

SYNTHESIS SHEET of GOOD PRACTICE  
 SEMINAR: Acting for the socio-professional inclusion of migrants and refugees  
 July 13<sup>th</sup> to 22<sup>nd</sup>, 2018

Name of the good practice	<b>Chance giving – Chance living!</b>
Project's holder (organisation responsible)	<b>Gain&amp;Sustain</b>
Themes of the good practice	Assistance in searching for a job (spontaneous applications, writing a CV, preparing a motivational letter...) Integration in the country
To which problematic does the good practice answer ?	On one hand, the Austrian labour market lacks of qualified and non-qualified workers for certain job branches. On the other hand, there are plenty of youngster with migrant and refugee background who would like to find a job but due to stereotypes and prejudices as well as their own lack of knowledge of the work style of the welcoming society, find it difficult to find a job position. With this project, we intend to create a bridge between both “worlds” offering a unique opportunity to learn from one another.
Description and functioning of the good practice	The project „Chance giving chance living! is one the one hand a mentoring-program for socially youngsters with migrant background at the age between 15 and 25 years, and, on the other hand, a management training-program for social competence. The project itself aims to on one side at the strengthening of Soft Skills and social competence of executives and managers of companies and on the other side to improve the life perspectives of young people in critical situations. Through a one to one mentoring, the youngsters have a support that can help them to understand better the welcoming society and to develop those skills necessary to integrate to labour market (e.g. write CVs, etc.). The youngsters take part in different workshops implemented by Gain&Sustain in which they will also receive information on rights and duties on the labour market, opportunities of education, among others (the workshops are thematized according to the needs and interests of the group). On their side, the mentors are also offered workshops on diversity management and sensibilization in order to upgrade their soft skills and social competences. We consider this project to find a Win-Win impact, because it helps to the creation of jobs for youngsters, so that as a consequence the poverty risk and the criminal activity rate is probably lowered. More tolerance and security is promoted in the European society by the social inclusion of youngsters in risk of poverty.
Elements and criterias necessary to its replicability in other variable contexts	In order to replicate this project is important to consider the profile of target group of the local area. The project has been successfully implemented in two different occasions with target group with different profile, one was young refugees that were looking for a job; and the other one were youngsters with criminal records. In both cases, it is important to understand the needs of the target group (e.g. refugees needed more information on labour market, rights and duties, education, etc. while the other needed more coaching in order to ensure they did not take “old paths”). It is also quite crucial to have a good network with companies from different branches that might be interested in taking part in this kind of social project.

Name of the good practice	Danube Compass information tool <a href="http://www.danubecompass.org">www.danubecompass.org</a> <a href="http://www.interreg-danube.eu/approved-projects/drim">http://www.interreg-danube.eu/approved-projects/drim</a>
Project's holder (organisation responsible)	<b>Gain&amp;Sustain (as Austrian representative of the transnational Consortium)</b>
Themes of the good practice	Economic integration of migrants (including to labour market) through easier access to information. ICT (information & communication technologies)
To which problematic does the good practice answer ?	The creation of the Danube Compass responds to a clear need that migrants have when arriving to a new country. They have questions but very often public authorities do not take the time and the patient to help them answer the more basic ones. It is also very hard to find the information online, given that very often the information is obsolete or very difficult to understand (use of legal terminology in the welcome society).
Description and functioning of the good practice	The Consortium of project DRIM (co-financed by Interreg Danube Transnational Program) has developed the info-platform Danube Compass. A webpage that intends to act as guideline for newcomers to the 8 participating countries. The Consortium has elaborated a framework of topics that intends to cover the most important issues for a migrants person that has just arrived to a new country: <ol style="list-style-type: none"> <li>1. Arrival and stay</li> <li>2. Work</li> <li>3. Learning local language</li> <li>4. Education</li> <li>5. Everyday life</li> <li>6. Health</li> </ol> Within these categories, users can find additional information on the topic as well as contact information of the authorities and contact information of NGOs that work on the specific topic and can offer some kind of support or counselling. While during the creation of the content, official channels of information were used, the creators of the content paid specifically attention to the vocabulary used in order to ensure that the information arrives to different target groups. Additionally, the Danube Compass is already in 4 different language (EN, GER, AR, SER) and it is expected that it will come in a 5 <sup>th</sup> by the end of summer (TUR).
Elements and criterias necessary to its replicability in other variable contexts	The Danube Compass can be easily replicated because for starter is already a transnational tool, which proves that, the need to access of information is similar in many countries. Its creation requires time when it comes to the collection of collection and editing to a more suitable language. It is important that the information is truthful, contrasted and proof-read in order to ensure that users with lower education qualification can have access to the tool. The Consortium is preparing a Handbook that will explain step-by-step the process of creation of the Danube Compass.

Name of the good practice	<b>UniClub plus</b>
Project's holder (organisation responsible)	<b>Vienna Children's University (University of Vienna)</b>
Themes of the good practice	<ul style="list-style-type: none"> <li>- Language learning (especially German and English)</li> <li>- Mobilization towards education and employment</li> <li>- Assistance in searching for a job/ a school (writing a CV or an application)</li> </ul>
To which problematic does the good practice answer ?	The possibilities within the educational system for young people from the age of 15 years upwards are very limited, as for them school attendance is not compulsory anymore. Minors who are older than 15 often have difficulties to catch up on the educational experiences and interests they had before they left their home country. Also those who are very fluent in German have the need to train their language abilities and learn the specific technical vocabulary, in order to enable them to follow up with the topics.
Description and functioning of the good practice	<p>UniClub Plus seeks to address the above mentioned needs. Thus, UniClubplus opens its doors twice a week for the so-called « LernClub » and five days a week for individual support. It gives young adults the opportunity to go after their interests, no matter if its physics, math, or history. There the young people have the possibility to improve their German language skills, but can also participate in Workshops. UniClub Plus creates a space for meeting and exchange.</p> <p>At the UniClub Plus they can get to know the University of Vienna and learn more about studying. The project is organized by the children's office and started on the 6th of October 2015.</p> <p>Furthermore, a study buddy programme for individual support – including accompanying advice for students and young refugees – was established. Within the study buddy programme young refugees get individual support at least once a week from students from the University of Vienna who are going to become teachers.</p>
Elements and criterias necessary to its replicability in other variable contexts	The most important element of UniClub Plus is the open working space which provides different rooms equipped with computers, printer, internet/wifi, writing utensils, text and course books of different levels and also a kitchen, sofa and games for taking a break. As the project is recruiting volunteers in courses of the teaching programme of the University, it is quite easy to motivate a lot of people, as they see the work as a good practice for their prospective teaching profession.