

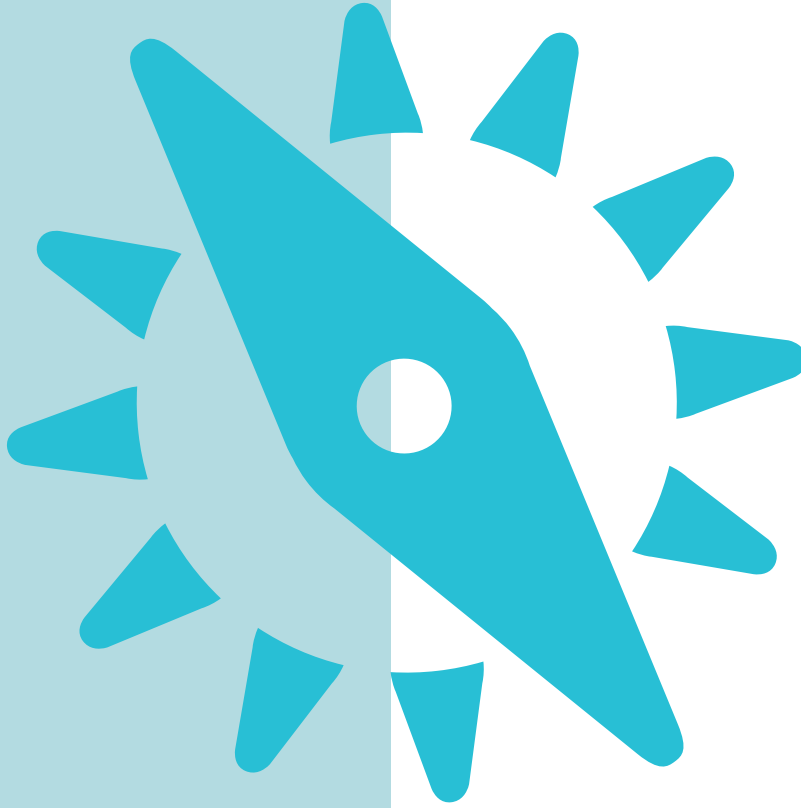


Interreg



**Danube Transnational Programme
DRIM**

<http://www.interreg-danube.eu/drim>



OUTPUT 5.2 a National workshops

DRIM

Danube Region
Information
Platform for
Economic
Integration of
Migrants

Compiled by SPF Group

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1. Introduction

The last output of the project DRIM pertains to the execution of eight national workshops and one transnational workshop with representatives of decision-makers and key stakeholders on the state of affairs regarding the provision of information to migrants focusing on the role of public institutions in this process. In the part one of this output (O 5.2a) the focus is on the eight national workshops organized in the November and December 2018 in Austria, Croatia, Czechia, Germany, Hungary, Slovakia, Serbia and Slovenia. This output represent a second mandatory output of “documented learning interaction” defined as the process of acquiring or enhancing institutional knowledge in transnational context and highlights the last stage of the DRIM project that aims to strategically improve the institutional context for improving access to information.

For this reason, the goal of these workshops was twofold; firstly acquire the assessment of the current state of affairs by key stakeholders themselves, and secondly, gather information on their understanding of future development of the public informational infrastructure through the discussion on the usability and sustainability of DRIM’s flagship output Danube Compass.

In this regard, we are satisfied to report that DRIM partnership has initiated a discussion in countries involved concerning the responsibility of public institutions in providing information for new inhabitants, on the cooperation among stakeholders in exchanging vital information needed for integration and the barriers that hinder faster and smoother development of effective solutions. This output thus highlights the main problem identified through this project as hindering the improvement of information provision in the eight countries of the Danube region: the inability to approach information provision in a collaborative and participatory way. Institutions would need to cooperate in a dynamic and flexible matter to bring about improvements in the information landscape in a national and/or transnational context. Instead, the lack of cooperation is seen only as one of the problems without any clear plane or hope for its solution.

Moreover, this output also illustrates the hurdles DRIM partners had to face preparing Danube Compass and also missteps that were made in a preparation of such an ambitious output. Differently from representatives in the public institutions that were themselves end-users of the Danube Compass and evaluated it very positively, the decision-makers see this tool in a different light and are much more concerned with its sustainability. Their understanding on the role and position of the Danube Compass in an existing information landscape invites a re-appraisal of the work done and analysis of the possible better solutions that would improve the information platform’s better usability. Here lies, we believe, the main value of this document – to understand the creation of the Danube Compass as well as the improvement of the access to information as a continuous process and not a one-off product.

The content of this output consists of three main parts: firstly, through a set of methodologies a ground work for preparation of workshops is laid; secondly, each of the workshops’ discussions are

detailed; and thirdly, the main findings are synthesized in the concluding chapter. Through these workshops and subsequent dynamic exchange of experiences and knowledge, this output aims to serve as a tool for further discussions on the modern governance techniques as well as for the re-thinking of the integration measures in the Danube region.

2. Methodology for country specific recommendations

Key principles and aims

At the national workshop for decision-makers (November/December 2018), the identified shortcomings of existing information infrastructure in the relevant country will be discussed and presented and the participants of the workshop will discuss the **methods of overcoming barriers to information access** and more specifically also **the role of DANUBE COMPASS as the kick-off tool** bringing about the creation of more systematic and systemic approach to this issue.

On the basis of the workshops as well as lessons learned in the first phase of the project DRIM, detailed in the Country specific profiles and Best practices catalogue as well as through testing and training activities (Pilot actions and training sessions) a concrete set of recommendations for each PP's country on how to enhance the information infrastructure for migrants and the role that public institution play in this will be prepared. In this respect, all contributors are asked to include findings from all stages of the DRIM project, not only from the national workshop.

The recommendations will be in English and local languages and sent to relevant national and transnational stakeholders in order to stimulate discussions and raise awareness of the importance of the equal access to information.

The country specific recommendations in individual states have to be compatible. It means that they must be **compatible** with **common aims of the DRIM project**, with DRIM **project activities and deliverables** as well as with Danube Transnational Programme **requirements**. For this reason, this methodology presents the key issues that need to be included in individual country-specific recommendations.

Also, a key challenge for every set of country specific recommendations is the long-term sustainability of the Danube Compass info tool, which includes several financial, technical, promotional and organizational aspects. This is why a set of questions to be addressed in country-specific recommendation pertains also to the possibilities for sustainability of not only the DC but also of other transnational information tools.

The structure of the report for country specific recommendations

Please, try to be as concrete as possible. Remember that it is important that set of recommendations are outlined for the country level, however, focus also on the local and regional aspects, if you deem this necessary. The set of questions in the subchapters is for your orientation; however, do try to answer all the questions, if relevant for your country context. The suggested length of the report is 4-5 pages, however, do not limit your self too much. Concrete recommendations relevant for national contexts in connection with the current migration, labour market and demographic trends in the country will be appreciated. The following chapters are suggested:

- 1. The information infrastructure in each country and position of the Danube Compass in the system of informing of migrants in the individual country (linking the provision of information to national migration policies, migration, economic and other demographic trends) – please involve findings from all stages of the projects – especially the country specific profiles, DC information gathering and national workshops (1-1.5 pages)**

The main questions to be addressed here are: What are the strengths of the national information infrastructure? What are the weaknesses of the national information infrastructure? How do different institutions, stakeholders cooperate in providing information and how can both provision of information and cooperation be improved? How has such infrastructure been adapted to the current migration trends and policies (locally, regionally, nationally)?

- 2. Specific recommendations for providing information to migrants and mobile individuals (1,5-2 pages)**

In which ways does provision, use and access to information for migrants and mobile individuals differ from the ‘majority population’? What are the challenges, good and bad practices in this field (locally, regionally, and nationally)? How could information access be better adapted for people who do not have access to digital communication channels and/or are computer illiterate, recommendations for improved communication/cooperation with local, regional and national bodies and institutions in the field of providing migrants and mobile individuals with information? How can better interagency cooperation be achieved?¹

- 3. Transnational issues/info-sharing (1-1,5 pages)**

What issues have arisen during the project course regarding gathering of information at the transnational level? What are the challenges, how could they be overcome? Could you provide any examples of good practices? How could better harmonisation of information at the transnational level be achieved? What could be the technical, language, etc. solutions in this respect?

- 4. Possibility of sustainability of DC and other information platforms (1-1,5 pages):**

Please address possibilities for the sustainability of transnational information platforms, based on your experiences and activities within the DRIM project from the following main angles:

- organisational: which could be the responsible organisation, role of the organization in maintaining and operating the DC stakeholders, i.e. involved subjects and their role in the administration of the Danube Compass; identification of main processes which should be secured and description of these processes;

¹ Please note that this part should take a form of recommendations! For an example please see: http://www3.weforum.org/docs/WEF_White_Paper_GFC_Energy_2016_2018_Policy_Recommendations.pdf

- b. institutional: regular use of info tool by different relevant institutions, ensuring a responsible institution of regular maintenance and updating the DC info tool; identification of relevant key stakeholders for long term use of the info tool, how do these stakeholders cooperate?
- c. technical sustainability
- d. central level (server, web site and editorial system?) and local level (revision, editing and actualization of the content the DC info tool, responsible institution?) could be provided.
- e. publicity (publicity and PR of the product)
- f. a communication strategy towards (i) stakeholders and (ii) target groups should be developed, to include a list of convenient communication tools and description of their use.
- g. Who could be responsible for such publicity, which are the potential media partners, which communication networks and tools could be used for both public officials (stakeholders) as well as migrants?²
- h. financial sustainability as financial resources, and expenses (please calculate realistic costs of sustainability per year in your case)
- i. Different models can be applied in assuring financial sustainability of the DC and other info tools. What are the potential resources, how can these be secured, what are the recommendations for local/regional/national levels?
- j. Described approach and tools represent an ideal situation and progress of the Danube Compass. However, there are factors and barriers which can make the utilization of the DC difficult.

All-important barriers (e.g. unstable financing, lack of interest of key media, technical problems, instability of institutional structure...), should be identified in advance and measures for elimination of them should be proposed at the end in a concise manner. What are the main general risks in both accessing, using and maintaining Danube Compass and other similar info-tools?

5. Conclusions, any other issues, comments, suggestions? (0,5-1 page)

Other issues that you consider as important and not mentioned above.

² All partners and stakeholders should be involved continuously in the communication action at least by:

- using their social media and other channels;
- banners on their web pages;
- hand out promotional material.

Nevertheless, other communication tools are desirable (conferences, seminars, discussion platforms, round tables, public media...). Involving foreign media in every country (e.g. Greek, Turkish, Russian, Vietnamese etc. newspapers and web information portals) is strongly recommended to be used. Social ventures and private companies could be also involved in Danube Compass publicity in the framework of their corporate social responsibility (CSR) strategies.

3. National workshop methodology

1. How to use the methodology

This workshop methodology enables you, the moderator, to conduct a half-day workshop.

Whenever we refer to the moderator in our text, we refer to the person who is conducting the workshop, regardless of whether the participants are active themselves or the moderator who will train others afterwards.

The methodology sets out the preparation and background information for the moderator (the person conducting the workshop) on one side, and information to be shared and discussed with the group on the other side.

2. Who can conduct the workshop?

Those who conduct the workshop need to know the methodology well and study the sections provided. The moderator should also know the group or at least the context in which the workshop takes place (e.g. general situation in the field of migration and migrant integration in the country), and should be in command of the local language, culture and traditions.

3. Who is this workshop for?

The workshop is designed for decision-makers on local, regional, national level as well as the high representatives of sectorial agencies or individuals who directly/indirectly provide assistance to migrants, refugees, asylum seekers and other mobile individuals - foreign (exchange) students, expats, repatriates, interns, etc.

The selection of participants should be in some way harmonized with the Danube Compass. DC in the institution directory option provides information about all the institutions that are related with the content of the DC.

The selection of participants is important for the following reasons:

- Through the development of the Danube Compass, all the partners in the project should be familiar with the work and responsibilities structure of these institutions. This experience allows them to readily identify the strengths and shortcomings in their work and the availability and quality of the information they produce.
- The national workshop will be an opportunity to identify weaknesses and strengths in the current approach to the topic of access to information for migrants and other mobile individuals and to prepare a baseline foundation for country specific recommendations.

- Project partners will be able to verify the role of Danube Compass as a potential model for overcoming the problem of information accessibility.
- The participants in the national workshop will be able to share their thoughts through a discussion on pre-selected topics pertaining to migrant access to information. Such thoughts will include their personal experience in providing relevant information to migrants and mobile individuals, the experiences of the institutions they represent, and their ability in providing suggestions and recommendations for how these issues can be overcome in a systematic way.

Suggestion for workshop target group:

Obligatory list of institutions:

- **Employment Agency**
- **Agency for migration/foreigners (depending on the country context)**
- **Ministry of Interior**

Other possible institutions (depending on the local/regional/national context)³:

Optional list of institutions:

- Ministry of Foreign Affairs
- Ministry of Health
- Ministry of /Family, Social Affairs
- Ministry of Labour
- Ministry of Education
- Administrative units
- City Council senior representatives (Directors of units, mayors)
- Relevant International organizations (e.g. IOM, UNHCR)
- Adult education institutions/centres
- International student exchange offices
- Other relevant institutions at the local/regional levels

It is important to stress that the participants should ideally be decision-makers in their respective institutions, as we want to streamline the information provided by them to the level of the transnational strategy for info-sharing.

³ Every partner needs to have representatives of *closed list of institutions* at the workshop/focus group

4. Structure and Number of participants:

The plan is to organize one national workshop in each of the 8 partner countries. The structure of the participants will be heterogeneous, which may pose a problem in formulating a questionnaire for the national workshop. Due to the nature of this workshop, it is pertinent that the questionnaire contains sufficient general questions that are focused on the availability of information and overcoming the problem. However, the questionnaires must also address responses describing the individual specificities of each of the institutions. The advantage of a heterogeneous composition is that the difference in the availability of information between institutions can be examined and that sometimes differing views can be expressed, which can be useful information for preparation of country specific recommendations.

The duration of the national workshop (focus group) should ideally not exceed 120 minutes. The suggested number of participants is about **8 for each country**. However, as it is very probable that all the invitees will not be able to attend the workshop, it is important to plan early, invite more possible participants and develop back-up plans.

5. Guide for the moderator

The most important thing is to have a guide with precise and well-structured questions. As the main objective is to obtain recommendations, the questionnaire should be closely related to the Methodology for country specific recommendations.

Important to know: In the context of national workshops, it is not good to ask suggestive questions that begin with "Is there?". The main reason is that the most common answer is in the form of YES / NO. Questions must be precise but open-minded so that they encourage discussion among participants. Suggestive questions create a situation with a specific question where the survey method would be more acceptable for this kind of issue than the focus group method. Advantages of open form questions: A discussion develops among participants; shy participants feel more comfortable giving answers.

Possible problem: The national workshop conclusions will be based on dialogue and interactions within the group and there is a potential for the participants to influence one another. Therefore, it is important that the moderator directs the discussion in a direction that will not bring other events to the forefront (political, cultural, religious, topics that are not relevant to the research itself).

Introduce basic principles and respect for human rights (optional, but do stress the right to information as enshrined in the most important documents in the area of human rights)

Human rights are rights to which all human beings are entitled. International human rights treaties affirm that every individual has dignity and certain inalienable rights. The UN Universal Declaration of Human Rights (1948) states that recognition of these rights is the foundation of freedom, justice and peace.

'Human rights' standards refer both to the substantive rights that are defined and codified in international treaties, declarations and covenants, and mechanisms or institutions that operationalize and enforce those rights, for example by investigating claims that rights have been violated, clarifying the application and content of human rights principles, and ensuring that states comply with the obligations they assume when they sign human rights agreements. In terms of the protection of rights, the utmost importance of safeguarding the right to information was recognized relatively early on. The right to information as an integral part of the right of freedom of expression was enshrined by Resolution 59 by the UN General Assembly in 1946 and further defined in the Article 19 of the Universal Declaration of Human Rights two years later, in 1948. UNESCO most recently explicitly connected the access to information with people's empowerment (Maputo Declaration in 2010) and good governance (Dakar Declaration in 2005) (UNESCO, 2015). In 2015, UNESCO even proclaimed 28th September as the "International day for the Universal Access to information". In justification for such a proclamation, UNESCO emphasised that "access to information is the right to seek, access and receive information from public bodies and private bodies performing a public function and the duty of the State to provide such information" (UNESCO, 2015). Moreover, the document paves the way for a creation of the "international law" targeting specifically access to information by citing the ever-growing need of the public for transparency in public affairs (ibid.). Similarly, the Organisation for Security and Cooperation in Europe (OSCE) highlighted access to information as a key aspect of promoting public trust in governments in the 2010 Central Asia Media conference.

The International Covenant on Economic, Social and Cultural Rights (ICESCR) envisages that everyone has the right to work. The right to work is a foundation for the realization of other human rights and for life with dignity. It includes the opportunity to earn a livelihood by work freely chosen or accepted. In progressively realising this right, States are obliged to ensure the availability of technical and vocational guidance, and take appropriate measures to develop an enabling environment for productive employment opportunities. States must ensure nondiscrimination in relation to all aspects of work. Forced labour is prohibited under international law.

The present national workshop should build on and be inspired by the human rights framework.

National workshop scenario

The participants and moderators in this group have much in common. You all bring your own knowledge and experience. Some of this knowledge you may have shared with others, but some you may never have talked about before. When we discuss and reflect on providing information to migrants and other mobile individuals it is of very great value to share what we all know. We think this process of exchange provides a foundation for mutual respect and understanding and creates many options for action and discussion. If everyone is to enjoy a good workshop

experience, it is important to create an environment in which you and every other member of the group feel encouraged to exchange experience.

Introducing the moderators

Who are the moderators?

-

- Where do we all come from (institution/organization)?
- What experiences do we want to share?
- How did we enter this field and what hopes and ambitions do we have?
- What thoughts do we have about strengths and resources and problems that must be faced in the wake of information infrastructure?

Start the workshop in a warm manner. Thank the participants for their interest and engagement, their commitment to the issue, and their willingness to work together on this topic. Introduce yourself in a respectful and humble way.

Comment on the nature of the group. Say where we come from, and note that every member of the group directly or indirectly works in various ways with migrants and mobile individuals. Try to extract from the participants their ideas on how they actually provide information or aid to migrants and mobile individuals. Provide enough time for each member of the group, and underline that it is important to respect everyone's contribution and express the hope that participants will be inspired during the workshop to identify what they share with one another.

Present the overall objective of the workshop, making sure that participants understand its objectives and expected outcomes. Facilitate a brief discussion about these expectations and the expectations of participants. Tell the participants that some of their expectations will be met; if some stated expectations cannot be met, park them for the present. Present the DC in a very brief and concise way.

Emphasise that the workshop builds on experience and knowledge that the participants already have. We will explore together, and learn from one another.

Say aloud

E.g. Possible introduction to the workshop - moderator says:

"I welcome you very warmly to Thank you for coming here and making it possible to be together for this day to develop your ability to understand problem with access to information for migrants and other mobile individuals.

I have some knowledge of the topic of migrants' access to information that I will share with you. But I want to stress from the very beginning that I will rely greatly on your participation, and the insights that you can bring to our thinking, using experience and knowledge that you have already.

You will make crucial contributions to this workshop, because you know about your situation and context, and you have thoughts and ideas about what could be different and better.

Before we start, I would like to introduce myself as the Moderator, and give you some practical information about the workshop.

During this workshop we will focus on the outputs of our almost two years work regarding the topic of migrants' access to information as well as your possible engagement.

The workshop will include practical work in the form of exercises such as discussion and brainstorming.

Practical information for the workshop:

- The workshop **should be filmed** in order to analyse the individual input more easily, please inform the participants about this already in the invitation letter. However, point out that all the information disclosed during the workshop will remain confidential and data will be anonymised. It is crucial to obtain all the permissions that comply with local, regional and national regulatory standards regarding privacy issues and the use of data beforehand. Do not forget to distribute attendance lists and evaluation forms.
- According to experiences, the organizer should create a welcoming environment by selecting a nice venue with appropriate catering that will stimulate friendly and smooth exchange of experiences and views.

Guideline Questions for Focus group discussion

Providing Information on the Services

Please introduce yourself, your institution and field of expertise (in a couple of sentences).

- How is the provision of information within your institution organized (here we are asking in general, not specifically for migrants and other mobile individuals)?
- Please describe the model (after probing, try, for example, special information centre, unique counter, call centre, etc.)
- In your opinion/experience, at what levels and in what ways (national, regional, local) has the provision or the availability of information been developed?

Experience in Working with Foreigners / Migrants

- How is the system of information provision for migrants and other mobile individuals organised in your institution? More specifically? How does it function? Please describe the model.
- What is your experience in working with migrants and other mobile individuals in terms of providing information?

- In what ways does it differ from providing information to domestic citizens (language, sort of information asked for, cultural, religious and other issues, etc.)? – do not provide any ideas here, let the participants speak for themselves about the most important issues first, these are just some ideas how to stimulate the discussion)
- In which form is the information available to migrants and mobile individuals (if no response, try with advertisement tools, leaflets, website, bulletin boards, and platforms – try to find out about the digital and non-digital forms of providing information, also include personal contacts and the way these are conducted).
- How has information access been adapted for people who do not have access to digital communication channels and/or are computer illiterate? How has the system been adapted to specific groups of migrants (e.g. women, uneducated migrants, professionals, etc.)?
- How do you cooperate with local, regional, national bodies and institutions in the field of providing migrants and mobile individuals with information? How would you evaluate such interagency cooperation (good, bad practices, etc.).

Solutions for Improvement of Provision of Information on Services

- In your opinion / experience, what are the objective barriers for obtaining information that foreigners seek (in addition to what has already been said)?
- Possible issues to be discussed (after probing first for their views): language gap, insufficient horizontal and vertical communication between services, cultural and religious barriers, social and economic capital;
- More specifically, ask what is their view on providing migrants only with information in the local language and/or English, and on providing migrants with, if possible, access to information in their own language
- Please provide an example of good practice and describe how the problem of information access has been overcome, either in your work or any other practice you are aware of at local, regional, national, international/transnational levels).
- Do you think the institutions are bound to provide information for migrants by any kind of international or supranational or national documents/agreements/etc.?
- Did you ever and in what ways, discuss the issue of access to information a) internally at your institution, b) within intragovernmental cooperation/ bodies, c) with other national (e.g. diplomatic) or supranational bodies (ask separately)?
- What are your general recommendations for improving information access for migrants and mobile individuals (in addition to what has been said already)?
- How would such practices contribute to the development and maintenance of transparent public services?

Danube Compass as the Methods of Overcoming the Problem of Information Access - presentation

- How do you think informational platforms like Danube Compass contribute to easier access to information for migrants and mobile individuals? In your opinion, what are the benefits and shortcomings of this model of information platform (not only the DC, but also other platforms that you are aware of).

Any other important issues to be discussed.

4. Description of the national workshops

1. Austria

National workshop, Austria, GS Gain&Sustain, 10th November 2018

Outputs of the workshop

Introduction

Country specific recommendations aim to systematize the issues concerning access of information for migrants and other mobile individuals. However, Austria is a country with a long history of migration and there are different infrastructures dedicated to give access of information to newcomers.

When collecting information for this document, it was especially taken into account the fact that Austria is a federal state, which means that the structures (in this case to offer access to information for migrants) differ not only among the Federal States, but within each Federal State and municipalities. The needs and the resources of each region are different, as well as the approach to offer a solution in this matter. The main areas of interest of this “country specific recommendations” are the Federal States Carinthia and Styria. Nevertheless, some of the information elaborated in this document can be useful for institutions working at local and regional level in other federal states.

It is also important to remark that in Austria, there is a long history of NGOs and privately organised associations (*Verein*). The legal framework makes it quite easy to establish an organisation that is dedicated to a special topic of society.

The information presented in this document was collected during the month of December in two different events organized in Graz and Klagenfurt. Additionally 3 more interviews were carried out in order to complement the insights of the events.

Status quo of information structure in Carinthia and Styria

The information structures in these two Federal States are different from one another. Differences are also found between the capital cities (Klagenfurt and Graz) and the rural areas. Challenges differ as well as their response. The rural areas tend to have a lower number of migrants since migrants consider the cities to be a better destination to settle down and find a job.

Nevertheless, in both Federal States it is stated that migrants not only need but they generally want information. One of the main issues that still remain unsolved is the diversification of the profile of migrants. Both Federal States are now homes to citizens of different countries,

cultures, mother tongues and religions and also different experiences, education and background. In order to detect the needs of the newcomers, each institution develops their own projects and methodology; which often includes cooperation with other public and private organizations. NGOs play a big role in the system of Austria when it comes to the support of migrants.

A common agreement is that there is enough online information for migrants who have access to it. The main challenges with the online information are:

- a) Often the information can only be found in German and sometimes in English;
- b) Not all migrants have the digital competences to have access to this information;
- c) The user needs previous knowledge of the existence of this online information in order to find it.

Therefore, the institutions also offer printed material (in the form of booklets, brochures and flyers) in order to cover other communication channels.

There are several good practices that have been implemented at local level and have given good results, improving the communication flow between migrants and public institutions. A good example is the engagement of community leaders as multipliers in the city of Graz. These community leaders, who have lived in Austria for a long time, act as bridge between the institutions and the community, ensuring the communication flow and smoothing the cultural shock. Another good practice is the offer of interpreting services to migrants (especially in the Public Employment Service) in order to ensure that the information arrives. In order to reach the different communities, some institutions started also to organize events in some of the migrants' entertainment places (e.g. coffee shops). These events help the migrants to get in contact with the public institutions in a comfortable place instead of the official facilities. Most of these practices depend on the public institutions at local and/or regional level, hence they are not found in all municipalities and/or Federal States.

The organization of an Integration Conference in Klagenfurt is also a very good practice. In this conference public and private institutions that work with migrants are invited to discuss the main current challenges. The Government of the Federal State also uses this conference in order to explain the different measures taken at regional level such as language courses, health projects, sensibilization courses in schools and high schools, etc.

Specific recommendations for providing information to migrants and mobile individuals

- 1) Case by case management: It is a good way to reach migrants. Being in contact regularly with the same person give the migrants a sense of security and the trust is developed. Through face to-face meetings, it is possible to identify the specific needs of the person and offer adequate answer to those.
- 2) Engaging members of the community that have been longer in the country: They speak the local language as well as their mother tongue. Also they have knowledge about both cultures and can act as interpreters. This has been already happening in some Austrian cities with very positive feedback.

- 3) Training of public officials: It is also very important to offer specific training to public officers so they have a clear overview of the different available services at local and regional level. This way, they can offer a more specific and effective counselling. It could be also important that they receive sensibilization and diversity management training. As said, the profile of the migrants is diverse and while migrants coming from European countries tend to trust the public authorities and ask for help; migrants coming from other countries (especially coming from countries in war) do not trust the public authorities and they do not want to give their personal information or experiences. It is important for public officials to be aware of that.
- 4) Use a variety of communication channels: Online and printed material is not enough. It is important to diversify the ways to reach migrants and their communities (e.g. by visiting schools where their children study, medical centres, businesses owned by migrants, etc.)
- 5) Enhancement of cooperation of public institutions: Strong and close cooperation between the different public institutions (at local, regional and national level) as well as constant and productive communication with NGOs could improve the communication flow between migrants and public institutions. This is also important to avoid redundant information for migrants and to help to strengthen the offers of NGOs and public institutions. a. A way to enhance this cooperation could be organizing a conference inviting all the different stakeholders that play a role in the process of integration of migrants (e.g. NGOs, teachers, Public Employment Service, interpreters, social services, Economic Chamber, Labour Chamber, police, administrative units, community leaders, etc.) in order to unify efforts (and avoid double work in some issues as has been happening) and find a common strategy that tackles the different aspects of this complicated process.
- 6) Providing information in different languages: There are topics that are legally sensitive and this information tends to be crucial to the well-being and development of the person. It is essential this information arrive in an accurate manner.
- 7) Enhance programs that target migrants in rural areas: This is a point that is not taken care of in a lot of municipalities. It mainly depends on the interest of mayors or other organisations active in rural areas. If you talk to migrants, they want to go the next bigger city – in Austria mainly Vienna because they think they have much more opportunities in bigger cities.
- 8) Development of projects that target specifically EU citizens: We realized in our interviews that EU citizens are often not taken care of a lot because organisations sometimes do not think about their different background and foreign culture. They are also vulnerable because of lack of communication flow and access to information.
- 9) Providing “Welcome packages” for new citizens. Graz has a very interesting “Welcome package” to give to every new citizen. You find free tickets for the tram, for museums and other interesting information about the city. This is an easy way to reach citizens and also the offers help foreigners to feel at home in their new hometown. This “Welcome packages” are also translated into different languages

Transnational issues/info-sharing

The transnational approach of the Danube Compass presents indeed some challenges, but it introduces alternative perspectives to the topic. It is often considered that migration comes from outside, but in the Danube Region there is a very strong flow of interregional migration. Especially during the last 20 years when the Schengen agreement facilitated the movement of individuals within the EU/EEA member states, as well as the different treaties that entitle the citizens of those members states to have unrestricted limited to the labour market. The free movement also needs to be accompanied of policies that foster the integration of these mobile citizens, facilitating the learning of the local language and easing the cultural shock. In this direction, the implementation of more courses to learn the local language is desired, as well as a transformation of the communication channels in order to reach as many newcomers as possible. This last factor can be also easier reached with the help of the new technologies. The digitalization of the society is a fact and it is essential to take advantage of the opportunities given by it.

Given those facts, it would be desired a stronger cooperation between the different public institutions at local, regional, national and transnational level. Considering the level of digitalization of the countries of the Danube region, different solutions can be found at transnational level, such as the development of an app or online courses. But keeping in mind that development of online solution always has to go hand in hand with the spreading of knowledge how to use these new technologies.

Sustainability of the Danube Compass

The sustainability of the Danube Compass is probably as challenging as the creation of the tool itself. One of the options in order to keep the Danube Compass alive is by developing a business model that runs through the platform. By adding online ads, it would be possible to collect income to finance the time and energy spent on updating the Danube Compass. This idea also presents some challenges. In this case, it would be necessary to consider the development and implementation of a marketing plan in order to increase the number of users. If there isn't a significant increase of the number of users, it will be very difficult to find companies that pay for advertisement. If this is going to be carried out also the actual partners can continue working on the platform because they already are familiar with the system and know the partnership. This would be an advantage.

Another option could be expanding the cooperation of the local and regional authorities (and/or NGOs) in order for them to take over the update of the information. It could be also possible a coalition of local/regional public authorities with NGOs. The Danube Compass could be used as transversal tool to strengthen the cooperation between institutions and organizations that have migrants as a common target group.

The required information concerning follow up in Austria can be summarized as follows. Caritas and Gain&Sustain are interested and able to work on the sustainability of the Danube Compass. In order to ensure an updated version for the next years we would need to cover at least 10/hours per month for an employee – which would mean around 500 Euros per month. That also includes small changes

and translation costs when it comes to changes in the context. For bigger changes and longer articles that needs to be translated in all the required languages we need to keep the market prices of translations services, which are 130 Euros for 1000 Words. That means the smallest version of keeping the DC alive would be 6000 Euros per year. If you also calculate promotion and marketing as well as contact to the partner network it will be around 12.000 Euros per year.

In order to keep the marketing-plan sustainable also after the project life time it is important to get as much people informed about the Danube Compass as possible. Here in Austria we do our best that not only umbrella organisations but also local NGOs spread the word about Danube Compass. We suggest Facebook ads in order to increase the local spreading. It could be also interesting to invest in a workshop on how to reach more customers on Facebook: e.g. Supersocial is an organisation offering these kind of trainings here in Austria.

Further partners for communication here in Austria can be found among local and national media channels, politicians and NGOs. The role of NGOs and private organisations dealing with migrants is important. They are for sure the main group of interest to sustain the Danube compass.

All the challenges, which might occur, can be stated as well – our approach is to concentrate on the positive things and take the way of low resistance. So e.g. if the national broadcast shows do not talk about the DC we get another radio show which is eager to talk about the DC. If that is not possible we set up our own format and realize a show on other media channels like YouTube or Facebook.

Agenda

zum Round Table „Informationszugang als Menschenrecht“

10.10.2018, 10:30
8020, Graz

(genauer Ort wird noch festgelegt je nach Anzahl der Anmeldungen)

Ablauf der Veranstaltung

10:30 Uhr – Ankommen & Begrüßung

10:45 Uhr – Präsentation des Donau Kompass und Projekt DRIM

11:00 Uhr – Workshop: „Informationszugang als Menschenrecht“ Wie gestaltet
man den Informationszugang von MigrantInnen?

12:00 Uhr - Ende der Veranstaltung

Project co-funded by European Union funds



2. Croatia

National workshop, Croatia, Centre for Peace Studies, 14th December 2018

Outputs of the workshop

Questions

1. How is the provision of information (on services, rights and procedures) organized within your institution?
2. At what level and in which way are the provision of information and/or access to information developed (on national, regional, local level)?
3. How do you cooperate with local, regional and state authorities and institution in provision of information to refugees and migrants and how would you assess that cooperation?
4. What is your experience of work with refugees regarding provision of information, which problems do you detect in that area?
5. Please, name an example of good practice and clarify how it solved the problem of accessing information (in your work or another practice that you know of at local, regional, national or international level).
6. What are your suggestions for improvement of access to information for refugees and migrants?
7. Do you think that platforms such as Danube Compass contribute to access to information? What are the positive and what are the negative sides of such models?

Summary

All members of the Working Group were previously informed about DRIM and Danube Compass and participated at CPS' presentation of both DRIM and Danube Compass at GOHRRNM's AMIF conference held in November. Therefore, only a brief introduction was necessary before discussion.

Provision of information differs from institution to institution. Also, most of them provide and are competent to provide only information within the area of their institutions' competence. Most of them use their internal database and protocols in provision of information within their area of their competence. Leaflets are also a regular practice. Most institutions have direct phone contacts listed on their websites, as well as staff competent to provide information. There are several examples that include provision of translated information or access to interpreters (Croatian Employment Service,

Office for Human Rights and Rights of National Minorities, Ministry of Labour and Pension System).
Examples of multilingual online content are:

- www.migracije.hr – a new portal made by the Ministry of Labour and Pension System, containing overview of the rights of EU/EEA citizens and third country nationals, available in Croatian, English, German, French and Italian.
- [Guide Through Integration](#) – Office for Human Rights and Rights of National Minorities prepared an updated version of the handbook Guide through Integration available in PDF and print in Croatian, English, French, Arabic, Farsi, Urdu and Ukrainian.
- [EURES](#) – European portal covering work mobility information for EU/EEA citizens.

Most participants evaluated provision of information and access to information as positive at the national level. However, most of them indicated that both provision of information and access to information could be further improved. Participants also perceive that provision of information and access to information in the context of integration need to be improved. There are local communities which started welcoming refugees and migrants just recently, and as such require the change of practice. For example, they are not aware of everyday administrative practices such as enrolment of children in schools and organisation of preparatory Croatian classes, they don't have access to interpreters, nor experience of working with people from a different cultural context. However, some participants stated it to be still the case in Zagreb as well, even though that particular local community has wider and longer experience of living with migrants. Information on education and healthcare are deficient.

Cooperation among stakeholders in provision of information differs according to the level, but exists at all levels in some way. At the national level, the cooperation is estimated as the most successful, compared to regional and local level. However, the participants perceive NGOs to have the most efficient cooperation in provision of information to refugees and migrants. They indicated that in some sectors the cooperation is very effective, while in others it should be upgraded. Cooperation at the local level requires improvements.

When indicating problems in the area of work with refugees, the participants highlighted two main problems. First is the lack of central place for accessing information, as most institutions and authorities provide information relevant to their respective area. Second is the language barrier: lack of materials in various migrant languages and lack of interpreters' services.

Guide through Integration was recognized as an example of good practice in information sharing. Examples of personal involvement of persons working directly with refugees was seen as another example of good practice: i.e. contacting other authority in order to get the information regarding a specific area of integration or arranging interpreter's services through communication with other authorities or organisations.

In order to improve access to information for refugees and migrants, it is seen as crucial to make the information available in migrants' maternal languages in all the important institutions. To make the

information available and understandable, and to have it in one place. The participants stressed out the necessity of educating and sensitizing the workers of the competent authorities, but also the necessity of availability of interpreters' services.

The group agreed that platforms such as Danube Compass contribute to access to information. They particularly encourage the existence of one central place for information on various aspects of integration. They stressed out the simplicity of presentation of information in DC, connection with competent institutions, and availability of information in common migrant and refugee languages. Focusing on the negative aspects, some of the participants expressed their concerns about the amount of information and doubt if migrants manage to understand it, having in mind disparate educational backgrounds. Furthermore, they stressed out the importance of audio content for people who are illiterate. There were two recommendations:

- Make sure that the platform is regularly updated and translated in new languages;
- Make sure that refugees and migrants know it exists and know how to use it.

Croatian Employment additionally delivered the questions from the working group to their local branch offices (employment consultants working with refugees) in order for us to get their particular views as well. Here are the main points that possibly differ or add to above stated findings:

- CES has leaflets in English, French, Arabic, Farsi and Somali language, employment consultants provide information and remain a contact point
- Cooperation with local stakeholders is successful but information should be more available at the local level
- Provision of information needs to be continuous
- Main problem is lack of Croatian language lessons (and possibility to then complete higher level of education, or get and keep a job)
- Local coordination meetings and integration in the workplace as examples of good practice
- Recommendations regarding DC: negative points could be checked with users using a simple survey/poll; information needs to be regularly verified and updated

DRIM National Workshop
14.12.2018.

Trajanje fokus grupe:

60 minuta

Predviđeni broj sudionika:

18 (članovi Radne skupine za integraciju)

Pitanja:

1. Na koji način pružanje informacija izbjeglicama (o dostupnim uslugama, pravima i procedurama) organizirano u Vašoj instituciji?
2. Prema Vašem mišljenju, na kojim razinama i na koji način su pružanje informacija i/ili dostupnost informacija razvijeni (na državnoj, regionalnoj, lokalnoj razini)?
3. Kako surađujete s lokalnim, regionalnim i državnim tijelima i institucijama u pružanju informacija izbjeglicama i migrantima i kako biste ocijenili tu suradnju?
4. Kakvo je Vaše iskustvo rada s izbjeglicama u pogledu pružanja informacija, koje probleme na tom području detektirate?
5. Molim Vas da navedete neki primjer dobre prakse i pojasnite kako je riješio problem pristupa informacijama (u Vašem radu ili druga praksa koju poznajete na lokalnoj, regionalnoj, državnoj ili međunarodnoj razini).
6. Koji su Vaši prijedlozi za poboljšanje pristupa informacijama za izbjeglice i migrante?
7. Mislite li da platforme poput Dunavskog kompasa doprinose pristupu informacijama? Koje su pozitivne, a koje negativne strane takvih modela?

Project co-funded by European Union funds (ERDF, IPA)

3. Czechia

National workshop, Czechia, SPF Group, 5th December 2018

Outputs of the workshop

Practical recommendations

- Index of Institutions - to be sorted not alphabetically, but according to the types of institutions (health insurers, educational organizations etc.)

Existing system for informing foreigners

- Useful information materials are sufficient, but they are highly fragmented and mostly partial, dominated by the sectoral approach (very expert and detailed information on narrow topic), the information platforms are not integrated, there are many resources of informations, but sometimes even experts have no idea where to find them,
- the foreigners could be paradoxically rather disorientated after arrival because they cannot find a relevant source of informations for the given situation,
- there is also a lack of resources for obtaining new or update information, municipal offices staff meet with the different type of information occasionally and are not informed with regards to current legislative changes in different areas => it would be appropriate if a central organization, for example, once a month or four times published a newsletter or bulletin summarizing current legislative changes,
- there is also a lack of active approach towards foreigners, such as the existence of an inter-ministerial authority on the issue of integration of immigrants and immigration.

Who be the umbrella coordinating organization?

- To call the Association of Primary and Secondary Schools Directors, the Permanent Conference of Educational Associations, EDUIN, the Czech Association for Inclusive Education, Union of Towns and Municipalities, Confederation of Industry and Transport, Chamber of Commerce, one of the ministries; the ideal responsibility holder would be the Ministry of Interior affair or another ministry, but there is no will to take foreigners solutions and also support resorts view;
- Perhaps it will not pass on to hand over the DC to someone, but it will be necessary to create a structure of organizations, each of which will do something (for example by delivering services to update content and translations, through methodological coordination ...)

Dissemination of information, differences in the transmission of information to foreigners and Czech citizens

- The approach must be completely different, foreigners need to pass on knowledge of the value system, orientation in the social system, foreigners are in this heavily handicapped, especially they do not know where to turn (for example, if Czechs do not tell the information in school, at the labor office etc., the foreigner does not know this),
- part of the information (less common life situation) is also applicable to Czech citizens (for example dog fees, building permit ...),
- important is also an adequate PR, the distribution of information about the DC to all organizations that can work with it (so that every social worker, police officer, official ...),
- is it appropriate to give the DC a different name, because the Danube river is not in Czechia, that could better capture the usability in the Czech Republic,
- to use existing websites of various ministries and non-governmental organizations, but this assumes their approval of course,
- to promote the Danube Compass as a European project (takes greater weight).

Summary

- **Centralize resource and update information for migrants:** Useful information materials are sufficient, but they are highly fragmented and mostly partial, dominated by the sectoral approach (very expert and detailed information on the narrow topic), the information platforms are not integrated, there are many resources of information, but sometimes even experts have no idea where to find them.
- **Improve awareness of data and information sources:** The immigrants are paradoxically rather disorientated after arrival because they cannot find a relevant source for the given situation.
- **Creation of a system that would follow legislative changes not only for migrants but also for professionals:** would be appropriate if a central organization, for example, once a month or four times per year, published a newsletter or bulletin summarizing current legislative changes.
- **Creating a system of sustainable interdepartmental cooperation at national level:** there is also a lack of active approach towards foreigners, that could be solved by establishing of an inter-ministerial authority on the issue of integration of immigrants and immigration. There is no political initiative on the part of the central authorities, often on the part of non-profit organizations, which should rather be executive organizations.

Národní workshop, Praha 12, Viniční domek, 5.12.2018

Program semináře

11:15 – 12:45 hod	Fokusní skupina – role Podunajského Kompasu ve stávajícím systému informování nově příchozích cizinců v ČR – názory odborné veřejnosti
13:00 – 13:30 hod	Přestávka s občerstvením
13:30 – 14:30 hod	Fokusní skupina závěr – role Podunajského Kompasu ve stávajícím systému informování nově příchozích cizinců v ČR – názory odborné veřejnosti



4. Germany

National workshop, Germany, City of Munich, 16th January 2019

Outputs of the workshop

Introduction (Antje Kohlrusch)

The background to the workshop is an Interreg project in the Danube region, funded by the European Union. Invited were actors and institutions working in the field of migration and integration.

DRIM stands for Danube Region Information Platform for Economic Integration of Migrants. The project started in 2017 with the aim of making transnational information exchange in the field of migration more efficient and improving the economic situation of migrants.

For this purpose, partners from nine countries have joined forces in the Danube region: Slovenia, Croatia, Bosnia-Herzegovina, Austria, Germany, Slovakia, Serbia, the Czech Republic and Hungary. Central results of the project are a transnational, multilingual information platform (Danube Compass), training and workshops with advisory institutions and partners, as well as national recommendations and a collaborative transnational strategy for joint regional cooperation on information provision.

The German partner is the Department of Labor and Economics, Department of Labor Market Policy and Qualification of the City of Munich. The aim of the workshop was to discuss the strengths and weaknesses of the information infrastructure and to develop solutions.

Discussion of the participants

(Moderation Margret Steinle)

Beforehand, the participants gave a survey with a basis for the topics of the discussion. Key questions of the discussion were:

Current situation of the (generally available) national information infrastructure

The information available is mostly available, mostly up-to-date and reliable, but could be made more understandable. The information width is classified as very positive.

Weaknesses of the (national) information infrastructure:

- there are offers that are not clearly different from each other; this can lead to flooding and uncertainties
- different institutions offer comparable services
- Technical terms are not understood by the target group or can not be assigned

- The transparency of offers and actors is missing
- Lack of English language and / or multilingual information at local level

Strengths of the (national) information infrastructure:

- there is a good and large range of information available at national level and continuous (technical) development of websites and apps
- Institutional actors cooperate very well with one another on a country-by-country basis (career choice and education)
- there will be a continuous assessment of the quality and effectiveness of offers through observation and interviews within the institutions and from direct contact.
- At local (urban) level, there is a well-functioning network of stakeholders at all levels in Munich, which is reflected in the Munich Integration Plan.

Scope of activities for actors

The margins are rated as predominantly positive.

Current challenges:

- Many migrants do not know who to turn to for specific questions
- competences should be communicated on the functioning of public offices, authorities and cultural specificities, and concrete contact persons should be indicated
- There are linguistic hurdles and reservations about authority structures
- Further improve cooperation between stakeholders (transparency and responsibilities)
- multilingual information and forms are needed.

Tasks for institutions:

- To further improve offers
- Improve cooperation

Solutions for improving information infrastructures for migrants

- Overview on different platforms
- The information should be also designed into process-oriented questions and answers as needed.
- linking the individual actors to meaningful nodes and identifying key players
- Links for various offers with each other (for example, on city pages link to information offers) should be made more transparent.
- Learning about how audiences access information is important.
- Using easy-to-understand language with pictures and videos is helpful.
- Getting feedback and evaluations from the users is indispensable.
- A pilot platform with selected links could increase the transparency of offers.

- The tension between local and national offerings allows bandwidth and can be best designed and used.
- (Culture-sensitive) Multipliers should play a key role in accessing and disseminating information.

Evaluation

According to the evaluation questionnaires (11 completed), the participants found the workshop mostly useful or useful and timely appropriate. The contents of the workshop were also rated as mostly very relevant or relevant to the practice. The participants would like to include the following aspects in their daily work:

- Impetus and feedback from practice for political work and governance
- Pay attention to simple language, always take different perspectives
- Target group-oriented information processing
- Coordination of local and national offers
- Diversity of the target groups
- supply structure
- Better networking opportunities, new contacts, new perspectives
- Use named info portals yourself, point out
- Use simple and concrete language

The participants also rated the exchange in the discussion very well, although it was too short for some. Everyone has learned something from the experiences of the other participants. The following topics have been mentioned as very useful or new:

- Current situation of information infrastructure and consulting landscape
- actual state description, joint collection on local and national information structure
- Ideas for solutions - different views of the participants
- Information search in the network and research strategies
- Improved cooperation of the actors
- Information exchange
- Establishment of a transparent information presentation for the target group

The majority can also incorporate what they have learned into their daily work. It is important to integrate user behaviour of the target group into the development of information offers more and to use fewer translations, but more a simple language. The plan is to inform all participants about the further development of the national strategy developed in the project.

Das Referat für Arbeit und Wirtschaft, Fachbereich Kommunale Beschäftigungspolitik und Qualifizierung, lädt zu einem Workshop im Rahmen des europäischen Interreg Projekts DRIM ein:

Informationsdumping?

Stärken und Schwächen der Informationsinfrastruktur für Migrantinnen und Migranten

Mittwoch, 16. Januar 2019

**Referat für Arbeit und Wirtschaft der Landeshauptstadt München
Herzog-Wilhelm-Straße 15
EG Multifunktionsraum**

PROGRAMM

- 10.00 Begrüßung und Vorstellungsrunde (Dr. Anneliese Durst, Dr. Magdalena Ziolk-Skrzypczak)
- 10.20 Einführung zur Informationsinfrastruktur – ein transnationaler Ansatz (Antje Kohlrusch)
- 10.45 Kaffeepause
- 11.00 Geführte Moderation zur Informationsinfrastruktur für Migrantinnen und Migranten (Margret Steinle)
 - 1) Aktuelle Situation der Informationsinfrastruktur
 - 2) Spielräume für Akteure
 - 3) Erfolgreiche Bausteine und Lösungsansätze
- 12.30 Zusammenfassung und Ausblick (Antje Kohlrusch, Margret Steinle)
- 13.00 Evaluation
- 13.15 Warmer Imbiss (Raum 428, 4. Stock)

Wir freuen uns über Ihre Teilnahme!

Project co-funded by European Union funds (ERDF, IPA)



5. Hungary

National workshop, Germany, City of Munich, 16th January 2019

Outputs of the workshop

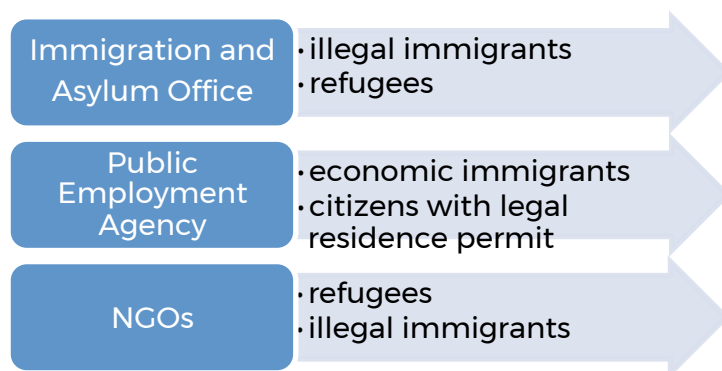
Information and orientational structure

The information system for the orientation of economic immigrants in Hungary works almost exclusively within the state's framework. From a communication point of view, it is important to distinguish between legally licensed foreign citizens (with employment, residential etc. permits) and **those staying illegally** in Hungary. For the latter ones, the **Immigration and Asylum Office** is the first step and the first point of orientation. In terms of Danube Compass (hereinafter referred to as DC) goals, tools and information content this group is less in focus, but DC provides relevant information for them as well.

In the case of the DC project, **the primary target group** is foreign non-Hungarian citizens arriving in Hungary with the intention to work, and information is provided by government agencies acting as **public employment agencies** within the Ministry of Finance. (see Figure 1)

Organizations responsible for informing immigrants and target groups

Taking into account the needs of the target group of the project, as it is experienced that the main problem with the information infrastructure in Hungary is that the persons concerned are **not reached by the state system** targeted for this purpose, or more precisely, **those seeking employment in Hungary do not tend to use or rely on services provided by state infrastructure.**



The trends of recent years show that the number of economic immigrants arriving in the country has increased dramatically. At the same time experts experience that a large proportion of immigrants **do not come to Hungary in an individual way, but in an organized form by helpers, recruiters or employers** and receive adequate support to be able to succeed

locally. In this case, a distinction should also be made between a highly-qualified worker who comes to a multinational company with a family and a seasonal worker with low wages, with no family at all. In the former case, the employer typically supports his / her employee in addition to his / her

location, both in settling and in everyday affairs, whereas in the latter case this type of support is not provided to the employee. However, in both cases, it is true that the immigrant does not appear as a client at the public employment service, and does not ask for help.

The above problem raises general communication problems for DC, namely in what way and how the target group can be reached. If public and other service providers do not prefer, do not recommend these services to the target group and they don't even reach achieve it, then what other form is required for the platform to be provided to those concerned.

Experts are on the opinion that public employment agencies are not directly sought by economic immigrants, only through intermediaries or, in rare cases, by an interpreter. This also reinforces the attitude that a public body, although under a legal obligation, would not be aware of economic migrants. One exception is the services offered by **EURES**.

EURES (European Employment Service) is an advisory and information network aimed at facilitating the flow of labour between the European Union and the countries of the European Economic Area. Its tasks include providing information and advice to workers who wish to establish themselves abroad, about job vacancies in the countries of the European Economic Area and the conditions of employment and subsistence, and to support employers in foreign recruitment activities.

Based on the experience of professional meetings, it would be important to define the difference between the objectives of DC and EURES, the extent to which DC provides more than the services provided by the European Employment Services.

In addition to the public information structure, a significant number of **NGOs** operate, albeit they provide services only marginally serving the primary target group, whose **information services partly overlap with the services provided by DC**. Such is e.g. the Info Aid app operated by Migration Aid, providing information relevant to the refugees, which pieces of information in several languages are useful for the people involved.

The above examples well illustrate the problem that the services provided by DC for stakeholders, i.e. the target group and professionals working in this field, cannot be clearly separated from other similar services.

As a recommendation it is suggested that the service structure offered by DC needs to be distinguished in the future from similar services that are already being run, both for the target group and the range of services.

In Hungary, migration policy has taken a special turn in recent years in line with the goals set by the government. The primary direction of the domestic migration policy is closure in the case of those arriving from outside the EEA. This means not only the exclusion of political asylum seekers, but primarily the exclusion of economic immigrants, the transboundary nature of which, due to legislative changes, is hampered by the immigration system in administrative way as well.

Migration policies are fundamentally confronted with demographic trends that based on statistics from recent decades have stifled sustainable employment. Today's Hungarian society, like most countries in the European Union, is aging, with shrinking population in which the active age

population has been steadily decreasing over the past three decades and this has been coupled with a high employment rate over the past 3-5 years (see Annex 2.3). All of these processes have been reinforced by the emigration of an active, entrepreneurial group of workers for employment purposes, primarily to Western European countries (Germany, Great Britain, Austria). This has led to such results in both developed and less developed regions of Hungary that labour shortages have become barriers to production. (See the more detailed demographic, economic and labour market situation analysis for each of the Western Hungary's developed and less developed counties.

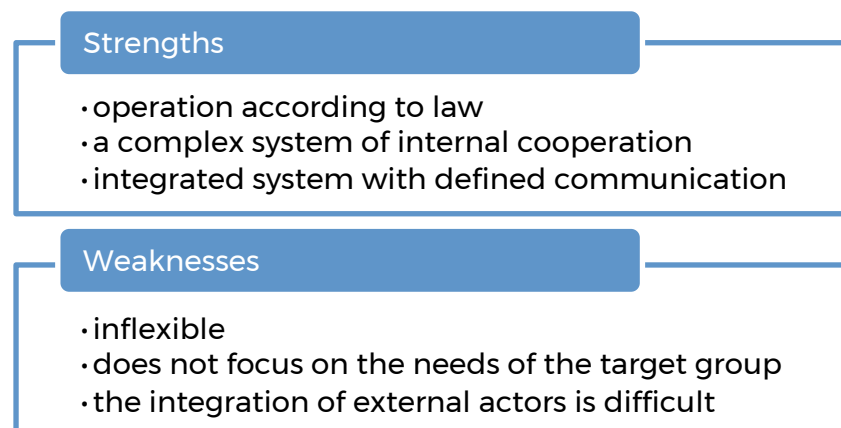
The current migration policy is not expected to change in Hungary in the coming years, but the European Union conventions guaranteeing the free movement of labour secure that people from other Member States will work in the country, which is of fundamental interest both for the current government and the labour market.

Accordingly, it is expected that the demand for the services provided by DC will be sustained in the long term, which may strengthen its role in information services.

Based on experts' reports, collaboration between different national organizations is satisfactory, given that the themes in different sectors have been integrated into a common implementation system, i.e. county government offices are responsible for most of the state-related services and tasks affecting the target group. The Office for Immigration and Asylum, which operates as a separate organizational unit in the country, is somewhat an exception, while its branches also operate in some government offices, although the latter only provides a venue for the office and does not integrate organically. However, this kind of relationship strengthens cooperation between the two organizations.

Due to the legal obligations, the bodies performing the state task in Hungary are fundamentally characterized by closed operation, regarding both the form and the content of communication. This makes it much more difficult to integrate the services offered by DC into such systems, even as an additional tool.

Strengths and weaknesses of the public information system



As a recommendation, it may be worthwhile that with the cooperation of the partner organizations concerned, a consultation should be initiated on the integration of DC as an additional tool by inviting decision makers responsible for employment in all Member States.

Increasing the efficiency of information sharing

The sharing and transfer of information on migrants as described in section 1.1 is not satisfactory. In the case of services provided by the public sector, it can be stated that public bodies do not have a proper relationship with the target group, the willingness to provide information is minimal, information and communication materials are not satisfactory. There is no relevant foreign language information (only in English), but it is important to note that the target group is not looking for these channels of communication, nor does it use even the minimal opportunity offered. Both administrators and managers are unprepared for such situations.

There is no information material that would specifically facilitate the orientation of foreign citizens who are not familiar with the system, i.e. would be able to provide information based on existing minimum competencies. In addition, preparing, commenting on, and subsequently modifying certain communications materials is a lengthy, bureaucratic process, that - because of the nature of the system - cannot react to rapid changes. This is especially true for some of the existing English information materials.

It is also a problem that most of the legislation is not available in a foreign language (e.g. the Labour Code), so even higher-skilled, interested economic immigrants cannot orientate.

In view of the above, we may consider DC to be a niche service, considering that this platform cannot compensate for the fundamental shortcomings of the system.

However, EURES, which is integrated in a public organization, can be seen as a good practice. Various information materials on employment (German, English and French in all cases and in other languages in different languages) are available in the languages of most EU Member States. However, there is no statistical information on how many EURES services are used per year, and therefore it is not possible to determine whether its efficiency is adequate or not

The current information system makes those with no digital knowledge or Internet access vulnerable because they receive support only symbolically. Most of the printed materials in Hungary are available only in Hungarian or in English, which prevents access in the mother tongue. In such situations, the information platform offered by DC may be of great help, but due to the limited reach of the target group, this is not a real solution at present.

International cooperation

The different legal environment in each Member State make cooperation between project members more difficult, as do national structures operating in different ways, making the creation of a more harmonious information platform difficult. In all cases, the quality and quantity of available information is a problem, in regard how relevant the sources of information from the point of the creation of the information platform.

In many Member States, including Hungary, various (e.g. labour) brochures, information materials available on the Internet are not up to date or do not contain relevant information for the user. Accordingly, international cooperation and joint work are hampered by such obstacles.

The different legal environment and the consequent difference between the different institutional systems can be regarded as a challenge. In particular, it is considered that the Danube region is considered by many immigrants to be a homogenous area, therefore it is necessary to fully harmonize the information to be shared with them.

In addition to the technical details of the cooperation, the project is based on the creation of a unified image of the project objectives, the target group, and the tasks to be implemented. It is imperative that we know exactly the needs of the target group and that we can reflect on them properly. One of the cornerstones of cooperation is the harmonization of transnational information.

The information available in Hungary is largely fragmented, despite the fact that the institutional system is relatively uniform. At the same time, the information structure planned by DC contains a wide range of information that does not have a single national information base or institution that has the necessary data.

The same can be said about the harmonization of information at transnational level. In all cases, careful and thoughtful planning and process-level consultation are required. In this, the selection of the right project team will guarantee a significant progress.

Sustainability

As a first step on the sustainability of DC, the location and role of the platform must be found in the national information and information system. On the basis of the above chapters we can say that some of DC's services can play a niche role, while a significant part overlaps the already existing systems. **Proper and well-communicated separation from existing services, as well as a clear formulation of goals, help to better position the platform and in turn, enhance its usability and efficiency for the target group and the professionals concerned.**

We examined sustainability from several aspects as follows:

Organizational

In Hungary, the long-term maintenance of the platform, ensuring its continued operation and keeping the content up-to-date can be conceived in the most likely way within a civil organization. The civil sphere in Hungary is far behind its Western European counterparts in its ability to enforce its interests and its economic strength, but over the past thirty years since the regime change, a self-sustaining NGO system, independent of the current governments, has emerged capable of maintaining tools such as DC. It is important to select an organization that declares in its goals the assistance and support of economic immigrants, or possibly disadvantaged people, as in this case the DC is also a useful tool for the organization to use to meet the needs of the target group.

On the basis of the problems mentioned in chapters 1.1-1.3, it can be stated that DC may also be useful for public organizations, but their chances of participating in maintenance are probably much lower than the involvement of a civil organization.

Possibility of institutional application

We have repeatedly touched upon this issue in chapters 1.1-1.3, and we can state that it may be useful to appear in the DC state service palette, as it can provide niche information, deficient services, and adequately compensate for the deficiencies in public services. At the same time, it has also been found in a number of cases that the public sector is a closed system, in which the integration of an external information platform is cumbersome and difficult, and is almost impossible.

The long-term sustainability of the DC portal is greatly influenced by its applicability and widespread use. At present, unfortunately, it is used in a relatively narrow circle, as the portal has just been launched, so its awareness is relatively low. Its applicability would be greatly enhanced by the use of services by service providers who are in direct contact with the target group.

Providers of this kind are organizations providing labour market services, which undertake this obligation in the framework of the purchase of state services and contact the target group. In their case, it may be important to use a complex information system that facilitates the work of the administrators and increases the efficiency of the service.

Technical sustainability

Technical sustainability is clearly a function of organizational sustainability, as a for a suitable technical organization undertaking this task it cannot cause problems after the termination of the project maintenance period. We can divide technical sustainability into two parts; on the one hand from information technology perspective to the platform's IT operation, and to the updating of the currently uploaded content. In both dimensions, the availability of financial resources is of prime importance, since this is essential to ensure the IT background. At the same time, maintaining such an information portal at the programming level is not a particularly complicated task, so if a suitable organization with the appropriate resources takes over the operation of the platform, then this part of the technical maintenance cannot be a problem.

However, there are alternative solutions for content update. Through NGOs, it is easy to find volunteers who can help to make content updates cost-effective.

Ensuring publicity during the maintenance period

It is also an important aspect for each project partner to continuously communicate the results of the project they have completed, to participate in their dissemination, and to plan their next projects based on the project results.

Therefore, one of the pillars of ensuring DC publicity is basically the continuous and long-term activity of the project partners and the incorporation of the results of the DC project into the various projects.

The other pillar of securing publicity can be the publicity provided by organizational sustainability.

We can consider the publicity of the portal originating from the portal's operation as the third pillar, that is, by placing a sufficient number of links on the relevant pages can independently increase its accessibility by increasing the number of visitors to the website.

Strengthening communication strategy

An indispensable tool for ensuring continuous publicity is thinking through pre-defined communication strategy points.

It requires constant analysis, evaluation, and up-to-date decision-making to choose the right time when the maintainer should stand up to the public, and to choose the appropriate communication channel through which it should do this to get the most effective results.

The following elements can be important communication tools for sustainability and "visibility":

- Striving to appear in publications that fit into the theme of DC
- Placing the platform clearly visible on the maintainer's website
- Presentation of the platform in newsletters
- Promotion at events.

Communication with the target group, decision makers and other stakeholders

Financial sustainability, resources, spending

Activity	Unit	Quantity	Price per unit	Net price total
Domain and hosting costs	year	1	30,000 HUF	30,000 HUF
IT background costs	month	12	45,000 HUF	540,000 HUF
Content upload	month	12	30,000 HUF	360,000 HUF
Total net price				930,000 HUF
VAT				251,100 HUF
Gross price total				1,181,100 HUF

Financial sustainability measures

In financial sustainability, we have identified the following cost items that are essential for the smooth running of the platform:

- **Domain and hosting:** after the end of the maintenance period, the cost of the domain and its associated hosting will be displayed each year as a cost per year. The cost depends primarily on the amount of storage space.
- **IT background:** To ensure a seamless IT background for the platform, continuous updates and possible security changes are essential to ensure the IT background.
- **Content uploading:** the general experience is that some of the content on the platform changes over a period of time, which may be due to a change in the law, the address of a particular institution, a change of location, or any other change in the institutional system. Tracking this is a continuous task that needs to be done at intervals. The amount calculated

for this is a monthly average that includes expert fees and the administrative charge for the specific upload.

Summary, conclusions, suggestions

The information system for the orientation of economic immigrants in Hungary works almost exclusively within the state framework. From a communication point of view, it is important to distinguish between foreign nationals legally resident, licensed (employed, resident, etc.) and illegally staying. For the latter, the Immigration and Asylum Office is the first step and the first point of information. In terms of Danube Compass (DC) goals, tools and information content, this group is less in focus, but DC provides relevant information for them as well.

Taking into account the needs of the target group of the project, experiences show that the main problem with the information infrastructure in Hungary is that the persons concerned are not reached by the state system targeted for this purpose, or more precisely, those seeking employment in Hungary do not use services provided by state infrastructure.

As a recommendation it is suggested that the service structure offered by DC needs to be distinguished in the future from similar services that are already being run, both for the target group and the range of services. It may be worthwhile that with the cooperation of the partner organizations concerned a consultation should be initiated on the integration of DC as an additional tool by inviting decision makers responsible for employment in all Member States.

Proper and well-communicated separation from existing services, as well as a clear formulation of goals, helps to better position the platform and, in turn, enhance its usability and efficiency for the target group and the professionals concerned.





MEGHÍVÓ

Szakmai Workshop

Tervezett helyszín: Komárom-Esztergom Megyei Kormányhivatal, Tatabánya

Tervezett időpont: 2018. november 23. 10.00

Program

10.00	Köszöntő (szervezők)
10.10 – 10.40	DRIM projekt rövid bemutatása (Mahler Balázs)
10.40 – 12.00	Szakmai konzultáció az alábbi témákat érintve: <ul style="list-style-type: none">• Gazdasági bevándorlók információhoz jutásának módja, formája, modellje;• Rendelkezésre álló információs eszközök, anyagok, ezek használhatósága;• Specifikus célcsoportok (pl. nők, iskolázatlanok, magasan iskolázottak, stb.) informálásának sajátosságai, jó gyakorlatok összegyűjtése;• Helyi intézmények együttműködési modellje, formája;• Az információátadásban megjelenő problémák (nyelvi nehézségek, használhatóság, stb.);• Duna Régió Iránytű alkalmazásának lehetőségei az információ átadásban, a mindennapi munkában;• Ajánlások megfogalmazása
12.00 – 12.30	Zárás, szendvicsebéd

A projekt a Duna Transznacionális Programból, az Európai Regionális Fejlesztési Alap támogatásával, az Európai Unió és a Magyar Állam társfinanszírozásával valósul meg.
Project co-funded by European Union funds (ERDF, IPA)
<http://www.interreg-danube.eu/approved-projects/drim>

6. Serbia

National workshop, Serbia, YUCOM, 14th December 2018

Outputs of the workshop

The information infrastructure in each country and position of the Danube Compass in the system of informing of migrants in the individual country (linking the provision of information to national migration policies, migration, economic and other demographic trends)

The Republic of Serbia has a lot of specifics regarding legal, political and social context that distinguishes it from other countries of the Danube Region. The first characteristic is that it is the only country that is not a member of the European Union. Although accession negotiations have already begun, Serbia is nearly at the beginning of the adoption and “application” of the EU Acquis, which implies harmonization of national legislation with the European one, and the primacy of the latter one after joining the Union. All these facts set apart the Republic of Serbia from the group of countries participating in the project from the legal point of view, which means that: legal norms in many aspects differ from the countries participating in the DRIM project and the legislation permanently changes. Another important characteristic relates to a migration profile within several phases. The first relates to the wave of migration after the war in the 1990s when 451980 Serb refugees and war-affected persons were registered in Serbia (data for 2001). The second phase relates to the migration crisis from 2015 and 2016.

During this period, more than 700,000 people migrated through the Republic of Serbia, characterized as mixed migrated flow. The reason is that the large number of migrants, who had already fulfilled the requirements for international protection, left their place of residence due to persecution, war or the situation of general human rights violations. With this flow, a large number of migrants passed across the territory of the Republic of Serbia on their way in order to provide themselves a better life in the developed countries of Western Europe. By far the largest number of these migrants left Serbia while the number of those who remained is estimated at 2-3 thousand. The third characteristic relates to the economic aspect where the state of Serbia, as a non-EU member, isn't included in the area of freedom of movement for workers, as this is within the fundamental principles of the European Union. In the context of economic migration, this characteristic represents an important difference which produces certain specifics of the workers' movement in Serbia. The mobility of workers in relation to EU members is far smaller due to the fact that certain permits are always required. The non-compete and “weak” economy of Serbia hasn't been a favorable environment for labor immigration. The number of foreigners based on work in the republic of Serbia includes only 7,550, which is the lowest level of all countries in the Danube region.

This type of overview of the migrant and social structure, among state institutions, creates such a perception that when migrants are being discussed, it is exclusively the migrant crisis of 2015, while the population of foreign mobile workers residing on the territory haven't even been discussed at all. Data, obtained through the desk research method for collecting data for the Danube Compass Platform as well as through the focus group and training for the Danube Compass, confirm all this.

When it comes to economic migrants, the representatives of the state administration said that migrants have standard procedures for issuing working permits, while their integration hasn't been taken as a relevant topic at all.

In the past years, Serbia has been trying to keep up with modern technologies and digitalization has been even set as a priority for the current government, considering particularly economic growth but also communication and information flow⁴. So called *e-administration* has been slowly implemented in the system. Although electronic administration is the most effective way of combating corruption and the best way to provide quality and fast service to citizens and businesses, the process of implementing it in the system is very slow and often duplicates the job within administration that is already inert and inaccessible to changes in the system. Information infrastructure has been in development process and information is much more accessible to citizens due to digital technologies, however, what is the lack of the information system is that practice isn't usually consistent. In everyday life, it means that when submitting documentation, additional documents, which are not provided by the standard procedure, are always required. The Law on General Administrative Procedure prescribes that state authorities exchange data between themselves from official databases, making the entire process of issuing various documents cheaper and more efficient. However, data exchange from official records does not often work in practice, and despite the fact that the public administration has the required data in the system and can exchange them, citizens still have to duplicate the work and subsequently ask for issuing the same documents (birth certificate, certificate of citizenship and proof of residence).

Due to the lack of labor mobility, i.e. spatial and professional mobility, as within the labor force on the European labor market, as a consequence, there is also a lack of information systems that should give instructions to workers and economic migrants on their rights and opportunities. Such information can only be found in the parent institutions in charge of foreigners' affairs in the country, as the website of the Ministry of Internal Affairs and the National Employment Service are.

Specific recommendations for providing information to migrants and mobile individuals

According to the "Migration Profile of the Republic of Serbia" for the year 2017, the majority of people who immigrated or were issued a temporary residence permit in 2017 were citizens from the People's Republic of China and the Russian Federation⁵. With such statistics, it is more than probable that foreigners who wish to stay in Serbia, permanently or temporarily, are unlikely to fluently speak and/or understand Serbian, let alone to be able to grasp the legal requirements written in Cyrillic and made publicly available at the *Department for Foreigners* located in Belgrade. In order to facilitate the provision, use and access to information for migrants and mobile individuals, several recommendations should be highlighted:

⁴ <http://rs.n1info.com/Biznis/a417316/Brnabic-Digitalizacija-izvor-rasta-na-trzistu.html>

⁵ Republic of Serbia, *Migration Profile of the Republic of Serbia for 2017*, pp. 8-9, http://www.kirs.gov.rs/docs/migracije/Migration_profile_of_the_Republic_of_Serbia_for_2017.pdf

1. The information available on the website of the Ministry of Interior regarding the terms of issuance for temporary or permanent⁶ stay should be in accordance with the information made publicly available at the *Department for Foreigners*, in Belgrade, where foreigners must go in person to submit their request for a visa. In order to do so, the Ministry of Interior should update its website and add the specificities.
2. The *Department for Foreigners* should be easy to contact by phone, email or in person. Information regarding the opening hours should be provided on a specific website and the exact phone number to reach the department should be provided. Civil servant(s) should always be available to answer during the opening hours.
3. A better communication between the civil servants, at the micro level, and the different ministries, at the macro level, should be implemented in order to avoid the sharing of inconsistent information to foreigners. In fact, it is currently difficult to receive the same information from the Ministry of Interior, Ministry of Labor and, to some extent, even among the civil servants working daily with requests from foreigners. To reach comprehension between the various institutions involved, a mandatory formation should be made available to ensure the normalisation of the information that is provided to migrants and mobile persons.
4. Regarding the facilitation of access to the information, as mentioned above, taking into account that the *Department for Foreigners* works, by definition, with foreigners who are unlikely to speak Serbian and/or to be able to read Cyrillic, the information regarding the requirements should be made available in English. What is more, the civil servants working closely with foreigners should be fluent in English to grasp the nuances of each cases and to be able to efficiently guide foreigners to the next step of their issuance process.
5. Currently, the lists of requirements that is used by the civil servants working at the *Department for Foreigners* to evaluate an issuance request, as well as the different type of taxes that must be paid by foreigners in order to stay, are not made available on the internet. In fact, a foreigner wishing to know exactly what the requested documents are must visit in person the place where the requests are issued, take a picture or write down the requirements – solely written in Cyrillic – and then gather all the documents. This practice goes against the core principles of access to information as for one the information is only available in Cyrillic and for two is not easily reachable.
6. To further facilitate the access to information and to increase migrants and mobile persons' knowledge of the requirements prior to their arrival in the Republic of Serbia, personnel working for the Serbian embassies should have a sufficient knowledge of the relevant information and be aware of the specific documents that must be obtained by the nationals of the country where they have an embassy. What is more, since required documents differ from each case (i.e. volunteer, business matters, students, marriage, etc.), the personnel

⁶ Republic of Serbia, Ministry of Interior, [Information for Foreigners](#).

should be aware of these differences. In this way, and when applicable, foreigners and mobile persons wishing to gather their documents prior to their arrival, would have the opportunity to send the requests for specific documents/contracts/agreements to the concerned Serbian ministries, and thus ensuring the respect of the deadlines.

7. Finally, in order to reach individuals who do not have/have a difficult access to internet, the Ministry of Interior should create free flyers that would be made available in strategic places, airport, bus terminals, information centers, *Department for Foreigners*, ministries, etc., providing all the necessary information depending on the migrants or mobile persons' specific situations. As mentioned earlier, currently the information is not shared on a large-scale and the outlets to share the information are not adapted for non-Serbian speakers, persons with limited resources and people without or with a limited access to internet.
8. The National Employment Service, as an institution in charge of approving working permits to foreigners, does not provide any information in another language, only in Serbian. Also, one of the problems is the lack of information material in English that would refer to employing foreigners. In order to improve labor mobility, especially through accession negotiations with the EU, Serbia should increase the information capacity related to the right and services that could be reached in Serbia while language barriers should be adapted to all foreigners in the country.
9. It is also necessary to increase the intersectional cooperation, both vertical and horizontal, between different levels of institutions that provide information.

Transnational issues/info-sharing

One of the main challenges in gathering information at the transnational level is the inconsistency of the information that is being provided due to a communication gap between the relevant stakeholders – mainly the various ministries 'departments – along with a lack of knowledge regarding the exact documents, requirements or resources available for new comers who wish, for instance, to obtain a visa, open a bank account, find a job, rent an apartment, etc.

One striking example of such gaps is, as previously mentioned, between the information found on the website of the Ministry of Interior of Serbia regarding the requirements that must be met by foreigners to obtain a temporary visa and the actual requirements listed and followed by civil servants instructed to answer and evaluate foreigners' requests for the issuance of a visa at the *Department for Foreigners*, in Belgrade. The information thus displayed on the Ministry's website is not up to date. Such an inconsistency leads to a lack of comprehension for the foreigners and is misleading. Furthermore, when trying to reach the resource contact from the ministry to get the exact information, the answers will vary according to the person contacted or, in the worst case, no civil servant will be able to provide an answer.

This deplorable situation could be avoided by providing a comprehensive legal platform where all the information that might be useful for foreigners could be found. An example of good practice would be the Canadian Government's website where migrants and mobile persons can easily have access to

all sort of relevant information under the section “Immigration”. The information provided is clear, updated and ensures an accurate understanding for foreigners of what is needed and are the resources they have access to.

Hence, to ensure cooperation at the transnational level, one solution would be, in the first instance, to get acquainted with the different stakeholders nation-wide who can contribute to facilitate, in a way or another, migrants or mobile persons’ stay in the country and, subsequently, to encompass all this information under a unique website. Once again, the Canadian website is a concrete example of good practice as it provides a “research option” where new comers can find free services near them and, more precisely, in the region where they will be living or are currently living. They can search for a job, register for language classes, find a place to live, sign up their kids at school, find help to fill out forms and applications along with other useful tools to ease their settlement in Canada⁷. This is an example that shows cooperation between the government and non-governmental organizations, civil societies, companies and centres serving different purposes that can be relevant according to each individual case.

What is more, to overcome the challenges regarding access to information, it would be valuable to have accurate contact information for the various resources migrants and mobile persons can reach nation-wide to answer their questions. These resources should be clearly displayed on the Ministry of Interior’s website and should be able to communicate with foreigners in English when needed. An exhaustive “Contact” section enclosing a “Client Support System Centre contact option”⁸ that can be reach via the internet or by phone should be made available.

Finally, to avoid discrepancies between the information available to the public and the one known by civil servants or laid down by law and to ensure the harmonisation of the information provided, it would be valuable to have a form of “legal watch” to keep the information updated. Such monitoring would undoubtedly require an extensive communication network between the relevant stakeholders and would command the use of considerable resources. However, such model of law monitoring has already been achieved in other countries for similar platforms which provide legal information to the general public and thus, could be reproduced here.

Possibility of sustainability of DC and other information platforms

Organizational Sustainability – The right to maintain the platform can have partner organizations. Partner organizations have the experience and methodology of developing the platform, which during its maintenance can greatly facilitate further work. Another option is the mutual cooperation between the project partners and the state institutions. This option can be achieved by signing a memorandum of cooperation or some other form of contract. The second option can provide the most benefits, due to the previous experience of the partners in platform development and

⁷ Government of Canada, <http://www.cic.gc.ca/english/newcomers/services/index.asp>

⁸ Government of Canada, <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html>

overcoming earlier lack of expertise in individual areas with the partners themselves. The third option is to hand over the entire platform to state institutions.

The basic problem of handing over the entire platform only to one subject is that one institution does not have complete knowledge and practice that makes the entire content of the Compass Danube. The problem with expertise appeared with partners who developed and collected information for the platform. They were not professional enough to cover all issues and aspects of integration that the platform itself included. As a result there was inaccurate information, over-generalizing, and inaccurate data that are required in these situations. The same mistake can occur with state institutions that would only be able to update the platform in the part of its own expertise. Therefore, bearing in mind that type of concept it would be important to anticipate cross-sectoral cooperation between various ministries. This type of cooperation is more complicated, but the data, obtained in this way, is the most relevant.

There are two institutions in Serbia that have the most capacities to deal with this issue: the National Employment Service and the Ministry of Internal Affairs, as they are in charge of foreigners in the RS. Information on Danube Compass can be promoted through a media campaign. As it is the internet platform, the most adequate channel for its promotion would be digital media, which does not require a lot of funds. Also, through various leaflets, posters and other promotional materials, information about the platform itself can be further promoted. Different graphic banners placed on the Internet sites could easily guide users to link of the Danube Compass platform.

The key institutions for placing banners on their portals would be: The Serbian Business Registers Agency, Commissariat for Refugees and Migration, the Ministry of Public Administration and Local Self-Government, the Ministry of Education, Science and Technological Development, the Ministry of Foreign Affairs, the Ministry of Internal Affairs, the Ministry of Labor, Veterans and Social Affairs, the Ministry of Health – Health Inspection, National Employment Agency, UN High Commissioner for Refugees – UNHCR Serbia.

As for financial stability, the partners estimate that the costs for maintaining the platform ranges from 10,000 – 50,000 EUR. Costs depend on the amount of information that needs to be updated. As Serbia is in pre-accession negotiations with the EU, national legislation is within the process of permanent change, therefore the scope of information that requires change is greater comparing to other project partners. Neither private nor state funds have been generally developed in Serbia therefore they cannot be considered as a strategic choice for the costs of maintaining the platform. In this regard, foreign foundations or EU funds can be taken as the main funding source for the civil sector. 20,000 to 30,000 EUR have been estimated as the necessary funds. If state institutions take over the maintenance of the platform, they would be able to use their own capacities as they have been already providing different kinds of information, which can lead to fund savings.



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**МОЛБА ЗА САРАДЊУ
У СПРОВОЂЕЊУ ФОКУС**

Поштовани,

Комитет правника за људска права - ЈУКОМ спроводи пројекат „Информациона платформа за интеграцију миграната Дунавског региона – ДРИМ“. Пројекат је финансиран од стране Транснационалног програма регије Дунава а суфинансиран од стране Европске Уније.

Циљ ДРИМ пројекта је јачање капацитета јавних институција за пружање информација приликом интеграције економских миграната, схваћене као једнак приступ запошљавању и раду. Пројекат ДРИМ жели да допринесе побољшању капацитета институција и њиховој способности да одговоре на потребе новопридошлих и већ настањених миграната, путем ефикасне размене информација. Главни резултат ДРИМ-а је инструмент информационе платформе **Дунав компас**. Ова платформа пружа информације о различитим аспектима рада и живота у осам земаља Дунавског региона: **Аустрије, Хрватске, Чешке Републике, Мађарске, Немачке, Србије, Словеније и Словачке**. У свакој земљи платформа је преведена на 5 језика, у складу са локалним контекстом и заступљеношћу одређене популације странаца у земљи. Дунав компас у Србији је преведен на : српски, енглески, руски, кинески и фарси језик.

Странци али и грађани Србије ће кроз ову платформу моћи да пронађу потребне информације о тржиштима рада различитих земаља и науче о специфичностима повезаних земаља (нпр. Осигурање рада, здравствени систем, квалификације за рад, образовне могућности итд.). Истовремено, запослени у јавном сектору и секторске агенције, као и чланови и волонтери из невладиних организација, добиће механизам размене информација јер ће моћи директно да сазнају информације о тржишту рада, као и правила и прописе о имиграцији у земљама Подунавља.

Комитет правника за људска права – ЈУКОМ организује Фокус групу са представницима државе и цивилног друштва који се баве на посредан и непосредан начин пружањем информација странцима и мигрантима у

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Србији у покушају њихове интеграције.

Идеја фокус групе јесте да кроз заједничку дискусију дођемо до података који се односе на недостатке постојеће информационе инфраструктуре и препорука како побољшати доступност информација за странце и мигранте уопште.

Предвиђено је да се фокус група одржи **14. децембра 2018. године** у просторијама **Куће људских права и демократије, улица Кнеза Милоша 4, Београд**, у термину од **10.00 до 11.30 часова**.

За све техничке информације можете контактирати Велимира Петровића 011/33-44-235. Молимо Вас да потврдите Ваше учешће путем е-маил velimir.petrovic@yucom.org.rs

С поштовањем,



Velimir Petrović
Директорка Катарина Голубовић

У Београду, 3. децембар 2018. године

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7. Slovakia

National workshop, Slovakia

Outputs of the workshop

Key principles and aims of sustainability

The access to information is one component of the citizens' rights to freedom of expression including the freedom to seek, receive and impart information and, as a right of general application; it applies to everybody — including non-nationals.

The aim of the DRIM project and its main product DC is to contribute to the modern and open society of European communities and Danube Programme states, where immigrants are accepted by the respect and dignity. The right to information is also instrumental in developing adequate migration laws and policies. Today's public debate on migration needs to be based on evidence and not on appeals to unjustified fears. More can be done to include the stories and the voices of migrants in this debate, and this calls for further work with migrant-led associations, journalists and associations working for and with migrants.

Information infrastructure on how and who shall guarantee access to free of charge information and in what format is a matter of general migration policy consensus and distribution of roles of public and private service providers. On the other hand publication of online information and forms / applications is a subject of unifications for building a metadata one-stop-shop provider. The aggregation of information from various sources and referring to their websites shall be robustly supported by unified system for data communication in the public sector; otherwise references are volatile to any change of web address and etc.

The Danube Compass platform is to enhance the capacities of public authorities and mediators for creating and enabling an environment for migrants' economic integration in the wider Danube region.

Some of the best practices associated with the right to information include providing material to migrants in different languages about job opportunities, conditions for employment as well as their rights in a country. Yet, this form of awareness restricts multiple numbers of migrants who cannot be outreach. The open data source model is the universal tool to address as many as possible persons and actors, hence it requires robust meta data structure of the information consoles and reliable information sources providing migrants with necessary information on the country, registration procedures and available services, as well as information on accommodation, care and health services as well as the names of the organizations providing these services.

Access to information is essential for migrants to make informed decisions about their departure, migration routes, and means of travel and to ensure their safety better.

DC is a digital information platform targeting migrants, their families and services provider/mediators of assistance or services. The Danube Compass is organized in 6 main blocks of datasets tackling essential life pathways of migrants in the areas of work, arrival and stay, education, learning the local language, everyday life and health.

Shortly, this information aggregator is a toolbox intending to provide various groups of migrants and mobile individuals with information on different aspects of work and life in the eight countries of the Danube region.

For more excellent use of the platform by employers, public authorities and private mediators /multipliers, the website shall be modernized, and information on specific examples and specific life situation pathways duly stressed/ better presented and formulated. The information-sharing platform can have limited use indeed as a complementary dataset in their usual work agenda: the service providers can refer/promote the website to foreigners. We believe that upon a specific training programme and appropriate training on foreigners stay in Slovakia some staff of the national information centres association can use for guiding foreigners visiting their offices. The staff shall be mainly trained on how and what kind of information /dataset to use the website in various cases. Other public service providers are applying national laws to immigration and work permits for immigrants, though their professional knowledge and skills are quite advanced.

A few principles and aims of sustainability are to be followed:

- The key challenge for the Slovak country-specific recommendations: ensure update information, awareness about the existence of the platform, well-presented and correct knowledge, user-friendly information delivery, client-oriented presentation of the information, instead of law replication, introduce life-situation based narratives of the information data flow
- **Financial aspects:** need about 40.000 euro for the update of information and awareness multipliers events and training activities
- **Technical requirement:** Useful dataset search – recommendation for the developers of the web-platform – the platform should have a client-driven approach rather than an e-presentation of multiple data sources. By this we mean, that the organization of the content in six chapters is correct, however, it lacks interactivity and navigation tools. It is highly recommended to introduce Q&A approach, and a selection tools, though each migrant can be navigated to its answer/agenda/correct domain public service provider for migrants through a

cascading drop-down or Yes/No menu type (Yes/No Platform help centre – DRIM universal navigation system)

- The digital platform shall be made available and accessible by various end-users devices such as computer/laptop/i-pad or smart mobile phone: www.danubecompass.org.
- **Promotional** - introduce automatic newsletters system /alerts for the contact lists – announce them automatically upon upgrade and news on the web
- **Organizational aspects** – deliver at least twice a year expertise meeting of the leading public, state and private actors dealing with the multiplication of information and delivery of correct and useful services to immigrants
- **In connection with sustainability**, critical strengths of the product are to be the product can save time and money of state and public institutions. It also helps NGOs to print handout or navigate the client.
- Effective and efficient provision of information to migrants is decisive for migrants' adequate access to procedures, international protection, and remedies but also for their future integration. In the context of migration, timely access to information can save lives as well as encourage immigration through regular means.

The presenters shall focus on crucial /unique and value-added and comparative advantages of the DC:

- A public-driven platform for migration actors
- Embracing all life pathways and legal issues concerning the legal stay of foreigners in Slovakia
- Containing all relevant links and actors
- Migrants need to visit only DC website which will reroute them to proper actors of their designated issues
- Saving time for identification of the appropriate service provider or mediator
- Allow foreigners to prepare before submitting a request for the stay, work and study in Slovakia

The presenters shall try to converse on a particular topic and use the platform DC for the live demonstration of the functionalities of the platform.

Organizational model

Responsible Organisation

- Institute of Ethnology and Social Anthropology
- Association of Information and Tourism Centres of Slovakia

Stakeholders, i.e. involved subjects and their role in the administration of the Danube Compass;

- (1) group A: first contact public service providers responsible for the legalisation of the stay of foreigners: LEA officers, labour officers, labour inspection officers, trade license registration agency,

Achievements: the Danube Compass multiple databases platform was linked to the official national job dashboard (ISTP + Labour office). The foreign visitors of the website and employers publishing all post in search of immigrant workers are fully enabled/advised to use danubecompass.org

- (2) Group B: supporting services providers public and private such as health insurance and social security agencies, hospitals, dealing with different life situations of migrants concerning their registration in the public social and health system

Achievements: public authorities, information centres in cities, public health and social security bodies, as well as private legal support services providers and temporary work agencies, are made aware about the website – their representatives attended a focus group meeting, individual discussions were lead with different actors. It is highly recommended to both keep this group informed in the future through electronic newsletters and organised at least twice a year collective expertise workshops.

- (3) Group C: mediators including local and regional authorities, private companies dealing with visa and residence/labour permits, NGO providing assistance, legal service agencies, information centres/tourism information centres, universities, SAIA – assisting students/researches relocation service state agency.

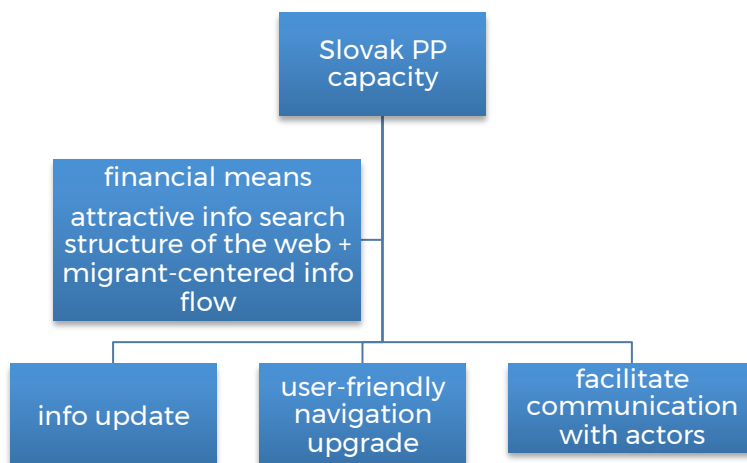
Achievements: the representatives of this group were duly informed, and many of them made both publications of information/banner referring to danubecompass.org on their websites and multiple newsletters to their members. In the future, the national association of information centres will use the database of Danube compass to provide information to foreigners. The centres are spread throughout the country of Slovakia. The information centres are either established by cities or regional tourism agencies. The staffs of the information centre are fully language equipped and trained to work/support foreigners. By this, we mean that culture differences shall not be a problem in providing correct information.

Identification of main processes which should be secured and description of these processes;

- Upgrade of information on the website
- Dissemination of information about Danube Compass
- Use of the Danube Compass as a platform merging various databases
- Focus on life cycle situations
- Deliver friendly use ICT tools for the datasets published online – introduce a navigation system in fashion – guiding users through question and answer cascading questionnaire
- introduce an automatic newsletter to facilitated and update communication with actors

Identification of possible resources (personal, institutional, financial, incl. possible grants for subsequent projects) for sustainability.

- AMIF programme, deadline January 2019
- Erasmus + funding schemes, deadline February/March 2019
- National decentralised management of community funding schemes, flowcharts and/or tables describing links among subjects and order of processes;



List of stakeholders		
Name of the organization	Legal status/form	Role of the organization in maintaining and operating the DC
Ministry of Social Affairs and Family – Labour Office Public Administration	Public authority	Information about Danube compass on their website
ISTP – national job posting dashboard	Public portal	Information about Danube compass on their website Promote banner on the website
Association of Information Centres in Slovakia	Public-private entity	Information about Danube Compass Banner placement
Muslims living in Slovakia Association	Private entity	Information publicised on the website of the organisation
SDI – migration policy support organisation	Private entity	Information publicised on the website of the organisation
Institute for Ethnology and Social Anthropology	Public entity	Promotion and update of the platform Communication with actors

Key processes for sustainability of project outputs	
Process	Description of arranging the process
Update of information	Institute for Ethnology and Social Anthropology will ensure update of the dataset to be used by actors and end users
Awareness of actors	Institute for Ethnology and Social Anthropology will be responsible for activities related to the facilitation of the communication with actors. It is possible to organise expertise and technical events with experts twice a year – constraints

	financial means.
Distribution of information	Institute for Ethnology and Social Anthropology will ensure it based of internal sources in the Slovak Academy of Science.

Description of key aspects of country specific recommendations

Sustainability of project outputs is to be described in five areas:

- The position of the Danube Compass in the system of informing of migrants
- Institutional sustainability (stakeholders, their roles, cooperation)

Technical sustainability: Requirements on central level of the website: Set up Meta data navigation for a list of library and key filters. Useful dataset search – recommendation for the developers of the web-platform – the platform should have a client-driven approach rather than an e-publication of multiple data sources. By this we mean, that the organisation of the information in six chapters is correct, however, the content of each section lacks interactivity and navigation approach. It is highly recommended to introduce Q&A approach, and a selection approach of each migrant who can be gauged to its answer/agenda/correct domain public service provider for migrants through a cascading drop-down or Yes/No menu type (Yes/No Platform help centre – DRIM universal navigation system).

For sustaining greater valorisation and capitalisation of the product, a market-driven approach, indeed the client-thought product, is highly recommended - develop an app and promote it via online stores for the min. price is enabling a return of the investments in developers.

Sustainability of publicity (publicity and PR of the product): Promotional - introduce automatic newsletters system /alerts for the contact lists – announce them automatically upon upgrade and news on the web. Keep annual meeting events with stakeholders, train staff using DC for delivery of information.

Financial sustainability (financial resources, expenses): Financial aspects: need about 40.000 euro for the update of information and training and expertise meeting events.

The information infrastructure in each country and position of the Danube Compass in the system of informing of migrants in the individual country

State authorities provide public Information for migrants – labour office, foreign and alien police, the ministry of foreign affairs and diplomatic bodies of Slovakia abroad, private legal agencies and not-for-profit organisations. While NGOs focus online services and legal assistance to asylum seekers (public funds are provided for information and integration services to third nationals and asylum seekers, a specific organisation does not cover the group of legal migrants of EEA area. The NGO

service providers mostly focus on residential related information, and private legal agencies provide information about economic migrants, students and businesspeople.

The public bodies, police, labour office, labour inspection, social insurance and health service companies provide general information on legal procedures. The border and alien police promote s also a list of case studies on their website in the English language. The agency supporting international students and researchers in Slovakia, SAIA, provides complete online support package and individual support services.

Private companies promote information on their websites cases of employment visa and employment-related legislation.

Ministry of foreign affairs also promotes the rules of stay in Slovakia for foreigners, not all websites of Slovak diplomacy abroad provide concrete information online.

Generally said, most information sources are quoting Slovak national laws and the application of the European directives in Slovakia.

Randomly examples of specific cases and examples on how to solve different problems can be found only on the website of the Ministry of Interior. However, the content covers the limited number of samples.

Legal services providers lack concrete information on internal police rules concerning the application of the Foreigners Residence Law. The Danube Compass is a unique tool for guiding immigrants in Slovakia, as it comprises various databases of information and direct links to the public/private services providers concerning the stay of foreigners in Slovakia.

On the other hand, it's worth mentioning that the Danube compass platform shall be optimised for more excellent information search and identification of concrete needs of specific foreigner's case. Information chapters shall be better presented for the foreigners, and legal aspects shall be incorporated as per the particular requirements of the immigrants. For achieving a complete information infrastructure, the platform shall offer easy to guide system enabling an individual migrant to define what type of visa and work permit he/she needs. The proposed structure of Danube Compass provides a lot of information generated from different legal procedures, though it needs to address concrete examples and encompass the reader on how to select the information.

The state institutions are informed about the platform and asked to publish updated versions of entry forms on the same address to avoid corrupted links of the website in the future.

Identify problems / needs

- Regular update of the information
- Bring more examples and example oriented presentation narratives
- Publicise application forms with supplement needy
- Avoid multi-lingual approach because application forms are in the limited number of languages and public services providers do also work in Slovak or English language
- Enabling open sources of information for migrants shall be communicated with the deputy prime minister on the information society.

- The Slovak owner of the sk.danubecompass.org shall closely cooperate with police, SAIA and information centres for achieving greater dissemination.

Please fill answers in the following table and add a short description.

What are the strengths of the national information infrastructure?
A lot of courses of information Language sensitive sources of information
What are the weaknesses of the national information infrastructure?
<p>Constraints:</p> <ul style="list-style-type: none"> - Missing a public concept and action plan on access to information on stays and employment of foreigners in Slovakia- partial solution, weak information distribution on how to approach /challenge and solve specific migration-related problems - Weak responsiveness on information requests place directly before public institutions - There are no adequate and reliable information tools (open data distribution sources) on how to solve the problems that arise during the preparation and employment of the target group - Weak state support for equipping and financing professional consultants for the target group - The absence of professional consultants on migration-related issues in the public and state administration - Scattered data sources, difficult to orient in public websites, impossible to find online forms, insufficient updates of the public portals - Partial digitisation in the information, a lot of information is not readily available on the Internet, there are digital forms, and there are examples.
What is missing in the national information infrastructure?
<p>Needs:</p> <ul style="list-style-type: none"> - It is necessary to carry out periodic networking meetings of stakeholders from a professional point of view - Insufficient preparedness of the Slovak representations abroad - It is essential to delegate one organisation with a stable structure, capacity and physical space where immigrants can go and get to know how to get employed or stay in Slovakia - The open data sources and their reliability shall be part of the information agenda, though it should be secured through a single structure and annual budget designated by the Deputy Prime Minister for Investment and Informatisation. - Networking actors who are permanently and sustainably providing expertise services - address the existing network of public law counselling centres. - It is also necessary to focus on maintaining of the information infrastructure by involving of the large employers' associations whose members face problems of employment and integration of foreigners in the labour market - Tackling information distribution problems requires close cooperation with regional, municipal and municipal authorities. The facilitation of dialogue with those multipliers shall emphasise on the vital role of local authorities in the integration process of migrants. Local government has several options to provide migrant services directly and to simplify the process of change and to propose more effective measures in practice. - Develop mentoring programs and intercultural education at the workplace and to reduce diversity

management skills – the Slovak PP does already provide training services to employers.	
- It is necessary to provide on-the-spot knowledge of immigrant issues at the local level – the information centres as multipliers of the Danube compass shall become effective a robust training on how to orient in the agenda of migration laws as presented in the big dataset of Danube compass	
What role play different stakeholders (state institutions, NGOs etc.) in the national information infrastructure?	
NGOs do provide partial information, and randomly individual advise. NGOs cover a few cases of immigrants. Most robust services do provide private legal agencies, foreign police public servants and labour office servants.	
Is the DC info tool a unique instrument for informing migrants in your country and organizations working with migrants?	
YES	
If you answer is yes, please fill in which existing information instruments the DC info tool is extending.	
Multiple dataset however needs better content structure – user-friendly approach and presentation of information based on experience from the real case of migrants.	
Which chapters of the DC info tool are unique in your country, and which are similar to existing information platforms and tools?	
Unique	Similar
N/a	All chapters appear on different web portals
Do/can different information platforms cooperate and how should this cooperation be developed?	
Police, labour offices and NGOs, request for provision of information upon legal updates	

Who will be main users of the DC info tool in your country (organizations, individual persons...)?
+End users – individual migrants +Public institutions working with migrants + Private institutions providing services to immigrants

Institutional sustainability (stakeholders, their roles, cooperation)

Who are key stakeholders (organizations) for long term using DC info tool?	What is the role of individual stakeholders in the system of work with migrants?
Association of information centres in Slovakia	Provide information
ISTP job posting dashboard (website)	Provide information
Foreign Police	Provide information+ naturalisation services
Ministry of foreign affairs and	Provide information + first contact of migrants abroad
Labour Office Administration	Provide information + work permit
Employers Associations	Provide information + get involved in the stay/work permission process + hosting foreigners
Municipalities and Cities	Provide information + develop local migration action plans
Universities	Provide information + hosting foreigners

NGOs + legal agencies	Provide information + legal advise and support
SAIA	Provide information + legal advise and support
Social security institute, health insurance company, tax office, trade license register administration, courts, criminal records register, hospitals	Migrants are their clients + need to open evidence files for each new migrant – institutions processing data about immigrants in daily life
How do stakeholders cooperate? (An organization scheme and/or description should be added.)	
The above mentioned actors are not cooperating on a regular base, random and project-driven meeting events gather some of those actors, however a general absent of managed dialogue between all those actors is a significant constraint of access to information. Below we do present a simple model on the organisation of communication in-between stakeholders based on the leadership of DC in Slovakia.	
What is an optimal model of organization for institutional sustainability of the DC info tool in your country?	
<ul style="list-style-type: none"> + Ensure at least one expert for maintaining of the databases and communication with actors + Ensure client-driven content of the meta-data platform + Secure financial means for the staff and annual meeting events with the community of multipliers and public service providers 	
Which organization will be the managing holder (responsible body) for implementing and sustainability of the DC info tool?	
Institute of Ethnology and Social Anthropology, Slovak Academy of Science	
Which organizations will cooperate and participate with managing holder and what role will they have?	
Association of Information Centres in Slovakia (promote information to foreigners visiting the centres – 60-70 centres across Slovakia) + ISTP (banner promotion)	

Do you agree that the DC info tool should be centrally coordinated before and after the end of the sustainability period?	
YES	NO
If you answer yes, please fill in below answer to the question: How to keep at least the minimal interdependence of national the DCs?	
Centralised coordination is not a bad idea. National facilitator shall be enabled to publicise banners and promo banners of partners and actors involved.	

Technical sustainability

How can the “central” system of technical arrangement be developed/widened at the local level (i.e. in the individual country)?
<ul style="list-style-type: none"> + Modernisation of the structure + Creating automatic newsletter for members of all contact lists + Introduce an automatic alert system + Introduce life-situation guiding approach + Develop an app for mobile/ipad use
Is it possible that the DC info tool content could be arranged differently at the local level?

- + Regular revision, editing and update of the content the DC info tool could be provided
- + Technical meeting events with related service providers for greater communication of legal amendments and related
- + Expertise meetings for actors- at least twice a year
- + Professional qualification training for migration-related information providers from the association of information centres

Sustainability of publicity (publicity and PR of the product)

To achieve such an ambitious objective and provide a transferable approach, the follow-up capitalisation /marketing plan of the project shall rely on an effective communication strategy and dissemination plan. A preliminary SWOT analysis, which takes into account the internal factors (strengths and weaknesses of the partnership and topic of the project) and external factors (opportunities and threats coming from target groups and stakeholders) influencing the effectiveness of the communication activities, has been carried out:

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • A good mix of media and non-media channels of communication are addressed • The Slovak PP has a large local networks • The Slovak PP has previous experiences in project communication and public relations 	<ul style="list-style-type: none"> • The general impact of the Danube compass may have lower relevance at local level due to “big datasets” of the platform – difficult to orient and select/filter effectively a specific case-sensitive information • Language issues may decrease effectiveness – inability to maintain legal-sensitive updates in all languages
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Communication and awareness will encourage and reinforce the multi-actor and inter-institutional collaboration • The information about the web-platform can be easily transferred to users and multipliers cause all data are managed online • Mainstreaming of info product for migrants can be easily facilitated by good communication/awareness provisions – events and regular newsletters 	<ul style="list-style-type: none"> • Technical requirements on central level shall be completed to ensure automated alert/newsletter distribution • Financial means for awareness events – technical and expertise meetings shall be ensured • Low responsiveness or reluctance of target groups to co-operate due to lack of essential online tools for the selection of information

Does current spectrum of partner organizations in respective country have willingness to take care of publicity and PR of the Danube Compass on its own?

- Newsletters to advised multipliers and public/private service providers: labour office, police, diplomatic bodies, state job dashboard ISTP, diaspora organisations, NGOs, private service providers, other actors consulted during the project implementation
- Automatized newsletters to all members of the contact lists
- National awareness events – expertise and technical meetings
- Press releases upon amendments of the website
- Information about amendments will also be published on FB of the Slovak PP
- Banners on websites of related partners and multipliers are already publicised/secured. In case of considerable improvement of the structure of the website – enabling life situation navigation, it will be possible to ensure greater banner placement on various websites. However, the Slovak PP could guarantee at least three new banner placements on other websites á year.
- Any hand out promotional material requires a more significant budget for support staff and publication and distribution. It will not, however, enable greater use of the website, cause most important is to propose better “content-management” of aggregated datasets and to guide the final user on how to find information and supportive advice easily.
- The website shall provide real information advice.

Who will take care of PR of the Danube Compass? Who will provide/guarantee communication, publicity and promotion of the info tool?

The Slovak PP will be responsible for the publicity; however, identified media and stakeholders will ensure multiplication of information during the project implementation.

Will there be a general media partner of the Danube Compass? If yes, who will be the general media partner and which role will he play? Which other/common media partners will be involved and which role will they play?

The Slovak PP uses the public relation services of the Slovak Academy of Science, though the media relation department of the academy will be responsible for the distribution of information to affiliated media and on the FB.

Which communication networks and communication tools will be used for publicity towards stakeholders (identified in previous chapters) and which ones towards target groups (migrants, foreigners and organizations helping them)?

Directly involved stakeholders Lists: An electronic mailing list including members of the working groups focus groups. The project aim is to achieve a roaster of around 2000 contacts.

External Lists: A specific database with contacts of key target audiences, experts, stakeholders, attendants to project meetings, will be created and updated continuously. All of these contacts will feed a mailing list that will be used for spreading the newsletter, an invitation to follow-up events and delivering project results. The mailing list will be updated and managed through the website. Each partner has a person responsible for dissemination of the compass and for managing of the local mailing list and distribution of all communications.

Newsletters and E-Newsletter are an excellent medium to let people know about the website progress.

Financial sustainability (financial resources, expenses)

Please provide an overview of all possible financial resources suitable for sustainability the DC info toll (grants, local resources etc.):

- AMIF programme, deadline January 2019
- Erasmus + funding schemes, deadline February/march 2019
- National decentralised management of community funding
- Addressing cities - small funding for promotional activities
- Addressing the deputy prime minister office for designating capacities on maintaining of the open source of danubecompass.org in Slovakia – ensure greater access of information and e-services dissemination across the public service providers and end-users

Please write an evidence of estimate of the annual expenses of sustainability the DC info tool in your conditions (don't forget including all costs like personal costs, translation, technical maintenance etc.):

- + 25.000 euro legal services and experts
- + 6000 euro technical and expertise meetings
- Internal PR and media promotion capacities

Risk analysis

Which main barriers, risks and preconditions of sustainability can be identified?

- + Legal amendments and editing information in all language versions
- + Make the platform attractive for individuals and service providers who are looking for more detailed and guided online information advise services. It can be sustained by introducing internal hyperlinks in the individual texts and changing the format of the sub-categories and enabling a selection entry point for guiding the user based on it particular case. He or She does not need to read all texts – it is enough to be navigated to specific information content via

How important and probable are individual risks?

Most important is the update of information and its user-friendly presentation + raising attention of end-users.

Which measures should be done/implemented for elimination of risks?

- + Upgrading the structure of the website
- + Updating the information content only in EN/SK
- + Organisation of events for actors

After this step, a risk analysis should be processed. It can follow logic of the next table (rows can be added or deleted if needed):

- Probability means if the risk is most likely or not (scale 1–5; 1 = low probability, 5 = extreme high probability).
- Impact means if the risk can threaten the long-term sustainability of the DC or not (scale 1–5; 1 = low impact, 5 = extreme high impact).

- Importance is product of probability and impact (1 = the lowest importance; 25 = the highest importance).
- Proposal of measures for elimination of risks is necessary in case of the most important risks (importance 21-25), important risks (16-20) and medium risks (11-15).

Risk (a brief description)	Probability	Impact	Importance	Measure(s)
Institutional sustainability				
Existence of the Slovak PP	1	5	25	25
Expertise team available	4	5	25	25
Technical sustainability				
Automatized alert system	4	3	10	15
Automatized newsletters distribution	4	3	12	15
Sustainability of publicity				
Media promotion	2	2	16	16
Awareness of actors	3	5	20	20
Financial sustainability				
Update of datasets	5	5	25	25
Organise events	4	4	20	20



8. Slovenia

National workshop, Slovenia, Employment Service for Slovenia, 27th November, 2018

Outputs of the workshop

The national workshop gathered 7 stakeholders from the Municipality of Ljubljana, Employment Service of Slovenia, the Ministry of Labour Family and Social Affairs and the National Institute of Public Health. The workshop was facilitated by the representatives of ZRC SAZU. The main information gathered from the workshop was:

Main challenges:

- The participants pointed to the issue of Albanian-speaking population, especially Albanian women as one among the most vulnerable groups in terms of accessing information. For that reason, specific programmes, such as for example social activation programmes for the long-term unemployed Albanian women have been developed.
- With regards to employment of third country nationals, there are many problematic practices by the Slovenian employers that need to be curtailed. One way is to empower workers to report infringements of their rights to authorities, but for this they need clear information how to do that and where to turn.
- The lack of programmes and projects addressing nationals of EU countries (for example, Bulgarians) in terms of their labour market and general integration was also identified.
- Online informational platforms can be seen as complimenting not replacing individual contact of migrants with public authorities and professionals from NGOs. For this reason, the Info Point for Foreigners, providing migrants a one-stop shop with information in (possibly) languages they understand, not limited to one location but operating also as a mobile unit; and covering various aspects of migrant integration, was cited as an example of a good practice that is still much needed in Slovenia.
- Given the needs for workers and sectoral deficiencies on the labour market in Slovenia, and with the new provisions that facilitate the employment of individuals from Bosnia and Herzegovina and Serbia in Slovenia, there could be an additional need for programmes addressing this population. In this respect, embassies and/or consulates were mentioned as having an important role. Additionally, pre-departure programmes (e.g. activities in the countries of origin of migrants, such as language learning and information about various spheres of life in Slovenia) addressing the issue of information-provision were cited among the cornerstones of better access to information.
- The need for the so-called community approach to providing migrants with information, within which multi-stakeholder cooperation is emphasised (not only cooperation among

different institutions but also among sectors within the same institution) was also found to be of utmost importance at the local, regional and national levels.

- The participants generally agreed that at least in the early stages of stay in Slovenia it is crucial to provide migrants with information in a language that they understand. In this respect, clear and simple language, without patronising the users, is of utmost importance. The issue of functional illiteracy in migrants' mother tongues, not only in Slovene, was also found to be an issue when conveying information to them. Furthermore, ways to address illiterate individuals and/or those that cannot read the Latin script need to be further developed.
- The role of intercultural mediators at all levels of everyday life is crucial. It is however important that their role goes beyond merely translating information to migrants and that they are professionally trained to perform this role.
- With regard to digital vs. non-digital forms of accessing information, an integrated approach taking migrants' specific needs into account, is needed. In this respect, it is of utmost importance that crucial documents in the area of migration management, for instance the Strategy of Economic Migration, also address current demographic, labour market and other economic issues and trends.
- The issue of personal data protection must be taken into account when devising programmes and activities for migrants' better access to information.

Solutions for improving information infrastructures for migrants

- Basic measure for improving access to information identified in this workshop was the coordination, cooperation and finding synergies. All participants felt that there is a serious lack of not only cooperation but even knowledge what other institutions in the field are doing. There are numerous measures and projects that do not cross institutional borders and consequently there is serious lack of synergies among the projects. This cooperation should start from basics; often even the terminologies are so different that are impeding cooperation. In this sense, the exchange of information among institutions is crucial and work groups and coordination bodies should be created.
- Direction towards »community approach«. Here, the integration measures are understood as a local process where the locals (natives and immigrants) work together with local institutions. Currently, this is the approach of the health centres for preventive health, which aim to connect all local institutions (municipality, schools, cultural institutions, etc.) to liaison and work together towards improving people's well-being. A special focus is on vulnerable groups – either because of everyday practices or life situations (language barriers, isolation, economic hardship...) In this regard, this would be a model to scale-up to other fields and

locations and in this process, the information dissemination is an integrated part of the activities of institution who is coordinating the community approach in the local environment.

- Different channels of information dissemination should be re-thought and made more optimal for different types of users. The users' feedback is crucial and can lead to better planning and execution of the information dissemination.
- The information dissemination could build on previous work with vulnerable groups, e.g. work with disabled people has already devised different measures that facilitate easier access. This could be transferred to information infrastructure for migrants.
- Information should be in plain language, reliable, and for the new comers also in the languages they understand.
- One of immediate measures should also be the education of cultural mediators that are seen as a vital part of integration of particular groups in various fields; health sector, unemployment and schools.
- Contact centers for users could share information among themselves to ensure the reliable information and constant update of information.
-

Comment by organizers of the workshop:

One of the main stakeholders of the information infrastructure for migrants is Ministry of Interior of Republic Slovenia who is also the owner of the platform *Foreigners.si*. Despite being invited several times they decided not to take part in the national workshop.

Sustainability of the Danube Compass

- Slovenian chapter of the Danube Compass will be taken over by the Employment Service of Slovenia. There are plans that this will be included in the continuation of the past project »Info point for foreigners« where a contact center and information dissemination will be again ensured specifically for migrants.
- The organizational aspects is not yet finalized, but if funding for the »Infopoint« will be provided for regular update as well as for the communication activities.
- In case this happens, some of the aspects of the Danube Compass will be further made optimal for the newly established contacts.

Spoštovani,

Zavod RS za zaposlovanje (ZRSZ) kot partner **projekta DRIM – Informacijska platforma Podonavja za ekonomsko integracijo migrantov** pripravlja **Nacionalno delavnico**.

Delavnica je pripravljena v okviru projekta DRIM in je namenjena strokovnjakom in oblikovalcem politik, ki se pri svojem delu srečujejo z migranti, begunci, tujci iz tretjih držav, ki se želijo v Sloveniji zaposliti in se vključiti v družbo. Namen delavnice je zbrati mnenja udeležencev o trenutnih oblikah in dostopnosti informacij, ki so v Sloveniji na voljo tujcem, zbrana mnenja pa bodo tudi podlaga za oblikovanje konkretnih priporočil za Slovenijo.

Vabimo vas, da se nam kot aktivni udeleženec pridružite **v torek, 27. novembra 2018**, na Centralni službi Zavoda RS za zaposlovanje, Rožna dolina, cesta IX/6, Ljubljana od 12. do 15. ure.

Vaše sodelovanje je glede na predvideni cilj in namen Nacionalne delavnice izjemnega pomena, zato vas prosimo, da svojo udeležbo potrdite do torika 20.11.2018.

Lep pozdrav,

Robert Modrijan, vodja projekta

Project co-funded by European Union funds



5. Overview of findings form national workshops

The following text contains the most important findings and recommendations from national workshops with decision-makers in each of the participating country in the DRIM project. They are based on country-specific conditions and respond to the specifically identified needs of these countries. The findings were reported by project partners who organized national workshops and for the basis for the country specific recommendations of their countries.

This is not an exhaustive report on all the specifics of the countries involved, but a clear summary of the most important recommendations. Sorted alphabetically by DRIM project partners country. Most of the recommendations have been adopted without modification, or with only minimal adjustments. For more details, look at country specific recommendations of each countries.

In the chapter "Common recommendations" you can find table with the most recurrent recommendations and their indicating occurrence in the participating countries.

Country specific recommendations

AUSTRIA

- **Case by case management:** It is a good way to reach migrants. Being in contact regularly with the same person give the migrants a sense of security and the trust is developed. Through face-to-face meetings, it is possible to identify the specific needs of the person and offer adequate answer to those.
- **Engaging members of the community that have been longer in the country:** They speak the local language as well as their mother tongue. Also, they have knowledge about both cultures and can act as interpreters. This has been already happening in some Austrian cities with very positive feedback.
- **Training to public officials:** It is also very important to offer specific training to public officers, so they have a clear overview of the different available services at local and regional level. This way, they can offer a more specific and effective counselling. It could be also important that they receive sensibilization and diversity management training. As said, the profile of the migrants is diverse and while migrants coming from European countries tend to trust the public authorities and ask for help; migrants coming from other countries (especially coming from countries in war) do not trust the public authorities and they do not want to give their personal information or experiences. It is important for public officials to be aware of that.
- **Use a variety of communication channels:** Online and printed material is not enough. It is important to diversify the ways to reach migrants and their communities (e.g. by visiting schools where their children study, medical centres, businesses owned by migrants, etc.).

- **Enhancement of cooperation of public institutions:** Strong and close cooperation between the different public institutions (at local, regional and national level) as well as constant and productive communication with NGOs could improve the communication flow between migrants and public institutions. This is also important to avoid redundant information for migrants and to help to strengthen the offers of NGOs and public institutions.
 - A way to enhance this cooperation could be organizing a conference inviting all the different stakeholders that play a role in the process of integration of migrants (e.g. NGOs, teachers, Public Employment Service, interpreters, social services, Economic Chamber, Labour Chamber, police, administrative units, community leaders, etc.) in order to unify efforts (and avoid double work in some issues as has been happening) and find a common strategy that tackles the different aspects of this complicated process.
- **Providing information in different languages:** There are topics that are legally sensitive, and this information tends to be crucial to the well-being and development of the person. It is essential this information arrives in an accurate manner.
- **Enhance programs that target migrants in rural areas:** This is a point that is not taken care of in a lot of municipalities. It mainly depends on the interest of mayors or other organisations active in rural areas. If you talk to migrants, they want to go the next bigger city – in Austria mainly Vienna because they think they have much more opportunities in bigger cities.
- **Development of projects that target specifically EU citizens:** We realized in our interviews that EU citizens are often not taken care of a lot because organisations sometimes do not think about their different background and foreign culture. They are also vulnerable because of lack of communication flow and access to information.
- **Providing “Welcome packages” for new citizens:** Graz has a very interesting “Welcome package” to give to every new citizen. You find free tickets for the tram, for museums and other interesting information about the city. This is an easy way to reach citizens and also the offers help foreigners to feel at home in their new hometown. This “Welcome packages” are also translated into different languages.

CROATIA

- **Croatian language classes:** For most of migrants, but especially for refugees, language is the biggest obstacle in exercising their everyday life in Croatia. The competent authority needs to provide permanent, accessible, and good quality language classes in order to improve refugees’ access to information.

- **Access to interpreters:** Institutions providing counselling and services crucial for socio-economic integration of migrants should have available interpreters for relevant migrant languages. This is particularly important for refugees and migrants that are illiterate.
- **Multilingual materials:** access to information for refugees and migrants implies provision of information in their maternal language and/or languages they understand. That is why it is crucial to have the important rights and obligations, as well as procedures, available in migrant languages.
- **Education and (pre)qualification:** Access to education needs to be ensured for all children, as well as possible options for adults provided by the relevant authority. The system of recognition of qualification needs to ensure some forms of testing for people who don't possess documentation confirming their qualification. Also, representatives of authorities and institutions working with refugees need to be well informed about the system of international protection, as well as the rights and obligations of their users.
- **Coordination and transmission of information:** It is crucial to ensure coordination and transmission of information between national and local authorities. Information flow within institutions/authorities (on both national and regional/local level) needs to be assured through protocols and internal documentation. Coordination between different stakeholders, which is now successful on some levels, should become systemic and include all relevant stakeholders. Access to information on a local level requires improvements
- **Information must be accessible and understandable:** Refugees and migrants need to have ensured access to information by the competent institutions in a language they understand well. The provided information needs to be concise and understandable, in order to avoid the common situation in which refugees and migrants get too much information instead of getting relevant information. Refugees and migrants need to be informed and aware of existing information – all stakeholders should make sure that happens.
- **Time frame:** Having in mind that refugees and migrants, as well as locals, need certain time for adjustment, it is however crucial to ensure access to information from arrival on.

CZECHIA

- **Centralize resource and update information for migrants:** Useful information materials are sufficient, but they are highly fragmented and mostly partial, dominated by the sectoral approach (so very expert and detailed information on the narrow topic), the information platforms are not integrated, the existence of many resources sometimes have no idea or experts, no interconnection.
- **Improve awareness of data and information sources:** The immigrants are paradoxically rather disorientated after arrival because he cannot find a relevant source for the given situation.

- **Creation of a system that would follow legislative changes not only for migrants but also for professionals:** would be appropriate if a central organization, for example, once a month or four times per year, published a newsletter or bulletin summarizing current legislative changes.
- **Creating a system of sustainable interdepartmental cooperation at national level:** there is also a lack of active approach towards foreigners, such as the existence of an inter-ministerial authority on the issue of integration of immigrants and immigration. There is no political initiative on the part of the central authorities, often on the part of non-profit organizations, which should rather be executive organizations.
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GERMANY

- **Improve information transfer and system transparency:** It is important for people to be able to control, predict and plan their living conditions. When they begin their stay in Germany, the administrative and support structures they encounter and the opportunities for action they offer are highly intransparent. They also can hardly assess their general prospects for the future. It is often unclear who on the ground is the right contact person for what concerns, what opportunities and prospects they have with regard to education and work, and what will happen to their relatives in their country of origin.
- **Central contact for all areas of life or institutional networking structure with Integration Plan:** It can be deduced that it is important for migrants, especially in the early stages of their stay, to have centralized and reliable contacts. Because after their arrival in Germany, they initially have no overview of who can help them in what areas of life. This finding refers to adjusting screws in the asylum and admission system. The first refers to the role of social workers in receiving asylum seekers.

Social workers have a central role in the administrative system, which is perceived as opaque: it is not clear which institution is responsible for which administrative process and therefore the point of contact for it. It may also mean that migrants tend to perceive the diverse supply structures as 'supply jungles' and do not understand who the right (and reliable) contact person is for what.

Therefore, it is increasingly recommended to bundle or guide the consultations and measures more closely. This can happen in two ways 1) A single point of contact (like the Welcome Centre of the City of Stuttgart), in which all information converges and all political, administrative, economic, welfare and civil society stakeholders are networked, makes it easier for all newcomers to orientate themselves. 2) coordinated network of institution with an Integration Plan (Münchner Gesamtplan zur Integration) like the City of Munich. Local

authorities, institutions and stakeholders are working with an agenda of a "culture of welcome". In this framework of a community migrants get support by a net and structures of institutions working in the same way and clear defined activity fields. So, orientation (who is doing what) is defined and guided.

- **Communities have a prominent role:** Communities are key players in the reception and integration of migrants. The cities and communities, as the general tenor, bear a high responsibility for the social participation of migrants. Local authorities, social workers, neighbours and employers are already laying the foundations for a sustainable integration into society in their first months. The municipalities are usually aware that they have this responsibility. How migrants perceive Germany and how they assess their life situations and perspectives is, at this stage, largely shaped by the receiving city or community.

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HUNGARY

- **The uniqueness of the DC:** The service structure offered by DC needs to be distinguished in the future from similar services that are already being run, both for the target group and the range of services.
- **Extension the DC to all UE member countries:** It may be worthwhile that with the cooperation of the partner organizations concerned a consultation should be initiated on the integration of DC as an additional tool by inviting decision makers responsible for employment in all Member States. Proper and well-communicated separation from existing services, as well as a clear formulation of goals, helps to better position the platform and, in turn, enhance its usability and efficiency for the target group and the professionals concerned.
- **Meaningfulness maintaining of the DC:** the demand for the services provided by DC will be sustained in the long term, which may strengthen its role in information services.
- **The DC does not replace the existing system:** The DC is a niche service, so it cannot compensate for the fundamental shortcomings of the system. Proper and well-communicated separation from existing services, as well as a clear formulation of goals, help to better position the platform and in turn, enhance its usability and efficiency for the target group and the professionals concerned

SERBIA

- **Creating compliance:** The information available on the website of the Ministry of Interior regarding the terms of issuance for temporary or permanent⁹ stay should be in accordance with the information made publicly available at the *Department for Foreigners*, in Belgrade, where foreigners must go in person to submit their request for a visa. In order to do so, the Ministry of Interior should update its website and add the specificities.
- **Easier contacting:** The *Department for Foreigners* should be easy to contact by phone, email or in person. Information regarding the opening hours should be provided on a specific website and the exact phone number to reach the department should be provided. Civil servant(s) should always be available to answer during the opening hours.
- **To avoid inconsistency:** A better communication between the civil servants, at the micro level, and the different ministries, at the macro level, should be implemented in order to avoid the sharing of inconsistent information to foreigners. In fact, it is currently difficult to receive the same information from the Ministry of Interior, Ministry of Labor and, to some extent, even among the civil servants working daily with requests from foreigners. To reach comprehension between the various institutions involved, a mandatory formation should be made available to ensure the normalisation of the information that is provided to migrants and mobile persons.
- **Access to information and communication in English at the Department for Foreigners works:** Regarding the facilitation of access to the information, as mentioned above, taking into account that the *Department for Foreigners* works, by definition, with foreigners who are unlikely to speak Serbian and/or to be able to read Cyrillic, the information regarding the requirements should be made available in English. What is more, the civil servants working closely with foreigners should be fluent in English to grasp the nuances of each cases and to be able to efficiently guide foreigners to the next step of their issuance process.
- **Publication of a list of requirements in English:** Currently, the lists of requirements that is used by the civil servants working at the *Department for Foreigners* to evaluate an issuance request, as well as the different type of taxes that must be paid by foreigners in order to stay, are not made available on the internet. In fact, a foreigner wishing to know exactly what the requested documents are must visit in person the place where the requests are issued, take a picture or write down the requirements – solely written in Cyrillic – and then gather all the documents. This practice goes against the core principles of access to information as for one the information is only available in Cyrillic and for two is not easily reachable.

⁹ Republic of Serbia, Ministry of Interior, [Information for Foreigners](#).

- **Knowledge of issues of embassies workers:** To further facilitate the access to information and to increase migrants and mobile persons' knowledge of the requirements prior to their arrival in the Republic of Serbia, personnel working for the Serbian embassies should have a sufficient knowledge of the relevant information and be aware of the specific documents that must be obtained by the nationals of the country where they have an embassy. What is more, since required documents differ from each case (i.e. volunteer, business matters, students, marriage, etc.), the personnel should be aware of these differences. In this way, and when applicable, foreigners and mobile persons wishing to gather their documents prior to their arrival, would have the opportunity to send the requests for specific documents/contracts/agreements to the concerned Serbian ministries, and thus ensuring the respect of the deadlines.
- **Creating a different approach to information than through the Internet:** Finally, in order to reach individuals who do not have/have a difficult access to internet, the Ministry of Interior should create free flyers that would be made available in strategic places, airport, bus terminals, information centers, *Department for Foreigners*, ministries, etc., providing all the necessary information depending on the migrants or mobile persons' specific situations. As mentioned earlier, currently the information is not shared on a large-scale and the outlets to share the information are not adapted for non-Serbian speakers, persons with limited resources and people without or with a limited access to internet.
- **Access to information and communication in English at the National Employment Service:** The National Employment Service, as an institution in charge of approving working permits to foreigners, does not provide any information in another language, only in Serbian. Also, one of the problems is the lack of information material in English that would refer to employing foreigners. In order to improve labor mobility, especially through accession negotiations with the EU, Serbia should increase the information capacity related to the right and services that could be reached in Serbia while language barriers should be adapted to all foreigners in the country.
- **Creating a system of sustainable interdepartmental cooperation at national level:** It is also necessary to increase the intersectional cooperation, both vertical and horizontal, between different levels of institutions that provide information.

SLOVAKIA

- **Sustainability of project outputs is to be described in five areas:**
 - The position of the Danube Compass in the system of informing of migrants
 - Institutional sustainability (stakeholders, their roles, cooperation)

- **Technical sustainability:** Requirements on central level of the website: Set up Meta data navigation for a list of library and key filters. Useful dataset search – recommendation for the developers of the web-platform – the platform should have a client-driven approach rather than an e-publication of multiple data sources. By this we mean, that the organisation of the information in six chapters is correct, however, the content of each section lacks interactivity and navigation approach. It is highly recommended to introduce Q&A approach, and a selection approach of each migrant who can be gauged to its answer/agenda/correct domain public service provider for migrants through a cascading drop-down or Yes/No menu type (Yes/No Platform help centre – DRIM universal navigation system. For sustaining greater valorisation and capitalisation of the product, a market-driven approach, indeed the client-thought product, is highly recommended - develop an app and promote it via online stores for the min. price is enabling a return of the investments in developers.
- **Sustainability of publicity (publicity and PR of the product):** Promotional - introduce automatic newsletters system /alerts for the contact lists – announce them automatically upon upgrade and news on the web. Keep annual meeting events with stakeholders, train staff using DC for delivery of information.
- **Financial sustainability (financial resources, expenses):** Financial aspects: need about 40.000 euro for the update of information and training and expertise meeting events.
- **Periodic networking meetings of stakeholders:** It is necessary to carry out periodic networking meetings of stakeholders from a professional point of view.
- **Knowledge of issues of embassies workers:** Insufficient preparedness of the Slovak representations abroad.
- **Centralize resource and update information for migrants:** It is essential to delegate one organisation with a stable structure, capacity and physical space where immigrants can go and get to know how to get employed or stay in Slovakia. The open data sources and their reliability shall be part of the information agenda, though it should be secured through a single structure and annual budget designated by the Deputy Prime Minister for Investment and Informatisation.
- **Involving the large employers' associations:** It is also necessary to focus on maintaining of the information infrastructure by involving of the large employers' associations whose members face problems of employment and integration of foreigners in the labour market.
- **Cooperation between regional and municipal authorities:** Tackling information distribution problems requires close cooperation with regional and municipal authorities. The facilitation of dialogue with those multipliers shall emphasise on the vital role of local authorities in the integration process of migrants. Local government has several options to provide migrant

services directly and to simplify the process of change and to propose more effective measures in practice.

- **Mentoring programs and intercultural education:** Develop mentoring programs and intercultural education at the workplace and to reduce diversity management skills – the Slovak PP does already provide training services to employers.
- **Information centres:** It is necessary to provide on-the-spot knowledge of immigrant issues at the local level – the information centres as multipliers of the Danube compass shall become effective a robust training on how to orient in the agenda of migration laws as presented in the big dataset of Danube compass.

SLOVENIA

- **Focus on information on labour code & rights:** This information are crucial for workers as well as employers since too much rights violation is happening. In this way, Slovenia is becoming an unappealing destination for foreign workers who increasingly shun it in favour of Austria or Germany.
- **The problem of sustainability of existent, good solutions:** Example of the Info point for foreigners. The activity responded to the real need, it combined highly skilled workers, many of them with migrant background, with skills of reaching vulnerable groups, including mobile unit. Despite the proved track-record, the activity ceased to be funded.
- **Need for pre-integration measures:** It would be preferable that the most needed information is collected before the departure. For this reason, pre-integration measures in cooperation with the local institutions would be beneficial, especially in terms of learning about the most important rights and obligations as well as cultural norms.
- **Importance of information in specific migrant languages:** To access information in the native language is beneficial for all migrant groups, but necessary for some specific and more vulnerable groups. In this sense, the Albanian women living in Slovenia were most often mentioned. Since some of them do not have so much outside connections, the learning of new language is slower. In this period therefore, the info in their language is crucial.
- **Cooperation between institutions:** Improved cooperation and exchange of information should be improved between the countries as well as within countries. As it was revealed, often many institutions deal with the same problem, often in a piecemeal way, without knowing for other institutions' measures. Better transfer of knowledge is needed as well as coordination among departments.
- **Urgent interventions needed in some areas of social services:** Some areas of social services are underdeveloped regarding the response to migrant populations. One such are is health

sector, where sensitization about the needs of migrants and the investments in multicultural communication is a first step; second step is ensuring these populations get an equal access to services.

- **Local approach with one-stop shops:** Local environments need institutions that will be an information knots for various needs of migrants. One example could be the Health centers for the prevention where next to health related services, one could also get information regarding schooling or other social services.
- **The role of skilled experts for communication with migrants:** The profession of cultural mediators should be developed for communication with specific groups. Their role would be to mediate between institutions and individuals and prevent development of conflict based on the language or cultural misunderstandings.
- **Building on previous experiences necessary:** In Slovenia, information modes and protection for hear-impaired persons has been quite developed with accompanying infrastructure. These measures should be studied and used as best practice; for example, before translating laws and regulations, much work has been put into simplifying the texts, making them more intelligible. This should be done also in the case of migrants' access to information.

COMMON RECOMMENDATIONS PARTNERSHIP

The project partners have described quite a lot of recommendations. Although they are specific for each country, they can also inspire other countries. However, many conclusions are similar in many countries or even in all involved countries. Thus, general results and recommendations are summarized in this chapter. Below are the most recurrent recommendations that can be generalized across the Danube region:

- **Sustainability of the info sharing:** Each partner mentions the necessity of ensuring the sustainability of the DC tool for information sharing. Obviously, the way of securing, the cost and the difficulty of achieving it is different in every country. Details and country specifics can be found in the countries specific recommendations of each countries.
- **Providing information in different languages:** Most partners describe the need to share information in languages other than the local language. In some countries is necessary to publish the most important information at least in English. However, other languages are also important.
- **Coordination, maintaining, transmission and update information for migrants:** Most of the project partners also address in their recommendations the need for coordination, maintaining, transmission and updating information for migrants. Some of them they call for

creating one authority at national level which would be responsible of this topic. Others rather recommend a division of competencies in this area. However, they all mention the necessary involvement of the public authorities.

- **Training and education of the stakeholders, mainly public officials:** Part of the partners mentions the need of trainings and education for stakeholder education, especially public officials. Especially those who come directly into contact with migrants. For example staff of ministries and embassies.
- **Cooperation between public institutions and other stakeholders:** The project partners also agreed that cooperation between public authorities and other stakeholders (NGO and others) is essential for a functioning system for sharing information for migrants. The methods and forms of the proposed cooperation are in the various countries different. Details and country specifics can be found in the countries specific recommendations of each countries.

Relevancy of the most frequent recommendations for individual countries is drawn in following table.

	AUT	CRO	CZE	GER	HUN	SRB	SVK	SLO
Recommendation								
Sustainability of the info sharing	x	x	x	x	x	x	x	x
Providing information in different languages	x	x	x			x		x
Coordination, maintaining, transmission and update information for migrants		x	x	x	x	x	x	
Training and education of the stakeholders, mainly public officials	x	x				x	x	x
Cooperation between public institutions and other stakeholders	x		x		x	x	x	x