

VIENNA



The SiforREF team identifies Best Practices as innovative projects or initiatives that have proven to add value, can be mainstreamed into the existing ecosystem, and may be replicated in other regions.



**HOUSING
HOLISTIC MIXED**



**LABOR MARKET
INTEGRATION**



**TRAININGS
QUALIFICATIONS
APPRENTICESHIPS**



**SOCIAL AND
CULTURAL SERVICES
LEGAL COUNSELING**

BERLIN		<p>WORK FOR REFUGEES Assessment, job-placement, job fairs.</p> <p>INITIATIVE FOR SELF-EMPLOYMENT (I.S.I.) Entrepreneurship for migrant & refugee women.</p> <p>BRIDGE NETWORK General advice on labour market access</p> <p>EVEREST Apprenticeships for young adults.</p>	<p>FRAUENLOOP Training for migrant women in the IT sector</p> <p>BRIDGE NETWORK Assistance in obtaining qualifications and finding employment. Apprenticeships for young adults & cooperation with employers.</p> <p>EVEREST Dual Training.</p>	<p>WELCOME CENTER Multilingual information and orientation center.</p> <p>EVEREST</p>
BOLOGNA	<p>S.A.L.U.S W SPACE Holistic, intercultural housing, small shops, construction, training and employment.</p> <p>VESTA Partnerships for unaccompanied minors/ care, housing, social integration.</p>	<p>SCHOOL4JOB Preparatory labour-market training for refugee/migrant youth.</p>	S.A.L.U.S W SPACE	S.A.L.U.S W SPACE
LJUBLJANA		<p>SKUHNA Intercultural -social enterprise, restaurant/ catering, (mixed) culinary specific employment, training and storytelling.</p>	SKUHNA	<p>THE HUMAN LIBRARY Storytelling from the refugee/ minority population to counteract racism.</p>
PARMA	<p>ATLAS AT DINNER TIME Supports co-housing & culinary exchanges between Italian & refugee youth.</p> <p>WONDERFUL WORLD Secures housing along with services that assist in the path to integration.</p> <p>TANDEM A co-housing & social networking project co-operating with the project "Rifugiati in famiglia".</p> <p>COMMUNITY ORIENTED INITIATIVES In this project initiated by CIAC, Italian families host adult and underage refugees.</p>			<p>WONDERFUL WORLD</p> <p>ATLAS AT DINNER TIME</p>
VIENNA	<p>HAUS AWAT Provides labour market integration service & social support</p>	<p>HAUS AWAT</p> <p>MAGDAS HOTEL Creates apprenticeships, jobs and future prospects for refugees.</p> <p>WERKSTART Is an accessible gender-sensitive project for educationally disadvantaged women.</p>	<p>HAUS AWAT</p> <p>STAND 129</p> <p>MAGDAS HOTEL</p> <p>WERKSTART</p>	<p>STAND 129 Caritas- social integration, events – interaction activities with locals.</p>



THE PROJECT

Social Innovation for Refugees

(SiforREF) examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. Our team consists of researchers, representatives of local government and actors from civil society.



PARTICIPANT CITIES

Venice, Italy, Lead Partner
 Berlin, Germany
 Bologna, Italy
 Ljubljana, Slovenia
 Parma, Italy
 Vienna, Austria

AIM

Our goal is that social innovative and inclusive measures for refugee integration become mainstream and institutionalised.

KEY INSTRUMENTS

Co-operation of key stakeholders at the local level, transnational cooperation and promotion of social innovation.



THE VIENNA PROJECTS

The Best Practices outlined below fill the gap where additional and innovative support is still required in existing labour market integration and inclusion ecosystems.

1. HAUS AWAT

TIMELINE 2017-2020 (renegotiation of rental contract until 2023 is possible)

CATEGORY Labour market integration, social Integration, housing Integration

PROGRAMME SUMMARY

The Haus AWAT (Kurdish name for “hope/wish”) provides sheltered housing for asylum seekers in the national programme of provision with basic supplies as well as accommodation for recognized refugees. Temporary residents in Haus AWAT include single male, female, LGBTQI individuals as well as families. In addition to housing, the ground floor is used as a business zone that opens up to the public/ neighbourhood. It consists of a coffee bar, a barber shop, and a workshop area for tailoring and upcycling. The rooftop, as well as the event room in the upper level, can be used for community events free of charge. AWAT combines a holistic approach to refugee integration in a unique manner which includes housing, labour market access and social integration. AWAT target group comprises asylum seekers, refugees and members of the neighbourhood/ host society.

AWAT’s goal is to foster the following:

- Housing integration through temporary housing for asylum seekers and refugees
- Housing integration through support services to find permanent housing for refugees
- Labour market integration through training programmes and apprenticeships in the AWAT businesses
- Labour market integration through support service in education and degree recognition
- Social integration by offering an “open house” to the neighbourhood and initiatives outside of the project Haus AWAT

<https://www.hilfswerk.at/wien/soziale-angebote/wohnungslosenhilfe/fluechtlingshilfe-awat/>

PROGRAMME STRUCTURE

AWAT is operated by Hilfswerk Vienna. The umbrella organisation of Hilfswerk Austria is called “Hilfswerk Österreich” and it is one of the largest providers of social services for the elderly, and provides aid to the homeless and minors in Austria. Employees at AWAT comprise social workers who are employed by Hilfswerk, as well as volunteers with and without refugee backgrounds. In regard to the business area at the ground floor (barber shop), AWAT collaborates with potential employees and trains apprentices. There is a qualified barista who runs the café and trains refugees as baristas, along with tailors for the upcycling shop. The building of AWAT is privately owned by a person with a refugee background.

Financial support is provided by the Homeless Aid and Refugee Aid from the Vienna Social Fund, a sub-agency of the City of Vienna. For training programmes, AWAT is collaborating with the Austrian Public Employment Service (AMS) and the Vienna Employment Promotion Fund (Waff). Political support can be found at district level as the district mayor is a proponent of AWAT in public debates.





2. STAND 129

TIMELINE Launched 2013

CATEGORY Social Integration, cultural Integration

PROGRAMME SUMMARY

Stand 129 is a former vegetable shop located in a small building right in the centre of a market site in the highly diverse 10th district of Vienna. Stand 129 provides room for events and workshops in a transparent and inviting manner (shop windows). The effect of the project can be identified at the community level because it provides accessible programmes to the public. These consist of community events, cultural events, small concerts, movie nights, choir, theatre workshops and cooking sessions. In addition, German language courses for refugees are provided by volunteers.

This Best Practice attempts to break down the understanding of “high culture” in Vienna and Austria, in comparison to less accessible alternative cultures by various co-operations with the established institutions such as MUMOK (Museum of Modern Art). Stand 129 combines a holistic approach to refugee integration by providing a cultural space for the neighbourhood and its diverse community. As such, refugees are part of the community and not categorised as a “special group” within the neighbourhood. The open space of Stand 129 is available to anyone interested in the programme, who is searching for opportunities to contribute to community life. The target groups of Stand 129 are local residents, migrants and refugees as well as members of the neighborhood/ host society. Stand 129 fosters:

- Accessibility to all forms of art
- Community integration for residents living in a disadvantaged neighbourhood
- Provision of an open space(s) for diverse users and diverse uses
- To offer alternative cultural and arts programmes

<https://www.stand129.at>

PROGRAMME STRUCTURE

Caritas Wien acts as the operator and employer of social workers and of community workers involved with Stand 129. Caritas is also one of the biggest providers of social services for the elderly and services for the homeless and/or refugees in Austria. The Municipality of Vienna is a funding partner of Stand 129. In addition, funds from the European Union are provided to foster societal integration via radio, participatory video and theatre, and incremental quality assessment and monitoring. Staff and volunteers at Stand 129 attend regular trainings on diversity and awareness about discrimination. NGOs and associations who collaborate in diversity and anti-discrimination trainings try to establish new rules, routines and structures to improve the work practice. In addition to offering an open space for everyone in the community, the project also provides volunteer and internship roles.

3. WERKSTART

TIMELINE Launched January 2019

CATEGORY Labour market integration, trainings, qualifications, apprenticeships

PROGRAMME SUMMARY

WerkSTART is an accessible, gender-sensitive project for educationally disadvantaged women (migrants, asylum seekers, women granted asylum and Austrian citizens). The project includes basic education, German language courses, mathematics, computer and learning-skills as well as manual work. This project helps develop innovative basic-education-models with the aim to qualify educationally disadvantaged women for the Austrian education and job markets. Women with a migration experience are more likely to experience educational disadvantages in Austria, making access to the labour market especially difficult. WerkSTART was created to counteract structural disadvantages and aims at strengthening educationally disadvantaged women's participation in society.

We reach our target group through our own educational consultancy service, long-term cooperation-partners, multipliers in the target-communities itself and a cooperation-agreement with the Austrian Public Employment Service (AMS).

Scientific research has shown that the practical application of theoretical teaching contents supports the creation of new neural connections in the brain and helps to memorize newly learned content. Therefore, the teaching concept of WerkSTART is an interconnection of theoretical course contents (basic education, German language courses, mathematics, learning- and computer-skills) with practical work (with materials like wood, plastics, metal, textiles). These practice-lessons are more than just a natural way of learning vocabulary for every day life. The manual work also highlights this group's informally acquired expertise and skills, which strengthen their self-confidence. In addition, during the six or nine months of their participation in WerkSTART, the participants are able to (re)discover their own skills and talents. The diversity of activities in this project help widen the participants prospects concerning their own learning and professional paths.

https://www.youtube.com/watch?v=3LXf0D2P_nE

PROGRAMME STRUCTURE

WerkSTART is run by the Educational Center of Caritas Vienna (Caritas Bildungszentrum, CarBiz) and financed by the Austrian Federal Ministry of Education, Science and Research and the European Social Fund. The project was implemented as of 1 January 2019 and will run until 30 September 2021. During the 2.5-years-term of this development project, there are five classes in total planned with 12 women each (now just 8, due to Covid-19). Running alongside is one literacy class for women with literacy needs, and one for women with more advanced German skills. Depending on their German level, the classes last from 6 to 9 months.

In the framework of this project, two teachers for German as a foreign language and basic education as well as a social counsellor who supports the participants in social and professional matters are employed. The counsellor helps the participants to find suitable follow-up projects or accompanies their career entry.

The theoretically provided knowledge strongly connects with the practical work. The participants work about one day per week in a little factory at the CarBiz, and sometimes with external professional guidance. Sewing, cooking, drawing, making pottery or construction are components of the practical course contents. In class, there is a preparation and follow-up of the manual work. Two examples for practical projects and the interconnection with theory:

- a) Constructing a raised bed for plant; theoretical knowledge, mathematics, measuring, calculating, German language, new terminology, tools, instruments
- b) Cooking meals for employees; theoretical knowledge, mathematics, basic calculating operations, German language, detailed comprehension (listening to a recipe text), new terminology, knowledge about food, computer-skills, and how to design a menu.





4. MAGDAS HOTEL

TIMELINE Launched in 2015

CATEGORY Labour market integration, trainings, qualifications, apprenticeships

PROGRAMME SUMMARY

magdas HOTEL is Austria's first social business hotel. For many refugees it is still difficult to access the Austrian labour market. There are initial difficulties with the German language, resentment from many employers and the fact that you are only allowed to work in Austria after your asylum application has been approved. magdas Hotel was opened in 2015 and creates apprenticeships, jobs and future prospects for people, who do not have equal access to the labour market. magdas is convinced that people who come from abroad actually strengthen the hotel business. They contribute a number of skills, talents, languages and cultural backgrounds. These positive aspects enable a special positioning within the hotel market.

The hotel is centrally located in an attractive area of the city, which is close to the Vienna Prater, and offers seventy-eight rooms. Thus far, madgas Hotel has welcomed 181,000 guests from all over the world. These included over seventy people from twenty countries have found employment through the hotel. A new location is currently being built for the hotel with ninety rooms and its own restaurant. The expected opening is scheduled for the spring of 2022.

magdas HOTEL fosters:

- The application of entrepreneurship to solve social issues wherever it is feasible
- Apprenticeships and jobs for people who do not have easy access to the labour market
- Benefiting from the skills and talents of those with a refugee experience

<https://www.magdas-hotel.at/>

PROGRAMME STRUCTURE

magdas Hotel is part of the magdas social business group founded by Caritas Vienna in 2012. The aim of the entire group is to solve social issues wherever possible in an entrepreneurial way. magdas Hotel does not aim for profit, but wants to create jobs for people with a refugee background and offer them apprenticeships. The building where magdas Hotel is located is a former retirement home. The renovation of the building was financed with approx. 57,000 Euros from a crowdfunding campaign and a five-year loan from Caritas for the amount of 1.5 million Euros. Since the financial resources were not entirely sufficient for a hotel renovation, recycling and upcycling was used in order to achieve this goal. With the support of the Federal Ministry for Digitization and Business Location, a special focus on apprenticeships was introduced in the autumn of 2017. This has been implemented at magdas HOTEL. At the moment, thirteen young individuals with a refugee background are being trained for the various hotel sectors.