

TRANSNATIONAL REPORT

Good Practices Fostering Participation and Inclusion of
TCNs in Austria, Croatia, Greece, Italy, Malta, Romania
and Slovenia

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1. Introduction

As a result of the project “We All Need New Engagement” (WANNE), which aims to foster the engagement of third country nationals (TCNs), this report brings 35 good practices of formal or non-formal organization and self-organization of TCNs, 5 from each of the seven countries from the project consortium: Austria, Croatia, Greece, Italy, Malta, Romania and Slovenia. The selection of good practices has been based on personal interviews with people with refugee/migrant experience, activists, journalists and others directly involved with the development of the good practices. Apart from personal interviews, desk research of available good practices in other similar reports and databases, which corresponded to the chosen selection criteria, has been undertaken. The report also brings a short overview of the countries’ social, political, and cultural contexts, including the institutional structure and descriptions of legal frameworks regarding TCNs. At the end, the most important recommendations from each country are presented in order to improve TCNs everyday life as well as structurally improve integration process.

1.1 Understanding of TCNs Engagement in Light of the “Migrant/Refugee Crisis”

When rethinking the issue of TCNs engagement in Europe, it is important to understand the narrative of “migrant/refugee crisis” which became dominant since 2015 and in great extent reshaped the understanding of the concepts of integration, solidarity and togetherness. It is necessary to stress that discrimination, hate speech and violence sparked during the “migrant/refugee crisis” has often turned against TCNs and even citizens of foreign descent (murders, neo-nazi street violence, police racial profiling ...), and in this light it seems that the discourse on migration is completely separated from any kind of political or historical context.

Ignoring the mass emigration from the Balkans (especially Kosovo and Albania) and Ukraine, as well as the death-toll in the Mediterranean Sea – one of the most dangerous and lethal border zones on the planet – that has been on the rise at least since the early 1990s, together with the process of the illegalization of migration¹, it seems that the “crisis” only starts when we start calling it a “crisis”. In a recent publication focusing on the “crisis” from the perspective of the Balkan Route², there is a timeline of significant events related to the issue in the last three years. It starts with the April 23rd, 2015 meeting of the European Council, when it was decided that the funding of Frontex operations Triton and Poseidon³, replacing EU Mare Nostrum operation (Oct. 18th, 2013 – Oct. 31st, 2014), and focusing on border protection rather than search and rescue, would be tripled. In another example of popular mythology, the origin of migrations lies in Chancellor Merkel’s *Willkommen* call from August 2015.

Of course, it is true that in 2015 there were 1.255.640 first-time asylum applications in EU, a record number two times higher than that of the previous year (562.680). Approximately one third of the applicants were registered in Germany (441.800), followed by Hungary (174.400), Sweden (156.100), Austria (85.500), Italy (83.200), and France (70.600). In 2016 the number of first-time asylum applications dropped to 1.204.208, and it almost halved in 2017 with a little less than 650.000 new arrivals. But just before the start of “migrant/refugee crisis”, between the years 2010 and 2013 around

¹ Bojadžijev, M., Mezzadra, S. “Refugee Crisis” or Crisis of European Migration Policies?, Focaal Blog, November 12, 2015, <http://www.focaalblog.com/2015/11/12/manuela-bojadzijeve-and-sandro-mezzadra-refugee-crisis-or-crisis-of-european-migration-policies/#sthash.amAV0jBN.dpuf>, Accessed: September 26th, 2018.

² Žagar, Igor Ž.; Kogovšek-Šalamon, Neža; Lukšič Hacin, Marina, *The Disaster of European Refugee Policy: Perspectives from the “Balkan Route”*, Cambridge Scholars Publishing, 2018.

³ European Border and Coast Guard Agency (Frontex), <https://frontex.europa.eu/>, Accessed: September 26th, 2018.

1.4 million non-EU nationals (asylum seekers and refugees excluded) arrived in the EU each year legally.⁴ On the other hand, the fact is that the EU has no mechanisms which enable legal and safe way for seeking the asylum so illegality – of the situation and the people – is systematically produced by both the EU and the Member states. We can conclude that it is not the “record high-numbers of refugees” that seems to be the problem, but rather the way EU and its member states decided to react on the situation and how to treat these people.⁵

Just as Europe’s 2008 “financial crisis” exposed the design flaws of the Economic and Monetary Union, the “migrant/refugee crisis” revealed the brittleness of the Schengen system, Dublin regulation and asylum laws on both the national and the EU level.⁶ The response all over Europe was completely uncoordinated and has brought the EU to a yet unseen chaos. There was a collapse of the national border regimes, ideas about the crumbling of the EU and of establishing or re-establishing new alliances (mini-Schengen⁷, Visegrad group⁸, Brexit⁹), leading to an unprecedented rise of nationalist policies (including hate speech, xenophobia and racism). In this introduction, we will try to show developments in EU’s strategy to tackle its migration problem and how it has started with humanitarian discourse and soon slipped to securitization.

1.2 Militarisation of Borders, Razor Wired EU, Defenders of Schengen

The first scapegoat in European Union’s propaganda against migration was the smugglers.¹⁰ In the first half of 2015 smugglers became the buzzword for all the politicians on both EU and national levels and for a brief moment it looked like the only reason for the mass movement of people were these soulless profiteers and the facilities they provided.¹¹ In May 2015 the [EU Action Plan Against Migrant Smuggling](#) has been published, which enabled more control, militarisation and defence with agencies such as: [Europol](#), [European Migrant Smuggling Centre](#), Common Security and Defence Policy (CSDP) [EUNAVFORMED Operation SOPHIA](#) in the Central Mediterranean, [European Border and Coast Guard Agency](#) (Frontex).

The Potemkin village of Europe’s fake solidarity and humanity began collapsing quickly, or to put it the other way around, some real structures were built in its place. When Donald Trump launched his election campaign on June 16th, 2015 based on a polarizing and widely reported proposal on construction of the wall on the border between the US and Mexico, at Mexican expense, his ideas were strongly condemned by the world leaders. It is hard to say if it was Trump

⁴ Eurostat, Immigration in the EU, Eurostat, June 10th, 2015, https://ec.europa.eu/home-affairs/sites/homeaffairs/files/e-library/docs/infographics/immigration/migration-in-eu-infographic_en.pdf, Accessed: September 26th, 2018.

⁵ Eurostat, Asylum in the EU Member States, Eurostat, March 4th, 2016, <http://ec.europa.eu/eurostat/documents/2995521/7203832/3-04032016-AP-EN.pdf/790eba01-381c-4163-bcd2-a54959b99ed6>, Accessed: September 26th, 2018.

⁶ Lehne, S. The EU Remains Unprepared for the Next Migration Crisis, Carnegie Europe, <https://carnegieeurope.eu/2018/04/03/eu-remains-unprepared-for-next-migration-crisis-pub-75965>, April 3rd, 2018, Accessed: September 26th, 2018.

⁷ Von Der Burchard, H. Five Nations Consider Mini-Schengen, Politico Europe, November 19th, 2015, <https://www.politico.eu/article/nations-mini-schengen-borders-passports-travel-freedom-migration-refugees/>, Accessed: September 26th, 2018.

⁸ Gavin, H. EU Chaos: Migration Summit Crisis as Visegrad States BOYCOTT Meeting, Express UK, June 21st, 2018, <https://www.express.co.uk/news/world/977647/migrant-crisis-visegrad-viktor-orban-european-union-immigration>, Accessed: September 26th, 2018.

⁹ Hunt, A., Wheeler, B. Brexit: All You Need to Know About the UK Leaving the EU, BBC, September 22nd, 2018, <https://www.bbc.com/news/uk-politics-32810887>, Accessed: September 26th, 2018.

¹⁰ EU Parliament, Legislative Train Schedule, EU Parliament, <http://www.europarl.europa.eu/legislative-train/theme-towards-a-new-policy-on-migration/file-action-plan-against-migrant-smuggling>, n/a, Accessed: September 26th, 2018.

¹¹ EU Commission, Migrant Smuggling, EU Commission, https://ec.europa.eu/home-affairs/what-we-do/policies/irregular-migration-return-policy/facilitation-irregular-migration_en, Accessed: September 26th, 2018.

who inspired a big portion of EU Members States' leaders to build their own walls, but in any case, we can say the summer of 2015 was also the summer of construction of border walls in the EU. Just a day after Trump's campaign announcement, Hungary ordered the closure of the border with Serbia and approved plans for a four-meter-high fence along the 175 km Hungary-Serbia border.¹² Ten days after that, on June 27th, UK announced that it will begin building more than two miles of high-security fencing at the Channel Tunnel port in Calais, in an attempt to stop thousands of migrants breaking into lorries bound for Britain.¹³ On August 4th Bulgaria began building a new section of a razor-wire fence along its border with Turkey to stop migrants entering the country illegally.¹⁴ It is the final portion of the fence, of which construction began in November 2013 and will completely seal the border. Between 20th and 22th August, Macedonia sealed its southern border with Greece and declared a state of emergency to help it cope with the arrival of migrants, as the numbers trying to enter Macedonia rose to more than 3,000 a day.¹⁵ Austria introduced controls on its border with Hungary and deployed its army to the border to help cope with the inflow of migrants on 14th of September. On November 5th, Austria also began building a barrier along part of its border with Slovenia.¹⁶

On Sept 15th Hungary closed the border with Serbia and declared a state of emergency in two southern counties as new laws came into force to stop migrants entering illegally. The laws made it a crime to cross the border illegally and to damage the newly-built fence along the Hungary-Serbia border. A standoff occurred as hundreds of migrants were massed at the fence, some throwing down food and water in protest at not being allowed through. Shortly after, Hungary began building a barrier along its border with Croatia as well.¹⁷ Slovenia too began building a barrier along its border with Croatia on November 11th, 2015.¹⁸ And we must not forget the walls on Turkey's borders with Syria and Iran. The construction of the former, 911 km long started in May 2014 and it's almost done, while the construction of the later, 144 km long, started in the summer of 2017 and will be completed in 2019.¹⁹ None of the walls, including the ones in Turkey, would be completed without EU's political and financial support.²⁰

Some of these brutal practices actually got a fair evaluation in national parliaments. Two years after the launch of Operation Sophia, in July 2017, the House of Lords EU External Affairs Sub-Committee published a report on EU's naval

¹² Nolan, D. Hungary Orders 100-mile Serbia Border Fence to Keep Out Migrants, The Telegraph, June 17th, 2015. <https://www.telegraph.co.uk/news/worldnews/europe/hungary/11680840/Hungary-orders-100-mile-Serbia-border-fence-to-keep-out-migrants.html>, Accessed: September 26th, 2018.

¹³ Dearden, L. Drones Deployed to Keep Migrants and Refugees out of the Channel Tunnel Amid Warnings of Post-Brexit Surge, Independent, June 28th, 2016, <https://www.independent.co.uk/news/world/europe/drones-deployed-channel-tunnel-eurotunnel-stop-migrants-refugees-warnings-post-brexit-surge-a7107186.html>, Accessed: September 26th, 2018.

¹⁴ Mortimer, C. Bulgaria Builds Final Part of Razor Wire Fence to Keep Out Refugees, Independent, August 4th, 2015, <https://www.independent.co.uk/news/world/europe/bulgaria-builds-final-part-of-razor-wire-fence-to-keep-out-refugees-10437962.html>, Accessed: September 26th, 2018.

¹⁵ Reuters, Macedonia Declares State of Emergency to Tackle Migrant Crisis, Reuters, August 20th, 2015, <https://www.theguardian.com/world/2015/aug/20/macedonia-state-of-emergency-migrant-crisis>, Accessed: September 26th, 2018.

¹⁶ Deutsche Welle, Austria Begins Erecting Fence on Border With Slovenia, December 7th, 2015, <https://www.dw.com/en/austria-begins-erecting-fence-on-border-with-slovenia/a-18900764>, Accessed: September 26th, 2018.

¹⁷ GlobalSecurity.org, Border Fence with Serbia and Croatia, n/a, <https://www.globalsecurity.org/military/world/europe/hu-border-fence.htm>, Accessed: September 26th, 2018.

¹⁸ Surk, B. Slovenia Builds Border Fence to Stem Flow of Migrants, NY Times, November 7th, 2015, <https://www.nytimes.com/2015/11/12/world/europe/slovenia-border-fence-migrants-refugees.html>, Accessed: September 26th, 2018.

¹⁹ Coksun, O. & Gumrukcu, T., Turkey to Complete Wall on Iranian Border by Spring 2019, Reuters (UK), January 10th, 2018, <https://uk.reuters.com/article/uk-turkey-construction-toki-interview/turkey-to-complete-wall-on-iranian-border-by-spring-2019-idUKKBN1EZ179>, Accessed: September 26th, 2018.

²⁰ Popp, M. EU Money Helped Fortify Turkey's Border, Spiegel, March 29th, 2018, <http://www.spiegel.de/international/world/firing-at-refugees-eu-money-helped-fortify-turkey-s-border-a-1199667.html>, Accessed: September 26th, 2018.

mission, describing it a failed mission.²¹ One of the most disturbing outcomes of Operation Sophia was the destruction of high-seas vessels that the smugglers were using for trafficking, and later sending migrants to sea in unseaworthy vessels, causing a tragic increase in deaths.²² All this was a bad excuse for militarization of the borders of the EU, changing legislations in the direction of criminalization of both migration and solidarity with migrants as well as systematically raising fear among the majority of the population to neutralize it for the effects of these lethal policies of securitization.

1.3 Autonomy of Migration: the Balkan Corridor

But at the same time with these developments, we can speak about realization of *freedom of movement* and *autonomy of migration* which was most visible through the establishment of the Balkan Corridor when, for at least a few months, the European border regime, one of the cornerstones of the European Union, had *de facto* collapsed.²³ The Balkan Corridor had been established after Hungary finished the construction of its wall on the border with Serbia and Croatia in October 2015 and after Macedonia started limiting the entry to the country for migrants already in August 2015. It seems that the amazing power of refugees trapped all along the Balkan Peninsula, from Greece to Slovenia, had forced the EU to intervene and to temporarily suspend the border regimes. This was, in fact, the only possible human action given the horrible conditions migrants were in.

It was important because it made the problem which for decades was covered within EU's humanitarianism visible: "People were no longer travelling clandestinely but became highly visible. As a result, lots of supporters began travelling down the Balkan corridor to support the people on the move, mainly jumping in where the states and big NGOs failed to quickly provide 'humanitarian aid'. States, however, quickly moved to reassert control by establishing state-run camps and transportation. This narrowed and militarized the Corridor, and access to it became harder as state policies sought once again to make the people using it invisible."²⁴

In the second half of October, at an emergency summit held in Brussels between 11 EU Member States and 3 Western Balkan countries, a 7-point plan of cooperation was agreed.²⁵ In the first month there were more than 100.000 people passing through Croatia and Slovenia, the highest number per day was 12.600 on October 22nd 2015, and therefore both Slovenia and Croatia at the time were trying to limit, punish and criminalize the activities of NGOs and charities, and were in some cases even fining individual citizens on the grounds of illegal crossing of the border. On November 18th, both Macedonia and Serbia limited entry to migrants from Syria, Iraq and Afghanistan, the so-called S.I.A. countries,

²¹ The UK Parliament, Operation Sophia Saves Lives but Has Not Stopped Migrant Smuggling, The UK Parliament, July 12th, 2017, <https://www.parliament.uk/business/committees/committees-a-z/lords-select/eu-external-affairs-subcommittee/news-parliament-2017/operation-sophia-follow-up-publication/>, Accessed: September 26th, 2018.

²² Bulman, M., EU Refugee Anti-Smuggling Mission is Driving Deaths in the Mediterranean, Report Finds, Independent, July 12th, 2017, <https://www.independent.co.uk/news/world/europe/eu-refugee-rescue-mission-mediterranean-people-smuggling-north-africa-report-migrant-crisis-european-a7835631.html>, Accessed: September 26th, 2018.

²³ Beznec, B., Speer, M. & Stojic Mitrovic, M. Governing the Balkan Route: Macedonia, Serbia and the European Border Regime, Rosa Luxemburg Stiftung Southeast Europe, 2016, <http://bordermonitoring.eu/wp-content/uploads/2017/01/5-Governing-the-Balkan-Route-web.pdf>, Accessed: September 26th, 2018.

²⁴ OpenDemocracy, The Long Year of Migration and the Balkan Corridor, OpenDemocracy, September 26th, 2016, <https://www.opendemocracy.net/Mediterranean-journeys-in-hope/moving-europe/long-year-of-migration-and-balkan-corridor>, Accessed: September 26th, 2018.

²⁵ European Commission, Meeting on the Western Balkans Migration Route: Leaders Agree on 17-point Plan of Action, EU Commission, October 25th, 2015, http://europa.eu/rapid/press-release_IP-15-5904_en.htm, Accessed: September 26th, 2018.

which can be seen as the first step of closing the corridor.²⁶ Although this rule of filtering was implemented, the numbers of people passing stayed the same all the way until February 2016, when Austria informed other countries of their stricter entry criteria, and Slovenia also started to implement stricter conditions, refusing entry to 154 people in the first couple of days after that. Leaders of the Visegrad Group met with their counterparts from Bulgaria and Macedonia in Prague to announce that the Balkan Route should be closed on the Greek-Macedonian border by mid-March, if Greece failed to protect its southern border. Austria later announced that, from 19th February onwards, it would set a daily cap on the number of asylum seekers allowed to enter the country (3.200) and limit daily asylum claims (80). The EU's Migration Commissioner said that the cap on asylum claims would break European and International Law. Macedonia, Serbia, Croatia, Slovenia and Austria agreed to introduce joint registration of refugees crossing from Greece into Macedonia and organize their transport from the border straight to Austria. They agreed on a daily quota of 580 migrants per day.

The Balkan corridor was finally closed on 9th of March 2016 when Slovenia started implementing strict Schengen rules on its border with Croatia. Nevertheless, the closure of the corridor did not mean that the Balkan Route as such was closed. Individuals and smaller groups were and are still passing it or at least tried to pass it on their own, or with the help of smugglers. While in the last year (2017) the main "hot-spot" was in the Serbian town of Šid, in the beginning of 2018, the route through Bosnia and Herzegovina became more popular, with the town of Velika Kladuša becoming the main base for refugees, since it's located only about 70 kilometres south from Slovenia.²⁷

1.4 Externalisation of Borders and Push Backs

The Dublin Regulation (Dublin III) has also been changing during the last three years. One of its main principles, to prevent an applicant from submitting applications in multiple Member States, was demonstrated obsolete. During the "long summer of migration" it was Hungary that first stopped, on June 23rd 2015, receiving back its applicants, who later crossed the borders to other EU countries and were detained there.²⁸ On 25th August 2015, the German Federal Office for Migration and Refugees confirmed via Twitter that they are no longer enforcing Dublin procedures for Syrian citizens meaning that Germany would no longer exercise Dublin returns of Syrian asylum seekers to the EU Member States where they first entered the Union.²⁹ The same measure for Syrians was in September taken by the Czech Republic.³⁰ During the Balkan Corridor there was a domino effect of accusations where countries from Austria down south to Macedonia were accusing each other of not registering the refugees properly, not taking everyone's fingerprints and/or photos. Considering all the exceptions and negligence during the Balkan corridor it has become clear that Dublin III is currently dysfunctional and that the EU needed a new tool to control the movement of migrants within the Member States.³¹

²⁶ Cumming-Bruce, N., Croatia, Macedonia and Serbia Start Screening Refugees by Nationality, NY Times, November 20th, 2015, <https://www.nytimes.com/2015/11/20/world/europe/macedonia-serbia-croatia-refugees-limit.html>, Accessed: September 26th, 2018.

²⁷ Annibale, F., The New Balkan Route, Jacobin, 25.7.2018, <https://jacobinmag.com/2018/07/eu-migrants-refugees-balkan-route-frontex-dublin-schengen>, Accessed: September 26th, 2018.

²⁸ Than, K., Nasralla, S. Defying EU, Hungary Suspends Rules on Asylum Seekers, Reuters (UK), June 23rd, 2015, <https://uk.reuters.com/article/uk-europe-migrants-austria-hungary/defying-eu-hungary-suspends-rules-on-asylum-seekers-idUKKBN0P31ZB20150623>, Accessed: September 26th, 2018.

²⁹ Hildebrandt and Ulrich 2015, 34 Chapter One

³⁰ Graham-Harrison, E. Czech Republic Abandons "Ineffective" European Asylum Rules, The Guardian, September 2nd, 2015, <https://www.theguardian.com/world/2015/sep/02/refugees-stranded-budapest-train-station-hungary>, Accessed: September 26th, 2018.

³¹ Hailbronner, K. Stellungnahme Zur Neuordnung des Gemeinsamen Europäischen Asylsystems (GEAS) [Statement Regarding The Reform of the Common European Asylum System {CEAS}], <https://www.bundestag.de/blob/550072/59f29d38637ecdd47f02bea8e1f37dd6/a-drs--19-4-26-a-data.pdf>, Accessed: September 26th, 2018.

One of the EU's ways of tackling migrations is the externalization of its borders.³² Within this process it offers financial, technical and political support for restrictive policies in third countries, often regarded as inhuman by European public or even illegal under European legislation. In 2003 the Spain–Morocco and Italy–Libya agreements (the last one reinforced in 2017)³³ were introduced with regard to joint naval patrols in the Mediterranean, and in 2004 the EU Council issued a regulation for the establishment of a border agency, which would co-ordinate member state cooperation and conduct risk analysis in the area of immigration control. In 2005 the EU Commissioner Franco Frattini articulated what was already a reality, describing “[three defence lines](#)” to protect Europe against the attack of ‘illegal migration’: firstly, to equip the EU borders with the latest technology; secondly, to obtain the cooperation of the North African countries to control the EU's borders; thirdly, to establish bilateral agreements with the countries of origin. It was within this atmosphere of bellicose excitement about defending Europe that Frontex was ushered into existence.

The EU-Turkey Deal from March 2016 aimed to return to Turkey all new migrants crossing from Turkey to the Greek islands and to keep migrants getting financial support from the Union within Turkey. It also stipulated secure technical support/equipment to Turkey to support its border with Syria. There are also reports on the Khartoum Process³⁴, which would stop the migrants from Sub-Saharan Africa in Sudan, deals with the Libyan government³⁵ that led to widely reported Libyan slave markets, and the bilateral agreements between Macedonia and several EU Member States for international border controls, since Frontex can only work in the EU countries. Instead of questioning the utility of a militarized approach to migration, the EU [responded](#), in July 2016, by creating a “Super-Frontex” – a “European Border and Coast Guard Agency” with new powers to deploy its 1.500 border guards to any member states, without invitation, and with the freedom to return illegal migrants back to where they came from, mostly to Libya and Turkey.³⁶ In 2016, [Frontex' mandate was strengthened](#), enabling it to operate outside of the EU as well.

Push-backs are currently the most common violent strategy of the Fortress Europe to “defend” its borders from the “intrusion of barbarians” and are based on police brutality, psychological and physical abuse and denied access to asylum procedures. Furthermore, these illegal and inhuman operations are not limited to border areas – the violence occurs and continues deep within the countries as well. Reports on push backs have been pouring in the last years. In 2016, Amnesty International released a report about how violently Hungarian police and migration forces pushed irregular migrants back to Serbia.³⁷ According to the Asylum Information Database – AIDA Country Report Bulgaria, the number of apprehensions for irregular entry has drastically dropped in 2017 as a result of push backs and excessive use of force by border guards in Bulgaria.³⁸ In their 4 reports, NGOs from Croatia systematically reported on push backs based on thousands of testimonies from people who have suffered from police violence or misconduct. The report notes that while their focus has been on pushbacks to Serbia, “there have been a worrying number of testimonies of push

³² Asylum Information Database, Mapping asylum procedures, reception conditions, detention and content of protection in Europe, <https://www.asylumineurope.org/>, Accessed: September 26th, 2018.

³³ Palm, A. The Italy-Libya Memorandum of Understanding: The Baseline of a Policy Approach Aimed to Close All Doors to Europe? EU Migration Law Blog, October 2nd, 2017, <http://eumigrationlawblog.eu/the-italy-libya-memorandum-of-understanding-the-baseline-of-a-policy-approach-aimed-at-closing-all-doors-to-europe/>, Accessed: September 26th, 2018.

³⁴ Fareid Eltayeb, A. Why is the EU-Khartoum Process So Wrong on So Many Levels? Sudan Tribune, November 6th, 2017, <http://www.sudantribune.com/spip.php?article63930>. Accessed: September 26th, 2018.

³⁵ Deutsche Welle, UN: EU Cooperation with Libya Has Led to ‘Unimaginable Horrors’ For Migrants, Deutsche Welle, November 14th, 2017, <https://www.dw.com/en/un-eu-cooperation-with-libya-has-led-to-unimaginable-horrors-for-migrants/a-41380660>. Accessed: September 26th, 2018.

³⁶ International Federation for Human Rights (FIDH), A Reinforced Frontex Agency: EU Turns a ‘Deaf Ear’ to NGOs Warnings, FIDH, September 22nd, 2016, <https://www.fidh.org/en/issues/migrants-rights/a-reinforced-frontex-agency-eu-turns-a-deaf-ear-to-ngo-s-warnings#nb3>, Accessed: September 26th, 2018.

³⁷ Amnesty International, Stranded Hope: Hungary's Attack on the Rights of Refugees and Migrants, Amnesty International, 2016, https://www.amnesty.org.uk/files/stranded_hope_eur2748642016.pdf, Accessed: September 26th, 2018.

³⁸ Asylum Information Database (AIDA), Country Report: Bulgaria, AIDA, 2017 Update, http://www.asylumineurope.org/sites/default/files/report-download/aida_bg_2017update.pdf, Accessed: September 26th, 2018.

backs from Croatia to Bosnia and Herzegovina (B&H) and Montenegro, with descriptions of violence very similar to what is described at the border with Serbia.”³⁹

In the last month there are more and more indices that Slovene police is denying the right to ask for asylum to most of the people. In the report Amnesty International Slovenia and the Legal Information Centre released, based on their recent visit to Bihać (B&H) and Velika Kladuša at the end of June 2018, they found that refugees were systematically returned from Slovenia to Croatia and back from Croatia to Bosnia and Herzegovina, which was confirmed through 51 refugee testimonies. Also, the testimonies showed that for many people it was impossible to seek asylum, justified by statements such as "there is no asylum in Slovenia", with additional financial punishment for illegal border crossings. In addition, upon returning to Croatia, and then to B&H, the police did not surrender them to the police of Bosnia and Herzegovina but left them alongside the border and told them to go back by foot.⁴⁰

Numerous reports from Greece have recorded the systematic push backs as well, the last one by The Greek Council for Refugees – GCR from 2018 concentrating on the Evros region on the border with Turkey and reporting that push backs have been consistent and increasing in numbers. According to the report, persons in need of international protection, asylum seekers and recognized refugees, having crossed the Greek border through Evros, are arrested on Greek soil, detained and led to the border, accompanied by the police, where from they are pushed back to Turkey.⁴¹ On top of this we need to mention countless testimonies from 2015 and 2016, when people crossing the Aegean Sea were attacked by masked, uniformed and armed men, who either robbed them, or broke their boat engines, or in some cases even damaged their boats severely. Despite numerous claims about these “pirate push-backs”, the EU never made serious investigations regarding the perpetrators.

The way how political community deals with migration defines the identity of that same community. It determines who can be included and who excluded. Push-back is the practice of a European community of nation-states that is exclusionary, violent, militarized, and racialized. This is a practice that has been systematically established throughout the twenty-first century. It’s a practice that presents, however, an opportunity for European civil society to overcome racism, to deepen trans-border ties and to challenge and transform what Europe has become. This can only be achieved once the apolitical discourse of humanitarianism is abandoned.⁴²

1.5 Criminalization of Migrants, Migrations and Solidarity

From 1974 onwards, during the recession that followed the oil crisis and rising unemployment, European states, starting with Germany, ended and phased out their guest worker schemes. The subsequent decades were marked by a process

³⁹ 1st Report:

http://www.solidar.org/system/downloads/attachments/000/000/662/original/201701_Report_on_illegal_and_forced_push_backs_of_refugees_from_the_Republic_of_Croatia-2.pdf?1486046824

2nd Report <http://welcome.cms.hr/wp-content/uploads/2017/08/THE-SECOND-REPORT-ON-UNLAWFUL-AND-FORCED-PUSH-BACKS-OF-REFUGEES-FROM-THE-REPUBLIC-OF-CROATIA-.pdf>

3rd Report <http://welcome.cms.hr/wp-content/uploads/2017/05/REPORT-ON-THE-NEW-WAVE-OF-VIOLENCE-AGAINST-REFUGEES-ON-CROATIAN-BORDERS.pdf>

4th Report http://welcome.cms.hr/wp-content/uploads/2018/02/Fourth-Report-on-Illegal-Pushbacks_01032018.pdf

⁴⁰ Amnesty International Slovenia (SI), Prislina vračanja in omejevanje dostopa do azila / Forced Returns and Limiting the Access to Asylum, Amnesty International Slovenia, July 19th, 2018, http://www.amnesty.si/media/uploads/files/Amnesty-International-Porocilo-prislina-vracanja-19_7_2018.pdf,

Accessed: September 26th, 2018.

⁴¹ Greek Council for Refugees, Reports and Testimonies of Systematic Pushbacks in Evros, Greek Council for Refugees, February 2018, <https://www.gcr.gr/media/k2/attachments/ReportZ08032018.pdf>, Accessed: September 26th, 2018.

⁴² Bilgic, A., Push-Back and the Violence of Frontex, Civil Society Futures, December 5th, 2017, <https://civilsocietyfutures.org/push-back-violence-frontex/>, Accessed: September 26th, 2018.

where legal, permanent migration channels to Europe were reduced to asylum-seeking, family unification, and increasingly expensive and digitalized visa systems, oriented to appeal only to wealthy and highly-skilled migrants. Lack of accessible and legal options inevitably led many migrants to use asylum or family unification routes, which in turn resulted in the European discourse of “bogus asylum-seekers” and “white” or “sham” marriages. Irregular migrants got quickly redefined as “criminals”. This culminated during the “long summer of migration” in 2015 when terminology became even more complicated: migrant, irregular migrant, economic migrant, asylum seeker, refugees ... are the most often used names but all of them mostly with negative connotations. The 2015 crisis ultimately polarized the discourse on legality and offered some fake dichotomies between legal vs. illegal migrants; refugees vs. economic migrants; vulnerable families vs. single male (capable of fighting). To contextualize the rise of this rhetoric it is important to point out again the above-mentioned twist of the late 1970s and '80s, when European countries started to choose migrants more selectively. It was the rise of the neoliberal state that has introduced the ideas of circular migration, of valuable and useful migrants, and, last but not least, the criminalization of migration. Criminalization therefore has been a political and an economic choice, made by the neoliberal Europe, over a period of decades, though there was a bright era of early 2000s, when a lot of European philosophers were actually calling for European citizenship for refugees and, through this kind of action, a creation of the new European political space.⁴³

Unfortunately, this was not the way in which European migration policies have developed. In recent years, nation states and EU agencies started to prosecute even individuals and NGOs doing the humanitarian work, signalling that humanitarianism, like migration, can fall under a similar process of bogus criminalization. Such examples were seen in France,⁴⁴ the Mediterranean Sea,⁴⁵ Slovenia, and most recently in Greece.⁴⁶ As it is defined in one of the most recent research reports from the Balkan Route,⁴⁷ the Europeanization of migration policy within the EU and its externalization to non-EU states is broadly interpreted as a result of migration becoming a security issue: “In this setting migration has been increasingly presented as a danger to public order, cultural identity, and domestic and labour market stability; it has been securitized, [resulting] from a powerful political and societal dynamic reifying migration as a force which endangers the good life in west European societies” (Ibid., 5). Focusing on control and policing, i.e. the criminalization of migrants’ movement, the European Union and the Member States failed to normalize migration. Currently, we are witnessing a strong right-wing turn all across Europe, where even those Member States and individual politicians who still support solidarity and multiculturalism execute the same politics of criminalization, vetting, deportations, closing people in camps, reintroduction of border controls, and military involvement overseas.

1.6 Integration as a Key Question

If we overcome the narrative of a “crisis” and understand that migration is a normal phenomenon being at stake in Europe’s and EU’s affairs since forever, we realize that the most important issue to focus on is integration. The most important question in connection with TCNs in Europe today is still the one of integration. The European Commission has adopted an [Action Plan on the Integration of Third-Country Nationals](#) on 7th June 2016, providing a comprehensive

⁴³ cf. Étienne Balibar; “Nous, citoyens d’Europe”, Éditions La Découverte, Paris, 1992

⁴⁴ The Guardian, French Farmer on Trial for Helping Migrants Across Italian Border, The Guardian, January 4th, 2017, <https://www.theguardian.com/world/2017/jan/04/french-farmer-cedric-herrou-trial-helping-migrants-italian-border>, Accessed: September 26th, 2018.

⁴⁵ Wintour, P., NGO Rescues off Libya Encourage Traffickers, Says EU Borders Chief, The Guardian, February 27th, 2017, <https://www.theguardian.com/world/2017/feb/27/ngo-rescues-off-libya-encourage-traffickers-eu-borders-chief>, Accessed: September 26th, 2018.

⁴⁶ Are You Syrious?, 30 Volunteers in Greece Accused of Conspiring in Human Trafficking Criminal Network, Are You Syrious? Medium.com, August 28th, 2018, <https://medium.com/are-you-syrious/ays-daily-digest-28-08-18-30-volunteers-in-greece-accused-of-conspiring-in-human-trafficking-5c0f19998b03>, Accessed: September 26th, 2018.

⁴⁷ Bezec, B., Speer, M. & Stojic Mitrovic, M. Governing the Balkan Route: Macedonia, Serbia and the European Border Regime, Rosa Luxemburg Stiftung Southeast Europe, 2016, <http://bordermonitoring.eu/wp-content/uploads/2017/01/5-Governing-the-Balkan-Route-web.pdf>, Accessed: September 26th, 2018.

framework to support Member States' efforts in developing and strengthening their integration policies, and describing concrete measures the Commission would implement in this regard. European Migration Network, EU's annual report on migration and asylum, 2017 tackled the issue of integration as well mentioning individual countries.⁴⁸

While it targets all third-country nationals in the EU, it describes actions to address the specific challenges faced by refugees.⁴⁹ However, if we take into consideration the changed and radicalized atmosphere in the European Union and higher number of TCNs (including refugees), we can see that the field of integration is almost completely out of focus of both the member states and the European Union. The difference in attention, money, and resources spent on militarization and securitization on the one hand and on integration on the other couldn't be higher. It has been stated countless times how European integration politics are relying on NGOs and volunteers rather than on state-run services. Most of the few official/governmental good practices are happening on the level of municipalities, while states are falling downwards into a nationalistic vertigo.

In what is regularly called the worst migrant crisis in Europe since the World War II., the EU has seen the collapse of its system of international protection. Instead of adapting the system to the new reality, we see and hear only calls to respect the rule of law. This strange legal fetishism has in the last three years deepened and strengthened the understanding of states as *nation states* and of Europe as the cradle of Christendom. While a 100 years ago most of the participating countries were part of multi-ethnic, multi-religious empires, with distinctive regional differences, the new imperative of (failed?) integration that is being constantly addressed and discussed as the core question of migrations, assumes that there is a homogenous European society that refugees should become part of, while at the same time the domination of cultural racism deprives migrants of the possibility of being integrated. This vicious circle will be hard to break but we believe that the practices presented in the following report are on a good way to create new, inclusive societies, beyond the scope of nationalities and skin colour.

We can, therefore, surely say that integration levels are not satisfactory in the EU. When it comes to the countries mentioned earlier, we must rely on the work of NGOs dealing with the issue to assess the real situation. Regarding Migrant integration policy index – MIPEX (<http://www.mipex.eu/>) Italy is on 13, Austria on 20, Romania on 23, Slovenia and Greece on 27, Croatia on 30, Malta on 33 out of 38 countries in 2014.

2. National Contexts of seven project countries

2.1 Terminology and Narrative: From Humanitarian to Security Discourse

In **Austria** the English term "refugees" ("Flüchtling") was hardly used. Refugees are spoken about as clients ("KlientInnen") in the majority of Austrian NGOs. Some government organizations also use the term customer ("KundInnen"), but this is rejected by the NGOs because it is misleading because customers have more rights than

⁴⁸ European Commission, Annual Report on Migration and Asylum 2017, European Commission, May 15th, 2018, https://ec.europa.eu/home-affairs/sites/homeaffairs/files/00_arm2017_synthesis_report_final_en.pdf, Accessed: September 26th, 2018.

⁴⁹ EU Commission, Action Plan on the Integration of Third Country Nationals, EU Commission, June 6th, 2016, https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160607/communication_action_plan_integration_third-country_nationals_en.pdf, Accessed: September 26th, 2018.

clients. Only media reports use the term “Asylanten” (asylum seekers), although this term is perceived as too unclear and too negative. Otherwise, Austria has a long history of immigration, especially from the late 60’ and early 70’, when the “guest workers” scheme, which brought to the country a large number of foreigners, mostly from Turkey and the former Yugoslavia, was introduced. Already then, the dominant discourse of danger/threat, stress, and humanitarian/legal concerns created a topos used today to make danger/threat discourse easily applied to the most recent “crisis”. Migration has been perceived through metaphors of water,⁵⁰ war,⁵¹ crime⁵² and natural disasters,⁵³ connected also with metaphors of invasion and unstoppable torrents. The discourse focuses on depicting a situation whereby there are “too many refugees in the country”. If “guest workers” has predominantly been perceived as good for the economy, today special focus is placed on the negative consequences of “economic migration” for the economy, society and individuals in the country. The negative attitude towards refugees is packed in the category of “economic refugee” in connection with abuse, exploitation and crime. (Langthaler / Sohler 2008: 17).

In **Italy**, the use of labels to refer to migrants has changed over the years. Whilst there was an initial division between those who were referred to as foreigners (*stranieri* - basically western and affluent) and those who were identified as immigrants (*immigrati* - every other migrant – often accompanied by the word *extracomunitario*, that is, non-EU). Now, the term *immigrato* ‘has introduced in the common language as the most popular and least problematic generic describer. When it comes to refugees, the Italian language has two different words to refer to them: *profugo* and *rifugiato*. The latter - *rifugiato* - is the individual who has left their country for the reasonable fear of being persecuted for reasons of race, religion, nationality or political affiliation and has applied for asylum and refuge in a foreign state; a *profugo* is an individual who for various reasons (war, poverty, hunger, natural disasters, etc.) has left their country but is not in a position to request international protection. Only the label *rifugiato* denotes a person in need of the protection accorded to an individual in international law since the Geneva Convention of 1951. In practice, Italian newspapers normally use *profugo* and *rifugiato* as equivalent, although the condition of *rifugiato* needs to be recognised by a state and has legal consequences, whereas an individual can be a *profugo* without any third-party recognition. Debate over terminology is not a question of political correctness, as it is sometimes characterised. It has real implications for migrants. Many people, including some members of the general public, journalists and government officials, reduce the entire body of migrants to only two categories: those who are ‘legal’ and those who are ‘illegal’, calling them *clandestini*. In order to analyse the impact immigration has on Italian society, it is important to analyse the way it is portrayed by the Italian media.

In the Italian context, the term *third country national* is used, often being misunderstood as a *third-world country national*. Italy is a destination country for migrants for decades, but has escalated the securitizing discourse in recent years. The hate speech in Italy is extremely visible in the media in connection with the last “crisis”. According to the organisation *Carta di Roma* (Charter of Rome), one of Europe’s leading specialist media monitoring groups focusing on migration: “Strong and rather unexpected evidence of xenophobic sentiments emerged, as did a media system ready to act as the sounding board for the worst manifestations of hate.”⁵⁴ One of the main concerns of the Charter of Rome has been the language of newspapers that form the general discourse. The use of words such as “irregular” or “immigrants” entices racial hatred, according to the Charter, especially when they serve the purpose to give visibility to articles that cast a

⁵⁰ The most common and oldest metaphors come from the field of water: asylum or refugee waves, flood of refugees, flood of people, refugee tsunami, flooding, damming, sealing up.

⁵¹ There is talk of an onslaught: The onslaught of refugees, the onslaught of Asylum seekers, of illegal immigrants, a record or mass onslaught. Although the frightening effect of wartime metaphors was discussed in the 1990s (see Jung / Niehr / Böke, 2000: 134), these terms are often used uncritically in public language in Austria today (Kohlmaier 2016: 71).

⁵² El Refaie (2001) shows in her study on the use of metaphors in Austrian newspapers that mainly water metaphors, metaphors of criminals and invading armies are common for refugees.

⁵³ Langthaler and Sohler (2008: 17f) prove that in the late 80s the discourse in Austria has changed fundamentally - refugees are mainly associated with natural disasters.

⁵⁴ Boldrini, L. Italian Media Heeds UNHCR Call to Set Up Code of Conduct for Refugee Issues, UNHCR, February 3rd, 2007, <http://www.unhcr.org/news/latest/2007/2/45df04ea4/italian-media-heeds-unhcr-call-set-code-conduct-refugee-issues.html>. Accessed: September 26th, 2018.

shadow on refugees. The journey of migrants too often becomes “an invasion” in newspapers and the political debate used sentences like “problem of national interest” to describe it are utilized extensively. Also, there is a lot of reporting on the request for “security” to face what is considered by the press to be a “problem”.⁵⁵

The term ‘third country’ is used in the Treaties, where it means a country that is not a member of the Union. This meaning is derived from ‘third country’ in the sense of one not being a party to an agreement between two other countries. Even more generally, the term is used to denote a country other than two specific countries referred to, e.g. in the context of trade relations. This ambiguity is also compounded by the fact that the term is often incorrectly interpreted to mean ‘third-world country’. The terminology used by the media, on social media and by political actors is very different from country to country and it’s shaped by legislation, historical experiences and other factors. The process of stigmatizing TCNs began during the crisis, after the initial period of the accepting narrative. The discourse of humanitarianism and solidarity was replaced by discourses of fear, hate and securitization. These processes are not autonomous; they were led by political responses to the situation.

Although the 2015 crisis was not the first time **Greece** was faced with a larger number of foreigners entering the country, something that has started happening almost 30 years ago, Greece has witnessed since the early 2000s a stronger increase in number of people from the Middle East and the countries of sub-Saharan Africa. However, the narrative of the “crisis” is applied largely to the spring of 2015, when the so-called “refugee crisis” monopolized the public debate in the country. Although over the past years, more than half a million registered migrants and refugees already lived in Greece, the competent Ministry of Migration Policy has, in practice, been transformed into a Ministry for crisis management in the past years.

The crisis faced by the European Union and Greece, following the 2016 EU–Turkey deal and border closures which exacerbated stress and tensions, in giving refuge to 63,000 persons of concern in Greece has been identified as primarily a crisis of policy and management. The priority for the government is to speed up the asylum process and to undertake fully the reception of new arrivals and integration of those staying with some sort of legal status, and for other European governments to engage in truly developing and implementing a cohesive, just and sharing migration policy, as well as to fulfil their pledges regarding relocation and reunification. During 2017 numbers decreased, yet from the beginning of 2018 with more arriving each day by sea, it became clear that sustainable solutions are in order.

A national plan for dealing with the twin challenge of reception and longer-term integration is essential to targeting and reaping long-term benefit from aid and investment. Uncertainty over legal status and integration, combined with the austerity measures following the economic crisis in Greece, has hindered long-term planning. Acute challenges include the lack of basic standards for human dignity in the refugee sites, increasing homelessness in cities, social tensions, and a worsening outlook for protection and security, including sexual violence against refugee women.

The refugee population in Greece has been highly mobile, with most trying to reach other parts of Europe. The September 2015 EU commitment to relocate 64,000 refugees from Greece to other EU countries had barely materialized (reaching only 5,719 relocations by November 2016). The EU–Turkey deal that came into force in March 2016, coupled with the effective closure of borders by countries around Greece, appeared to have led to a sharp reduction in the number of refugees entering the country in 2016 compared to 2015. Yet, the legal process for seeking asylum and appealing against decisions is slow, difficult and open to corruption. Long waiting times, frustrated attempts and fear of deportation increased stress, tension and mental illness among persons of concern. The climate of uncertainty over relocation and reunification within the EU is also an obstacle to long-term planning in Greece and to the investments

⁵⁵ Massera, A. The Temperature is Down, But Media Coverage Still Fails to Tell Full Migration Story, Ethical Journalism Network, 2017, <https://ethicaljournalismnetwork.org/resources/publications/media-mediterranean-migration/italy>. Accessed: September 26th, 2018.

needed to unlock the economic benefits that these additions to the population could bring⁵⁶. Greek society has been welcoming to incomers, but conflict was reported to be growing between refugees and host populations, as well as among different groups within the refugee population. Frustrations and tensions relating to legal processes, living conditions, and ethnic and religious differences were said to be running high. In the absence of adequate policing, this has increased the vulnerability of the refugees and the likelihood of damage to camp facilities as was the case when fires spread in the Moria camp, Lesbos, in September 2016 and the Souda camp, Chios, in November 2016⁵⁷. It has also fuelled a perception of refugees as unskilled, dangerous and damaging to the economy and society. In effect, Greece has been wrestling with a twin problem – still coping with the demands of being a transit country (dealing with the short-term needs and legal processes relating to temporary flows of vulnerable people), while increasingly facing the challenge of becoming a host country and providing a longer-term response. This response has been complicated by the ongoing economic crisis, the country's political context and the state's severely diminished capacity in the context of austerity, huge cuts to public services and widespread (24 per cent) unemployment. Yet situated in a global and historical perspective, the situation in Greece should be manageable. Since the early 1990s, the country has managed to integrate almost half a million Albanians.⁵⁸ Furthermore, the nature of the challenge is vastly different for Greece (population 11 million, GDP \$194.85 billion, refugees 0.06 million) than it is for, say, Lebanon (population 6 million, GDP \$47.09 billion, refugees 1.1 million), Ethiopia (population 99 million, GDP \$61.54 billion, refugees 0.7 million) or Kenya (population 46 million, GDP \$63.40 billion, refugees 0.5 million)⁵⁹.

Irrespective of how to view the context, the humanitarian system is failing to adequately support refugees in Greece. Beyond the political and legal solutions, several challenges need urgent attention. If neglected, the humanitarian situation will further deteriorate, with negative ramifications for wider social stability, living conditions and the economy. These challenges include the following: Basic needs -- Basic standards of human dignity – access to food, water, shelter and sanitation – are going largely unmet. Excessive bureaucracy, unclear procedures, lack of experienced staff and improper planning make overall management of the camps inadequate. Many reception centres and hotspots across the country are reaching or have already surpassed capacity. The Council of Europe has deemed refugee facilities in the camps to be 'substandard and able to provide no more than the most basic needs such as food, hygiene, products and blankets'⁶⁰ Limited access to adequate heat, light and power. Most camps have limited access to electricity, and tents and containers do not provide adequate insulation from the cold. With the approach of winter, there were cases of accidental fires causing severe burns and carbon monoxide poisoning because of people trying to provide their own heating solutions⁶¹. The end of food handouts in early 2017 left many people needing energy for cooking too. Improved power supplies and safe, scalable heating solutions were urgently needed for official and informal camps. There has been a growing movement of vulnerable people from the camps to the cities, with many moving into illegal and very poor accommodation (squats) in Athens. As camps close, there are few humane alternatives. There is an imperative to get people into legal accommodation so that they can gain access to the services (such as cash transfers and medical and legal aid) provided by the Office of the United Nations High Commissioner for Refugees (UNHCR) and other agencies; A worsening outlook for protection and security. All of the problems highlighted above are particularly critical for the most vulnerable groups – such as the elderly, pregnant, disabled, injured, sick or traumatized. Women and children are

⁵⁶ See Hope, K. (2016), 'Greece's island refugee camps strain under EU-Turkey deal deadlock', Financial Times, 14 July 2016, <https://www.ft.com/content/e47d45fa-48d7-11e6-8d68-72e9211e86ab>.

⁵⁷ The fire at Chios was reported to have been started by attacks by far-right elements; see Smith, H. and Kingsley, P. (2016), 'Far-right group attacks refugee camp on Greek island of Chios', Guardian, 18 November 2016, <https://www.theguardian.com/world/2016/nov/18/far-right-group-attacks-refugee-camp-greek-island-chios>.

⁵⁸ Adamczyk, A. (2016), 'Albanian Immigrants in Greece: From Unwanted to Tolerated', Journal of Liberty and International Affairs, 2:1, June, http://e-jlia.com/papers/5_4.pdf.

⁵⁹ GDP figures for 2015 given in current US dollars, World Bank (N.D.), 'World Development Indicators, 2016', <http://data.worldbank.org/data-catalog/world-development-indicators>.

⁶⁰ Baczynska, G. (2016), 'European rights watchdog complains about Greek migrant camps conditions', Reuters, <http://www.reuters.com/article/us-europe-migrants-rights-idUSKCN0Y21V1>

⁶¹ Baker, A. (2016), 'Winter Is Coming for Tens of Thousands of Refugees in Greece', Time, 14 November 2016, <http://time.com/4569787/greece-refugees-migrants-syria-winter/>.

particularly at risk in camps where there is poor lighting and safety – for example, it is reported that sexual and gender-based violence is common when visiting washrooms and toilets or using public spaces after dark. Almost half of the camps lack safe spaces for children and protection issues were widely cited as a priority concern for participants at the workshop. The lack of police intervention to ensure security was heavily criticized. In addition, it was alleged that ‘staff are not trained to see the vulnerabilities in the camps on the islands. The government is offering jobs as psychologists to unemployed people after only five days’ training on vulnerabilities.’ In response to such criticism, it was noted that Greece faces youth unemployment of over 40 per cent and lacks the necessary funds to expand more effective police, fire and health services, all of which are needed to secure and protect refugees and host populations.

Being part of the central Mediterranean migration route, **Malta** has experienced a significant increase in immigration already since the early 2000's, but things got more complicated after entering the EU in 2004, together with Slovenia. Although, during the first two years of membership, the public discourse was articulated in a more commiserating tone, appealing to humanitarian concerns and Christian charity, the balance of opinion rapidly changed in the opposite direction (Frendo, 2006). The concept of migrant was soon identified with a black African Muslim man, arriving by boat illegally. “Illegal immigration” and “illegal immigrant” were used as blanket terms, even by sympathetic entities. Mainstream media tended to use the pejorative term “klandestini” (clandestine) and there was confusion about what refugee status and asylum really meant legally (Micallef, 2017). Public discourse was dominated by words like 'crisis', 'influx', and 'siege' (Frendo, 2006), and a feeling of shock and preoccupation for the limits of Malta's size and resources (Micallef, 2017).

Romania's position over the current refugee crisis and the decision of the EU Council for Justice and Home Affairs to impose a quota on every EU Member State to receive and accommodate refugees on its territory was clear. From the first statements of president Johannis, Romania has signalled at EU level that it is against these quotas, after the European Commission has proposed to the Romanian state that it should return 6,531 refugees. The political class was against the quota system siding with countries like Hungary at the beginning. Later the president softened his tone and went to accept the decision of the Commission. Opinions have been divided ever since about accepting the refugees and the general feeling tends to be on the negative side. When talking about people seeking asylum in Romania, two terms come to mind: *refugiat* (refugee) and *migrant* (migrant).

“Migrant - is a person who moves from one place to another, crossing an international border or moving within a state, away from his or her place of residence or family, by disregarding: (1) the legal status of a person; (2) type of movement (voluntary / involuntary); (3) the causes that caused the movement.”⁶²

However, at international level, there is no universally accepted definition of "migrant". The migrant word has usually been understood to cover all cases where the decision to migrate was freely taken by the individual concerned, for reasons of "personal convenience" and without intervention of a convincing external factor; applies to people and family members who move to another country or region to improve their social or material conditions and improve their prospects and family members. The United Nations defines a migrant as a person who has lived in a foreign country for more than one year regardless of the causes, whether voluntary or involuntary, and the means, legal or illegal, used to migrate. Under such a definition, those who travel for a short period of time as tourists or businessmen would not be considered migrants. However, joint use includes certain types of short-term migrants such as seasonal workers on farms that plant or harvest agricultural products.⁶³

⁶² cf.

<https://www.google.ro/search?q=word+has+usually+been+understood+to+cover+all+cases+where+the+decision+to+migrate+was&oq=word+has+usually+been+understood+to+cover+all+cases+where+the+decision+to+migrate+was&aqs=chrome..69i57.287j0j7&sourceid=chrome&ie=UTF-8>

⁶³ cf.

<https://www.google.ro/search?q=word+has+usually+been+understood+to+cover+all+cases+where+the+decision+to+migrate+was&oq=word+has+usually+been+understood+to+cover+all+cases+where+the+decision+to+migrate+was&aqs=chrome..69i57.287j0j7&sourceid=chrome&ie=UTF-8>

In the case of defining the term "refugiat", according to the Romanian dictionary, this is "a person who has retreated somewhere or to someone to take shelter, to find support or protection in the face of a danger, an inconvenience, etc., asking for political asylum".⁶⁴

We can see that the definitions of "migrant" and "refugiat" differ. However, in Romania they refer to the same term, namely that of refugee. The general public has come to attribute the same value to the two terms and associates them with a slightly negative image mostly because of international media and the poor level of knowledge amongst the population. The fear of a "muslim invasion" was presented on many occasions by national press. Fear was the dominant sentiment. The term refugee was associated with images of Muslim men that disrespect women and consider rape a normal practice. Many talks also focused on the religious aspect, as in Hungary or Poland, the same fear of islamification was present. Nevertheless, the general opinion was also positive; many Romanians expressed feelings of solidarity and compassion. However, as Romania is not a major destination and transit country, the focus on the refugee crisis started to fade only when new "scandalous incidents" occur, attention is drawn to the matter.

Officially, the most used terms for people coming from other countries to **Slovenia** have been *foreigners/aliens*, *third country nationals* and *refugees* and *asylum seekers*. These are *terminus technicus* defined in many national and international legal acts and documents and are viewed as "neutral" terms.⁶⁵ However in general public discourse in Slovenia, widely constructed by (both "old/official" and "new/social") media (which reflects the official discourse of parliamentary politics), these terms are getting new implications. People coming to Slovenia during 2015–2016, mostly from Syria, Afghanistan, Iraq, Pakistan and Northern Africa found themselves in Slovenian territory mostly by chance or mistake, since all other paths to the West (their destination countries) were already closed, blocked or otherwise inaccessible, are mostly perceived as "a problem". This is not a new phenomenon, as Slovenia has already had two "migrant crises" before, with the same discursive process: in 1992–1993, when the "problem" was Bosnian refugees fleeing the war in Bosnia and Herzegovina and in 1999–2001, when the "problem" was refugees from the republics of the former Soviet Union, Asia, the Middle East, and Africa, mostly seeking refuge and asylum in the West, and therefore using Slovenia as a transit state.⁶⁶

Slovenia is otherwise the country with ethnically pretty homogeneous population which has faced biggest groups of foreigners (except from predominantly economic internal migration from former Yugoslavia republics from 70' on) only in the recent years. Under these conditions, a rapid switch from humanitarian to security discourse happened. As long as the people were dying in the Mediterranean Sea, between Libya and Italy or on the borders of Malta, Spain or Greece and even in Macedonia and Serbia, the events were recorded and perceived as a "humanitarian crisis". But as soon as people started to use Slovenia to reach their destination countries, the discourse became radically securitized. In addition, in Slovenia the dominant discourse, produced by the professional politicians and the mainstream media, has been developed around the metaphor of the "wave of migrants", "making an impression that organized, armed dangerous groups of people are coming thus securitizing the topic, making it seem like a natural disaster, instead of politicizing it. The production of fear was a general consequence of, in combination with Slovenia being the border country of Schengen thereby assuming the role of the "defender of the Schengen border"⁶⁷, the imperative not to become "a pocket full of migrants". The background for this can be found in Slovenian mythology built around the independence process in the 90', which has been based on strict distinction from the "uncivilised Balkan" and placing

[igrate+was&aq=word+has+usually+been+understood+to+cover+all+cases+where+the+decision+to+migrate+was&aq=chrome..69i57.287j0j7&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=igrate+was&aq=word+has+usually+been+understood+to+cover+all+cases+where+the+decision+to+migrate+was&aq=chrome..69i57.287j0j7&sourceid=chrome&ie=UTF-8)

⁶⁴ cf. <https://dexonline.ro/intrare/refugiat/248907>

⁶⁵ cf. Ministry of Interior: Tujci v Sloveniji, http://www.mnz.gov.si/si/mnz_za_vas/tujci_v_sloveniji/. Accessed: September 26th, 2018.

⁶⁶ cf. Igor Ž. Žagar, *Devolution of Language in Post-Democracy: Decaying Discourse on Refugees from the Bosnian to the Syrian war, The disaster of European refugee policy: perspectives from the "Balkan route"*, Newcastle upon Tyne: Cambridge Scholars Publishing, 2018

⁶⁷ As it was stated just a few days ago, Croatia is supposed to become a member of Schengen zone in 2020, so we can expect more violence and the rise of the "guardian of the Schengen" discourse in the next 2 years.

itself “back to Europe”. So, to stay in *Kerneurope*, not to fall into the lower part of *Europe of two speeds*, or to be excluded from the *Mini-Schengen* seems to have been the main concern of the political elite after entering the EU in 2004. *Economic migrant and illegal migrant in Slovenia denotes the worst person*, which should not only be deprived of basic human rights but also killed if needed. Placing the razor wire on the Slovenian-Croatian border and bringing armed military there was just another step in the discursive process, totally normalized in the general public as a part of the fulfilment of the EU values.

In **Croatia**, terms like “immigrants” or “migrants” have become present in the “mainstream” and the scientific discourse as an outcome of the so called “refugee crisis”. The term does not have a neutral connotation as it once had, but instead implies economic reasons for migrating to the EU and assumes that someone came to the EU in order to seek financial and material luxury. Most of the NGOs, however, use the term “refugee” instead of “migrant”. By using the term “refugee”, the intention of civil society actors is to emphasize forced and involuntary motives for migrating, deliberately rejecting rigid legal interpretations on who can or cannot be a refugee. In Croatia, it is also important because of the 1990s war, so the distinction between “our” refugees from the early 90’s and “new” refugees from the East and South, which they called “asylees”, is emphasized. The result was that the term “refugee” was not used in Croatia until September 2015. At some point, the Croatian Journalists’ Association published a public communication on the topic of media narrative of the “crisis”, stating the following: *“The Croatian Journalists’ Association urges journalists and editors to report professionally on the violence in which asylum-seekers are involved, to check all information before publishing, and to ensure that citizens are not encouraged to prejudices, stereotypes, intolerance and hate.”*⁶⁸

Otherwise, Croatia is unique as the youngest EU member state (acceded in 2013) due to its recent experience with war and exile. The fact that Croatia has experienced war and exile relatively recently was an important factor during the so-called “refugee crisis”. At the outbreak of the “crisis”, both public response and media coverage were significantly pro-refugee, involving a wide solidarity mobilization and humanitarian media coverage. This changed gradually as time passed, the number of people passing through the country grew, and incidents involving migrants or refugees increased. After some time and a couple of EU meetings, this dominantly positive orientation towards refugee issues has evolved into distancing from refugees, emphasizing the presence of economic migrants with major media reporting generalizations. The situation, the so-called “crisis”, is framed directly as a “migrant crisis”, with all people entering the country being referred to as “migrants” (even unaccompanied minors from Syria). All of this was additionally fuelled in the beginning of 2016, when the new conservative government was established. In this light, militant tones appeared soon in the discourse on migrants and refugees. Both the Law on Border Surveillance and the Law on Defence had new amendments added. The aim was to extend the authority/power of the armed forces, but the formal explanation was not clear on what kind of extensions of power this would entail. Historically, Croatia has been a country of significant emigration with a predominantly negative net migration rate. It still continues to be a net emigration country for Croatians emigrating abroad, even though it has been perceived as a transit territory for many irregular migrants on their way to Western Europe.

2.2 Demographics and History of Migrations

According to the most recent census in 2011, **Croatia** has a population of 4,284,889, out of which 99,4 % had Croatian citizenship and 90,41% declared themselves as Croats, which makes Croatia ethnically quite homogenous. In 2016,

⁶⁸ HRT Vijesti [Croatian National Television/CNT News], HND poziva medije da ne poticu predrasude kada izvjestavaju o nasilju u koje su umijesani azilanti [Croatian Society of Journalists Calls on to the Media Not To Incite Prejudice When Reporting on Violence Involving Asylum-Seekers], HRT [CNT], August 21st, 2017, <http://vijesti.hrt.hr/401616/hnd-poziva-medije-da-ne-poticu-predrasude-kada-izvjestavaju-o-nasilju-u-koje-su-umijesani-azilanti>. Accessed: September 26th, 2018.

there were 13,985 persons that immigrated to Croatia and 36,436 persons that emigrated from it.⁶⁹ In 2016, amongst immigrants to Croatia, 55.3% were Croatian citizens and 44.7% were foreign citizens; while of those who emigrated, 95.6% were Croatian citizens and 4.4% were foreigners. Out of the total number of immigrants, 31.1% were persons who arrived from Bosnia and Herzegovina. Others were from: Germany (18.4%), Serbia (10%), Italy (4.5%), Slovenia (4%), and Austria (3.8%) Out of the total number of emigrants from Croatia, 56.1% immigrated to Germany.

As it is written in Croatia's national report, significant migration from the territory of today's Croatia started in the fifteenth century and was characterised by wars between the Ottoman Empire, Habsburg Monarchy and the Venetian Republic. It is estimated that 400,000 people left the territory from the 15th to mid-19th century, mainly to western neighbouring countries of the Habsburg Monarchy.⁷⁰ This was followed by a period of a different, economically driven mass emigration pattern. Due to lack of land and epidemics in agricultural production, people from rural and over-populated coastal regions and islands, which were undergoing a farming crisis, started to immigrate mostly to overseas destinations (USA, Canada, South America and Australia) and in smaller numbers to European countries. Immigration during the nineteenth century was much lower, mainly consisting of people from other Habsburg Monarchy territories who were settling in Croatia as farmers, soldiers or state officials.⁷¹

After the First World War, Croatia continued to experience emigration because of economic difficulties but the most prevalent was ethnically-driven emigration. Many Germans and Hungarians left Croatia to their newly established nation-states. During the Second World War, war-related migrations on the territory of the so called 'Independent State of Croatia (NDH)' consisted of displaced persons, refugees and cleansed ethnic groups. Approximately 250,000 forced emigrants left the country at the end of the Second World War in 1945, including defeated Nazi-collaborators, soldiers and members of German, Italian and Hungarian ethnicities, who opted for their countries of origin.⁷² Also, after the war a remarkable number of politically motivated emigrants of Croatian origin went into exile, mainly to overseas destinations since they opposed the new socialist regime in Yugoslavia under the rule of the Communist party. From the early 1960s to the 1980s there was also regular labour migration, especially to West Germany, Switzerland and Austria. In the early 1970s, there were 300,000 - 400,000 Yugoslav 'guest workers on temporary work abroad', of which almost 40% were Croatian.⁷³ As a way to relieve labour market pressure and unemployment in Yugoslavia, the state tolerated and sometimes facilitated labour emigration expecting that '*Gastarbeiter*', as these emigrant workers were called, would eventually return. Once they were accompanied with 'members of their families living with them' almost half of them permanently settled in their host countries. At the same time, workers were coming to Croatia from less developed southern areas of Yugoslavia (Serbia, Bosnia and Herzegovina, Montenegro, Kosovo and Macedonia). Most of those coming from Bosnia and Herzegovina were ethnic Croats.

Figures on recent international migration however are not available. Croatia does not keep a population register, while stock data on citizens and foreigners is available only through 10-year population censuses. During the war in the 1990's, about a third of the territory was occupied, 20,000 people died while more than 700,000 were displaced (IDPs). Of these some 150,000 persons fled the country, mostly to Central and Western European countries.⁷⁴ In 1992, when

⁶⁹ MIGRATION OF POPULATION OF REPUBLIC OF CROATIA, 2016. Available: https://www.dzs.hr/Hrv_Eng/publication/2017/07-01-02_01_2017.htm

⁷⁰ Nejašmić, I., "Iseljavanje iz Hrvatske - brojčani aspekt stoljetnog procesa" [Emigration from Croatia - Numeric Aspect of a Century-Long Process], in I. Crkvenčić (ed.), *Političko-geografska i demografska pitanja Hrvatske* [Political-geographic and Demographic Issues in Croatia], 61-81, Zagreb: Savez geografskih društava Hrvatske, 1991.

⁷¹ Nejašmić, I., "Iseljavanje iz Hrvatske - brojčani aspekt stoljetnog procesa" [Emigration from Croatia - numeric aspect of a century process], in I. Crkvenčić (ed.), *Političko-geografska i demografska pitanja Hrvatske* [Political-geographic and Demographic Issues in Croatia], 61-81, Zagreb: Savez geografskih društava Hrvatske, 1991.

⁷² Bara, M., Lajić, I., "Prisilne, iznuđene i organizirane migracije u etnodemografskom oblikovanju Hrvatske: primjer Slavonije" [Forced, Impelled and Organised Migration in the Ethno-Demographic Shaping of Croatia: The Example of Slavonia]. *Migracijske i etničke teme* 25 (4): 337-362, 2009.

⁷³ Mežnarić, S., Osvajanje prostora, prekrivanje vremena [The Conquest of Space, Coating of Time] *Zagreb: Sociološko Društvo Hrvatske* [Zagreb: Croatian Sociological Society], 1991.

⁷⁴ Perković, M., Puljiz, V., Ratne štete, izdaci za branitelje, žrtve i stradalnike rata u Republici Hrvatskoj [War damages, Expenses for Veterans and Victims of War in the Republic of Croatia], *Revija za socijalnu politiku* 8 (2): 235-238., 2001.

the war in Bosnia and Herzegovina broke out, 2.2 million persons were displaced, accounting for 55% of the pre-war Bosnian population. At the time, Croatia received and recognised 'prima facie' and 'en masse' around 403,000 Bosnian refugees, mostly Muslim/Bosniaks and Bosnian Croats. Many of Bosnian Croats have remained and integrated into Croatian society, obtaining Croatian citizenship.⁷⁵

Since 2004 about 10,000 persons from around the globe have sought asylum in Croatia. Until the end of March 2018, in sum, 544 persons have been granted international protection (424 asylum and 120 subsidiary protection statuses).⁷⁶ This very low refugee recognition rate can be explained by a restrictive interpretation of the relevant legislation and secondly because Croatia is a transit country for migrants on their way towards their final destinations in the Western and Northern EU countries. The highest number of people seeking asylum in Croatia are coming from Afghanistan, followed by Syrian Arab Republic, Pakistan, Algeria, Somalia and Iraq.

It is important to note that Croatia controls 1351.6 kilometres long EU external border, and it is slated to join the Schengen system around 2020. As there are many reports of violence exercised by Croatian police against refugees and given the size of Croatia's EU border, it seems that the status of "the Guardian of the Schengen border", currently held by Croatia's northern neighbour Slovenia, will soon be passed down to Croatia.

Austria has a population of approx. 8.7 million,⁷⁷ of which 15,3 % are foreign nationals.⁷⁸ 85,6 % of all foreign nationals are born abroad, 14,4 % are born in the country. 6,7 % of the whole population has been in Austria for less than 5 years, 5,9 % for 10 years or longer, 2,7 % between 5 and ten years. There are six autochthonous ethnic minorities in Austria: Burgenland Croats, Slovenes, Hungarians, Czech, Slovaks and Roma, and Sinti. Grant money is available to these recognized minority groups for the preservation of their culture and language.

Austria has a very rich history of both immigration and emigration. Well known is the notion of the "cultural melting pot Vienna": around the year 1900 only 46% of Vienna's inhabitants were born in the city, while the majority of them were immigrants. As a consequence of the political crises which later lead to violent conflicts in communist Eastern Europe, Austria was an important destination country for refugees from Hungary (1956/57), ex-Czechoslovakia (1968), Poland (1981-1983), ex-Yugoslavia (early 1990s). Additionally, targeted recruitment of "guest workers" from Turkey and the former Yugoslavia in the late 1960s and early 1970s, were an important social experiment as it was thought that they would eventually return to their countries of origin. Instead, they brought their families to Austria and stayed there. Max Frisch summarized this in the phrase: "We called workers, people came." With that Austria finally became an ultimate immigration country.

A high increase of immigration was also evident after Austria's accession to the EU in 1995 and later after EU's enlargement to Eastern and South-Eastern Europe. From the turn of the Millennium, there was an increase in the foreign population in Austria, mainly due to immigration from other EU countries. More recently, the rise in immigration has been due to increased asylum migration; mainly these are refugees from Syria, Afghanistan, Iraq and the Russian Federation. Asylum applications rose from 28.064 in 2014 to 88.340 in 2015. Since 2015, the number of asylum applicants has been decreasing annually and has dropped to 24,735 in 2017. The proportion of foreign nationals in Austria has grown over the past 10 years from 10% or 829.679 in 2008 to 15% or 1.395.880 in 2018.

⁷⁵ Mesić, M., Bagić, D., *Minority return to Croatia – Study of an Open Process*. Zagreb: United Nations High Commissioner for Refugees, 2011, http://www.unhcr.hr/images/stories/pdf/minority_return_en.pdf, Accessed: September 26th, 2018.

⁷⁶ MUP [Ministry of Interior/MoI], *Statistički pokazatelji osoba kojima je odobrena međunarodna zaštita u Republici Hrvatskoj zaključno do 31.03.2018.* [Statistical Indicators of People Granted International Protection in the Republic of Croatia until March 31st, 2018.], MoI, <https://mup.hr/public/documents/Statistika/Statisti%C4%8Dki%20pokazatelji%20osoba%20kojima%20je%20odobrena%20me%C4%91unarodna%20za%C5%A1tita%20u%20Republici%20Hrvatskoj%20zaklju%C4%8Dno%20do%2031.03.2018..pdf>. Accessed: September 26th, 2018.

⁷⁷ To make a timely comparison and maintain consistency we're working with data from 2017 here. On 1.1.2018 the Austrian population was approx. 8,8 million (Statistik Austria 2017:23).

⁷⁸ So, there are approx. 1,3 million foreign nationals living in Austria.

Italy has been a country of emigration since its unification in the 19th century, with millions of Italians migrating to the Americas and elsewhere in Europe for economic and political reasons. The migration history is also characterized by Italian mobility from poorer areas in the country's South to its wealthier areas in the North.⁷⁹

During the 1980s, immigrants started coming from the Middle East and sub-Saharan Africa. During the '90s thousands of people fleeing Albania reached Italy on overcrowded boats. In the 1990s and early 2000s, the immigrant population increased rapidly. Between 2010 and 2013, the fallout from the international economic crisis pushed immigration to the background in Italian politics.⁸⁰ As a peninsula in the middle of the Mediterranean, Italy represents a convenient passage for maritime arrivals who intend to move onward to reunite with relatives or find work in Germany, Sweden and other Northern European countries.

The Italian government has carried out several initiatives for handling arrivals by sea and managing the reception and assistance of asylum seekers. After 366 migrants died in a shipwreck near the Italian island of Lampedusa in October 2013, the government launched Mare Nostrum, a humanitarian and military operation to rescue ships carrying asylum seekers. Mare Nostrum was ended in November 2014 and replaced by Operation Triton, led by the EU border control agency Frontex. While Triton had a narrower mandate and less funding than Mare Nostrum, the Italian government, which had long asked for a more supportive EU approach to the maritime arrivals, viewed the change in responsibility as a success.⁸¹

Italy has played an outsized role in the current European migration crisis, receiving more than 335,000 irregular arrivals via the Mediterranean during 2015-16. Since the collapse or destabilization of authoritarian regimes in North Africa and the Middle East following the Arab Spring in 2011, growing numbers of people fleeing civil war and instability have departed for Europe, a phenomenon that came to a head in 2015 and 2016 as EU countries were overwhelmed by the scale of new arrivals. Italy, Greece, and the Balkan countries have represented the first destinations for these asylum seekers, and under European asylum regulations, must provide them with reception and assistance.⁸²

At the start of 2016, slightly more than 5 million foreign citizens legally resided in Italy, comprising about 9 percent of the population of 60.6 million people. Examining the different nationalities of immigrants who have come to live in Italy through an overview of Civil Registry Office data (updated on 1st January 2017), we find that Romanians maintain the first place, with 1,169,000 residents (23.2% of total presences). To follow, we have approximately 450,000 Albanians (8.9%) and 420,000 Moroccans (8.3%). The ranking then counts 283,000 Chinese (5.6%) and 234,000 Ukrainians (4.4%), before including Filipinos (3.3%), Indians (3%), Moldavians (2.7%), Bangladeshis (2.4%) and Egyptians (2.2%).⁸³

A former British colony, **Malta** has historically been a country of emigration; during the 19th and 20th centuries, emigration was promoted to ease the pressures of unemployment and overpopulation. During the nineteenth century, emigration took place largely towards North Africa but following the Second World War, Malta experienced massive emigration to English-speaking countries. In the 1970s, Malta started the transition to a country of immigration (Bernardie, 1999, p. 5), following the expansion of the Maltese economy and the increasing demand for labour which saw the volume of emigration drop and also intensified return migration. However, non-Maltese migration remained quite low during the last decades of the XX century (Grech, 2015, p. 6). Among those migratory flows, an Arab-Muslim community developed in the late 1970s and 1980s; Albanian refugees settled in Malta during the early 1990s and after

⁷⁹ Scotto, A. From Emigration to Asylum Destination, Italy Navigates Shifting Migration Tides, Migration Policy Institute, August 24th, 2017, <https://www.migrationpolicy.org/article/emigration-asylum-destination-italy-navigates-shifting-migration-tides>, Accessed: September 26th, 2018.

⁸⁰ Ibid.

⁸¹ Scotto, A. From Emigration to Asylum Destination, Italy Navigates Shifting Migration Tides, Migration Policy Institute, August 24th, 2017, <https://www.migrationpolicy.org/article/emigration-asylum-destination-italy-navigates-shifting-migration-tides>, Accessed: September 26th, 2018.

⁸² Ibid.

⁸³ Cesareo, V. (ed.), The Twenty-Third Italian Report on Migrations 2017, ISMU Foundation, 2018, <http://www.ismu.org/wp-content/uploads/2018/03/XXIII-Report-on-migrations-2017-1.pdf>, Accessed: September 26th, 2018.

the Kosovo crisis in 1999, while Russians, Bulgarians, and people from ex-Yugoslavia moved to Malta between the middle and late 1990s (Camillieri-Cassar, 2011, p. 194).

It was not until the early 2000s that migration to Malta started to grow significantly. Irregular boat migration increased from 57 arrivals in 2001 to 1,686 in 2002. Before 2002, the Armed Forces would help distressed people at sea to allow them to continue their journey to Italy while those who arrived on the island and applied for asylum became the responsibility of the office of the UNHCR in Rome. However, in 2002, Malta introduced a national Refugee Commissioner's Office to process asylum claims as part of the EU pre-accession process (Mainwaring, 2008). This development coincided with a change in migration patterns along Europe's southern border, motivated by the increased controls on the West African coast and in the western Mediterranean (Lutterbeck, 2006). After the initial increase in irregular immigration in 2002, the issue remained high on the political agenda in Malta, as irregular immigrants continued to arrive in relatively high numbers (Mainwaring, 2014, p. 436), until 2013. Since then, the number of boat arrivals has decreased dramatically; in 2017 only 23 arrivals were recorded (UNHCR Malta, 2018a). Malta's irregular migration has been characterised for the high percentage of asylum seekers and for the high asylum recognition rate. The number of asylum applications decreased after 2012 (2,200) but remained constant at 1,600-1,700 per year until present (UNHCR Malta, 2018b), reflecting a change in the refugee flows and patterns of arrival.

Regarding migration flows of Third Country Nationals (TCN) to Malta, accession to the EU also impacted these flows. On the one hand, the number of the EU nationals surpassed that of TCNs, given the freedom of movement in the Schengen area. On the other hand, the EU migration regulations affected previous arrangements with countries such as Libya that had enjoyed ease of movement to Malta (IOM, 2016). Nevertheless, the number of TCNs continued to grow steadily until the present day (Eurostat, 2018a).

Slovenia is a small country in South-Eastern Europe with only 2.066.880 inhabitants.⁸⁴ It gained its independence in 1991, having been a part of Socialist Federal Republic of Yugoslavia. Considering its geographic location, being a connecting point between the Balkan countries and the Western Europe, and also being economically the most developed region in the former Yugoslavia, Slovenia has been both a transit and a destination country for migrants. Most of them were internal migrants from the rest of Yugoslavia, and this trend persisted even after the dissolution of the "common state", as Yugoslavia is usually referred to. These migrations were mostly of economic nature. In the years after Slovenia gained its independence, the country was faced with the bigger migration flow from the countries of former Yugoslavia due to wars that led to a complete dissolution of the common state. The majority of refugees came from Bosnia and Herzegovina, followed by Macedonia, Serbia and Kosovo.⁸⁵

In the years that followed, the migration flows were slowly increasing. Slovenia mostly received economic migrants, the majority coming from the states of former Yugoslavia or other EU countries. Slovenia has officially become a member of the European Union in 2004. This has made it even more attractive for immigrants for various reasons; the membership of the EU makes states safer, demand for labour increases and states develop more friendly social welfare systems.⁸⁶ After becoming a part of the EU, Slovenia has faced similar migration trends as the rest of the Union's states, as far as the irregular migrations were concerned. At the beginning of the 21st century, there was an increase of "irregular migrants" from Asian and African countries. Most of them came from Iran, Iraq, Bangladesh, China, Pakistan, Algeria and Sierra Leone, and were both economic and political migrants who only crossed Slovenia on their way to Western European states. There was also an increase in the number of asylum applications in 2000, the majority of asylum seekers coming from Iran, followed by Iraq, Bangladesh and Afghanistan.⁸⁷

⁸⁴ Statistical Office RS, 1. January 2018

⁸⁵ European Migration Network, Migration and Slovenia, European Migration Network, n/a, <https://emm.si/en/migration-and-slovenia/>, Accessed: September 26th, 2018.

⁸⁶ International Organisation for Migration: https://publications.iom.int/system/files/pdf/migrationtrends_eu_6.pdf.

⁸⁷ Simona Zavratnik Zimic, Slovenia: The Perspective of a Country on the 'Schengen Periphery', Migration Trends in Selected Applicant Countries, European Commission Project: "Sharing Experience: Migration Trends in Selected Applicant Countries and Lessons Learned from the 'New Countries of Immigration in the EU and Austria'",

The latest bigger migration influx happened during the so called 'refugee crisis' that followed the continuing war in Syria. Slovenia is one of the countries that are on the so called Western Balkan Route; starting in Turkey, crossing Greece or Macedonia, going through Bulgaria, Albania or Montenegro, ending in Serbia. The latter is the entering point to the EU and the migrants usually entered it through Hungary. Even though migrating through it was criminalised in recent years, this route has existed for quite some time and was frequently used by migrants, since all other entrances to the EU were under stricter surveillance. Reports from the European Border and Coast Guard Agency (FRONTEX) show that the number of illegal border crossings was increasing – in 2010 they documented 2.370 of them, and by 2015 the number rose to 76.403.⁸⁸ When this route was faced with a bigger number of migrants in 2015, all of the states implemented different strategies of dealing with migrants. On 15th September 2015, Hungary closed its border with Serbia. The route redirected through Croatia, hence Slovenia became the entering point to the EU. Thousands of migrants were arriving at different border crossings daily. Police reports show that after the closing of the Hungarian border the number of illegal border crossing has risen exponentially, reaching the number of more than 11.000 migrants per day in the middle of October. By the end of the year 2015 the number was slowly dropping and has stabilized at around 3.500 migrants per day. Police recorded 360.213 illegal border crossings in 2015 (in 2014 they recorded 765 of them). Most of the migrants came from Syria, Afghanistan and Iraq.⁸⁹ In 2016, the number of illegal border crossings dropped to 1.148. Most of the migrants came from Afghanistan, Albania and Pakistan.⁹⁰ The number slightly rose in the following year when there were 1.930 illegal crossings, but the national structure changed – most of the migrants came from Afghanistan, followed now by Turkey, Kosovo and Pakistan.⁹¹ Until the end of April this year there were 1.226 illegal border crossings, now made mostly by migrants from Algeria, Pakistan and Morocco.⁹²

The reason behind the change in number of illegal border crossings and migrants' nationalities is the change in international agreement regarding who can cross the borders on the route. As we mentioned before (See Part 1), the Balkan Corridor impacted greatly on the number of arrivals as well as nationalities of people arriving to countries such as Slovenia. Migrations on the Balkan corridor were temporarily not illegal. This persisted until 18th November 2015, when the Greek-Macedonian border closed for everyone except for migrants from Syria, Iraq and Afghanistan. After the 21st February 2016, migrants from Afghanistan were excluded from the list as well. The Balkan Corridor closed on 8th March 2016, hence crossings were illegalized again.⁹³ For most of the migrants Slovenia was just a crossing country, as people went further to Austria, Germany, and Sweden ... as destination countries.

International Organization for Migration, 2003, https://publications.iom.int/system/files/pdf/migrationtrends_eu_6.pdf, Accessed: September 26th, 2018.

⁸⁸ Sarah Lunaček Brumen, Ela Meh, the "Rise and Fall" of the Corridor: Some Reflections on the Changes on the Balkan Migration Route from Summer 2015, *Časopis za kritiko znanosti, domišljijo in novo antropologijo* 264 [Journal for the Critique of Science and New Anthropology 264], 2016, http://ckz.si/arhiv/264%20Balkanska%20pot/2Sarah_Luna%20E8ek_Brumen_in_Ela_Meh.pdf, Accessed: September 26th, 2018.

⁸⁹ Ministry of Interior of Slovenia, December 2015, <https://www.policija.si/images/stories/Statistika/MejnaProblematika/IlegalneMigracije/2015/December2015.pdf>, Accessed: September 26th, 2018.

⁹⁰ Ministry of Interior of Slovenia, December 2016, https://www.policija.si/images/stories/Statistika/MejnaProblematika/IlegalneMigracije/2016/December_2016.pdf, Accessed: September 26th, 2018.

⁹¹ Ministry of Interior of Slovenia, December 2017, https://www.policija.si/images/stories/Statistika/MejnaProblematika/IlegalneMigracije/2017/Januar_december2017.pdf, Accessed: September 26th, 2018.

⁹² Ministry of Interior of Slovenia, April 2018, https://www.policija.si/images/stories/Statistika/MejnaProblematika/IlegalneMigracije/2018/Januar-april_2018.pdf, Accessed: September 26th, 2018.

⁹³ Sarah Lunaček Brumen, Ela Meh, the "Rise and Fall" of the Corridor: Some Reflections on the Changes on the Balkan Migration Route from Summer 2015, *Časopis za kritiko znanosti, domišljijo in novo antropologijo* 264 [Journal for the Critique of Science and New Anthropology 264], 2016, http://ckz.si/arhiv/264%20Balkanska%20pot/2Sarah_Luna%20E8ek_Brumen_in_Ela_Meh.pdf, Accessed: September 26th, 2018.

Since the beginning of the economic crisis in 2008, there have been more and more Slovenians leaving the country. The number of emigrants has risen dramatically in the past 10 years, from a bit more than 4.000 people a year to more than 15.000 in 2017, with main destination countries being Austria, Switzerland and Germany. The number above does not include the daily migrants driving to work in Austria and Italy.

When speaking about **Romanian** migration one would talk about emigration rather than immigration. Romania did not have much experience with immigration; this is due to its long history of occupation by other states and its communist past. When talking about emigration in Romania, one must divide the talk into two major time categories: pre-communist and post-communist. During the communist regime mainly minorities (Germans, Jews and a small number of Hungarians) emigrated, as they had the right to do so and because of the different plans put in practice by origin states to encourage the return migration of their ethnics. The Romanian population could resort to legal means to emigrate. However, the means so often chosen fall under the category of irregular migration: crossing the border by illegal means.

The most significant migration before communism took place during and after the Second World War, it involved the return migration of the ethnic German population to their motherland and the migration of the Jewish population to Israel.

After 1989 state regulations no longer prohibited emigration. A large number of Romanians started to migrate towards Western Europe at this time, following the model of the ethnic Germans, the asylum seekers and other irregular migrants seeking the same destination. However, Romanian migration was quite low till 1994-1996, after that it started to differentiate itself. Around 1993 emigration to Germany almost stopped and new destination countries started to emerge. Ethnic migration continued but not at the same rates as before, brain drain, irregular migration and marriage migration started to grow. "Between 1997 and 2001, there was growing circular, often irregular migration and growing human trafficking; moreover, from 1999 there appeared small recruitment policies (especially for Spain and Germany)" In 2002 the visa ban for entering the European Union was lifted for Romania. This marked a change in migration, irregular and circular migration increased significantly. In 2007 Romania became an EU member and regardless of the sanctions imposed in 2008 for Romanians trying to enter the EU labour market, migration continued. Now Romania has the largest "diaspora" community in the EU.

The country continues to be an emigration state and a large number of its diaspora is settled in similar Latin-speaking countries like Spain and Italy. Moreover, because of a combination of emigration and low fertility rates, Romanian population is expected to be one of the fastest shrinking ones by the year 2050 when it is expected to drop by 15% Immigration in Romania in 2017 was reported by UN DESA to rise to around 371,000, or 1.9% of the total Romanian population (19,7 million) from 0,6% in the year 2000. Some reasons why immigration has increased in the last years in Romania are believed to be the economic growth and the implicit integration in the European Union back in 2007, the Europeanization of services, including the education, but also the improvement in the business sector, with Romania becoming a destination for foreign investment. The refugee crisis and the rise in asylum seekers further led to this increase, as well as the number of people crossing the Moldovan or Serbian border and acquiring Romanian citizenship due to the historic bonds they have with this territory, and immigration is expected to rise continuously in the next years.

In 2017, 4820 immigrants applied for a form of international protection, an increase of 161% compared to the previous year. These people were coming from Iraq (2.742), Syria (945) Afghanistan (257), Pakistan (247) and Iran (207). Among them, only 1309 received a degree of protection – 849 were recognized as refugees and 460 received subsidized protection. Among the 1553 that were registered for the integration programme in that year, 805 came from Syria, 492 from Iraq, 79 from Afghanistan and so on. Through the EU relocation system, 174 international protection seekers were relocated from Greece and Italy, while 43 Syrian refugees were relocated from Turkey.⁹⁴

Once known for its large-scale emigration, **Greece** has transitioned to a country of destination since the late 1980s and the 1990s mainly. The bulk of immigrants came from the Balkans, Central-Eastern Europe and the former Soviet Union

⁹⁴ International Migration, Return Migration, and their effects: A Comprehensive Review on the Romanian Case, p. 6.

after the downfall of communist regimes in the region. Until the first years of 2000, the push factors from abroad coincided with a period of economic growth in Greece and changes in the employment structure and professional opportunities available to locals. Such changes led to a demand for labour from abroad to fill vacancies for unskilled and, often undeclared, jobs (for instance, in construction tourism, agriculture, cleaning services and care), thus leading to a massive migration influx.⁹⁵ During the last decade, and particularly since 2008, Greece has become a transit and destination country for immigrants and asylum seekers arriving from Southeast Asia, Africa and the Middle East. Greece has also been both a transit and a destination country for large numbers of undocumented migrants from the 1990s until present. In the aftermath of the 2007-8 financial crises, the already complex Greek context, facing a strong debt crisis and increasing level of social exclusion within its population, was exacerbated in 2015 by a large-scale arrival of persons in need of international protection. The registered arrival of 856,723 persons by sea to the Greek islands in 2015 and 156,782 from January to March 2016, created an unprecedented migratory and humanitarian emergency in Europe.

Already in the early 1990s, Greece has hosted large migratory flows; people have been living in the country for years and have now become largely integrated. Even though there is a legal framework for managing immigration (especially with Law 3386/2005), the lack of coordination and strategy, combined with the existence of stale bureaucracy, often affects people who want to acquire Greek citizenship and to live legally in the country, affecting primarily their access to social rights and social protection, so that they have equal treatment without the risk of marginalization. Immigrants who had entered the Greek territory during the previous years managed to integrate with the Greek society and the labour market without a specific legal framework of protection because they offered cheap labour, especially manual work. Both migrants and asylum seekers are protected in their right to work and have access to unemployment benefits, yet the country is suffering from overall unemployment due to the financial crisis. Great difficulties are unfortunately encountered in registering skills and recognizing qualifications for people who have come to Greece in terms of their professional experience in their own countries. It is obviously a bureaucratic problem that prevents new entrants from joining and offering to Greek society.

Education is a cornerstone for integration. Although there is legal protection both in Greece and internationally for the access of all children to education, there have been still debates in the public sphere about whether and how the children of immigrant refugees with those of the native population can share the same school. The subject of citizenship to migrants and refugees, who have received Greek education, is still discussed by a large part of the population.

Under the Greek Constitution there should be no distinction between local and third-country nationals in terms of providing it, especially when the latter are working in the country, and the right to health and social security services should be guaranteed for all. In the case of refugees, social security should be provided equally with nationals, as Greece is bound by international and European conventions. Yet the implementation of the above remains unsatisfactory. The simplification of the bureaucracy for granting this right becomes imperative. Furthermore, there should be provisions when impoverished migrants are excluded from social security, younger people have no access to employment and thus will not be able to enjoy future social security rights, as well as people with disabilities who also do not always fully enjoy their social rights.

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⁹⁵ Triantafyllidou, A. Migration and Migration Policy in Greece. Critical Review and Policy Recommendations, IDEA Policy Briefs 3, (2009), p. 2.

2.3 Institutional Framework

Austria offers an interesting example where the jurisdiction is divided into two ministries: Ministry of Interior Affairs is covering the police-side of the asylum procedures, while the integration is under the control of Ministry for Europe, Integration and Foreign Affairs, a move that de-criminalises the integration process. The Federal Ministry of the Interior is responsible for asylum and migration policies. The Federal Ministry of the Interior has established the so-called Migration Council for Austria. This body consists of experts from academia and public life and assists with the development of a comprehensive migration strategy. The first instance authority in asylum procedures is the Federal Office for Immigration and Asylum. It is under the responsibility of the Federal Ministry of the Interior. Police officers and the police administrations of the provinces are also under the responsibility of the Federal Ministry of the Interior and play an important role in the implementation and execution of tasks in the field of asylum and migration.

The Federal Ministry for Europe, Integration and Foreign Affairs is specifically responsible for integration issues. The Austrian Integration Fund supports recognized refugees and migrants in their integration process. The Federal Ministry of Labour, Social Affairs and Consumer Protection is *inter alia* responsible for labour market policies and, therefore, also for policies linked to employment of foreigners. The Public Employment Service Austria is the leading provider of labour market related services and therefore in charge of the issuance and administration of work permits. The Provincial authorities hold joint competencies with the Federal State in the area of temporarily granted basic welfare support for aliens in need of assistance and protection.

In addition to the state actors, a wide range of other actors also plays an important role by influencing and implementing migration and asylum policies in Austria. These actors include different social partners (see below), international organizations, non-governmental organizations (NGOs) and immigrant community associations.

The social partners are involved in the area of labour market policies and have contributed to the introduction of the current criteria-based system of immigration for qualified migrants. The United Nations High Commissioner for Refugees heads an UN agency with a branch office in Vienna, which was opened in 1951, the founding year of UNHCR. The International Organization for Migration (IOM) in Austria currently consists of two offices, the IOM Country Office for Austria and the IOM Regional Office for South-Eastern Europe, Eastern Europe and Central Asia. In 2003, the IOM Country Office for Austria was nominated as a National Contact Point Austria in the European Migration Network (EMN) by the Federal Ministry of the Interior and is, consequently, responsible for ensuring the implementation of activities in Austria in accordance with the work programme of the EMN. The European Union Agency for Fundamental Rights (FRA) is one of the EU's decentralized agencies and is located in Vienna. However, the FRA does not interfere with Austrian migration and asylum policies but provides expert advice to EU institutions and Member States on a wide range of fundamental rights issues. The International Centre for Migration Policy Development (ICMPD), an intergovernmental organization with an UN observer status, which was created in 1993 at the initiative of Switzerland and Austria, is headquartered in Vienna. The ICMPD does not mainly focus on Austrian asylum and migration policies. It promotes innovative, comprehensive and sustainable migration policies and functions as a service exchange mechanism for governments and organizations of its 15 Member States.

A number of NGOs are working in the field of asylum and migration and, thus, make a major contribution to important issues with regard to the often-vulnerable situation of asylum-seekers and migrants. Examples are Asyl in Not, Asylkoordination, Caritas, Diakonie Flüchtlingsdienst, Flüchtlingsprojekt Ute Bock, Helping Hands, Integrationshaus, Austrian Red Cross, Verein menschen. leben, Verein Menschenrechte Österreich, Volkshilfe Österreich and many more.

Migration into **Malta** is regulated by a number of legal instruments among which the most significant are the Immigration Act, the Refugee Act, the European Union Act, and subsidiary legislation emanating from them (IOM, 2016, p. 49). The Immigration Act, Chapter 217 of the Laws of Malta, sets the basis of immigration legislation in Malta, including the issuance and conditions of residence permits and visas (articles 7 and 8) (IOM, 2016, p. 50). The department of Citizenship and Expatriate Affairs receives and processes residence applications of non-Maltese citizens wishing to reside legally in Malta for more than three months in line with the Blue Card and Single Permit Directives (Fernandez,

2016:29). The Single Permit Directive regulates access to a unified residence and work permit for TCNs while the EU Blue Card regulates the entry and residence of highly qualified TCN workers. The possibility of and the process towards family reunification in Malta is regulated by the Family Reunification Regulations adopted in 2007. The purpose of these regulations is to implement the provisions of the Council Directive 2003/86/EC on the right to family reunification (IOM, 2016, p. 53).

Access to long-term residence is regulated by the Immigration Act and the Status of Long-Term Residents Regulations, which state that residence permits may be issued to persons who are legally residing in Malta and qualify for such a status (Government of Malta, 2016a). The Maltese Citizenship Act (Cap. 188) establishes the criteria of access to citizenship by different channels: automatic access by birth or access by registration or naturalisation (Government of Malta, 2016b).

Maltese citizenship is guided mainly by the principle of *jus sanguinis*, being passed either by descent or by marriage. For those who do not fall under these categories, certain eligibility requirements need to be fulfilled to apply for citizenship by naturalization. However, fulfilling these criteria does not translate into having the right to become a Maltese citizen (Government of Malta, 2016b). According to the Act, the Ministry for Home Affairs and National Security has 'singular non-reviewable discretionary power' regarding the granting of citizenship. Applicants have no right to appeal or question the reasons for refusal. The system has been criticised for the lack of transparency and questions of fairness and justice (De Bono, 2013, p. 10-11). In 2013, Malta introduced to citizenship legislation a new channel for acquisition of citizenship by naturalization known as the Individual Investor Programme (IIP) (Malta Office of the Prime Minister, 2018). The IPP set up a system for the granting of citizenship to individuals and their families on the basis of a contribution to the 'economic and social development of Malta' (Government of Malta, n.d.). Initially, residing in the country was not required but the rules had to be changed (1.15 Million euros investment, and one-year residence) after a controversy sparked by the programme in Brussels (Fernandez, 2016, p. 27). State integration efforts in Malta have a rather brief history. In 2013, the Ministry for Social Dialogue, Consumer Affairs and Civil Liberties (MSDC) was set up, and specifically charged with an integration portfolio. After the last election in Malta, the same Ministry changed its name to the Ministry of European Affairs and Equality, which developed the Human Rights and Integration Directorate. The Directorate developed the first national Migrant Integration Strategy and its corresponding Action Plan, which was published in December 2017. The strategy envisages an integration programme which will precede access to permanent residency. The programme is divided in two consecutive phases which encompass English and Maltese language lessons as well as cultural and societal orientation, and assessment of work experience, trade, and skills. The implementation of the Integration Strategy is carried out by a dedicated Integration Unit. Besides, an Inter-Ministerial Committee on Integration was set up. A Forum on Integration Affairs (FIA) has also been created, including representatives from migrant communities, which have an advisory role (Malta Ministry for European Affairs and Equality, 2017, pp. 3-6).

In **Croatia**, the most relevant legislation regarding migration, integration, citizenship and foreigners in general is: The Constitution of the Republic of Croatia, the Foreigners Act (first one passed in 2003, last amendments in 2018), the International and Temporary Protection Act (the first Asylum Act was passed in 2013), Migration Policy (there were two strategies so far: first one for the period 2007-2008 and the second one for 2013-2015), the Citizenship Act (first one passed in 1991), the Antidiscrimination Act (first one passed in 2008), the Action Plan to Eliminate Barriers to Exercising Individual Rights in the Field of Integration of Foreigners into the Croatian society for the period 2013 to 2015, and the Action Plan for Integration of persons that have been granted international protection for the period 2017 to 2019 (Action Plan). The Action plan is the document that is usually presented as the Integration policy of the Republic of Croatia.

The Migration Policy's areas of implementation are visa policy, status issues of foreigners, Croatian citizenship, asylum, integration policy, irregular migration and Croatian diaspora.⁹⁶ The purpose of this Migration Policy is to ensure that migratory movements in Croatia are beneficial for the economic and social development of the country and society. The

⁹⁶ Croatia, Migration Policy of the Republic of Croatia for the period 2013–2015 [Migracijska politika Republike Hrvatske za razdoblje 2013. - 2015. Godine], Official Gazette [Narodne novine] No. 27/2013. Available at: http://narodne-novine.nn.hr/clanci/sluzbeni/2013_03_27_456.html. Accessed: September 26th, 2018.

goal of the Migration Policy is that all state bodies and other stakeholders work, in a timely and coordinated manner, to find effective responses to the effects of migratory movements. Although the Policy recognizes integration as one of the major problems of the immigration system in Croatia, measures addressing the 'host society' are relatively scarce. According to the Ombudspersons' Report⁹⁷ migration is viewed in relation to its administrative and legal aspects, while specific economic, social, demographic, cultural and human rights aspects are completely ignored, which is another important aspect of migration management in Croatia.

According to the Act on Foreigners, most of foreigners' rights in Croatia are linked to their residence status. A foreigner may reside in Croatia on short-term residence, temporary residence and permanent residence.

The International and Temporary Protection Act defines the procedure for seeking international protection, the rights of asylum seekers and persons under international protection and provides the framework for integration of the mentioned groups into Croatian society. Croatia lacks a strategic, long term and comprehensive strategy for the integration of TCNs.

Unlike the first one, the present Action plan applies only to persons who have been granted international protection while excluding other groups of foreigners with different status in the Republic of Croatia, who also need support from institutions and civil society organizations. Generally, the Action plan measures are a list of regular, unprogressive and non-ambitious tasks where the institutions establish minimum practices, while the perspective of persons with international protection is in the second place or completely negligible (e.g. socio-economic empowerment). To be more precise, the Action plan is almost entirely focused on the welfare program and benefits for refugees and puts high expectations on the persons who were granted international protection, in terms of their own integration. Rather than comprehensive support to overcome trauma, facilitate social inclusion and participation in the new socio-economic context, the measures are focused on realizing rights and benefits from the welfare system.

The main coordinative body for integration is the Office of the Government of the Republic of Croatia for Human Rights and Rights of National Minorities (the Office). In 2013, the Government formed a Permanent Committee for the implementation of the integration of foreigners into Croatian society which consisted of representatives of relevant ministries such as the Ministry of Interior, the Ministry for Demographics, Family, Youth and Social Policy, the Ministry of Science and Education, the Ministry of Labor and Pension System, the Ministry of Culture, and the Ministry of Health. The Office designated members to a Working Group of the Standing Committee for the Implementation of the Integration of Foreigners into Croatian Society, which represent relevant ministries, institutions such as the Institute for Ethnic, and Migrant Studies, INGOs (UNHCR and IOM) and NGOs.

Slovenia began to build its migration policy since 1991 onwards, that is, before being an EU Member State. At that time, migrants were categorized in roughly two groups with different statuses: the ones who were granted the Slovenian citizenship and those who were granted permanent or temporary residence in Slovenia. The former group's statuses were governed by the then applicable Slovenian Citizenship Act.⁹⁸ Since 1991, migrations were covered by the Aliens Act, which governs the asylum procedure in accordance with the 1951 Convention and its Protocol. Based on this act, the so-called Aliens' Transitional Home of Republic of Slovenia was opened in 1991. It was within the scope of the Ministry of the Interior, which was also overseeing the whole asylum procedure, from arriving, housing and application processing, and taking measures concerning the foreigners that did not meet the conditions for residence in Slovenia. The Transitional Home was active until 2000. In the same year, at the same location, the Asylum Centre became

⁹⁷ Croatia, Ombudsperson's Report for 2013 [Izvešće pučke pravobraniteljice za 2013. godinu], available at: <http://www.ombudsman.hr/index.php/hr/izvjesca/izvjesce-pucke-pravobraniteljice/finish/20-2013/55-izvjesce-pucke-pravobraniteljice-za-2013-po-prvi-puta-objedinjeno-izvjesce-o-stanju-ljudskih-prava-u-hrvatskoj-i-radu-ureda>, p. 34. Accessed: September 26th, 2018.

⁹⁸ Legal Informational System RS, Zakon o drzavljanstvu Republike Slovenije [The Citizenship Law of the Republic of Slovenia], n/A <http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO13>, Accessed: September 26th, 2018.

operational, and Slovenian police founded Alien's Detention Centre in Postojna for migrants who crossed the border illegally.⁹⁹

After Slovenia started the process of joining the EU, it had to harmonise its migration policy with the European migration policy. Slovenia has prepared its first strategic document regarding migration in Slovenia in 1999, the Resolution on Immigration Policy in the Republic of Slovenia.¹⁰⁰ This document was complemented by the Resolution on Migration Policy in the Republic of Slovenia¹⁰¹ in 2002. Both resolutions support the following principles: principle of solidarity on an international level, dividing the burdens and responsibilities; accountability to citizens and the state; principle of respect to the law and human rights, fulfilling the obligations under international treaties and including the principle of non-refoulement; principle of long-term macro-economic utility, which defines a relatively free migration, considering the demand of Slovenian market implementation of the resolution's principles became the Aliens Act, which governs the entry and at the same time preventing the illegal migration and employment; principle of historical responsibility; principle of equality, freedom and mutual cooperation.¹⁰² Legal base for residence requirements for aliens, the Asylum Act, which arranges the refugee status and asylum policy, the State Border Control Act, which governs the supervision of borders in line with the EU accession procedures, the Schengen Agreement, and the visa regime.¹⁰³ Apart from that, no separate public strategy document has been set up to integrate or foster the social inclusion of these populations with migrant background in Slovenia.

After the arrival of larger numbers of migrants to Slovenia, some changes were made. In 2017, the Government Office for Support and Integration of Migrants became operational. The office coordinates the work of other governmental bodies, non-governmental organisations, international organisations and any other parties that are included in the process of care and integration of migrants. It is responsible for securing the rights and carrying out the integration measures for people who have been granted international protection. It provides the latter with housing in integration houses or with financial compensation if they are renting a private apartment. In March 2016, National Assembly of Republic of Slovenia adopted a new International Protection Act, which introduces more quick and effective asylum procedures and regulates the legal frame for international protection in accordance with the European legal frame, in order to establish a common asylum system with the rest of the member states. The same act stipulates that in case of increased number of asylum applications the government can open additional asylum home branches, which were later open in Logatec and in the city centre Ljubljana, on Kotnikova street. At the end of the same year (2016), a new amendment to the Aliens Act was adopted. The biggest change that it brings is the possibility for the government to announce the state of emergency in case of mass arrival of migrants, and thus close the border if the arrival of migrants presented a national threat. It also brings more strict measures when it comes to migrants without documents and even those who wish to apply for asylum in Slovenia but had that option in other countries. All the measures are focused on returning and pushing the majority of migrants back, restraining them from coming to and staying in Slovenia. The same office, the Government Office for Support and Integration of Migrants, is also responsible for care and integration of migrants through its Integration Sector. Those who were granted an asylum status are appointed to an integration advisor, who provides an asylee with all the information on new environment and creates a personal integration plan. This is a three-year plan to help a person integrate in the new environment, and it is based on the preliminary

⁹⁹ The Slovenian Government Office for the Support and Integration of Migrants, http://www.uoim.gov.si/si/o_uradu/zgodovina/. Accessed: September 26th, 2018.

¹⁰⁰ Legal Informational System RS, Resolution on the Immigration Policy of the Republic of Slovenia, 1999, <http://www.pisrs.si/Pis.web/pregledPredpisa?id=RESO4>, Accessed: September 26th, 2018.

¹⁰¹ Legal Informational System RS, Resolution on the Migration Policy of the Republic of Slovenia, 2002, <http://www.pisrs.si/Pis.web/pregledPredpisa?id=RESO20>, Accessed: September 26th, 2018.

¹⁰² Ibid.

¹⁰³ European Migration Network, Migration and Slovenia, European Migration Network, n/a, <https://emm.si/en/migration-and-slovenia/>, Accessed: September 26th, 2018.

knowledge, skills, abilities and wishes of an asylee. It includes courses for Slovenian language, education and work options among other.¹⁰⁴

Other third-country nationals can apply either for a temporary residence permit, if they have a provable purpose of residence in Slovenia, and which lasts for a maximum time of one year and can be extended, or they can apply for a permanent residence permit, if they have been residing in Slovenia for a fixed and continuous period. These are issued without limitation of duration.¹⁰⁵

The basis of the **Italian** legislation on migration is the TU 286/1998 also called "*Testo Unico delle disposizioni concernenti la disciplina dell'immigrazione e norme sulla condizione dello straniero*", collected the whole discipline on immigration into one single piece of legislation that restricted the rules on entry and stay, without comprehensive regulation of asylum.

Pursuant to this Decree, prevention activity is articulated at three levels:

- *International cooperation*. International cooperation with the countries of origin of transit with a mainly diplomatic character with a view to preventing the phenomenon at origin;
- *Coordinated controls in international waters*. These are carried out by the Navy, Guardia di Finanza and the Capitanerie di Porto. These controls involve police powers to monitor, identify and control ships and irregular migratory flows;
- *Coordinated controls in territorial waters*. These are performed by sjips carrying out police activities

The Italian reception system has been reformed several times, most recently in April 2017 (COM 2017 (1882)). In general, asylum seekers go through a 3 forms of reception system:

1. first assistance facilities (so called CPSA) and hotspots;
2. reception facilities including first reception centres, CARAs (centres for the accommodation of asylum seekers) and CAS (temporary centres for emergency reception) now both incorporated into regional hubs;
3. SPRAR centres (System of Protection for Applicants and Beneficiaries of International Protection) that are run by the National Association of Italian Municipalities.¹⁰⁶

The international resettlement programme called "Humanitarian corridors", signed in 2015 between the Ministry of Foreign Affairs and International Cooperation, the Ministry of Interior, the Community of Sant'Egidio, the Evangelic Churches Federation and the Waldensian church in Italy- guaranteed regular entries through legislative instruments which 522 asylum seekers, mainly Syrians from Lebanon, were transferred to Italy in 2016. The programme targets about 1,000 people including mainly vulnerable cases, Syrians and Eritrean nationals, potential asylum seekers, residents in transit countries or bordering conflict countries.

During 2016, the Parliament discussed a bill to modify some parts of the Legislative Decree n. 286/1998 regarding the protection measures for unaccompanied minors. The bill, approved at the end of March 2017, aims at reinforcing the protection of unaccompanied minors by specifically introducing:

- the prohibition of rejecting unaccompanied children at the national borders;
- procedures for the acceleration of identification of unaccompanied children;
- the guarantee of medical assistance;

¹⁰⁴ Information for Foreigners Republic of Slovenia (RS), Persons with International Protection, Republic of Slovenia: Information for Foreigners, <http://infotujci.si/osebe-z-mednarodno-zascito/>. Accessed: September 26th, 2018.

¹⁰⁵ Information for Foreigners RS, Third-Country Nationals, Republic of Slovenia: Information for Foreigners, <http://infotujci.si/drzavljani-tretjih-drzav/>. Accessed: September 26th, 2018.

¹⁰⁶ Orcini, G., Roos, C. EU Hotspots, Relocation and Absconded Migrants in Italy. How to Save Schengen Within a Failing Dublin System? Institute for European Studies, Policy Report, 2017/03, October 2017, https://www.ies.be/files/IES_Policy_Brief_2017-3_EU_hotspots_relocation_and_absconded_migrants_in_Italy.pdf. Accessed: September 26th, 2018.

- the establishment of a roster for voluntary guardians for UAMs.

With the new regulation called Zampa Law,¹⁰⁷ the legal representative of the reception centre –first or second- where one resides can subsidize as a guardian and initiate the claim for asylum or international protection. In addition, with the new law, people from the civil society can apply to become “volunteer guardians”, selected and trained by the Regional Ombudsperson for Children.

Italy adopted a Decree in February 2017, which amended and streamlined procedures for Territorial Commissions - namely those related to notifications and auditions - and introduced new rules concerning appeal possibilities. In the name of simplifying judicial procedures and lightening the burden of the reception system, those seeking international protection will no longer have the chance to appeal the rejection of their asylum claims. In other words, asylum seekers who have their claim denied by the territorial commissions will only have one chance to fight such a decision in court (besides the appeal before the Court of Cassation in case of errors of law).¹⁰⁸

Although the legislative procedure is controversial and is clearly an inadequate response to the Italian system in matters of immigration and asylum, the integration plan is defined as: “a process aimed to promote the cohabitation of Italian and foreign nationals, in full compliance with the values enshrined in the Italian Constitution, with the mutual commitment of participating in the economic, social and cultural life of the society.” (Art. 4-bis, comma 1, TU 286/98).

By signing the Agreement (at the Immigration Services Office or at the Questura-Police Headquarters), the foreign nationals commit to acquire an adequate level of spoken Italian – at least equivalent to A2 level in the Common European Framework of Reference for Languages (CEFR) –, acquire an acceptable level of knowledge of the fundamental principles of the Constitution of the Republic and civil life in Italy, and guarantee the fulfilment of the education obligations for minors. By signing the Agreement, the foreign nationals claim also that they adhere to the Charter of Values of Citizenship and Integration. As well as references to the dignity of people, their civil rights and duties, the principles of freedom of religion, state secularism, and the promotion of peace, the Charter contains precise references to the classical cultural roots (Ancient Greece and Roman Empire) and to the Jewish-Christian tradition, constituting the “values on which the Italian society is based” (Charter of Values of Citizenship and Integration, Decree of the Minister of Interior, 23rd April 2007). In 2017, the Italian government passed the National Integration Plan to aid refugee integration in Italy. The plan to aid refugee integration in Italy is funded by the Italian government and the European Union. It is designed to target 75,000 people with EU refugee or subsidiary protection status.

A key component of the National Integration Plan is teaching the Italian language. By teaching Italian to refugees of all ages, the government hopes to increase refugee integration in Italy. After the refugees learn Italian, it will be easier for them to participate in the local community. The second major component of the National Integration Plan is promoting “active citizenship”. The Italian government hopes to curb Islamophobia by fostering goodwill and communication between refugees and the Italian communities in which they live. Young refugees will begin to communicate with young Italians, mutual respect will begin to grow, and future generations will have a better understanding of each other.¹⁰⁹ Even if there is not a well-structured integration policy discourse in Italy, in political and public discourses some immigrants’ groups are considered particularly difficult to integrate because of cultural and religious diversity. Muslims (above all, North-Africans), Chinese nationals¹¹⁰ and the Roma are particularly poorly tolerated.¹¹¹ Most of migrants live in a

¹⁰⁷ Rozzi, E. The Italian Law on the Unaccompanied Minors: A Model for the EU? EU Migration Blog, November 13th, 2017, <http://eumigrationlawblog.eu/the-new-italian-law-on-unaccompanied-minors-a-model-for-the-eu/>, Accessed: September 26th, 2018.

¹⁰⁸ Open Migration, Why the New Italian Law on Immigration and Asylum is not Good News At All, Open Migration, April 28th, 2017 <http://openmigration.org/en/analyses/why-the-new-italian-law-on-immigration-and-asylum-is-not-good-news-at-all/>, Accessed: September 26th, 2018.

¹⁰⁹ Demarco, N. Government Plan Promotes Refugee Integration in Italy, April 2nd, 2018, Borgen Magazine, <http://www.borgenmagazine.com/refugee-integration-in-italy/>, Accessed: September 26th, 2018.

¹¹⁰ The most common stereotype is that they use the labour market unfairly

¹¹¹ Caneva, E. The Integration of Migrants in Italy: An Overview of Policy Instruments and Actors, 2014, INTERACT, http://cadmus.eui.eu/bitstream/handle/1814/32019/INTERACT-RR-2014_05.pdf, Accessed: September 26th, 2018.

“subordinate integration” as they accepted as workers but at the same time they live in poor working conditions and poor quality of life.

At the expiration of the residency permit (usually 2 years), the foreign nationals have to prove having obtained at least 30 credits (including the 16 assigned on the stipulation phase), in order to renew the title. The State, on the other hand, commits to support the integration process of the foreign nationals with the implementation of suitable initiatives in collaboration with the Regions and Local Entities. The three main routes to obtaining Italian citizenship are either by (1) descent, (2) marriage or (3) naturalization. A non-EU citizen having legally resided in Italy for ten years may apply for Italian citizenship and an EU citizen after four years. A foreigner with native-born Italian parents or grandparents who have lost their citizenship and therefore unable to pass citizenship on, is entitled to apply after three years of legal residency in Italy.

Migration policy in **Greece**, including regarding integration, is a competence of national government and its competent ministries, pre-eminently the Deputy Ministry for Migration, part of the Ministry of Interior and Administrative Reconstruction. Until well into the 2000s, Greek migration policy consisted of a series of ad hoc regularization programs – four in total – aimed at the legalization of the hundreds of thousands of immigrants that had entered the country since 1990. They enabled large numbers of undocumented TCNs residing in the country to obtain short-term and under conditions renewable residence permits.¹¹² Integration did not become a priority or an explicit objective of migration policy until 2005. Law 3386/2005 on the “Entry, stay and integration of TCNs in Greece” is considered as the first law recognizing the reality of immigration as a long-term and permanent phenomenon, even though it did not explicitly address integration issues. Basic knowledge of Greek language, history and culture were determined as prerequisites for acquiring long-term residence status. Regarding undocumented migrants, Law 3386/2005 explicitly prohibited such migrants from accessing services provided by Greek public entities, local government bodies, and social security organizations.¹¹³

Law 3386/2005 included two articles (65.-66.) that showed a concern with integration. These provisions conceived of integration as the equal participation of migrants in the country’s economic, social and cultural life, in the provision of rights for migrants but also in their obligation to respect the fundamental norms and values of Greek society. The promise of equal treatment for integrated immigrants was also to be delivered by law with the transposition of the EU’s Race Directive that prohibited discrimination based on ethnic origin.¹¹⁴ The Action Plan for the integration of migrants that Law 3386/2005 introduced highlighted the principles of non-discrimination and equal treatment of TCNs, along with respect for their cultural and religious identity. At the same time, the same law saw as necessary actions and initiatives for the certified knowledge of Greek language, successful enrolment in courses on history and culture of Greece, integration in the labor market and active social participation. These axes of integration policy clearly reflected the EU member states’ consensus captured in the Common Basic Principles for Immigrant Integration Policy in the EU adopted in November 2004.

Law 3838/2010 was introduced by the Socialist PASOK government in March 2010. Along with extending political rights to TCNs at the local level, the Law was the most important and politically challenging attempt to promote their social integration in Greece.¹¹⁵ It made it possible for children who were born in Greece and who had at least one non-Greek parent residing legally in the country for five consecutive years, to acquire nationality at birth. Children of immigrants, who had attended at least six grades of Greek school, could also acquire citizenship through a simple declaration by

¹¹² Regularization programs were adopted in 2001, 2005 and 2007 in Greece on the basis of Laws 2910/2001 (02.05.2001), 3386/2005 (23.08.2005), and 3536/2007 (23.02.2007) respectively.

¹¹³ The only exception were a) the provision of emergency health care and health care to minors by hospitals, and b) the enrolment of all children in Greek schools irrespective of whether their parents have legal residence status (the latter was based on the interpretation of the UN Convention for the Rights of Children by the Greek Ombudsman).

¹¹⁴ This was Directive 2002/43 EC, and it was transposed in the Greek legal order with Law 3304/2005.

¹¹⁵ Greece / Law 3838/2010 (24.03.2010).

their parents within three years following the completion of the required six-year schooling period. In addition, immigrants who legally resided in Greece for at least seven consecutive years could apply for naturalization. At the same time and in line with the trend for more intensive integration tests in several European countries,¹¹⁶ the new law also required passing a test verifying an individual's knowledge of Greek history, institutions and civilization.¹¹⁷ Besides facilitating nationality acquisition, Law 3838/2010 also extended to TCNs the right to vote and stand as candidates in local elections. However, Law 3838 was short-lived as a Council of State decision in 2013 struck both the nationality acquisition for migrants and local voting rights for TCNs as unconstitutional.

The Immigration and Social Integration Code that was adopted in 2014 substituted immediate nationality acquisition for the second generation with a) the promotion of long-term residence status and b) a special permit for the second generation. The Code made it easier for those holding permits of long-term duration to acquire the long-term residence status. However, the conditions for qualifying for a long-term residence permit after a minimum of five years of living in the country are very demanding.¹¹⁸ In addition to an eligibility criterion related to residence and income, the Code requires that applicants meet "the conditions for integration into the Greek society". These are considered to be fulfilled when they can prove a level of language proficiency and knowledge of history and civilization,¹¹⁹ when they hold a residence card as family members of a Greek citizen, and when they have been living in Greece for the last 12 years.¹²⁰ Legal migrants have equal rights with Greek citizens but also new obligations, the central one being to respect the laws and fundamental values of Greek society.¹²¹

The special second-generation permit provided for by the ISIC was aimed to secure legal residence for the 2nd generation until they become adults, when they could apply for the acquisition of Greek nationality. Second-generation immigrants were defined as 'adult TCNs who are native-born or who have successfully completed six years of Greek schooling.'¹²² The Code enabled them to acquire a special residence permit for the second generation upon reaching 21 years of age, if they reside legally in Greece. While this permit put the second-generation migrants on an equal position and endowed them with all the rights corresponding to long-term resident status,¹²³ it did not address their exclusion from various professions, where Greek nationality is a prerequisite. Under the government of SYRIZA in alliance with the right-wing ANEL, nationality acquisition for the second generation immigrants was reintroduced with Law 4332/2015 with the support of the center left parties. It increased the length of parents' residence along with making more stringent the related requirements. It also increased the required years of school attendance from 6 to 9 years in Greece, for second generation immigrants to obtain Greek nationality,¹²⁴ arguably at the expense of restricting the number of migrants who are immediately eligible for Greek nationality.

As elsewhere in Europe, migrant integration policies in Greece have been slow to develop and at best ambivalent. In comparison to other EU countries, Greece has not shown remarkable progress. The Migrant Integration Policy Index

¹¹⁶ Rainer Baubock and Christian Joppke (eds), *How Liberal are Citizenship Tests?* EUDO Citizenship Observatory, Robert Schuman Center for Advanced Studies, EUI Working Papers, no. 41 (2010).

¹¹⁷ Additionally, seen to testify someone's willingness to become a Greek citizen were factors such as participation in political and civil society organizations, and involvement in economic activity, among others, see Art. 5A of Law 3838/2010 (24.03.2010).

¹¹⁸ Arts 88-89 Law 4251/2014 (01.04.2014).

¹¹⁹ Greece/ Art 67 Law 3356/2005 (23.08.2005) listed certification of knowledge of the Greek language and history among the eligibility criteria for a long-term residence permit.

¹²⁰ Arts 88 and 89(2) and 90 of Law 4251/2014 (01.04.2014). On the proposal of the Special Naturalisation Committee within the Ministry of Interior, see the Greek Nationality Code, Law 3284/2004 (10.11.2004). Beneficiaries of international protection are also, on conditions, eligible for the long-term permit.

¹²¹ Law 4251/2014, Article 128.

¹²² Art. 108 of Law 4251/2014 (01.04.2014).

¹²³ Art. 108 of Law 4251/2014 (01.04.2014).

¹²⁴ Article 1 of Law 4332/2015 provides for the acquisition of Greek nationality for TCNs who are born in Greece, not automatically, but once they enroll in the first grade of the primary school and on the condition that at least one parent legally resides in Greece for five consecutive years. See also Article 2 of same law.

places Greece in the 27th position among 38 countries examined.¹²⁵ Opportunities for education, health, political participation and access to nationality are viewed as problematic. Despite this and even though integration policy-making is a competence of the national government, the local government and municipalities have substantial leeway to implement their general policies in a way that considers integration objectives, as well as to put to action specifically targeted measures to promote the well-being and participation of TCNs at the local level.

In Greece, municipalities do not have de jure competencies in migrants' integration. However, they strongly shape the local environment within which it takes place, promoting or conversely undermining the prospects of integration. Greek municipalities can do so a) through the way in which they implement general policies, and how actively they seek to reach and bring in TCNs so that they equally benefit from general policies that target the population at large (i.e. such as social policy, education and urban regeneration, among others), and b) through projects, programs and initiatives that are specifically designed for and target TCNs, and which often have to secure national or European funding outside of the municipal budget. Since 2010, municipal authorities in Greece have been at the forefront in dealing with the social dislocations stemming from the economic crisis. They have also directly been confronted with local reactions and pressures that in large urban centers like Athens find expression in the political extremism of the Golden Dawn and occasionally of other political parties. Greece's largest municipalities, together with the greater urban areas surrounding them, are also home to almost half of the legally residing migrant population in Greece.

Local government actions and policies relevant for migrant integration in three policy domains - legal-political, social-economic, and religious-cultural - can vary across the different municipalities in a single country, and they can also change over time. The establishment of the Migrant Integration Councils (MICs) since 2010 became the first local government body specifically aimed to this end. With all their weaknesses and limitations, the formation of the MIC in a municipality signals its intention to promote integration. They also establish a forum where migrant associations can communicate their concerns and interact with other interested actors in the city.

Currently there is a draft National Strategy for Integration coordinated and prepared by the Ministry of Migration Policy. The strategy is expected to be published for consultation within 2018. Currently, however, there is no overarching strategy at the national level.

The General Inspectorate for Immigration in **Romania** is organized and functions as a specialized structure of the central public administration, a public institution with legal personality, subordinated to the Ministry of Internal Affairs on the basis of Law no.118 / 2012 approving Government Emergency Ordinance no.18 / 2012 for amending Government Emergency Ordinance no.30 / 2007 on the organization and functioning of the Ministry of Internal Affairs, published in the Official Gazette of Romania, Part I, no. 461 of July 9, 2012.

Established by the reorganization of the Romanian Immigration Office, the General Inspectorate for Immigration exercises the powers given to it by law to implement Romania's policies in the fields of migration, asylum and the integration of foreigners, as well as the relevant legislation in these areas. The activity of the General Inspectorate for Immigration is a public service and is carried out in the interest of the person and the community, in support of state institutions, exclusively on the basis and in the exercise of the law. The General Inspectorate for Immigration has experienced staff of police officers and contract staff, as well as a leadership which has taken an active role in regional and international cooperation in the area of competence and contributes to the development of systems functional asylum in eastern and south-eastern Europe.

As an organization, the Inspectorate is constituted centrally from departments, services and other functional structures, and at the territorial level of the regional centers of procedures and accommodation of the asylum seekers, accommodation centers for foreigners are taken into public custody and county structures.

¹²⁵ Migrant Integration Policy Index 2015, <http://www.mipex.eu/greece>, Accessed: September 26th, 2018.

In Romania, the first migration regulation in the history of the modern Romanian state is the Law on the Foreigners of 1881, supplemented by the 1900 Regulation, which stipulated the document for foreigners entering Romania: "Free Pass Ticket". In 1903, the Assembly of Deputies adopted the "Law on the Organization of the General State Police", in the context of the reorganization of the General Police of the State through the "Regulation on the Police Service at the Frontier Points in the Ports and Gates" organized the Border Police, and Ports with the mission of preventing the expulsion of socialist emigrants expelled by the police from their countries abroad and of countering the actions of the foreign espionage services directed against the Romanian state, establishing the regime of entry and exit of foreigners in the country in order to retain the elements that raised problems for Romanian state security.

Unlike migrants who leave their country of origin for predominantly economic reasons, refugees constitute a heterogeneous category of people forced to break their natural ties with their countries of origin for fear of jeopardizing their lives in conflicts and armed struggles in their countries or to be persecuted for reasons of race, nationality, religion, belonging to a social group or for political opinions. After 1989, given the opening of Romania to democratic values through Law no. 46/1991, the country adheres to the Geneva Convention of 1951; the Constitution of 1991 stipulates in art. 18, par. 2, the right of asylum is also regulated "as a right granted and withdrawn under the law, in compliance with the treaties and international conventions to which Romania is a party".

Following the harmonization of the legislation in this field and the creation of an adequate legal framework for the protection of refugees in accordance with international standards, under Romania's complex transition process, it was possible to adopt on 3.05.1996 the first Law on the Status and Regime of Refugees. Thus, making it possible to separate immigrants from the conditions for granting refugee status from those who abused this procedure in order to temporarily regulate their stay in transit on their way to the West.

In mid-September 2015, the Romanian Government approved The National Immigration Strategy 2015 – 2018 and The Action Plan for 2015, which have the following goals: 1. To promote legal migration for the benefit of all parties: Romanian society, the immigrants themselves and their countries of origin; 2. To strengthen the control system of legal residence of third country nationals on Romanian territory and the proper implementation of removal and restrictive measures; 3. To improve the national asylum system so as to make it efficient and compliant with the national, European and international applicable legal standards; 4. To take an active part in the international community's and the EU member states' efforts to identify sustainable solutions for people in need of international protection on and to socially integrate third country nationals.

2.5 General Information about TCNs

Since its independence **Slovenia** has been ethnically a rather homogeneous country with a small percentage of foreigners, especially those not coming from the former Yugoslav republics. Additionally, asylum status has been approved rarely. From 1995 to 2015 approximately 476 people got an international protection status from almost 20.000 applications.¹²⁶

There were 150.787 persons that had a residence permit in Slovenia in 2017; 91.632 of them were permanent, and 59.155 were temporary. Most of them came from Bosnia and Herzegovina (66.705), followed by those from Kosovo (17.987), Serbia (15.193) and Macedonia (12.926), and from the Russian Federation in much smaller numbers (3.023).

There were 1.476 applications for international protection in 2017. Most of them came from Afghanistan (578), Algeria (201), Pakistan (140), Turkey (102), Syria (94) and Iran (60).¹²⁷ There was an increase in applicants from Northern

¹²⁶ Ministry of Interior, Statistical Data on Foreigners in Slovenia, Ministry of Internal Affairs, n/a http://www.mnz.gov.si/si/mnz_za_vas/tujci_v_sloveniji/statistika/, Accessed: September 26th, 2018.

¹²⁷ Ibid.

Africa, mostly from Algeria (201), Libya (33) and Morocco (43).¹²⁸ International protection was granted to 152 persons; 193 of them got a refugee status and 13 of them got subsidiary protection. The majority of the applicants were men. Most of those who got international protection granted came from Syria (97), Eritrea (29), Palestine (8), Afghanistan (5), Iraq (5), Iran (3), Cameroon (2), Russia (2) and Ukraine (1).

Relocations from Italy and Greece continued in 2017. There were 130 persons who were granted international protection. Refugee status was granted to 85 persons from Syria, 27 persons from Eritrea and 6 stateless persons. Subsidiary protection was granted to 10 persons from Syria. At the end of the 2017 there were 149 persons from Syria, 50 persons from Eritrea and 6 stateless persons in Slovenia, who were granted international protection.

Germans are by far the largest group of foreign nationals in **Austria**. On 1 January 2017, more than 181.600 Germans lived in Austria, followed by 118.500 Serbs and 116.800 Turkish nationals. In places four and five rank Bosnia and Herzegovina (94.600) and Romania (92.100). In the ranks six to ten are the nationals of Croatia, Hungary, Poland, Afghanistan, Syria and Slovakia. Other numerically important nationalities are the citizens of Russia, Italy, Bulgaria, Kosovo and Macedonia. (MigrEmpower 2018:6)

The average age of the Austrian population was 42,5 years on 1 January 2017. Foreign nationals were significantly younger than nationals (43,9 years) with an average of 34,6 years. Within the population with non-Austrian citizenship, however, the age structure was extremely heterogeneous. People from the EU tended to be older, immigrants from third countries much younger. (MigrEmpower 2018:5)

What motivates migrants to come to Austria? In 2014 Statistik Austria surveyed more than 1 million foreign-born persons between the ages of 15 and 64, asking them for the main reason for their immigration. The majority (35,3%) gave family reasons for entering Austria. Those people would for example follow a family member to Austria or marry here. A quarter (24,7 %) came for professional reasons. Every fifth person (19,5%) immigrated as a child with the parents or followed them to Austria. 10% were seeking asylum, 7% had educational reasons for entering Austria. 3.5% cited other reasons such as quality of life, for example.

Gender differences were as follows: Family reasons were mainly attributed to women (seven out of ten), while for men the search for work is much more likely to be the main reason for their migration (six out of ten). (Mikrozensus-Arbeitskräfteerhebung 2014)

As of 2017, the total number of Third Country Nationals living in **Malta** was 24,073. Regarding the structure of the TCN population by gender, the number of males surpassed the total of females every year between 2014 and 2017. Both the male and female populations increased, but the female population grew at a higher rate, shortening the distance between the two groups. The population pyramid of TCNs in Malta demonstrates that the largest share of the population ranges between 20 to 39 years for both genders, the largest group being between 25-29 years. Males surpassed women in all the groups, and especially so in the age range between 20-24 years (Eurostat, 2018a).

Regarding the countries of origin of TCNs in Malta, there are no reliable statistics available on neither stocks nor immigration flows. According to the last national census (2011), the main countries of citizenship of TCNs are: Somalia, Russia, Eritrea, and Serbia (NSO, 2014). More recent estimates of TCN workers (2016) identify the Philippines (1,625) and Serbia (1,380) as the main countries of origin (The Malta Independent, 2017). Regarding asylum seekers, in 2017, Syria and Libya topped the list of first-time asylum claims logged in Malta, followed by Somalia and Eritrea; countries which had topped the list from 2008 to 2013 (Eurostat, 2018b).

In the last 5 years, the reasons for migration to Malta have diversified. In 2012, 68 % of first residence permits expedited was due to 'other reasons', a category encompassing all forms of international and national protection. For the last recorded year, however, 'other reasons' (27%), have been surpassed by remunerated activities (34%), while permits for education and family reason grew significantly (Eurostat, 2018c).

¹²⁸ European Migration Network, Migration and Slovenia, European Migration Network, n/a, <https://emm.si/migracije-in-slovenija/tujci-v-sloveniji/>, Accessed: September 26th, 2018.

In terms of stocks, according to the total valid permits recorded at the end of 2016, the main reason for migration for TCNs was employment (8,196), followed by family reasons (6,826) (Eurostat, 2018d).

When speaking about statistics and numbers of TCNs in **Croatia**, it is important to stress a few methodological issues. One of the methodological problems arises from the fact that the Ministry of Interior (MoI)¹²⁹ maintains the statistics, which are often incompatible with those taken and further analysed by the Central Bureau of Statistics (CBS), referring to the number of foreign nationals, their purpose of stay, rates of immigration and emigration etc. In addition, it is difficult to undertake migration research in Croatia because the migration statistics are still underdeveloped and there is no overall, unified and systematically updated database (e.g. a population register) which includes demographic data which would track the number of permanent residents as well as the number of migrants, listing the number of permanent residents, immigrating and emigrating population in/out of the country. Also, data tables provided by the MoI make reliable comparisons of migration data difficult, since each year a different methodology and classification was used for TCNs, in addition to the fact that the number of foreigners is broken in at least five different tables/documents.

According to Eurostat, in 2015 26,700 non-EU citizens lived in Croatia, representing less than 1% of the total population (0.6%). According to MoI data, we can conclude that the most important reason for immigration is family reunification, followed by work, secondary or tertiary education and humanitarian reasons. The countries of origin of the majority TCNs in Croatia are Bosnia and Herzegovina, Serbia, Kosovo, Macedonia, Russia, Ukraine and USA. The majority of all TCNs are nationals of Yugoslavia successor states. Generally speaking, these categories of immigrants can integrate much faster than other groups of immigrants that are linguistically and culturally different from most members of the host society. Family and other social networks, linguistic familiarity, and knowledge of the Croatian culture greatly facilitate the inclusion of immigrant groups from former Yugoslav republics in the host society. According to the Croatian Employment Service, the largest number of work permits for foreigners in the period from 1994 to 2015 was granted to citizens of the former Yugoslav republics: Bosnia and Herzegovina, Serbia, Montenegro, Macedonia and Slovenia. This indicates a very localized arrival of migrants of similar linguistic and sociocultural profiles.

Generally speaking, in the Republic of Croatia a TCN can work on the basis of a granted residence and work permit or work registration certificate. Residence and work permits can be granted on the basis of an annual quota and outside the annual quota system. The annual quota for the employment¹³⁰ of foreigners is made by the ministry responsible for work on the basis of the opinion of the Croatian Employment Service, Croatian Chamber of the Economy, Croatian Chamber of Commerce and representatives of social partners. Various stakeholders frequently argue that the quota system is not matched with the actual situation and that priority should be given to an analysis of conditions in the labour market and to appropriate measures to meet the needs for labour force which would serve as a basis for future determination of quotas for the employment of foreigners. The quota fell from 7,589 in 2004 to 1,837 in 2006, then increased again in 2008 to 10,242 permits. After this year, the annual quota was sharply reduced to 1,730 permits for 2015, then increased again to 3,115 in 2016, and finally reached a peak of 35,500 permits in 2018, of which most are in the tourism and shipbuilding industry.

On January 1st, 2017, the foreign population in **Italy** is estimated at 5,958,000 units. Of these, 85% are residents, regularly registered in their local council's Registry Office, whereas 420,000 are – presently – regular non-residents and 491,000 have an irregular immigration status.¹³¹

¹²⁹ Central Governmental Body for migration and foreigners' issues is Ministry of Interior, Administrative and Inspection Affairs Directorate, Sector for administration, foreigners and citizenship, Department for foreigners and asylum, Office for residence issues. MoI is competent for acquisition of citizenship, too.

¹³⁰ National Gazette, The annual quota for the employment, National Gazette, December 16th, 2013, http://narodne-novine.nn.hr/clanci/sluzbeni/2013_12_151_3188.html. Accessed: September 26th, 2018.

¹³¹ Cesario, V. (ed.), The Twenty-Third Italian Report on Migrations 2017, ISMU Foundation, 2018, <http://www.ismu.org/wp-content/uploads/2018/03/XXIII-Report-on-migrations-2017-1.pdf>. Accessed: September 26th, 2018.

Examining the different nationalities of immigrants who have come to live in Italy through an overview of Civil Registry Office data (updated on 1st January 2017), we find that Romanians maintain the first place, with 1,169,000 residents (23.2% of total presences). To follow, we have approximately 450,000 Albanians (8.9%) and 420,000 Moroccans (8.3%). The ranking then counts 283,000 Chinese (5.6%) and 234,000 Ukrainians (4.4%), before including Filipinos (3.3%), Indians (3%), Moldavians (2.7%), Bangladeshis (2.4%) and Egyptians (2.2%).¹³²

Immigrants in Italy are younger on average: 21 percent are under age 18, compared to 16.4 percent of the overall Italian population; 44 percent are ages 18 to 40, in contrast with 25.9 percent of the entire population; and just 3 percent are over age 65, compared to 22.3 percent overall. Nearly 73 percent of all resident children of migrants were born in Italy, with higher shares among younger age groups.

Of the total migrant population, 1,681,000 had temporary residency permits, primarily students and workers. This category includes a small group of seasonal workers, usually employed in tourism and agriculture. In 2015, fewer than 4,000 seasonal work permits were issued, representing just 1.6 percent of all temporary permits; however, these data do not include much larger numbers of unauthorized seasonal workers, mainly employed in agriculture in the South. These workers usually arrive in July and stay until November, moving to different regions and provinces to work as farm laborers on several harvests.

Seasonal laborers in the South are often victims of the so-called *caporalato*, an illicit form of employment mediation in which recruiters use their power to extort money from workers for board, lodging, and transportation.¹³³

The number of the total migrant population in **Greece** can only be estimated with approximation, rather than near accuracy, by considering data from the most recent population census and the issuing of residence permits. During the 2011 census, the resident population of TCNs in Greece was 712,879 (7.5% of the total population) of which 385,773 (54%) were male and 327,106 female (46%).¹³⁴ Data from the Ministry of the Interior database on valid stay permits, put the number of legally residing TCNs at 501,351 in April 2016.¹³⁵ The legally residing population of TCNs in Greece includes mostly individuals with Albanian citizenship (76%). They are followed by individuals coming from the former Republics of the Soviet Union, including Ukrainians, Georgians, Russians and Moldovans, and by people from India, Philippines and Pakistan. Men constitute slightly over half (52.4%) of the total legal immigrant stock, and women make up 47.6% of the legally residing immigrant population. At the same time, the gender balance in the composition of the various ethnic groups though is very uneven and heterogeneous.

Since 2009 with the onset of the financial crisis and economic recession, the number of residence permits for TCNs issued by the Ministry of Interior declined.¹³⁶ At the same time, the decline seemed to last only for some years, as the number of TCNs who residence permit holders in Greece are picked up again in 2015 and in 2016. Research has amply demonstrated that the practical difficulty among immigrants to fulfil the requirements necessary to obtain or renew a permit contributes to a continuing or lapsed state of illegality, also due to the largely informal and seasonal character of migrant employment in Greece.¹³⁷ This is particularly the case with immigrant female domestic workers who are largely confined to undeclared work.¹³⁸ According to an OECD report, more than 150,000 non-EU citizens in Greece were

¹³² Ibid.

¹³³ Scotto, A. From Emigration to Asylum Destination, Italy Navigates Shifting Migration Tides, Migration Policy Institute, August 24th, 2017, <https://www.migrationpolicy.org/article/emigration-asylum-destination-italy-navigates-shifting-migration-tides>, Accessed: September 26th, 2018.

¹³⁴ The number includes 4,876 foreigners that declared no citizenship or no specified citizenship. Source: HSA.

¹³⁵ Source: Ministry of Interior and Administrative Reconstruction

¹³⁶ Anagnostou, D., Kandyla, A., Review of Existing Monitoring Mechanisms for the Integration of Migrants in Greece, Report prepared in the frame of the ASSESS Project on the Integration of Vulnerable Migrants, ELIAMEP, June 2015, p. 5.

¹³⁷ Maroukis, T., Irregular Migration in Greece: Size, Features, Causes and Discourses”, Irregular Migration in Europe: Myths and Realities, Anna Triantafyllidou (ed.) (Farnham: Ashgate, 2010), pp. 93-113, at 101-105.

¹³⁸ Marouf, M., “With All the Cares in the World’: Irregular Migrant Domestic Workers in Greece” in Triantafyllidou, A. (ed.), *Irregular Migrant Domestic Workers in Europe: Who Cares?* Farnham: Ashgate, 2013, pp. 95-114.

unable to renew their permits in 2010 and 2011 due to unemployment.¹³⁹ It may be that many of them who could not renew their permits, or who were unable to find employment, have left the country, yet data to support this conjecture are not officially collected. While there was an apparently increasing trend of Albanian migrants, the most numerous group among TCNs, to return to their homeland,¹⁴⁰ this is not corroborated by the more recent 2016 data, which shows that the number of Albanian migrants in Greece remains high. To these numbers one should add the about 60,000 asylum seekers and refugees who arrived in Greece during 2015 and after, mainly from Syria, Iraq, Afghanistan, Iran, Pakistan, Bangladesh, and African countries.

Protection beneficiaries together with the TCNs were only 66850 in 2017 according to the General Inspectorate for Immigration, with a mere rise of 2,93% from the previous year, with TCNs representing the majority or 94,13% of this number. TCNs' number in **Romania** a rise of 1,48% from 2016, while the IPBs had a much impressive increase of 26% from 2016.¹⁴¹ While some sources consider largest number of immigrants in Romania not to be represented by TCNs or IPBs, but by groups of EU or EEA citizens,¹⁴² the statistics provided by General Inspectorate for Immigration, which address the immigrant groups legally residing in Romania, show the contrary. For example, in 2016, TCNs represented 58% while EU/EEA were the remaining 42% of the total. According to General Inspectorate for Immigration, 64903 TCNs were legally living in Romania in 2016, an increase of 7.7% compared to the previous year, when they were 60257.¹⁴³ In 2017, 4820 immigrants applied for a form of international protection, an increase of 161% compared to the previous year. Among them, only 1309 received a degree of protection – 849 were recognized as refugees and 460 received subsidized protection. Among the 1553 who were registered for the integration programme in that year, 805 came from Syria, 492 from Iraq, 79 from Afghanistan and so on. Through the EU relocation system, 174 international protection seekers were relocated from Greece and Italy, while 43 Syrian refugees were relocated from Turkey.¹⁴⁴ In total, in 2017 there were 3921 cases of recognized protection form.¹⁴⁵ The asylum-seeking process has seen a record application number in the last year, with 4820 people asking for asylum, the trend being an ascending one overall. These people were coming from Iraq (2.742), Syria (945) Afghanistan (257), Pakistan (247) and Iran (207). The second highest number of applications was in 2013, with 2511 such initiatives.¹⁴⁶

¹³⁹ OECD, "OECD International Migration Outlook 2013. Greece", (Paris: OECD Publishing, 2013), p. 256.

¹⁴⁰ Triantafyllidou, A., Migration in Greece: People, Policies and Practices, IRMA project report (2013), p. 8. http://ec.europa.eu/ewsi/UDRW/images/items/doc1_36858_19016118.pdf, Accessed: September 26th, 2018.

¹⁴¹ "Indexul Integrării Imigranților în România", 2018, 51

¹⁴² "Indexul Integrării Imigranților în România", 2018, 51

¹⁴³ "EVALUAREA ACTIVITĂȚII INSPECTORATULUI GENERAL PENTRU IMIGRĂRI ÎN ANUL 2016", 2017, accessed May 21, 2018, <http://www.igi.mai.gov.ro/ro/comunicat/evaluarea-activității-inspectoratului-general-pentru-imigrări-în-anul-2016>, Accessed: May 21st, 2018.

¹⁴⁴ "EVALUAREA ACTIVITĂȚII POLIȚIȘTILOR DE IMIGRĂRI, ÎN ANUL 2017", 2017, <http://igi.mai.gov.ro/en/node/67480>, Accessed: May 21st, 2018.

¹⁴⁵ Ibid.

¹⁴⁶ Ibid.

3. Good Practices

3.1. Austria

Asylkoordination Österreich (Asylum Coordination Austria)

Year of establishment: 1991

City: Vienna

Type of organisational structure: non -profit organisation

Web-site: <https://www.asyl.at/de/>

Photo (credits): Asylkoordination Österreich



Type of the engagement of the organisation:

Asylkoordination Österreich is a non-profit organization for coordination, information and documentation in the field of asylum offering their services since 1991. The organization offers training for volunteers as well as full time staff, seminars and workshops in schools, public lectures and is active in working with groups on unaccompanied minor refugees and networking at the European level. Their work has a positive effect on the labour market integration of refugees.

Type of activities:

- “Patenschaften” (sponsorships): the mentoring project of training people to become a “buddy”/mentor who help unaccompanied minor refugees for their first steps in the new environment of Austria.
- NIPE – Netzwerk für interkulturelle Psychotherapie nach Extremtraumatisierung (Network for intercultural psychotherapy after extreme trauma, where Asylkoordination has a coordinating function in the psychotherapeutic field)
- Financial hub (within the specific project NIPE public funds are spread by “Asylkoordination” to different associations)
- Networking: together with other organizations they organizes the "Agenda Asylum", events where national and international lobbying takes place, also comments on laws, hosts big forum events such as ECRE – European Council of Refugees and Exiles.
- Public relations: publishing the quarterly magazine: “Asyl aktuell” (XX) and press releases.

- Reports and/or position papers for other networks like AIDA – Asylum Info Database
- Providing contact to other organizations offering individual legal advice for asylum seekers.

Methods used and Possibilities offered to become active:

Asylkoordination Österreich makes participatory projects with refugees, such as the current project "UMF United". Their focus is networking care centres for unaccompanied minors, research, media work, drafting opinions on draft laws and lobbying for improvement of the child rights situation of unaccompanied minors in Austria. Unlike many studies conducted on the participation and political representation of refugees or accompanied children, which have usually received little attention, the experiential part of their program is crucial as it raises awareness and cooperation. At Asylkoordination people can get active, when taking over a voluntary sponsorship for a refugee or do other volunteer work. The Asylkoordination also finds it very important to support other volunteer networks with their expertise, such as "Connect Mödling" or "Klosterneuburg hilft". The organization also offers these volunteer networks a platform for their concerns, like in the context of the current campaign "being safe" (#sichersein, a campaign supported by different organizations against deportations to Afghanistan) or the parliamentary citizens' initiative for an extension of the right of residence.

MA17 – Integration und Diversität (MA17 - Integration and Diversity)

Year of establishment: 2004

City: Vienna

Type of organisational structure: public administration body (Municipality of Vienna)

Web-site: <https://www.wien.gv.at/menschen/integration/>

Photo (credits): no available photo

Type of the engagement of the organisation:

MA17 is active in the field of integration and diversity in terms of cohesion and equal opportunities, as well as against discrimination and racism. MA17 supports all people in Vienna in achieving equality and equal opportunity. The main field of MA17 work is coaching, consultation and information modules/courses offered by a public administration.

Type of activities:

MA17 promotes and supports immigrants and refugees to learn German, to use their qualifications and to educate themselves, so to orient themselves as soon as possible in Vienna. They provide accompaniment right from the start with language vouchers, orientation talks and information modules for new immigrants. One of the programmes is StartWien (Start Vienna) in which a start coaching (a one-hour individual, initial orientation talk available in 26 languages) is performed. Information modules on 9 topics of interest to the target groups are held in 20 different languages. In doing so, basic knowledge about systems and structures such as the education system, the health system, housing, residence, working life, and career entry is imparted. They also provide free and accessible German language courses, basic education courses, training courses and continuing education courses. The so-called Wiener Bildungspass (Vienna Educational Passport) includes three vouchers and provides an overview of what would be the next meaningful step in terms of education, language courses or continuing education for the educational passport holder. Educational pass holders can clarify further questions with a second level start coaching in their first two years in Vienna.

Methods used and Possibilities offered to become active:

MA17 sensitizes the public discourse to the issues of migration, cohabitation and anti-racism with measures to promote a culture of democracy and human rights, dialogue, encounter and positive neighbourhood. With different public campaigns, actions and contact mediation they sensitize Viennese population in the best possible way for dealing with each other, promoting communication and eliminating mutual prejudices and conflicts. MA 17 promotes and supports the Vienna City Administration in providing its services to all citizens equally, adapting products and personnel structure to

diversity, intercultural diversity competences inside and outside the administration. They also provide integration and diversity monitoring of the City of Vienna. They support volunteers in refugee assistance and integration work as well as offer financial and organizational support for large and small projects that promote the process of integration and mutual acceptance.

Schwarze Frauen Community (The Black Women Community)

Year of establishment: 2003

City: Vienna

Type of organisational structure: non-profit organization

Web-site: <https://www.schwarzefrauen.net/>

Photo (credits): Schwarze Frauen Community



Type of the engagement of the organisation:

Schwarze Frauen Community is a non-profit organization offering community work in Vienna since its foundation in 2003. Through advice, women's cafés, children's and youth projects, awareness-raising workshops and much more, the association supports the self-empowerment of black women, children and adolescents in Austria.

Type of activities:

Their working field is broad – social work, educational work, cultural programs and special women programs. Their fields of operation are related to interculturality, trans-cultural knowledge, antidiscrimination, cultural awareness as well as social work with a focus on youngsters and women. Their objectives are to create a safe space for black people in a different society; to empower black women through self-organization, self-confidence and self-determination. They have a connecting function for people in general, who have an interest in the black community and are supporting the integration process through creating direct contacts in a safe environment. Schwarze Frauen Community actively fosters equality through supporting the fast re-entry of black women into the labor market. Through sharing stories of success

and promoting role-models, they enhance the visibility of good-practices. Within the Austrian society, they are showing multiple “faces” of “being black” and try to foster empathy and appreciation.

They offer workshops and discussion groups, for example to youngsters to learn more about African culture. They do use single-counselling, including women only counselling; for example, to overcome traumatic experiences. They offer special programs and activities for girls and for boys, where they provide safe space. They offer an intercultural women-café with special round tables for sharing and supporting each other. They do offer many cultural activities like theatre projects; a “talking-dolls”-evening for storytelling or a literature project to overcome personal experiences. They also offer hands-on health care workshops, exhibitions and other awareness raising events and a wide range of group-activities.

Methods used and Possibilities offered to become active:

The methods used by the Black Women Community are: empowerment through a strengthening view on history; social and therapeutic work; public readings and related cultural events; hands-on activities with a focus on experience-learning; group as well as single sessions – under the guidance of a multi-expert team.

Neuer Start in Österreich (New Start in Austria)

Year of establishment: 2010

City: Vienna

Type of organisational structure: non-profit organization

Web-site: <http://www.neuerstart.at/>

Photo (credits): Neuer Start



Type of the engagement of the organisation:

The aim of the association is to strengthen the intercultural dialogue, as well as to provide equal opportunities for young people with a refugee and migrant background and to help them to a successful new start.

Types of activities:

The Afghan Youth Association offers young refugees living in Austria (either with or without their family) support for integration into the Austrian society, the labour market and the education system. Afghan refugees face many challenges, such as the uncertainty of the right of residence, ignorance of the asylum procedure, bureaucratic procedures and a lack of language skills. In addition, they often have traumatic experiences of violence, war and escape. Even opening a bank account, concluding a mobile phone contract, finding a home, training or employment can be

difficult for them. There are currently more than 90,000 Afghan refugees and migrants living in Austria. Many of them live in Vienna and the rest in cities like Linz, Graz, Salzburg and Innsbruck.

As former refugees, the two founding members, Shokat Ali Wa-lizadeh and Morteza Mohammadi, have special insight into this very specific situation. In order to cope better with the barriers in the integration process, the association was launched. It is active in the field of sports, culture, education and awareness raising. The Afghan Youth Association manages a volleyball team with regular training and participation in tournaments. Since 2011, five integration tournaments have been held. The Afghan Youth Association repeatedly organizes various cultural festivals and seminars together with Afghan clubs.

In the field of education, the association offers a wide range of activities: workshops are held with young people to familiarize them with banking, there are tutoring courses, courses with the "Native Language Club", vocational orientation courses, painting classes, various workshops at schools, universities and in refugee institutions (for example on the subject of gender awareness or also on labor law). Since September 2015 the project "first aid package for refugees" has been carried out. The organisation has conducted several workshops on the topic of "living together in Austria".

Methods used and Possibilities offered to become active:

In 2013 and 2014, the association, together with the UNHCR and the IOM, held a simulation conference for Viennese pupils on the subject of "Integration of young refugees in Viennese schools". As part of the "long day of escape", the association has been organizing annual school workshops with the UNHCR since 2012.

The association actively participated in the preparation of the "Vienna Charter", held a press conference on "No protection for refugees from Afghanistan" and participated in various conferences on Afghanistan and migration.

Garten der Begegnung (The Garden of Encounters)

Year of establishment: 2015

City: Traiskirchen

Type of organisational structure: non-profit

Web-site: <https://www.gartenderbegegnung.com/>

Photo (credits): Garten der Begegnung



Type of the engagement of the organisation:

The idea for the Garten der Begegnung in Traiskirchen was born in the summer of 2015, at the peak of the refugee crisis, when thousands of refugees camped in the streets of Traiskirchen, waiting to apply for asylum. A plot of cultivated land was dedicated to the project by the municipality and farming and gardening was started in the spring of 2016.

The urban gardening project brings together the local community with young refugees from the nearby refugee camp.

Asylum seekers and residents of Traiskirchen work together: they dig seedlings into the ground, weed, harvest fruits, herbs and vegetables and get to know each other. In addition to the volunteers from the city, there are also three school classes and a retirement home in Traiskirchen gardening there. The core team consists of 10-15 refugees who garden every Tuesday, Friday and Saturday. New refugees come continuously from the nearby camp.

Types of activities:

Everyone is welcome: Volunteers, refugees and locals come together three times a week to grow, cultivate and harvest fruits, vegetables and herbs. The agricultural products are sold for donations every Saturday. What isn't sold goes to the local cooperative market "the good store", where disadvantaged citizens are entitled to purchase what would otherwise go to waste. The highlight of this week is when all the helpers enjoy a meal together on Fridays. Harvested fruits and vegetables are prepared in the field kitchen outside the little camping hut, and the self-made palette furniture provides a cozy setting on the field. There are regular festivals: the Newroz Kurdish New Year, once in the Summer, once in the Fall and every time someone receives a positive asylum plea response.

In consultation with the community, the refugees from the Garden of Encounter throughout Traiskirchen plant fruit trees of old, endangered varieties, so they can give something back to the city. An additional place was established with the "Sewing Factory", where the young refugees first started to alter sleeves and pants from donated clothes. Since then, it has become a busy spot with seven sewing machine stations and many fabric ideas. Made-to-measure button-down shirts are created here, as well as bags, tool belts and many other unique items.

Methods used and Possibilities offered to become active:

"The Garden of Encounters" aims to integrate refugees with Austrian people and culture through the shared work in the field and provides a safe environment for newcomers. Furthermore, the refugees spend their time on something positive and productive while waiting for their asylum process to proceed. It helps them to learn German, get to know the Austrian culture and make new friends.

3.2. Croatia

Žene ženama

(The Creative Women's Group)

Year of establishment: 2016

City: Zagreb

Type of organisational structure: informal

Web-site: <https://ziviattelje.dk/en/>

Photo (credits): Facebook page Živi Atelje DK



Type of the engagement of the organisation: local

Type of activities:

Each week, since the spring of 2016, Živi Atelje DK hosts women from the Centre for Asylum Seekers, who have gotten asylum or other TCNs with women who live in Zagreb to meet and participate in various artistic activities from ceramics, knitting, crocheting, sewing, painting, drawing, jewellery-making and other arts including art therapy.

Methods used and Possibilities offered to become active:

Women mentors are either from Zagreb originally or from the TCN community. They have also had five major gatherings for women who want Croatia to be their home together with Croatian women. Furthermore, the project itself, though organized by Živi Atelje DK, has attracted many volunteers who have come to help whether as individuals or affiliated to different organizations. The project itself is a show of successful cooperation among civil society members.

The Creative Women's Group, also known as Women to Women, uses art as a way to facilitate the integration of women hosts and guests into a new ever-evolving community in Croatia. Providing a space for women to come together without men and children can help to ease their burden while helping build strong ties within the TCN community and with others in Croatia – from women to women. It provides intercultural exchange through community- and peace-building opportunities with a chance to also improve their livelihood.

Živi Atelje DK (Living Atelier DK) refers to the initials of the surname of the artist and academic sculptor, Vera Dajht-Kralj, whose collection of artwork—her physical and creative heritage—represents the inspiration and the axis around which activities are based.) It is an independent, interdisciplinary, non-governmental and non-profit organization focused on support and cooperation with artists, inclusion of the public through and into art locally and internationally, and exploration and understanding of otherness. Also, they work on the preservation and promotion of Vera Dajht-Kralj's art and have several programs including the [Gallery DK](#), [No Borders Program](#), [Wandering Art Tea Academy](#), artist in residence and a time bank as a method of community exchange of services and knowledge based on time and trust.

The No Borders program includes several projects involving TCNs and the local community to work on community-building, exploration of identity, and healing through art through two main components: The Cooperative No Borders Art Project and its traveling exhibition, Integration of Art – Art of integration, and the Women to Women (including its Creative Women's Group workshops). Cooperative No Borders Art Project- the commitment of the cooperative is to look beyond just the bare life essentials of newcomers into their society and to explore ways of integration of both the local

population and newcomers into the constantly evolving society. In 2018 alone, No Borders travelled with the help of local partners to Pula, Split, Otočac and Dugo Selo.

Biciklopopravljajona (Bicpop)

Year of establishment: 2009

City: Zagreb

Type of organisational structure: formal

Web-site: <http://biciklopopravljajona.zelena-akcija.hr/>

Photo (credits): Facebook page Biciklopopravljajona



Type of the engagement of the organisation: local

Type of activities:

Their mission is to provide space, tools and advice on how to repair a bicycle to anyone who wants it. They also collect old bicycles, restore them and donate them. They have a wide range of bike tools and every Thursday between 17:00 and 20:00 their volunteers are available to help one fix anything. There's no charge for their help, but you may need to go and buy parts if they need to be replaced.

Methods used and Possibilities offered to become active:

Biciklopopravljajona is a volunteer's collective based in Zagreb, Croatia, within Green Action/ Friends of the Earth Croatia NGO founded in 2009. The main idea of Biciklopopravljajona is strengthening of social solidarity through free exchange of knowledge and services and the promotion of sustainable transport.

This practice is based on DIY principles: you repair everything yourself or you learn how to repair it. Unlike other bike shops, you cannot leave your bike and come back when it is done. You can ask volunteers for advice and help, but they expect that you want to learn about your bike and are willing to get hands-on. On the other hand, it is free of charge for everyone. Use of the tools and volunteers' help costs nothing. Of course, you will need to buy new parts if yours are worn out or broken, and you will need to go elsewhere for this as this is not a shop and does not have parts for sale. All their donations are spent on new tools and consumables (various lubricants, grease, degreasers, tyre patches...) which are also free of charge for all their customers.

The goal of *Biciklopopravljajona* is learning a thing or two about repairing bikes and gaining skills to do repairs independently. The learning activities range from tightening a screw, adjusting a pedal or tightening your brakes, in addition to repairing your bike. The idea is to have a pleasant time hanging out with the volunteers – and gaining access to skills and potentially becoming a part of the volunteer team.

Nogometni klub (Football club) Zagreb 041

Year of establishment: 2015

City: Zagreb

Type of organisational structure: formal

Web-site: <http://www.nkzagreb041.hr/>

Photo (credits): Facebook page Nogometni klub “Zagreb 041”



Type of the engagement of the organisation: local

Type of activities:

Zagreb 041 has been working and integrating TCNs through sport activities and promoting the values of anti-racism and antifascism. Presently, the club has a senior men's team, senior women's team and a children's team. Players are both refugees and local youth.

Methods used and Possibilities offered to become active:

The aim is to bring football back to common people and supporters, bring supporters back to football, and become the first genuine local community football club in Croatia, governed by supporters and sympathizers with a clear stance against modern football, and with a direct-democratic organizational model. The club fights corruption and clientelism on all levels, as well as all kinds of discrimination. Their message is that football is a sport of solidarity, sound competition, respect for the opponent, a sport they love because of its simplicity and beauty.

It is one of only a few clubs in Croatia with a very active women's team. Furthermore, the coach is a woman thus contributing to the promotion of diversity and inclusion and debunks the myth that football is just for men.

The goal is to enhance the level of inclusion, solidarity and feeling of security of refugees in order to achieve integration as a two-fold process and to promote positive values in sport and especially football. Priority is placed on promoting the direct engagement of TCNs and host communities in order to achieve a two way integration model, which begins from the day a refugee arrives to the new host society. While the TCNs clearly have responsibilities to adapt to a host

country's rules and values, the host society must also take steps to be welcoming and to offer support and opportunities that promote their integration.

However, promoting integration is often neglected by the local and regional authorities, as this is not one of their core mandates. Therefore, this Club aims at encouraging, strengthening and inspiring local authorities and communities as well as other sports clubs and collectives to create an atmosphere of inclusion of refugees, social cohesion and to combat racism and xenophobia. Through this practice, they want to tackle "both sides of the coin": work on the implementation of TCNs' rights including their integration skills, but also work on value shift and behavioural changes in those parts of population which are showing most antagonism towards migrants, especially towards those of other races.

Zbor (The choir) Domaćigosti

Year of establishment: 2016

City: Zagreb

Type of organisational structure: non- formal

Web-site: <https://web.facebook.com/zbordomacigosti>

Photo (credits): Facebook page Domacigosti



Type of the engagement of the organisation: local

Type of activities:

Domaćigosti brings together lovers of singing who contribute to the music diversity of the Croatian society by singing songs from all over the world. Every member leaves a mark in her or his own way by contributing to the distinct musical expression of the choir and by choosing the repertoire. Some of the members are professional musicians and some are amateurs - but this distinction is not relevant at all for Domaćigosti. What the choir primarily values is goodwill and energy to create and express music together and to share it with the world.

Methods used and Possibilities offered to become active:

The choir director is ethnomusicologist Jovana Lukić, and current members come from Syria, Afghanistan and Croatia. The choir meets once a week for a two-hour rehearsal. Domaćigosti Choir welcomes new members and especially values diversity.

The main goals of this good practice are cultural exchange and promotion of integration and diversity through music. In addition, migrants who are choir members confirmed that the choir helped them significantly with self-empowerment and inclusion into the society. Both users and beneficiaries of this good practice are migrants and local people. The choir is open to participants of all ages and ethnicities, and musical education is not necessary, only goodwill and love for music.

This practice showed that music is a great tool for integration as people focus on similarities instead of differences, start communicating even without a common language, and share this common experience with public through each performance. In addition, TCNs who are members of the choir confirmed that the choir offered them support and acceptance and helped them become more empowered in everyday life in the new society.

Okus doma (Taste of Home)

Year of establishment: 2016

City: Zagreb

Type of organisational structure: social cooperative

Web-site: <https://www.okus-doma.hr/>

Photo (credits): Facebook page Okus doma/ Taste of Home



Type of the engagement of the organisation: national

Type of activities:

It is a social business primarily based on support, solidarity and knowledge/experience exchange. It gathers people of different origin who also organise cooking workshops, public show-kitchen activities and language courses.

Methods used and Possibilities offered to become active:

The strategy of Taste of Home encompasses personal growth and emancipation in line with social business growth that contributes to the local community. The goal is to push economic emancipation of refugees and other migrants by using their knowledge, skills and earlier experience while sensitizing environment/society to needs of others and different

ones. This group functions in a non-hierarchical and collective decision-making way, shows equal sex/gender representation and its' members have diverse roles in management, communication and representation, event management, sales and relationship with clients, logistics, cooking and catering, language teaching, etc.

By preparing the food they grew up with, TCNs evoke memories and create new friendships and experiences in their new home. Those connections are built mainly through culinary workshops and food festivals organized in local neighbourhoods and Croatian towns. At the same time, refugees were building on skills that would eventually help them find employment and integrate in the new society.

3.3. Greece

OMNES

Year of establishment: 2015

City: Kilkis

Type of organisational structure: NGO

Web-site: <https://www.omnes.gr/>

Photo (credits): Omnes



Type of the engagement of the organisation: social integration

Type of activities: housing, education

Methods used and Possibilities offered to become active:

An inclusive housing program providing dignified housing for vulnerable population with a current reception capacity of 569 persons pending resolution of their international protection request or benefitting from the refugee status/subsidiary protection in Greece. As of May 2018, 1,282 individuals have been/are being hosted in 106 apartments in the municipalities of Kilkis and Paionia, under UNHCR Emergency Support to Integration and Accommodation programme, ESTIA, funded by the European Union Civil Protection and Humanitarian Aid. A pilot housing component for other 30 individuals in/at risk of homelessness from the local community concluded last February 2018 and was funded by an UK charity "Help Refugees".

An inclusion centre conceived as platform for community engagement whereby multi-sectorial services enhancing opportunities towards inclusion are made available freely for the overall Kilkis community in a diverse and multisectorial team. OMNES considers the needs of vulnerable population holistically, prioritising psycho-social well-being and long-term inclusion. The core of the approach resides on the identification of common denominators among service users

whether related to their family situation (new parents looking for guidance on positive parenting), their health situation (diabetic patients willing to join a group), their hobby (sports, arts). Social cohesion is to be enhanced with improved knowledge between new comers and host community through cultural, recreational, educational and other forms of social dialogue, exchange and awareness raising. Individual attention is given to each person to account for their needs and or existing skill which they want to bring to the broader community. For that purpose, the centre:

- facilitates inclusion related information sessions for all to guarantee understanding and exercise of basic rights (Greek social welfare and administrative system, protection mechanisms, health system, rights and duties, tax system, household economy);
- provides access to tailored made individual and family support to guarantee basic protection and improved socio-economic situation through individualized social, medical and legal support (free psychosocial, legal, interpretation and administrative support: accompaniment to public and/or private administrations for issuance of social security number, to apply for social welfare benefits and/or pension rights, to register in formal school system, to file request for electricity social bill);
- facilitates access to formal and non-formal education (classes of literacy, Greek, IT);
- provides thematic awareness session, promotes the creation of thematic groups and cultural and recreational activities for all children and adults to foster social, economic and cultural inclusion (introduction to diverse local associations, creation of a collective library for intercultural exchange, organisation of solidariTEA in Christmas village by inclusion service users, incorporation in local sports team, organisation of public event in central square). Several successful initiatives were conducted in the past year with the creation of a historical memory tour by the local association of architects, participation of newcomers as actors in shows of the puppet festival, participation in a local street band, creation of an intercultural sewing team, among many others;
- Fosters the peer to peer and mentoring approach (both for educational purposes and skills development);
- Facilitates CV creation and counselling for income generation activities aiming at giving equal opportunities to all and thus, facilitating/fostering inclusion for persons in/at risk of social exclusion within the broader society.

The inclusion centre succeeded in mapping and engaging with most of locally existing services and is currently playing a key role in connecting multiple stakeholders locally and with (local development agency, Technological Institute and chamber of commerce with other member of the civil society to launch a participatory local development planning; encounters between the education community, parents and cultural associations, etc) inclusion centre users.

A livelihood component under development, supporting income and skills generating activities to promote social and economic development starting from local resources. Focus is currently made on social and solidarity economy initiatives as an alternative for income generation which correspond to the core values of the association. OMNES is currently working on establishing an educational farm to work towards its goal of preserving local varieties and promoting the primary sector at small scales and other sustainable ways of life.

From its creation, and to support the promotion of local development and its inclusive approach, the association has looked for solutions that impact both the host and the newly arrived population by fostering alternatives of benefit for the local economy as well as support public services and initiatives that promote participation of all. OMNES engages with all stakeholders and works in coordination with authorities and sectorial administrations at local, regional, national and international levels as well as with local, national and international civil society actors. To guarantee that an accurate narrative is shared, the association pays attention to its accountability and transparency mechanisms and operates with a fact-based and data-driven approach.

Initially aiming at creating a monitoring system for its housing project, OMNES achieved to develop an internal system composed of a data collection platform and graphic visualization. The combination of both ensure a clear communication on real facts about migration and integration at local level, as well as on the financial impact of the program on the local/regional/national economy. It thus allows to transform the existing distorted narrative and to works towards inclusion through

The City of Athens Migration and Refugee Coordination Centre

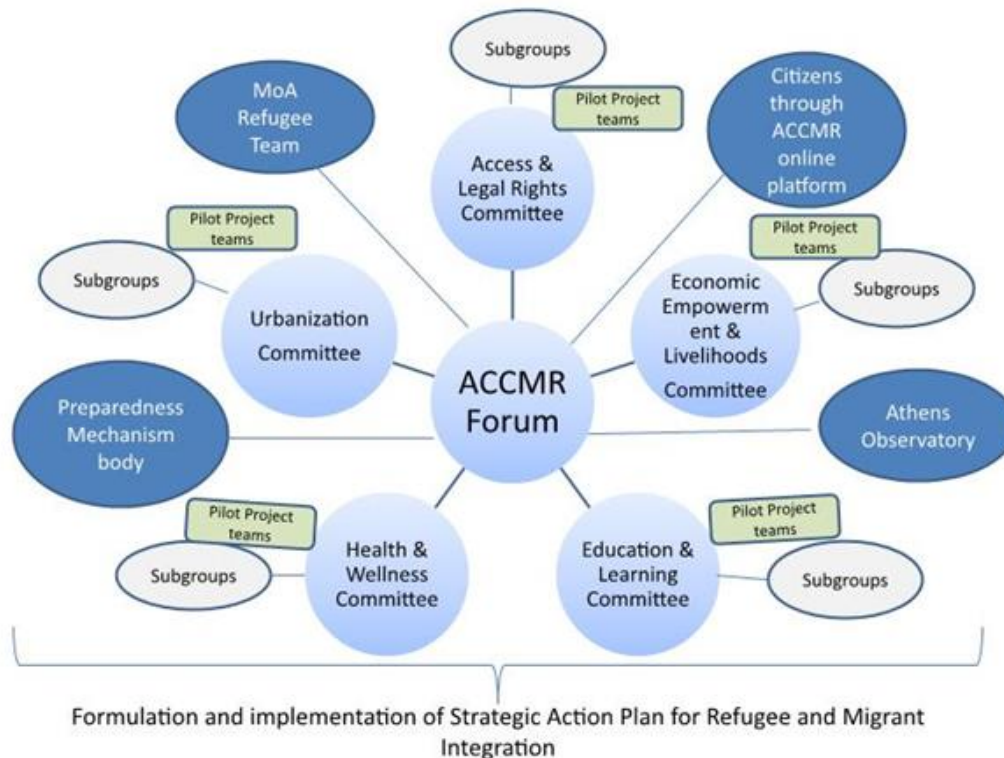
Year of establishment: 2016

City: Athens

Type of organisational structure: Municipality project

Web-site: <http://athenspartnership.org/migrationrefugeescenter/>

Photo (credits): ACCMR



Type of the engagement of the organisation: coordination

Type of activities: coordination, communication

Methods used and Possibilities offered to become active:

The Migrants and Refugees Coordination Centre & Observatory (MRCC&O) Project is an initiative of the City of Athens and is funded by an exclusive grant from the Stavros Niarchos Foundation. The project has five pillars:

1. The Athens Coordination Centre for Migrant and Refugee issues (ACCMR)
2. The Athens Observatory for Refugees and Immigrants (AORI)
3. The City of Athens Strategic Action Plan for Integration
4. The Preparedness Mechanism for refugee related emergencies
5. The Digital Platform for Coordination

The above-mentioned pillars are strongly interconnected, and 'feed' into one another. The aim is the creation of an effective and evidence-based mechanism that can (a) actively support the City of Athens in achieving its integration goals; and (b) prepare the city for an efficient and coordinated response in the event of a refugee-related emergency.

At a time when the volume of future refugee and migrant flows as well as the number of people that will remain in the City of Athens is uncertain, there is an urgent need for coordinated action and proactive responses to issues ranging from temporary accommodation to integration of newcomers. Recognizing this pressing necessity, the City of Athens established the Athens Coordination Center for Migrant & Refugee issues (ACCMR). ACCMR started its operations in June 2017 and it rapidly became a reference point for all actors in the City of Athens involved in the provision of services to migrants and refugees. Currently, (June 2018) it counts over 85 members (international and local NGOs, institutional authorities and organizations, donors and representatives of civil society, municipal bodies, representatives from Greek ministries, migrant and refugee fora), while over 260 representatives of the above stakeholders are actively involved in ACCMR's operations.

ACCMR supports the efficient and targeted coordination of initiatives and programs being implemented in the City of Athens. Its aim is to become a hub for generating proposals and initiatives on the city's migrant and refugee integration policies, to strengthen synergies and encourage common activities among its members, and to maximize the added value of programs that are implemented.

The Center's operation is organized around the ACCMR Forum, five Working Committees and one High Level Group, each focusing on a specific set of services, and all working towards defining a comprehensive service delivery system that takes into consideration the short-term and long-term goals of integration. Working Committees map deficiencies and gaps in existing services, generate and implement pilot projects, provide evidence and guidance for the design of municipality activities.

Recognizing the value of a systematic recording of the refugee population in supporting policies and initiatives of the Municipality and all actors involved in the handling of the refugee/migration issue, the City of Athens, funded by an exclusive grant from the Stavros Niarchos Foundation established the Athens Observatory for Refugees and Immigrants (AORI). The AORI is a combined research program of field surveys (face-to-face interviews of 1600 people in the Elaionas camp and 901 people in apartments in Athens) and public opinion telephone surveys (three interview waves of over 1000 citizens of Athens), in order to record both the demographic and social characteristics of the refugee/immigrant population in Athens, as well as the attitudes of Athens Municipality residents towards refugees and immigrants. Interviews took place between October 2016 and January 2017.

More specifically, Observatory's findings provide scientifically substantiated information pertaining to issues such as:

- the social and demographic composition of the refugee/immigrant population staying in hosting facilities within the municipality
- the living conditions and overall quality of life of refugees/immigrants staying in Athens
- the possible challenges arising from the coexistence of the Athenian population and the urban refugees, and
- the possibilities for inclusion and integration of the newly arrived population

The primary research data for the Athens Observatory constitute the first such Census conducted at municipal level. AORI was proved to be a solid information tool for the project as a whole, as it provided extremely useful insights into the existing needs and gaps in the provision of services to immigrants and refugees. As a result, these conclusions were used as the main driver for shaping the structure and the operations of ACCMR. AORI findings provided a guide for setting each Working Committee's priorities and areas of intervention. In addition, AORI findings provided a solid, empirically informed basis for the priorities set in the Strategic Action Plan for Refugee and Migrant Integration.

ALMASSAR

Year of establishment: 2013

City: Athens

Type of organisational structure: NGO

Web-site: www.diadromes.org



Photo (credits): Almassar

Type of the engagement of the organisation: diaspora organisation

Types of activities: education, communities' engagement, intercultural activities

Methods used and Possibilities offered to become active:

Almassar was founded in 2013 as a non-profit civil society association, aiming at intercultural mediation and empowerment of immigrant and non-immigrant children as well as immigrant organizations and communities living in Greece. The organization mainly involves young migrants and Greek citizens with the sole criterion of the right to participate actively in society. Since the establishment of the organization, the organization has covered an ever-expanding range of activities in cooperation with other organizations and institutions. Almassar organizes information events, youth-related programs and has a variety of cultural actions whose main objective is to promote diversity and promote intercultural dialogue. Almassar has also organized and participated in scientific and academic conferences and workshops on the promotion of social integration of migrants and the promotion of intercultural dialogue.

Members of the association come from 12-14 different countries from different parts of the world, Africa, Asia, the Middle East, the Balkans and Greece. Almassar aims to address various issues and to implement actions for the social integration of immigrants in Greek society: 1. Intercultural Mediation, 2. Dealing with multicultural issues, 3. Raising awareness of xenophobia and racism issues, 4. The learning of Greek language, history, culture and its promotion education in general, 5. Interaction with interfaith issues and dialogue, 6. Supporting vulnerable groups, 7. Campaigns to inform third-country nationals and vulnerable groups about health, social security and labour issues, 8. Investigations and studies.

The organization and its members were quick to respond to the recent refugee reception crisis, and from July 2015 already supported the informal settlements of refugees at Pedion Areas, while it advocated against informal enclaves in public places, stressing the necessity for the immediate establishment of official hospitality structures. Thus, from the basic food issues, emergency humanitarian assistance and housing, we are now guided by the quality needs of people, which will be achieved through social inclusion, where our primary concern is now. The range of social inclusion issues is large; thus, many public and non-governmental organizations need to be involved so that each of them is able to support the work of integrating these people in the best possible way.

This was the initial thought leading to the creation of the Intercultural project "Routes", a project founded within the urban fabric. Its primary objectives are to support the learning of the Greek language, technical and vocational training as well as recognition and promotion in the labour market. In this way, the people to be served would make their first steps towards their integration into society while at the same time would be involved in a productive osmosis with the host population. As social inclusion concerns all the programs included in the Intercultural 'Routes' project, these are open to all, without discrimination and with special sensitivity to vulnerable groups of people.

Since education is undoubtedly the most important tool for healthy integration, coupled with the fact that language creates a stable bridge of communication and interaction, as it provides the opportunity for gradual expression and communication and understanding of the stimuli of society, the starting point of the Intercultural Center "Routes-Diadromes", which is mainly a place of education and culture, is education. The focus of the above courses is for students to pass examinations and take the corresponding state and pan-European language and skills degrees. At the same time, there are multiple activities for children aged 6-17. The lessons offered are: Greek courses from A1-B2, English Courses A1-B2, Arabic Courses as a native language, Arabic courses for adults, Classes French A1-B2, Multi-level computer classes, Technical training on various topics.

As access to work beyond the basic demand of almost all age groups of the refugee and migrant population is one of the most basic prerequisites for successful social integration, since the beneficiary seeks to become autonomous and to survive based on his or her individual powers and capabilities, labour market integration is also a vital point for Almassar. Beneficiaries in this area need a lot of support and guidance in joining this process but also to be able to survive and proceed with it, given the difficulty of the current economic situation in Greece and the great difficulties that exist in the labour market in all production sectors. In this context, Almassar is undertaking targeted vocational training actions aimed at raising and improving the professional qualifications of the beneficiaries and in their support to be able to be certified and to have access to sectors of economic activity at a later stage. These interventions include:

- Recording, processing, organizing and evaluating the training and professional qualifications of the target group;
- Advisory actions to inform and present the procedures of the employment institutional framework either in the form of dependent or self-employed business;
- Advisory actions on the drafting of European Standard curriculum vitae, presenting and supporting the interview process;
- Actions to raise awareness, information and interaction between different professional groups and organizations with beneficiaries;
- Mediation in the labour market and concentration, organization and processing of job advertisements and their availability with the appropriate tools (organized communication network) to the beneficiaries;
- Future refugees / migrants could be supported in their respective centers to help new refugees in Greek society.

Furthermore, interactive intercultural activities within the neighbourhoods, though small, have proven to be of great importance in generating positive public opinion in accepting and interacting with the "different", perhaps giving that unique opportunity when an uprooted person seeks at some point, somewhere to settle and to feel that there is positive acceptance from the local community and citizens. These activities are carried out by small groups involving both the center's trainers and volunteers:

- Visits to museums and parks;
- Everyday walks (supermarkets, grocery stores, shops etc.);
- Escort services to contact for later self-service;
- Joint actions with host populations and other vulnerable groups in neighbourhoods, squares, parks, and house-to-home visits;
- Environmental actions in areas such as recycling and tree planting;

- Interconnection and interaction through the integration center office within refugee hosting structures, exchanging experiences and beyond.

City Of Thessaloniki: Integrated Action Plan for Integration of Refugees in Thessaloniki

Year of establishment: no info

City: Thessaloniki

Type of organisational structure: project of the Thessaloniki Municipality

Web-site: <http://urbact.eu/accommodating-and-integrating-refugees-thessaloniki>

Photo (credits): no available photo

Type of the engagement of the organisation: local authority

Types of activities: coordination, communication, monitoring

Methods used and Possibilities offered to become active:

Thessaloniki is the second largest city in Greece with a municipal population of 324,766 and a metropolitan population of 1.12 million situated in the Central Macedonia region. Since the beginning of the large number of refugee flows, the density, location as well as characteristics of the refugee population has drastically changed. While in 2016 both sites and urban areas were dealing with a rather temporary population primarily due to the family reunification and relocation programmes, the current characteristics have shifted. According to January 2018^[4] data at the metropolitan and prefectural levels for refugees and asylum seekers accommodated at sites and in the urban area are as follows:

With the relocation programme coming to an end, the legal status of the refugees and asylum seekers have also changed considerably with an increased number of refugees and asylum seekers having applied for asylum in Greece. This also has integration related implications, as one would be designing policies for a population with prospects for remaining in the country:

The data presented above shows also that there is an increasing number of the refugees and asylum seekers who are becoming urbanised. Furthermore, refugees and asylum seekers in sites use services in the urban area. One should note also the linguistic diversity among the refugees and asylum seekers as well as the high number of children among the population.

The actions and interventions related to refugees (accommodation programmes primarily) to date have been implemented primarily under the framework of the Social Policies and Solidarity Department of the Municipality. The temporary housing programme is primarily related to relocation and family reunification candidates and pertain to temporary populations. However, as the relocation programme is being completed, most of the urban population that will be remaining in Thessaloniki will be those seeking asylum in Greece. Furthermore, with the overall policy tendency to close camps in Northern Greece or moving refugees and asylum seekers from refugee camps to urban areas to open space for refugees and asylum seekers arriving from the islands, there will be a steady urbanization of the camp population with Thessaloniki possibly hosting a large number of the potential urban population as it is the largest urban center in Northern Greece.

As the need for a more effective, strategic and focused urban response on migration has arisen, the Municipality, through an internal decision, has appointed a Special Representative for Refugees shared with the Deputy Mayorship on Social Policies. It is important to note that the presence of refugees and asylum seekers in the City is not a question of temporary interventions but constitutes a new and permanent phenomenon which necessitates corresponding political

representation and responsibility. The Special Representative for Refugees is also the President of the Advisory Council for the Integration of Migrants and Refugees, a Municipal body equipped with the mandate to intervene as per the needs identified by the Council at the political level. Furthermore, the mandate of the Council for Integration of Migrants (SEM) has been revised to include refugees with municipal council decision No. 1057 of 24/7/2017. The new regulation for the SEM foresees inter alia the participation of three refugee representatives. There are a number of additional departments of the Municipality of Thessaloniki that will play a key role in the urban response process:

- Social Policies and Solidarity Department
- Education, Culture, Sports and LLL Department
- Civil Society Department
- Resilient Thessaloniki
- Programming Department
- Units dealing with registry and KEP
- Civil Protection.

While some of the departments have both the technical know-how and the capacity to cover part of the migration response, increased staff and technical capacity to mainstream protection and integration related priorities to Municipal services is necessary.

The Municipality of Thessaloniki has also considered the possibility to establish a Center for Integration of Migrants and Refugees (KEM), which is considered to be a viable local and public structure that should be supported through tools, capacity and resources by actors active across the city. The KEM is an annex to the “Community Centers”, established with a national legal decision and funded through structural funds.^[6] In Thessaloniki, there are two Community Centers servicing the local population established and one Center for Integration of Migrants and Refugees. The Centers aim to also include all the citizens (in the KEM’s case migrants and refugees) to all social programmes and services available. The legal framework provides the scope and mandate of the Community Centers and foresees that it can facilitate access to all social benefits and support (managed already also by the Municipality) and cooperation and referral of applications to other structures and services such as:

- social shelters for homeless persons,
- shelters for abused women and victims of trafficking, social schools,
- mental health structures,
- structures for persons with disabilities (PWD),
- crèches and nursery schools,
- programmes intended for the elderly, Roma or migrants, etc.

Symβiosis (Symbiosis)

Year of establishment: 2011

City: Thessaloniki

Type of organisational structure: NGO

Web-site: www.symbiosis.org.gr

Photo (credits): Symbiosis



Type of the engagement of the organisation: civic education, capacity building, social inclusion

Type of activities: research and analysis, education, advocacy, citizens' journalism, human rights and rule of law, intercultural cities

Methods used and Possibilities offered to become active:

Different projects dealing with advocacy and awareness raising as well as including TCNs into society such as: Migration and Intercultural Education in Thessaloniki, November 2010 – December 2011, Participation in the XV Biennale of young creators from Europe and the Mediterranean by organising a Painting Workshop for Youth from diverse backgrounds, 7 October – 6 November 2011, Publication on Migration and Book Presentation and Public Discussion on Living with Migration-“Symvionontas me ti Metanastefsi”, at IANOS publishing and bookstore, November 2011, Public event: Is there room in Thessaloniki for refugees and asylum seekers?, 11 November 2011, Advocacy campaign on Religious freedom and Islam, November 2011 -12, Public Workshop on "Interculturalism, fundamental rights and crisis management", organised with the Municipality of Thessaloniki, 19 June 2012, Roundtable on Racism, Social Cohesion and the Media, 13-14 September 2012, Claiming our fundamental rights, May - September 2013, Nowruz celebration in Thessaloniki, 22 March 2013, The International Day of Nowruz was established by a decision of the UN General Assembly in 2010 to honour a spring festival with a history of 3,000 years, World Refugee Day event, 20 June 2013, Our Elections – Our Europe, January- July 2014, Platform for Voice, January- July 2014, SelectRespect Campaign, March – November 2014. Public events in cooperation with Universities and Research Centres, Lecture by the social historian Noor Nieftagodien, University of Witwatersrand in South Africa on "African cities, post colonialism, memory and migration: the case of Alexandra in South Africa", 30th March 2012, Conference on “Asylum and Migration Tensions and Challenges”, 7-8 March 2013, ADVISE project: Advocates Against Islamophobia in Education 2016 – 2017, Migrant Voices, May 2012-July 2012, Neighbourhood Reporter, April 2013 - July 2013, Get the Trolls Out!, July 2015 – ongoing Civic School for Political Studies in Greece, affiliated to the Council of Europe, April 2014 – ongoing, Building capacity for Migrant and Refugee Youth Professionals, April-October 2014... and many more.

3.4. Italy

ManoLavoraBoccaParla

(Project for the Enhancement of Traditional Knowledge)

Year of establishment: 2008

City: Verona

Type of organisational structure: NGO

Web-site: no available info

Photo (credits): no available photo

Type of the engagement of the organisation: no available info

Type of activities: no available info

Methods used and Possibilities offered to become active:

The project has been developed by Associazione Le Fate Onlus from Verona aiming to promote the well-being of women, the association has worked to promote people's skills, collaborating on a network with the Municipality of Verona, in particular the Women's Intercultural Center of the Municipality of Verona "Casa di Ramia" in the District of Veronetta. Together, they promoted the Valorizzazione dei Saperi Tradizionali Project, funded by the Veneto Regional Authority in 2008, as part of Cantieri d'Integrazione Project, which the Municipality of Verona is Head of.

The project, which has been developed thanks to the active participation of migrant women, aims to create a low-threshold, free access space - open to children too - where craft techniques and good life practices can be exchanged.. The aims of this project are manual work and Italian language practice through experience.

Manolavoraboccaparla lab originated from the desire of Italian and migrant women to recover and exchange their arts - sewing, cooking, macramé, body care, medicinal plants, spinning, weaving. For 6 years adult women, younger and older, have met every week and have intertwined relationships and experiences through manual work and storytelling. In order to facilitate attendance and participation for mothers with young children, some women have dedicated themselves to the care of the babies, activating female collaboration practices.

The recovery of manual activities traditions, in a collective situation involving people of different ages and origins, is a way of working which is extended to different educational situations: it involves Italian and migrant women, teachers, pupils and students, mothers and grandmothers.

Planning of the project's development is self-managed, coordinated by the group manager and by a migrant artisan woman. The project is shared with other women, the implementation is discussed between them. Each period of work is of about 6 months, adequate time is provided to reflection and to the evaluation of the activities carried out, with progressive adjustments of the proposal.

Specific spaces are reserved to the practice of interchange, in which manual work is shared in a relaxed time, which opens up opportunities for personal narration, supported by the manual work too.

The method favors the storytelling, the narration starting from oneself, the transmission of experience and knowledge in the presence. Documentation has been entrusted to audio recordings, to photographic images, to the drafting of synthesis texts that gather the reflections on the experiences.

Manolavoraboccaparla allowed to develop and start the same project-model in two other districts of the Municipality of Verona over the years, promoting active participation and willingness on the part of participants to go beyond cultural and generational prejudices, experimenting with new tools to deal with conflicts, bringing out the will to build relationships and foster new projects.

IPARTICIPATE

Year of establishment: 2015

City: Florence

Type of organisational structure: Voluntary Association

Web-site: the web site is in progress. At the moment the association has a Facebook page at this link:

<https://www.facebook.com/IParticipateOrganisation/>

Photo (credits): IPARTICIPATE



Type of the engagement of the organisation: migrants' rights

Type of activities:

From its first year, the activities carried out by the association have been diverse. The first initiative has been an activity of lobbying realized through a petition sent to the European Parliament. The [petition](#) aimed at guaranteeing the same opportunities to participate in traineeships in the EU institutions to all students, in particular to Third-country nationals studying in Italy. The activities had been carried on through a campaign on Change.org and a video of awareness raising. Both products have been widespread on social platforms.

In political terms, one of the most central issues of IPARTICIPATE is focused on the acquisition of the Italian citizenship by children of immigrant parents, born and/or raised in Italy. The political debate on the citizenship reform based on the "ius soli" principle has been very intense in the last years and has been promoted by the "Italiani senza cittadinanza" (Italians without citizenship) and CONNGI (National coordination of the new Italian generations) movements. The CONNGI movement was born from a project of the Italian Ministry of Work and Social Policies and encompasses several associations, including IPARTICIPATE, in a crucial network of key actors on the Italian territory.

Already in 2016, the representatives of the Association were involved in events and seminars as participants and speakers. In December 2016, the Association presented itself as example of participation of the second generations in the social and political life in the territory of Florence on the scope of the national seminar "Traiettorie migranti, università, scuola, territorio" organized by the Italian Ministry of Education, University and Research (MIUR). In 2018, the Association has participated on the second Edition seminar held in Padova "Protagonisti. Le nuove generazioni italiane si raccontano" and the workshop "Hate speech: conoscerlo per combatterlo" organized by the Association "Lunaria" in Rome.

Beside the institutional lobbying activities, the Association promotes also activities of awareness raising in civil societies and youth activism on their territory through flash mobs and manifestations. In 2017, the Association has organized a flash mob in Florence one during the “Febbraio della cittadinanza” (February of Citizenship), promoted by the movement “Italiani senza cittadinanza” (Italians without citizenship) e “L’Italia sono anch’io”, to sustain the reform of the law on citizenship. Moreover, on 20th of May 2017, IPARTICIPATE has participated in a “manifestation for peace” in Florence, organized by Comitato Fermiamo la Guerra. Also, on such occasion, they have focused on the reform of the law of citizenship, to get signatures for the launching of a petition on ius soli, promoted by the Italians without citizenship movement.

At the same time, a flash mob against stereotypes has been organized by IPARTICIPATE always in Florence, in a central square: the flash mob, which has involved other 12 Associations in Florence, had the objective to sensitize on the theme of discrimination. Around 100 persons animated the square wearing T-shirts with phrases against most common stereotypes.

The association also promotes cultural type events; one example is the “Invisible - Dialogando con le seconde generazioni” event, when second generation artists have presented their works: the presentation of the latest two books of Brhan Tesfay and an exhibition of Zaklina Paunku, a Serbian photographer.

In 2018, the Association has developed an educational profile, since it held workshops focused on the citizenship issue and on the concept of identity in the schools of Florence.

Methods used and Possibilities offered to become active:

Activities of awareness raising in civil societies and youth activism on their territory through flash mobs and manifestations.

The association “IPARTICIPATE” was born in 2015 in Florence as a follow-up of the European project IPARTICIPATE (Immigrants Political Awareness Raising Through Instruments for Citizenship and Participation Activities). The project has been realized, with the financing of the European Union, in several European countries characterized by multicultural environments: Italy, Greece, Spain, Portugal and United Kingdom. As far as Italy is concerned, activities have been carried out by ANCI Toscana, which was the leading partner.

Even after the end of the project, the Association, formally registered as a voluntary association, has continued to work to promote the participation of youths to the public and political life of the country in which they live.

The association was formed by many “second generation” youngsters, born and/or raised in Italy, coming from families with a migration background. They came from different parts of the world and mainly from Albania, Morocco and Romania, thus reflecting the main foreign communities established in Italy.

The main objective of IPARTICIPATE was to promote the socio-political awareness of the so-called “second generations” youngsters, i.e. coming from immigrant families, and making them active actors of the social and political life of the society. This can be achieved through the promotion of active participation and citizenship rights in the societies where they live, using different approaches and tools on the basis of the single situations.

Over the years, the association has carried on with a wide spectrum of activities. However, all of them converged on the same stream: raising awareness and promoting issues such as the reform of the Italian citizenship law and its recent rejection, the fight against racism and discriminations based on nationality, color of the skin and religion and the fight against the diffusion of hate speech against migrants.

RAGAZZI HARRAGA **(Social Inclusion Processes for unaccompanied minors in the city of Palermo)**

Year of establishment: 2017

City: Palermo
Type of organisational structure: NGO
Web-site: <http://www.non6solo.it/ragazziharraga/>
Photo (credits): RAGAZZI HARRAGA



Type of the engagement of the organisation: Child protection

Types of activities:

- Creating a platform which allows users to share, monitor and follow the inclusion strategies of unaccompanied minors living in Palermo;
- Developing activities aimed at sharing methodologies and identifying tools so as to enhance and value the skills acquired by unaccompanied minors and improve the continuity of inclusion strategies;
- Promoting activities aimed at enhancing active citizenship and including unaccompanied minors in the social and cultural life of Palermo (i.e. intercultural, theatre and multimedia workshops);
- Creating and promoting the adoption of open source tools enabling a participatory mapping of the social and cultural organizations in Palermo;
- Informing, describing, and supporting unaccompanied minors in order to promote active labour market policies;
- Supporting vocational counselling services so as to identify professional skills and collect vacancies from hosting businesses;
- Redecorating and adapting buildings to host unaccompanied minors and guests;
- Assisting and helping institutional care leavers and providing them with autonomous and affordable housing solutions;
- Managing a tourist hostel in collaboration with unaccompanied minors;
- Sensitising and raising awareness of the project in order to promote and enhance its scope.

Methods used and Possibilities offered to become active:

The project aims to strengthen, experiment with and evaluate innovative pathways of autonomy in the transition to adulthood, through a path of social inclusion, training, orientation and job placement, as well as new solutions for independent housing for single migrant children received in the city of Palermo.

Objectives:

- To improve the reception system of unaccompanied minors by promoting models ensuring the protection of children's rights in Italy;
- To promote models supporting social inclusion which take into account the potential, the interests and the expectations of unaccompanied minors, so as to facilitate an autonomous and responsible passage to adulthood by involving the Region of Sicily;
- To create a social file for each minor featuring all the information concerning their identities, the reception procedures, the inclusion strategies and the hard, soft and life skills they have developed;
- To give unaccompanied minors the opportunity to strengthen and develop soft and relational skills;
- To develop an active policy for labour market integration of unaccompanied minors;
- To identify temporary housing solutions featuring affordable accommodations for unaccompanied minors and a tourist hostel;
- To design efficient tools in order to ensure the visibility and sustainability of the project.

Results:

- Creation of a platform with social files for each minor featuring all the information concerning their identities, the reception procedures, the inclusion strategies and the hard, soft and life skills they have developed;
- Unaccompanied minors who take part in the project will develop soft and interpersonal skills: i.e. self-empowerment, self-esteem, awareness of their own competences and talents;
- Development of an active policy for labour market integration of unaccompanied minors;
- Setting up temporary and affordable housing solutions featuring a low-cost accommodation for unaccompanied minors and a tourist hostel.

FETE - From Expats to Experts: United Civil Society through Inclusion and Empowerment of Young Immigrants

Year of establishment: 01/09/2014 - 31/08/2016

City: Palermo

Type of organisational structure: NGOs, professional training center

Web-site: <http://fete.crossingborders.dk/>

Photo (credits): FETE



Type of the engagement of the organisation:

FETE was an international project funded by the EU's Erasmus+ Programme. Coordinator: Crossing Borders (Denmark); The People for Change Foundation (Malta); CNAM - Pays de la Loire (France); CESIE (Italy).

Types of activities:

- Research about a successful inclusion strategy and developing a strategy based on the research findings implemented and tested in Malta first and implementing the adapted strategy in Italy, France and Denmark;
- Delivery of 7-day workshop training and 3 months small scale project implementation (Internships=Seeds) assisted and facilitated by the mentoring programme in Malta, Italy, France and Denmark;
- Delivery of 5-day Youth Exchange in Malta, school workshops in each country and public debate in Copenhagen, Denmark;
- Disseminating the strategy based on theoretical research and practical implementation in 4 European countries as well as the Guideline for mentors

Methods used and Possibilities offered to become active:

The project targets 60 young first-generation immigrants mainly from non EU-countries but currently living in either Italy, Malta, France, or Denmark as the four countries participating in the project. The main goal is to improve labor market inclusion of young immigrants by providing them with the opportunity to deepen their skills through participation in workshops and to gain work experience through the implementation of an internship. All interns are accompanied by a mentor.

Objectives:

- To provide young immigrants with skills relevant for the European labour market through workshops and internship opportunities, but also build bridges between immigrants and local communities and therefore combating stereotypes surrounding immigration;
- To deliver a mentorship programme and guide for mentors as a tool for better inclusion of first-generation immigrants;
- To contribute to a common European inclusion strategy based on research findings and project implementation results to be published and disseminated in Europe

Results:

- Local Workshop: Young migrants build soft skills for employability;
- FETE participants complete the internships by the end of 2015 - working opportunity and public debate on inclusion;
- Inclusion Strategy: An overview of migration policies, and young immigrant inclusion strategies in the European Labour Market;
- Online platform "Inter(n)changes" for young immigrants and local enterprises/ NGOs;
- Mentoring guidelines "Youth Empowerment through Mentoring: a Guide for Youth Workers";
- 20 participants trained as Youth Ambassadors for Diversity and Youth Empowerment;
- Success Stories – Video Interview with participants [young migrants, aged 18 to 30]

CULTURAL ASSOCIATION OF BANGLADESH (A.C.B.)

Year of establishment: 2007

City: Arezzo

Type of organisational structure: Association

Web site: <http://www.bangladesharezzo.com/>

Photo (credits): A.C.B.



Type of the engagement of the organisation: migrants' rights

Methods used and Possibilities offered to become active:

The Cultural Association of Bangladesh (A.C. B.) was formed to provide information and assistance to the citizens of Bangladesh. It is formally registered as an association for social promotion in 2007 in Arezzo. The principal objectives of the association are:

- To promote the culture of Bangladesh.
- To defend the rights of workers, women and children.
- To know other cultures to appreciate diversities.
- To act against every type of violence and discrimination.
- To contribute to render to the society we live in more modern and equally.
- To support the integration between the people.

In 2009, A.C.B. participated in one coordination of associations promoted by a big organization strongly rooted in the Italian territory (ARCI), with the objective to support moments of exchange and confront and, at same time, provide spaces and management support for young associations. In 2011, with the support of some volunteers connected to ARCI, the association started to receive small public funding which allowed it to sustain economically its own activities, in particular the creation of a front office of information. The office, despite having Bengali and Pakistani users, welcomes people of all origins. In 2012, with the arrivals in Italy of immigrants from North Africa after the so called "Arab spring", A.C.B. decided for the first time to participate in one project of hospitality and experimented on welcoming of a Nigerian family, recently arrived from Libya. The experience has been successful and in 2017 A.C.B. welcomed up to forty people. Currently, A.C.B. outlines some agreements with ONGs, Associations and the Local authorities to start projects of international cooperation and development in Bangladesh and in other countries in the Southern part of the world.

Principal activities

Cultural activities: At the beginning, the activities of the Association focused on celebrating Bengali traditions in the community and let the inhabitants of the territory know their culture of origin. These activities unite and strengthen the relationship between the members of the association, making the group more cohesive. Some examples are the "celebration of the mother tongue" and the "celebration of the independence of Bangladesh".

Front desk: It addresses mainly Pakistani and Bengali people. In addition, thanks to the presence of mediators, it becomes more and more a point of reference for people of all nationalities. The climate of closure in the city (Arezzo) after the local right-wing administration has brought many foreign people to ask for help and information where available. At the front desk it is possible also to be supported by a legal expert, while more complicated cases are followed outside of the front desk and persons are accompanied to the social, sanitary and scholastic services.

School and afterschool: Following an increase in the requests of schools with a strong presence of Bengali children, the Association has undertaken an intense activity in these schools in the last years. At the moment, it realizes specific courses addressed to the classes of two comprehensive schools and also activities with parents and teachers. Furthermore, the Association organizes also an afterschool activity three times a week to provide support for homework and it is open to the entire local citizenship, notwithstanding it is mainly attended by foreign children. During the summer time, newly arrived children who will enter primary school can attend specific a linguistic strengthening activity. Another fundamental activity connected to schools is the linguistic cultural mediation which aims to solve the critical situations and divisions that may appear between teachers and parents and proposes instead a moment of contact and reciprocal knowledge, fighting stereotypes.

Reception/welcoming: The experience of welcoming of refugees and asylum seekers has begun in 2012 and has become more and more structured since then. Today, it welcomes a maximum of 40 persons, divided in small groups living in apartments. The Association has employed local operators and qualified personnel to work in the reception centers. However, the worsening of the reception system's conditions and rules at national level has brought the Association to rethink its involvement in this kind of activity. Indeed, the members of the Association questioned themselves whether an excess in the support of the hosted persons is an obstacle towards their active participation in the society.

Women: In the last years, one of the Association's objectives has been a greater participation of women. However, this objective shows to be very difficult and complex to be achieved. Many activities have been realized with the aim of meeting women needs and bringing them in an independent condition, for example: courses connected to maternity, courses of sewing, courses of Italian held in their children schools. All these courses have been organized with the presence of a female mediator. Starting from the above-mentioned objective, A.C.B. continues to question itself on the best way to start a direct communication and a real exchange and to set up virtuous paths of emancipation and empowerment.

The specificity of this Association, which we have identified as a good practice, is that it was born as an "ethnic" association, but then addressed and involved both the native citizens and people of other nationalities. Moreover, the experience of welcoming asylum seekers is a unique one, since it has been realized by a "mono-ethnic" association. Also, the approach adopted by the Association is very interesting since it is focused on the awareness that the best way to create fruitful occasions of encounter, exchange and reciprocal growth is the legitimation of the point of view of the people we meet. This kind of approach allows problems and needs to emerge, in order to identify original and more efficient solutions.

3.5. Malta

Third Country National Support Network

Year of establishment: 2014 (on going)

City: San Gwann

Web-site: <http://tsnmalta.org/>

Photo (credits): TSN Malta



Type of organisational structure:

TSN Malta is a formal voluntary organization registered with the Commissioner for Voluntary Organisations in Malta in October 2015.

TSN Malta was developed through an EEA funded project led by the Foundation for Shelter and Support to Migrants (FSM). The network was formed through a process of discussion and the development of a core team of migrant organisations that developed the statute of the organisation, its membership, and strategic plan. The first Interim Executive Committee was formed from this core team. However, all participants remain important in their continuing contribution to the development of the network. The network is made up of 17 registered voluntary organizations: [Foundation for Shelter & Support to Migrants](#); [Libya Foundation for Rehabilitation](#); Migrants' Network for Equality; Oromo Community; Filipino Community in Malta; Arab-Maltese Community; Indian-Maltese Community; Maltese Serbian Community; African Media Association Malta; Migrant Women Association Malta; Syrian Maltese Community in Malta; Ghanaian Community in Malta; Somali Community of Malta; Pakistani United Alliance Malta; Sudanese Community in Malta and Libico.

Type of the engagement of the organization:

The Third Country National Support Network in Malta (TSN Malta) is the first national network of migrant organisations working for the welfare and integration of migrants. The term TCN initially included both refugees and asylum seekers, as well as persons arriving in Malta with work contracts. Therefore, although the name implies a specific category, TSN Malta is inclusive of all non-EU migrants.

TSN aims to build solidarity among TCNs and promote self-representation and self-determination, empowering TCNs living in Malta to represent their own interests effectively by using democratic, organisational and representation processes to build coalition, network, and support.

TSN is made up of organisations which are in their majority, in their membership and executive committee, third country nationals or persons with strong ties to countries of origin which are not member states of the European Union. The network counts among its members with refugees and persons with subsidiary protection, persons with temporary humanitarian protection, rejected asylum seekers, holders of work visas, as well as long-term residents and persons with

Maltese citizenship. Therefore, the organization brings together TCNs with different statuses as well as from different nationalities, regions, faiths, gender, socioeconomic backgrounds, etc.

All Members of TSN Malta must be organisations registered with the Malta Council for the Voluntary Sector as non-profit, non-governmental, voluntary organisations. However, TSN Malta also engages with other third country national communities and groups, and non-registered organisations, and collaborates with such groups and offer them support in organisational and leadership development. Through this support TSN Malta assists them in the process towards accessing membership.

Types of activities:

TSN activities have focused on capacity building of its members and other TCN communities, through trainings and discussions, as well as intercultural exchanges and peace building events.

FSM continues to work on the capacity development of migrant organizations, together with TSN Malta. In 2015 the organizations started working on the development of community mentors and peace builders, recognising the important role played by TCNs within their communities in supporting members at risk of poverty and social inclusion. The project provided training to increase the awareness of community volunteers of the importance of their work and build their confidence and skills to increase the quality of their work. This training was aiming to strengthen TCN organisations by increasing the capacity of their members, or potential members. Training was provided in mentoring, volunteering, peacebuilding and conflict resolution, social research, education, cultural literacy, and employment and social support.

Besides, peacebuilding events were organised in key areas identified by TSN members.

- Networking dinner for members to discuss organizational developments and common challenges and solutions.
- Peace Cultural Festival
- Women's leadership empowerment event and
- African diaspora gathering for peace: the activity was hosted by the Sudanese Community Centre and sponsored by the Voluntary Organisations Project scheme under the Ministry for the Family and Social Solidarity. The purpose was to empower African migrants towards citizenship, solidarity and autonomy.
- LCE project (Language and Cultural Empowerment): An AMIF supported project for developing an innovative English and Maltese language programme, and courses for Serbian, Filipino and Arabic speaking participants.

Methods used and Possibilities offered to become active:

The development of the Third Country Nationals Support Network was initiated by FSM through a research phase to identify common organisational challenges of migrant community associations. Based on the identified needs a capacity building programme was developed, focused on network development, collective leadership, open space methodology and strategic planning. Besides, further assistance was given to communities interested in articulating a vision, mission, and objectives as well as to develop a statute.

The articulation of the network's statute was facilitated by trainers, guided by collaborative and democratic principles.

Peacebuilding initiatives were guided by non-violence principles and solidarity among communities through cultural exchanges as well as through cross-cutting issues which affected different communities such as education or women leadership.

Sudanese Migrant Association Malta

Year: 2017 (on going)

City: Hamrun

Web-site: <https://www.facebook.com/Sudanese-Migrant-Association-Malta-1842278612727341>

Photo (credits): Sudanese Migrant Association Malta



Type of organisational structure: Formal association officially registered with the Commissioner for Voluntary Organisations in Malta

Type of engagement of the organisation:

The organisation aims to represent the Sudanese community in Malta and hence, it is mostly made up of Sudanese nationals. However, some nationals from other African countries are also engaged in the association as well as Maltese persons with ties to the community, often volunteer teachers who support in educational activities as well as in organizational aspects. Moreover, the outreach of the association often includes African and Middle East persons at risk of social exclusion.

The association has over 80 members with varying residency or protection status, including regular residency, refugee status, temporary or subsidiary protection and rejected asylum-seekers. The association includes persons from different ages and gender. Youth are included, specially through sport activities that often bring them together with the Maltese nationals.

Types of activities:

The Sudanese Migrant Association aims at building bridges between migrants and locals. It strives for the integration of migrants into Maltese society through self-development: acquiring language skills and other skills such as IT to facilitate access to education and employment as well as through active participation in Maltese society.

The Sudanese Migrant Association operates a community centre which caters to migrants not only as a space for education and training but also as a meeting place.

The centre provides computer, art, English and Maltese language classes, among others, free of charge and run by volunteers from the community as well as Maltese. It also has culture and sports coordinators who encourage members to participate in local sports clubs, in sports events such as marathons, or local fests such as the Hamrun chocolate festival.

Besides, the Sudanese Association provides social support for newcomers and people at risk of poverty and social exclusion, providing cultural mediation support, information, and linking them to available services and support.

Furthermore, the Sudanese Association carries out advocacy for the needs and challenges faced by its members.

Methods used and Possibilities offered to become active:

The Sudanese Migrants Association relies on community work run by dedicated volunteers from the community and locals. It makes use of the skills of its members who mentor others on their fields of expertise. In this manner, the

association recognises the skills of its members and facilitates their dissemination to the rest of the community, strengthening the capacity and confidence of both mentors and mentees, and opening spaces for mentees to become trainers or mentors in the future.

Besides, the Sudanese Association collaborates with other civil society organizations, church-based initiatives and state institutions, etc. This network is exploited to the benefit of the association's members to facilitate access to educational and recreational activities, and social and material support, as well as to advocate for their demands and raise visibility of the integration efforts carried out by the Sudanese community.

The association is part of a platform of TCN organizations (TSN Malta) and it also has a chair in the National Integration Forum.

SPARK 15

Year of establishment: 2015, officially inaugurated in 2017

City: Valletta

Web-site: <https://www.facebook.com/spark15>

Type of organisational structure: refugee youth group

Photo (credits): no available photo

Type of the engagement of the organisation:

Spark 15 brings together refugees and beneficiaries of protection from different countries, including Eritrea, Palestine, Somalia, and Libya, with ages ranging from 18 to 25.

The organization was born at a UNHCR consultation meeting about the challenges facing refugee youths in Malta. It became apparent that many of the challenges were shared among the group: racism, discrimination, and obstacles in their access to education and employment. The group was inspired to come together and take action to address such challenges (UNHCR, 2018c).

Types of activities:

Spark 15 are involved in different activities, including advocacy, awareness-raising and dialogue-building initiatives as well as service provision of language lessons to prepare refugees for the mandatory English test to access university studies.

Methods used, and possibilities offered to become active:

Spark 15 aims at facilitating the access to education for refugees. In order to contribute towards this, the organization provides free English lessons specifically targeted towards preparing for the mandatory IELTS exam, to refugees interested in accessing university studies. The lessons are run by voluntary local teachers and with the support of Integra Foundation and the University of Malta.

Besides, Spark 15 advocates for improved access to education through national media interventions as well as through the participation of its members in conferences both at the national and the European level. Spark 15 is a part of the national Platform for Human Rights Organizations in Malta and has the support of the President's Foundation for the Wellbeing of Society and the UN High Commissioner for Refugees. Spark15 is also in touch with the authorities and the government to help them understand better young refugees' challenges and discuss how best to tackle them

Moreover, one of the main objectives of Spark 15 is to build bridges with the local youth and deconstruct the negative perceptions about the refugee population that the Maltese hold. Spark 15 relies on media to change the narrative; first, they produced an entertaining video featuring the organization's founders who shared some relatable information about themselves as well as the struggles they faced due to discrimination. Through the video they appealed to local youth,

sharing with them their similarities and raising visibility about their experiences and willingness to communicate with them.

Building on their initial strategy, Spark 15 has launched a dedicated Facebook page for Spark Media. The goal of this initiative is to create a platform where youths from different communities will discuss local news. Besides, the organization is creating videos interviews with experts on subjects of interest to young refugees as well as to anybody interested on inclusion, education, etc.

In order to build bridges and deconstruct the negative narrative on migration, Spark 15 is collaborating with national NGO, Aditus Foundation, in a project which brings together local and migrant youth to discuss issues of relevance to their lives to build intercultural understanding and empower them to engage in political participation.

Spark 15 offers possibilities for young refugees as well as local and foreign youth to become active participants of the youth group and collaborate in the development of the organization's activities such as their media initiative. Indeed, it is one of their main objectives to encourage other young refugees to become active participants and agents of inclusive societies in Malta.

Solidarity with Migrants Walk

Year of establishment: 2017

City: St. Julians

Web-site: no available web-site

Photo (credits): no available photo

Type of organisational structure:

Grassroots initiative called upon by non-formal group named "Solidarity with Migrants Group".

Type of the engagement of the organization:

Promoted from the University of Malta, both migrants and locals were encouraged to take part in the action. The coordinator called upon anyone who ultimately disagreed with the decision of the government to revoke the THP-n status. This population included migrant communities and NGOs, but also Maltese employers, neighbours, friends, families. and concerned citizens.

Around 400 people participated in the walk, a number of prominent politicians: Labour Party Whip Godfrey Farrugia, Democratic Party Leader Marlene Farrugia, Nationalist Party MP Karl Gouder and Alternativa Demokratika Leader Arnold Cassola (Schembri-Orland, 2017).

Types of activities:

The Solidarity with Migrants Walk was a public demonstration to show solidarity with the struggles of different groups of African migrants in Malta, including long-term migrants with limited rights and no option to regularise their situation, long-term migrants at risk of losing their legal status in Malta, as well as a group of detained Malians whose sudden arrest, a few weeks before Christmas, shocked the migrant community. The walk was organised as a reaction to the decision of the Maltese government to cease the renewal of Temporary Humanitarian Protection-New (THPn), an ex gratia protection status that used to be granted to failed asylum seekers who could not be returned to their country of origin and fulfilled certain criteria. Holders of such type of protection had resided in Malta, worked, paid taxes, etc. for several years. Hence, the action was also an advocacy strategy to protest said decision as well as the detention of the group of Malians and the fact that for many African migrants despite having resided in Malta for many years and having established a stable household and families, securing regular employment and paid taxes, they had no access to long-term residency. This prevented them from gaining access to such basics as a bank account, loans or the ability to plan for the post graduate education of their children let alone their pensions (Micallef, 2017).

Methods used, and possibilities offered to become active:

The Solidarity with Migrants Walk relied on a simple, yet successful method of engagement: a silent walk across a very popular Maltese town. The action took place at a time when both migrant communities, employers, and NGOs were highly concerned by the government's decision to revoke the legal status of migrants long established in the country. There had been interventions in the press as well as an appeal to the Prime Minister and to the Minister for Home Affairs and National Security to reconsider their decision, signed by academics, hundreds of Maltese and non-Maltese individuals, and several organisations. Yet, the climate of uncertainty and insecurity was such, that a show of public support seemed necessary. Other solidarity walks had been carried out in the past to honour those who lose their lives trying to cross the Mediterranean Sea to reach Europe. Such actions had managed to bring together locals and migrants from different communities and with different statuses, in a climate of empathy and solidarity in which the pain was publicly acknowledged in a non-violent, non-threatening environment. Hence, building on previous initiatives, the 'solidarity with migrants' walk made it possible for migrants to publicly express their concerns safely, without the fear of feeling exposed and singled-out, and come together with locals who recognized and supported their plight.

The initiative was promoted through social media, the press, and word of mouth. During the walk, some participants held placards both in English and Maltese, calling for respect for human dignity and inclusion, while others held out placards with their arrival date to Malta. At the end of the march, there were different interventions, including a speech by a Nigerian couple with young children, affected by the new policy decision. In addition, a Maltese poet recited a poem calling the Maltese people to not remain indifferent in the face of such injustice, and the action concluded with a rendition of the Maltese anthem sung together by migrants and Maltese nationals, stressing the fact that migrants, including rejected asylum seekers, are part of the social fabric of Maltese society.

The walk was successful in bringing together migrants and locals in an organic manner, free of the habitual hierarchical structures. It was very well attended, considering that such public actions in Malta do not often attract many participants. The action was transformative in the sense that it materialised a strong feeling of solidarity between a significant section of the Maltese population towards migrants, which usually escapes public discourse and the daily interactions of migrants with Maltese society. Furthermore, the action was covered by the main country's media outlets and it followed by a joint statement of Times of Malta, The Malta Independent and Malta Today, calling on the Maltese government to review Malta's arbitrary system of 'temporary humanitarian protection' and to regularise the position of detained migrants (Times of Malta, The Malta Independent & Malta Today, 2017). The three news organisations appealed to the government to create legal pathways for the regularisation for non-returnable migrants. The walk also sparked further initiatives, such as a protest outside of the detention centre in which the group of Malian migrants were held, pending their deportation. However, the protest was not carried out since the migrants were released one day after the announcement of the action.

At government level, a new policy framework has been drafted to open an alternative residence authorisation to those who held the revoked THP-n; the framework has undergone a public consultation process.

The Filipino Community in Malta (Filcom)

Year of the establishment: 2009 (on going)

City: National

Web-site: <https://www.facebook.com/groups/filpinocommunityinmalta/>

Photo (credits): FILCOM



Type of organisational structure:

The Filipino community in Malta is a voluntary, non-profit organization registered with the Commissioner for Voluntary Organisations in Malta.

Type of activities:

Filcom organises cultural and social activities. Moreover, the organisation provides information and support regarding employment rights of TCNs in Malta and supports Filipino in finding employment as well as if they find themselves in situations of exploitation. The organization also volunteers for the Filipino Embassy providing support with work contracts, recruitment of overseas workers, etc.

Types of the engagement of the organisation:

Filcom is an association of Filipino migrants residing in Malta. The association is based on national ties to the Philippines, regardless of the reason for migration to Malta. Filcom is a member's association but non-members can also participate in many of their activities; members are given preference when places are limited for certain opportunities and receive further follow-up and support. Besides, non-Filipino nationals interested in learning about Filipino culture can join the activities as well as friends and relatives of Filipinos are welcomed to join the organization's activities and can also become members; although, they do not have the voting power within the association.

Methods used and possibilities for participation:

Filcom offers a great range of social activities for Filipinos to come together, meet fellow nationals, and enjoy their time off from work in a relaxed atmosphere, building relationships, and practising their hobbies. This contributes to maintaining a work-life balance and building their sense of belonging and identity. Social activities organised are similar to popular activities and sports in the Philippines, especially basketball and volleyball tournaments, as well as barbecues and karaoke nights in the summer months. Fitness activities, zumba lessons, swimming and hiking activities are organized regularly. Family days gather the Filipino community and other nationalities, and include outdoor games enjoyed together by adults and children. Filcom also carries out cultural activities to celebrate Filipino traditions and customs and offer the opportunity for Filipinos in Malta to celebrate together important festivities, such as Christmas or Independence Day.

Filcom offers additional social support to Filipinos who have health concerns or are experiencing mental health distress. Filcom also provides support to Filipinos in Malta to secure employment, since this is one of the main concerns since their stay in Malta depends on their employment. Besides, Filcom offers information about employment rights and pathways available to those experiencing labour exploitation, accompanying them through the process if necessary.

Filipinos and locals are engaged in the community activities through word of mouth as well as through social media, besides the established link to the Filipino Embassy which processes the visas of newcomers and can refer them to the association.

Filcom also collaborates with other Filipino associations in Malta as well as with other NGOs. During the last year, Filcom has been engaged in a language programme led by FSM, which has provided Maltese language lessons to Filipinos in Malta; past collaborations also include women empowerment events as well as cultural events.

3.6. Romania

Liga Apărării Drepturilor Omului (LADO)

Year of establishment: 2009

City: Cluj-Napoca

Web-site: <http://ladoxcluj.ro/>

Photo (credits): <http://ladoxcluj.ro/>



Type of organisational structure:

LADO is a non-profit organization registered in Romania.

Type of the engagement of the organization:

LADO brings together a diverse team of local Romanians and intercultural mediators, who lead integration and awareness-raising projects aimed at promoting inclusivity, tolerance and respect between the migrant and host communities in Cluj and beyond in Romania.

Types of activities:

- Awareness-raising

- Multicultural, intercultural and inclusion events
- Educational programmes and data collection projects

Methods used and Possibilities offered to become active:

The League for Defense of Human Rights, Cluj branch - was set up in 2003 with the mission to protect the fundamental rights of the citizens through all legal means, to promote citizens' interests and the democratic values. LADO is a member of the International Federation of the League for Defense of Human Rights (FIDH) located in Paris, being the only non-governmental Romanian organization to acquire this status.

LADO's main objectives are:

- To inform the citizens about their constitutional rights and liberties;
- To provide support for the citizens in obtaining, respecting and recognizing their rights;
- To develop educational, preventive programs and programs of intervention for defending, supporting and informing the citizens about their constitutional rights and liberties;
- To intercede at the central and local public authorities with petitions for defending citizens' constitutional rights;
- To draw the attention of the President, the Government, the Parliament, the judicial courts, the local public administration, the police, regarding the democratic principles

LADO can ask to mend the damages created and to stop the abuses, and can alert, if it is the case, the relevant international institutions.

LADO has various initiatives meant to support immigrants (especially TCNs and IPBs) in their process of settlement in Romania. Through its branch in Cluj, they offer Romanian language classes and socio-cultural orientation, acting as the facilitator in a programme developed by the Intercultural Institute of Timișoara. While the socio-cultural classes focus on non-formal educational methods like movie screenings and role playing, the participants are also taught about their responsibilities and rights in Romania. In this programme, the majority are Moldovans, while in the language programme, the participants come from Kazakhstan, Mauritania, Tunisia, Pakistan, so on.

In partnership with the Intercultural Institute Timișoara and the Center for the Comparative Research Study of Migration (CSCM), LADO The Cluj Branch has also been running the project "CRCM – Romanian Research Center of Migration", financed through the National Programme's Fund for Asylum, Migration and Integration. The first phase of this project saw the founding of an Online Platform containing data regarding the integration of immigrants in order to be used by the public institution representatives working on such issues. The very central piece of this platform is the Integration Index, brought into being through surveys, which includes 8 dimensions. The first phase of the project also included an international conference and a training session for the public institutions' representatives. The second phase of the same project aims to continue its research, develop new research tools on the integration of the two aforementioned groups of immigrants.

Over the last 6 years, through its trainings, seminars, courses, initiatives and projects, and through the „Migration and Human Rights Festival”, LADO Cluj has been actively concerned with issues of integration of each person/ group into society, with issues related to multiculturalism and interculturalism, tolerance, social, cultural and religious diversity, with actions meant to diminish stereotypes and prejudices, and stressed to make Romania a warm and welcoming place for all its inhabitants.

CIAO, Cluj Intercultural Awareness Organization

Year of establishment: 2015

City: Cluj-Napoca

Web-site: <https://www.facebook.com/CiaoCluj/>

Photo (credits): <https://www.facebook.com/CiaoCluj/photos/a.989981497805705/989998847803970/?type=3&theater>

Type of organisational structure:

CIAO is a voluntary, non-profit organization registered in Romania.

Type of the engagement of the organization:

CIAO is made up of both migrants and Romanians, but is founded on the principle of TCNs giving back to their new community and giving a positive image of migration and migrants to their host community.

Types of activities:

- Orphan support
- Charitable Activities
- Awareness-raising on the topic of refugees and migrants
- Community antenna projects for the TCN community

Methods used and Possibilities offered to become active:

CIAO, Cluj Intercultural Awareness Organization, is another organization based in Cluj, Romania, ran by both TCNs and local people, working towards increasing awareness of migrants' cultural and human diversity, in accordance with human rights and without a political agenda. They achieve this by organizing a variety of events meant to bring the general public together with various underprivileged segments of the population in Cluj: they bring the public together with young orphans through collaboration with the orphanage Casa de Copii Casuta Bucuriei. CIAO also raises awareness about the refugees' challenges while collaborating with PATRIR, the Romanian Peace Institute, and holds charitable gatherings and meditation sessions together with the Buddhist centre "White Mahakala", amongst others. CIAO conducted interviews with TCNs as part of the ACCESS project with IOM, and published conclusions which included that Cluj is a city with very low levels of racism, and that the City Hall & Youth (Migrants & Civic) Organizations and individuals are increasingly involved in various local, national & international Projects regarding TCN Youth.

A recent interview conducted by PATRIR with CIAO revealed a very positive dynamic between the TCNs in Cluj and the municipality, who CIAO said are very willing to help TCNs. Promisingly, CIAO identified that the project COM`ON CLUJ-NAPOCA, was a good example where the City Hall involved every youngster in the decision-making process by encouraging them to write projects and through a voting system the top 250 NGOs and / or individuals would get funds. There was no discrimination identified and every youngster (Civics are Migrant) had equal opportunities and access to funds. CIAO also noted that there is a growing level of activism of civics & migrants focused on solving community related Issues and having impact on local society in Cluj.

Jesuit Relief Services Romania

Year of establishment: 1996

City: Bucharest

Web-site: <https://jrsromania.org/en/>

Photo (credits): <https://jrsromania.org/en/>



Type of organisational structure:

JRS is a, non-profit organization registered in Romania, part of the international Jesuit community.

Type of the engagement of the organization:

JRS provides support services to the refugee community according to its' commitment to Church teachings. They see their mission as "to accompany refugees, to provide them with essential services, and to advocate for their cause"

Types of activities:

- social and legal assistance
- educational and cultural activities
- financial support and accommodation
- advocacy and lobbying
- research and studies
- training and seminars
- awareness campaigns and information.

Methods used and Possibilities offered to become active:

Jesuit Relief Services Romania provides refugees with essential services and legal experts. They provide: social and legal assistance, educational and cultural activities, financial support and accommodation, and conduct advocacy and lobbying, research and studies, training and seminars, as well awareness campaigns and publication of information. JRS assists people with a form of protection in Romania, relocated people, people in detention, marginalised refugees and migrants coming to work or study. They are working in all refugee centres in Romania, as well as in detention centres. JRS Romania has a night shelter in Bucharest called the 'Pedro Arrupe Centre'. They state that to date over 1,500 refugees having been assisted in situations such as social and economic marginalisation, detention, integration and acceptance conditions by JRS. They have approximately 20 specialists work and many volunteers.

The General Inspectorate for Immigration (IGI)

Year of establishment: 2012

City: Bucharest

Web-site: <http://igi.mai.gov.ro/>

Photo (credits): no photo available

Type of organisational structure:

The General Inspectorate for Immigration is organized and acts as a specialized structure of the central public administration. It is a public institution with legal personality, coordinated by Ministry of Internal Affairs, in accordance with the Law no.118/2012 published in the Official Journal of Romania, Part I, no.461 of 9 July, 2012 and regarding the approval of the Government Emergency Order no.18/2012 amending the Government Emergency Order no.30/2007 on the organization and functioning of the Ministry of Administration and Interior.

The General Inspectorate for Immigration was set up through the reorganisation of the Romanian Office for Immigration and fulfils its tasks under the law in order to implement Romanian policies in the fields of migration, asylum, and foreigners' integration as well as the relevant legislation in these fields.

Type of the engagement of the organization:

The General Inspectorate for Immigration is a state institution. The activity of the General Inspectorate for Immigration is a public service and is carried out in the interest of persons and the community, supporting the state institutions, exclusively under the law and for the enforcement of the law.

The General Inspectorate for Immigration has an experienced staff comprising police officers and contractual employees and its management cooperates actively on a regional and international level within its field of competence in order to help develop functional asylum systems in Eastern and South-Eastern Europe.

The Inspectorate is divided, at central level, into directorates, services and other functional departments, and at territorial level, into regional centres for accommodation and procedures for asylum seekers, accommodation centres for foreigners under public custody and county departments.

Types of activities:

- Registration assistance for TCN permit
- Provision of ID and other documentation
- Advice and support
- Management of accommodation centres and procedures

Methods used and Possibilities offered to become active:

The General Inspectorate for Immigration (IGI) is a public legal entity under the Ministry of Administration and Interior that was born through the reorganization of the Romanian Immigration Office. The purpose of this institution is to provide support in the areas of migration, asylum and integration, both to individuals and communities and to governmental and non-governmental institutions. It has a specialized staff of police officers and contract staff. As an organization, the General Inspectorate for Immigration is composed at central level of departments, services and other functional structures, and at the territorial level, regional accommodation centers and procedures for asylum seekers, accommodation centers for TCNs detained and services / offices in each county. Depending on the organization at county level, the applicants may be assisted with the following issues:

- Temporary / permanent residence permits
- Temporary / permanent residence cards
- Invitations for family reunion
- Work authorizations
- EU and EEA citizens registration certificates
- Temporary identity documents for asylum seekers
- Temporary residence permits for refugees / subsidiary protection
- Electronic travel documents for refugees / subsidiary protection

The Immigration General Inspectorate collaborates with numerous governmental and non-governmental organizations of national and international rank. This includes: The United Nations High Commissioner for Refugees (UNHCR), the International Organization for Migration (IOM), the European Asylum Support Office (BESA), the Immigration General Inspectorate, the European Border Police and the Coast Guard FRONTEX). At the moment, the General Inspectorate for Immigration benefits from four projects aimed at improving its work and working with partners. These projects are: the Swiss-Romanian Cooperation Program, the Asylum, Migration and Integration Fund, the Norwegian Financial Mechanism and the General Program SOLID. Its activity and organization are regulated by Law no.11 / 2012 approving Government Emergency Ordinance no.18 / 2012 amending the Emergency Ordinance no.30 / 2007 on the organization and functioning of the Ministry of Administration and Interior, published in the Official Gazette of Romania, Part I, no. 461 of July 9, 2012.

The Romanian Immigration Office (IGI) in Cluj- Napoca has been resoundingly praised by the TCNs and notably the refugees we interviewed for this report. The officials were reported to having been eager to help and listen. One interviewee told us that the Inspectorate General for Immigrants Office is very helpful with regard to documentation. He sent a senior official to a Seminar in Cluj with 60-80 migrants, so that they could ask all the relevant questions like how to legalise documents, extend their passport, obtain information on taxation, etc. There are three such seminars per year organized by LADO, and attended by IGI, as long as funding continues. At each one, one person from local government, one from social insurance programmes, one from an employment agency, and one from the education field (UBB) attends. The interviewee identified this seminar, and the involvement of the IGI, as a best practice, as it helps everyone- “if 70 people come to the immigration office it will take a long time to deal with all the issues- if one person has a question, it is likely 10 others will have the same problem”. He added that “for every seminar we organized, the highest representatives responded and attended” from IGI.

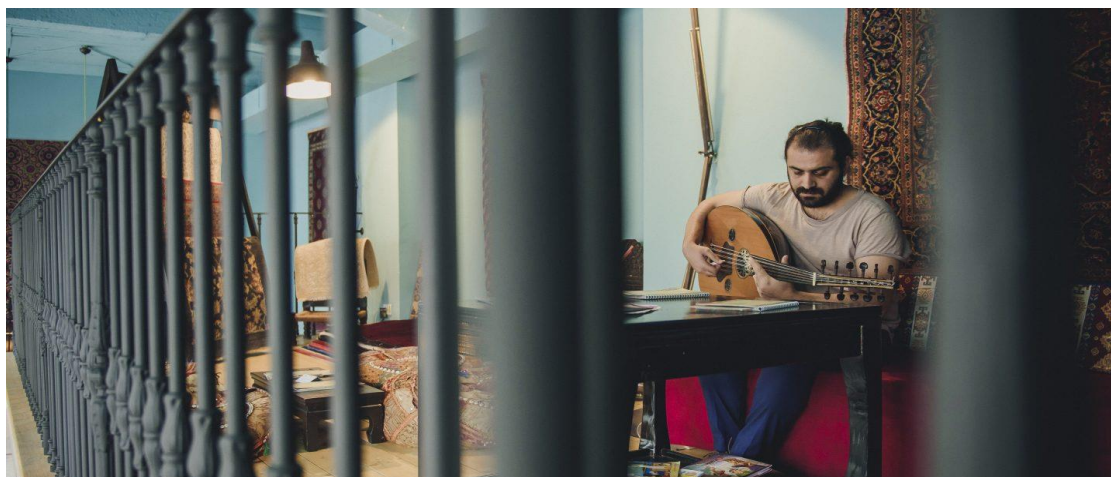
The United Nations High Commissioner for Refugees (UNHCR) in Romania

Year of establishment: 1992

City: Bucharest

Web-site: <http://www.unhcr.org/ro/>

Photo (credits): <http://www.unhcr.org/ro/>



Type of organisational structure:

UNHCR is governed by the UN General Assembly and the Economic and Social Council (ECOSOC).

Type of the engagement of the organization:

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

Types of activities:

- Personal assistance and case management
- Liaison with state and civil society actors
- Integration and relocation projects
- Language courses
- Awareness raising

Methods used and Possibilities offered to become active:

The United Nations High Commissioner for Refugees (UNHCR) in Romania opened in 1992, one year after the country's accession to the 1951 Geneva Convention on Refugee Status. UNHCR Romania is carrying out numerous projects aimed at ensuring that asylum seekers have access to information and worthy treatment, as well as integration and relocation projects. In addition, they collaborate with governmental and non-governmental institutions in order to improve the procedures in place and collaborate between the parties at national and international level. The UNHCR collaborates with relevant governmental institutions such as the General Inspectorate for Immigration (IGI) and the General Inspectorate of the Border Police within the Ministry of Administration and Interior, the Ministry of Foreign Affairs and other governmental institutions (Ministry of Education, Research, Youth and Sports, Ministry of Labor, Family and Social Protection, Ministry of Health, National Authority for Child Protection, etc.). UNHCR also has partnerships with higher education units to promote Refugee Law.

In 2008, the Timisoara Emergency Transit Center (CTU) was opened. This is the first such center in Europe and provides a temporary home for refugees on their way to resettlement countries. Here people who have been relocated from other areas of refuge are hosted, usually for safety reasons. During their stay, refugees can benefit from the language and culture courses of the countries which will receive them. UNHCR coordinates refugee resettlement activities and partially finances programmes in collaboration with Romanian authorities, NGOs and IOM. In 2006, Romania accepted the 1954 Convention on the Status of Stateless Persons. UNHCR encouraged Romania to establish a statelessness determination procedure and set up a National Working Group to analyze data and information on stateless persons in the country. UNHCR reviewed and reviewed the legislation in force and made recommendations on this issue. To raise awareness, the agency has created a handbook of statelessness for Romanian lawmakers. It was launched at an international conference on the subject, organized in collaboration with the Embassy of the Netherlands.

In addition to all these projects, UNHCR Romania is conducting campaigns to inform the public about the situation of refugees in Romania.

3.7. Slovenia

Tovarna (Factory) Rog Second Home

Year of establishment of the practice: 2016

City: Ljubljana

Type of organisational structure: non-formal

Type of the engagement of the organisation: local



Photo: Second Home collective hosting Nils Muižnieks, Council of Europe's Commissioner for Human Rights in March 2017

Types of activities:

political organizing and events, migrant assemblies, cultural and social events, lobbying, legal advising, social work (help with searching jobs, apartments, medical help ...), employment of refugees and asylum seekers, inclusion of migrants into other political groups, sleeping place for migrants in transit, language lessons, ...

Methods used and Possibilities offered to become active:

Second Home was established in the void of official integration programs in Slovenia. The urgent need for a community space became evident with opening of Asylum Centre in Kotnikova street (Ljubljana's city centre), just a few hundred meters away from Factory Rag. Our idea since the beginning was to assist migrants at their daily errands but also to connect them and to organize them in political sense. We were (and still are, though our place was evicted by petite-bourgeoisie activists) trying to find common struggles of migrants (migrant workers, asylum seekers, sans-papier) and mostly precarious workers of Ljubljana by organizing assemblies of migrants, meetings, lectures in primary and secondary schools, faculties, youth centres, squats around Slovenia. For us it was the most important that the migrants understand the reality of Europe's periphery and limited chances in here and to understand the ideology of European border regime, growing racism and economical devastation.

We were covering the broadest possible spectre of activities, tailored to the needs and skills of all the users of our space, from public readings of literature, protests, media campaigns to employment of some of the migrants on the projects we were running at the time. One of the most important thing is the fact that our space was opened – unlocked for 14 months in 2016 and 2017 and so it also functioned as a sort of *caravan-saray* for migrants passing through Slovenia and homeless migrants (mostly sans-papier) who were here for a longer time.

Together with Radio Študent we were also running radio broadcast Puko Učkur, trying to present the first-hand experiences of migrants to Slovene public as well as project Migrant literature loud (Migrantska literature naglas) which presents migrants writes and organize their public readings, debates and gatherings. We are still visiting Hotspots in Balkans (Idomeni, Gevgelia, Šid, Velika Kladuša) and maintaining contact with network of activists from all around Europe.

Rog Embassy (AMBASADA Rog)

Year of establishment of the practice: 2017

City: Ljubljana

Type of organisational structure: non-formal

Type of the engagement of the organisation: local



Photo: Social kitchen Rog (Ambasada Rog, 2017)

Types of activities:

cooking free lunches, education, legal and social assistance to refugees, organization of events (exhibitions, dance courses, DJ events, concerts, workshops), sports activities, meetings, trips and excursions.

Methods used and Possibilities offered to become active:

The Rog Embassy is a space that is managed jointly by refugees and activists, new and old squatters, artists, students and workers from all over the world. Together they are dealing with bureaucracy and helping one another survive in a more and more hostile Europe. Their work involves linking communities, organizing events, cooking free meals, educational activities, and social and legal assistance. They work outside the framework of the institutions and primarily rely on the solidarity network of activists and supporters who want to create a different environment with them.

Respective events are organized by the community for the community, for example Social kitchen Rog is a project sensitive to solidarity, sharing culture through food, offering support to each other. A number of people from local community joins the cooking and sharing daily. Especially for persons without status, it represents a space, where they can engage, meet, share, and plan different activities. The number of people attending varies depending on the time of the year (less people engage in exam area, or when they obtain status and involve themselves in state organized workshops).

Social kitchen was launched by the refugees themselves. The group, which is active in the Embassy Rog, noticed that a large number of people are rapidly joining their meals. To meet the needs, they joined forces with Slovenian activists and began to prepare public lunches that would be accessible to all. Chefs change daily and come from another countries - from Nigeria to Afghanistan and, of course, Slovenia. Initially intended for migrants and undocumented people, lunches also began to attract people locally as well as tourists who wanted to try Arabic, Kurdish, Afghan and African dishes. With voluntary contributions, they allowed meals to be larger and more people to participate.

48-year-old Anwar from Palestine, who maintains a kitchen at Rog, says that lunch is very important to him because food connects people: "*Some need only company, friends, information, and others come because they do not have money for food themselves.*" Among them is the Syrian asylum seeker Ahmad S., who first helped prepare meals for only a few users, but now with his knowledge of Slovene, he is in the role of an informal host, who daily connects and entertains guests. In this way, lunches grew out of their original purpose and became an important meeting space. This feature was also upgraded with family picnics and regular international cafe meetings.

Such self-organized problem-solving initiative among the newly emerging diaspora is an example of a good practice. Apart from Social kitchen Rog there are several other activities organized by refugees and local activists, volunteers. For example, several music and cultural events, dance lessons, language courses. The space is open for any idea, which comes from the users and is co-created by them. For example, once somebody wanted to paint, and the Rog community supported him with painting material and organization of an exhibition. Somebody had a wish to create and paint with Henna, and they supported him in obtaining the materials and organizing workshops. Everytime a person gets an asylum or a positive response from the court, the whole Rog community gathers and celebrates by organizing a party for this person.

Embassy Rog is a great example of a space which grows and develops according to the wishes and needs of the users who are active co-creators of the programme.

Razkrite roke (Revealed Hands)

Year of establishment of the practice: 2013

City: Jesenice and Ljubljana

Type of organisational structure: non-formal

Type of the engagement of the organisation: transnational

Types of activities: artistic



Photo: Learning to knit (Razkrite roke, 2016)

Methods used and Possibilities offered to become active:

Handcrafts as a tool for communication and tool for learning. Specific in this project: combination of two different groups of women: migrant women from ex Yugoslavian republics and women asylum seekers.

The project *Revealed hands* was aimed at the vulnerable group of women and women with disabilities living in Jesenice (north-western part of Slovenia) who are immigrants from Bosnia and Herzegovina, Macedonia, and Kosovo and who were brought to Slovenia due to different reasons and conditions in their home countries. Women came from different cultural environments that are extremely rich in textile cultural heritage. In some places in these countries, for example, the traces of a thousand-year-old textile industry remain intact until the present day.

Together with the project participants, the design team co-created a collection of contemporarily designed hand-made textile products which relied on textile cultural heritage of the vulnerable group and benefited from Slovenian tradition. Both of the traditions were freshly and contemporarily intertwined and redesigned in the spirit of the modern time.

Due to the success of the previous project with the same name, authoring group Oloop in cooperation with the Humanitarian Charity Society UP from Jesenice continued with the work with the help of the European Social Fund. The project included not only textile design, but also creation of video materials, theatre improvisation, photography, marketing and sales topics, humanitarian work, and social skills, and therefore psychosocially and economically empower them. Most of the trainings took place in Hiša sreče (House of Happiness) in Jesenice, and some of them in asylum home in Ljubljana. The latter combined this project with the "Štrikeraj" good practice, also featured in this selection.

The main objectives of the project are creation of intercultural connections, education in the textile manual work, socialization of vulnerable groups, designing of selling textile products collection and forming a group of women, operating in the Jesenice area, which will generate textile products with the help of newly acquired knowledge and teach young people in the field of textile manual work.

In addition to the collection of patterned crocheted woollen pillows, a series of photographs, sales website, and a documentary film that were presented at the exhibition in the Atrium of the Ljubljana Town Hall, were made. The project recently received The Alpine Pluralism Award 2018 for the Category 2: Measures for the integration of migrants into the local / regional labour market and for fostering entrepreneurship of migrants.

Mednarodni mladinski poletni kampi (International Youth Summer Camps)

Year of establishment of the practice: 2010

Type of organisational structure: NGO

Type of the engagement of the organisation: national

Types of activities: intercultural cooperation



Photo: Sharing and gathering at the camp (Delo, 2017)

Methods used and Possibilities offered to become active: Slovenska filantropija strongly believes that young people are full of great ideas and are capable of implementing them in their everyday life. Participants on the youth exchanges come from different backgrounds and there are also young refugees among them. They believe that no school or intercultural workshop can teach you so much about peers from other cultures than your own experiences. And there is no integration program that can make a bigger impact than true friendship between people.

The youth exchanges program is based on the knowledge of group dynamic stages, and William Glasser's Theory of choice. Participants develop social skills and take responsibility for themselves and others in the group. They will take active roles and become aware of their own potential. They will also experience voluntary action, address problems in society, look for solutions and become empowered to work on them. The biggest secret is hidden inside friendly and experienced youth workers, who are able to see each young person as a beautiful being with much potential.

Last year's camp was entitled Together, we can make it!, and joined 26 young people and 8 youth leaders from Slovenia, Croatia and Germany who spent 12 days together. Young refugees were among the participants. International youth exchange had encouraged informal learning, intercultural cooperation, peer learning and the acquisition of social skills. It was held in Slovenia in August and the participants lived in a house on Pokljuka surrounded by a beautiful nature.

One of the coordinators of the program, Tjaša Arko from Filantropija, said about the experience: *"The youth exchange was planned in a way to provide safe and creative space for participants. Young people explored topics of identity, interculturalism and migration and expressed their own views through various media such as photography, video, theater and visual arts."* The participants chose individually how to express themselves; they for example created two movies, made wonderful photos, created a theater show and music performance, they learnt circus skills - walking on stilts, juggling and other acrobatic skills, how to make T-shirts with silk-print technique... At the same time they learnt about the cultures of other participants through food, dances, songs while organizing and participating in cultural evenings.

The peak of the exchange was the intercultural event, which was carried out in the town of Logatec, where also one of the Slovenian asylum homes is located. Local people as well as the inhabitants of asylum home were invited. During the event young participants presented different cultural performances and after that invited visitors to play and create with them.

Tjaša Arko, the project coordinator, continues: “During the evaluation of the youth exchange young participants stressed out friendship, connection, feeling of safety and freedom and different skills that they've learned. Young participants continued to be in contact with national leaders, they are also connected through social media. Many of them are still seeing each other frequently, they are supporting each other and planning new meetings.”

We believe such encounters, where young people from various backgrounds meet in a non-formal environment and break stereotypes together are very important and should become a wider practice. We would, at this point, emphasize also the need for opportunities for whole families to join camps/longer activities. There is a lack of such opportunities, the only camp we know of which enabled whole families with refugee background to join (parents and children) were Camps of the worlds organized by Humanitas in 2017.

Štrikeraj (Creative Women Gatherings)

Year of establishment of the practice: 2016

City: Ljubljana and other cities across Slovenia

Type of organisational structure: informal

Type of the engagement of the organisation: transnational

Types of activities: artistic



Photo: Breja Preja, 2016

Methods used and Possibilities offered to become active: handcrafts as a tool for communication and tool for learning.

The knitting cooperative Breja Preja that already existed in Škofja Loka as a local initiative, bringing together women of different generations, sharing their knowledge, skills and worries, had connected to Društvo Up two years ago and started to organise weekly knitting and crochet meetings in an asylum home in Ljubljana, Slovenia.

Since the spring of 2016, they have established a group of volunteers (mostly women) and are organising regular meetings of local women and women refugees from all over the world, which are much more than just knitting/crochet

gatherings. They use handicraft skill as a tool of communication and a tool for learning. Not just learning how to knit and crochet but also to know one another, to understand different backgrounds, to help each other in need. It's a two-way integration in practice - for local women to find out how women from around the world are living, what is important to them, what kind of worries and joys in life they have, and vice versa.

Occasionally the knitting meetings are held outside the asylum house. They named them "Štrikeraj & picnic". They organise transport within the community and connect with local organisation to host them and also share homemade food, which is prepared by women refugees and local women too. Štrikeraj events are usually held in hometowns of women volunteers who are attending knitting meetings in asylum home. The local knitters and crocheter are also invited and they in return bring along their families and their sharing (and learning) of experience.

One of the important activities is also crocheting blankets for new-borns in asylum house in cooperation with Kvakvačkaš group. It all started as a nice gift idea for a baby boy born in Slovenia to a family of Syrian asylum seekers. Since then they have organised and crocheted a blanket for every new baby as a welcoming gift. They try to pass a message of tolerance, solidarity and togetherness to the families and to the whole community.

What is common to all women participating in this initiative is a value of sincere connection, togetherness and simply sharing with one another who they are. With knitting meetings, they are trying to raise awareness and educate communities to overcome hate and to stay human. They are certain that when you "peel" everything off (religion, colour of skin, the way we dress etc.) that is what we are, human. In addition, they believe that only solidarity and tolerance will help us to survive as a human race.

As Zeinab, one of the participants of crocheting meetings, describes: *"The most effective program for women, especially refugee ones, was the crocheting. Always learning new stuff, it gave motivation and good feelings. It made us feel relaxed and forget about our all negative thoughts and troubles at least for a while. Getting to know nice, kind Slovenian women and making friendships with them were the most heart-warming parts of those gatherings. We were talking, laughing and sharing our worries with them. Such great women who were all there for us..."*

Aktiven_a sem

(I'm Active, LUNG – People's University of Nova Gorica)

Year of establishment of the practice: 2016

City: Nova Gorica

Type of organisational structure: formal

Type of the engagement of the organisation: transnational



Photo: Learning, connecting and having fun (LUNG, 2015)

Types of activities: short training of professional staff; pilot implementation of the new programme for migrants and refugees in all partner countries; multiplicative events.

Methods used and possibilities offered to become active: non-formal training and capacity building. Less privileged groups (women with migrant and refugee background) have gained the opportunity to participate in lifelong learning programs, vocational guidance and counselling. The programme offered establishment of new routes for social integration of less privileged groups.

One of the main objectives of the project was to increase the employability of less privileged women (women with migrant and refugee background, 20 to 64 years) by improving their key competencies and skills, thus gaining a more competitive position in the labour market as well as in society at large.

Women have gained the opportunity to participate in lifelong learning programs, vocational guidance and counselling. The project followed the main European guidelines outlined in the strategy papers, eg. Europe 2020, the European Strategy for Education and Training, the European Platform against Poverty and Social Exclusion, the Erasmus + Program, the European Qualifications Framework for Lifelong Learning, the European Program for Adult Education, PIAAC etc. The project enriched the educational offer at local, regional, national and EU / international field, as this enabled the implementation of a new social integration program for less privileged groups.

The most important objectives of the program were to contribute to reducing the number of low-skilled migrants and refugees and encouraging, facilitating the identification and evaluation of non-formal and informal knowledge by assessing key competences, including basic and transversal skills (in particular, entrepreneurship, foreign languages and digital skills).

The project activities were aimed at the female migrant and refugee women, as one of the most vulnerable groups in the European area and additionally the professional associates from partner organizations (mentors) -for upgrading pedagogical skills and management skills, and other key stakeholders (employers, organizations that have direct contact with the target group of migrants) - to develop effective links between education and the labour market.

The main objective of the project was therefore promoting the social integration of migrants, refugees, and in particular successful integration into the labour market. The project also aimed to develop intercultural dialogue between the target group of women and fellow citizens in the EU.

The goal was achieved through developing and upgrading the model of good practice in LUNG through the process of identifying and evaluating non-formal and informal skills and other innovative elements.

They have prepared two interconnected intellectual results; the manual and guidelines for the training of mentors and curriculum and recommendations for the implementation of the social integration program and the development of cultural dialogue with third-country nationals (with emphasis on integration into the labour market).

As a follow up of this project, LUNG incorporates several methods and approaches in their current training offers. The module within the project was quite long, and now the trainings offered are more short-term. They also organize several non-formal gatherings between persons with refugee and migrant background and locals. One important lesson learned was that there are several bureaucratic limits, which come with this kind of projects. Some of the trained women were successfully employed after participating in the training modules but faced several bureaucracy obstacles before receiving the contract.

Activities that were carried out in the course of the project: short training of professional staff (15 future mentors), pilot implementation of the new migrants program in all partner countries (5 implementations involving 78 third-country nationals, at least 20 employers offering training for them, 5 cultural mediators participating in all program implementations) and 5 multiplicative events.

The project presented a rare opportunity for engagement in the area of Primorska region and offered a one to one approach to migrants and refugees residing in the town of Nova Gorica and surroundings.

4. Recommendations

4.1. Austria

1. Early information and language courses

As soon as possible after their arrival in Austria, refugees should be able to take an intensive course, which gives them an overview of the cultural and legal conditions in Austria. Modules of this course could be: right to health, education, work, non-violence, non-discrimination, legislation and rights of women, men, children, LGBTIQ with regard to marriage, parental custody, adoption, gender equality, gender-based violence, etc.

As early as possible, and above all continuously, refugees should be able to attend literacy and German language courses of good quality, as language is an important prerequisite for understanding a new culture and society. (see Ahmad 2017: 20)

2. Accelerated asylum procedures

In order to accelerate the integration process, it is necessary to accelerate the asylum application process. Experience shows that only those who have a safe residence status and a perspective in the country can engage in a new culture and language. (see Ahmad 2017: 20)

3. Reception centres

The Austrian government should establish reception centres in Vienna and other cities, in which all refugees should be treated equally. There they should get assistance with submitting and following-up on the asylum application and the allowances from the government. These centres should employ nationals of the refugees' countries of origin. They are in the best position to support refugees as they are familiar with the culture, mentality and speak the languages. (see Ahmad 2017: 21)

4. Increased (financial) promotion and capacity building for migrant self-organizations

The current exclusion of migrant self-organizations is highly problematic, according to Koopmans (2001: 1). An integration policy that does not give ethnic groups a place in the political process contributes to ethnic fragmentation. Co-operation between Austrian NGOs and migrant self-organizations should be encouraged. Recognition of migrant self-organizations as important actors in the field of integration

Migrant organizations should be recognized as key actors in the field of integration. Cooperation between migrant self-organizations and actors of Austrian civil society should be promoted and based on an equal partnership.

5. Improved opportunities for political participation for migrants, dual citizenship

According to Koopmans (2001: 2), the most important prerequisite for successful integration would be access to citizenship rights and thus to electoral rights.

At present, the majority of the foreign resident population is politically disempowered, since third-country nationals are not allowed to vote in their municipality, nor to stand as a works council or for the chamber. (Grasl 2002: 53)

6. Facilitating opportunities for social mobility for migrants, Facilitated recognition of qualifications / professional recognition

Lack of opportunities for social *mobility* cause retreat into ethnic enclaves. (see Diehl / Urbahn 1999: 15) According to a study by the Danube University of Krems in Austria, the qualifications of migrant skilled workers as well as academics are not always fully exploited. The recognition of acquired qualifications needs to be facilitated and there should be ways

in which those coming from conflict areas can still receive recognition of their education, even if they have not had any credentials.

The Austrian government should provide refugees with opportunities to earn income and obtain vocational training, as soon as they have applied for asylum. They should be informed about the job application process and provided with assistance in their search for a job.

7. Recognising diversity as source of strength

The Austrian government should proactively promote diversity in all its institutions. Members of the diaspora that have been living in Austria for many years, should be employed and function as cultural mediators and interpreters. (see Ahmad 2017:22)

8. Access to the health system

All refugees should be provided with free access to the health system and adequate translation services that take into account the specific needs of men, women and children. Staff in refugee camps should be sensitized for health problems, psychological stress, trauma and sexual abuse or violence. Refugees should be referred to specialists who speak their language. Costs for this should be covered.

4.2. Croatia

1. Common European Integration Standards should be developed and become obligatory. Some sort of minimal standards should be required in every member state in order to reduce differences and unequal living conditions for TCNs in member states.

2. Develop and ensure political participation of TCNs on local and national level through different sectors such as unions, political parties, consultative bodies, NGOs etc. Governments, both national and regional, should conduct consultations with TCN groups and community organizations to inform decision-makers of TCNs needs, since this would increase participation and ensure their full inclusion among broader host communities.

3. Ease naturalization for TCNs by lowering requirements, providing concise information on those requirements and ensuring transparency in naturalization procedures, with special attention to groups affected by double marginalization such as women.

4. Support civil society initiatives focused on creating the meeting and exchanging spaces as well information points for TCNs and domestic citizens – development of intercultural centres. Local authorities and civil society organizations/initiatives should implement joint programmes aimed at providing information, capacity-building and political empowerment for TCNs in order to inform them on the mechanisms for formal and non-formal political participation in the host country

5. Build welcoming communities and initiate long term public awareness raising campaigns which will promote more openness towards TCNs and reduce stereotypes and prejudices against them as well as xenophobic and racist behaviours to prevent possible violence and extremism

6. Empower TCNs to make their voices heard, especially on issues that matter to them such as basic services, education, health, and civil and political participation, and to enhance the support provided to migrant representative bodies and refugee-led organizations through the provision of funding and capacity-building opportunities.

4.3. Greece

National Level

1. Develop a long-term action plan, considering past mistakes and present and future challenges and needs;
2. Employment and education should be the main items in the agenda of the public discourse on social inclusion;
3. It is important to record the skills and needs of refugees and migrants, as well as the difficulties they face in their attempt to join the labour market;
4. Create incentives for potential employers and use of available financial tools to provide access for refugees and migrants in the labour market;
5. Adoption of good practices that can be used for the integration of refugees and migrants into the labor market;
6. Development of a decentralization strategy that will lead to the expansion of employment opportunities in the region, delivering positive results for both refugees and immigrants, and the local community;
7. Design and implement actions and initiatives at local authorities' level in order to create synergies, give incentives for employers to promote employment and the abolition of stereotypes and encourage advocacy to the relevant governmental bodies, especially the Ministry of Labor;
8. Collaboration with the local population;
9. Motivate refugees and migrants to develop their own entrepreneurial initiatives, increasing their creativity and productivity;
10. Providing education for migrant and refugee children should be a key priority, in order to ensure that these children will continue to be a part of the social context of the local community without being marginalised;
11. The integration of refugee and migrant children in the educational system is a dual process interconnected with the openness of the local community towards this direction;
12. The role of non-formal education and the need for partnerships between civil society and local actors are recognized, using where appropriate the provided structures and facilities of municipalities (e.g. school buildings);
13. A sense of community and social consciousness should be cultivated to migrants who apply for citizenship;
14. The reception and integration of refugees should take place in conditions of legal certainty. This implies the visibility and transparency of procedures as well as common standards for all without discrimination;
15. Political will and consensus is required to develop a common policy for the integration of migrants and refugees in the long run, so that it can foster a sense of stability and security;
16. As there is no great progress in the social inclusion of refugees and migrants through decisions in government level, it is obvious why the local authorities should have a more active role in managing the issue, taking also into account that they are more flexible in terms of decision making processes.

Local Level

1. Political will and cooperation among the major municipal authorities is more than necessary for a sustainable future. Sustainability will be achieved when all stakeholders will get involved, while synergies, team work and collaboration are crucial;
2. Adopt different social inclusion approaches for smaller scale cities and big cities, as smaller cities don't have the same hosting capacity. Coordination with the neighbouring municipalities is vital;

3. Record the needs, skills and capacities of the arrived refugees is more than necessary, to have a more precise overview of the situation;
4. Access to affordable and sustainable housing is the main element for social inclusion. Therefore, a common framework policy on social habitat should be developed. Policy formulation and advocacy, knowledge sharing and networking, as well as research, are important elements to set a strategy of responsible housing principles;
5. Housing provides for the improvement of health and contributes to the enhancement of efficiency and working conditions. Therefore, it relates to health and wellbeing, social inclusion, local economy and employment, energy and environment. The social housing policy should be under the authority of the municipalities;
6. Contribute to the integration and enrolment of refugee and migrant children in schools and to facilitate the communication between the parents and the teachers;
7. Adopt a differentiated teaching method, by using implementing tools that meet the needs of all children, with different levels and based on diversity and interculturalism;
8. Investigate possibilities for establishing Social Rental Agencies, including within Municipalities. Implement projects that would focus on the local needs both of the host and newly arrived or diaspora community;
9. Explore possibilities for issuing Social Impact Bonds, including by Municipalities;
10. Municipalities to take the lead in drafting a non-formal education framework (quality standards and feasibility requirements at the local level, proposals for legal and institutional framework at the national level);
11. Investigate how best to ensure provision of Mother tongue learning and vocational training under the auspices of the Municipalities;
12. Voting and being elected in local elections should be a right of all those residing long term in the country;
13. To work on improving dissemination of information and communication at the local level via local authorities and civil society networks. It is important to raise awareness and tolerance levels of the local community;
14. To investigate social economy initiatives, particularly through the KOINSEP by involving Centres for Migrants' Integration, NGOs, citizens, migrants and refugees;
15. Improved lines of communication and coordination are crucial in order to achieve participatory design, based on holistic, multi-level and integrated information analysis. Beneficiaries should not be just recipient of services;
16. The only way to achieve true sustainability is the involvement of those levels holding decision power;
17. There is need for decentralization and joint action, while large municipalities should provide know-how to other regions as well.

4.4. Italy

1. The negative narrative around refugees and migrants needs to be changed. Specifically, the rhetoric and the correlation between terrorism and migrants used by politicians and press through an information campaign performed by activist and NGOs allowing migrants to become active participants for example in public speech;
2. Political parties at local and EU level have to discuss about "inclusivity", "protection" and "long-term perspectives" instead of "security threats". Cooperation between political parties and civil society and migrant must be promoted through the promotion of info-points, training, desk offices;

3. Reports, recommendations by EU agencies don't reflect the situation on the ground. EU institutions and Agencies must collaborate with NGOs to ensure effective access to mechanisms and procedures for asylum and first reception;
4. Involve Civil Society organisations and local authorities when designing policies with regard to first reception, identification and integration policies;
5. Raising awareness, campaign organised by civil organisations to reach and involve communities in activities and initiatives to know each other and to build a multicultural society;
6. To engage, stimulate and empower diasporas to be actively involved in the field of migration through training and initiatives;
7. To involve diaspora organisations in the debate about migration with local and international organisations through their knowledge and skills;
8. To give the opportunity to migrants to enhance or acquire skills and competences especially language, interculturality and communication fields;
9. To enable migrants to access funding in the form of traineeships and experience training on the job;
10. To provide accurate information to migrants, including refugees, on means for access to international protection, family reunification, and their rights and duties.

4.5. Malta

1. Access to long term residency permits needs to improve; the current requirements make it very hard for migrants to become eligible which generates frustration and precludes any meaningful integration efforts since their status in Malta is highly unstable and their prospects of being able to stay in Malta are very low.
2. If national policies enforce language qualification as an eligibility requirement for residency, then language learning facilitation needs to improve, to consider time shifts and locations where migrants live, and the specific needs of particular groups, as well as new models and good practices used in other countries.
3. Legal pathways for long term residents to access citizenship, with clear requirements which if fulfilled would grant access to citizenship, need to replace the current system subject to discretionary power; citizenship is the best guarantee for engagement and participation in society.
4. Access to family reunification for long-term residents, including beneficiaries of subsidiary protection which under current national laws are excluded. Information on the family reunification process requirements to be more accessible and sensitive of documents from countries of origin which might not be feasible to provide and for the process to be more transparent.
5. The current system of recognition of prior qualifications needs to improve. It needs to take into consideration that supporting documentation required can be hard to provide, especially for those coming from conflict zones and failed states. Alternative pathways to requalify need to be offered to those whose qualifications are not accredited and for those whose qualifications are accredited but downgraded to a lower level (e.g.: nurses to carers). Currently high costs and their residency being linked to work permits stands on the way of being able to requalify; holding back many migrants from being able to engage in their professions and contribute to Maltese society to their full potential.
6. Migrants need to be employed and empowered to work in government departments that work or provide services for migrants, especially in cultural mediation, and in institutions and agencies where migrant communities access services.

7. Migrants must be engaged in dialogue with native Maltese people, on TV, radio, discussion events, sports, education and cultural activities. This engagement is important in order to develop good relations between these groups in Malta, and to destroy myths and negative perceptions about migrants
8. Migrants should be empowered to develop their own cultural expression in art, music, dance and media, rather than for them to be used to develop a 'local version' of these expressions, or to simply involve migrants in cultural events without supporting them in their development.
9. The living conditions of the open centres for asylum seekers need to improve and access to internet should be provided at centres, especially so in those centres located remotely where no internet access further reinforces isolation and precludes any type of engagement as migrants remain unaware of what is happening around them, with no way of participating.
10. Improved provision of information about the rights of people with international protection in other EU countries and opening of pathways for them to access legal employment and services or they risk remaining at the margins of society with no real prospects of engagement.

4.6. Romania

1. The Romanian Immigration Office (IGI) should continue to be engaged in issues involving TCNs, their integration and work together with other local NGOs in order to ensure streamlined processes, to avoid overlap and improve the wellbeing of the beneficiaries
2. The seminars organized by LADO with the participation of IGI, amongst others (local government, social insurance programmes, employment agencies, and the education field) should continue and requires further funding to ensure sustainability.
3. The use of intercultural mediators has been identified by several interviewees as being helpful in their integration in Romania.
4. Despite the statistics in this Report giving a rather positive view of TCNs in Romania, the terminology does not always allow for sufficient differentiation between TCN groups. The most vulnerable, for example, are refugees and Protection Beneficiaries. Without good contacts and networks, finding accommodation and employment can be very difficult for them. A more in-depth report focused solely on this vulnerable population would be beneficial in order to help the authorities and organisations working with them better respond to their needs.
5. Senitization of issues pertaining to refugees and migrants, particularly those come from the Middle East and Africa, is vital in Romania. This report has focused on TCNs, many of whom here are students, or from Moldova, which does not seem "foreign", "strange" or a threat to most Romanians. However, the general feeling on the street towards those with a Middle Eastern background is less welcoming and more hesitant. Stickers with "Romania for the Romanians" can often be found on shop windows and on lampposts around the city centre of Cluj, and this is perceived to be the most open and tolerant city. Vital work on awareness raising and education is required.
6. A focus on including TCN youth in local decision-making processes has been a welcome development and is one which should be developed and continued.
7. One interviewee noted the urgent need for training of police officers and authorities, who ask questions on the street, such as "Are you a Muslim? Do you read the Koran? Do you pray? Do you fast?". This demonstrates clear racial

profiling, and certain stereotypes and prejudices held against certain faiths or backgrounds. Training on cultural and religious sensitivity is required.

8. Each refugee granted asylum in Romania receives a monthly allowance of approximately 130 Euros (\$155) for up to 6 months and is entitled to Romanian language classes. More financial help is required for refugees as one noted “they gave us Romanian lessons 5 times a week which i had for only two weeks because i didn't want to stay there because they told us that once we get our permission we need to pay the rent of the bed that we were using for sleeping and some other bills to be all together about 230 Romanian pound and we were getting from the government about 506 Romanian pound which made it impossible to live there”.

4.7. Slovenia

Programs and activities recommendations

1. The majority of the existing programs are available only to people who already obtained the status of international protection or are in the process of relocation or resettlement. Such successful programs should be extended and made available also to other groups, like single men residing in asylum home in Ljubljana and other asylum seekers across the country.
2. Respondents expressed their wish to learn more about the country, Slovenia, and its history, Constitution, legislation, culture and religion. They also wish more project activities aimed at presenting their own cultural expression, as well as more computer classes and other technical skills educational and competence building programmes (i.e. driving lessons...).
3. Basic practical skills training should be organized for refugees who need such attention, for example how to open an email account, how to use computer (basic), how to withdraw from an ATM machine, etc. Things, seemingly irrelevant and everyday matter to others, can present big obstacles for someone who had just arrived in a different country, system and culture.
4. Language classes should be offered immediately upon the arrival and should be offered to all asylum seekers as well as persons with subsidiary or international protection and other work migrants. Classes should be formed considering the specific needs, such as different social and age groups. More possibilities should be created to enable practice of using Slovenian language beyond language classes.
5. All project activities aimed at people with refugee/migrant experience should take into consideration different time slots available during the day. The majority of activities now exist in the morning and during the day, which presents limitations for both men who work and for women who are alone with children and without the possibility of childcare. Likewise, there are too few activities where the whole families can be included, especially in the summer months.

Systemic recommendations

1. Comprehensive national integration strategy should be adopted, with horizontal cross-cutting and human rights-based approach.

2. The length of the asylum proceedings should be shortened as a matter of utmost priority. They are still as a rule excessively long, have dissuasive effects and are seriously aggravating psychological traumas of people who are already in distress and uncertainty. Priority should be given to unaccompanied minors and families with young children, having in view the best interest of the child at all times.

3. Continuous and systematic psychosocial help and support are, although crucial, insufficiently available in asylum homes and later during the integration process. Special focus and attention should be given to accommodate approach to children and unaccompanied minors.

4. Asylum legislation should urgently be updated and revised according to basic human rights standards. The 2016 amendments to the International Protection Act ended the short-term financial assistance designed to help refugees bridge the gap before they receive social support, leaving many of them without any funds in the first month after they were granted international protection. It is unacceptable that they are dependent solely on help of humanitarian organizations. Also, equal access and rights to health care should be provided. Now, asylum seekers (except asylum seeker's children and students up to 26 years of age) are provided with only the most urgent medical assistance. Migrants with no status (after given the negative decision and not deported) are left out completely outside the system. Family reunification provisions should urgently be opened and revised to address the following shortcomings: unaccompanied minors can only be reunited with their parents but not other members of their family such as their siblings. In addition, adult refugees can unite only with their partner and minor children, so children above 18 years old are not able to reunite with the parents.

5. Early access to labour market should be effectively promoted. The present limitation of 9-months waiting period before being able to obtain a working permit constitutes an unreasonable obstacle to integration and acts (together with the length of asylum proceedings) as a deterrent and push factor for leaving the country. Recognition of prior qualifications and skills is often impeded by the need to show original documentation, which is often extremely hard or impossible to obtain, especially from the war or conflict zones. Many, even when not holding a diploma or certification, are skilled workers and often experience their knowledge and skills are not fully recognized and taken advantage of. Programs recognizing and identifying skills and qualifications should be designed and promoted in parallel with the very start of the asylum procedures, enabling also an effective labour market policies.

6. More support and assistance should be provided with apartment and job search. Targeted awareness raising of potential employers/landlords should be undertaken, in order to avoid negative prejudice, misconceptions, and discrimination on the labour/housing market. Systemic labour and housing inspections should be in place to avoid wage-dumping, dangerous and illegal working conditions and discrimination on labour and housing market. Focused housing incentives should be made available, like equal access to public non-profit housing or non-profit rent apartments (rent subsidies) to asylum seekers and persons with international protection.

7. Asylum seekers should be given the possibility to reside outside of the asylum home if they wish to do so, giving them more freedom and better integration prospects early on in their asylum application procedures, similar to the Italian Sprar program etc.

8. Childcare in a form of kindergarten activities should be continuously provided in the asylum home (now on a project basis only), as well as the possibility of pre-school children to be included in the regular kindergartens across Slovenia. Now families of asylum seekers living outside of the asylum home have no other possibilities of including their children other than by paying the highest price of regular kindergarten programs (which is of course out of reach for majority of them). This systemic shortcoming presents discrimination and considerably lowers chances for integration of these families into the society, also usually putting mothers in unfavourable position not being able to go to work when their husbands/partners are working.

9. More cultural mediators and translators should be trained and employed in asylum homes and integration houses to accommodate pressing needs of people in everyday situations.
10. State should consider granting citizenship to persons who have been *de jure* or *de facto* stateless for a considerable amount of time, avoid statelessness, and fully respect the right to the citizenship of children.
11. Topics of migration and global refugee trends and figures, including intercultural dialogue (global learning with experiential methods) should be included into official school curricula, while empowering teachers to address better these topics in the classrooms.
12. Non-discrimination legislation should be fully enforced and effectively implemented. Human rights and fundamental freedoms of all individuals without discrimination should be respected, promoted and protected; all systemic discrimination should be dismantled, and proper equal opportunity policies should be designed and backed up with concrete norms, mechanisms, good example and clear leadership on all levels. Broad awareness raising and education about non-discrimination and human rights should systematically be conducted within the general public. Efforts that are more systematic should be made to fight racism, hostility and growing hate-speech towards people with migrant and refugee experience. Politicians have a particular responsibility to engage in open, respectful dialogue and to take a clear stance against any incitement to hatred and discrimination.
13. The authorities, private actors, NGOs and civil society engaging with people with refugee/migrant experience should introduce and improve consultation with direct and other forms of involvement of such people into designing and implementation process of integration programs and policies.

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About the Project:

WANNE (776195-WANNE-AMIF-2016-AG-INTE) aims to give visibility to the active engagement of third country nationals and people who have migration experiences, and, by communicating good practices of participation and inclusion, change the negative narrative on migration. WANNE wants to foster engagement with a special focus on diaspora and civil society organisations in educational, cultural and social activities, and in national and European decision-making frameworks. We all need new engagement to realise mutual understanding, humanity and conviviality.

WANNE Partners:



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 The information and views set out in this report are those of the authors and do not necessarily reflect the official opinion of the European Union.