

# Viennese Mélange – A Toolbox for Integration

Projects carried out by the Department for Integration and Diversity of the City of Vienna from 2004 to 2020

(abridged English version)



# **Viennese M<sup>é</sup>lange – A Toolbox for Integration**

Projects carried out by the Department for Integration and  
Diversity of the City of Vienna from 2004 to 2020

(abridged English version)

# Content

<b>Foreword</b>	<b>3</b>
<b>Introduction</b>	<b>4</b>
<b>Integration-Oriented Diversity Policy</b>	<b>5</b>
<b>Timeline</b>	<b>6</b>
<b>Projects</b>	<b>7</b>
<b>Making a New Start in Vienna. Arrival, Orientation, Learning German (Basic Education)</b>	<b>8</b>
StartWien	9
CORE – Integration im Zentrum	10
StartWien – The Youth College	11
Education services for women and “Mum learns German”	11
Youth College StartWien (Interface Wien)	12
<b>Competence Centre of the City of Vienna</b>	<b>13</b>
Further training for Vienna City Administration staff (lectures at Wien-Akademie)	14
Vienna Integration and Diversity Monitor	14
<b>Multilingualism</b>	<b>16</b>
Vienna language app	17
<b>Further Education for Citizens</b>	<b>18</b>
Vienna.Diversity.Knowledge	19
freiwillig:info – information modules for volunteers in refugee and integration work	19
Vienna needs you!	19
Women and interculturalism	20
Viennese life stories	20
<b>Good Neighbourly Relations and Dialogue</b>	<b>21</b>
“Be a part of it. Vienna for you – you for Vienna”	22
“Bassena” talks	22
Communicators and mediators in public space	23
Vienna Charter of Living Together	23
Interreligious forums	24
Together in Favoriten, Ottakring & Penzing	24
<b>Capacity Building and Empowerment of Migrants and Migrant Associations</b>	<b>25</b>
Women’s networks – women’s cafés	26
A pool of multipliers and special women’s weeks	26
Forums & networking for association	27
Help and advice – a bridge for people	27
Migra-Bil	28
<b>Culture of Democracy, Human Rights and Prevention</b>	<b>29</b>
WORKSHOP.VIENNA	30
Networking platform for Afghan, Chechen and Somali communities	30
VIENNA.FORUM   CULTURE OF DEMOCRACY AND HUMAN RIGHTS	31
Vienna – City of Human Rights	31
<b>Thinking Ahead</b>	<b>32</b>
vienna.world.open	33
<b>Funding</b>	<b>34</b>
Funding for large-scale projects	35
Funding priorities for small-sized projects	36
<b>Digitalisation</b>	<b>37</b>
<b>Prizes and Awards</b>	<b>40</b>
<b>Contact</b>	<b>41</b>



# Foreword

Vienna is a growing and diverse metropolis, and it is exactly this diversity that shapes Vienna's identity. In this context, people's diverse values and philosophies entail both opportunities and challenges.

For this reason, the City of Vienna has been addressing integration and diversity issues for quite some time and has tried to take a proactive approach by implementing a variety of specific measures in this field. For nearly 25 years, Vienna has had its own Executive City Councillor for Integration. At the beginning of the 2000s, the City launched its Department for Integration and Diversity and founded Interface Wien, an education service provider designed specifically for migrant children, young people and adults.

As the Executive City Councillor for Integration, it is my task to shape social debate about integration in a constructive way, highlight clearly defined basic attitudes, and actively implement and further develop measures. A future-oriented integration and diversity policy tackles challenges and focuses on equal opportunities and the participation of all population groups in all areas of urban life.

Therefore, I am all the more pleased to present the publication "Viennese Mélange – A Toolbox for Integration", which outlines a number of projects intended to help those people who are new in our city. These projects will facilitate their lives and help them build a new future. Whether projects that accompany new migrants or formats, which promote respectful relations, they all promote social cohesion and the functioning of our society on a daily basis. In addition to Vienna-wide activities, there are also tailor-made dialogue events for different districts and neighbourhoods. The numerous national and international awards, which the Department has won for its projects underline the high quality of its work.

The staff of the Department for Integration and Diversity and of Interface Wien support thousands of people in making a new start in Vienna and promote respectful relations in our city. For this, I would like to give them my sincere thanks.

I wish all readers an interesting and informative read and I hope that the City of Vienna's projects will also provide some food for thought.

A handwritten signature in black ink, appearing to read 'C. Wiederkehr', written in a cursive style.

Christoph Wiederkehr

Deputy Mayor & Executive City Councillor for Education, Youth, Integration and Transparency

# Introduction

## **IDEAS FOR INTEGRATION AND DIVERSITY**

The present publication “Viennese Mélange – A Toolbox for Integration” offers an overview of the projects, work and services of the Department for Integration and Diversity of the City of Vienna from 2004 to 2020. It contains ongoing and completed projects and is intended to serve as a toolbox for activities and measures in the field of integration and diversity. It is designed to give national and international stakeholders access to the Department’s experience and trigger new ideas and developments.

## **SUPPORT AND GOOD RELATIONS**

The two central tasks of the Department for Integration and Diversity are to help new migrants make a new start in Vienna and to promote good and respectful relations among all people living in Vienna, independent of their backgrounds, religions, worldviews and cultures.

The Department for Integration and Diversity provides information, creates understanding, and promotes encounter and dialogue. Its activities and services range from events and courses to research and international networking. In addition, it provides both funding for larger and long-term projects and more flexible smaller subsidies under different funding priorities.

## **INTEGRATION AND DIVERSITY ARE PART OF THE CITY OF VIENNA**

Although the municipal departments of the City of Vienna also perform administrative duties and functions, their predominant task is to provide services to citizens. The Department for Integration and Diversity was established in 2004 and since then has offered services for “new” and “old” Viennese.

The activities and measures carried out by the Department for Integration and Diversity are complemented and extended by educational services for migrant children, young people and adults provided by Interface Wien. Interface Wien was launched in 1999 as the “International Youth, Culture and Education Workshop”. Today, Interface Wien is an enterprise owned by the City of Vienna.

## **DIVERSE PEOPLE FOR DIVERSE TASKS**

The Department for Integration and Diversity has about 60 staff members from a variety of educational and ethnic backgrounds, including lawyers, social workers, philosophers and political scientists. More than 60 percent of the staff are of foreign origin. This diversity enables them to speak with their clients in 30 languages. The staff’s core competencies include their knowledge and experience with regard to migration, integration and interculturalism and the ability to convey this knowledge and the related attitudes to other people.

# Integration-Oriented Diversity Policy

For the City of Vienna integration means equal opportunities for all Viennese and promoting their active participation in public life.

## GUIDELINES OF VIENNA'S INTEGRATION AND DIVERSITY POLICY

A successful and sustainable development of the City requires a positive and proactive approach to immigration and the use of the strengths and potentials of migrants. For this reason, Vienna pursues a proactive, integration-oriented diversity policy.

In its integration-oriented diversity policy approach, Vienna's City Administration combines two concepts of social development into one: integration as a process of social inclusion and diversity as a social opportunity and potential.

## VIENNA'S CONCEPT OF INTEGRATION

Vienna's concept of integration comprises five key themes:

- German and multilingualism
- Education and work
- Living together and participation
- Objectivity, measurability and information
- Human rights

These key themes guide the City of Vienna's measures and services, which are implemented and/or funded by the Department for Integration and Diversity.

## HUMAN RIGHTS

Since autumn 2015, the Human Rights Office of the City of Vienna has been responsible for coordinating the cross-sectional issue of human rights.

Based on a set of priority themes, the Human Rights Office cooperates with different municipal departments, other public institutions, non-governmental organisations, civil society initiatives, and experts.

# Timeline

In autumn 2004, the Department for Integration and Diversity took up work, building on the experience of the Vienna Integration Fund, which existed from 1992 to 2004.

The promotion of a culture of democracy and dialogue, project funding and further training courses for the City of Vienna's employees were among the Department's first spheres of activity and have remained important pillars of the City's integration work up to today.

Facilitating the networking between associations and municipal district organisations, integration and diversity monitoring, and the launch of several regional and district forums initiated together with other district institutions were central activities of the years from 2005 to 2007.

2008 witnessed the launch of a number of lighthouse projects, such as StartWien, which support the arrival and orientation of migrants in Vienna and help them to learn German.

From 2009 to 2012, the Department mainly initiated new projects to promote respectful and good relationships as well as capacity building and empowerment of migrants and migrant associations.

2012 marked the start of broad-impact projects, such as "Citizens' Dialogue", the "Vienna Charter of Living Together" and the "Vienna.Diversity.Knowledge" lecture series. From 2013, activities focused on projects relating to multilingualism and further education for citizens.

In 2013 and 2014, the Department for Integration and Diversity, accompanied by a high-level steering group, coordinated the process which led to the adoption of the "Vienna – City of Human Rights" Declaration by Vienna's City Council at the end of 2014.

From 2015 to 2019, the Department increasingly initiated projects, which focused on post-arrival and orientation services for migrants and refugees, on supporting them in learning German and on measures revolving around culture of democracy, human rights and the prevention of any kind of extremism.

In 2020, the digitalisation of services was at the centre of the Department's activities. Due to the restrictions caused by the coronavirus pandemic, the Department significantly extended and further developed its online formats.

From 2004 to 2020, a total of more than 60 projects have been developed and implemented.

# Projects



# Making a New Start in Vienna. Arrival, Orientation, Learning German

(Basic Education)



# StartWien

In 2008, the Department for Integration and Diversity developed a model for helping new migrants settle into life in Vienna based on a prior assessment of needs. Migrants should be provided with important information and should feel welcome soon after receiving their initial residence permit. The StartWien programme comprises four elements: start coaching, the Vienna education booklet (Wiener Bildungspass), information modules, and second-level start coaching.

Start coaching is a first orientation session for new migrants. Currently, start coaching is offered in 25 languages (Albanian, Arabic, Bengali, Bosnian, Bulgarian, Chinese, Croatian, Czech, Dari, English, Farsi, French, German, Hindi, Hungarian, Pashtu, Polish, Punjabi, Russian, Serbian, Slovakian, Spanish, Turkish, Ukrainian, and Urdu). In this way, new migrants will learn about their rights and duties, get valuable tips for their first time in Vienna and can ask about anything that concerns them. They will receive the Vienna education booklet and the Vienna language vouchers and will be informed about how to use them and about the offered information modules. At the start coaching appointment, migrants will also be supported in finding a suitable German language course and will be put in contact with other advisory facilities.

The Vienna education booklet serves to prove that migrants have attended German language courses, information modules, advisory sessions and training and further training events, which can be recorded in the booklet. It contains three Vienna language vouchers in the total amount of EUR 300 for people who have to meet the requirements of the Integration Agreement (third-country nationals) and EUR 150 for EEA nationals and their family members. The vouchers are accepted by all course providers certified by the Department for Integration and Diversity. However, they become valid only after the completion of an information module has been confirmed on the back of the vouchers.

Information modules are information events for new migrants. The issues addressed range from housing and right of residence to self-employment and starting a business. The modules are currently offered in 15 languages for third-country nationals who have to meet the requirements of the Integration Agreement and in another five languages for EEA nationals. The speakers at these events have migrant experience themselves and are mostly native speakers.

Start coaching is a one-time service. However, it soon became clear that clients often need further information and advice. For this reason, a second-level start coaching service has been introduced and is offered to education booklet holders within their first two years in Vienna.

Issues addressed at a second-level start coaching appointment may include any remaining questions regarding the education booklet, the Integration Agreement, German language courses, and the information modules, an initial assessment and referral to other advisory facilities, appropriate institutions or authorities, etc. The one-to-one or moderated group sessions can be attended after booking an appointment by telephone. Second-level start coaching is currently offered in the following languages: Albanian, Arabic, Bengali, Bosnian/Croatian/Serbian, English, French, German, Hindi, Punjabi, Russian, Turkish, Ukrainian and Urdu.

Since the project start in 2008 up to 2020, more than 32,000 education booklets have been issued, more than 62,500 participants have completed the information modules, and about 13,000 people have attended a second-level start coaching appointment.

## Target groups

- New migrants from third countries who have received their initial residence permit within the last two years, have to meet the requirements of the Integration Agreement and are above compulsory schooling age
- EU/EEA nationals who have received their confirmation of registration (with the status of family member, self-employed or employee) within the last two years
- Relatives of EEA nationals from third countries who have received a residence card as family members within the last two years

## Goals

- Supporting new migrants in finding their way around Vienna
- Provision of basic information on relevant issues, such as labour market, living together or health care
- Motivation to learn German quickly

**Duration: since 2008**

The project has received numerous national and international awards, such as the Austrian Integration Award (2010), the Chinese Guangzhou Award (2012), and the Best Practice Certificate from the European Public Sector Award (2017). The large number of requests for interviews, presentations (in Graz, Linz, Bratislava, Prague, Zagreb, Belgrade, Riga, Warsaw, Rosenheim, Brno etc.), information and/or delegation visits to StartWien (e.g. from Sweden, Norway, Turkey, China, Japan, Germany, Belgium, Italy, Serbia, Hungary, Switzerland) illustrates that the service is noticed at the national and international levels. Special mention must be made of the education pass of the administrative district of Landsberg am Lech in Bavaria in Germany, which has been modelled on the Vienna education booklet.

## CORE – Integration im Zentrum

The project “CORE – Integration im Zentrum” was funded by the EU under the Urban Innovative Action Initiative (UIA). Under the overall responsibility of the Department for Integration and Diversity and together with the project partners Vienna Social Fund (FSW), Vienna Employment Promotion Fund (waff), Vienna Business Agency and the European Office of the Board of Education for Vienna, numerous innovative measures were taken to help refugees make a new start in Vienna from day one after their arrival.

The integration process was promoted on different levels and supported through targeted activities: young refugees and women with experience in the health care sector completed a peer mentoring training to pass on their experience and knowledge to others; technical language courses were offered to people in highly sought-after occupations (care services, accounting, metal technology) as a preparation for entering the labour market; extra tuition modules helped pupils in 8th/9th form to successfully complete compulsory schooling; information modules and guidance on essential integration issues were particularly tailored to the needs of refugees; volunteers were supported in their work with refugees; the CORE centre offered the space and organisational infrastructure to enable civil society organisations, associations and initiatives, and especially the refugees themselves to provide integration services; teachers with refugee backgrounds completed a certification course to be able to work as teachers again; more than 50 organisations were granted subsidies for measures in the field of “Housing First” and health promotion; a skills data base was created to document and make the best possible use of refugees’ strengths and skills right from the outset; an

“Empowerment Think Tank” highlighted and discussed national and international challenges in integration work and developed sustainable solutions together with numerous stakeholders and partners.

During the 36 months of the project about 10,000 people attended 1,070 information modules for refugees; 119 refugees completed a peer mentoring training or passed on their specialist knowledge as peer experts. Qualification courses to facilitate entrance to the labour market in the fields of care services, accounting and metal technology were held for 40 refugees. The project partners continued most of the activities with slight alterations also after the end of the project.

### Target groups

- Asylum seekers, people under subsidiary protection and recognised refugees
- Voluntary refugee workers
- NGOs and civil society initiatives

### Goals

- Active participation of refugees in Vienna’s society
- Development of innovative solutions to ensure the successful integration of refugees, among other things through an improved integration of services provided by the City of Vienna, civil society organisations and volunteers
- Strengthening of refugees’ skills and promotion of their qualifications obtained in their home countries

**Duration: 2016 – 2019**

# StartWien – The Youth College

In a series of modules held in two locations for a total of 1,000 participants per year, young people and young adults above compulsory schooling age were prepared for entering a higher secondary school or vocational training. Nine experienced network partners collaborated to create a tailor-made educational offer to accommodate the needs and requirements of young people and provide them with new opportunities and perspectives.

The courses offered by "StartWien – The Youth College" comprised basic education modules (mathematics, English, information and communication technologies) and German language modules. In addition, they also included a number of specialised modules (e.g. nature, health and social affairs, critical participation, peer interpreting and handicraft workshops), which participants attended depending on their course level, previous knowledge and educational and/or vocational goals. The offer was complemented by additional activities that accompanied the modules, such as socially integrative activities, education and career counselling, social counselling and socio-educational support, other support services and follow-up support.

The Youth College was a European showcase project, which was attended by 2,410 young people during the project period.

## Target group

- Young people granted or seeking asylum and socially disadvantaged young people between 15 and 21

## Goals

- Preparation for further education or training
- Preparation for the labour market

**Duration: 2016 – 2019**

# Education services for women and "Mum learns German"

Since its establishment, the Department for Integration and Diversity has attached particular emphasis on offering education services to migrant women, especially to those with poor qualifications, to support them in leading a self-determined and autonomous life in Vienna. By improving their knowledge of German, organising theme-based excursions, providing them with important information, and teaching them basic skills in reading, writing and speaking German as well as in mathematics, ICT and citizenship, women will be empowered to master their daily lives and their chances on the labour market will be improved. Many women with small children need child-care services to be able to attend the courses. Therefore, the Department for Integration and Diversity from the beginning has promoted a variety of free courses for women, which also offer child-care services. An important aspect in the development of measures was to consider women's individual needs and build a modular and flexible system, which would enable participants to join a course at the required level at any time. The Department is funding a broad range of different courses from literacy level to language level B2, which are tailored to women's individual needs in terms of methods, pace, selection of topics or weekly hours. Many courses are held by women's organisations, where participants can attend their courses and also make use of other services, such as obtaining advice on different matters right on site. The course providers cooperate and coordinate their range of courses with each other.

A particularly successful example of an education programme for women is "Mum learns German", which has been offered since 2006 and is intended for mothers of kindergarten and school children. While their children are at kindergarten or school, the women attend German classes and acquire different basic skills to be able to better support their children in the future. They learn a lot about kindergartens and schools, educational issues and issues like health care and

## Target group

- Educationally disadvantaged migrant women

## Goals

- Supporting migrant women in gaining independence and participating in social processes
- Improving their chances on the labour market

**Duration: since 2004**

housing, are motivated to engage in school matters and are strengthened in their self-confidence in order to play a more active role in their children's everyday school life. "Mum learns German" courses are offered by qualified and certified course providers, which have many years of experience in working with this target group. After completion of the course, participants can choose among several follow-up courses.

Demand for a place in these courses is high. In 2020, funding was provided for 1,600 places and more than 26,000 units in women's courses with child-care services. To date more than 9,000 women have attended one of the "Mum learns German" courses. In 2013, the project won an award at the Wiener Integrationswochen event and in 2017, it was listed as a best practice example for the integration of parents and families in the report of the European Union Agency for Fundamental Rights (FRA).

## Youth College StartWien (Interface Wien)

Youth College StartWien is a school-like educational offer for young people and young adults outside compulsory schooling. 200 course places are available on an ongoing basis, either as daytime courses or as evening courses.

Daytime courses aim at preparing participants for transition into a higher secondary school, apprenticeship, further technical (vocational) training or university preparation programme/university programme. Classes take place daily between 8.30 a.m. and 3.30 p.m. and comprise about 30 weekly hours for each participant. Courses are divided into three stages. One stage lasts one semester, which is equivalent to about 22 weeks. Participants have the opportunity to take an A2 and B1 exam (and optionally also a B2 exam) and to take the compulsory school-leaving exam for adults (ePSA), either as a whole or only in individual subjects, in the form of an external examination.

Participants' school certificates from their home countries will be translated and participants will be supported in having them recognised in Austria. Apart from German, English and mathematics, courses also teach other subjects needed for the ePSA, such as nature and technology, career guidance, creativity and design, democracy, integration and society, health and social affairs, creative workshops and digital skills. To prepare course participants for their further career in the best possible way, they can choose between a focus on "school" and a focus on "apprenticeship" in the third stage.

The evening course aims at preventing participants from dropping out of a secondary school or vocational training without taking the final exam. Classes focus on participants' need for extra coaching in German (levels A2 to B2). The course lasts one semester, which is equivalent to about 22 weeks. In addition, the evening course also includes preparation classes for the Youth College. Young people can start a preparation class at any time and change to the daytime course at the beginning of the next semester.

### **Target group**

- Young migrants between 15 and 25. Participants should have completed eight years of schooling and should have basic knowledge in German, mathematics and English

### **Goals**

- Entering the Austrian education system
- Completion of education or training in Austria

### **Duration: since 2019**

# Competence Centre of the City of Vienna

# Further training for Vienna City Administration staff (lectures at Wien-Akademie)

The demographic changes witnessed in the last few decades are also a challenge for Vienna's City Administration, especially with regard to the diversity of its clients, but also regarding the diversity of its staff members. Delivering high-quality work requires staff to repeatedly reflect on different aspects of diversity (socio-cultural background, age, gender, disability, sexual orientation, religion, worldview). In doing so, the City Administration is supported by its integration-oriented diversity management.

For this purpose, the Department for Integration and Diversity offers further training events for employees of the City of Vienna, which either take place at Wien-Akademie (the further training institution of the City of Vienna) or take the form of in-house events (tailor-made for the participating groups). Moreover, the diversity management team is involved in apprentice management and the civil service qualification exam courses for staff of the City of Vienna.

In this context, the Department for Integration and Diversity offers training events addressing, among other things, the following topics: "Transcultural competence", "Islam in Vienna", "Diversity management – an introduction", "The foreign within me", "Seen from a counterpart's perspective", "Vienna as a migrant city – myths and facts", "Clients with migrant background", "Migrants from Africa with a special focus on Nigeria", "Serbians in Vienna", and "Migration from Turkey".

## Vienna Integration and Diversity Monitor

Vienna's integration and diversity monitoring tool uses indicators, benchmarks, data collections and surveys to make the impacts and consequences of migration and the relevance of integration and diversity for society empirically transparent and to analyse them objectively. The resulting Integration and Diversity Monitor is published every three years.

In 2007, the City of Vienna launched its integration monitoring to put a spotlight on the changes within Vienna's immigrant society and make integration in Vienna measurable. In this context, major emphasis is placed on a rights-based approach: All Viennese should have equal access to high-quality education, good jobs, a living income and affordable housing. Thus, integration monitoring wants to show the level of equal opportunities and equal rights within Vienna's migrant and host societies and measure the level of social participation of different population groups. For this reason, it empirically addresses the question whether a person's social position, educational participation, occupational mobility, risk of unemployment, health, housing choices or social and political participation are influenced by their parents' immigration or migration history.

The Vienna Integration Monitor includes statistical time series which in most cases date back to 2002 (register data) or 2007 (microcensus). They are a rich treasure for analysing ongoing migration and integration processes in Vienna. However, in this context it is important to remember that a foreign origin or migrant background cannot be used as a monocausal explanation for developments, which often depend on many factors. Therefore, the Integration Monitor claims to look behind criteria such as "migrant background" and "origin" and allow as differentiated a picture as possible, thereby directing attention to the challenges the City needs to address in terms of its integration policy.

### Target group

- Employees of the City of Vienna

### Goal

- Becoming more confident in communicating and dealing with cultural diversity in everyday work

**Duration: since 2004**

### Target groups

- Politicians
- Administrative staff
- Journalists
- Special interest groups
- Staff of NGOs and civil society organisations
- Scientists and students
- Persons active in the fields covered by the monitoring

### Goals

- Helping to raise the objectivity of the debate about migration and integration in Vienna and in Austria
- Fact and evidence based design of measures
- Establishment of diversity and equal rights oriented municipal and personnel policies
- Raising the awareness for diversity among executives and staff of the City of Vienna
- Increasing the visibility of good practice examples

**Duration: since 2013**

Diversity monitoring measures the level of diversity management in the City of Vienna's departments/institutions on the basis of three diversity dimensions (age, gender, origin). The diversity monitoring process is based on the results of an online survey of all (voluntarily) participating departments/institutions, which are presented in the form of "diversity scorecards" that illustrate to what extent services, personnel policies and organisational structures have been adapted to a socio-culturally diverse city and a more mobile society.

The survey of the employees' diversity from an equal rights perspective reveals the level of diversity among Vienna's City Administration staff and at the same time illustrates changes and developments. In addition to an overview of the staff who live in Vienna according to the criteria of age, gender and background, the survey also offers information on their representation across occupation groups and employment categories. This empirical analysis of administrative staff structures is a major component of the City of Vienna's diversity and equal rights oriented personnel policy.

Since the project launch in 2007, the City has published five issues of the Vienna Integration and Diversity Monitor. The City of Vienna's integration and diversity monitoring scheme not only won a recognition from the Austrian Administration Award in 2010, but is also considered as an international best practice example of successfully monitoring migration, integration and diversity at city level.



# Multilingualism

# Vienna language app

The Vienna language app (<https://sprachen.wien.gv.at/>) is a web application, which has been produced as part of the Department for Integration and Diversity's multilingualism campaign and has been online since 2013. The app contains a dictionary with 5,000 different audio files containing basic phrases in ten languages spoken in Vienna: Arabic, Bosnian, Croatian, Farsi, German, Kurdish, Polish, Romanian, Serbian and Turkish.

A special feature of the app is the dictionary of Viennese, which offers the correct pronunciation of a word or phrase and its written translation into all languages named above. The structure of the dictionary enables interested users to obtain a basic knowledge of another language through their own language. All phrases (e.g. birthday or holiday wishes) can also be integrated into e-mails or text messages and can be immediately sent out by the users. The app also provides lists of the most common migrant names in Vienna and their correct pronunciation (audio files) and gender. The app is rounded off by the Intercultural Calendar function, which contains international, religious and traditional holidays with explanations in 10 languages.

## Target groups

- Viennese interested in the diversity of languages and religions in their own city
- Staff of the City of Vienna

## Goals

- Illustrating the diversity of languages and names among Vienna's citizens
- Facilitating the exchange of pleasantries and basic phrases
- Providing knowledge about traditional and religious holidays
- Professional communication with clients through the correct use and pronunciation of their names

**Duration: since 2013**

# Further Education for Citizens



# Vienna.Diversity.Knowledge

By transferring know-how and well-founded information the “Vienna.Diversity.Knowledge” lecture series wants to help to increase knowledge about integration and diversity among Vienna’s citizens in order to equip them with the skills and understanding they need to efficiently perform their responsibilities. The more facts participants know for example about a certain community, the more competently they will act within their scope of work.

Between 2012 and 2020, lectures on 20 topics have been offered, including “Transcultural competence”, “Judaism in Vienna”, “Islam in Vienna”, “Social environments of young people from Afghanistan in Vienna”, “Voices of Arabic women” etc. The topics are extended and/or adapted on a regular basis. The events are free and open to the public.

Since 2012, more than 300 events have been organised and have been attended by more than 8,000 participants. The Public Employment Service Vienna, the Vienna Education Board and the Department for Kindergartens offer “Vienna.Diversity.Knowledge” events as part of their further training programmes for employees.

## Target group

- Viennese citizens who deal with migrant communities in everyday life or at work

## Goal

- Increasing information on integration, diversity and communities

**Duration: since 2012**

# freiwillig:info – information modules for volunteers in refugee and integration work

Every three months there is a new programme of information events, which address current issues relevant for volunteers mainly based on the evaluation of feedback from previous events. The programme consists of individual events and of the four-part “freiwillig:kompakt” basic course including follow-up workshops. Topics include law, social policy, role of volunteers, social environments of refugees, etc.

Between 2015 and 2020, the information events have been attended by 3,368 participants.

## Target group

- Volunteers engaging in refugee and integration work

## Goal

- Further training and networking of volunteers in refugee and integration work

**Duration: since 2015**

# Vienna needs you!

These information events are organised particularly for people with migrant backgrounds who want to apply for police service. Participants are given an overview of the requirements, selection procedures, training and perspectives at the Vienna Police Department. Following the presentations, the team of the Vienna Police Directorate is available for questions and discussion.

In 2017, “Vienna needs you!” was mentioned as a best practice example for promoting social and political participation of young people with migrant backgrounds in the report on the integration of migrants of the European Union’s Fundamental Rights Agency.

## Target group

- Interested people with migrant backgrounds who want to apply for police service

## Goal

- Raising the number of police officers with migrant backgrounds

**Duration: since 2007**

# Women and interculturalism

The free lectures address women-specific issues related to migration, integration and asylum. They are intended especially for women who work as multipliers in associations, institutions and social facilities. They offer well-founded theoretical and practical input on the issues stated above.

The topics of the lecture series are extended and updated on a regular basis and include "Women in a changing working environment", "Intercultural conflict management", "The significance of sexual education in families with migrant backgrounds", etc. In total, lectures present a range of 20 different topics.

Between 2016 and 2020, the project has reached out to about 1,100 women from different organisations. The lectures not only provide knowledge, but also facilitate the networking among different stakeholders.

## **Target group**

- Multipliers from different associations, institutions and organisations

## **Goals**

- Qualification of women in the fields of migration, integration, diversity and asylum
- Empowerment of committed individuals who act as multipliers in associations
- Networking among women

**Duration: since 2016**

# Viennese life stories

"Viennese life stories" is a project intended to tell pupils at Viennese schools about the life of former "guest workers". This chapter in Austria's history is often perceived as being not adequately discussed. Thus, on the one hand, the project serves to expand pupils' knowledge about the people concerned and their contribution to our country's prosperity. On the other hand, the stories told by former "guest workers" who visit their schools will motivate pupils to explore their own more recent family histories and present them in different formats.

After a successful launch of a pilot project in cooperation with the umbrella organisation of Serbian associations in Vienna, the Department for Integration and Diversity has built a pool of contemporary witnesses. They can be invited (booked) to visit schools, where they take part in workshops with the pupils to look at the issue of labour migration from a biographical perspective.

Between 2018 and 2020, several hundred Viennese schools have participated in lectures and talks.

## **Target group**

- Viennese pupils in 5th form or older

## **Goal**

- Motivating pupils to deal with their own roots
- Increasing the visibility of migrants' contributions to society

**Duration: since 2018**

# Good Neighbourly Relations and Dialogue



## “Be a part of it. Vienna for you – you for Vienna”

Under the motto “Be a part of it. Vienna for you – you for Vienna” the City of Vienna supports different citizen-initiated projects promoting good social relations in the city. The programme helps Vienna’s citizens to take the initiative and, for example, organise football matches, picnics, photo exhibitions, neighbourhood parties, joint hiking tours, joint cooking sessions, etc. with people who they have not known well or at all before.

It encourages people to realise ideas, which improve relations and understanding between each other. Ideas are supported through information and advice and a financial contribution of up to EUR 300. A unique feature of the programme is that project initiators, as the experts of their own neighbourhoods, are themselves responsible for the implementation of their projects.

244 projects have been realised from 2009 to 2020. “Be a part of it. Vienna for you – you for Vienna” was awarded the European Public Sector Award in Maastricht in 2011.

### **Target group**

- Viennese citizens who have an idea how to get into contact with people from their neighbourhoods

### **Goal**

- Bringing people together to get them talking with each other, get to know each other, discover and discuss differences and things they have in common

**Duration: since 2009**

## “Bassena” talks

“Bassena” is a common Viennese or Austrian term for a public water tap in the hallway of old residential buildings. However, the “Bassena” is not only a water access point, but also a popular meeting place for chat and gossip, the so-called “Bassena gossip” as it is nicknamed by the Viennese. Building on this concept, the project took up the idea of informal talks and wanted to provide a meeting place for Viennese where they could talk about anything on their minds. People were randomly interviewed in public spaces, shopping malls and parks to find out what they think about social and interpersonal relations in Vienna: what was not working well, what should be improved, and what was functioning well or even very well. All concerns raised in these interviews were evaluated and formed the basis for new projects. In addition, the project was used as a public mood barometer and informed the improvement of ongoing projects.

From April to October 2010, a total of 635 individual interviews were held at 48 locations. In 2011, a similar number of interviews were conducted. The interviews revealed that in general Viennese were content with the way people were living together in the city. An important factor influencing whether living together in a society works is a common language. In this respect, migrants wished for more offers and services. The project showed that mutual acceptance and tolerance was much higher in districts with a large share of migrants than in districts with a small migrant share, where people still had many reservations. An interesting finding was the often undifferentiated perception of migrant communities among each other. Young people interviewed did not consider living together a big issue. As they have all grown up together in Vienna, they did not see any big differences in terms of their backgrounds. They were rather concerned about their future professional careers and some of them felt very anxious about entering the labour market.

### **Target group**

- Viennese residents

### **Goals**

- Collecting concerns about integration, migration and diversity from Viennese citizens
- Promoting dialogue

**Duration: 2010 – 2011**

# Communicators and mediators in public space

Project staff tried to get into contact with people using public spaces, in order to find out about their needs and requirements and identify possible problems and/or help solve conflicts. The project was first implemented as a seasonal project (from May to the end of September, five times a week in the evenings and at weekends) in Vienna's municipal district of Brigittenau in 2004. In the following years, the project was established in other districts as well.

Issues covered included noise in public spaces (parks in the evenings) and the pollution of public space.

Owing to the staff's open-mindedness and reflective skills, they were able to build a sound basis for promoting good relations and trust among different target groups. The initiative which aimed at inspiring in people a sense of responsibility for "their" parks and "their" spaces and in this way preventing, for example, vandalism and pollution was a big success.

This project supported many people in improving their social environment and increasing mutual understanding among the target groups. In 2010, the City of Vienna took up the district initiative and asked the Department for Education and Youth to extend it to the whole of Vienna under the name of "FAIR PLAY TEAM".

## Target groups

- Users of parks and public spaces (parents and their children, young people, dog owners, elderly people, homeless people, etc.)
- Local residents

## Goals

- Respectful use of parks and public spaces
- Creating awareness for the subjective perception of noise and pollution
- Mediation in acute conflicts

**Duration: 2004 – 2010**

# Vienna Charter of Living Together

Social cohesion, a climate of respect, solidarity among people or well-functioning social relationships cannot be imposed from the outside, but need to be based on common ground which is shared by all members of society. A number of dialogue events were held to involve Vienna's residents in drafting the Vienna Charter and setting out the basic rules of living together respectfully and of good neighbourly relations in Vienna. The events reached out to people of all generations, with different lifestyles and attitudes and with different ethnic, occupational and educational backgrounds.

To enable as many people as possible to participate in these discussions, the project cooperated with partner organisations, which advertised the Vienna Charter in their fields of activity and organised Charter talks. The City of Vienna provided two moderators for each of the talks, who hosted the events, summed up the discussions and subsequently published the results on a website. Everyone living in the City of Vienna was invited to join the dialogue. The Charter talks took place across all of Vienna's municipal districts, in public spaces, parks, at public swimming pools, in theatres, schools, kindergartens and even on a tram.

The Vienna Charter was the largest citizen participation process, which has taken place in Vienna to date. In the first stage, 1,848 issues were submitted and then discussed at 651 Charter talks, which were attended by a total of more than 8,500 people. 321 partner organisations (including well-known companies, political parties, two UN organisations, sports associations, etc.) supported the process. Numerous proposals and requests on the part of the Viennese have subsequently been implemented and have changed Vienna's cityscape (e.g. ban of eating food on the underground, installation of ashtrays in public spaces, etc.).

## Target group

- Vienna's citizens

## Goal

- Agreeing to common basic rules of good neighbourly relations in Vienna

**Duration: 2012**



Media interest was huge and many media reported on the project on a regular basis. The project was presented at many national and international events (Annual Conference of the World Bank, Council of Ministers in Bulgaria, Federal House in Berlin, Danube University Krems, Social Climate Day, etc.).

The Vienna Charter was awarded the Prix Territoria Europe 2013 in Paris and the European Public Sector Award 2013 in Maastricht. In 2015, the Vienna Charter served as the model for the Vienna Charter for Refugees, which wanted to impart the social values accepted in Vienna's society. Another follow-up project was the Franz Jonas Platz Charter 2015, where citizens were given an opportunity to submit requests and ideas for the re-design of the square in front of Floridsdorf railway station.

## Interreligious forums

Interreligious forums are dialogue groups at district level. The Department for Integration and Diversity has initiated the forums in several municipal districts (e.g. districts 6, 10, 11, 22 and 23) and helps with their organisation and coordination. The dialogue partners decide independently what the dialogue processes should look like, they implement them, and discuss religious topics as well as everyday life in the districts. They also plan and implement joint initiatives, which include a wide variety of projects, such as mutual visits by forum representatives across their religious communities (e.g. Muslims visit a church, Christians visit a mosque, etc.), joint prayers for peace, excursions in Austria and abroad (e.g. Maria Zell, Sarajevo, etc.), a joint event to commemorate the destruction of the Humboldtgasse Synagogue in Vienna's district of Favoriten, etc.

In the past few years, several projects have been implemented as part of the interreligious forums and have been received very positively by the religious communities and their official representatives.

### Target groups

- Members of religious communities at district level
- Multipliers from different religious and non-religious organisation
- Representatives of NGOs

### Goals

- Promoting dialogue at district level
- Strengthening social cohesion at the local level

**Duration: since 2004**

## Together in Favoriten, Ottakring & Penzing

The project offers participating organisations a platform for networking and exchange and for presenting their activities. Once a year, there is a public event, which takes the form of a party and is organised in cooperation with the district councils of the three districts and the Department for Integration and Diversity. At the event, the residents of the three districts have the opportunity to get in contact with representatives of the participating organisations and to learn about their activities. In addition, the event enables everyone attending to engage in district and city issues.

The entertainment and information offered at the event is perceived very positively and is also repeatedly reported on by the local media.

### Target groups

- Residents of the districts of Favoriten, Ottakring and Penzing
- Associations and organisations in these districts

### Goals

- Getting to know different associations and institutions in the three districts
- Promoting networking among associations in Favoriten, Ottakring and Penzing
- Promoting the use of public space and creating new "meeting spaces"

**Duration: since 2007**

# **Capacity Building and Empowerment of Migrants and Migrant Associations**

## Women's networks – women's cafés

Many women are volunteering in different associations and in this context also initiate their own projects. They inform and support each other, discuss problems and opportunities within their associations and communities and receive important information concerning everyday life in the City of Vienna. They also invite external speakers, for example from the Careers and Further Education Advisory Centre (waff) or Vienna Health Promotion, and inform participants about the work of these and similar organisations.

The Department for Integration and Diversity supports these women in their activities, hosts regular networking meetings and thus promotes and facilitates networking. Multipliers play a major role in the transfer of knowledge within their own communities and are therefore important partners in the implementation of the project. The networking meetings (cafés) serve to discuss women's concerns and requirements and provide ideas for future information events.

Between 2011 and 2020, 53 women's networking cafés were attended by more than 1,000 women and resulted in a variety of different projects and workshops, such as the "Women.Info.Knowledge" event, where the Department for Women's Issues provided participants with an overview of the City of Vienna's services and with detailed information on the Violence Protection Act, the issue of domestic violence and women's protection facilities.

### Target groups

- Officials of associations
- Members and volunteers of associations (It became apparent over the course of the project that most of the participating women were from Turkish, Sudanese and Bosnian communities.)

### Goals

- Networking among multipliers
- Involvement in other participation forums
- Development of target group oriented lectures and further education events at the local level (districts)

**Duration: since 2011**

## A pool of multipliers and special women's weeks

Many women engage in voluntary work in their communities and in their role as multipliers offer a wide variety of activities for women. Only few of them have known about each other or have had an opportunity to exchange experiences and cooperate on particular women-specific issues. In 2006, the Department for Integration and Diversity established a pool of multipliers in order to offer regular moderated meetings to exchange information and engage in networking. The meetings brought together representatives of Turkish, Kurdish, Afghan, Iranian and Arab women's associations with different purposes and interests and after only a few meetings the idea was born to organise and launch a joint awareness week that would shine a spotlight on a selected issue.

From 2007 to 2009, one special week with about 1,000 participants was held each year. Women from the pool of multipliers provided ideas for contents and formats, ran some of the activities themselves, distributed the organisational work among them, and above all brought participants from their communities to the events. In 2007, the special week had the motto "Women's rights – A different world is possible", 2008 was dedicated to the issue of "equal opportunities", and in 2009 the focus was on "Language diversity – our strength". Activities included workshops, lectures, discussions and readings as well as films and theatre performances on the annual theme in different languages. Child-care services were offered at all events. Each year, the special week was concluded with a party, which featured different artistic contributions (dance, music, song, theatre) from the different communities. Apart from the preparation work for the special weeks, the Department for Integration and Diversity also organised further education events (e.g. on women's rights, violence protection, forced marriage, anti-racism and anti-discrimination training), if required and requested by the women's group, to strengthen multipliers in their community work.

### Target group

- Multipliers from different communities

### Goals

- Networking and exchange among women active in different communities
- Empowerment of multipliers
- Creating opportunities for women to meet other women from different groups of the population

**Duration: 2006 – 2009**

The networking and exchange activities were considered very positive by the multipliers. Working jointly on a topic which concerns all helped the group grow together and overcome mutual prejudices.

## Forums & networking for association

Associations make a significant contribution to social cohesion and add to the richness of the City of Vienna and its districts on many different levels.

A regular exchange of information and discussion of different needs and requirements forms the basis of trustful cooperation. For this reason, the Department for Integration and Diversity invites organisations, which are organised and run by people with migrant backgrounds to take part in different forums. Supported by the District Chairpersons, the Department hosts association forums, which address different district-related issues, such as public events, district development issues or funding priorities of the City of Vienna and the individual districts.

### **Target group**

- Representatives of migrant associations

### **Goal**

- Strengthening networking among associations and religious institutions and networking between these organisations and the City of Vienna, municipal districts and municipal institutions

**Duration: seit 2004**

## Help and advice – a bridge for people

The project “Help and advice – a bridge for people” includes numerous activities promoting the exchange of information between Vienna’s police force and Viennese residents with migrant backgrounds (migrant associations).

Together with staff from the Department for Integration and Diversity, Viennese police officers visit different associations, institutions and religious institutions of migrants to present the work of the police service at the local level and get a better picture of migrant organisations. Apart from getting to know the different tasks and duties of the police department, migrants can speak with the police officers about many issues, such as conflict resolution, crime prevention, neighbourhood conflicts or how to improve the quality of life in their neighbourhoods.

The project “Help and advice – a bridge for people” gives police officers in Vienna a better insight into the life and problems of migrants and migrant associations. Police officers meet members of different migrant communities and by engaging in frank discussions and conversations they are supported in performing their tasks in an intercultural environment.

### **Target groups**

- Migrants
- Vienna’s police force

### **Goals**

- Promoting good and respectful relations
- Increasing knowledge about the work of Vienna’s police service

**Duration: since 2004**

# Migra-Bil

The “Migra-Bil” information events offer an opportunity to obtain basic knowledge about the work of migrant associations, the organisation of events, available funding schemes, intercultural communication, human rights and democracy, tax law for associations, the Vienna City Administration, and the City’s diversity management. In addition, the programme also includes workshops addressing issues such as education, waste separation, the Integration Act, or social media. For this purpose, the project cooperates with speakers from different municipal departments, institutions and organisations who are able to provide the required expertise.

Between 2011 and 2020, the Migra-Bil events have been attended by more than 1,800 participants. The range of topics is extended and updated on an ongoing basis, also in response to participant feedback.

## **Target group**

- Officials and members of migrant associations

## **Goals**

- Information on and further training in running an association
- Improving communication between migrant associations and the City of Vienna

**Duration: seit 2011**

# **Culture of Democracy, Human Rights and Prevention**

# WORKSHOP.VIENNA

Every year, the further education platform WORKSHOP.VIENNA (WERKSTATT. WIEN) organises several conferences with presentations, discussions and best practice examples on the issues of political/religious extremism, deradicalisation and prevention. For many years, these events have also addressed anti-racism, anti-Semitism, Islamophobia, nationalisms, and extremisms of all kind.

The events provide specialist knowledge and offer the opportunity to exchange experiences and do some networking. In addition, they improve participants' competence in dealing with specific persons and situations and strengthen social cohesion. As a result, problems relating to this subject area will be handled with greater confidence and communication paths between different organisations will be shortened.

Since the events have a practical focus, the time allocated to the two presentations given at each event is always shorter than the time reserved for the discussion and/or workshop sessions. Written summaries of the events, which also include the main outcomes of the discussions among experts and practitioners as recommendations for future action, ensure the long-term nature of the events. Moreover, these PDF reports also include a number of additional Internet links, tips for further reading, and hotlines.

Between 2015 and 2020, the WORKSHOP.VIENNA events were attended by more than 1,000 multipliers. However, the target group becomes considerably larger through the dissemination of the reports. Networking at the events has inspired further initiatives and activities in the fields of deradicalisation, culture of democracy and prevention.

## Target groups

- People in social occupations
- Multipliers in community work
- Police
- Educators
- Politicians

## Goal

- Protecting young people and young adults from extremist tendencies and from stigmatisation, generalisation and generalised suspicion

**Duration: since 2015**

## Networking platform for Afghan, Chechen and Somali communities

The networking platform consists of several project parts, such as a further education workshop, women's cafés, a women's networking platform, a youth workshop and a project workshop. The further education workshop offers courses for multipliers from the communities on a variety of issues, such as empowerment of women, strengthening resilience in the integration process and, in cooperation with the police, in the prevention of violence and addictive behaviours. Two women's cafés address women-specific issues, host several meetings a year and conceive and develop small projects, such as excursions and workshops on culture of democracy or the prevention of violence. The women's networking platform helps to facilitate the exchange between the two women's cafés and is used for networking activities with relevant municipal and other organisations. The youth workshop is organised and run by young people. It serves to discuss issues which are of specific interest to young people (e.g. Children and Youth Protection Act, bullying, hate speech, etc.), and young people also develop and implement their own small projects.

From 2016 to 2020, the networking platform has reached more than 1,700 users. It has organised more than 60 further education courses and several excursions, for example to the Mauthausen concentration camp memorial site.

## Target groups

- Multipliers from Afghan, Chechen and Somali communities
- Relevant stakeholders of the City of Vienna

## Goals

- Strengthening culture of democracy and human rights
- Preventing any kind of extremism
- Promoting dialogue and strengthening social cohesion

**Duration: since 2016**

# VIENNA.FORUM | CULTURE OF DEMOCRACY AND HUMAN RIGHTS

The evening events do not last longer than three hours and consist of one or two short presentations which are followed by discussion sessions. The events focus on discussion and exchange among participants and on practical examples: What does culture of democracy mean and how can we promote human rights? The aim is to present these issues in a catchy way, to test them in practice (e.g. workshops, activities, etc.) and integrate them into everyday life. In this context, multipliers are important practitioners who help to spread the message.

Participants welcome the practical focus on issues, which are otherwise communicated to the public in a very abstract way.

## **Target groups**

- Multipliers from different communities
- Stakeholders from the field of integration work
- Multipliers from the education sector

## **Goal**

- Increasing knowledge about culture of democracy and human rights

**Duration: since 2017**

## Vienna – City of Human Rights

In the context of a broad internal and external process in 2013 and 2014, which was coordinated by the Department for Integration and Diversity and was accompanied by a steering group, the City of Vienna drafted the declaration "Vienna – City of Human Rights", which was adopted by the City Council at the end of 2014. With this declaration, Vienna expressed its intention to promote awareness for human rights in all parts of society and implement measures to protect them.

Numerous institutions of the City (municipal departments, enterprises, funds, etc.), civil society organisations with a focus on human rights as well as experts, media, national and international institutions were involved in the implementation of the project and have accompanied the process, which has been underway since then. Since autumn 2015, this process has been coordinated and managed by the City of Vienna's Human Rights Office, in cooperation with a political steering group, which represents nearly all departments of Vienna's government.

## **Target groups**

- Vienna's citizens
- Representatives of NGOs
- Politicians
- Staff of the City of Vienna

## **Goals**

- Vienna's commitment to securing and protecting human rights
- Identifying needed action in a dialogue with civil society

**Duration: 2013 – 2014**



# Thinking Ahead



# vienna.world.open

vienna.world.open was a forum initiated by the City of Vienna which provided room for an objective and fact-based discussion of the issues of integration and diversity.

vienna.world.open enabled participants to look at a selected topic in an in-depth way and over a longer period of time, at different levels and in different formats, in order to ensure as broad a discussion as possible.

vienna.world.open organised conferences, expert seminars, workshops and talks to offer politicians, experts and interested citizens the opportunity to develop visions, get to know new perspectives and ideas, and discuss measures.

vienna.world.open was accompanied by an independent scientific advisory board, which presented strategies, carried out analyses and developed recommendations for integration policy on behalf of the City of Vienna.

## **Target groups**

- Politicians
- Staff of the City Administration
- Journalists
- Special interest groups
- Representatives of civil society
- Scientists and students

## **Goals**

- Promoting a fact-based discourse on integration and diversity in Vienna
- Developing recommendations for Vienna's integration policy

**Duration: 2012 – 2020**

# Funding

# Funding for large-scale projects

Since its establishment, the Department for Integration and Diversity has provided, within its means and capabilities, financial support for projects, measures, and initiatives which aim particularly at promoting intercultural awareness and intercultural skills and at facilitating the settling and integration process of migrants (more than EUR 7 million per year). In doing so, it wants to foster good social and interpersonal relations among people with different ethnic backgrounds on the basis of fundamental rights and democratic principles, improve cooperation between different groups, create awareness for migration, integration and diversity, and increase the participation of all Viennese in social and political life.

Funding for large-scale projects (exceeding EUR 5,000 per year) provided by the Department for Integration and Diversity focuses on two major areas: educational services and counselling.

Educational services are offered to migrants (about 70% of the total budget), in order to improve their basic and key skills as well as their chances on the labour market. In addition to German language courses at different levels, the Department has co-funded basic education courses together with the Federal Ministry for Education since 2012 and also together with the European Social Fund since 2015. All courses are free for participants and are delivered by qualified and/or certified/accredited course providers.

Right from the start, funding has been mainly allocated to projects for the target group of educationally disadvantaged women and young people/young adults. Projects should be developed and designed to meet the following criteria: a broad range of courses tailored to the individual needs of participants in Vienna, sufficient places in courses which also offer child-care services, and courses which not only build German language skills, but also provide guidance and information about integration-related issues, include excursions, and offer advice and support in developing further options after completion of the course. Close coordination and cooperation with the course providers are important prerequisites for success.

Young people and young adults need services, which meet their age and involve age-appropriate methods and creative elements. Over the years, a diverse and varied programme has been developed for this target group, including for example the Youth College, the Interface Wien basic education courses for young people and, since 2017, the Interface Wien "Interspace" basic education programme, the BAJU project of the Integrationshaus association or the JUBIZ youth education centre of the Vienna Adult Education Centres.

Services for women are offered among other things by migrant organisations, such as Orient Express, Miteinander Lernen, LEFÖ, Peregrina, Pyramidops, Station Wien or the Amerlinghaus Association for the Integration of Women, which combine their courses with counselling on different women- and family-specific topics, women's cafés, events where women from different backgrounds meet for joint activities, etc. Literacy courses are offered by the Vienna Adult Education Centres and sometimes as part of the "Mum learns German" courses or by Orient Express and Miteinander Lernen. The range of courses is complemented by special modules, such as "German at work", "Autonomous learning", etc. and is further developed on an ongoing basis in response to participants' needs and current events.

As the applicable legislation, especially with regard to the Settlement and Residence Act and/or the Integration Act and related issues and questions concerning access to the labour market, is getting increasingly extensive and

## Target groups

- Associations/organisations and institutions active in the field of integration
- Migrants needing further education, language courses and counselling

## Goals

- Promoting equal opportunities and participation of migrants in Austrian society
- Supporting migrants against occupational downgrading

**Duration: since 2004**

complex and is frequently subject to changes, funding is also provided to counselling and advisory centres in Vienna which offer migrants information and advice in several languages and act as liaisons with the authorities. In addition to some women's counselling centres which offer education and counselling, this group includes, among others, the Counselling Centre for Migrants and its Perspektive information centre, Helping Hands, Job TransFair with its TERRA information centre, which specialises in services for older migrants, the FIBEL Association for Binational Couples, and the ZARA Association, which provides advice and support to victims and witnesses of discrimination and racism. The Hemayat Association and its psychotherapy support for victims of war and torture is an important institution for refugees, which is also funded by the Department. For many years, funding has also been provided to the "Nachbarinnen (Neighbours)" Association, which trains women from different countries to become "neighbours" and visit migrant families to support them on their integration path, and to act as liaisons with the Austrian society.

The needs-oriented structure and contents of the funded services are reflected among other things in the large number of participants using them.

## Funding priorities for small-sized projects

Providing financial support to non-profit organisations operating in the field of integration is another task of the Department for Integration and Diversity. Under its general funding priorities, support is offered particularly to projects and measures, which realise one or several of the following objectives:

- **Measures to promote intercultural awareness and intercultural skills:**  
Promoting good relations among people with different ethnic backgrounds; cooperation among different groups; raising awareness for migration/integration/diversity
- **Supporting the settling and integration process of migrants:**  
Language courses; education and guidance, especially improvement of basic and key skills, and measures facilitating entrance to the Austrian labour market
- **Participation:**  
Measures, which increase migrants' motivation and ability to participate in social, economic and political life; support for projects and initiatives helping migrants to help themselves

Within its means and capabilities, the City of Vienna provides financial support for non-profit projects and measures which have to meet the relevant funding criteria and match the current funding priority area (up to EUR 5,000 per calendar year).

From 2009 to 2020, the City has funded 536 projects, which is equivalent to an average of about 45 projects per year.

### Target groups

- Non-profit associations, other non-profit legal entities
- Persons involved in the individual projects

### Goal

- Supporting associations and initiatives in carrying out projects and measures, which contribute to integration and social diversity

**Duration: since 2004**

# **Digitalisation**

As a result of the limitations due to COVID-19, the Department for Integration and Diversity has intensified its digitalisation measures in 2020.

### **MULTILINGUAL INFORMATION SERVICE**

During the coronavirus pandemic, the Department for Integration and Diversity has introduced a multilingual information service, which enabled migrants who have just moved to Vienna to submit questions in 24 languages. The Department's staff used reliable sources of information to answer the submitted questions and responded to the questions in the language in which they were asked.

### **WEB SEMINARS**

In 2020, the information events for new migrants in Vienna (also see the StartWien project) were offered for the first time as web seminars. Likewise, a number of lectures and workshops of the Department's different event series (see the chapter "Further education for citizens") were also held online. A special web seminar team was established within the Department to take care of the technical preparations and servicing of the web seminars

### **ONLINE LANGUAGE CAFÉ**

A language café has also been held in a virtual format. Three times a week, learners of German have the opportunity to visit an online language café, where participants can meet with a Viennese host who is a native speaker of German and chats with a group of up to 6 persons in German.

### **ONLINE NETWORKING AND EXCHANGE**

Some of the events promoting networking and exchange (also see the chapter "Capacity building and empowerment of migrants and their associations") have also been transferred to cyberspace. Regular online events for networking and exchange are organised particularly for Turkish and Arabic speaking women.

### **EXPERT TALKS**

Formats such as multilingual expert talks have broken new ground and reached new target groups in 2020. Experts from different fields (medicine, education, law, etc.) were invited to participate in expert talks, which were held in different languages and were streamed live on the Facebook page of "StartWien – Informationen für neu zugewanderte Wienerinnen und Wiener". During these live streams, viewers also had the opportunity to ask their questions to the expert.





# Prizes and Awards

In 2008, the **"Diversity Check"** received the Austrian Administration Award.

In 2010, **"Vienna Integration and Diversity Monitor"** received a recognition prize at the Austrian Administration Award.

In 2010, the **"StartWien"** project received the Austrian Integration Award.

In 2010, the **"StartWien"** project received the European Language Innovation Seal.

In 2011, the **"Be a part of it. Vienna for you – you for Vienna"** project received the European Public Sector Award in Maastricht.

In 2012, the **"StartWien"** project received the Guangzhou International Award for Urban Innovation.

In 2013, the **"Mum learns German"** project received the MigAward at the Vienna Integration Weeks.

In 2013, the **Vienna Charter** received the Prix Territoria Europe.

In 2013, the **Vienna Charter** received the European Public Sector Award.

In 2016, the **"StartWien"** project received the Golden Baton of the City of Vienna.

In 2017, the **"StartWien"** project received the European Public Sector Award (EPSA).

In 2018, the **"Waste prevention and waste separation for Viennese associations"** project received the Special Prize at the KLIP 15 Climate Protection Award.

In 2018, the **"CORE – Integration im Zentrum"** project received the Golden Baton of the City of Vienna.

# Contact

We are happy to share our experience and answer your questions about our projects.

City of Vienna – Integration and Diversity  
Friedrich-Schmidt-Platz 3  
1080 Vienna  
Telephone +43 1 4000-81510  
post@ma17.wien.gv.at  
wien.gv.at/english/social/integration  
wien.gv.at/menschen/integration (German)

**Publishing details:** Media owner and publisher: City of Vienna - Integration and Diversity, Photo: Ismail Gökmen / City of Vienna, Layout and design: Kathi Reidelshöfer, Translation: Claudia Koloszar-Koo

