. Organizirani bodo različni izobraževalni programi, katerih glavni cilj je spoznavanje slovenskega jezika in lokalnega okolja z namenom čim uspešnejše integracije ("Jesenice, moj novi dom" – izobraževalni program, "Skupaj skozi Jesenice" – organiziran sprehod, "Spoznaj moj dom" – potopisna predavanja in predstavitev držav, iz katerih priseljenci prihajajo).

- **Motivacija strokovnih delavcev za delo s priseljenci**

Z namenom večje motiviranosti strokovnih delavcev za uvajanje novih pristopov pri delu s priseljenci ter večjo povezanost lokalnih ustanov, ki se pri svoji dejavnosti srečujejo s priseljenci, bo vzpostavljena projektna skupina predstavnikov strokovnih delavcev, ki bo aktivno sodelovala v aktivnostih za krepitev medkulturnega dialoga. Organizirana bo delavnica o prepoznavanju ter preprečevanju stereotipov in predsodkov, o krepitevi tolerance in medkulturnega dialoga za razvoj medkulturnih sposobnosti.

- **Jezikovno in funkcionalno opolnomočenje**

Izvedena bo delavnica »Spoznajmo različne pisave«, na kateri bodo priseljenci lokalnemu prebivalstvu predstavili različne abecede in pisave. Z vključenostjo prostovoljcev iz lokalnega okolja in uspešno integriranih priseljencev bo izvedena individualna jezikovna in funkcionalna pomoč. Individualna pomoč pri pisanju domačih nalog ter pri osvajanju in utrjevanju učne snovi bo omogočena tudi otrokom in mladini priseljencev. leta.

- **Razlike nas učijo in bogatijo**

Izvedene bodo kulinarčne delavnice, tematske delavnice za otroke, delavnice branja pravljic v tujem jeziku in kreativne delavnice za odrasle priseljence. Rezultat delavnic bo elektronska knjižica receptov predstavljenih jedi, razstava izdelkov v Večgeneracijskem centru Gorenjske na Ljudski univerzi Jesenice, razstava kreativnih spominkov »Dom gradi spomine« v TIC-u Jesenice in razstava risbic v enotah Vrta Jesenice.

Nosilec pilotne aktivnosti

Ljudska univerza Jesenice
<http://lu-jesenice.net/>

Sodelujoče ustanove

- | | |
|---------------------------------|----------------------------|
| - CSD Gorenjska, enota Jesenice | - OŠ Toneta Čufarja |
| - Upravna enota Jesenice | - OŠ Prežihovega Voranca |
| - Občina Jesenice | - OŠ Poldeta Stražišarja |
| - Knjižnica Jesenice | - Vrtec Jesenice |
| - Človekoljubno društvo UP | - TIC Jesenice |
| - Srednja šola Jesenice | - Zdravstveni dom Jesenice |

Cilji pilotne aktivnosti

- olajšanje vključevanja priseljencev v lokalno skupnost in krepitev socialnih odnosov,
- spoznavanje drugih kultur,
- razvijanje novih pristopov dela s priseljenci,
- spodbujanje bralne pismenosti in jezikovno opolnomočenje med tujimi priseljenci,
- krepitev funkcionalne pismenosti,
- medkulturni dialog in integracija,
- krepitev kulturne identitete posameznika,
- osveščenost priseljencev,
- krepitev medkulturne strpnosti in razbijanje stereotipov.

Čas izvajanja: April – September 2019

PlurAlps – Pilotne aktivnosti

DP3 Razvoj storitev in ponudbe za priseljence
www.alpine-space.eu/pluralps

Slovenski partner v projektu PlurAlps

Urbanistični inštitut Republike Slovenije, <https://www.uirs.si/>
 Kontakt: pluralps@uirs.si

Kamnik - moj, tvoj, naš

Aktivnosti

Pilotne aktivnosti projekta PlurAlps se bodo izvajale v Zavodu Mladinski center Kotlovnica Kamnik, v knjižnici Franceta Balantiča Kamnik in v zasebnem vrtcu Zarja, Kamnik.

- **Gledališke delavnice**

Izvedle se bodo gledališke delavnice, ki bodo nadgradnja obstoječega tečaja slovenščine, katerega osrednji cilj je umestitev dramske igre kot samostojne točke na varietejskem večeru v Mladinskem centru Kotlovnica Kamnik. Z izvajanjem dejavnosti bodo mladi priseljenci za uporabo slovenščine opolnomočeni na zabaven, neformalen način, obenem pa jim bo dejavnost omogočila socialno mreženje.

- **Vzpostavitev medkulturne PREMIČNE knjižne zbirke**

Obogatitev obstoječega knjižnega gradiva z literaturo v tujih jezikih bo omogočila bralno pismenost priseljencev in pridobivanje novega znanja. Knjižno gradivo premične knjižnice bo dostopno vsem OŠ in vrtcem v občini Kamnik.

- **Organizacija dogodkov**

Z namenom dviga kulture sobivanja raznolikih kultur na območju občine bo organiziranih več dogodkov z izobraževalno in kulturno vsebino, in sicer:

- ✓ pripovedovalski in glasbeni večer v sklopu Križnikovega pripovedovalskega festivala 2019,
- ✓ izobraževalni in kulturni dogodki v času Tedna otroka 2019: organizacija odprtega strokovnega srečanja na temo, kdaj je knjiga (lahko) most med kulturami in organizacija kulturnega dogodka – *Vključevanje raznolikosti*.

Nosilec pilotne aktivnosti

Občina Kamnik
<https://www.kamnik.si>

Sodelujoče ustanove

Knjižnica Franceta Balantiča Kamnik
<https://www.kam.sik.si/>
Zasebni vrtec Zarja, Kamnik
<https://www.vrteczarja.si/>
Zavod Mladinski center Kotlovnica Kamnik
<http://www.kotlovnica.si/slo/>
JZ Cene Štupar, Ljubljana
<https://www.cene-stupar.si/>
Center za socialno delo Kamnik
<http://www.csd-kamnik.si/>

Čas izvajanja April – September 2019

PlurAlps – Pilotne aktivnosti

DP3 Razvoj storitev in ponudbe za priseljence
www.alpine-space.eu/pluralps

Cilji pilotne aktivnosti

- olajšati vključevanje priseljencev v lokalno skupnost in krepitev socialnih odnosov na neformalen način,
- spoznavanje drugih kultur,
- spodbujanje bralne pismenosti in jezikovno opolnomočene med tujimi priseljenci,
- medkulturni dialog in integracija,
- krepitev kulturne identitete posameznika,
- osveščeno priseljencev,
- razbijanje stereotipov.

Slovenski partner v projektu PlurAlps

Urbanistični inštitut Republike Slovenije, <https://www.uirs.si/>
Kontakt: pluralps@uirs.si

ArtCaffe Postojna

Aktivnosti

Aktivnosti se bodo izvajale v dijaškem domu SGLŠ Postojna in v parku pred njim, v prostorih Mladinskega centra Postojna ter Dnevnom centru za otroke in mladostnike v Postojni.

- **Integracija s pridobivanjem zaposlitvenih izkušenj**

Mladoletnikom brez spremstva bo omogočeno delo v kavarnici, kjer se srečuje lokalno prebivalstvo, dijaki in študenti kot tudi turisti. V sklopu kavarnice bodo potekali kulturni večeri kjer bodo predstavljene tradicionalne jedi, glasba in države iz katerih prihajajo priseljenci.

- **Delavnice s področja umetnosti, izobraževanja in socialnega mreženja**

Izvedle se bodo plesne, likovne in pevske delavnice, ki bodo omogočile neformalno integracijo priseljencev.

- **Knjižnica v parku**

V poletnem času bo vzpostavljena knjižnica v parku s katero se vzpodbuja druženje in pridobivanje novega znanja.

- **Razstave**

Predvideni sta fotografska in likovna razstava s področja življenja in delovanja priseljencev s poudarkom na skupini migrantov mladoletnikov brez spremstva. Fotografska razstava je rezultat fotografskega natečaja (Poglej skozi moje oči/moj objektiv; Tudi jaz sem samo človek)

- **Projekcije filmov**

Predvidena je projekcija dokumentarnih in drugih filmov ter videov s področja držav, iz katerih prihajajo migranti, s tematiko migracij.

Nosilec pilotne aktivnosti

SGLŠ Postojna
<http://www.sgls.si/>

Sodelujoče ustanove

Mladinski center Postojna
<https://www.mcp.si/>
Dnevni center za otroke in mladostnike
Postojna
<https://www.facebook.com/Dnevni-center-za-otroke-in-mladostnike-Postojna-818292281615496/>

Čas izvajanja

Junij – september 2019

PlurAlps – Pilotne aktivnosti

DP3 Razvoj storitev in ponudbe za priseljence
www.alpine-space.eu/pluralps

Cilji pilotne aktivnosti

- olajšati vključevanje priseljencev v lokalno skupnost in krepitev socialnih odnosov med njimi,
- pridobivanje prvih zaposlitvenih priložnosti in vstop v realno delovno okolje,
- neformalna integracija in kvalitetno preživljanje prostega časa,
- spoznavanje drugih kultur,
- spodbujanje bralne pismenosti med tujimi priseljenci,
- medkulturni dialog in integracija,
- razvijanje socialnih veščin in širjenje socialnih mrež,
- razbijanje stereotipov.

Slovenski partner v projektu PlurAlps

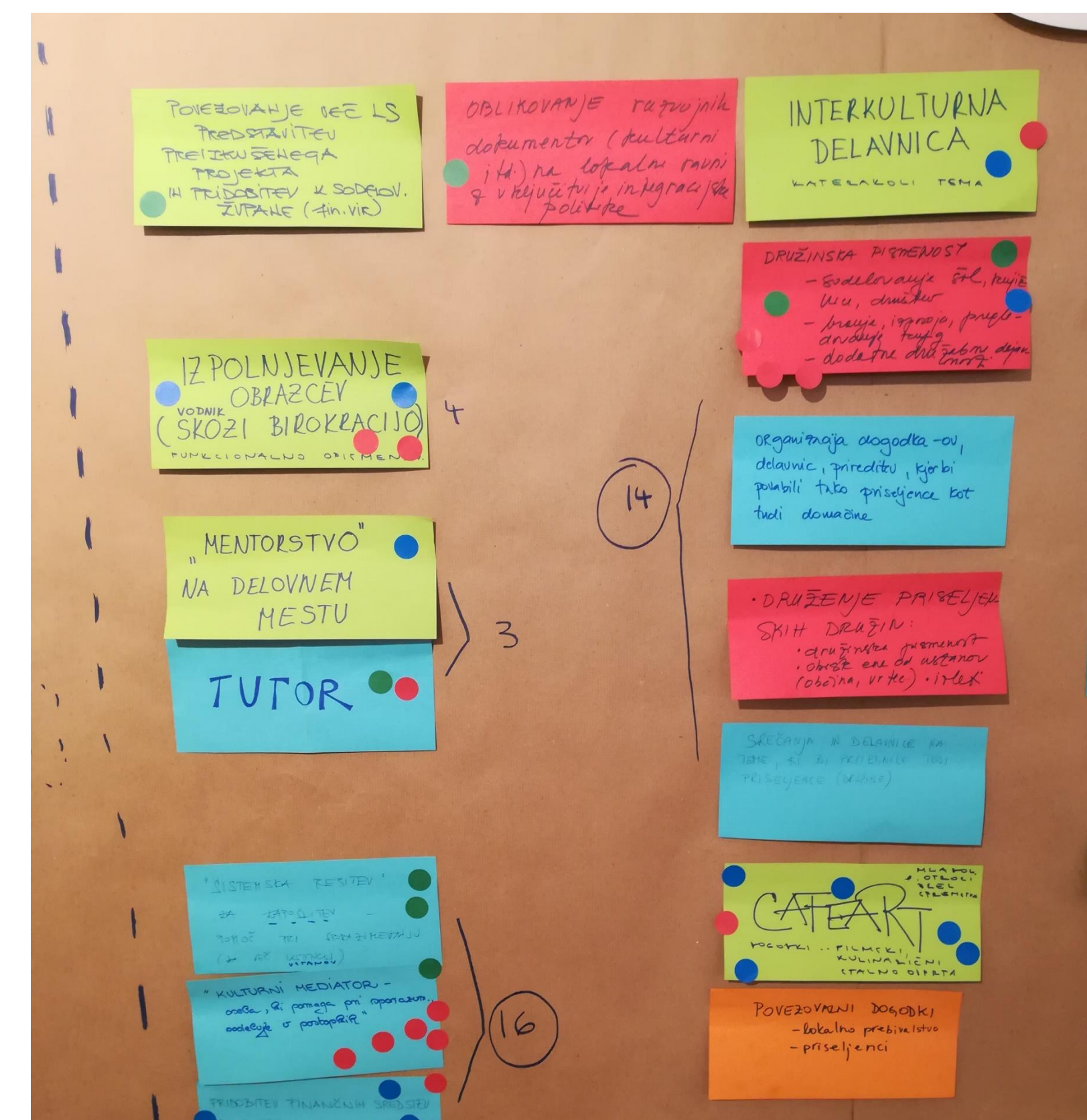
Urbanistični inštitut Republike Slovenije, <https://www.uirs.si/>
Kontakt: pluralps@uirs.si

Let's make it easier!

Tools for better integration of new inhabitants in the local community



Process workshop with stakeholders, Autumn 2018. Photo: Barbara Černič Mali



Different problems – same solutions? Development of common ideas by three municipalities. Photo: Manca Dremel

Short Description

Activities will take place in three municipalities from three Slovenian regions, the Municipality of Kamnik, the Municipality of Jesenice and the Municipality of Postojna, with a strong emphasis on inter-municipal cooperation. Stakeholders include municipal administrations, service providers and NGOs. The following activities are foreseen:

- **»I am a volunteer«** - creation of a social network offering possibilities to new inhabitants to participate in voluntary activities within public sector institutions, associations and NGOs.
- **My skills – Your skills:** setting up a web platform to help new inhabitants to obtain the knowledge of e.g. language, competence in administration issues and other assistance, and share their knowledge and skills e.g. languages, ICT skills, arts, crafts.
- Initiating a process to establish a **»Cultural mediator«** in municipalities: a person who will help new inhabitants in communication with the providers of administrative, social, health, education and other services.
- **New inhabitants' family literacy:** initiating and promoting events organised by local libraries (in cooperation with kindergartens and schools) for new inhabitant families to visit libraries, browse through materials and borrow, and socialise.

Contacts

Slovenia

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Goals of the project

To ease new inhabitants' integration in the local community by:

- strengthening social relations between them and the local community,
- improving access to and increasing use of, available services,
- stimulating them to participate in community life and to enrich local community with their skills.



WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

**“Increasing territorial attractiveness for
health professionals”**

Auvergne-Rhône-Alpes Region

Organisation(s)	AURA
Authors	Sarah Berkoune
Delivery date	21 June 2019
Status	Final
Distribution level	Public



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Summary in English

Many Auvergne Rhône-Alpes territories face a double challenge: the demographic transition on the one hand, marked by an aging of the population especially in rural areas, and the phenomena of medical desertification, particularly in rural and fragile urban areas. In order to cope with this, it is necessary to organize a global coordinated local health offer taking into account the constraints related to the practice of medicine in these sectors and the attractiveness of these territories for the installation of doctors.

This is partly through the structuring of a supply of first-line care, that is to say an easily accessible local offer in terms of distance, travel time, and whose web must be tightened in the territory to help reconcile quality of care and quality of life of doctors.

To do this, the Auvergne Rhône-Alpes Region wishes to pursue two objectives:

- to facilitate the development of innovative approaches in the practice of medicine
- encourage medical students to practice in fragile areas (rural or urban)

Summary in French

De nombreux territoires d'Auvergne Rhône Alpes font face à un double enjeu : la transition démographique d'une part, marquée par un vieillissement de la population notamment dans les secteurs ruraux, et des phénomènes de désertification médicale, notamment en zone rurale et en zone urbaine sensible. Pour y faire face, il faut que s'organise une offre de proximité de santé globale coordonnée tenant compte des contraintes afférentes à l'exercice de la médecine sur ces secteurs et l'attractivité de ces territoires pour l'installation de médecins.

Cela passe en partie par la structuration d'une offre de soins de premiers recours, c'est-à-dire une offre de proximité aisément accessible en termes de distance, de temps de parcours, et dont le maillage doit être resserré sur le territoire pour permettre de concilier qualité des soins et qualité de vie des médecins.

Pour ce faire, la Région souhaite poursuivre deux objectifs :

- faciliter le développement de pratiques innovantes d'exercice de la médecine
- encourager les étudiants en médecine à exercer en zones fragiles (rurale ou urbaine)

1. Background

Many Auvergne Rhône-Alpes territories in the Alps are facing a double challenge: the aging of the population and the phenomena of medical desertification. The supply of health services is a prerequisite for the attractiveness of rural areas. For this reason, the region aims both to encourage the installation of doctors and to bring back in populations in those territories.

Auvergne-Rhône-Alpes Region's approach focuses on the fight against medical deserts and the possibility of finding health services in rural areas. In order to cope with this, it is necessary to organize a global coordinated local health offer taking into account the constraints related to the practice of medicine in these sectors and the attractiveness of these territories for the installation of doctors. This is partly through the structuring of a supply of primary care, that is to say, an easily accessible local offer in terms of distance, travel time, and whose web must be tightened in the territory to help reconcile quality of care and quality of life of doctors.

Two territories have been chosen as pilot areas:

- The community of communes of Trièves
- The community of communes of the Massif du Vercors

2. Strategy

Reflection on how to design innovative approaches to the provision of care can and must first be approached from three distinct but complementary angles:

- The practices of field professionals, with the aim of providing concrete, objective and diversified elements relating to the conditions, constraints and benefits of practicing common care medicine in "fragile" areas.

- The "succession", that is to say the current medical students of which it is necessary to apprehend the representations that they can make of the practice of the general practice in rural area with regard to their expectations and motivations.
- Public and collective action for / in the territory, referring, on the one hand, to the prospective reflection on the part of local decision-makers and their ability to conceive, accept and implement appropriate strategies and policies, and on the other hand, more generally, to forms of collective mobilization or organization by local actors or users.

To do this, the region wants to pursue two objectives:

- better anticipate the need of health professional
- encourage medical students to practice in fragile areas (rural or urban)

2.1 Objectives

Main objective	Indicator
To encourage the installation of new populations in the rural territories of the Alps	Slowdown in the decline in net migration or increase of population
Sub objective 1	Indicator
Help decision-makers better anticipate the needs of health professionals	Replacement of retiring doctors
Sub objective 2	Indicator
Diminish the ignorance of its territories by young students, change mentalities, break down prejudices	Increase in the number of medical student internships in rural areas

2.2 Target groups and impact

Target groups	Impact
Local representative	27 municipalities. The tool will be communicated to all municipalities of the Region.
Medicine students at the University of Grenoble in second and third year	Students in 3 rd and 5 th year medical school, and 1 st and 3 rd year general practice interns; approximately 600 students.

2.3 Expected results

Reflection on how to design innovative approaches to the provision of care can and must first be approached from three distinct but complementary angles:

- The practices of field professionals, with the aim of providing concrete, objective and diversified elements relating to the conditions, constraints and benefits of practicing common care medicine in "fragile" areas.
- The "succession", that is to say the current medical students of which it is necessary to apprehend the representations that they can make of the practice of the general practice in rural area with regard to their expectations and motivations.
- Public and collective action for / in the territory, referring, on the one hand, to the prospective reflection on the part of local decision-makers and their ability to conceive, accept and implement appropriate strategies and policies, and on the other hand, more generally, to forms of collective mobilization or organization by local actors or users.

In a second step, it is advisable to organize the meeting and the exchange of these points of view and experiences in order to identify the convergences but also the misunderstandings or blockages. It is from this exchange that consensual and shared benefits can be identified.

The project is expected to deliver two results.

Result 1 - MEDICLICK Planning tool

Health needs are related to demographics and age structure. So you have to be able to do a prospective analysis by age group, knowing that demographic dynamics is linked to net migration and natural balance. The natural balance a priori continues. The migration balance is related to both economic considerations (creation and disappearance of activity) and community decision making (housing production and housing type).

How does the planning tool work? The elected representative is asked to make development scenarios according to their territory. The tool can estimate potential needs and if nothing changes it can project what will happen in 10, 15, 20 years. So the elected representative knows if it is urgent to act knows the potential number of consultations needed in the future. With this tool the elected representative in a territory can for example conclude that in 5 years it will be necessary to find this type of doctor and number of hours worked.

The planning tool will be made available to 27 municipalities of the department of Isère.

Result 2 – Realization of a survey dealing with students motivations

The fight against medical deserts and difficulties of access to first-line care go through the necessary installation of general practitioners in these territories. Therefore it is essential to pay attention to the medical students who will be the professionals of tomorrow. To encourage medical students to practice in fragile areas (rural or urban) and to meet the health needs of the population, it is necessary to be able to meet their professional, personal and family expectations.

Several studies have highlighted these expectations, they concern mainly: the living environment, the leisure offer, the working time, the employment opportunity for the spouse, the proximity of public services and facilities, the medical and paramedical environment, internet coverage, the cost of living and housing. Previous studies report by a certain lack of knowledge about the work of a general practitioner, especially in rural areas. Solutions have already been proposed as the internship at the general practitioner during the externship. Nevertheless, all the faculties of medicine have not yet been able to set it up, and this type of device could not call into question all the students' representations.

The survey realized within the PlurAlps project therefore aims specifically to:

- Evaluate representations and changes in representation after adapted information among the students in medicine concerning four territories in the department Isère
- Evaluate the most favorable moment during their studies to act in this direction
- Describe the professional and personal expectations of the students
- Assess the attractiveness of the territories for the students

What is the innovative character of this study? Graduate students have so far had very few questions about their future professional life. It is nevertheless before the 3rd cycle that the student must choose his medical specialty and his city of attachment, and that he/she must think about his future. The study will help advance the thinking about new tools at their destination. Although the expectations of students (mainly interns) are now clear, the attractiveness of the territories has never been evaluated with respect to the expectations of students. The survey will for the first time allow the Region to evaluate the representations made by medical students from the territories. The Region will thus be able to propose more adapted tools in order to promote their installation in fragile areas. The survey will also confirm the relevance of the criteria that most influence the choice of the future place of medical practice, and the evaluation of the attractiveness of different territories with regard to these criteria.

3. Activities

Activities related to Result 1 - MEDICLICK Planning tool

- Development of a numerical tool for the planning of medical needs in municipalities
- Testing of the tool with local decision makers and health experts

Activities related to Result 2 – Realization of a survey dealing with students motivations

- Developing the questionnaire
- Realization of a questionnaire
- Counting of the questionnaire

4. Project organisation

4.1 Partner

Contracting entity

Auvergne Rhone Alpes Region

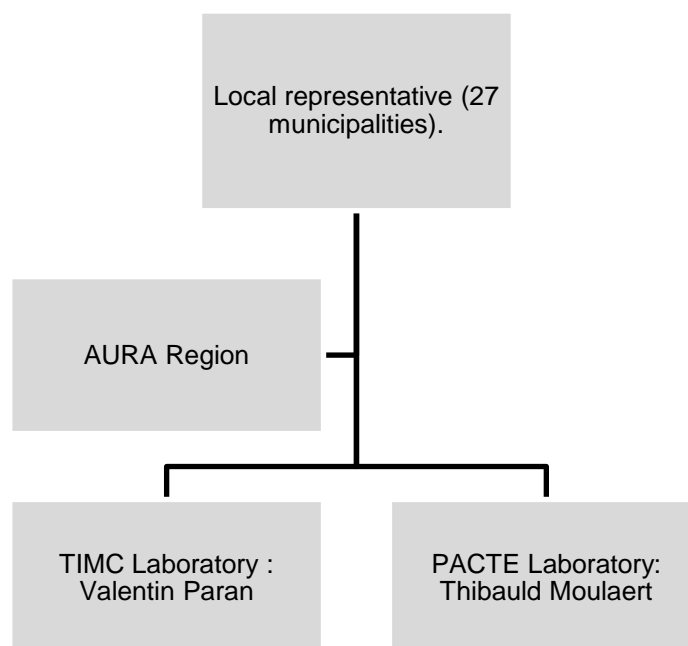
Subcontractor

University of Grenoble, Faculty of Medicine, TIMC Laboratory

4.2 Target area

The target area is so far: The department of Isère

4.3 Project organisation



4.4 Participating persons/organisations

- AURA Region
- TIMC Laboratory of Grenoble University Medical Faculty
- Local representative of Trièves territory

5. Time table

Activity	Start	End
Result 1 - MEDICLICK Planning tool	2018/10	2019/08
Result 2 – Survey dealing with students motivations	2018/10	2019/07

6. Finances

Activity	€
Result 1 - MEDICLICK Planning tool	30.000
Result 2 – Survey dealing with students motivations	19.000
Total:	49.000

7. Durability

The full involvement of the university in the project is a guarantee on the use of the project deliverables thereafter. The governance of the project ensures an integration in the territories and networks of actors.

8. Risks and opportunities

Risks

- Few answers or unrepresentative answers for the survey
- Data access problem

Opportunities

- Obtaining an important decision support
- Matching public measures with professional desires of graduates

9. Documentation / Evaluation

- Presentation of survey methodology
- Presentation of MEDICLICK planning table

Annex – Workshop Photos





Communities of communes of Trièves and Massif du Vercors

Increasing territorial attractiveness for health professionals



© Dordain Jean Pierre

Short Description

Many Auvergne Rhône-Alpes territories in the Alps are facing a double challenge : the aging of the population and the phenomena of medical desertification. The supply of health services is a prerequisite for the attractiveness of rural areas. For this reason, the region aims both to encourage the installation of doctors and to bring back new populations in those territories.

Auvergne-Rhône-Alpes Region's approach focuses on the fight against medical deserts and the possibility of finding health services in rural areas. In order to cope with this, it is necessary to organize a global coordinated local health offer taking into account the constraints related to the practice of medicine in these sectors and the attractiveness of these territories for the installation of doctors. This is partly through the structuring of a supply of primary care, that is to say, an easily accessible local offer in terms of distance, travel time, and whose web must be tightened in the territory to help reconcile quality of care and quality of life of doctors.

Two territories have been chosen as pilot areas:

- The community of communes of Trièves
- The community of communes of the Massif du Vercors

Contacts

France

Auvergne-Rhône-Alpes Region

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www.auvergnerhonealpes.fr

Goals of the project

The Region wishes to pursue two objectives:

- To facilitate the development of innovative approaches to medical service delivery in rural areas affected by demographic change
- To encourage health professionals from urban centers of France to practice in rural Alpine areas





WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

“Company Coaches in Zermatt”

HSLU



Organisation(s)	Hochschule Luzern – Soziale Arbeit
Authors	Peter Stade
Delivery date	June 2018
Status	Final
Distribution level	Public



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Summary in English

In Zermatt many SMEs have Portuguese workers. Many of them are contracted for the two touristic seasons between November and April and June and September. Many of the new arrived workers find it difficult to integrate into local society due to the lack of information. The local integration officer offers information and support, but is rarely contacted by migrants. The Pilot activity will contain the implementation of Coaches (godfathers and –mothers) within companies. They will support new migrant workers, provide the necessary information and establish contact with the integration officer if necessary. The coaches will be in regular and continuous contact with the integration officer who will support them with updated information on issues of integration but can also provide contact to local associations, schools, etc.

The activity of the coaches will be supported by an information fact sheet that contains useful links and short content descriptions on integration and living in Switzerland and Zermatt. The Pilot project also develops a template for SMEs for Job Interviews. The idea is that employers address during the interview the employees working and living conditions (with their agreement) and provide additional and useful information and find a coach for the employee.

Summary in German

In Unternehmen in Zermatt (v. a. Hotellerie und Baugewerbe) arbeiten viele Portugiesische Arbeitskräfte. Viele von Ihnen werden für die Hauptsaisonen zwischen November und April und Juni bis September angestellt. Auf Grund fehlender Informationen und langen Arbeitstagen, erleben viele von ihnen die Integration als Herausforderung. Die Integrationsbeauftragte vor Ort bietet Unterstützung und Informationen an, wird jedoch kaum von Migrantinnen und Migranten aufgesucht. Die Pilotaktivität beinhaltet die Einführung eines Unternehmens-Patinnen und –Paten-Systems. Diese unterstützen Arbeitnehmende mit Migrationshintergrund, stellen Informationen zur Verfügung und stellen falls nötig, den Kontakt zur Integrationsbeauftragten her.

Die Patinnen und Paten stehen im regelmäßigen Austausch mit der Integrationsbeauftragten, welche sie mit aktuellen Informationen zum Thema Integration unterstützt und bei Bedarf Kontakte zu weiteren Stellen (Vereine, Schulen etc.) herstellt. Die Aktivität der Patinnen und Paten wird durch eine Informationssammlung mit nützlichen Links und kurzen Inhaltsangaben zu Integration und Leben in der Schweiz und Zermatt ergänzt.

Mit zum Pilotprojekt gehört auch ein Template für Arbeitgebende zum Führen von Vorstellungsgesprächen. Die Idee ist, dass die Arbeitgebenden mit den Angestellten ihre Lebenssituation besprechen (mit deren Einverständnis), Informationen bereitstellen und einen geeigneten Paten oder eine geeignete Patin finden können.

1. Initial situation

In the situation analysis of the PlurAlps project to promote the integration of Portuguese residents in the Inner Mattertal, it has been shown that Portuguese employees who come to work in Zermatt and the surrounding communities face various challenges:

- Lack of language skills complicate orientation and everyday life in the communities.
- Information on topics such as employment law, school system, child care and the like are missing or are not understood and used due to low knowledge of German.
- Long and irregular working hours make it difficult to perform childcare tasks and to attend to integration and language services.
- Portuguese workers rarely dare to voice their concerns to their employers.

The integration of Portuguese workers is also a challenge for employers:

- German language skills are important and useful for the business, but they are often missing.
- There are barely enough employees with good German language skills.
- The professional competence of employees and their development often does not meet the needs of the company.

- In communication with the different staff, other languages are used (Italian, French and others).
- Employees are seldom motivated to attend integration courses or language courses.

Against this background, a working group with representatives of employers, the Portuguese population, the integration department and the Lucerne University of Applied Sciences has developed the idea of an internal company coach (godfather or godmother) system.

In order to support the integration of Portuguese employees, coaches are assigned in their companies to assist them with work and integration issues. At regular meetings, new and less integrated staff members can raise their questions and concerns, receive relevant information from the coaches, or are encouraged to turn to relevant bodies. The coaches in turn are in contact with the employers and the Integration Office in order to be able to perform this task. The company coach system should bring benefits to all parties involved (employees / employers / coaches / integration representatives).

2. Strategy

In a first step, the company coach system will be introduced in about 5 pilot companies. In a second step, the experiences will be evaluated and optimized, before further companies will be contacted via the associations (e.g. Hotel keeper association Zermatt, trade association). The first implementation of the company coach system will take place from autumn 2018 for the winter season 2018/19. The request to potential coaches is made by the employers (June to September 2018). The coaches are then prepared for their task in a preparatory workshop (October 2018). The employers are also invited to a part of the workshop so that a precise clarification of the roles can take place.

During a job interview with new employees, they are informed about the possibility of a having a coach. After that a suitable coach is looked for inside the company. If several coaches are conceivable in a company, care must be taken that they have experience comparable to that of employees (e.g. children of school age, life situation, etc.).

The coaches support the new employees with information and practical hints. They have relevant information on different topics such as work, living in the community, integration offers or know where to get this information (integration office, community services, and internet).

The coaches are not responsible for answering questions about the employment contract and the organization of work (this is the responsibility of employers) or for resolving conflicts. Even in the case of personal problems (finances, conflicts in the family, mental health problems), the coaches are not responsible for advising employees, but can also arrange contacts with relevant bodies.

The use of coaches by the employees is voluntary. If the cooperation between the coach and a new employee is not satisfactory for one of the two sides, the cooperation can be terminated at any time and a new coach can be looked for inside the company.

Information offers by company coaches

All job-relevant information is provided to the new employees by the employers in the context of the interview / training in the form of an information sheet. This is provided as an electronic template to the employer and can be filled with all work-related information. This information is supplemented by the coaches in a first meeting with the new employee (after the first working week) with further relevant information (depending on the interests and living conditions of the employee). The relevant information is collected by the Integration Office and made available to the coaches (electronically and / or printed).

Exchange between coaches, employees and employers

After the first meeting after one working week, the coach meets with the new employee 2-3 times during the touristic season. The meetings take place in an uncomplicated manner on site and happen after or before the work. If a coach is responsible for several employees, the meetings can also take place together. The content of the meetings are questions of new employees regarding the work, but also regarding life in the community and available offers and information. Also during their regular work, employees can address their questions directly to their coaches.

At the beginning of the season (after the first meeting of the coach with the employee), employers and coaches meet to exchange information, concerns and challenges. It is clarified whether there is need for action and possibilities for improvement. At the end of the season, a second meeting takes place which mainly serves the evaluation of the company coach system during the season, possible optimizations and a preliminary discussion of the upcoming season.

Exchange with the Integration Officer

Before the start of the touristic season and at the end of the season, the coaches from various companies meet with the Integration Officer. The content of the meetings are new information and offers from the field of integration and the community, as well as questions and topics of foreign employees.

The Integration Officer presents the integration offers and explains his/her function in the company coach system during an information event for all employees that will take place at the beginning of the season. The event is prepared and discussed together with the employers.

Complementary materials

The work of the coaches is complemented in the project with two additional products, which result from the situation analysis. The situation analysis has shown that the life situation of new employees is not much discussed during job interviews, but that the personal situation of the employee might result in specific challenges.

A job interview guideline is designed to make employers aware of how to talk to employees about their life situation and integration challenges (if they are familiar with it). The contents of the guideline are, for example, the organization of child care in shifts and with the life partner, housing situation, and leisure interests, etc.

As a second product an information sheet is developed by the project team. The aim is to present the relevant information and offers on one page (electronic or printed), with links referring to the corresponding websites. It is indicated with each information, in which languages it can be found on the Internet. The information sheet is supplemented by employers' job and company specific information and can be used by the coaches as well as the employers.

2.1 Objective

Main objective	Indicator
Establishment of the company coach system in 5 companies (touristic season 18/19). Spreading of the system to more companies in the next touristic season.	Number of companies and coaches for the touristic season 18/19 and 19/20
Objective 1	Indicator
The coaches advise at least one new employee during the winter season 2018/19	Number of employees that benefit from the company coach system
Objective 2	Indicator
The new employees are better informed	Decrease of difficulties due to lack of information
Objective 3	Indicator
The offers of the integration department are increasingly being used	Number of consultations and facilitations

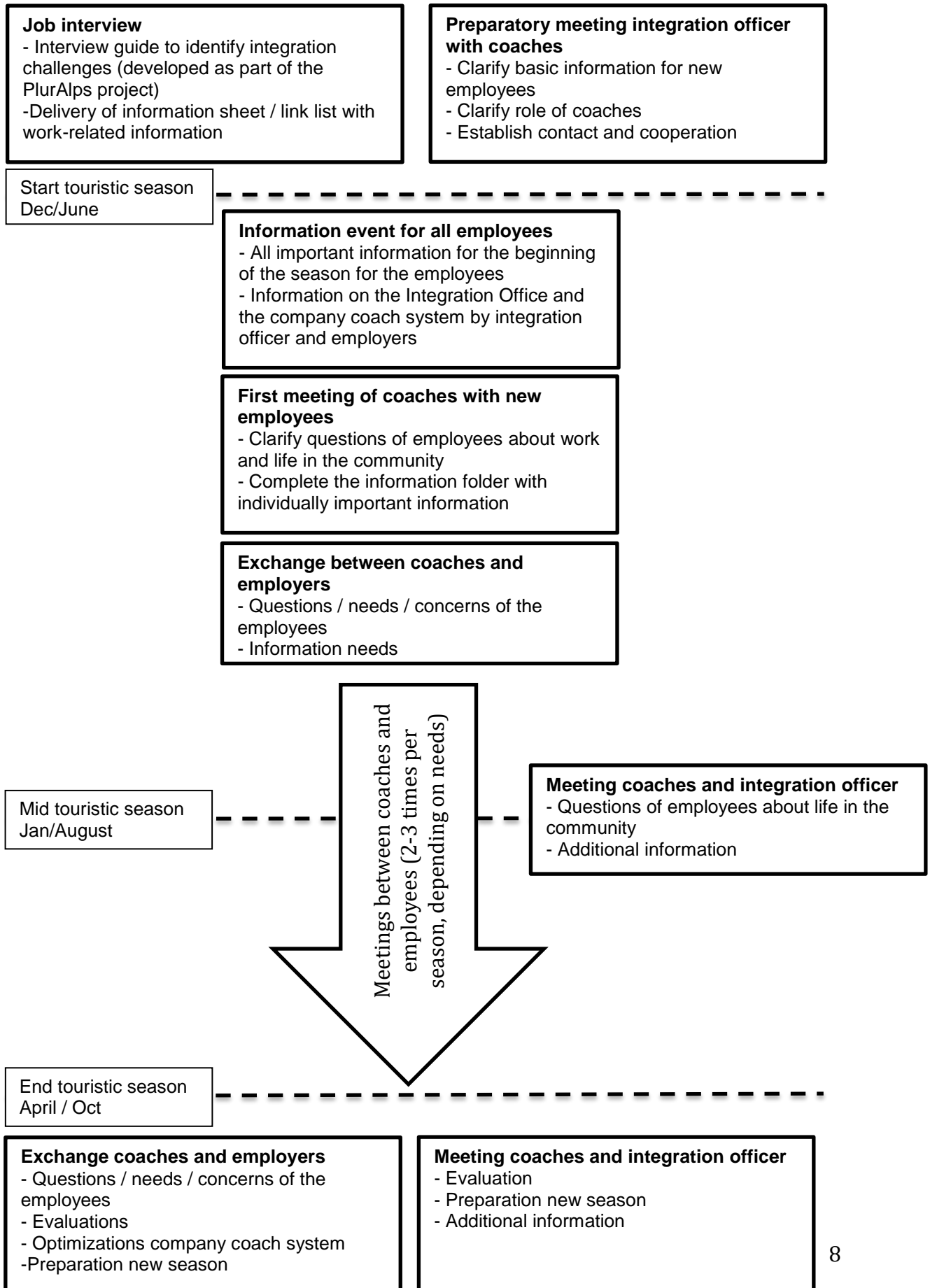
2.2 Target groups and impacts

Target groups	Impacts
Employees	<ul style="list-style-type: none"> - Employees are informed about the topics that are of central importance to them at work and in everyday life - The employees have a direct and low-threshold contact person in the company, to whom they can build trust - Employees benefit from the migration experience of well-integrated employees (coaches) - Employees can express their concerns more easily
Employers	<ul style="list-style-type: none"> - Benefit from satisfied and motivated employees whose integration makes progress and has a positive effect on the entire company - Know the concerns and challenges of their employees and anticipate problems - Are supported and relieved in answering work and everyday questions by the sponsors in the company
Coaches	<ul style="list-style-type: none"> - Can use own migration experiences and share with new employees - Perform an important and interesting task, which is also mentioned in work references - Can get involved with the Portuguese community - Are regularly informed about offers in the community
Integration department	<ul style="list-style-type: none"> - Integration-relevant information can be passed on via the godparents - The contact with the sponsors and the companies increases the awareness of the integration specialist - By providing targeted information to those interested, integration offers are better utilized

2.3 Expected results

- Implementation in 5 companies in the pilot phase (October 2018 - April 2019).
- Monitoring and evaluation of the pilot project by the Lucerne University of Applied Sciences - Social work and the steering group, documenting the findings
- Dissemination of results and recruiting of other companies by local associations (Hotel keeper association Zermatt, trade and crafts association (April 2019)
- Implementation by 5 more companies from June 2019
- Documentation of the company coach system for the PlurAlps Toolbox
- Production of an electronic information sheet / link list for employers and coaches
- Production of a job interview guide for the involved companies
- Dissemination of the job interview guide and the information sheet in other companies by local and national associations (Hotelier Association Zermatt, Zermatt Trade Association, Hotel Suisse (April 2019)

3. Activities



4. Project organisation

4.1 Partners

PlurAlps Project Partner

Regional Integration Office Upper Valais (RIO), Ms Eva Jenni, Integration Officer Inneres Mattertal

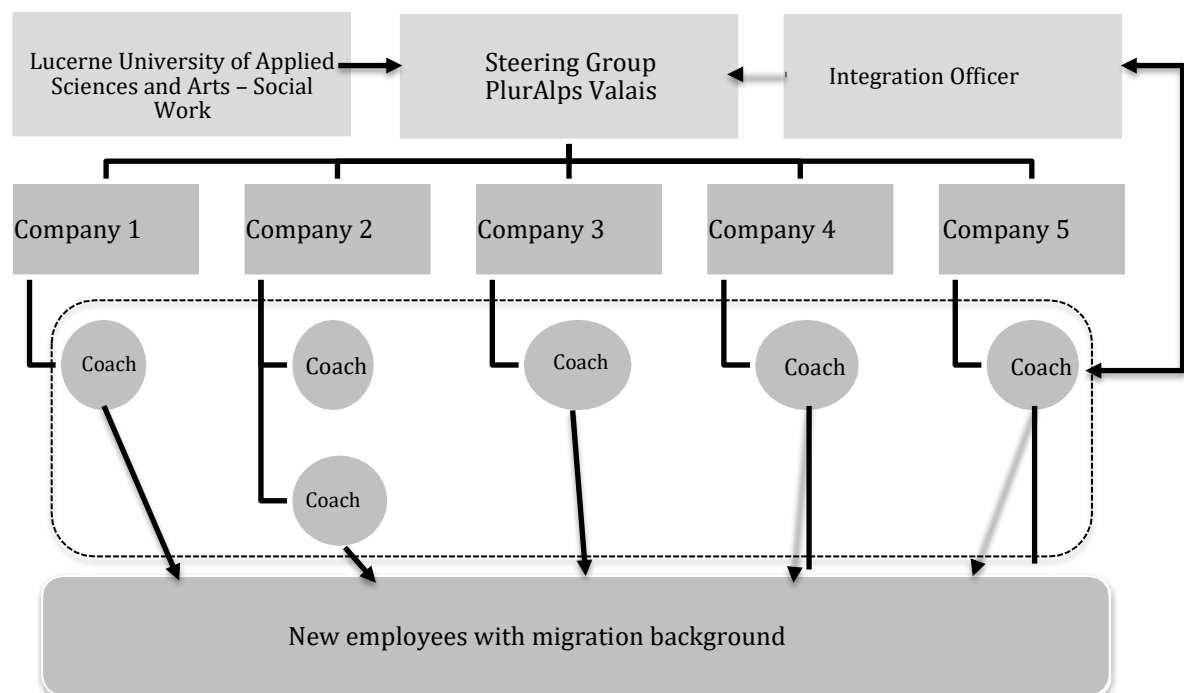
Steering Group

- Regional Integration Office Upper Valais (RIO), Ms Eva Jenni, Integration Officer Inneres Mattertal
- Judith Bauer, Managing Director Ari-Resort, School Commission Zermatt
- Sibylle Oswald Managing Director Parkhotel Beau-Site, Zermatt
- Leo Schuler, Headmaster OS Zermatt and Vocational Training Commission
- Jose Lourenço, Portuguese worker
- Andreia Neto, Association HSK Local Language and Culture
- Beat Zumtaugwald, Personnel Manager Sulag Ag Civil Engineering
- Philipp Fuchs / Nicolai Blasic, trade association, Zermatt

4.2 Target areas

Region Inner Mattertal, Zermatt, Canton of Valais

4.3 Project organisation



Annex – Press releases for the project

Im Inneren Mattertal leben und arbeiten viele portugiesische Arbeitnehmende. Doch an einem neuen Ort Fuß zu fassen ist gar nicht so einfach. Wo kann ich mich über Vereinsaktivitäten informieren? Wie funktioniert das Krankenversicherungssystem? Was ist dabei zu beachten? Wie ist das Schulsystem aufgebaut, und welche Aufgaben haben wir als Eltern?

Hinzu kommt, dass viele Informationen nicht unbedingt auf Portugiesisch vorliegen. Eine Möglichkeit ist, sich bei Freunden und anderen Portugiesinnen zu informieren. Doch auch diese können manchmal nicht weiterhelfen, oder die eigenen Erfahrungen liegen schon etwas zurück und Einiges hat sich verändert...

Nun schafft ein Patinnen- und Patenprojekt Abhilfe. Den Neuangekommenen werden im Unternehmen erfahrene und gut integrierte Mitarbeitende zur Seite gestellt, die ihnen für Arbeits- aber auch Alltagsfragen unterstützend zur Seite stehen. Damit die Patinnen und Paten über aktuelle Informationen verfügen und auf dem neusten Stand sind, stehen sie in regelmäßigem Kontakt mit der Integrationsbeauftragten des Inneren Mattertals.

Die Patinnen und Paten werden während der Wintersaison 2018/19 in fünf Unternehmen aktiv sein. Auf die Sommersaison 2019 sollen weitere Unternehmungen dem Beispiel folgen.

Company coaches for new migrant employees

Employees supporting employees



Informal meetings serve as a low-threshold source for information and sharing experiences - © istockphoto, zVg

Short Description

Together with the Integration Office and local SMEs in the region of Zermatt we focus on new migrant employees' integration in companies and daily life in the region. A special focus is set on Portuguese migrants since they are the biggest group of migrant employees in the region.

In the pilot service long-time employees with a migration background work as coaches for new arrived employees within a company. In personal and informal meetings they provide information about working and living in Zermatt.

The coaches serve as a low-threshold source of information within the company and their own background and experiences foster a common understanding of challenges and opportunities for new arrivals in Zermatt.

The coaches are in continuous contact with the regional integration Office to provide up-to-date information and to establish contact to the Integration Office or other organizations if needed.

In exchange meetings employers and coaches discuss challenges and opportunities for new employees in the company in order to identify solutions.

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Goals of the project

- Establish low-threshold information for new employees
- Improve the collaboration between SMEs and the local integration office
- Improve the awareness of employers for challenges of migration and integration within their own company and the municipality

PlurAlps – Pilot Projects

New Offers and Services for Migrants





WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.2.1 Implementation Concept

“Intercultural Mediator in St. Moritz”

HSLU





Organisation(s)	Hochschule Luzern – Soziale Arbeit
Authors	Bea Durrer Eggerschwiler
Delivery date	June 2018
Status	Final
Distribution level	Public



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Summary in English

In St. Moritz, the position of an intercultural mediator is to be created in close cooperation with the school and the association "Preschool Kindergarten". As a first step, families with a migrant (especially Portuguese) background will be supported in their integration. The project focuses on families with preschool children (0-4 years). The intercultural mediator will build up easily accessible contact with the parents, and facilitate communication between parents, important institutions and the school. The mediator gathers information about the parents' situation and their needs, providing information on available opportunities. They mediate and network between parents, institutions and existing offers. The creation of this job is expected to have a positive impact on the integration of the parents, equal educational opportunities for the children as well as cost savings in the communities for support services such as speech therapy.

Summary in German

In St. Moritz soll in enger Zusammenarbeit mit der Schule und dem Verein «Vorschulkindergarten» die Stelle einer interkulturellen Vermittlerin geschaffen werden. Unterstützt werden in einem ersten Schritt Familien mit Migrationshintergrund, vor allem auch portugiesische Familien bei ihrer Integration. Ein Schwerpunkt wird auf die Arbeit mit Familien mit Kindern im Vorschulalter (0 - 4 Jahre) gelegt. Durch den Aufbau eines niederschweligen Kontaktes zu Eltern fungiert die interkulturelle Vermittlerin als «Brückenperson» zwischen den Eltern, wichtigen Institutionen und der Schule. Sie lernt die konkrete Situation und die Bedürfnisse der Eltern kennen und kann diese über die zur Verfügung stehenden Angebote informieren. Außerdem vermittelt und vernetzt sie zwischen Eltern, Institutionen und bestehenden Angeboten. Dadurch erhofft man sich positive Auswirkungen auf die Integration der Eltern, die schulische Chancengleichheit der Kinder und für die betroffenen Gemeinden längerfristig Kosteneinsparungen für Unterstützungsangebote wie Logopädie, Ergotherapie und Physiomotorik.

1. Initial situation

Preliminary telephone conversations with the headmasters, the playgroup supervisor, the school social worker as well as a long-term employee of maternal and father's counselling as well as the results of a meeting on January 11 2018 show that the situation is heterogeneous with regard to Portuguese parents and children in St. Moritz. In addition to well-integrated children and parents, there are also families that are difficult to reach and their children receive insufficient support. In recent years, a variety of initiatives have been taken, especially by the school, and offers have been developed to cater for the situation of Portuguese or foreign-language children and adolescents in St. Moritz. Nevertheless, there is still a need for action, especially in the area of early promotion in preschool age and in the integration of difficult or hardly reachable parents. This is particularly evident in the following observations and experiences:

- There are children who do not attend the playgroup or other offers until the age of five and receive little support at home. When the children come to the kindergarten, missed development steps can hardly be made up.
- In addition to the lack of language skills, some children also experience motor difficulties and lack of social skills when entering kindergarten. This is a challenge for the teacher as well as for the class.
- It is noted that the need for support of Portuguese children in the field of speech therapy and occupational therapy is remarkably high.
- Concerning pre-school care there is no overview from the school. Partially, Portuguese preschool children are cared for by relatives across families.
- Parents of children with difficulties are often very difficult to reach.
- The difficulties of Portuguese children in school are often not due to children, but to parents who do not understand the Swiss education system or understand it too little.
- Observations suggest that some parents are illiterate or can only hardly read.

- The experiences and habits of the Portuguese parents are different from those of the Swiss in terms of promotion, playing habits, etc. Often there is a lack of "knowledge" and not of "willing".
- The mother and father consultant has had good experiences with home visits. After a basis of trust could be built up to the parents, successes were achieved. In addition, the advice was also carried forward within the Portuguese community and remained not only in the respective family.

Existing pre-school offers in St. Moritz

- The visit of the playgroup is basically voluntary in St. Moritz.
- Children aged 3 and over can visit the playgroup once or twice a week for two hours before or in the afternoon.
- Depending on the composition of the group, German is not the main language in the playgroup, this used to be different in the past. Today it can happen that amongst 9 children five to six different languages are spoken.
- For registration, a letter in German, Italian or Portuguese will be sent to the parents.
- Parents who do not register their children are not followed up.
- Foreign-language children can take advantage of the linguistic support program "Wunderfitz und Redeblitz ", either within or outside the playgroup.
- Based on observations it is assumed that the times of the play groups in St. Moritz (09.00-11.00 o'clock) in many cases are not compatible with the working hours of the Portuguese and Portuguese
- In 2018, 14 children (born in 2014) attend the linguistic early intervention "Wunderfitz und Redeblitz", which corresponds to around half of the Portuguese children. In recent years, the proportion of Portuguese children receiving early language support varies from around one third to almost two thirds of Portuguese children, depending on the school year.

9 out of 87 children currently in the nursery in St. Moritz are of Portuguese nationality (1 x year 2012, 3 x born 2013, 3 x born 2014, 1 x born 2015, 1 x born 2016). The tariffs are graduated according to the economic possibilities of the parents. The maximum tariff is CHF 108.- per day including meals, the minimum tariff is CHF 40.- per day including meals. Whether the cost of CHF 40 / day is sometimes too expensive for Portuguese families, or the parents know too little or not at all about the offer is not known. In addition, nurseries usually have fixed, and it is believed this could be too inflexible for those who have an irregular work schedule.

2. Strategy

Creation of a position for cultural mediation and promotion of integration

The position of a cultural mediator and integration promoter shall supports families with a migration background, especially Portuguese families in their integration. Emphasis will be put on working with families with preschool children (0 - 4 years). Families with high workloads often do not have the resources to inform themselves about existing services such as: playgroups, parenting courses, mother-child gymnastics. These families need practical guidance and support so that their children can develop according to their age. Outreach work focuses on the parents and serves to sensitize children's needs, the use and expansion of existing educational skills and the strengthening of personal responsibility. By building a low-threshold contact with parents, the position acts as a "bridge person" between the parents, important institutions and the school. She gets to know the concrete situation and the needs of the parents and can inform them about the available offers. She also communicates and networks with parents, institutions and existing services. In addition, she draws the attention of the responsible authorities to the situation of the parents and possibly missing offers. She builds up a relationship of trust between the authorities and the parents and shows them how the children can be supported linguistically as well as physically outside the playgroup. She also builds a network of "key people" with the aim of improving information and communication with immigrant parents. These tasks cannot be performed by the teachers in the normal school life,

but bring great benefits for the school, the community and especially for the children and parents involved.

2.1 Objective

Main objective	Indicator
Improved access of schools to parents with migration background	Number of contacts made
Objective 1	Indicator
As many children as possible with a migration background attend a pre-school (linguistic) early intervention program	Number of children attending an early intervention program
Objective 2	Indicator
Fewer children with difficulties in their developmental trajectories	Number of children with problems at school entry

2.2 Target groups and impacts

Target groups	Impacts
Schools, Municipalities, Region	<ul style="list-style-type: none"> - Improved access to immigrant parents and, more generally, to the migrant population. - In the longer term, there will be better integration of parents and children. - The nurseries and the linguistic early support of children with a migrant background is used even more than before. - The German language skills of children with a migrant background are better when entering a kindergarten than before. - Children with problems in their developmental processes are registered before entering kindergarten and receive support measures in close cooperation with existing offers. - By reaching children early, there are cost savings in other areas (support services such as speech therapy, occupational therapy and physical motor skills) at later stages. - The position will start as a pilot and, if successful, could be extended to other communities in the Upper Engadin region.
Children	<ul style="list-style-type: none"> - The specific language support can improve the German language skills as well as provide a general support of children with a migration background, thus facilitating entry into the kindergarten / school. - Equal opportunities for school success and training opportunities are increased. - Children are better able to integrate locally and are encouraged and supported in their development.
Parents	<ul style="list-style-type: none"> - They know the local education system better. - They get low-threshold educational support. - They are strengthened in their parenting responsibilities and can better accompany their children during school.

	- They will be shown ways in which they themselves can actively participate in social life (language courses, associations, etc.).
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2.3 Expected results

The expected results correspond to the listed impacts (section target groups). In principle, it is hoped that the integration of Portuguese parents and equal opportunities for children will be improved in the long term through comprehensive, low-threshold measures, especially in preschool education. The Swiss Education Report 2018 confirms that this is necessary in particular in early promotion.

3. Activities

Task profile of intercultural mediator

- Actively contact families of foreign origin, especially Portuguese.
- Conduct home visits, find out about the situation and needs of families.
- Inform the families about the offers and opportunities in St. Moritz.
- Inform the affected parties about needs for other or new offers. If possible, define new offers or help develop or organize them.
- Encourage families to actively use these services, especially in the area of childcare, pre-school and language courses.
- Build trust with the migrant parents.
- Mediate between the needs of preschool, school and families.
- Networking between institutions (e.g. preschool kindergarten, crèches, maternal and father's counselling etc.) and other state structures related to integration.
- Knowledge of foreign educational systems and cultures.

4. Project organisation

4.1 Partners

Contracting entity

School Principal St. Moritz

Sub-contractor

Ms Daniela Gmünder, Via Schuola, St. Moritz

4.2 Target areas

Region Upper Engadin, Canton of Grisons

4.3 Project organisation

The position is to be affiliated with Social Services Unit of the municipality. It serves as a link to the schools, pre-school and other community institutions and bodies as described in the task profile.

Support by the cantonal integration office: Co-financing of the planned position in St. Moritz. However, this depends on the tasks and the affiliation of the position. Start-up funding would be possible if the position was "docked" at the school, but carries out tasks that go far beyond the school. Of importance is currently the creation of "transitions". In the canton of Grisons, the early promotion is affiliated with the Social Welfare Office. But there is no actual operational

responsibility. In the near future, a working group will be set up at the canton, which will tackle the issue and coordinate the tasks of early childhood support in the canton of Grisons.

Annex – Press releases for the project

Immer wieder fallen Kinder portugiesischer Herkunft bei ihrem Schuleintritt mit motorischen und sprachlichen Defiziten auf. Diese verpassten Entwicklungsschritte lassen sich später kaum mehr aufholen und bedeuten für die betroffenen Kinder bereits zu Beginn ihres Lebens eine Chancengleichheit, die ihr ganzes Leben prägen kann. Dabei gäbe es einfache Lösungsansätze im Bereich der frühen Förderung der Kinder aber auch in der Sensibilisierung der Eltern. Ein erfolgsversprechender Ansatz liegt in der Zusammenarbeit von betroffenen Gemeinden mit interkulturellen Vermittler/innen. Durch den Aufbau eines niederschweligen Kontaktes zu den betroffenen Eltern fungiert ein/e interkulturelle/r Vermittler/in als «Brückenperson» zwischen den Eltern, sozialen und pädagogischen Institutionen sowie der Schule. Sie baut mit den Eltern ein Vertrauensverhältnis zu den Behörden auf und zeigt ihnen auf, wie die Kinder in der Familie aber auch außerhalb, beispielsweise in Spielgruppen und Betreuungseinrichtungen sprachlich und motorisch gefördert werden können. So profitieren alle Betroffenen in vielfältiger Weise: Die Gemeinden erhalten einen verbesserten Zugang zu Eltern mit Migrationshintergrund und allgemein zur Migrationsbevölkerung; es fördert längerfristig die Integration von bisher kaum oder schlecht integrierten Eltern und Kindern. Die Deutschkenntnisse der Kinder mit Migrationshintergrund sind bei Kindergarteneintritt besser als bisher und die Chancengleichheit bezüglich Schulerfolg und Ausbildungschancen wird erhöht. Eine Stelle für interkulturelle Vermittlung ist gerade für ländliche Gemeinden oft „Neuland“, verspricht aber längerfristig Gewinne für alle Beteiligten.

Intercultural mediator for families

A new approach to integrate families



As a first activity a read-out event in German and Portuguese for children and parents was organized at the library in Engelberg © HSLU

Short Description

In St. Moritz and Engelberg, the position of an intercultural mediator will be created in close cooperation with the school and the municipality. The project focuses on families with preschool children (0-4 years). The intercultural mediator will build up easily accessible contact with the parents, and facilitate communication between parents, important institutions and the school. The mediator gathers information about the parents' situation and their needs, providing information on available opportunities. They will mediate and network between parents, institutions and existing offers. The creation of this job is expected to have a positive impact on the integration of the parents, equal educational opportunities for the children as well as cost saving in the communities for support services such as speech therapy.

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Goals of the project

- Establish a better contact between the school and parents with a migration background .
- Enable as many migrant children as possible to attend a preschool kindergarten, including German language courses.
- As a result, decrease the number of children with motoric and linguistic learning difficulties at compulsory school level.



Interreg
Alpine Space
PlurAlps
European Regional Development Fund



PlurAlps – Pilot Projects

New Offers and Services for Migrants

Family - Tandems

A low threshold idea for intercultural contacts



Family tandems enable new contacts and experiences and help to build up networks © HSLU

Short Description

Tandems are created by connecting a foreign and a local family whose children attend the same class. The concept was developed by a work group and organized by specialized staff at primary school level. Teachers find children from both backgrounds who are bonding and propose to introduce the families to each other. Both families agree with the rules and the targets and make contact for a first meeting. The families organize subsequent meetings according to their needs. The local family pass on their experiences concerning the kindergarten or school life and the Swiss educational system to the tandem family. This exchange is a low threshold possibility for the foreign families to get tips and information which will help them to become familiar with life at school, events, leisure, etc. Local and migrant families connect with each other, expand their network and get insight into one another's culture.

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Goals of the project

- Supporting the integration for children and their families
- Insight in foreign cultures for local children and their families
- New encounters, contacts and experiences
- Networks for parents and children



Interreg
Alpine Space
PlurAlps
European Regional Development Fund



PlurAlps – Pilot Projects
New Offers and Services for Migrants

Intense Off-season German Course



Short Description

In Lauterbrunnen an intense German Course in cooperation with the Volkshochschule Interlaken will be created in November 2019. The situation analysis has shown, that many portuguese migrants have seasonal contracts and work from December to October of the next year. Even though many of the migrants stay in Lauterbrunnen during November because their children attend school. During the season, long working hours and the fact that most German Course offers are not in Lauterbrunnen but in the City of Interlaken, make attending a regular course impossible.

Together with representatives of the target group the project team developed the idea of an intense german course hosted in Lauterbrunnen itself during the entire month of November. The course takes place five times a week in the morning, so parents can be back at home, when their children come home from school. The content of the course focusses daily conversation and conversation at work and is open for all employees with a migrant background. Using the premisses of the school offers a central and easy accessible course. The project informs local employers about the course offers and invites them to support their staff in attending the course.

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Goals of the project

- Offer a local and easy accessible German Course in Lauterbrunnen
- Enable migrant workers to attend the course by focussing their time resources and availabilities
- Inform an sensitize local employers about learning the local language





WP T3 – Development of New Offers and Services for Migrants

Deliverable D.T3.4.1

Pilot Projects Lessons Learned Report

Organisation(s)	Regional Development Vorarlberg eGen
Authors	Robert Moosbrugger
Delivery date	31 October 2019
Status	Final
Distribution level	Public



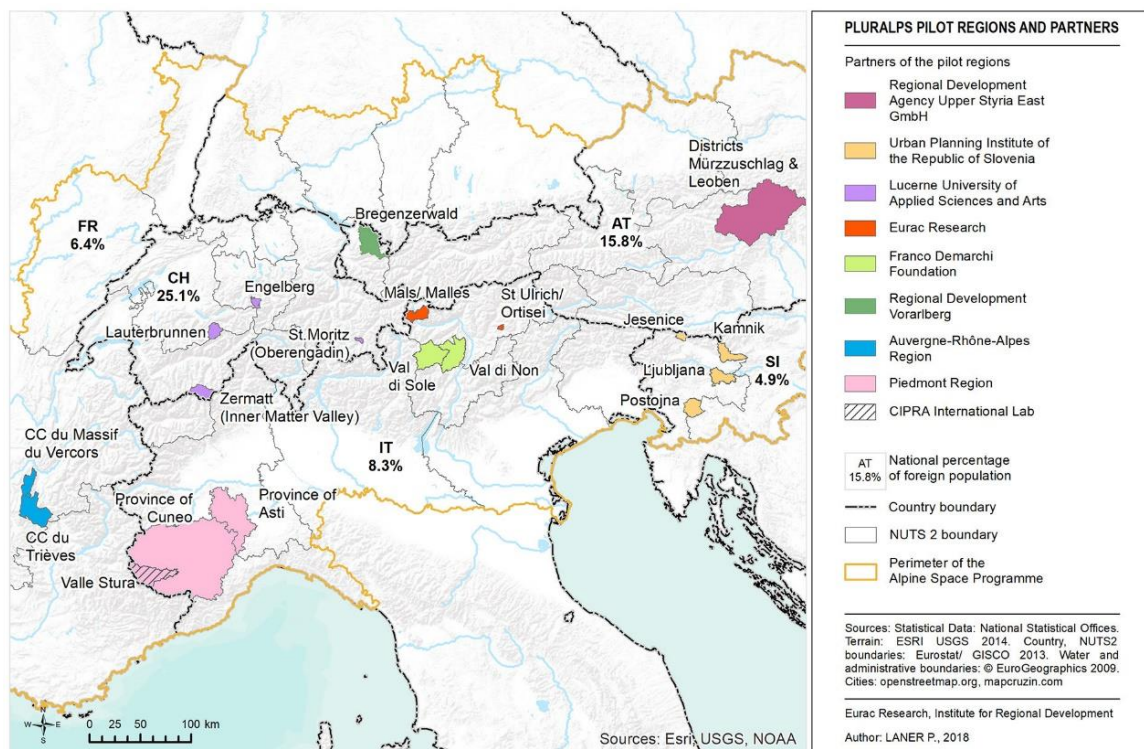
PlurAlps

Pilot Projects Lessons Learned Report

1. Introduction

PlurAlps is a transnational project with 10 partners coming from six Alpine countries. The centrepiece of the project is the development of new offers and services for the integration of migrants. This part of the project has the biggest budget share and is the most practical and tangible output. At the beginning of the project, each partner developed implementation concepts for new services in a participatory manner with local stakeholders. The idea behind this approach was twofold. First, each region has its own challenges and opportunities and therefore needs tailored solutions for the local context. Second, integration works best on the local level. Top-down approaches are not useful.

The PlurAlps project partners have formed local partnerships for the implementation of the pilot projects with over 80 stakeholders (municipalities, associations, cooperatives, SMEs, etc.) in the Alpine Space. The map below shows the geographic location of the PlurAlps pilot projects in the Alpine Space.



The pilot projects focus on new offers and services for the social and labour market inclusion of migrants. The new services developed and implemented by the partners include the following topics:

- Information delivery for newcomers – for example online platforms and regular welcome events
- Intercultural Coaches / Mediator / Tutors – for example Job and Housing coaches employed by municipalities
- Organising volunteers – for example harnessing the power of volunteering (locals and migrants) to support the integration process
- Language competences – for example new language training formats for rural areas combining child care and language training for women, or teaching local dialects.

The project consortium did not agree on common criteria for the selection of pilot areas and pilot activities. This has led to a broad range of offers and services developed through PlurAlps and has necessary limited the possibility for a comparative analysis of the pilot projects and for drawing general conclusions. A detailed description of each pilot project can be found on the [PlurAlps website](#). A categorisation of the various topics addressed by the pilot projects can be found in the annex to this report.

This pilot projects lessons learned report is based on a questionnaire that was filled in by all project partners (see annex) and the observations of the lead partner throughout the project. The report tries to filter out those elements that are of general importance when implementing pilot projects in the field of migration and regional development. The specific lessons learned of each pilot project are highlighted in the PlurAlps [innovation toolbox](#) where the four most important lessons learned for each tool are documented.

2. Pilot projects lessons learned

What worked well?

The PlurAlps project partners describe the cooperation and communication with their local implementation partners as a positive experience that benefited both sides. What is important in this respect is to **follow a participatory approach** right from the beginning. The pilot activities need to be jointly defined with local stakeholders. This is a time consuming process, but it pays off, as it increases the impact of the activities and the long-term commitment of the local implementation partners. Some partners found it useful, to elaborate a communication strategy before involving their local implementation partners, so as to have more clarity when starting the elaboration of the pilot project with local stakeholders.

Many of the pilot projects tried to support the development of a welcoming culture in municipalities, regions and organisations. What worked well in this respect were interventions that created **opportunities for meetings and direct exchange** between local people and migrants, within contexts structured for this purpose. The possibility of knowing migrant people in their individuality, and not as mere representatives of a group, and of sharing pleasant experiences with them, allows to overcome prejudices. The prejudice phenomenon is in fact associated with the perception of homogeneity of the group object of discrimination to which some distinctive negative traits are associated. The possibility of living positive experiences with individuals belonging to a group subject to prejudice, directly or vicariously through the narration by a third party, creates the prerequisite for deconstructing prejudices, since the positive judgment formed towards the individual can also be transferred to the his/her group of belonging (according to the same modalities that characterize the phenomenon of confirmation of negative stereotypes).

The topic of migration has very much to do with how it is communicated and transported in regional and in social media. Those project partners that have managed to **involve regional media and social media**, for example through short videos, have found that these activities are very beneficial for the success of pilot projects.

One of the main impacts of the pilot projects is that the stakeholders experience that migration does not need to be a source of fear and conflict. The project PlurAlps shows, that **integration issues should be tackled at the lowest level of governance**, where they can be solved, because that is where the trust between the various actors is highest. Funding should therefore be directed towards the municipal level for local integration initiatives and the European Union can provide meaningful support through its various funding instruments for regional development.

The experiences from the PlurAlps pilot projects further show that integration processes are not automatic but that they need to be consciously designed to bring local actors together. EU funded projects can play an important role to help municipalities to deal with the integration of migrants into local society by **motivating citizens and migrants to participate in the integration process** together. Personal contacts between local residents and migrants allow creating mutual trust and

give migrants the feeling of being welcomed and accepted. Well-designed initiatives can help reducing the fear of local residents and migrants of getting into contact with each other.

Pluralist societies require ongoing work and investment – by citizens, civil societies, companies and governments. Regional Development actors should see this as a chance and design and implement projects that actively contribute to shape the process of inclusion of migrants and to bring the concept of pluralism to life.

What didn't work so well?

The political environment is a decisive external factor for the success of pilot projects in the field of migration and integration. The pilot projects were planned and implemented over a three year period. Many **political changes** have happened on national, regional and municipal levels during this time. Political changes have confronted some project partners with problems during the pilot project implementation. In some cases the pilot projects received support from decision makers at the beginning. After elections some of the decision makers changed and showed no interest or withdrew support for some pilot projects.

It is hard work to reach out to newcomers and longer-term residents at the same time. Letters or email invitations to participate in activities are not sufficient. Personal contacts are needed in order to have them involved in the project activities. The project partners also realised that **working with SMEs** on the topic of migration and integration is very challenging. In many SMEs there is no notion why integration and a welcoming culture is important.

3. Pilot projects sustainability

All PlurAlps partners see their pilot projects as sustainable measures for the integration of migrants. The main reason cited for the sustainability of the pilot projects is that they respond to the real needs on the local and regional level and that they have been **co-designed and developed with local actors**. Also the personal motivation of some of the local project partners is cited as a factor for the sustainability of the pilot projects. In addition, the **broad involvement of stakeholders** (local and regional public authorities, sectoral agencies, NGOs, higher education and research, etc.) is also crucial for the long-term sustainability of the actions.

Another factor that ensures the sustainability of the pilot projects is, that they are in many cases already **integrated in local or regional structures** that have taken these activities on board as part of their strategy and ongoing services. Some of the PlurAlps partners have also developed follow up projects for which they have secured regional or national funds.

To guarantee the sustainability of a pilot project it is essential to have the **support of the decision makers** already in the designing phase; even better if the aims of the project are born within local policies. This support must be guaranteed for the entire duration of the project and the policies must guarantee the sustainability of the project, committing to translate the results achieved into actions that put into practice what has been tested.

4. Pilot projects recommendations

Based on the experience of implementing 9 pilot projects to develop new offers and services for migrants, the PlurAlps consortiums makes the following recommendations for organisations that want to carry out similar activities within an Interreg project:

Starting-up phase:

- **Start with a clear perspective** of who is your target group (who do you refer to if you are talking about a pluralistic society? Who do you not refer to?)
- **Build a trustful relationship** with local cooperation partners. Start first with an exploratory phase with respect to the skills and contributions that each stakeholder can potentially give to the project through individual meetings, and then to organize workshops with

persons/organisations who have shown greater convergence with respect to the aims and complementarity with respect to the competences.

- **Use the right terminology.** For example the framing of “newcomers” instead of “migrant” can be helpful.
- **Take the newcomers’ perspective** (instead of predominant perspective of receiving community) and involve newcomers in the initial workshops (and subsequently throughout the pilot projects). An early involvement of a cultural mediator in this process can be very helpful to reach out and involve newcomers.
- **Carry out a participatory analysis** in the region, involving the local stakeholders. This process takes time, but bringing the stakeholders together and enable them to network and exchange viewpoints and perspectives, leads to better results towards the end of the project.

Implementation phase:

- **Keep regular contact** with the pilot project (e-mails of course, but calls and visits are for sure more effective!).
- **Communicate through various channels** with your target groups. Finding suitable communication channels is a key success factor. Often such communication, especially with newcomers, needs to be personalised. For example invitations for workshops might need to be handed over personally. Use social media to reach out to younger target groups.
- **Choose attractive locations** for the activities. This increases the likelihood of broad public participation.
- **Be flexible during project implementation.** Sometimes the circumstances change and the pilot projects need to adapt during the implementation phase, and not just stick to an initially agreed upon plan.

5. Added value of transnational cooperation

A key success factor for pilot projects to develop new offers and services for migrants is that they are designed in a participatory manner and adapted to the local context. This necessarily limits the transnational character of such pilot projects.

However, the transnational character of the PlurAlps project has helped the project partners to draw inspiration from each other and to promote in their own regions inspiring practices from other Alpine countries. The Interreg Programmes of the European Union are an important instrument to promote cooperation between Regions in Europe. The Interreg PlurAlps project allowed the project partners to go beyond regional and national borders and promote a debate on and an exchange of best practices with the involvement of relevant transnational stakeholders. Through **sharing and exchanging best practices** between similar regions, it becomes easier to develop good practices and policies for the integration of migrants.

In addition, each of the pilot project contains elements that are transferable to other Alpine contexts. The most suitable elements for such transfers are combined in the [PlurAlps innovation toolbox](#).

Annex 1 – Categorisation of the PlurAlps pilot projects by topics

Topics	Pilot Activities	Partners
Arrival Management / Information delivery	Online information platform for services and offers	Regio-V (AT)
	Online platform for an overview of the options for migrants in the region	RMOSO (AT)
	Uniform arrival management in Upper Styria	RMOSO (AT)
	Welcome event for new inhabitants	EURAC (IT)
Coaches / Mediator / Tutors	Job-Coach	EURAC (IT)
	Housing-Coach	EURAC (IT)
	Empowerment Tutors	RPIEM (IT)
	Cultural mediator	UIRS (IT)
	Company coaches	HSLU (CH)
Harnessing the power of volunteering	Reinforcing the network of volunteers	EURAC (IT)
	Promote the culture of volunteering and association membership	EURAC (IT)
	I am a volunteer – stimulating the culture of volunteering among migrants	UIRS (SI)
Language competences	New language training formats for rural areas	Regio-V (AT)
	Language Cafés	EURAC (IT)
	Promoting family literacy	UIRS (SI)
SMEs	Cross-company human resource management	Regio-V (AT)
	Courses for young migrants to expose them to traditional work activities in SMEs	FFD (IT)
Agricultural cooperatives	Training for building up a mountain farm	CIPRA (AT)
	Creation of network for inclusion among cooperatives	RPIEM (IT)
Social mobilisation and dialogue formats	Stimulating the dialogue on inclusion through media	EURAC (IT)
	Promote the culture of mountain hiking	EURAC (IT)
	Participatory video making	FFD (IT)
	Talking books (<i>libri parlanti</i>)	FFD (IT)
Skills	My skills – your skills platform	UIRS (SI)
Health professionals	Attracting health professionals to rural areas	AURA (FR)
Methods / Approaches	Emic-etic model and its implication in the field of integration	HSLU (CH)
Social planning instruments	Social planning instrument	AidA (DE)
	Digital tool to estimate the future medical needs	AURA (FR)

Annex 2 – Questionnaire Lessons Learned Report

1. LESSONS LEARNED – WHAT WORKED WELL?

Comments:

2. LESSONS LEARNED – WHAT DIDN'T WORK SO WELL?

Comments:

3. LESSONS LEARNED – IF YOU HAD TO DO IT ALL OVER AGAIN, WHAT WOULD YOU DO DIFFERENTLY?

Comments:

4. LESSONS LEARNED – WHAT RECOMMENDATIONS WOULD YOU MAKE TO OTHERS DOING SIMILAR PROJECTS?

Comments:

5. LESSONS LEARNED – WHAT IS STILL NEEDED TO MAKE THE PILOT PROJECT A SUCCESS?

Comments:

6. LESSONS LEARNED – IS YOUR PILOT PROJECT SUSTAINABLE?

Comments:

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7. LESSONS LEARNED – HOW WOULD YOU ASSESS THE COLLABORATION WITH YOUR MAIN TARGET GROUPS?

Consider the following categories:

- *Local public authority*
- *Regional public authority*
- *Sectoral agency*
- *Interest groups including NGOs*
- *Higher education and research*
- *SME*

Comments:

8. LESSONS LEARNED – DOES YOUR PILOT PROJECT HAVE ANY TRANSNATIONAL, INTERNATIONAL, OR ALPINE RELEVANCE OR DIMENSION?

Comments:

9. LESSONS LEARNED – ANY ADDITIONAL COMMENTS, FOR EXAMPLE ON UNINTENDED IMPACTS, COMMUNICATION ASPECTS, DISSEMINATION AND REPLICATION OF THE PILOT PROJET, ETC.

Comments:

Chestnut trees and newcomers

L'Arbu, the craft of the mountain: training opportunities for migrants for building up a mountain farm

Report on the pilot region Valle Stura

The project is located in Piedmont, in the northwest of Italy and is called l'Arbu, a word that means "plant" in the local dialect. The word l'Arbu is mainly used to describe the chestnut tree. In this area, the chestnut forests mean environment, landscape, organic food such as honey, labour and heating. The valley is called Valle Stura and that it is characterized by an ageing population and a greater generational difference. For many small local companies it is very difficult to find employees. The "dream" of the majority of the population is to find work elsewhere.



The exodus of the population is a major problem in many Alpine valleys. For these valleys, the arrival of people can constitute a great opportunity, for the social community, but also for the economy and for the development of the landscape. For this reason, CIPRA International Lab supports projects such as l'Arbu.

L'Arbu is the result of an initiative launched in 2015. At that time, the Germinale Association was founded with the aim of creating a community agriculture in Valle Stura. The founders were 5 locals and 4 migrants from Central Africa. At the very beginning Giulia was already involved. Giulia is the first protagonist of this story. She was born in Torino, grew up in Milan and lived in Argentina for many years. She came back in 2012 because the big city of Buenos Aires was too chaotic for her, her

husband and their daughter. One can say that Giulia landed in Valle Stura by chance. And above all, she arrived there without any knowledge of agriculture. But Giulia had many other resources and was able to integrate quickly in the valley.

When some PlurAlps partners spread the Alpine Pluralism Award call in 2017, the Germinale association took part with its project. A total of 40 measures and initiatives on migration and integration in the Alpine region were submitted. Germinale won in the category land use and environment because they had tried to give a chance to people who were excluded and agriculture which was considered marginal. In September 2017, thanks to the Alpine Pluralism Award, the cooperation between Germinale and CIPRA started around the project l'Arbu.

When we informed Giulia that we wanted to support the further development of her project, she told us about the second protagonist of our history. His name is Mohammed Alpha Diallo, he is 20 years old and comes from Guinea Conakry. He did not see a political and economic future in Guinea Conakry and left his homeland to find a better future. He travelled through Senegal, Mali, Algeria and stayed in Libya for a while. When the political context there was no longer stable, he took a boat and came to Sicily and then on to Piedmont. One say said that Alpha landed in Valle Stura by chance. He lived there in a reception centre where no activities or language courses were offered. He had a lot of energy and desire to do something, but unfortunately no possibility to get involved. Fortunately, he met Giulia and was started to work in the project l'Arbu.

The two protagonists of this migration story come finally together. They understand each other and work well together.

Since the beginning of the project Alpha has attended various courses: he participated in a one-day bread course and in a Sambucano lamb cooking experience. He began to approach the world of beekeeping and learned how the world of bees works. His training also included sheep farming, the cultivation of vegetables, potatoes and medicinal plants.





Giulia, her colleagues and a large part of the population like Alpha and appreciate his work. Alpha had the opportunity to get familiar with various aspects of mountain farming and to decide which area he would like to work in. We visited the project in June and we can say that the project was working well.

But there are also difficulties: the cooperation in the valley is sometimes hard, it is difficult for Alpha to find an apartment, and above all he does not yet know whether he can stay in Italy. Giulia and Germinale imagine a future where Alpha stays in Piedmont and where he works in a mountain farm. Who knows. Alpha himself doesn't know what his future will look like. At the moment he wants to learn as much as possible about agriculture and is thinking about the possibilities of using new technologies in Guinea. Later he would like to work independently. He has many ideas and is very motivated. When we asked him a few questions in June, he told us that Africa has many resources, but that many things are still missing.

In the last months we have been in contact with Giulia very often. We asked her to give us a message about the project l'Arbu and she said that her team had become more aware of sustainable solutions and that the project had created new appreciation for the cultural landscape in Valle Stura. What she particularly likes in this project is that l'Arbu deals with an agriculture that cares for both people and nature.

We liked a lot to work on this project. While working on l'Arbu we asked ourselves some questions: what makes a project successful? Is it a large budget? Is it a good network? Is it enough time? All these are certainly important points, but even more important are the people who believe in a project and show their commitment.



People like Giulia and her team who are doing a fantastic project. We hope that they will never lack the motivation, flexibility and the capacity to be innovative.

The PlurAlps Team of CIPRA International Lab

October 2019

english

JESENICE, MY NEW HOME

Good to know:
Information Booklet for Migrants



FREE COPY – TAKE ME WITH YOU!

CONTENTS

- Administrative services
- Social services
- Health insurance
- How to find a physician
- Education
- Employment
- Sports, culture and social life
- Slovenian language courses
- Help with communication
- Police, fire brigade, emergency services

Dear migrants,

This booklet is intended to make your first steps in a new environment easier. It contains information about the help available to you from social work centres and other organisations, enrolling your children in kindergarten or school, obtaining health insurance and finding a physician. You will also find basic information about employment and learning Slovenian, about activities organised by sports and cultural societies and about the options available to young people, as well as where you can find help with communication.

This booklet is a result of the pilot activities conducted as a part of transnational project PlurAlps (INTERREG Alpine Space), focused on making the Alpine space friendlier to migrants. Actively responding to the invitation from the project partner – the Urban Planning Institute of the Republic of Slovenia – the Jesenice, Kamnik and Postojna municipalities have joined the project and launched pilot activities aimed at creating a more inclusive environment for migrants.

We hope that our intentions have succeeded. We wish you every comfort in your new environment and hope that you will become an active part of it.

Authors

ADMINISTRATION SERVICES

What can I do at the administrative unit?

At the administrative unit, you can take care of matters such as residence permits, the registration of temporary/permanent residence, single permits for work and residence (see the Employment section), marriages, birth certificates, driving licences, replacements for lost documents, etc.

You can only apply for a **temporary residence permit** if you have entered Slovenia legally and you meet other conditions (e.g. if you study or work in Slovenia). As a general rule, the initial permit should be applied for at the consulate or embassy of the Republic of Slovenia, while extensions can be requested at your local administrative unit. If you move, the administrative unit should be notified of your new address within 8 days.

For **children born in Slovenia**, the maternity hospital will provide all the relevant details to the administrative unit and the birth certificate will be sent to your address. The baby is not automatically granted Slovenian citizenship. To ensure that the baby is entitled to a residence permit, the necessary documents should be taken care of as soon as possible in the home country (the parents' country). The baby will not be entitled to health insurance until they have a residence permit.

A number of administrative matters can also be taken care of via the eUprava portal at <https://e-uprava.gov.si/en>.



Jesence Administrative Unit / Upravna enota Jesence
Cesta železarjev 6a, 4270 Jesence

🌐 (04) 585 1400, www.upravneenote.gov.si/jesence

Jesence

SOCIAL SERVICES

What kind of assistance can the social work centre provide?

You can contact the social work centre any time you have a problem. The consultants will help you. They can provide financial assistance, help with integrating into the community, support for families and children, and consultations on a variety of topics.

Initial social assistance refers to the initial conversation with a social worker, where you discuss your problem and find the solution together. You will receive information on the types of help available and how to obtain it, including financial assistance.

How can you access initial social assistance? Visit the centre during office hours for your first conversation with a social worker. There is no need to make an appointment in advance. In emergencies, you can also find help outside office hours, but only during opening hours.

Personal help means a personalised long-term consultation to solve your problems depending on your needs. You will be assigned a consultant who will help you draw up a plan to solve the problem and will guide you on your way, helping you to reach the solution and organise your life. They will also inform you of the types of help available to you locally and provided by other organisations (Red Cross, Caritas, etc.).



Family counselling means help with family relationships and childcare. It is comparable to personal help but with multiple family members included in the consultation.

Home help is intended for people over 65 years of age and people who are unable to look after themselves. It includes help with housekeeping, personal care, establishing social contact, taking care of urgent matters, etc.

Financial assistance: You can apply for child benefits, social assistance benefits in cash, income support, reduced kindergarten fees, subsidised meals for primary and secondary school students, subsidies for rent, exemption from payments for compulsory health insurance and/or social assistance services, etc.

More information about your rights is available at <https://www.csd-slovenije.si/>.



Social Work Centre / Center za socialno delo Gorenjska, Enota Jesenice
Cesta železarjev 4a, 4270 Jesenice

☎ (04) 583 4600, www.csd-jesenice.si

Jesenice

HEALTH INSURANCE

Health insurance covers your costs in case of illness, injury or any other medical need, ensuring medical and social security (for the duration of your illness or injury). Health insurance in Slovenia is **compulsory** (basic health insurance) **and voluntary**. The basic form of health insurance is compulsory for all residents of the Republic of Slovenia. It is generally taken out and paid for by your employer. You are required to take out compulsory health insurance yourself if you would like to add family members or if you become unemployed and are not entitled to financial compensation. In this case, you will be required to submit form M-DČ at the Health Insurance Institute of Slovenia.

As compulsory health insurance only covers the basic costs of treatment, we recommend also taking out voluntary health insurance to ensure full coverage of the value of medical services not covered in full by the compulsory health insurance.

Compulsory health insurance is required before you can take out voluntary health insurance. It is up to you to organise your own voluntary health insurance at any insurance company where it is available, namely Adriatic, Triglav or Vzajemna.

If you have no health insurance, you are still entitled to emergency medical assistance. For any other services, you can contact a pro bono clinic for people with no health insurance.

Jesenice

Health Insurance Institute / Zavod za zdravstveno zavarovanje Slovenije,
OE Kranj, Izpostava Jesenice
Cesta maršala Tita 78, 4270 Jesenice

🌐 (04) 583 3782, www.zzzs.si/imenik

INSURANCE COMPANIES:

VZAJEMNA zdravstvena zavarovalnica
Cesta maršala Tita 77, 4270 Jesenice

🌐 (04) 583 3830, www.vzajemna.si/sl/poslovalnice/poslovalnica-jesenice

ADRIATIC SLOVENICA d.d.
Cesta železarjev 2, 4270 Jesenice

🌐 (04) 583 7050, www.adriatic-slovenica.si/zavarovanje/zdravje

Zavarovalnica TRIGLAV d.d.
Delavska ulica 1, 4270 Jesenice

🌐 (04) 581 0500, www.triglavzdravje.si/sklenitev-zavarovanja/dopolnilno-zdravstveno-zavarovanje

HOW TO FIND A PHYSICIAN

Once you have taken care of compulsory health insurance, you will need to choose a **personal physician** whom you will consult in case of health issues. The list of available physicians can be found at your nearest health centre. The health centre also houses clinics for infants and school-age children offering medical services and counselling.

In addition to a personal GP, you are expected to choose a personal dentist and a personal gynaecologist.

Health centres also offer counselling services, which provide information on how to look after your health, have a healthy diet, stay physically active, maintain a healthy weight, live without harmful habits (such as smoking or drinking alcohol), maintain good interpersonal relationships and manage stress. All counselling services and workshops are free of charge and open to everyone looking to do something positive for their health. Enquire at your nearest health centre for details.

For **urgent medical assistance**, call the toll-free number 112 or visit the emergency unit, which is open 24/7.

Multilingual handbooks are available for easier communication in medical matters:

SL-EN-FR http://multilingualhealth.ff.uni-lj.si/MNZ_ang_fr_ponatis_www_skupaj.pdf

SL-Arab-Farsi http://multilingualhealth.ff.uni-lj.si/MNZ_arab_far_ponatis_www_skupaj.pdf

Health Centre / Zdravstveni dom Jesenice
Cesta maršala Tita 78, 4270 Jesenice

☎ (04) 586 8146, www.zd-jesenice.si

General Hospital / Splošna bolnišnica Jesenice
Cesta maršala Tita 78, 4270 Jesenice

☎ (04) 586 8000, www.sb-je.si

Emergency Unit / Urgentna ambulanta, Cesta maršala Tita 78, 4270 Jesenice

☎ (04) 586 8385, www.sb-je.si, www.zd-jesenice.si

Pro bono clinic for people with no health insurance

Fajdiga Clinic / Fajdigova Ambulanta
Gospodsvetska ulica 9, 4000 Kranj

☎ (04) 208 2208, www.fajdigova.si

Jesenice

EDUCATION

When, how and where to enrol your child in kindergarten

Your child can be enrolled in kindergarten from the age of 11 months onwards. Subject to availability, your child can be enrolled at any time during the year. To enrol, visit your nearest kindergarten where you can collect the registration form and other information. As kindergarten is not compulsory, it is subject to a fee. The amount depends on the kindergarten and your income. At the social work centre, you can inquire whether you are entitled to a reduced kindergarten fee. The application for a reduced kindergarten fee should be submitted no later than one month before the child starts kindergarten.

... in primary school

Slovenia has compulsory primary education for children from 6 to 15 years of age. Primary school has 9 grades. Your child should be enrolled in the first grade of primary school in the calendar year in which they turn 6. Enrolment in primary school takes place in February. Visit your nearest primary school to learn more about enrolment and the curriculum, including for children who have previously attended primary school. Information on reduced fees for brunch and lunch is available at the social work centre.



... in secondary school

Secondary education has 3 or 4 grades and takes place in general upper secondary schools (gimnazija), vocational schools and technical schools. Calls for enrolment are published in February. Schools also hold visitors' days where you can find out more about the curriculum. Enrolment takes place in March. Secondary school students may also be entitled to a reduced brunch fee.

Adult education

Are you an adult looking to finish your education? Would you like to further your education? You have a number of options available for finishing or obtaining a formal education, as well as for participating in free non-formal education programmes, such as workshops and talks on personal growth, strengthening basic skills, easier integration into the local environment, etc. Do you have the skills and know-how for a specific vocation but no formal qualifications? You can enrol in the **National Vocational Qualification** (NPK – Nacionalna poklicna kvalifikacija) programme, which is the fastest way to the vocation you want. Contact the adult education providers in your municipality. They will be happy to provide advice and assistance. Some adult education programmes are free of charge.

Several adult education programmes are also offered by the **Institute of the RS for Vocational Education and Training** (Center RS za poklicno izobraževanje, <http://www.cpi.si/en/>) and the **Institute for Business Education** (Center za poslovno usposabljanje, <https://www.cpu.si/?lang=en>).



EDUCATION



Jesenice

KINDERGARTEN:

Vrtec Jesenice, Cesta Cirila Tavčarja 21, 4270 Jesenice

🌐 (04) 583 6740, www.vrtecjesenice.si

PRIMARY SCHOOLS:

OŠ Toneta Čufarja Jesenice, Cesta Cirila Tavčarja 21, 4270 Jesenice

🌐 (04) 583 3250, www.tonecufar.si

OŠ Prežihovega Voranca Jesenice, Cesta Toneta Tomšiča 5, 4270 Jesenice

🌐 (04) 581 1500, www.prezihovvoranc.si

OŠ Koroška Bela Jesenice, Cesta talcev 2, 4270 Jesenice

🌐 (04) 580 6405, www.oskoroskabela.si

OŠ Poldeta Stražišarja, Ul. Viktorja Kejžarja 35, 4270 Jesenice
(education programme for children with special needs)

🌐 (04) 583 4150, www.poldestrazisar.si

SECONDARY SCHOOLS:

Srednja šola Jesenice, Ulica bratov Rupar 2, 4270 Jesenice

🌐 (04) 581 3100, www.ssj-jesenice.si

Gimnazija Jesenice, Trg Toneta Čufarja 1, 4270 Jesenice

🌐 (04) 580 9450, www.gimjes.si

ADULT EDUCATION:

Jesenice Public Education Centre / Ljudska univerza Jesenice
Delavska ulica 1, 4270 Jesenice

🌐 (04) 583 3802, www.lu-jesenice.net/splosno-izobrazevanje



EMPLOYMENT

The application for a **work permit** is included in the application for a **single permit** for work and residence, which enables foreign nationals from third countries to enter, live and work in Slovenia. The application for a single permit should be submitted at the administrative unit if you are already in Slovenia or at the Slovenian consulate or embassy in your country. Before submitting the application, make sure you **notify your employer**, as they will need to ensure that their tax obligations are settled in full on the day of submission.

The procedure for issuing the permit is managed by the administrative unit, while approval is issued by the Employment Service, provided you meet the required conditions. The conditions differ depending on the type of work. More details are available at the Employment Service and online at https://www.ess.gov.si/delodajalci/zaposlovanje_in_delo_tujcev/vrste_soglasij_in_pogoji.

Work permits for citizens of Bosnia and Herzegovina and citizens of Serbia, as well as for seasonal jobs in agriculture that take under 90 days, are issued by the Employment Service.

Self-employment: Foreign nationals can enter into self-employment after a 1-year uninterrupted legal stay in Slovenia or after registering in the business register. In this case, approval from the Employment Service is not required.

To find out more about your own and your employer's rights and obligations, contact the workers' counselling centre by calling the free phone number 080 14 34 or visiting <http://www.delavskasvetovalnica.si>.



Jesenice

Employment Service of the RS / Zavod RS za zaposlovanje, Urad za delo Jesenice
Cesta maršala Tita 16, 4270 Jesenice

🌐 (04) 581 1300, www.ess.gov.si/o_zrsz/naslovi_in_uradne_ure/

SPORTS, CULTURE AND SOCIAL LIFE

Leisure activities are very important for your well-being in a new environment. Why not join an activity in your town and get acquainted with the locals? Most of them are free of charge and their providers are always happy to greet new participants. For details, contact each organisation directly.

Sports activities: Sports activities are the domain of the sports clubs. Take a look at the addresses below and online to see what is available in your town. There will almost certainly be a local football, basketball, handball or volleyball team for you to join, as well as a mountaineering club that will introduce you to the neighbouring hills so you can explore your new home.

Culture activities: If you have a preference for culture rather than sports, you can visit a museum or gallery in town, take in an exhibition or join the local culture society to discover the sights with other members.

Youth centres offer a place for secondary school students, university students and other young people to meet and mingle. The centres organise social and cultural events, sports activities and non-formal education activities (workshops, courses, talks and roundtable discussions).

Libraries are a treasure trove of information on activities in your area, so stop by your local library and ask about upcoming events. Libraries also frequently organise events for kindergarten and school-age children.



SPORTS, CULTURE AND SOCIAL LIFE

Jesenice Jesenice Public Education Centre / Ljudska univerza Jesenice, Večgeneracijski center Gorenjske
Delavska ulica 1, 4270 Jesenice
🌐 (04) 583 3802, www.lu-jesenice.net/splosno-izobrazevanje/vecgeneracijski-center

The Jesenice Public Education Centre offers a variety of activities that will help you integrate into society. You can choose from Slovenian and foreign language courses, ICT workshops, creative workshops and culinary workshops. Activities are open to foreign nationals and Slovenians alike and are organised free of charge. Free study help is available for children.

Society UP Jesenice / Društvo UP Jesenice
Cesta maršala Tita 63, 4270 Jesenice
🌐 031 569 340, www.up-jesenice.org

Society UP Jesenice in the House of Happiness offers a variety of choices for quality leisure time activities for people of all ages. You can take part in creative workshops, crafts workshops, talks, computer and social media courses or workout courses. Most activities are free of charge.

Jesenice Sports Institute / Zavod za šport Jesenice
Ledarska ulica 4, 4270 Jesenice
🌐 (04) 588 4660, 040 666 933, www.zsport-jesenice.si

Partizan Jesenice, Sports and Recreation Society / Društvo za športno rekreacijo in telesno vzgojo
Cesta Železarjev 1, 4270 Jesenice
🌐 059 110 129, www.partizan-jesenice.si

The Partizan Sports and Recreation Society organises a range of workout courses for children and adults at various levels, from recreational to competitive. You can join them in aerobics, healthy workouts, acrobatics, judo, majorettes and many other activities.

Jesenice Youth Centre / Mladinski center Jesenice
Ulica Viktorja Kežarja 22, 4270 Jesenice
🌐 (04) 588 4681, www.mc-jesenice.si

The Jesenice Youth Centre organises and offers the following activities:

- daily opportunities for young people to meet and mingle,
- holiday activities for children and adolescents at various locations,
- providing information on various spheres of interest for young people,
- preventive programmes for young people on addiction and high-risk behaviour,
- non-formal education and opportunities for innovation and cultural creativity for young people.

If you are interested in discovering the rich culture of Bosnia, Macedonia or Serbia with a focus on folklore, literature and music, visit the societies below and ask about upcoming events.

Biser Culture and Sports Society / Kulturno in športno društvo Biser Jesenice
Ledarska 4, 4270 Jesenice

🌐 040 422 077, <http://sokultura.si/wp/povezave/kulturna-drustva/kulturno-in-sportno-drustvo-bosnjakov-biser-jesenice/>

Ilinden Macedonian Culture Society / Makedonsko kulturno društvo Ilinden
Jesenice

) Cesta Borisa Kidriča 2, 4270 Jesenice
051 239 139

Vuk Karadžić Culture, Sports and Humanitarian Society / Kulturno prosvetno športno in humanitarno društvo Vuk Karadžić Radovljica – podružnica
Jesenice

) Cesta maršala Tita 62, 4270 Jesenice
040 652 484



SLOVENIAN LANGUAGE COURSES

Learning Slovenian is sure to make your life in a new environment easier. Citizens of third countries (all countries except EU and EEA member states and Switzerland) can take advantage of the **free Slovenian language course** organised as part of the programme for initial immigrant integration (Začetna integracija priseljencev, ZIP). The courses are organised throughout Slovenia; the provider's contact details are included below. The full updated list is available here:

<https://infotujci.si/vkljucevanje-v-slovensko-druzbo/brezplacni-tecaji-slovenskega-jezika/>.

You can take part in the course if you have a valid residence permit, have not completed and are not currently enrolled in an education programme in Slovenia and have not yet passed the basic-level Slovenian language exam. The course has up to 180 hours. In order to take part, you will need a certificate from the administrative unit (Certificate on meeting the enrolment conditions – Potrdilo o izpolnjevanju pogojev za udeležbo v enotnem programu), which costs EUR 22.60. 80% lecture attendance is a condition to sit the exam. Exams are free of charge.

In addition to these courses, you can also take part in other activities aimed at improving your Slovenian language skills. Ask the providers in your town for more information.

Free Slovenian language courses as part of ZIP, the initial immigrant integration programme in Jesenice, are provided by the Škofja Loka Open University.

Škofja Loka Public Education Centre / Ljudska univerza Škofja Loka
Podlubnik 1a, 4220 Škofja Loka

🌐 (04) 506 1300, www.lu-skofjaloka.si

Jesenice

The Jesenice Public Education Centre holds Slovenian conversation courses called "What's the right word for that?" and free multi-level Slovenian courses.

Jesenice Public Education Centre / Ljudska univerza Jesenice
Delavska ulica 1, 4270 Jesenice

🌐 (04) 583 3802, www.lu-jesenice.net

HELP WITH COMMUNICATION

If you need help communicating with officials, teachers, physicians or society in general, you can take advantage of an intercultural mediator. Mediators speak English, Arabic, Farsi, Dari Farsi, Albanian and Bosnian. To find your nearest mediator, please contact the Society UP Jesenice.



Further information on integration into Slovenian society can be found at

<https://infotujci.si/>

(in English and Slovenian language only)



Society UP Jesenice / Društvo UP Jesenice
Cesta Maršala Tita 63, 4270 Jesenice

☎ 031 569 340, e-mail: info@up-jesenice.org

Jesenice

POLICE, FIRE BRIGADE, EMERGENCY SERVICES

If you find yourself in a situation where your own or someone else's life is at risk, dial 112 (emergency services, fire brigade, police).

If you are a victim of a crime, if you have witnessed a crime or if you believe a crime has been committed, call the police on 113.

You can also call the police anonymously on the free phone number 080 1200.



Jesenice

Police Station / Policijska postaja Jesenice
Hrušica 217, 4276 Hrušica

- 📞 (04) 582 1300, www.policija.si
www.policija.si/o-slovenski-policiji/organiziranost/policijske-uprave/pu-kranj/enote

Fire Fighting Association / Gasilska zveza Jesenice
Cesta Maršala Tita 66, 4270 Jesenice

- 📞 (04) 583 4967, www.gzj.si

Emergency Unit / Urgentna ambulanta
Cesta maršala Tita 78, 4270 Jesenice

- 📞 (04) 586 8385, www.sb-je.si, www.zd-jesenice.si

Authors:

The information booklets for migrants were prepared by the Urban Planning Institute of the Republic of Slovenia as a PlurAlps project partner and by the Centre for NGO Information, Cooperation and Development (CNVOS) as a subcontractor in collaboration with the following stakeholders in the pilot areas:

- Jesenice: Občina Jesenice, Center za socialno delo Gorenjska, Enota Jesenice, Ljudska univerza Jesenice in Društvo UP Jesenice.
- Kamnik: Občina Kamnik, Knjižnica Franceta Balantiča Kamnik, Zasebni vrtec Zarja, Center za socialno delo Osrednja Slovenija, Enota Kamnik, Javni zavod Cene Štupar – Center za izobraževanje Ljubljana.
- Postojna: Občina Postojna, Srednja gozdarska in lesarska šola, BOREO Regijsko stičišče NVO, Center za socialno delo Primorsko Notranjska, Enota Postojna.

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Ljubljana, October 2019





This information booklet for migrants was prepared as part of the project **PlurAlps: Enhancing capacities for a pluralistic Alpine Space** (11/2016 – 10/2019) within part of the pilot activities in Work Package 3: New Offers and Services for Migrants. The information for migrants was compiled for the PlurAlps project pilot areas, i.e. Jesenice, Kamnik and Postojna. It is available in four languages: Albanian, Bosnian, English and Macedonian.

For more information about the PlurAlps project, please visit

www.alpine-space.eu/pluralps



english

KAMNIK, MY NEW HOME

Good to know:
Information Booklet for Migrants



FREE COPY – TAKE ME WITH YOU!

CONTENTS

- Administrative services
- Social services
- Health insurance
- How to find a physician
- Education
- Employment
- Sports, culture and social life
- Slovenian language courses
- Help with communication
- Police, fire brigade, emergency services

Dear migrants,

This booklet is intended to make your first steps in a new environment easier. It contains information about the help available to you from social work centres and other organisations, enrolling your children in kindergarten or school, obtaining health insurance and finding a physician. You will also find basic information about employment and learning Slovenian, about activities organised by sports and cultural societies and about the options available to young people, as well as where you can find help with communication.

This booklet is a result of the pilot activities conducted as a part of transnational project PlurAlps (INTERREG Alpine Space), focused on making the Alpine space friendlier to migrants. Actively responding to the invitation from the project partner – the Urban Planning Institute of the Republic of Slovenia – the Jesenice, Kamnik and Postojna municipalities have joined the project and launched pilot activities aimed at creating a more inclusive environment for migrants.

We hope that our intentions have succeeded. We wish you every comfort in your new environment and hope that you will become an active part of it.

Authors

ADMINISTRATION SERVICES

What can I do at the administrative unit?

At the administrative unit, you can take care of matters such as residence permits, the registration of temporary/permanent residence, single permits for work and residence (see the Employment section), marriages, birth certificates, driving licences, replacements for lost documents, etc.

You can only apply for a **temporary residence permit** if you have entered Slovenia legally and you meet other conditions (e.g. if you study or work in Slovenia). As a general rule, the initial permit should be applied for at the consulate or embassy of the Republic of Slovenia, while extensions can be requested at your local administrative unit. If you move, the administrative unit should be notified of your new address within 8 days.

For **children born in Slovenia**, the maternity hospital will provide all the relevant details to the administrative unit and the birth certificate will be sent to your address. The baby is not automatically granted Slovenian citizenship. To ensure that the baby is entitled to a residence permit, the necessary documents should be taken care of as soon as possible in the home country (the parents' country). The baby will not be entitled to health insurance until they have a residence permit.

A number of administrative matters can also be taken care of via the eUprava portal at <https://e-uprava.gov.si/en>.



Kamnik Administrative Unit / Upravna enota Kamnik
Glavni trg 24, 1240 Kamnik

🌐 (01) 831 8100, www.upravneenote.gov.si/kamnik

Kamnik

SOCIAL SERVICES

What kind of assistance can the social work centre provide?

You can contact the social work centre any time you have a problem. The consultants will help you. They can provide financial assistance, help with integrating into the community, support for families and children, and consultations on a variety of topics.

Initial social assistance refers to the initial conversation with a social worker, where you discuss your problem and find the solution together. You will receive information on the types of help available and how to obtain it, including financial assistance.

How can you access initial social assistance? Visit the centre during office hours for your first conversation with a social worker. There is no need to make an appointment in advance. In emergencies, you can also find help outside office hours, but only during opening hours.

Personal help means a personalised long-term consultation to solve your problems depending on your needs. You will be assigned a consultant who will help you draw up a plan to solve the problem and will guide you on your way, helping you to reach the solution and organise your life. They will also inform you of the types of help available to you locally and provided by other organisations (Red Cross, Caritas, etc.).



Family counselling means help with family relationships and childcare. It is comparable to personal help but with multiple family members included in the consultation.

Home help is intended for people over 65 years of age and people who are unable to look after themselves. It includes help with housekeeping, personal care, establishing social contact, taking care of urgent matters, etc.

Financial assistance: You can apply for child benefits, social assistance benefits in cash, income support, reduced kindergarten fees, subsidised meals for primary and secondary school students, subsidies for rent, exemption from payments for compulsory health insurance and/or social assistance services, etc.

More information about your rights is available at <https://www.csd-slovenije.si/>.



Social Work Centre / Center za socialno delo Osrednja Slovenija, vzhod, Enota Kamnik

Usnjarska cesta 8, 1241 Kamnik

 (01) 830 3280, www.csd-kamnik.si

Kamnik

HEALTH INSURANCE

Health insurance covers your costs in case of illness, injury or any other medical need, ensuring medical and social security (for the duration of your illness or injury). Health insurance in Slovenia is **compulsory** (basic health insurance) **and voluntary**. The basic form of health insurance is compulsory for all residents of the Republic of Slovenia. It is generally taken out and paid for by your employer. You are required to take out compulsory health insurance yourself if you would like to add family members or if you become unemployed and are not entitled to financial compensation. In this case, you will be required to submit form M-DČ at the Health Insurance Institute of Slovenia.

As compulsory health insurance only covers the basic costs of treatment, we recommend also taking out voluntary health insurance to ensure full coverage of the value of medical services not covered in full by the compulsory health insurance.

Compulsory health insurance is required before you can take out voluntary health insurance. It is up to you to organise your own voluntary health insurance at any insurance company where it is available, namely Adriatic, Triglav or Vzajemna.

If you have no health insurance, you are still entitled to emergency medical assistance. For any other services, you can contact a pro bono clinic for people with no health insurance.

Kamnik Health Insurance Institute / Zavod za zdravstveno zavarovanje Slovenije, OE
Ljubljana, Izpostava Kamnik
Ljubljanska cesta 1, 1241 Kamnik
☎ (01) 307 7683, www.zzzs.si/imenik

INSURANCE COMPANIES:

VZAJEMNA zdravstvena zavarovalnica
Ljubljanska cesta 4a, 1240 Kamnik
☎ (01) 830 9960, www.vzajemna.si/sl/poslovalnice/poslovalnica-kamnik

ADRIATIC SLOVENICA d.d.
Maistrova 2, 1240 Kamnik
☎ (01) 839 7166, www.adriatic-slovenica.si/zavarovanje/zdravje

Zavarovalnica TRIGLAV d.d.
Maistrova 2, 1240 Kamnik
☎ (01) 831 7056, www.triglavzdravje.si/sklenitev-zavarovanja/dopolnilno-zdravstveno-zavarovanje

HOW TO FIND A PHYSICIAN

Once you have taken care of compulsory health insurance, you will need to choose a **personal physician** whom you will consult in case of health issues. The list of available physicians can be found at your nearest health centre. The health centre also houses clinics for infants and school-age children offering medical services and counselling.

In addition to a personal GP, you are expected to choose a personal dentist and a personal gynaecologist.

Health centres also offer counselling services, which provide information on how to look after your health, have a healthy diet, stay physically active, maintain a healthy weight, live without harmful habits (such as smoking or drinking alcohol), maintain good interpersonal relationships and manage stress. All counselling services and workshops are free of charge and open to everyone looking to do something positive for their health. Enquire at your nearest health centre for details.


For **urgent medical assistance**, call the toll-free number 112 or visit the emergency unit, which is open 24/7.

Multilingual handbooks are available for easier communication in medical matters:

SL-EN-FR http://multilingualhealth.ff.uni-lj.si/MNZ_ang_fr_ponatis_www_skupaj.pdf

SL-Arab-Farsi http://multilingualhealth.ff.uni-lj.si/MNZ_arab_far_ponatis_www_skupaj.pdf

Health Centre / Zdravstveni dom dr. Julija Polca Kamnik
Novi trg 26, 1241 Kamnik

 (01) 831 8600, www.zdkamnik.si

Emergency Unit / Urgentna ambulanta
Novi trg 26, 1241 Kamnik

 (01) 831 8715, www.zdkamnik.si

Kamnik

EDUCATION

When, how and where to enrol your child in kindergarten

Your child can be enrolled in kindergarten from the age of 11 months onwards. Subject to availability, your child can be enrolled at any time during the year. To enrol, visit your nearest kindergarten where you can collect the registration form and other information. As kindergarten is not compulsory, it is subject to a fee. The amount depends on the kindergarten and your income. At the social work centre, you can inquire whether you are entitled to a reduced kindergarten fee. The application for a reduced kindergarten fee should be submitted no later than one month before the child starts kindergarten.

... in primary school

Slovenia has compulsory primary education for children from 6 to 15 years of age. Primary school has 9 grades. Your child should be enrolled in the first grade of primary school in the calendar year in which they turn 6. Enrolment in primary school takes place in February. Visit your nearest primary school to learn more about enrolment and the curriculum, including for children who have previously attended primary school. Information on reduced fees for brunch and lunch is available at the social work centre.



... in secondary school

Secondary education has 3 or 4 grades and takes place in general upper secondary schools (gimnazija), vocational schools and technical schools. Calls for enrolment are published in February. Schools also hold visitors' days where you can find out more about the curriculum. Enrolment takes place in March. Secondary school students may also be entitled to a reduced brunch fee.

Adult education

Are you an adult looking to finish your education? Would you like to further your education? You have a number of options available for finishing or obtaining a formal education, as well as for participating in free non-formal education programmes, such as workshops and talks on personal growth, strengthening basic skills, easier integration into the local environment, etc. Do you have the skills and know-how for a specific vocation but no formal qualifications? You can enrol in the **National Vocational Qualification** (NPK – Nacionalna poklicna kvalifikacija) programme, which is the fastest way to the vocation you want. Contact the adult education providers in your municipality. They will be happy to provide advice and assistance. Some adult education programmes are free of charge.

Several adult education programmes are also offered by the **Institute of the RS for Vocational Education and Training** (Center RS za poklicno izobraževanje, <http://www.cpi.si/en/>) and the **Institute for Business Education** (Center za poslovno usposabljanje, <https://www.cpu.si/?lang=en>).



EDUCATION

Kamnik

KINDERGARTENS:

- Vrtec Antona Medveda Kamnik
Novi trg 26 B, 1241 Kamnik
] 🌐 (01) 830 3330, www.vrtec-kamnik.si
Zasebni vrtec Zarja,
Perovo 28, 1241 Kamnik
] 🌐 059 075 300, 040 166 840, www.vrteczarja.si
Zasebni vrtec Sonček
Fužine 5, 1241 Kamnik
] 🌐 059 078 210, www.vrtecsonek.com
Zasebni vrtec Peter Pan
Cankarjeva cesta 12 b, 1241 Kamnik
] 🌐 (01) 831 9423, (01) 831 9424, www.peterpan.si

PRIMARY SCHOOLS:

- OŠ Toma Brejca
Šutna 39, 1241 Kamnik
] 🌐 (01) 830 3780, www.ostb.si
OŠ Frana Albrehta
Šolska ulica 1, 1241 Kamnik
] 🌐 (01) 839 6300, www.os-fa.si
OŠ Marije Vere
Ljubljanska 16/a, 1241 Kamnik
] 🌐 (01) 830 3140, www.os-marijevere.si
OŠ Stranje
Zgornje Stranje 22, 1242 Stahovica
] 🌐 (01) 832 5433, www.os-stranje.si
OŠ Šmartno
Šmartno 27/a, 1219 Laze v Tuhinju
] 🌐 (01) 834 7001, www.ossmartno-tuhinj.si
OŠ 27. julij Kamnik
(primary school with a modified programme)
Tomšičeva ulica 9, 1240 Kamnik
] 🌐 (01) 839 1145, 070 850 082, www.os-27julij.si



SECONDARY SCHOOLS:

- Gimnazija in srednja šola Rudolfa Maistra Kamnik
Novi trg 41A, 1241 Kamnik
] 🌐 (01) 830 3200, www.gssrm.si, www.gssrm.si/programi/izobrazevanje-odraslih
(including adult education)



OTHER:

Cirius, Center za izobraževanje, rehabilitacijo in usposabljanje Kamnik
Novi trg 43/a, 1241 Kamnik

🌐 (01) 831 7444, www.cirius-kamnik.si

(public institute for the education and rehabilitation of children and adolescents with motor impairments or chronic illnesses)

EMPLOYMENT

The application for a **work permit** is included in the application for a **single permit** for work and residence, which enables foreign nationals from third countries to enter, live and work in Slovenia. The application for a single permit should be submitted at the administrative unit if you are already in Slovenia or at the Slovenian consulate or embassy in your country. Before submitting the application, make sure you **notify your employer**, as they will need to ensure that their tax obligations are settled in full on the day of submission.

The procedure for issuing the permit is managed by the administrative unit, while approval is issued by the Employment Service, provided you meet the required conditions. The conditions differ depending on the type of work. More details are available at the Employment Service and online at https://www.ess.gov.si/delodajalci/zaposlovanje_in_delo_tujcev/vrste_soglasij_in_pogoji.

Work permits for citizens of Bosnia and Herzegovina and citizens of Serbia, as well as for seasonal jobs in agriculture that take under 90 days, are issued by the Employment Service.

Self-employment: Foreign nationals can enter into self-employment after a 1-year uninterrupted legal stay in Slovenia or after registering in the business register. In this case, approval from the Employment Service is not required.

To find out more about your own and your employer's rights and obligations, contact the workers' counselling centre by calling the free phone number 080 14 34 or visiting <http://www.delavskasvetovalnica.si>.



Kamnik

Employment Service of the RS / Zavod RS za zaposlovanje, Urad za delo Kamnik
Kajuhova pot 11, 1241 Kamnik

🌐 (01) 831 6151, www.ess.gov.si/o_zrsz/naslovi_in_uradne_ure/

SPORTS, CULTURE AND SOCIAL LIFE

Leisure activities are very important for your well-being in a new environment. Why not join an activity in your town and get acquainted with the locals? Most of them are free of charge and their providers are always happy to greet new participants. For details, contact each organisation directly.

Sports activities: Sports activities are the domain of the sports clubs. Take a look at the addresses below and online to see what is available in your town. There will almost certainly be a local football, basketball, handball or volleyball team for you to join, as well as a mountaineering club that will introduce you to the neighbouring hills so you can explore your new home.

Culture activities: If you have a preference for culture rather than sports, you can visit a museum or gallery in town, take in an exhibition or join the local culture society to discover the sights with other members.

Youth centres offer a place for secondary school students, university students and other young people to meet and mingle. The centres organise social and cultural events, sports activities and non-formal education activities (workshops, courses, talks and roundtable discussions).

Libraries are a treasure trove of information on activities in your area, so stop by your local library and ask about upcoming events. Libraries also frequently organise events for kindergarten and school-age children.



SPORTS, CULTURE AND SOCIAL LIFE

Kamnik Kamnik and its surroundings offer countless opportunities for recreation and sports activities to spice up your leisure time. The vast woods nearby produce plenty of clean air, offering a beautiful environment for recreation and relaxation. Just a few steps from the old town centre, you will find the popular trail to the summit of Stari grad, where remains of the erstwhile fort still stand today.

Thanks to its rich and colourful past, Kamnik boasts many cultural sights and extensive cultural heritage. Throughout the year, the town hosts countless concerts, plays, exhibitions, literary events, travel talks and more. Events are organised by museums, galleries, the town library, the culture centre and numerous culture societies.

For details on upcoming events, check online or visit one of the addresses below.

Tourism, Sports and Culture Agency / Zavod za turizem, šport in kulturo
Kamnik
Glavni trg 2, 1241 Kamnik

📍🌐 (01) 831 8250, www.visitkamnik.com

The main tourist information point in the town centre offers information on Kamnik and the surrounding area, brochures, souvenirs, flyers and tickets for events, as well as internet access. They are well-informed on the latest goings-on in town, so be sure to visit them and ask about upcoming events that you can attend. Many of them are free of charge.

Youth Centre / Zavod Mladinski center Kotlovnica Kamnik
Fužine 10, 1241 Kamnik

📍🌐 070 405 484, www.kotlovnica.si

The main hub for young people in Kamnik is the Kotlovnica Youth Centre, where young people of all ages, cultural backgrounds and world views spend time together, express their creativity and take part in a range of activities.

Library / Knjižnica Franceta Balantiča Kamnik
Ljubljanska cesta 1, 1241 Kamnik

📍🌐 (01) 831 1217, www.kam.sik.si

The library houses an intercultural mobile collection of books in Croatian, Bosnian, Serbian, Macedonian and Albanian. Stop by and discover the books available in your language. Children, the unemployed and recipients of social assistance benefits in cash can borrow books and other materials free of charge.

Makadam Society – Intergenerational Social and Activity Centre / Društvo
Makadam – Medgeneracijski center druženja in aktivnosti Dnevna soba
Usnjarska ulica 9, 1241 Kamnik

The Dnevna soba Intergenerational Social and Activity Centre is open to everyone, regardless of age and origin. They welcome everyone who is willing to share their time and energy with other people for the common good. They are particularly popular with young (and not-so-young) people looking for a creative outlet, as they organise a variety of fine arts, music and literary workshops. Dnevna soba also offers study help and quiet corners for independent studying. Dnevna soba is a space for listening and talking. It is a safe haven. Welcome!

Sandžak Culture and Sports Society / Kulturno in športno društvo Sandžak
v Sloveniji

Usnjarska 9, 1240 Kamnik

🌐 www.glas-sandzaka.si

The Sandžak Society is aimed particularly at Bosnian immigrants, enabling them to keep in touch with their culture and tradition. Their folklore group is a regular participant in various festivals and events. The society also publishes Glas Sandžaka (The Voice of Sandžak), a periodical in Bosnian.



SLOVENIAN LANGUAGE COURSES

Learning Slovenian is sure to make your life in a new environment easier. Citizens of third countries (all countries except EU and EEA member states and Switzerland) can take advantage of the **free Slovenian language course** organised as part of the programme for initial immigrant integration (Začetna integracija priseljencev, ZIP). The courses are organised throughout Slovenia; the provider's contact details are included below. The full updated list is available here:

<https://infotujci.si/vkljucevanje-v-slovensko-druzbo/brezplacni-tecaji-slovenskega-jezika/>.

You can take part in the course if you have a valid residence permit, have not completed and are not currently enrolled in an education programme in Slovenia and have not yet passed the basic-level Slovenian language exam. The course has up to 180 hours. In order to take part, you will need a certificate from the administrative unit (Certificate on meeting the enrolment conditions – Potrdilo o izpolnjevanju pogojev za udeležbo v enotnem programu), which costs EUR 22.60. 80% lecture attendance is a condition to sit the exam. Exams are free of charge.

In addition to these courses, you can also take part in other activities aimed at improving your Slovenian language skills. Ask the providers in your town for more information.

Kamnik Free Slovenian language courses as part of ZIP, the initial immigrant integration programme in Kamnik, are provided by the Cene Štupar Public Institute.

Cene Štupar – CILJ
Šmartinska 134a, 1000 Ljubljana

☎️ (01) 234 4400, www.cene-stupar.si

Free Slovenian language courses for foreign nationals are also organised in the France Balantič Library and the Kotlovnica Youth Centre.

Library / Knjižnica Franceta Balantiča Kamnik
Ljubljanska cesta 1, 1241 Kamnik

☎️ (01) 831 1217, www.kam.sik.si

Youth Centre / Zavod Mladinski center Kotlovnica Kamnik
Fužine 10, 1241 Kamnik

☎️ (01) 831 8230, 070 405 484, www.kotlovnica.si

HELP WITH COMMUNICATION

If you need help communicating with officials, teachers, physicians or society in general, you can take advantage of an intercultural mediator. Mediators speak English, Arabic, Farsi, Dari Farsi, Albanian and Bosnian. To find your nearest mediator, please contact the Society UP Jesenice.



Further information on integration into Slovenian society can be found at

<https://infotujci.si/>

(in English and Slovenian language only)



Society UP Jesenice / Društvo UP Jesenice
Cesta Maršala Tita 63, 4270 Jesenice

☎ 031 569 340, e-mail: info@up-jesenice.org

POLICE, FIRE BRIGADE, EMERGENCY SERVICES

If you find yourself in a situation where your own or someone else's life is at risk, dial 112 (emergency services, fire brigade, police).

If you are a victim of a crime, if you have witnessed a crime or if you believe a crime has been committed, call the police on 113.

You can also call the police anonymously on the free phone number 080 1200.



Kamnik

Police Station / Policijska postaja Kamnik
Tomšičeva ulica 4, 1241 Kamnik

- 🌐 (01) 830 3180, (01) 830 3198, www.policija.si,
www.policija.si/o-slovenski-policiji/organiziranost/policijske-uprave/pu-ljubljana-sp-29181/policijske-enote

Fire Fighting Association / Gasilska zveza Kamnik
Livarska ulica1, 1241 Kamnik

- 🌐 (01) 831 1223, www.gz-kamnik.si/domov/

Emergency Unit / Urgentna ambulanta
Novi trg 26, 1241 Kamnik

- 🌐 (01) 831 8715, www.zdkamnik.si

Authors:

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- Kamnik: Občina Kamnik, Knjižnica Franceta Balantiča Kamnik, Zasebni vrtec Zarja, Center za socialno delo Osrednja Slovenija, Enota Kamnik, Javni zavod Cene Štupar – Center za izobraževanje Ljubljana.
- Postojna: Občina Postojna, Srednja gozdarska in lesarska šola, BOREO Regijsko stičišče NVO, Center za socialno delo Primorsko Notranjska, Enota Postojna.

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For more information about the PlurAlps project, please visit

www.alpine-space.eu/pluralps



english

POSTOJNA, MY NEW HOME

Good to know:
Information Booklet for Migrants



FREE COPY – TAKE ME WITH YOU!

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- Police, fire brigade, emergency services

Dear migrants,

This booklet is intended to make your first steps in a new environment easier. It contains information about the help available to you from social work centres and other organisations, enrolling your children in kindergarten or school, obtaining health insurance and finding a physician. You will also find basic information about employment and learning Slovenian, about activities organised by sports and cultural societies and about the options available to young people, as well as where you can find help with communication.

This booklet is a result of the pilot activities conducted as a part of transnational project PlurAlps (INTERREG Alpine Space), focused on making the Alpine space friendlier to migrants. Actively responding to the invitation from the project partner – the Urban Planning Institute of the Republic of Slovenia – the Jesenice, Kamnik and Postojna municipalities have joined the project and launched pilot activities aimed at creating a more inclusive environment for migrants.

We hope that our intentions have succeeded. We wish you every comfort in your new environment and hope that you will become an active part of it.

Authors

ADMINISTRATION SERVICES

What can I do at the administrative unit?

At the administrative unit, you can take care of matters such as residence permits, the registration of temporary/permanent residence, single permits for work and residence (see the Employment section), marriages, birth certificates, driving licences, replacements for lost documents, etc.

You can only apply for a **temporary residence permit** if you have entered Slovenia legally and you meet other conditions (e.g. if you study or work in Slovenia). As a general rule, the initial permit should be applied for at the consulate or embassy of the Republic of Slovenia, while extensions can be requested at your local administrative unit. If you move, the administrative unit should be notified of your new address within 8 days.

For **children born in Slovenia**, the maternity hospital will provide all the relevant details to the administrative unit and the birth certificate will be sent to your address. The baby is not automatically granted Slovenian citizenship. To ensure that the baby is entitled to a residence permit, the necessary documents should be taken care of as soon as possible in the home country (the parents' country). The baby will not be entitled to health insurance until they have a residence permit.

A number of administrative matters can also be taken care of via the eUprava portal at <https://e-uprava.gov.si/en>.



Postojna Administrative Unit / Upravna enota Postojna
Ljubljanska cesta 4, 6230 Postojna

☎ (05) 728 0600, www.upravneenote.gov.si/postojna

Postojna

SOCIAL SERVICES

What kind of assistance can the social work centre provide?

You can contact the social work centre any time you have a problem. The consultants will help you. They can provide financial assistance, help with integrating into the community, support for families and children, and consultations on a variety of topics.

Initial social assistance refers to the initial conversation with a social worker, where you discuss your problem and find the solution together. You will receive information on the types of help available and how to obtain it, including financial assistance.

How can you access initial social assistance? Visit the centre during office hours for your first conversation with a social worker. There is no need to make an appointment in advance. In emergencies, you can also find help outside office hours, but only during opening hours.

Personal help means a personalised long-term consultation to solve your problems depending on your needs. You will be assigned a consultant who will help you draw up a plan to solve the problem and will guide you on your way, helping you to reach the solution and organise your life. They will also inform you of the types of help available to you locally and provided by other organisations (Red Cross, Caritas, etc.).



Family counselling means help with family relationships and childcare. It is comparable to personal help but with multiple family members included in the consultation.

Home help is intended for people over 65 years of age and people who are unable to look after themselves. It includes help with housekeeping, personal care, establishing social contact, taking care of urgent matters, etc.

Financial assistance: You can apply for child benefits, social assistance benefits in cash, income support, reduced kindergarten fees, subsidised meals for primary and secondary school students, subsidies for rent, exemption from payments for compulsory health insurance and/or social assistance services, etc.

More information about your rights is available at <https://www.csd-slovenije.si/>.



Social Work Centre / Center za socialno delo Primorsko Notranjska,
Enota Postojna
Novi trg 6, 6230 Postojna

🌐 (05) 700 1200, www.csd-slovenije.si/csd-primorsko-notranjska/enota-postojna

Postojna

HEALTH INSURANCE

Health insurance covers your costs in case of illness, injury or any other medical need, ensuring medical and social security (for the duration of your illness or injury). Health insurance in Slovenia is **compulsory** (basic health insurance) **and voluntary**. The basic form of health insurance is compulsory for all residents of the Republic of Slovenia. It is generally taken out and paid for by your employer. You are required to take out compulsory health insurance yourself if you would like to add family members or if you become unemployed and are not entitled to financial compensation. In this case, you will be required to submit form M-DČ at the Health Insurance Institute of Slovenia.

As compulsory health insurance only covers the basic costs of treatment, we recommend also taking out voluntary health insurance to ensure full coverage of the value of medical services not covered in full by the compulsory health insurance.

Compulsory health insurance is required before you can take out voluntary health insurance. It is up to you to organise your own voluntary health insurance at any insurance company where it is available, namely Adriatic, Triglav or Vzajemna.

If you have no health insurance, you are still entitled to emergency medical assistance. For any other services, you can contact a pro bono clinic for people with no health insurance.

Postojna

Health Insurance Institute / Zavod za zdravstveno zavarovanje Slovenije, OE
Koper, Izpostava Postojna
Prečna ulica 2, 6230 Postojna

🌐 (05) 668 7285, www.zzzs.si/imenik

INSURANCE COMPANIES:

VZAJEMNA zdravstvena zavarovalnica
Ulica 1. maja 2, 6230 Postojna

🌐 (05) 721 1670, www.vzajemna.si/sl/poslovalnice/poslovalnica-postojna

ADRIATIC SLOVENICA d.d.

Novi trg 6, 6230 Postojna

🌐 (05) 700 3010, www.adriatic-slovenica.si/zavarovanje/zdravje

Zavarovalnica TRIGLAV d.d.

Novi trg 6, 6230 Postojna

🌐 (05) 728 2200, www.triglavzdravje.si/sklenitev-zavarovanja/dopolnilno-zdravstveno-zavarovanje

HOW TO FIND A PHYSICIAN

Once you have taken care of compulsory health insurance, you will need to choose a **personal physician** whom you will consult in case of health issues. The list of available physicians can be found at your nearest health centre. The health centre also houses clinics for infants and school-age children offering medical services and counselling.

In addition to a personal GP, you are expected to choose a personal dentist and a personal gynaecologist.

Health centres also offer counselling services, which provide information on how to look after your health, have a healthy diet, stay physically active, maintain a healthy weight, live without harmful habits (such as smoking or drinking alcohol), maintain good interpersonal relationships and manage stress. All counselling services and workshops are free of charge and open to everyone looking to do something positive for their health. Enquire at your nearest health centre for details.

For **urgent medical assistance**, call the toll-free number 112 or visit the emergency unit, which is open 24/7.

Multilingual handbooks are available for easier communication in medical matters:

SL-EN-FR http://multilingualhealth.ff.uni-lj.si/MNZ_ang_fr_ponatis_www_skupaj.pdf

SL-Arab-Farsi http://multilingualhealth.ff.uni-lj.si/MNZ_arab_far_ponatis_www_skupaj.pdf

Health Centre / Zdravstveni dom Dr. Franca Ambrožiča
Prečna ulica 2, 6230 Postojna

🌐 (05) 700 0400, www.zd-po.si

Hospital for Gynaecology and Obstetrics / Bolnišnica za ženske bolezni in porodništvo Postojna
Prečna ulica 4, 6230 Postojna

🌐 (05) 700 0720, www.bolnisnica-po.si

Pro bono dental clinic
Božič Private Dental Clinic / Zasebna zobna ambulanta Božič
Matenja vas 16d, 6258 Prestranek

) (05) 754 0110

Emergency Unit / Urgentna ambulanta
Prečna ulica 2, 6230 Postojna

🌐 (05) 720 4539, (05) 720 4540, www.zd-po.si

Postojna

EDUCATION

When, how and where to enrol your child in kindergarten

Your child can be enrolled in kindergarten from the age of 11 months onwards. Subject to availability, your child can be enrolled at any time during the year. To enrol, visit your nearest kindergarten where you can collect the registration form and other information. As kindergarten is not compulsory, it is subject to a fee. The amount depends on the kindergarten and your income. At the social work centre, you can inquire whether you are entitled to a reduced kindergarten fee. The application for a reduced kindergarten fee should be submitted no later than one month before the child starts kindergarten.

... in primary school

Slovenia has compulsory primary education for children from 6 to 15 years of age. Primary school has 9 grades. Your child should be enrolled in the first grade of primary school in the calendar year in which they turn 6. Enrolment in primary school takes place in February. Visit your nearest primary school to learn more about enrolment and the curriculum, including for children who have previously attended primary school. Information on reduced fees for brunch and lunch is available at the social work centre.



... in secondary school

Secondary education has 3 or 4 grades and takes place in general upper secondary schools (gimnazija), vocational schools and technical schools. Calls for enrolment are published in February. Schools also hold visitors' days where you can find out more about the curriculum. Enrolment takes place in March. Secondary school students may also be entitled to a reduced brunch fee.

Adult education

Are you an adult looking to finish your education? Would you like to further your education? You have a number of options available for finishing or obtaining a formal education, as well as for participating in free non-formal education programmes, such as workshops and talks on personal growth, strengthening basic skills, easier integration into the local environment, etc. Do you have the skills and know-how for a specific vocation but no formal qualifications? You can enrol in the **National Vocational Qualification** (NPK – Nacionalna poklicna kvalifikacija) programme, which is the fastest way to the vocation you want. Contact the adult education providers in your municipality. They will be happy to provide advice and assistance. Some adult education programmes are free of charge.

Several adult education programmes are also offered by the **Institute of the RS for Vocational Education and Training** (Center RS za poklicno izobraževanje, <http://www.cpi.si/en/>) and the **Institute for Business Education** (Center za poslovno usposabljanje, <https://www.cpu.si/?lang=en>).



EDUCATION



Postojna

KINDERGARTEN:

- › 🌐 Vrtec Postojna, Cesta na Kremenco 4, 6230 Postojna
(05) 720 4650, 081 601 692, www.vrtec-postojna.si

PRIMARY SCHOOLS:

- › 🌐 OŠ Antona Globočnika Postojna, Cesta na Kremenco 2, 6230 Postojna
(05) 700 0300, www.osagpostojna.si
- › 🌐 OŠ Miroslava Vilharja Postojna, Trg padlih borcev 1a, 6230 Postojna
(05) 700 0910, www.miroslav-vilhar.si

SECONDARY SCHOOLS:

- › 🌐 Šolski center Postojna, Cesta v Staro vas 2, 6230 Postojna
081 601 650, www.scpo.splet.arnes.si
(various education programmes)
- › 🌐 Srednja gozdarska in lesarska šola Postojna, Tržaška 36, 6230 Postojna
(05) 850 1020, www.sgls.si

ADULT EDUCATION:

- › 🌐 Postojna Public Education Centre / Ljudska univerza Postojna
Ljubljanska cesta 2, 6230 Postojna
(05) 721 1280, 041 383 940, www.lu-postojna.si/si



EMPLOYMENT

The application for a **work permit** is included in the application for a **single permit** for work and residence, which enables foreign nationals from third countries to enter, live and work in Slovenia. The application for a single permit should be submitted at the administrative unit if you are already in Slovenia or at the Slovenian consulate or embassy in your country. Before submitting the application, make sure you **notify your employer**, as they will need to ensure that their tax obligations are settled in full on the day of submission.

The procedure for issuing the permit is managed by the administrative unit, while approval is issued by the Employment Service, provided you meet the required conditions. The conditions differ depending on the type of work. More details are available at the Employment Service and online at https://www.ess.gov.si/delodajalci/zaposlovanje_in_delo_tujcev/vrste_soglasij_in_pogoji.

Work permits for citizens of Bosnia and Herzegovina and citizens of Serbia, as well as for seasonal jobs in agriculture that take under 90 days, are issued by the Employment Service.

Self-employment: Foreign nationals can enter into self-employment after a 1-year uninterrupted legal stay in Slovenia or after registering in the business register. In this case, approval from the Employment Service is not required.

To find out more about your own and your employer's rights and obligations, contact the workers' counselling centre by calling the free phone number 080 14 34 or visiting <http://www.delavskasvetovalnica.si>.



Postojna

Employment Service of the RS / Zavod RS za zaposlovanje, Urad za delo Postojna
Ljubljanska cesta 5a, 6230 Postojna

🌐 (05) 969 5850, www.ess.gov.si/o_zrsz/naslovi_in_uradne_ure/

SPORTS, CULTURE AND SOCIAL LIFE

Leisure activities are very important for your well-being in a new environment. Why not join an activity in your town and get acquainted with the locals? Most of them are free of charge and their providers are always happy to greet new participants. For details, contact each organisation directly.

Sports activities: Sports activities are the domain of the sports clubs. Take a look at the addresses below and online to see what is available in your town. There will almost certainly be a local football, basketball, handball or volleyball team for you to join, as well as a mountaineering club that will introduce you to the neighbouring hills so you can explore your new home.

Culture activities: If you have a preference for culture rather than sports, you can visit a museum or gallery in town, take in an exhibition or join the local culture society to discover the sights with other members.

Youth centres offer a place for secondary school students, university students and other young people to meet and mingle. The centres organise social and cultural events, sports activities and non-formal education activities (workshops, courses, talks and roundtable discussions).

Libraries are a treasure trove of information on activities in your area, so stop by your local library and ask about upcoming events. Libraries also frequently organise events for kindergarten and school-age children.



SPORTS, CULTURE AND SOCIAL LIFE

Postojna The Postojna Municipality boasts a busy social life, with close to 1000 activities and events taking place throughout the year (cultural and sports events, talks and workshops for visitors of all ages). Invitations for each event are published on the Postojna Municipality website. A lot of information on events and activities in the municipality is also available at the Galerija TIC in the centre of Postojna and on the Visit Postojna Facebook page.

Postojna Municipality / Občina Postojna
Ljubljanska cesta 4, 6230 Postojna

📍🌐 (05) 728 07 00, www.postojna.si

Galery TIC / TIC Galerija
Trg padlih borcev 5, 6230 Postojna

📍🌐 040 122 318, www.visit-postojna.si/si/info

Library / Knjižnica Bena Zupančiča Postojna
Trg padlih borcev 5, 6230 Postojna

📍🌐 (05) 726 45 20, www.sikpos.si

BOREO – the regional hub of NGOs / BOREO – regijsko stičišče nevladnih organizacij Primorsko-notranjske regije
Vilharjeva ulica 14, 6230 Postojna

📍🌐 041 578 131, www.boreo.si/o_nas/regijsko-sticisce-boreo

The BOREO regional hub of NGOs in the Primorje-Notranjska region has a comprehensive overview of activities in the region. They will help you find the right NGO for your field of interest, be it culture, sports, environmental protection, animal conservation, working with children, etc. Stop by and you are sure to find the right organisation for you.

Youth Centre / Mladinski center Postojna
Vilharjeva ulica 14 a, 6230 Postojna

📍🌐 040 413 315, www.mcp.si

The Postojna Youth Centre offers a space where young people can meet and express their creativity. They regularly host workshops and cultural events. During the school holidays, they also organise a number of activities for children.

Postojna Tourism Society / Turistično društvo Postojna
Jamska cesta 9, 6230 Postojna

📍🌐 (05)720 1610, www.tdpostojna.si

The Postojna Tourism Society offers information on activities in Postojna and events that they organise themselves (the Coachmen's festival, the Carnival in Postojna, the International Youth Music Festival, etc.). At their premises, you will also find promotional materials and invitations to various events.

Postojnska godba 1808 Culture Society / Kulturno društvo Postojnska godba – 1808
Ljubljanska cesta 10a, 6230 Postojna

📍 051 252 792, www.postojnska-godba.si

The Postojnska godba 1808 Culture Society is a merry band of musicians from Postojna and other towns, near and far. One of the oldest ensembles in Slovenia, Postojnska godba has been active since 1808. While they have performed a thousand kilometres and more from home, they still consider their main mission to be bringing music, happiness and joy to their compatriots.

Nikola Tesla Serbian Culture Society / Srbsko prosvetno društvo Nikola Tesla
Trg padlih borcev 5, 6230 Postojna

📍 041 730 671, <https://sl-si.facebook.com/spdnikolateslapostojna/>

The Nikola Tesla Serbian Culture Society is dedicated to non-professional culture. Their aim is to introduce the general public to Serbian culture and traditions, thus enhancing the cooperation and friendship between Serbians and Slovenians. They also organise cultural events to demonstrate Serbian music and dances, as well as traditional Serbian customs on various holidays.



SLOVENIAN LANGUAGE COURSES

Learning Slovenian is sure to make your life in a new environment easier. Citizens of third countries (all countries except EU and EEA member states and Switzerland) can take advantage of the **free Slovenian language course** organised as part of the programme for initial immigrant integration (Začetna integracija priseljencev, ZIP). The courses are organised throughout Slovenia; the provider's contact details are included below. The full updated list is available here:

<https://infotujci.si/vkljucevanje-v-slovensko-druzbo/brezplacni-tecaji-slovenskega-jezika/>.

You can take part in the course if you have a valid residence permit, have not completed and are not currently enrolled in an education programme in Slovenia and have not yet passed the basic-level Slovenian language exam. The course has up to 180 hours. In order to take part, you will need a certificate from the administrative unit (Certificate on meeting the enrolment conditions – Potrdilo o izpolnjevanju pogojev za udeležbo v enotnem programu), which costs EUR 22.60. 80% lecture attendance is a condition to sit the exam. Exams are free of charge.

In addition to these courses, you can also take part in other activities aimed at improving your Slovenian language skills. Ask the providers in your town for more information.

Postojna Free Slovenian language courses as part of ZIP, the initial immigrant integration programme in Postojna, are provided by the language school Veris, d.o.o.

Veris, d.o.o.
Stegne 7, 1000 Ljubljana

☎️ (01) 500 0570, www.veris.si/jezikovni-studio

Other free Slovenian language courses for foreign nationals are organised at the Postojna Public Education Centre.

Postojna Public Education Centre / Ljudska univerza Postojna
Ljubljanska cesta 2, 6230 Postojna

☎️ (05) 721 1280, 041 383 940, www.lu-postojna.si/si

HELP WITH COMMUNICATION

If you need help communicating with officials, teachers, physicians or society in general, you can take advantage of an intercultural mediator. Mediators speak English, Arabic, Farsi, Dari Farsi, Albanian and Bosnian. To find your nearest mediator, please contact the Society UP Jesenice.



Further information on integration into Slovenian society can be found at

<https://infotujci.si/>

(in English and Slovenian language only)



Society UP Jesenice / Društvo UP Jesenice
Cesta Maršala Tita 63, 4270 Jesenice

☎ 031 569 340, e-mail: info@up-jesenice.org

POLICE, FIRE BRIGADE, EMERGENCY SERVICES

If you find yourself in a situation where your own or someone else's life is at risk, dial 112 (emergency services, fire brigade, police).

If you are a victim of a crime, if you have witnessed a crime or if you believe a crime has been committed, call the police on 113.

You can also call the police anonymously on the free phone number 080 1200.



Postojna

Police Station / Policijska postaja Postojna
Kolodvorska cesta 3b, 6230 Postojna

- 🌐 (05) 703 3400, www.policija.si, www.policija.si/o-slovenski-policiji/organiziranost/policijske-uprave/pu-koper/enote

Volunteer Fire Brigade / Prostovoljno gasilsko društvo Postojna
Prečna ulica 6, 6230 Postojna

- 🌐 (05) 726 2166, www.pgd-postojna.si

Emergency Unit / Urgentna ambulanta
Prečna ulica 2, 6230 Postojna

- 🌐 (05) 720 4539, (05) 720 4540, www.zd-po.si

Authors:

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- Jesenice: Občina Jesenice, Center za socialno delo Gorenjska, Enota Jesenice, Ljudska univerza Jesenice in Društvo UP Jesenice.
- Kamnik: Občina Kamnik, Knjižnica Franceta Balantiča Kamnik, Zasebni vrtec Zarja, Center za socialno delo Osrednja Slovenija, Enota Kamnik, Javni zavod Cene Štupar – Center za izobraževanje Ljubljana.
- Postojna: Občina Postojna, Srednja gozdarska in lesarska šola, BOREO Regijsko stičišče NVO, Center za socialno delo Primorsko Notranjska, Enota Postojna.

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For more information about the PlurAlps project, please visit

www.alpine-space.eu/pluralps





top job
top life



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You are looking for new challenges?

We are looking for specialists for the following fields of work:

- **Metal & plastic processing**
- **Production**
- **IT and electronics**
- **Gastronomy**
- **Health and care**



More than
5000
companies



many of them are
world market leaders



High quality nature and life

live and work where others spend their holidays



400
material scientists

the highest density of research in Europe



affordable housing

Short distances between work and living spaces

8
cities



167,000
population well connected by public transport

Best education and professional training
Montanuniversität Leoben - University of Engineering
FH Joanneum Kapfenberg - University of Applied Sciences



top quality **rest** outdoors
hiking, biking, climbing and water sports in the most wooded country in Austria



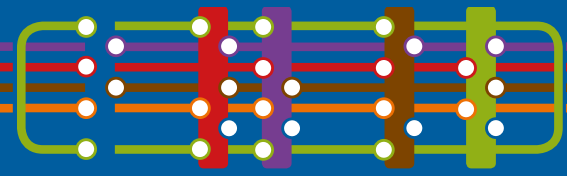
highest income
good pay for good work



3. safest
country in the world (Global Peace Index)



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Regionalmanagement
Obersteiermark Ost GmbH

OBERSTEIERMARK

top job top life



You are looking for new challenges?

We are looking for specialists for the following fields of work:

- Metal & plastic processing
- Production
- IT and electronics
- Gastronomy
- Health and care



More than

5000
companies



many of them are
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High quality nature and life

live and work where others spend their holidays



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FH Joanneum Kapfenberg - University of Applied Sciences



top quality **rest** outdoors
hiking, biking, climbing and water sports in the most wooded country in Austria



highest income
good pay for good work

Welcome to Obersteiermark

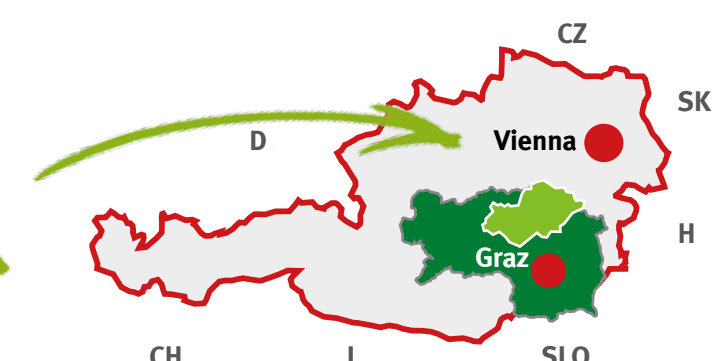


3. safest
country in the world
(Global Peace Index)

www.topjob-toplife.at



Welcome





top job
top life



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Mag. Michael Schickhofer
Deputy Governor of Styria
Landeshauptmann-Stellvertreter
der Steiermark



Kurt Wallner
Regional Chairman Obersteiermark Ost
Regionvorsitzender Obersteiermark Ost



Mag. Jochen Werderitsch
Regional management Obersteiermark Ost
Regionalmanagement Obersteiermark Ost GmbH

WELCOME to OBERSTEIERMARK

Top job - top life

In Obersteiermark (Upper Styria) there are many well-paid jobs because it is the seat of many global market leaders, first-class research and training institutions. At the same time, Obersteiermark is a paradise where you can relax and enjoy the countryside. We combine career opportunities and top quality of life.

Our region's economy is strong, but we do not rest on our success. We want to continue developing and growing and therefore we need you: our region's thinkers, creative minds and doers are driving our economy forward. We build a bridge for everyone who wants to live in a top living space and work in top jobs. In this sense: Welcome to Obersteiermark.

Willkommen in der OBERSTEIERMARK

Top Arbeit – top Leben

In der Obersteiermark finden Sie viele gut bezahlte Jobs, denn: Unsere Region ist Sitz vieler Weltmarktführer und erstklassiger Forschungs- und Ausbildungseinrichtungen. Gleichzeitig ist die Obersteiermark ein Paradies zum Durchatmen im Grünen. Wir vereinen hier Karrierechancen und höchste Lebensqualität.

Unsere Region ist wirtschaftlich stark. Aber wir ruhen uns nicht auf unserem Erfolg aus. Wir möchten uns auch in Zukunft weiterentwickeln und weiter wachsen. Dafür brauchen wir Sie: Die Denker, Tüftlerinnen und Macher unserer Region treiben unsere Wirtschaft voran. Wir bauen allen eine Brücke, die in einem Top-Lebensraum leben und in Top-Jobs arbeiten möchten. In diesem Sinne: Herzlich willkommen in der Obersteiermark.

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We look forward to meeting you!

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Wir unterstützen Sie bei der Jobsuche

Sie kommen aus einem anderen Land?

Wir freuen uns auf Sie!

Das müssen Sie tun, wenn Sie Ihren Abschluss im Ausland gemacht haben

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Ihre ersten Schritte in der Obersteiermark

Für Ihre Gesundheit: Versicherungspflicht

Bankkonto: Pflicht für Erwerbstätige



Fun for every season

© Tom Lamm

A paradise for everyone

Welcome to Austria's green heart.

Our region's approximately 167,000 residents are not the only ones who enjoy our mountains and woods. Tourists also love coming here to rest and relax.

Here you can experience adventures and relax all year round – skiing and ice climbing or swimming in our lakes and hiking. Leisure and relaxation – as well as education and the economy – are very important to us.

In Obersteiermark we provide all residents with the opportunity to get a good education – for example at Montanuniversität (University of Engineering) in Leoben or at the University of Applied Sciences Kapfenberg. Our universities and our companies drive research forward and constantly impress us, as well as the whole world, with their innovations.

In Obersteiermark there are opportunities for everyone to continue their education and have a successful career. Thanks to flexible children's education and childcare, the specialists of tomorrow are able to flourish in a family-friendly environment surrounded by stunning nature. Discover Obersteiermark, a high-tech region in the countryside.



Leoben

© Stadt Leoben/Freisinger



Bruck an der Mur

© TV Bruck/Mur / Pashkovskaya



Trofaiach

© Freisinger



Mariazell

© Lindmoser

Ein Paradies für alle

Willkommen im grünen Herzen Österreichs. Hier begeistern unsere Gebirge und Wälder nicht nur unsere rund 167.000 Einwohnerinnen und Einwohner. Auch Touristinnen und Touristen kommen gerne hierher, um durchzuatmen. Das ganze Jahr können Sie hier Abenteuer erleben und sich entspannen – beim Skifahren und Eisklettern oder Naturbaden und Wandern. Wir legen viel Wert auf Freizeit und Erholung – aber auch auf Bildung und Wirtschaft.

In der Obersteiermark ermöglichen wir allen Einwohnerinnen und Einwohnern eine gute Ausbildung – zum Beispiel an der Montanuniversität in Leoben oder an der Fachhochschule Kapfenberg. Hier wird besonders die Forschung vorangetrieben – genauso wie in unseren Unternehmen: Sie überzeugen nicht nur uns stets mit Innovationen, sondern auch die gesamte Welt.

Jeder kann sich in der Obersteiermark weiterbilden und Karriere machen. Die Fachkräfte von morgen können sich dank flexibler Kinderbildung und -betreuung in einem familienfreundlichen Umfeld und beeindruckender Natur entfalten. Lernen Sie die Obersteiermark kennen, eine Hightech-Region im Grünen.





© dieindustrie.at/Mathias Kniepeits

Working in Obersteiermark

Strong economy – great jobs

A business location with a spirit of discovery

Thanks to efficient research institutions and a strong infrastructure, Styria is Austria's top research state where international groups carry out research and development. The modern metal industry, in particular, shapes our economy and provides secure jobs for many people.

We support you in finding a job

Our economy's strength is based on our dedicated work force. Would you like to pursue a career in attractive jobs? Our Public Employment Service (AMS) will provide you with all the information you need to work in Obersteiermark (for example a work permit). If you already live in Austria, our AMS will support you in finding a job and assist you with regards to missing qualifications. You will find numerous job offers in newspapers or on private online job portals.

Are you from another country? We look forward to meeting you!

Everyone should be able to have a good job, irrespective of their origins. The project "mentoring for migrants" will facilitate your entrance into the working world, education and training. An experienced employee will prepare you for job interviews and inform you about the job market. Are you interested? Contact our employment service or the Austrian integration fund.



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Public Employment Service Leoben
Arbeitsmarktservice Leoben
Vordernbergerstraße 10, 8700 Leoben
Telefon: +43 (0) 3842/43 5 45
E-Mail: ams.leoben@ams.at

Public Employment Service Bruck
Arbeitsmarktservice Bruck
Grazer Straße 15, 8600 Bruck/Mur
Telefon: +43 (0) 3862/515 01
E-Mail: ams.bruckmur@ams.at

Public Employment Service Mürzzuschlag
Arbeitsmarktservice Mürzzuschlag
Grazer Straße 5, 8680 Mürzzuschlag
Telefon: +43 (0) 3852/21 80
E-Mail: ams.muerzzuschlag@ams.at

For the AMS-Job-App see:
Die AMS-Job-App finden Sie unter:
www.ams.at/arbeitsuchende/arbeitslos-was-tun/jobsuche-online-und-mobil

Arbeiten in der Obersteiermark

Starke Wirtschaft – starke Jobs

Ein Wirtschaftsstandort mit Entdeckergeist

Die Steiermark ist Österreichs Forschungsland Nummer Eins. Dafür sorgen leistungsfähige Forschungseinrichtungen und eine starke Bildungsinfrastruktur. Internationale Konzerne forschen und entwickeln bei uns mit Spitzentechnologien. Hier prägt insbesondere die moderne Metallindustrie unsere Wirtschaft und gibt vielen Menschen sichere Arbeit.

Wir unterstützen Sie bei der Jobsuche

Unsere Wirtschaft wäre nicht so stark, wenn unsere engagierten Arbeitskräfte sie nicht vorantreiben würden. Möchten Sie auch eine Karriere mit attraktiven Jobs verfolgen? Unser Arbeitsservice (AMS) informiert Sie über alles, was Sie zum Arbeiten in der Obersteiermark brauchen (zum Beispiel eine Arbeitsgenehmigung). Wenn Sie schon in Österreich wohnen, unterstützt unser AMS Sie bei der Jobsuche und fördert Sie bei fehlenden Qualifikationen. Dazu finden Sie in Zeitungen oder privaten Online-Jobportalen zahlreiche Job-Angebote.

Sie kommen aus einem anderen Land? Wir freuen uns auf Sie!

Alle Menschen sollen hier unabhängig von der Herkunft einen guten Job ausüben können. Das Projekt „Mentoring für MigrantInnen“ erleichtert Ihnen den Einstieg in Arbeit, Aus- und Weiterbildung. Eine erfahrene Arbeitskraft hilft Ihnen bei Bewerbungen, bereitet Sie auf Vorstellungsgespräche vor und informiert Sie über den Arbeitsmarkt. Haben Sie Interesse? Wenden Sie sich dazu an unser Arbeitsservice oder den Österreichischen Integrationsfonds.



care sector



A selection of online job portals:
Eine Auswahl von Online-Jobportalen:

jobroom.ams.or.at
www.stepstone.at
www.karriere.at

www.jobs.at
www.monster.at

Integration Center Styria of the Austrian Integration Fund
Integrationszentrum Steiermark des Österreichischen Integrationsfonds
Reitschulgasse 19, 8010 Graz, Telefon: +43 (0) 316/84 17 20
E-Mail: steiermark@integrationsfonds.at
www.integrationsfonds.at >Themen > Weiterbildung > Mentoring



What to do if you graduated abroad

If you graduated or completed your training abroad, you must clarify whether your graduation is recognised here, before you start looking for a job. In the regional capital Graz, the colleagues at "ZEBRA" will help you. This intercultural advice and therapy centre will support you in all further steps with regards to reviewing and recognition of your training.

ZEBRA - intercultural counseling and therapy center

Granatengasse 4, 8020 Graz

Telephone: 03 16/83 56 30

E-Mail: office@zebra.or.at

www.zebra.or.at

For the most important information regarding recognition of degrees see: www.berufsanerkennung.at

Language provides you with many opportunities

It is very important to us that our residents feel good and integrated. This is only possible if they understand and speak German. Especially for newcomers, German is an important key for their everyday life in Austria, for a degree course or for Austrian citizenship.

As the language in Austria has special features, compared to other German-speaking countries, we recommend newcomers should take a language course. For an overview of course institutes see sprachportal.integrationsfonds.at

You already speak German? In this case, there is no need to take a course; nevertheless, you must prove your knowledge of the language:

- Language level A1: For staying in Austria
- Language level A2: To meet the requirements of the integration agreement
- Language level B1: For Austrian citizenship
- Language level B2 or above:
For degree courses at Austrian universities

For explanations regarding language levels, course offers and examination dates see www.osd.at. If you do not need a course, you will find information on how to prove your language skills at: www.integrationsfonds.at/sprache

Do you have questions? Please contact the Integration Center:

Integration Center Styria of the Austrian Integration Fund
Reitschulgasse 19, 8010 Graz
Telephone: +43 (0) 316/84 17 20
E-Mail: steiermark@integrationsfonds.at

*equal career opportunities
for women and men*

Das müssen Sie tun, wenn Sie Ihren Abschluss im Ausland gemacht haben

Falls Sie außerhalb von Österreich einen Abschluss gemacht oder eine Ausbildung absolviert haben, ist es von Vorteil, wenn Sie vor Ihrer Jobsuche klären, ob Ihr Abschluss hier anerkannt wird. In der Landeshauptstadt Graz helfen Ihnen die Kolleginnen und Kollegen von „ZEBRA“. Dieses interkulturelle Beratungs- und Therapiezentrum unterstützt Sie bei allen weiteren Schritten zur Bewertung und Anerkennung Ihrer Ausbildung.

ZEBRA - Interkulturelles Beratungs- und Therapiezentrum („AST“)
Granatengasse 4, 8020 Graz
Telefon: 0316/83 56 30
E-Mail: office@zebra.or.at
www.zebra.or.at

Die wichtigsten Informationen zur Anerkennung von Abschlüssen finden Sie unter:
www.berufsanerkennung.at

Sprache ermöglicht Ihnen viele Chancen

Wir legen großen Wert darauf, dass unsere Einwohnerinnen und Einwohner sich bei uns wohl und integriert fühlen. Das geht nur, wenn sie die deutsche Sprache verstehen und sprechen können. Insbesondere für die Zugezogenen ist die deutsche Sprache ein wichtiger

Schlüssel für ihr alltägliches Leben in Österreich, für ein Studium oder die österreichische Staatsbürgerschaft. Da es in Österreich im Vergleich zu anderen deutschsprachigen Ländern Besonderheiten in der Sprache gibt, empfehlen wir Zugezogenen, einen Sprachkurs zu belegen. Einen Überblick der Kursinstitute finden Sie unter sprachportal.integrationsfonds.at

Sprechen Sie schon Deutsch? Dann brauchen Sie keinen Kurs zu belegen; Sie müssen Ihre Sprachkenntnisse aber nachweisen:

- Sprachniveau A1: für den Aufenthalt in Österreich
- Sprachniveau A2: zur Erfüllung der Integrationsvereinbarung
- Sprachniveau B1: für die österreichische Staatsbürgerschaft
- Sprachniveau B2 oder höher: für ein Studium an österreichischen Universitäten

Erklärungen zu den Sprachniveaus, Kursangebote und Prüfungstermine finden Sie unter www.osd.at. Wenn Sie keinen Kurs brauchen, finden Sie hier alle Informationen darüber, wie Sie Ihre Sprachkenntnisse nachweisen:
www.integrationsfonds.at/sprache

Haben Sie Fragen? Melden Sie sich gerne beim Integrationszentrum:

Integrationszentrum Steiermark des Österreichischen Integrationsfonds
Reitschulgasse 19, 8010 Graz
Telefon: +43 (0) 316/84 17 20
E-Mail: steiermark@integrationsfonds.at



*many jobs in the metal,
plastics- and material industry*



high-quality residential buildings

vibrant new residences



[immowelt.at](https://www.immowelt.at)
[immodirekt.at](https://www.immodirekt.at)
[willhaben.at](https://www.willhaben.at)
[immobilienscout24.at](https://www.immobilienscout24.at)

Residing and living in Obersteiermark

Living in Obersteiermark

If you want to live in Obersteiermark, there are many ways to find a flat for you and your family. You can do this on your own or with the support of our cities and communities.

If you want to look on your own, you will find available flats on online platforms and in the newspapers. Online, you can contact estate agents who can advise and assist you, from looking for your flat to concluding a lease agreement – in this case, you must, however – make provisions for a commission payment.

For a selection of real estate platforms see: _____

In the event of any uncertainties regarding your lease, you can seek advice from the Chamber of Labour; an initial consultation is usually free of charge:
Phone +43 (0) 50 6906 2, Email: konsumenteninfo@akooe.at.

We can help you find accommodation and financing

If you are looking for temporary accommodation, local tourism offices can help you.

Municipalities and cities provide affordable flats for longer stays. They strive to build, renovate and manage flats. Thus, you can enjoy a relatively affordable flat. If you are interested in such a flat, please contact the respective local authority.

For information in the net see: _____

We also provide assistance with regards to housing allowance after conclusion of the lease agreement. You will receive monthly grants that you do not need to pay back. The aim is to make living in Austria affordable for people on a low income, families with many children, students and trainees, and sole wage earners.

Austrian citizens and citizens from the European Economic Area (EEA, i.e. EU, Iceland, Liechtenstein or Norway) can apply.

You are from outside the EEA? Contact your local authority for information on the requirements for applying for housing allowance.

[wohnet.at](https://www.wohnet.at)
[findmyhome.at](https://www.findmyhome.at)
[wohnen.leoben.at](https://www.wohnen.leoben.at)

www.gbv.at > Mitglied > Bundesland
www.wohnblog.at > Links > Bauträger > Bauträger Steiermark

Wohnen und Leben in der Obersteiermark

Wohnen in der Obersteiermark

Wenn Sie in der Obersteiermark leben möchten, gibt es viele Möglichkeiten, eine Wohnung für Sie und Ihre Familie zu finden. Das können Sie gerne selbst oder mit Unterstützung der Städte und Gemeinden tun.

Wenn Sie eigenständig suchen möchten, finden Sie auf Online-Plattformen und in der Zeitung aktuelle Wohnungsangebote. Über Online-Plattformen können Sie auch den Kontakt zu Immobilienmaklern herstellen, die Sie von Ihrer Wohnungssuche bis zum Abschluss des Mietvertrages beraten und begleiten können – hierbei müssen Sie aber eine Provision einkalkulieren.

Eine Auswahl an Immobilienplattformen finden Sie hier:

Bei Unsicherheiten über Ihren Mietvertrag können Sie sich bei der Arbeiterkammer beraten lassen; eine Erstberatung ist in der Regel kostenlos:

Telefon +43 (0) 50 6906 2, E-Mail: konsumentenschutz@akstmk.at

Wir unterstützen Sie bei der Wohnungssuche und der Finanzierung

Suchen Sie nur temporär eine Wohnmöglichkeit? Dabei können Ihnen lokale Tourismusbüros behilflich sein.

Für einen längeren Aufenthalt stellen Gemeinden und Städte günstige Wohnungen bereit. Diese sind bemüht, Wohnungen zu errichten, zu sanieren und zu verwalten. So können Sie eine vergleichsweise günstige Wohnung nutzen. Bei Interesse an solch einer Wohnung, melden Sie sich bitte beim jeweiligen Gemeindeamt. Informationen im Netz finden Sie hier:

Auch nach Abschluss eines Mietvertrages bieten wir finanzielle Wohnunterstützung an. Hierbei erhalten Sie monatlich Zuschüsse, die Sie nicht zurückzahlen müssen. Insbesondere Menschen mit niedrigem Einkommen, kinderreiche Familien, Studierende und Auszubildende sowie Alleinverdienende sollen sich so das Wohnen und Leben in Österreich leisten können. Einen Antrag auf Wohnunterstützung können österreichische Staatsbürger oder Bürgerinnen und Bürger aus dem Europäischen Wirtschaftsraum (EWR, also EU, Island, Liechtenstein oder Norwegen) stellen.

Stammen Sie nicht aus dem EWR? Informieren Sie sich bei Ihrem Gemeindeamt über die Voraussetzungen für den Antrag auf Wohnunterstützung.



quality life for everyone

residences for young people

ERENDENWOHNHAUS LEOBEN



Culture, sport and leisure in the green paradise

Many tourists head for Obersteiermark, due to the mountains, woods and lakes that make our region a green paradise: hiking or skiing at Stuhleck, cycling along the river from Mürzsteg to Bruck an der Mur, mountain biking, swimming in the lakes or ice-skating on over ten lakes as well as wakeboarding on the Mariazeller Bürgeralpe – these are just a few of the numerous leisure activities in the countryside in Obersteiermark.

Adventure seekers will find the region around the Erzberg exciting: you can climb the Kaiser-Franz-Josef-Steig, ride up the Erzberg by motocross or glide from the Präbichl on a paraglider.

The Styrian iron road is a cultural highlight: many museums, fortified churches and events will allow you to immerse yourself in our region's mining history which spans thousands of years. The Semmering-train is also worth a visit: in the 19th century, it was the first mountain railway in the world and now it is UNESCO world cultural heritage. There are lots of things to see and do in Obersteiermark. Contact the local tourism offices or see the links for more information.



Vibrant volunteer and club life

We owe many leisure activities to our clubs and their volunteers. Sports or culture, there are a multitude of activities; everybody will find something to do. We recommend that all newcomers should use these clubs to meet people with similar interests. Do something you enjoy for a better "arrival".

For information on clubs and volunteer activities contact the respective municipalities.

www.hochsteiermark.at

www.steiermark.com > WOHIN reisen > Ausflugsziele

www.steirische-geheimtipps.at > Regionen > Obersteiermark

www.kultur.steiermark.at



living traditions



adventure and action

Kultur, Sport und Freizeit im grünen Paradies

Die Obersteiermark ist das Ziel vieler Touristinnen und Touristen. Das liegt an den Bergen, Wäldern und Seen, die unsere Region zum grünen Paradies machen: Wandern oder Skifahren am Stuhleck, Radfahren entlang des Flusses von Mürzsteg bis Bruck an der Mur, Mountainbiking, Naturbaden oder Eislaufen an mehr als zehn Seen sowie Wakeboarden auf der Mariazeller Bürgeralpe – diese sind nur einige von zahlreichen Freizeitaktivitäten in der Natur der Obersteiermark.

Wer das Abenteuer sucht, für den ist die Region rund um den Erzberg spannend: Hier können Sie am Kaiser-Franz-Josef-Steig klettern, den Erzberg mit dem Motorcross hochfahren oder mit dem Paragleiter vom Präbichl fliegen.

Ein kulturelles Highlight ist die steirische Eisenstraße: Zahlreiche Museen, Wehrkirchen und Veranstaltungen lassen Sie in die jahrtausendalte Bergbaugeschichte unserer Region eintauchen. Einen Besuch ist auch die Semmeringbahn wert: Im 19. Jahrhundert war sie die erste Gebirgsbahn der Welt und zählt heute zum UNESCO-Weltkulturerbe. Hier in der Obersteiermark gibt es viel zu sehen und zu erleben. Erkundigen Sie sich für mehr Informationen gerne bei den örtlichen Tourismusverbänden oder unter den Links.

Das lebendige Ehrenamts- und Vereinsleben

Viele Freizeitaktivitäten verdanken wir unseren Vereinen und ihren ehrenamtlichen Helferinnen und Helfern. Ob Sport oder Kultur, es gibt eine Vielzahl an Tätigkeiten; für jeden ist etwas dabei. Wir legen allen Zugezogenen ans Herz, diese Vereine zu nutzen, um Gleichgesinnte kennenzulernen. Tun Sie etwas, das Ihnen Spaß bereitet, um so besser hier „anzukommen“.

Informationen zu Vereinen und ehrenamtlichen Tätigkeiten erhalten Sie bei den einzelnen Wohnortgemeinden.

www.hochsteiermark.at

www.steiermark.com > WOHIN reisen > Ausflugsziele

www.steirische-geheimtipps.at > Regionen > Obersteiermark

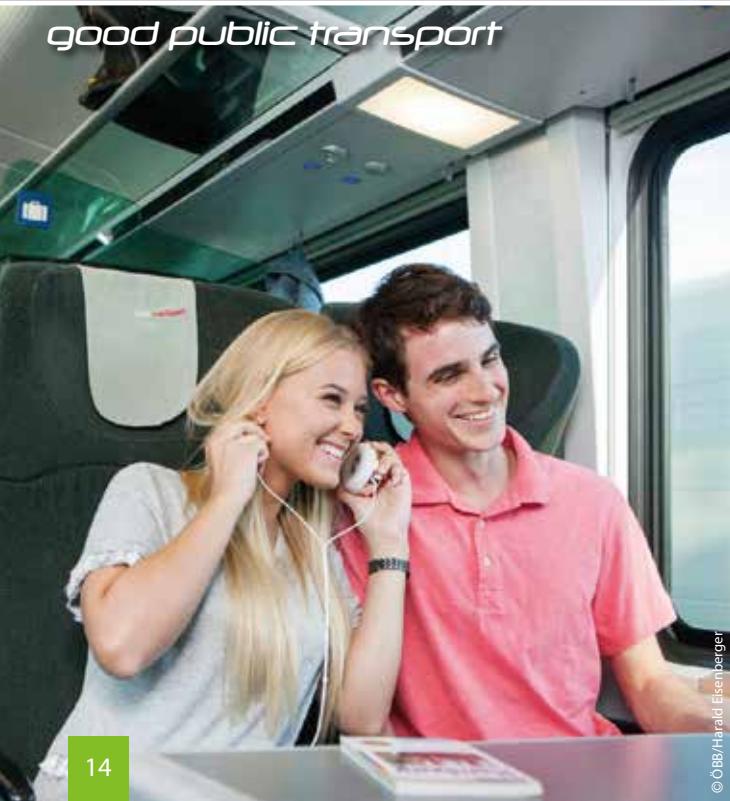
www.kultur.steiermark.at





short distance to the airport

good public transport



© wolfganghummer.com/Flughafen, Graz

© ÖBB/Harald Eisenberger

Perfect connection to the motorway and public transport

You can easily reach your destination for a day trip or your work destination by car or public transport, within cities as well as in the entire region.

There is, for example, a train from Bruck an der Mur or Kapfenberg to Graz, near the international airport, every hour. Obersteiermark is also directly connected to the "Pyhrn Motorway A9" – Austria's North-South-axis that leads from Upper Austria to Slovenia. The capital Vienna is also less than two hours away by car or train.

Driving licences from countries in the European Economic Area (EEA, i.e. EU, Iceland, Liechtenstein or Norway) are recognised in Austria. If you wish, we can also convert your driving licence. If you obtained your driving licence outside the EEA, you must repeat the practical exam in Austria. There are a number of exceptions; the district administrations will be happy to help.

For contact information for the district administrations of Bruck-Mürzzuschlag and Leoben see the information regarding driving licences on page 22:

Perfekte Anbindung an die Autobahn und an den öffentlichen Verkehr

Mit dem Auto oder öffentlichen Verkehrsmitteln können Sie Ausflugs- oder berufliche Ziele sowohl innerhalb der Städte als auch in der gesamten Region problemlos erreichen. Von Bruck an der Mur bzw. Kapfenberg fährt beispielsweise stündlich ein Zug nach Graz, unweit vom internationalen Flughafen. Außerdem ist die Obersteiermark direkt an die „Pyhrn Autobahn A9“ angebunden – die Nord-Süd-Achse Österreichs, die von Oberösterreich bis nach Slowenien führt. Auch die Bundeshauptstadt Wien ist mit dem Auto oder dem Zug in weniger als zwei Stunden erreichbar.

Falls Sie einen Führerschein in einem Land des Europäischen Wirtschaftsraums (EWR, also EU, Island, Liechtenstein oder Norwegen) erlangt haben, erkennen wir diesen in Österreich an. Wenn Sie möchten, können wir den Führerschein aber auch umschreiben. Falls Sie die Führerscheinprüfung außerhalb des EWR abgelegt haben, müssen Sie die praktische Prüfung in Österreich wiederholen. Aber auch hier gibt es einige Ausnahmen; die Bezirkshauptmannschaften helfen Ihnen gerne weiter.

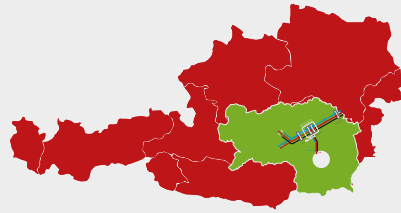
Die Kontaktdaten der Bezirkshauptmannschaften von Bruck-Mürzzuschlag und Leoben sehen Sie auf Seite 22. Informationen zum Führerschein:

www.help.gv.at > Dokumente und Recht > Führerschein > Behördenwege > Ausländischer Führerschein – Umschreibung

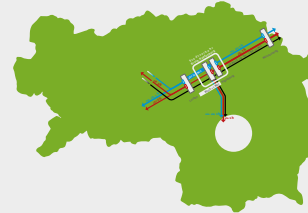
www.oeamtc.at > Recht > Führerschein > Führerschein-Recht



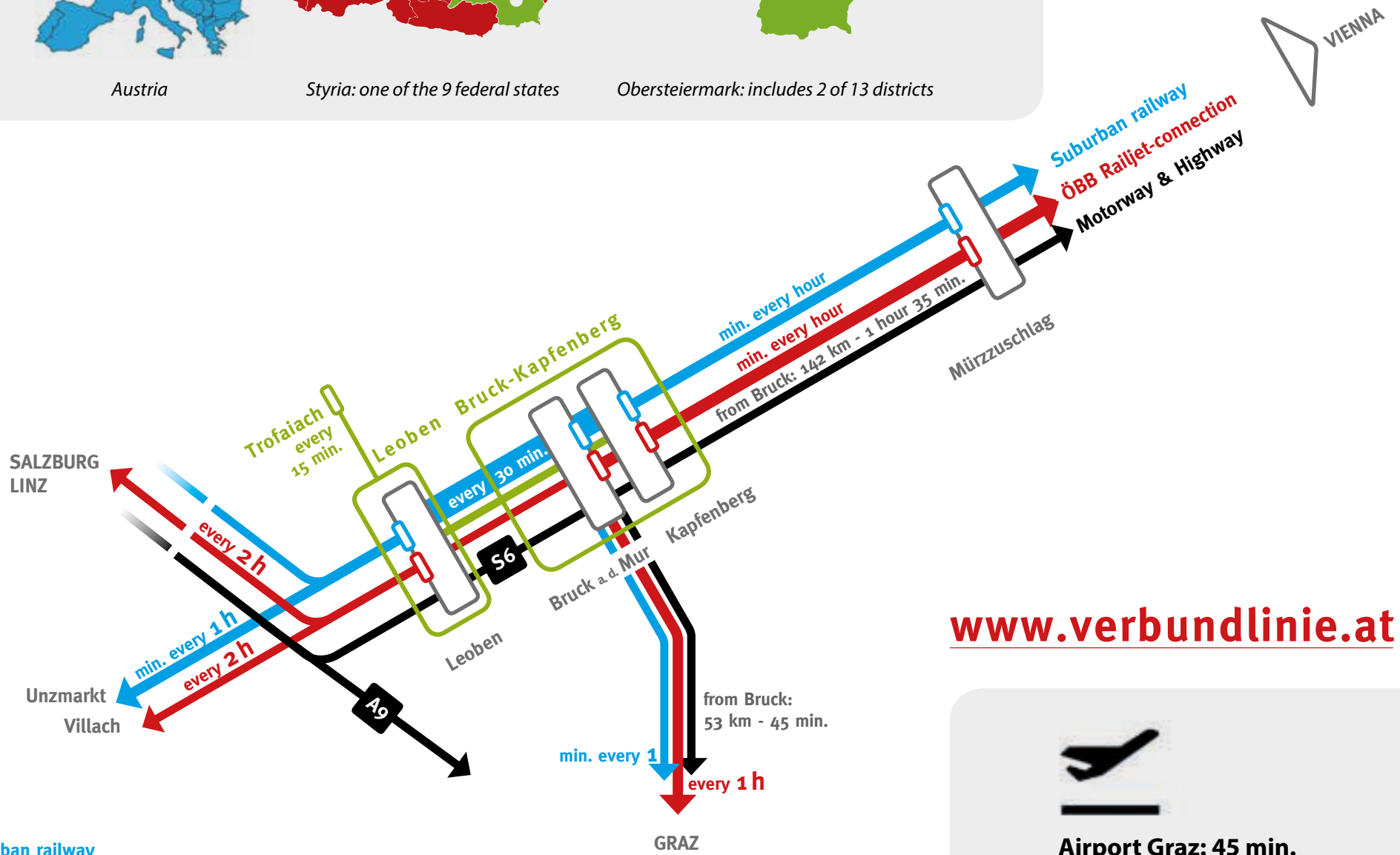
Austria



Styria: one of the 9 federal states



Obersteiermark: includes 2 of 13 districts



www.verbundlinie.at



Airport Graz: 45 min.
Airport Vienna: 1h 30 min.



perfect place to raise children

© Tom Lamm

Education, family and childcare

Family and childcare

Our goal is: everybody should be able to work – parents too. Therefore, we have a range of offers to combine family and job:

Pre-school children's education and childcare

We offer voluntary children's education and childcare in creches for children up to three years of age, mainly to families where both parents work. Contact your respective local authority for more information.

From age three, children can attend nursery, one year before they start school, nursery is obligatory. For information on childcare for your children aged zero to ten years, see the Kinderdrehscheibe (children's turntable):

www.kinderdrehscheibe.net/de/

Einrichtungen/

Select the district of Leoben or Bruck-Mürzzuschlag.

Further offers for children's education and childcare

In addition to the classic creche and nursery education and care, we offer other opportunities to help you.

If your child is of baby or toddler age, a child-minder who can support you in accordance with your wishes would be suitable. See www.kinderdrehscheibe.net/de/Kinderbetreuung/Tagesmuetter_Tagesvaeter/ for all relevant information.

If your child attends primary school and school ends at lunchtime, you can make use of the school's afternoon childcare. There is also the option of after-school day care; contact your municipality for more information.

Family pass: discounts for leisure, sports, culture and education

The "TWO AND MORE – Styrian Family Pass" enables families to receive various discounts – amongst other things for using public transport. Requirements are: your main residence must be in Styria and at least one child is under the age of 18. A family starts with one adult and one child. Another condition is that you as a family are entitled to family allowance.

Bildung, Familie und Kinderbetreuung

Familie und Kinderbetreuung

Wir möchten, dass jeder Mensch in der Obersteiermark einen Beruf ausüben kann – auch als Eltern. Deshalb bieten wir verschiedene Angebote für die Vereinbarkeit von Familie und Beruf an:

Kinderbildung und -betreuung bis zum Schuleintritt

Die freiwillige Kinderbildung und -betreuung in Kinderkrippen für Kinder im Alter bis zu drei Jahren bieten wir in erster Linie den Familien an, bei denen beide Eltern berufstätig sind. Informieren Sie sich dazu beim jeweiligen Gemeindeamt.

Ab dem dritten Lebensjahr ist der Besuch des Kindergartens möglich, ein Jahr vor Schulbeginn verpflichtend.

Wo Sie Ihre Kinder im Alter von null bis zehn Jahren betreuen lassen können, zeigt Ihnen die Kinderdrehzscheibe:

www.kinderdrehzscheibe.net/de/

Einrichtungen/

Wählen Sie dazu entweder den Bezirk Leoben oder Bruck-Mürzzuschlag aus.

Weitere Angebote für die Kinderbildung und -betreuung

Über die klassische Krippen- und die Kindergartenbildung und -betreuung hinaus bieten wir weitere Möglichkeiten, Sie zu entlasten. Ist Ihr Kind im Säuglings- und Kleinkindalter, eignet sich vor allem eine Tagesmutter oder ein Tagesvater, der oder die Sie nach Ihren Wünschen unterstützen kann. Unter

www.kinderdrehzscheibe.net/de/Kinderbetreuung/Tagesmuetter_Tagesvaeter/ finden Sie alle relevanten Informationen.

Besucht Ihr Kind die Volksschule und hat ab der Mittagszeit keinen Unterricht mehr, können Sie die Nachmittagsbetreuung der Schulen in Anspruch nehmen. Alternativ gibt es auch Hortplätze, über die die Gemeinden Sie informieren können.

Familienpass: Vergünstigungen in Freizeit, Sport, Kultur und Bildung

Mit dem „ZWEI UND MEHR-Steirischer Familienpass“ erhalten Familien verschiedenste Vergünstigungen – unter anderem für die Nutzung öffentlicher Verkehrsmittel. Voraussetzung ist ein Hauptwohnsitz in der Steiermark und mindestens ein Kind unter 18 Jahren. Zu einer Familie zählen schon ein/e Erwachsene/r und ein Kind. Eine weitere Voraussetzung ist, dass Sie als Familie Anspruch auf Familienbeihilfe haben.





Family allowance and childcare allowance

We want to make life as pleasant as possible for families in Obersteiermark. Financial security is therefore very important.

Families with children up to 24 years of age can apply for the so-called family allowance – a monthly subsidy. Register with the tax office at your place of residence and apply there. For information see

www.help.gv.at > Familie und Partnerschaft > Geburt eines Kindes > Beruf und Finanzielles > Familienbeihilfe.

If you receive family allowance and have a toddler under the age of 28 months, you may also be entitled to receive childcare allowance. Contact your respective health insurance company and see the following websites for information regarding the requirements and application.

www.help.gv.at > Familie und Partnerschaft > Geburt eines Kindes > Beruf und Finanzielles > Kinderbetreuungsgeld

www.bmfj.gv.at > Familie > Finanzielle Unterstützungen > Kinderbetreuungsgeld

Familienbeihilfe und Kinderbetreuungsgeld

Wir möchten Familien das Leben in der Obersteiermark so angenehm wie möglich machen. Finanzielle Sicherheit ist daher sehr wichtig: Familien mit Kindern bis zum 24. Lebensjahr können die sogenannte Familienbeihilfe beantragen – einen monatlichen finanziellen Zuschuss. Melden Sie sich hierzu beim Finanzamt Ihres Wohnortes und reichen Sie dort einen Antrag ein. Informationen dazu finden Sie unter www.help.gv.at > Familie und Partnerschaft > Geburt eines Kindes > Beruf und Finanzielles > Familienbeihilfe.

Wenn Sie Familienbeihilfe erhalten, und ein Kleinkind unter 28 Monaten haben, kann auch ein Anspruch auf Kinderbetreuungsgeld bestehen. Informationen zu den Voraussetzungen und zum Antrag bekommen Sie bei Ihrer jeweiligen Krankenkasse und auf den folgenden Websites.

www.help.gv.at > Familie und Partnerschaft > Geburt eines Kindes > Beruf und Finanzielles > Kinderbetreuungsgeld

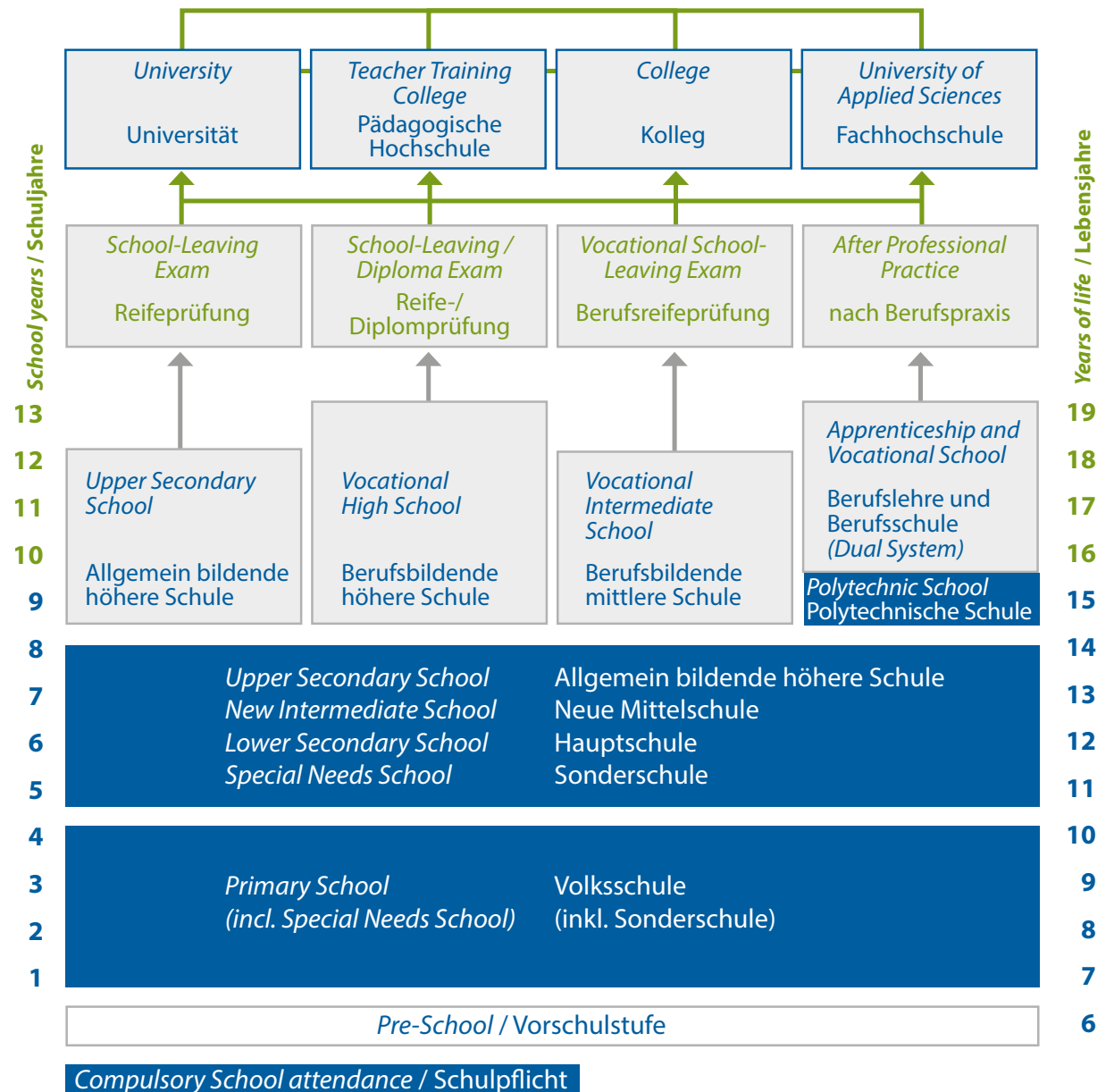
www.bmfj.gv.at > Familie > Finanzielle Unterstützungen > Kinderbetreuungsgeld

Schulen, Aus- und Weiterbildung

Ihre Kinder sind die Fachkräfte von morgen: Wir sorgen dafür, dass sie bestmöglich gebildet werden. In Österreich besteht Ausbildungspflicht. Ab dem sechsten Lebensjahr ist eine Schule neun Jahre lang zu besuchen. Damit Ihre Kinder danach nicht unter einem Bildungsabbruch leiden, ist eine Ausbildung bis zum 18. Lebensjahr Pflicht. Eine detaillierte Darstellung des Schulsystems finden Sie in verschiedenen Sprachen unter www.bildungssystem.at.

Schools, education and further training

Your children are the specialists of tomorrow: we ensure that they receive the best education possible. In Austria, it is compulsory for children from the age of six years to attend school for nine years. To ensure that your children don't suffer from a drop-out of education afterwards, educational programmes are compulsory until the age of 18. For a detailed description of the school system in various languages see www.bildungssystem.at.





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© Montanuniversität Leoben

Schools and universities in the region

The primary school your child attends depends on the community you live in. Children are assigned to a school in order to keep the way to school as short as possible and to distribute children equally across schools; having too many children in a class complicates lessons and individual education. You only have free choice of secondary school for your child.

All schools in the region are listed online: www.schule.at > Schulfuehrer > Steiermark.

Your child has approximately 13 weeks of holidays per school year. If both parents work, we recommend obtaining information about childcare during the holidays early on. For a holiday calendar see www.ferienkalender.at.

If you have any questions about education in Obersteiermark, please contact the responsible office:

*Bildungsregion Obersteiermark Ost
Schiffländ 8, 8600 Bruck an der Mur
Telephone: +43 (0) 5 0248 345
E-Mail: broo@lsr-stmk.gv.at*

Schulen und Universitäten in der Region

Welche Volksschule Ihr Kind besucht, hängt davon ab, in welcher Gemeinde Sie wohnen. Kinder werden einer Schule zugeordnet, damit der Schulweg möglichst kurz bleibt und die Kinder gleichmäßig auf die Schulen verteilt werden. Denn zu viele Kinder in einer Klasse erschweren den Unterricht und die individuelle Bildung. Erst die weiterführende Schule können Sie für Ihr Kind frei wählen. Alle Schulen der Region sind online gelistet:

www.schule.at > Schulfuehrer > Steiermark.

In einem Schuljahr hat Ihr Kind rund 13 Wochen Schulferien. Sollten beide Eltern berufstätig sein, empfehlen wir, sich frühzeitig über eine Kinderbetreuung in den Ferien zu informieren. Wann die Ferien sind, sehen Sie unter www.ferienkalender.at.

Sollten Sie noch Fragen zur Bildung in der Obersteiermark haben, wenden Sie sich gerne an das zuständige Amt:

Bildungsregion Obersteiermark Ost
Schiffländ 8, 8600 Bruck an der Mur
Telefon: +43 (0) 5 0248 345
E-Mail: broo@lsr-stmk.gv.at

Wichtiges und Nützliches

Für Ihre Sicherheit: Die wichtigsten Notrufnummern

Österreich ist zwar das drittsicherste Land der Welt, jedoch sollten Sie sich für Notfälle trotzdem folgende Nummern notieren:

Feuerwehr: 122
Polizei: 133
Rettung: 144
Euronotruf: 112

In allen anderen Fällen kontaktieren Sie die örtlichen Polizeidienststellen. Falls Sie nicht wissen sollten, wo diese sind: Über die Servicenummer **+43 (0) 59-133** werden Sie automatisch von Ihrem Standort in Österreich mit der nächstgelegenen Polizeidienststelle verbunden.

Ihre ersten Schritte in der Obersteiermark

Wenn Sie eine Wohnung in Österreich gefunden haben, müssen Sie sich spätestens drei Tage nach dem Umzug bei der Meldebehörde Ihrer Gemeinde anmelden. Sollten Sie in einer Mietwohnung wohnen, lassen Sie Ihren Meldezettel bitte vorher von Ihrem Vermieter unterschreiben. Weitere Informationen gibt es bei Ihrem Gemeindeamt oder unter

www.help.gv.at > Dokumente und Recht > An-/Abmeldung des Wohnsitzes > Anmeldung.

Important and useful information

For your safety: essential emergency numbers

Although Austria is the third-safest country in the world, you should still make a note of the following numbers for emergencies:

Fire Department: 122
Police: 133
Rescue: 144
Eurotraffic: 112

In any other event contact the local police stations. If you don't know where they are: call the service number **+43 (0) 59-133** and you will automatically be connected to the nearest police station.

Your first steps in Obersteiermark

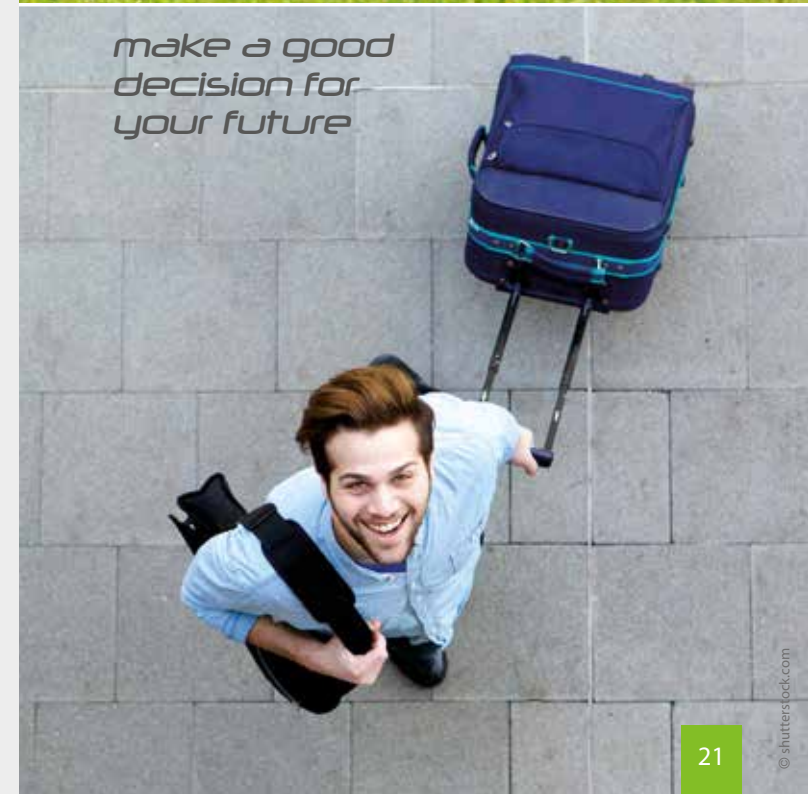
If you have found a flat in Austria, you must register with your municipality's registration office not later than three days after moving. If you live in a rented flat, please make sure your registration form is signed by your landlord first. For further information contact your local authority or see

www.help.gv.at > Dokumente und Recht > An-/Abmeldung des Wohnsitzes > Anmeldung.



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make a good
decision for
your future

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You are from the EEA?

If you are from a country in the European Economic Area (EEA, i.e. EU, Island, Liechtenstein or Norway), you do not need a residence permit. You still have to register with the responsible authority within four months:

*District Commission Bruck-Mürzzuschlag
Dr.-Theodor-Körner-Straße 34,
8600 Bruck/Mur or
DDr.-Schachner-Platz 1, 8680 Mürzzuschlag
Phone: +43 (0) 3862 / 899-0
Email: bhbm@stmk.gv.at*

*District Commission Leoben
Peter-Tunner-Straße 6, 8700 Leoben
Phone: +43 (0) 3842 / 45571-0
Email: bhln@stmk.gv.at*

Kommen Sie aus dem EWR?

Kommen Sie aus einem Land des Europäischen Wirtschaftsraums (EWR, also EU, Island, Liechtenstein oder Norwegen), brauchen Sie keine Aufenthaltsbewilligung. Dennoch müssen Sie sich innerhalb von vier Monaten bei der zuständigen Behörde anmelden:

Bezirkshauptmannschaft
Bruck-Mürzzuschlag
Dr.-Theodor-Körner-Straße 34,
8600 Bruck/Mur oder
DDr.-Schachner-Platz 1, 8680 Mürzzuschlag
Telefon: +43 (0) 3862/899-0
E-Mail: bhbm@stmk.gv.at

Bezirkshauptmannschaft Leoben
Peter-Tunner-Straße 6, 8700 Leoben
Telefon: +43 (0) 3842/45571-0
E-Mail: bhln@stmk.gv.at

Kommen Sie von außerhalb des EWR?

Wenn Sie länger als sechs Monate in Österreich bleiben möchten, brauchen Sie einen sogenannten Aufenthaltstitel. Diesen bekommen Sie über unsere Vertretungsbehörde im Ausland, also beim Konsulat/der Botschaft, idealerweise vor Ihrer Ankunft in Österreich. Unsere Vertretungsbehörden im Ausland finden Sie unter www.bmeia.gv.at > Botschaften & Konsulate.

Hochqualifizierte, Fachkräfte in Mangelberufen, ausländische Studienabsolventinnen und -absolventen einer österreichischen Hochschule und Selbstständige können außerdem eine Rot-Weiß-Rot-Karte erhalten. Damit werden zum Beispiel Ihre Einreise und Ihr befristeter Aufenthalt für eine Beschäftigung erleichtert. Informationen dazu bietet die folgende Website: www.migration.gv.at > Formen der Zuwanderung > Dauerhafte Zuwanderung.

Are you from outside the EEA?

If you want to stay in Austria for more than six months, you need a residence permit. You can get the permit via our representative office abroad, i.e. at the consulate/embassy, ideally prior to your arrival in Austria. For our representative offices abroad see www.bmeia.gv.at > Botschaften & Konsulate.

Highly qualified specialists in occupations where there is a shortage of staff, foreign graduates of an Austrian university and self-employed persons can also get a red-white-red card. This will, for example, facilitate your entry and your temporary residence for employment.

For information see the following website: www.migration.gv.at > Forms of immigration > Permanent immigration.





good medical care

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For your health: compulsory insurance

Good medical care is the basis of a carefree life. Therefore, all employed persons are legally insured via social security.

In the event of an accident, unemployment or sickness: social security ensures that you are always in good hands, as it includes health, accident, pension and unemployment insurance. Of course, you can also take out private insurance, the choice is yours.

If you do not work in Austria or are self-employed, special regulations apply. Contact the respective institutions for information regarding the requirements and application.

If you have social security you will receive a so-called "E-card"; you will need this card together with your photo ID for doctor's and hospital appointments. You should choose a family doctor as a contact in case you have any health issues.

In the event of an illness, s/he will send you to the respective medical specialist and will, for example, provide you with a certificate of incapacity for work for your employer and your health insurance.

At www.aekstmk.or.at all doctors and medical specialists in Styria are listed according to area of expertise, health insurance and language skills.

Contact for employed persons:
Steirische Gebietskrankenkasse (GKK)
Telephone: +43 (0) 316 / 8035-3000

Contact for self-employed persons:
Sozialversicherungsanstalt der gewerblichen Wirtschaft, State Office Styria (SVA)
Phone: +43 (0) 5 08 08-2025

Bank Account: obligatory for employed persons

In order to comfortably make payments, conclude mobile phone contracts and work, you need a bank account. This is obligatory for working persons, in particular. You can open an account at the bank of your choice. For a comparison of the various terms see: www.ak-bankenrechner.at

For an overview of all banks see www.finanz.at/banken/steiermark/
Simply select your future place of residence.

Für Ihre Gesundheit: Versicherungspflicht

Eine gute medizinische Versorgung ist die Grundlage für ein unbeschwertes Leben. Deshalb sind in Österreich alle Erwerbstätigen gesetzlich sozialversichert.

Ob Unfall, Arbeitslosigkeit oder Krankheit: Mit der Versicherung sind Sie immer in guten Händen, denn sie umfasst die Kranken-, Unfall-, Pensions- und die Arbeitslosenversicherung. Natürlich können Sie zusätzlich auch eine private Versicherung abschließen, das ist Ihnen überlassen. Sollten Sie keiner Arbeit in Österreich nachgehen oder selbstständig sein, gelten besondere Regelungen. Informieren Sie sich dazu bei den jeweiligen Institutionen.

Wenn Sie sozialversichert sind, erhalten Sie eine sogenannte „E-Card“; die brauchen Sie zusammen mit Ihrem Lichtbildausweis für Arzt- und Krankenhausbesuche. Um bei Beschwerden eine Ansprechperson zu haben, sollten Sie sich eine Hausärztin oder einen Hausarzt aussuchen. Sie/Er leitet Sie im Krankheitsfall an die entsprechenden Fachärztinnen und Fachärzte weiter und erstellt Ihnen zum Beispiel eine Arbeitsunfähigkeitsbescheinigung für Ihren Arbeitgeber und Ihre Krankenkasse.

Unter www.aekstmk.or.at sind alle Haus- und Fachärzte in der Steiermark nach Fachrichtung, Krankenkasse und Sprachkenntnissen aufgelistet.

Kontakt für unselbstständig Erwerbstätige:
Steirische Gebietskrankenkasse (GKK)
Telefon: +43 (0) 316/8035-3000

Kontakt für Selbstständige:
Sozialversicherungsanstalt der
gewerblichen Wirtschaft (SVA),
Landesstelle Steiermark
Telefon: +43 (0) 5 08 08-2025

Bankkonto: Pflicht für Erwerbstätige

Um in Österreich bequem zahlen, Handyverträge abschließen und arbeiten zu können, brauchen Sie ein Bankkonto. Dies ist besonders für Arbeitnehmerinnen und Arbeitnehmer Pflicht. Sie können ein Konto bei einer Bank Ihrer Wahl eröffnen. Hier finden Sie einen Vergleich der verschiedenen Konditionen:

www.ak-bankenrechner.at.

Eine Übersicht aller Banken finden Sie unter www.finanz.at/banken/steiermark/
Wählen Sie dazu einfach Ihren zukünftigen Wohnort aus.



modern life

Do you need help?

Please contact the Regional Development Agency
Obersteiermark Ost

www.topjob-toplife.at

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Welcome!



Interreg
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EUROPEAN UNION

European Regional Development Fund



Pilotbeispiel Bregenzerwald

Neue Angebote und Services
zur Stärkung der Willkommenskultur
in Gemeinden und Betrieben

 **Vorarlberg
FINDER**

www.vorarlberg-finder.at



Pilotbeispiel Bregenzerwald

Neue Angebote und Services zur Stärkung der Willkommenskultur in Gemeinden und Betrieben

August 2017 - Oktober 2019



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Regionalentwicklung Vorarlberg eGen, Hof 19, 6861 Alberschwende
office@regio-v.at, +43 5579 7171



Hintergrund

Der Alpenraum durchlebt in den kommenden Jahren in Bezug auf die Zusammensetzung der Bevölkerung die kombinierten Herausforderungen durch eine alternde Bevölkerung und neue Migrationsmodelle. Daraus ergeben sich aber auch Möglichkeiten für soziale Innovation durch einen kreativen und offenen Umgang mit der Vielfalt und einen bewusst verfolgten Pluralismus. Vor allem ländliche Regionen und Berggebiete brauchen neue Ansätze für eine breit verankerte Willkommenskultur. PlurAlps zielte darauf ab, Gemeinden, KMUs und die Zivilgesellschaft bei der Entwicklung einer Willkommenskultur zu unterstützen und dadurch die Attraktivität und den sozialen Zusammenhalt im ländlichen Raum zu stärken.

Im Rahmen des Projektes „PlurAlps“ setzten die Regionalentwicklung Vorarlberg und die Regionalentwicklung Bregenzerwald gemeinsam im Pilotgebiet Bregenzerwald Angebote und Services zur Stärkung der betrieblichen und kommunalen Willkommenskultur im Bregenzerwald um. Das Projekt verfolgte dabei die folgenden drei Stoßrichtungen.

Informationsvermittlung an Zuwanderer

Wer hilft mir dabei, die deutsche Sprache zu lernen? Wo kann ich meine Kinder betreuen lassen? Welche Beratungsangebote gibt es in der Region? Vor diesen und anderen Fragen stehen vor allem Menschen, die noch nicht lange in Vorarlberg leben. Um Zuwanderern eine Orientierungshilfe zu bieten, wurde der Vorarlberg Finder, eine mehrsprachige geo-referenzierte online Plattform, entwickelt.

Sprachvermittlung

Ausreichende Sprachkompetenzen sind ein zentrales Kriterium für die Teilnahme am Gesellschaftsleben im Bregenzerwald. Für zugezogene Personen ohne oder mit geringen Deutschkenntnissen wurden Möglichkeiten zum Erwerb der deutschen Sprache geschaffen.

Überbetriebliches HRM

Aufgrund der sich verändernden demografischen Struktur der Bevölkerung im Bregenzerwald wird es für Betriebe immer wichtiger, sich gemeinsame Maßnahmen zu überlegen, um dem langfristigen Fachkräftemangel zu begegnen. Eine definierte Anlaufstelle und Servicestruktur eingebettet in der Region ermöglicht hier nun die richtigen Maßnahmen setzen können.

Willkommen in Vorarlberg

In Vorarlberg/A hat Einwanderung Tradition: Während der Industrialisierung waren vor allem ausländische Arbeiter*innen in der Textilindustrie gefragt, heute sind es Fachpersonen aus dem Bereich Bau, Technik, und Gastronomie. Arbeitssuchende aus der EU, aber auch Menschen, die aus Kriegsgebieten fliehen mussten, suchen in Vorarlberg eine neue Heimat. Im Rahmen des PlurAlps-Projekts stärken die Regionalentwicklungen von Vorarlberg und Bregenzerwald eine Willkommenskultur in Unternehmen und Gemeinden.

Ziel ist, Neuankommenden den Einstieg in den Arbeitsmarkt und in die lokalen Gemeinschaften zu erleichtern. Zu diesem Zweck organisiert die REGIO Bregenzerwald Sprachkurse für Berufstätige und ist Ansprechpartner für alle Fragen rund um Integration und Anstellung für ansässige Firmen. Wo gibt es Arbeit in Handwerksbetrieben, Ärzte oder Beratungsstellen für Asylsuchende? Zu den Angeboten gehört auch die Online-Plattform www.vorarlberg-finder.at, wo Neuankommende Informationen in verschiedenen Sprachen finden können. Besonders ländliche Regionen seien darauf angewiesen, sich zu vernetzen, findet Martina Rüscher, Vorständin der REGIO Bregenzerwald. Viele Betriebe seien zu klein, um neuen Mitarbeitenden Leistungen wie Sprachkurse anzubieten. Auf der anderen Seite gebe es in den Gemeinden auch sehr viele ehrenamtliche Strukturen, die man erhalten müsse. Die Vizepräsidentin des Vorarlberger Landtags ist überzeugt: «Jeder alleine kann es nicht schaffen, es braucht alle 24 Gemeinden im Bregenzerwald.»¹

Maya Mathias, CIPRA International



¹ Quelle: CIPRA Magazin SzeneAlpen Nr.1 05/2019

Vorarlberg-Finder

Der Bedarf

Die Anforderungen an ein geografisches Informationssystem wurden mit der Arbeitsgruppe der Vorarlberger Regional Koordinator*innen für Flucht und Asyl in Zusammenarbeit mit der Regionalentwicklung Bregenzerwald GmbH mit der Stelle Asyl und Integration und der Stelle „Der Bregenzerwald lässt kein Kind zurück“ sowie der Regionalentwicklung Vorarlberg eGen, dem Gemeindeverband Vorarlberg, der Arbeitsgruppe Oberland für Gesundheit, Soziales, Bildung, Jugend und Integration und Kinderbetreuung, der witus eGen Wirtschaft & Tourismus und dem Werkraum Bregenzerwald definiert.²

Weiters wurden vorhandene technische Lösungen geprüft bzw. Entwicklungen in Ergänzung zu bereits bestehenden Informationsplattformen für Zuwanderer definiert.

In Verbindung mit der vorhandenen Plattform "Hand in Hand" wurde der Vorarlberg-Finder als Informationssystem und Orientierungshilfe für zugezogene aber auch eingessene Personen festgelegt mit dem Ziel, regionales einfach und schnell zu finden.

Die Funktionen

Der Vorarlberg Finder, ein Webservice für Neu-Zugezogene und Einwohner*innen in Vorarlberg³, bietet Informationen zu wichtigen Orten, Links und Kontakten in der Nähe. Dabei ist die Plattform mehr als nur ein einfacher Kartendienst. Sämtliche Inhalte und POIs (Point of Interests) sind nicht einfach nur verortet, sondern auch verschiedensten Kategorien zugeordnet. Damit können sich Besucher*innen bequem und schnell zurechtfinden. Die Menüführung sollte natürlich so übersichtlich wie möglich bleiben und auch bei mobilen Endgeräten optimal eingesetzt werden können. Das Ergebnis besteht in seiner schlichten Form. Die Icons geben zusätzliche Orientierung und runden das Gesamtbild ab.

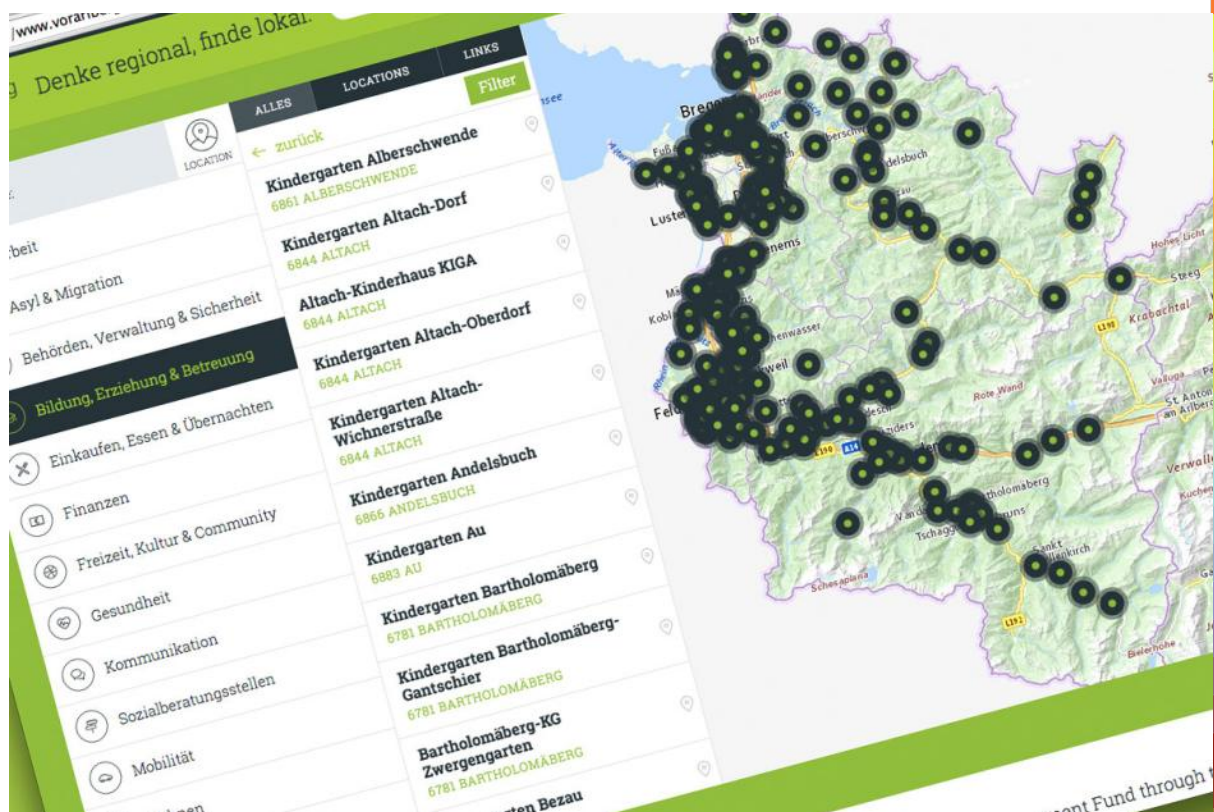


² PlurAlps Aktivität: T3.4.1.1 Anforderungen an ein Online-Info-System für Neubürger definieren

³ PlurAlps Aktivität: T3.4.1.2 „Vorarlberg Finder“ entwickeln und implementieren

Umfangreiche Filter- und Suchfunktionen erweitern die einfache Bedienung des Webservices. Ein weiteres Highlight ist die Mehrsprachigkeit der Plattform (Deutsch, Englisch, Spanisch, Arabisch und Farsi) in Kombination mit der freien Übersetzerfunktion. Die Übersetzungen wurden von Freiwilligen durchgeführt.

Datengrundlage bilden die Vorarlberger GIS Daten und die österreichische Verwaltungsgrundkarte Basemap. Gestartet wurde das Projekt in der Pilotregion Breitenzerwald. <https://www.vorarlberg-finder.at/>



Denke regional, finde lokal

Auf der Plattform finden sich hilfreiche Kontakte in den unterschiedlichsten Lebensbereichen wie z.B. Arbeit, Gesundheit, Bildung, Einkaufen, Wohnen und mehr. Aber auch Vereine und ehrenamtliche Angebote sind aufgelistet. Klare Vorteile z.B. gegenüber einer Google-Suche bietet die Plattform durch die übersichtliche Suche nach Kategorien, die regionale Befüllung und laufende Aktualisierung durch die Gemeinden, die Suchfilterung nach Ort und Alter und die übersichtliche Auflistung aller Ergebnisse (ohne gesteuerte Gewichtung durch Google).

Weiters wurden bei den Suchfiltern die häufigsten Problemstellungen, die in Vorarlberg auftreten, ergänzt. Es kann beispielsweise nach „Suche Hilfe bei... Depression/Mobbing/Gewalt/oder ähnliches“ gesucht werden und hilfreiche Kontakte und Links im sozialen Nahraum werden angezeigt.

**Denke regional,
finde lokal.**



**Vorarlberg
FINDER**

www.vorarlberg-finder.at

Regionales einfach schnell finden.

Auf der Plattform www.vorarlberg-finder.at finden Sie alle Kontakte und Informationen aus der Region – zur besseren Übersicht in Kategorien eingeteilt. Für alles, was man tagtäglich gut brauchen kann. Die Suchergebnisse werden auf einer Vorarlberg-Landkarte angezeigt und sind, abhängig vom Endgerät, mit dem Navigationssystem Google-Maps verknüpft. Schnelles Finden ist das eine, mit dem Finden aber auch alles Wissenswerte zu vermitteln, das andere. Aus diesem Grund erfahren Sie alle entsprechenden Kontaktadressen, Öffnungszeiten und noch vieles mehr über weitere Links.

Alles, was für Sie wichtig ist, finden Sie schnell auf dieser Plattform: Einkaufen, Essen, Gesundheit, Behörden, Bildung, Finanzen, Übernachten, Freizeit, Kultur, Kommunikation, Sozialberatung, Mobilität, Wohnen, Arbeiten...

www.vorarlberg-finder.at



Regionalentwicklung Vorarlberg eGen
über das Projekt PlurAlps
Auftragnehmer und Umsetzer:
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regio@regiobregenzerwald.at

In einer Pressekonferenz am 25.06.2018 wurde der Vorarlberg-Finder der Öffentlichkeit vorgestellt. Infokarten zur Bewerbung wurden entwickelt und in allen Gemeinden des Bregenzerwaldes aufgelegt. Alle Neuanmeldungen in der Region Bregenzerwald erhalten diese Infokarten direkt beim Meldeamt.

24 Gemeinden im Bregenzerwald sorgen für Aktualität

Zur laufenden Datenpflege des Vorarlberg Finders bedarf es einer Organisations- und Betreuungsstruktur⁴ in den Gemeinden bzw. in der Region. Die Regionentwicklung Bregenzerwald GmbH ist hier das Bindeglied und hat 25 Personen für die 24 Gemeinden in der Pilotregion Bregenzerwald geschult, damit auch für die Zukunft die Aktualität und die Aktualisierungen gewährleistet sind. Der Vorarlberg-Finder hat bereits großes Interesse weiterer Gemeinden geweckt. Als nächster Schritt sollen hier definierte Ansprechpartner*innen weiterer

⁴ PlurAlps Aktivität: T3.4.1.3 Betreuungsstruktur für die Geo-Onlinedienste aufbauen

teilnehmender Gemeinden definiert werden. Diese weiterführende Aktivität ist noch in Ausarbeitung.

Mit der Regionalentwicklung Bregenzerwald konnte für die Umsetzung und Betreuung ein Partner gefunden werden, der die im Projekt definierten Ziele auch langfristig als Entwicklungsstrategie für den Bregenzerwald verfolgt. Somit ist auch nach Projektende eine Weiterführung der Maßnahmen bzw. Thematiken des Projekts garantiert und auf vorgelagerte Projekte und Initiativen aufbaut.



Vorgelagerte Projekte und Initiativen

- Asyl und Integration im Bregenzerwald
www.regiobregenzerwald.at/asyl-und-integration.html
- Vorarlberg lässt kein Kind zurück:
www.vorarlberg.at/vorarlberg/frauen_familie/
- vorankommen – Willkommen in der Bregenzerwälder Arbeitswelt
www.regio-v.at/projects/5/vorankommen
- witus wirtschaft & tourismus
www.witus.at/
- Werkraum Schule
www.werkraum.at/werkraumschule/
- Zukunft Unternehmertum im ländlichen Raum
www.regio-v.at/projects/61/zukunft-unternehmertum-im-laendlichen-raum

Sprachvermittlung

Die REGIO Bregenzerwald als One-Stop-Shop für mehr Sprachkompetenz

Es ist gelungen, über die REGIO eine Anlauf/Beratungsstelle in Fragen des Erwerbs der deutschen Sprache einzurichten und dadurch Sprachangebote für Kinder bis Erwachsene in der Region Bregenzerwald zu ermöglichen. Dieser One-Stop-Shop⁵ für Suchende und Anbieter entstand durch Vernetzung auf mehreren Ebenen. Ziel war, in der Komplexität von Vorgaben und der Vielfalt an Angeboten, die Entwicklung innovativer niederschwelliger, bedarfsorientierter und erreichbarer Services und Angebote.

Um dies zu erreichen, fanden Vernetzungstreffen und Arbeitssitzungen mit überregional tätigen Bildungseinrichtungen wie Volkshochschule Bregenz, Wifi und dem BFI der Arbeiterkammer Vorarlberg statt. Weiters wurden die möglichen Angebote mit Caritas, IFS (Institut für Sozialdienste), AMS (Arbeitsmarktservice) und BH (Bezirkshauptmannschaft) abgestimmt und folglich die Angebotsplanung in enger Abstimmung mit Lehrer*innen, Unternehmer*innen der Region, politischen Vertreter*innen und Land Vorarlberg durchgeführt. Ein Austausch bestand ebenfalls mit regionalen Initiativen wie „Vielfalt Handel Hittisau“, „ich kauf im Wald“, „Zukunft Unternehmertum“ und der Offenen Jugendarbeit Bregenzerwald.

Innovative Angebote zur Sprachvermittlung

Die REGIO Bregenzerwald hat als regionale Anlaufstelle zusammen mit professioneller Unterstützung gepaart mit freiwilligem bürgerschaftlichem Engagement Konzepte zur Sprachvermittlung übernommen, entwickelt und in Umsetzung gebracht. Erreicht werden konnte ein zugeschnittenes Angebot in der Region für alle Zielgruppen mit innovativen Sprachvermittlungsmethoden und Formaten. Als One-Stop-Shop wurde die gesamte Organisation übernommen. Das Ergebnis ist ein niederschwelliger Zugang für Kinder, Jugendliche, Frauen, Männer, Erwerbstätige und Nicht-Erwerbstätige aber auch Austauschformate für die gesamte Bevölkerung eingebettet in Veranstaltungen des täglichen Lebens. Durch die Zusammenarbeit mit etablierten Anbietern wurde hier ein nachhaltiges Angebot geschaffen.

⁵ PlurAlps Aktivität T3.4.2.1 One Stop Shop für mehr Sprachkompetenz

23 durchgeführte Deutschkurse in Zusammenarbeit mit den verschiedenen Kursträgern, davon 2 Sommersprachwochen mit **53** Kindern in Hittisau und Bezau, 1 Sprachkompetenztraining mit okay-zusammenleben für **16** Jugendliche aus 10 Gemeinden. Insgesamt haben über **200** Erwachsene, Jugendliche und Kinder mit Flucht- oder Migrationshintergrund eine Kursmaßnahme über die REGIO Bregenzerwald besucht. In Zusammenarbeit mit dem ÖIF wurden Sprachstandsfeststellungen für **24** Frauen mit Kinderbetreuungspflichten organisiert und danach ein Alphabetisierungskurs in Hittisau angeboten. Nach wie vor übernehmen über **50** Freiwillige die Begleitung im Spracherwerb vor Ort in den Gemeinden des Bregenzerwaldes und bilden das Basisgerüst für die offiziellen Kursangebote. Halbjährlich werden dabei **4** Weiterbildungstermine speziell für ehrenamtliche Deutschbegleiter*innen mit der Engagement-Werkstatt angeboten.

Sprachförderwochen für Kinder

In den Sommern 2018 und 2019 wurden jeweils zwei Sprachförderwochen in Bezau und Hittisau für Kinder mit nicht-deutscher Muttersprache gemeinsam mit der Volkshochschule Bregenz entwickelt. Ziel ist, die Kinder mit besseren Deutschkenntnissen in das neue Schuljahr zu begleiten.



Sommerförderwochen 2018 in Hittisau (re) und in Bezau (li) (Bildnachweis: VHS Bregenz)

In den letzten beiden Ferienwochen wurden im Bregenzerwald an zwei Standorten intensiv Sprachförderkurse für Kinder mit nicht-deutscher Muttersprache angeboten. Jeweils am Vormittag frischten die Kinder von sechs bis zehn Jahren ihre Deutschkenntnisse auf und bereiteten sich so auf das neue Schuljahr vor. Dabei wurde viel Wert auf eine ausgewogene Mischung zwischen Lernen und Wiederholen auf der einen Seite und Freizeitaktivitäten auf der anderen Seite gelegt. So wurden auch mal bei einer kleinen Wanderung durch das Dorf die Vokabeln wiederholt und mit den realen Dingen vor Ort in Verbindung gebracht oder beim Basteln Dialoge zwischen den Kindern einstudiert.

Die Sprachförderwochen dauerten an beiden Standorten zwei Wochen lang. Nach diesen zehn Vormittagen haben sich – so die Einschätzungen der Pädagog*innen – die Sprachkenntnisse so sehr verbessert, dass es für alle Beteiligten ein ungemeiner Fortschritt war. Gerade in Familien mit nicht-deutscher Muttersprache wird sonst oft den ganzen Sommer nur in der Muttersprache kommuniziert und die während dem Schuljahr erlernten Deutschkenntnisse leiden.



Sommersprachwochen 2019 ebenfalls in Hittisau und Bezau

Die Standorte wurden so aufgeteilt, dass die Kinder möglichst nahe ihrem Wohnort den Kurs besuchen konnten. Für den hinteren und den mittleren Bregenzerwald wurde Bezau gewählt, für den vorderen Hittisau. Auch die Erreichbarkeit mit öffentlichen Verkehrsmitteln wurde besonders berücksichtigt: Beide Orte sind mit den öffentlichen Verkehrsmitteln gut erreichbar.

Factbox	
Format	2 Kurse in den letzten zwei Ferienwochen mit 10 Kurstagen 3,5 Unterrichtseinheiten in zwei Wochen
Zielgruppe	Volksschulkinder mit nicht-deutscher Muttersprache
Organisation	Regionalentwicklung Bregenzerwald GmbH
Kooperationspartner	Volkshochschule Bregenz
Teilnehmer*innen	2018: 30 Kinder (20 Buben und 10 Mädchen) aus neun Nationen (Afghanistan, Bosnien, Bulgarien, Irak, Iran, Slowakei, Syrien, Türkei aber auch aus Österreich) 2019: 23 Kinder (14 Buben und 9 Mädchen) aus 10 Nationen (Afghanistan, Bosnien, Bulgarien, Niederlande, Irak, Iran, Syrien, Türkei, Ungarn, Österreich,)
Ergebnis	2018 und 2019 jeweils zwei Kurse mit gesamt 70 Unterrichtseinheiten in Bezau und Hittisau von Ende August bis Anfang September
Weitere Infos	2018_T3-421_Sprachfoerderwochen-Bregenzerwald.pdf

Sprachkompetenztraining für Jugendliche

Zusammen mit „okay.zusammen leben“ der Projektstelle für Zuwanderung und Integration wurde deren Sprachkompetenztraining für Jugendliche mit nicht-deutscher Muttersprache im Bregenzerwald realisiert. Durch die Gruppe in Egg wurde der Zugang zu diesem Angebot für die einzelnen Jugendlichen, die in den verschiedenen Gemeinden im Bregenzerwald wohnhaft sind, wesentlich erleichtert.

In den Sommerferien konnten sich hier Jugendliche in einem thematisch gestaltbaren intensiven Training auf eine weiterbildende Schule, auf einen Lehreinstieg oder den Hauptschulabschluss vorbereiten.

Ziel war es, die sprachliche Kompetenz von Jugendlichen hinsichtlich Weiterbildung beziehungsweise Berufsleben zu verbessern, insbesondere sinnerfassendes Lesen von Fachtexten und differenzierte Ausdrucksweise im Berufsalltag und in der Schule. Den Kursteilnehmer*innen sollte ihr eigenes Sprachpotential bewusst werden und dadurch ihr Selbstwertgefühl in der Muttersprache und auch in Bezug auf ihre Mehrsprachigkeit gestärkt werden. Mathematische Grundfertigkeiten im Bereich der Grundrechenarten sollten gefestigt werden, speziell Textaufgaben auf Mittelschulniveau und das Erfassen mathematischer Konzepte.

Die Teilnahme am Sprachkompetenztraining war kostenfrei aber nach Anmeldung verbindlich, die Anwesenheit beim vorgelagerten thematischen „Clearing“ war dabei Voraussetzung. Danach erfolgte die Kurszusammenstellung. Aufgrund der großen Nachfrage wurde der Kurs auf zwei Gruppen aufgeteilt.

Factbox	
Format	20 Einheiten zu je 4 Stunden (10 – 14 Uhr) in den Sommerferien
Zielgruppe	Jugendliche mit nicht-deutscher Muttersprache zwischen 15 und 19 Jahren
Organisation	Regionalentwicklung Bregenzerwald GmbH
Kooperationspartner	„okay.zusammen leben“ Projektstelle Sprachkompetenztrainings für Jugendliche (SKT+)
Teilnehmer*innen	16 Jugendliche, 6 Mädchen und 10 Buben, mit Fluchthintergrund, die in insgesamt 11 Gemeinden des Bregenzerwalds wohnhaft sind (Au, Alberschwende, Lingenau, Hittisau, Krumbach, Langenegg, Sulzberg, Mellau, Bezau, Au und Andelsbuch) und ihre Pflichtschulzeit abgeschlossen haben
Ergebnis	2018: 1 Kurs vom 20. Juli – 29. August im Impulszentrum in EGG 2019: Abgesagt aufgrund zu weniger Anmeldungen
Weitere Infos	2018_T3-421_Sprachkompetenztraining-Jugendliche.pdf

Deutsch im Berufsalltag für Erwachsene

Verstehen – kommunizieren – sicher umsetzen

Nach einer Evaluation und Transformation von Kursen auf eine regionsweite Ebene bietet die REGIO Bregenzerwald nun gemeinsam mit der Fachstelle Flucht, Asyl und Integration, dem Kursinstitut clever² und den beteiligten Betrieben einen unterstützenden Kurs an, um eine Willkommenskultur für Mitarbeiter*innen zu schaffen, die eine andere Muttersprache als Deutsch sprechen. Damit wird das Arbeitskräftepotenzial gefördert, indem diese Mitarbeiter*innen standardisierte Handlungsabläufe im Berufsalltag kommunikativ bewältigen und damit schneller und effizienter im Unternehmen einsetzbar sind.

Denn wer sich in der Landessprache gut ausdrücken kann, ist in der Lage, Arbeitsabläufe sicher umzusetzen, eigenständig zu kommunizieren, besser zusammenzuarbeiten, eigene Potenziale zu entfalten, sich schneller im Unternehmen zu integrieren und sich langfristig als Fachkraft zu etablieren.



Kursteilnehmer*innen beim Kurs in Bezau 2018 (Bildnachweis: Silke Ritter, REGIO Bregenzerwald)

Diese betriebs- und berufsfeldübergreifenden Sprachkurse richten sich an Berufstätige, die im Arbeitsalltag Ihre Potenziale durch VERSTEHEN & KOMMUNIZIEREN entfalten wollen.

Mit dem Kurs „Deutsch für den Berufsalltag“ soll langfristig Arbeitslosigkeit vorgebeugt werden, da Personen mit besseren Qualifikationen weniger von Arbeitslosigkeit bedroht sind. Der Kurs unterstützt überdies, die Verpflichtungen aus der Integrationserklärung⁶ zu erfüllen.

Factbox	
Format	Angebot von zwei Kursen an zwei Standorten am Nachmittag oder Abend für bessere Erreichbarkeit
Zielgruppe	Personen, die bereits im Arbeitsprozess stehen und ihre Deutschkenntnisse verbessern möchten und Personen, deren Teilnahme an regulären Deutschkursen des ÖIF (Österreichischer Integrationsfonds) aufgrund der Arbeitszeiten nicht möglich ist.
Organisation	Regionalentwicklung Bregenzerwald GmbH
Kooperationspartner	2018 Kursinstitut clever ² und 2019 VHS-Bregenz Förderung durch das AMS zur Qualifizierung von Mitarbeiter*innen für Betriebe möglich.
Teilnehmer*innen	2018: 26 Personen, 21 Männer, 5 Frauen aus 7 Nationen und 14 Teilnehmende Betriebe 2019: 12 eigene Mitarbeiter*innen der Firma Mersen aus Italien, Polen, Rumänien, Syrien, Türkei und Ungarn
Ergebnis	2018: Von 11. September bis 28. November wurden in Egg und Bezaun 2 Kurse an 37 Abenden mit je 4 Unterrichtseinheiten zu 45 Minuten (148 UE) abgehalten. 2019: Aufgrund vieler Anmeldungen wurde ein Kurs direkt bei der Firma Mersen abgehalten. Mersen hat viele Mitarbeiter*innen nicht-deutscher Muttersprache aus EU Ländern. Für einen weiteren Kurs für Mitarbeiter*innen anderer Wälder-Betriebe gab es zu wenige Anmeldungen.
Weitere Infos	2018_T3-421_Deutsch-Berufsalltag.pdf

⁶ § 6 Integrationsgesetz: Asyl- und subsidiär Schutzberechtigte haben sich im Rahmen einer verpflichtenden Integrationserklärung zur Einhaltung der grundlegenden Werte der Rechts- und Gesellschaftsordnung zu verpflichten und unterliegen der Pflicht zur vollständigen Teilnahme, Mitwirkung und zum Abschluss der angebotenen und zumutbaren Kursmaßnahmen gemäß den §§ 4 und 5 Integrationsgesetz, was heißt, dass sie auch wenn sie in Beschäftigung stehen Deutschkenntnisse bis zum Modul A2 vorweisen müssen.

Soziale Integration

Im Großprojekt WEITE WELT IM WALD waren über **50** Ehrenamtliche aus dem Bregenzerwald aus verschiedensten Nationen aktiv. Besucher*innen haben ein 30 Meter langes Stoffband aus **300** Einzelteilen geschaffen, **1000**_e Besucher*innen des Wäldermarktes konnten sich von der Vielfalt und dem Engagement der Menschen, die den Bregenzerwald als neue Heimat sehen überzeugen. Im interkulturellen Mädchencafé in der Guten Stube haben bisher **16** Mädchentreffs stattgefunden mit unterschiedlichen Programmpunkten, von Tanz- bis Frisurenworkshops, vom gemeinsamen Kochen bis hin zum Jodeln. Das Konzept des Mädchencafés wurde von 4 Mädchen mit Unterstützung der REGIO-Bregenzerwald und der OJB beim Landestreffen der Soroptimist*innen in der Landesbibliothek vorgestellt. Für die soziale Integration vor Ort sind in den **24** Gemeinden des Bregenzerwaldes noch über **100** Ehrenamtliche im Einsatz, die regelmäßig mit Informationen versorgt wurden und Rat und Hilfe bei der REGIO Fachstelle gesucht haben.



Weite Welt im Wald (Bildnachweis: Robert Moosbrugger)

Die Idee

Angeregt durch einen jungen Mann aus Syrien, der in Hittisau wohnhaft ist, entstand die Idee, die Vielfalt der Kulturen und Menschen, die im Bregenzerwald beheimatet sind, sichtbar zu machen und miteinander ins Gespräch zu bringen. Dabei soll es keinen Unterschied geben, ob man schon immer im Bregenzerwald wohnt oder erst seit kurzem. Die Unterschiede sollen nicht im Vordergrund stehen, sondern die Vielfalt soll als Chance und bereicherndes Element jeder Gesellschaft betrachtet werden.

Der Verein Vielfalt Handel in Hittisau ermöglichte es im Rahmen eines Sonderthemas beim Wäldermarkt in Hittisau, den Bogen von der Vielfalt Handel zur Vielfalt der Kulturen zu spannen.

Der Bregenzerwald ist kein abgeschlossenes Tal am „Ende der Welt“, sondern befindet sich mit seinen über 31.000 Bewohner*innen aus 81 Nationen inmitten der „Weiten Welt“. Kultur, Kulinarik und natürlich auch die Sprache lassen Rückschlüsse darauf zu, woher ein Mensch kommt, aber wer „WIR“ sind, ergibt sich aus der Einzigartigkeit jedes Menschen und im gemeinsamen Leben mit den anderen.

In Beteiligungsworkshops wurden mit Personen aus verschiedenen Kulturkreisen Ideen gesponnen, wie denn die „Weite Welt im Wald“ beim Wäldermarkt präsentiert werden soll. Sprache ist dabei ein wichtiger Türöffner, aber auch Musik,

Kultur und Kulinarik sind schon seit jeher menschliche Fähigkeiten, Brücken zueinander zu bauen und gemeinsam Heimat zu gestalten. Mit verschiedenen Akteuren wurden Programmpunkte vereinbart, die „den Wald“ und die Vielfalt seiner Bewohner*innen darstellen und dazu anregen sollen, dass Menschen aus verschiedenen Nationen, Kulturen und mit Sprachunterschieden willkommen sind, friedlich miteinander leben, lernen und arbeiten, Verständnis entwickeln und Freundschaften entstehen lassen.

Der Wäldermarkt in Hittisau war dabei die Initialzündung, damit die Idee der „Weiten Welt im Wald“ auch in weiteren Gemeinden des Bregenzerwaldes bei verschiedenen Anlässen, Festen oder Veranstaltungen ihren Weg findet.

Umsetzung

Aufgetreten sind am 1. Mai 2019 Musikgruppen aus dem Bregenzerwald und aus der Weiten Welt, wie Evelyn Fink-Mennel, eine afrikanische Trommelgruppe und der Kontaktchor. Katharina Ritter erzählte Geschichten von „vo död und dô - vo witt awäk und vo gönz nô“. Im Bosnischen Café wurde bei einem Kaffee die Zeit angehalten und wer sich kunstvoll mit Henna die Hände bemalen mochte, war bei den Mädchen aus dem Mädchentreff richtig.

Der Kontakt-Chor als ein wöchentlich stattfindendes "Singen mit Flüchtlingen" unter der musikalischen Leitung von Mag. Ulrich Gabriel alias GAUL, wird als Drehscheibe für Kommunikation, Kontakte, Kooperationen und neue Freundschaften verstanden.

Die Nähwerkstatt Sulzberg kreierte mit ihrem interkulturellen Team den ganzen Tag aus Stoffen ein vielfältiges Kunstwerk und jede Marktbesucherin und jeder Marktbesucher konnte dabei mitwirken, damit die „Weite Welt im Wald“ noch vielfältiger und bunter wird - so konnten alle ihre Wurzeln auf der großflächigen Weltkarte im Saal sichtbar machen.



Kulturelle und kulinarische Verpflegung war der Inhalt des Sonderthemas auf dem Wäldermarkt in Hittisau. Denn wo kann man besser in Kontakt kommen als auf einem Markt?



Weite Welt im Wald (Bildnachweis: Robert Moosbrugger)

Ei, ei, ei am 1. Mai:

Unterschiede sollen nicht im Vordergrund stehen, sondern die Vielfalt als Chance. Die Oberflächlichkeit zu verlassen ist eine Chance und wurde wie folgt vermittelt. Man nehme zwei Eier, ein weißes und ein braunes und schlage sie auf. Schmecken sie anders? Sehen sie anders aus? Sie sind gleich! Entscheidend sind die Vielfalt und die Fülle an Möglichkeiten, sich zu entwickeln. Sei kein Ei - sei dabei!

Mit dem Projekt „Weite Welt im Wald“ soll die Vielfalt der Kulturen und Menschen, die im Bregenzerwald beheimatet sind, sichtbar gemacht und miteinander ins Gespräch gebracht werden. Dabei soll es keinen Unterschied geben, ob man schon immer im Bregenzerwald wohnt oder erst seit kurzem.

Die Unterschiede sollen nicht im Vordergrund stehen, sondern die Vielfalt als Chance und als bereicherndes Element jeder Gesellschaft betrachtet werden. Sprache ist dabei ein wichtiger Türöffner, aber auch Musik, Kultur und Kulinarik sind schon seit jeher menschliche Fähigkeiten, Brücken zueinander zu bauen und gemeinsam Heimat zu gestalten.

Die „Weite Welt im Wald“ möchte alle dazu anregen, dass Menschen aus verschiedenen Nationen, Kulturen und mit Sprachunterschieden willkommen sind, friedlich zusammenleben, miteinander leben, lernen und arbeiten, Verständnis entwickeln und Freundschaften entstehen lassen.

weite
welt
im
wald

Der Bregenzerwald befindet sich mit seinen über 31.000 Bewohnerinnen und Bewohnern aus 83 Nationen inmitten der „Weiten Welt“. Kultur, Kulinarik und natürlich auch die Sprache lassen Rückschlüsse darauf zu, woher ein Mensch kommt, aber wer „Wirt“ sind, ergibt sich aus der Einzigartigkeit jedes Menschen und im gemeinsamen Leben mit den anderen.



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Alpine Space
Bregenzerwald
Regionalmarketing Center



**ARTIG
Braun oder Weiß**

Man nehme 2 Eier,
ein weißes und ein
braunes und schlage
sie auf. Schmecken
sie anders? Sehen sie
anders aus?



**zig
Variationen**



**EINZIGARTIGE
Vielfalt**

=====
Sie sind gleich!
Entscheidend sind
die Vielfalt und die
Fülle an Möglich-
keiten, sich zu
entwickeln.

Interkultureller Mädchentreff

Sobald die Mädchen und jungen Frauen aus Flüchtlingsfamilien ihre Grundschulausbildung hinter sich haben, verbringen die meisten von ihnen viel Zeit zu Hause, wohl behütet bei ihren Eltern. Es bietet sich ihnen wenig bis kaum die Möglichkeit, Kontakte zu pflegen und am öffentlichen Leben teil zu haben. Deshalb entstand die Grundidee, einen interkulturellen Mädchentreff ins Leben zu rufen und zu organisieren.

In Zusammenarbeit von Regio Bregenzerwald, Caritas und der offenen Jugendarbeit Bregenzerwald ging das Gemeinschaftsprojekt unter dem Motto „sich begegnen und kennenlernen“ erstmals am 18. August 2017 über die Bühne⁷.

Ziel des Mädchentreffs ist es, Mädchen und jungen Frauen im Alter von 14 bis etwa 21 Jahren einen geschützten Raum zu bieten, in dem sie ihre Freizeit bei vielfältigen Angeboten verbringen können. Dabei soll das Selbstbewusstsein gestärkt werden und ein Bewusstsein für die Gemeinsamkeiten über die Sprachgrenzen, Herkunft und Religion hinaus.



Interkultureller Mädchentreff ©Marianna

Verbindender Schwerpunkt der Veranstaltungen ist das Kreative. Miteinander Essen, Trinken, Musik, Tanz, Stricken, Backen, Smoothies, oder ein Schminkworkshop, alles ist denkbar. Die thematischen Schwerpunkte werden gemeinsam mit den Mädchen ausgesucht. Alle Angebote sind kostenlos.

Seit August 2017 wurden in etwa alle 4 bis 6 Wochen in der Guten Stube⁸ 16 Mädchentreffs abgehalten. Diese waren mit durchschnittlich 15 bis 20 Teilnehmerinnen gut besucht.

⁷ Quelle: <https://www.vol.at/erster-interkultureller-maedchentreff-im-wald/5420795>

⁸ Die Gute Stube: <https://stube-online.com/2019/01/17/interkultureller-maedchentreff-2019/>

Ich arbeite im Wald

Zur Stärkung des Arbeitsmarkt-Standorts Bregenzerwald⁹ wurde eine Servicestruktur als Schnittstelle für Unternehmen und Kommunen in der REGIO Bregenzerwald eingebettet und über das Steuerungsgremium mit Aufgaben und Kompetenzen ausgestattet. Mit der Servicestruktur „HRM-Human Resource Management“ sollen Gemeinden und Betriebe im Bemühen um Arbeitskräfte und im Umgang mit einer „Pluralen Gesellschaft“ gleichermaßen beraten und die Effizienz der Zusammenarbeit mit bestehenden Strukturen gesteigert werden. Die Servicestruktur soll zur Standort- und Imageentwicklung für Arbeitskräftezug beitragen und die Gründungsintensität positiv beeinflussen.

Unterstützend zu dieser Struktur hat die Regionale Koordinationsstelle für Flucht,

Asyl und Integration in der REGIO Bregenzerwald Termine zur Berufsorientierung

mit insgesamt **123** Personen zur Abklärung der Integration in den

Arbeitsmarkt, Kursangeboten und sozialer Integration abgehalten. Insgesamt

wurden ca. **80** Lebensläufe zur konkreten Bewerbung bei Firmen

gemeinsam erarbeitet. **9** Volontariate konnten in Zusammenarbeit mit dem

AMS abgewickelt werden und **4** Lehrstellen für Asylwerber*innen direkt

vermittelt werden. **163** Jobangebote wurden alleine per WhatsApp

verschickt. **15** Jugendliche besuchten mit der Koordinationsstelle die

Lehrlingsbörse von Let's Werk im Werkraum Bregenzerwald.

⁹ PlurAlps Aktivität: T3.4.3.1 Stärkung Arbeitsmarkt Standort Bregenzerwald

80 Interviews wurden im Auftrag des Landes mit geflüchteten Frauen im

Bregenzerwald geführt, um deren Deutschniveau und die Möglichkeit zur Integration in den Arbeitsmarkt festzustellen.

Struktur

Die REGIO Bregenzerwald übernimmt für „ich arbeite im Wald“ eine zentrale Koordinierungs- und Abstimmungsfunktion zwischen den verschiedenen Akteuren und steuert die Prozesse. Die Geschäftsstelle der REGIO Bregenzerwald mit Geschäftsführer und Mitarbeiter*innen bildet eine Anlaufstelle und gleichzeitig eine Servicestruktur für die Akteure. Dadurch ist es auch möglich, verwandte relevante Themen wie z.B. Kinderbetreuung oder leistbares Wohnen in erfolgversprechende Schienen zu lenken bzw. in der Tagesarbeit von REGIO und Gemeinden zu berücksichtigen.

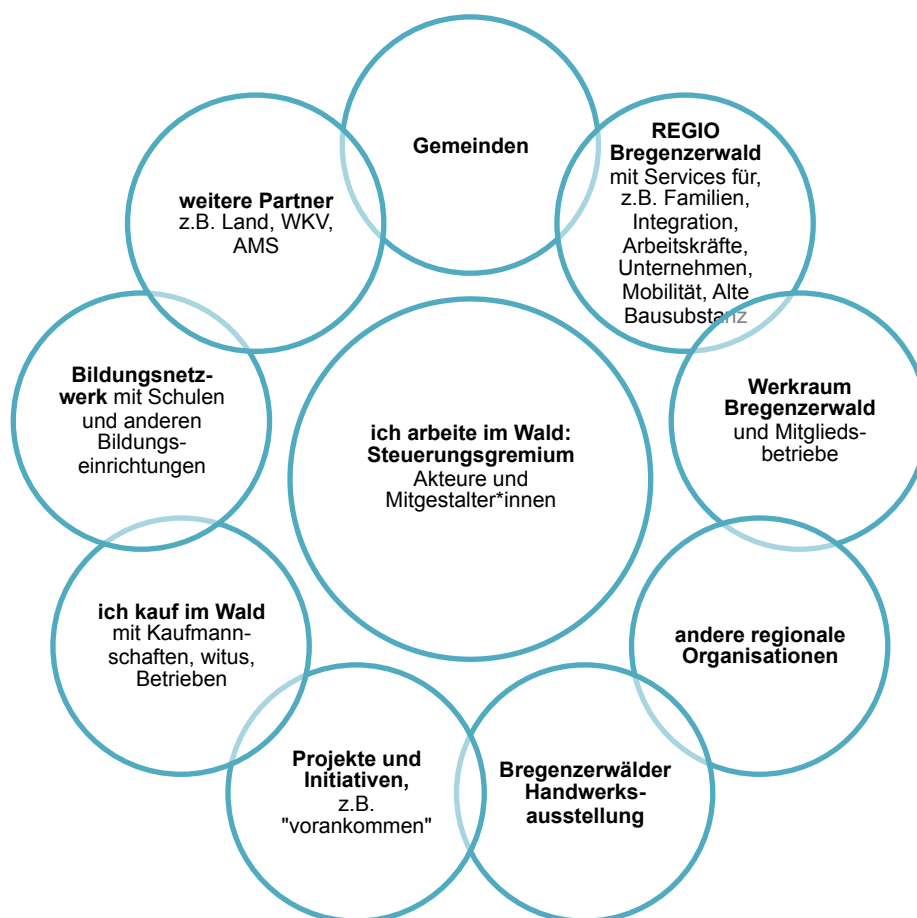


Abb. Akteure im Umfeld von „ich arbeite im Wald“

Die erarbeiteten Maßnahmenvorschläge zur Standort- und Imageförderung wurden mit verschiedenen Key-Playern der Region vertieft und priorisiert. Ein Steuerungsgremium besetzt mit Politiker*innen von Landes-/Regions- und Gemeindeebene, Multiplikator*innen und Expert*innen zur Umsetzung erster Pilotmaßnahmen wurde fixiert und eingerichtet.

Steuerungsgremium	
8 Vertreter*innen aus Politik, Bildung, Wirtschaft, Jugend, und Integration	<ul style="list-style-type: none"> • Martina Rüscher (Vizelandtagspräsidentin, Unternehmerin) • Guido Flatz (Obmann REGIO Bregenzerwald, Bürgermeister) • Tobias Bischofberger (Wirtschaftssprecher der REGIO Bregenzerwald, Bgm.) • Andreas Kappaure (Pädagogischer Leiter Vorarlbergs) • Agnes Hollenstein (Offene Jugendarbeit Bregenzerwald) • Doris Simma (Kordinatorin für Integration, Flucht- und Asylangelegenheiten im Bregenzerwald sowie für „der Bregenzerwald lässt kein Kind zurück“) • Lukas Schrott (Geschäftsführer der REGIO Bregenzerwald) • Alois Metzler (Unternehmer)

Maßnahmen

Ziel von „ich arbeite im Wald“ ist es, kontinuierlich möglichst gute Voraussetzungen für eine „Lebensregion“ Bregenzerwald zu gestalten, die es den Menschen ermöglicht, „leben“ und „arbeiten“ im nahen Umfeld gestalten zu können. Dies soll auch zur Standort- und Imageentwicklung für Arbeitskräftezzug beitragen und die Gründungsintensität positiv beeinflussen. Neben dem Einfluss auf Arbeitsmarkt und Wirtschaftsstandort wirken die Maßnahmen u.a. auch auf das soziale Kapital in Gemeinden und Region (Stichworte „brain drain“ oder Landflucht) und auf die negativen Auswirkungen von Mobilität/Verkehr auf Themen wie Umwelt, Klima, Lärm oder Luftqualität.

Bei Aktivitäten und Maßnahmen, die zur Attraktivität des Bregenzerwaldes als Arbeitsregion beitragen geht es gleichermaßen

- um die Qualität der Region als Unternehmensstandort,
- um die Attraktivität von Arbeitsplätzen in der Region und
- um die Stärkung des Arbeitsmarktstandortes.

Sowohl Standortqualität als auch die Qualität des Arbeitsmarktes in einer Region werden von einer Vielzahl von Faktoren bestimmt. Viele davon sind individuell und subjektiv bzw. nicht von der REGIO und den Gemeinden bzw. von ihren Partnern beeinflussbar.

Projekte wie „PlurAlps“, „Zukunft Unternehmertum“, „ich kauf im Wald“, „Der Bregenzerwald lässt kein Kind zurück“ u.a.m. haben ergänzend zu anderen Quellen wesentliche Grundlagen und Erkenntnisse geliefert, wie sich die Attraktivität der Region in Bezug auf Arbeitsmarkt und Unternehmensstandort positiv gestalten lässt.

Für die REGIO Bregenzerwald und die Gemeinden sind zielführende Aktivitäten daher unter folgenden Prämissen zu gestalten:

- Region und Gemeinden konzentrieren sich auf jene Aufgaben, welche sie mit ihren Partnern wahrzunehmen haben und wo sie auch Lösungen bieten können. Gewisse Dinge lassen sich zwar politisch anstoßen, sind aber nicht auf dieser Ebene lösbar.
- Subsidiarität, Eigenverantwortung, „Hilfe zur Selbsthilfe“ und ernstgemeinte Beteiligung tragen wirksam und nachhaltig zur positiven Entwicklung und zur Resilienz der Region bei.
- Gemeinsame Orientierung, gezielte Vernetzung sowie Bündelung und gezielte Weiterentwicklung bestehender Ressourcen und Netzwerke sind meist effizienter als die Implementierung neuer Strukturen. Neue Zugänge können nur mit erheblichem Aufwand und mit hohen Streuverlusten gefunden werden.
- Projekte und Themen sind möglichst zu bündeln, um ein für die Beteiligten überschaubares und umsetzbares Arbeitsprogramm zu schaffen.
- Informelle und formale Kooperationen gilt es weiter zu fördern und zu unterstützen. Interessierte und motivierte Menschen werden zur Zusammenarbeit eingeladen und dabei individuell unterstützt.
- Zwischen erforderlichen Weiterentwicklungen und dem Widerstand gegen Neuerungen ist eine pragmatische Balance zu finden.

Kategorisierung der Aktivitäten

- Wissen für Unternehmen und Mitarbeiter*innen
- Mitarbeiter*innen finden und halten
- Lehre attraktiver machen
- Sensibilisierung nach innen zu Wirtschaft, Lebensqualität, Kultur, etc.
- Service für Gründer*innen

Priorisierte Maßnahmen:

Die erarbeiteten Maßnahmenvorschläge zu Standort- und Imageförderung in den einzelnen Kategorien wurden mit verschiedenen Schlüsselpersonen und Experten (siehe Abbildung S.23) der Region vertieft und priorisiert.

- **Junge Menschen und Arbeit:** Beibehaltung von let's werk, Handwerksausstellung, Schnuppertage 2.0, bessere Positionierung Lehre/Lehrlinge, überbetrieblicher Lehrlingsausflug
- **Regionales Wissen und Bewusstsein:** Positionierung durch Impulse und Öffentlichkeitsarbeit, Mobilität und Arbeit verbessern, Start-up Angebot
- **Integration:** Sprachkurse weiterhin anbieten, Onboarding-Service verbessern, Weite Welt im Wald als Format etablieren
- Den Ausbau von **gemeindeübergreifender Kinderbetreuung** (Kleinkinder, Tages- und Sommerbetreuung) weiter unterstützen über das Projekt „Der Bregenzerwald lässt kein Kind zurück“.
- **Breitband:** Exkursion zu einer umgesetzte Lösung im Schwarzwald (Zweckverband) und Austausch zu Alternativen mit politischen Akteuren
- Förderung von eigenständige Initiativen und Unterstützung von Kooperationen
- **Leistbares Wohnen:** Aktivierung alter Bausubstanz weiter vorantreiben
- **Mobilität:** ÖPNV im Bregenzerwald attraktiver gestalten (Fokus Einpendler), Radverkehr ausbauen

Die Umsetzung von Maßnahmen erfolgt jeweils mit den entsprechenden Partnern. Es wurden die nächsten Schritte hin zur Umsetzung für folgende Maßnahmen auf den Weg gebracht:

- Lehre stärken (Schnuppertage 2.0, Praxis in die Schule holen, Handwerksausstellung)
- Gründer Package (Machbarkeitsanalyse),
- Initiativen zu Mobbing-Prävention, Sensibilisierungs- und Bewusstseinsarbeit („ich arbeite im Bregenzerwald“ gem. mit OJB),

Weitere Schritte für das Jahr 2020 wurden in Abstimmungstreffen mit den Akteuren geplant.

Internationale Vernetzung

PlurAlps Abschlussveranstaltung



v.l. Eva Grabherr/GF «okay.zusammen leben», Omar Khir Alanam/Slam-Poet und Autor, Barbara Wülser/CO-GF CIPRA International, Guido Flatz/Bürgermeister der Gemeinde Doren/A, Martina Rüscher/Landtagsvizepräsidentin © Caroline Begle/CIPRA

Wie können kulturelle Vielfalt und Pluralismus zu einer Stärke der Gesellschaft werden? Wie wollen wir in Zukunft miteinander umgehen? Diese Fragen und die Ergebnisse aus dem Projekt PlurAlps wurden am 25. September 2019 in Dornbirn im Rahmen der regionalen PlurAlps Abschlussveranstaltung diskutiert. Ein Schwerpunkt der Veranstaltung waren die von der Regio-V und der REGIO Bregenzerwald begleiteten Pilotaktivitäten im Bregenzerwald. Die Veranstaltung wurde gemeinsam mit CIPRA International organisiert und lockte über 50 Besucher*innen aus Vorarlberg und Liechtenstein an.

InterAct Gruppe im Bregenzerwald



Die INTERact-Gruppe in Doren, wo Aktivitäten des Projektes PlurAlps vorgestellt wurden (Bildnachweis: Robert Moosbrugger)

Anlässlich der österreichischen EU-Ratspräsidentschaft hatte eine Arbeitsgruppe aus verschiedenen Interreg-Programmen mit Vertreter*innen aus mehreren europäischen Ländern Österreich für ihr Treffen ausgewählt. Auf Vorschlag des Alpine Space Programmes machte die Gruppe am 14. November 2018 einen Projektbesuch im Bregenzerwald, um sich über die dort umgesetzten PlurAlps-Aktivitäten zu informieren. Die Gruppe wurde vom Geschäftsführer der REGIO Bregenzerwald, Dr. Lukas Schrott, über die Inhalte des Projektes PlurAlps informiert und an verschiedene Orte der Projektumsetzung geführt.

EU Konferenz in Valencia



Robert Moosbrugger (PlurAlps Projektkoordinator) und Martina Rüscher (Landtagsvizepräsidentin, Vorstandsmitglied Regionalentwicklung Bregenzerwald) bei der Konferenz „Migration und Inklusion in der Europäischen Union“ in Valencia.

Auf Einladung des EU INTERact-Programms (EU-Programm zur Förderung der europäischen territorialen Zusammenarbeit und der Interreg-Programme) konnte das PlurAlps-Projekt an der internationalen Konferenz „Migration und Inklusion in der Europäischen Union“ vom 25. bis 26. Februar 2019 in Valencia teilnehmen. Dabei stellte der Projektkoordinator Robert Moosbrugger die transnationalen Ergebnisse aus dem Projekt PlurAlps vor. Martina Rüscher, Landtagsvizepräsidentin und Vorstandsmitglied der REGIO Bregenzerwald, präsentierte dem interessierten Fachpublikum die Integrationspolitik und Maßnahmen des Landes Vorarlbergs sowie die PlurAlps-Pilotaktivitäten im Bregenzerwald. Die Konferenz bot eine gute Plattform, um den Vorarlberger Ansatz im Bereich Integration auf europäischer Ebene zu präsentieren und um interessante Kontakte, zum Beispiel mit Mechelen - Belgiens Vorzeigestadt für die Integration von Migrant*innen – zu knüpfen.