

Final Report Salzburg



Change is the sum of little steps and practical answers to burning questions;
But don't miss to celebrate the little steps!

The starting point for the project "FIER - Fast Track Integration in European Regions" is the refugee movement in 2015 and the associated challenges to win this target group for the labor market. Despite increased efforts by EU Member States, third-country nationals have a harder time in EU employment for citizens to participate in employment, education and social inclusion.

Under the lead of the Västra Goteland region, Sweden, a consortium of partners came together to develop a joint project to look at, among other things, difficulties and challenges, and to develop actions and activities for improvement. The project was submitted to the EU Program for Employment and Social Innovation 2014-2020 (EaSI) and is one of 5 projects to be approved and funded (29 projects submitted in total).

The overall project has a project volume of approximately € 2.5 million. For measures in the province of Salzburg for the project period 2018/2019 (24 months), a total budget of € 175,266.00 is available. Of this, a share of 20% is calculated as own funds in the amount of € 35,053. 80% will be refunded from the EU project.

The project "FIER" makes it possible to get to know good examples of rapid labor market integration across borders, launch new projects or test measures. Changes in the political framework conditions at federal and state level as well as changes in the legal basis and drastic changes in the financing of labor market measures have led to delays in activities in the province of Salzburg, ie not until the end of 2018.

Follwing you will find an overall conclusion of the project written by the projeccoordinator as well as descriptions of every single activity and lessons learned from the projectpartners.

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Overall-Conclusion

It turned out that the considerations, which were independently made by the project partners in the EU project FIER, describe a common path – right from the beginning...

With the "Path" of Caritas women are already informed in asylum accommodation about the "System Austria" and carried out a perspective planning with competence analysis. The "Open Space Pinzgau" (Frau und Arbeit) offers from migrant, to Encourageers trained, persons developed formats. This offer has been developed and carried out on the basis of the qualification and experience of the lotuses in a targeted manner to the problems of refugee women. With the activities "Power for the future" (platform Lungauer * for people and Lungau women network), besides the individual accompaniment on the job market (eg coaching) further qualification in the field of language could be achieved. Support for obtaining citizenship was also part of the action. Another important aspect of this project was to actively involve the social environment such as grandparents, fathers and children in the activities. The activities also show that Role Models (fair Matching) are needed to encourage women to go their own way. It was reported not only on the "nice" pages, but also from negative experiences and how it was dealt with. With the project of the Diakoniewerks Integration into social care professions - an information and training format was developed, which meets the requirements in the health and care sector and motivates people to take up this profession.

Participants

The different activities in 2019 reached more than 337 people (refugees and migrants as participants, stakeholders, encourageers). The majority of the approximately 230 participants were female and came from Syria, Eritrea, Iran, Russia, Turkey, Nigeria, Bosnia and Herzegovina, Afghanistan, Somalia, Cameroon, Nigeria, Kurdistan, Ghana, Serbia, Pakistan, Kenya, Morocco and Iraq.

Activities

They attended among other things language courses, IT-courses, workshops about values and Austrian law, made excursions and testertdays and got information from institutions

how to get work and what requirements must be fulfilled. Beside this there were other migrants who experienced the way to get a good workplace and were willing to tell their stories – with all ups and downs.

Successes (excerpt)

- Some of the participants found work, some of them are still in guidance, some of them started an education with good perspective to get a job after finishing.
- 8 people have conducted an individual qualification interview
- 3 people started training because of the FIER activities
- 1 ready for integration into labour market
- 8 persons have started work and go to school parttime
- 1 passed citizenship examination
- 1 passed B1 exam
- 10 plan to start career in a caring profession
- Extension of the project "Integration into social care professions: information and training program for asylum seekers and subsidiary beneficiaries" in the LEADER region Lake District
- One more Workshops "Path" adapted to the experiences made
- (Protected) networks of NGOs, employment services and participants are established. Participants now know where to turn, even with sensitive questions.
- Many participants have gained motivation for their future in Austria.
- The majority of the participants gave positive feedback.
- Website www.journey-integral.at with current information about the different activities

Lessons learned

Offers for women could only be sustainable if there is **parallel care for children** in eg workshops. Only when women have the opportunity to focus 100% on themselves and their content can action be effective. This also creates a positive effect for the children, as they in turn have the opportunity to get in touch with others and (playfully) can learn during the care.

The project made it possible to **respond individually to challenges**. For example, a participant needs a certain income to ensure that the family is allowed to stay in Austria. Another is still asylum seekers. A recurrent problem is finding suitable childcare. The activities were able to answer questions through **targeted information on issues** such as human rights, democratic

principles, childcare and tools to manage and improve well-being. **Networks** among the participants, but also to advice centers on the ground, authorities such as the AMS and other, and further projects have emerged. Furthermore, there is a great need of women in formats that promotes the continuous, protected exchange.

Perspectives for the future were developed in a participative manner, perspectives on the education and labour market planned together. With this background developed and the knowledge of rights and duties in Austria, an extension of the options for action and self-determination on the part of the participants is recognizable.

To sum up, it can be said that the project again made it very clear that the **time during the asylum procedure should be used more intensively**. The time can be used well for further qualification, for information about Austria, for language training, for the survey of competences and the promotion of strengths.

Activities should be developed and implemented **together** with refugees, migrants and the local population (participative approach). On the one hand, this enables faster learning of the different practices in Austria, but also a faster reduction of prejudices.

It also turned out that individual guidance mixed with meeting people who have been in Austria for a longer time and practical training can **lead to improve the ability to make own (career) decisions** and empower people to upskill and take their lives into their own hands.

The activities have also shown that there are **other target groups** for such programs, namely women (and men) from Eastern Europe, Turkey, among others, who have been living in Austria for some time and also want to take the chance of a (higher) qualification.

Whats next? - Future perspectives

- Some activities will be continued with state and EU funding.
- Individual accompaniment will continue, especially in the Lungau region.
- Results from the FIER project will be incorporated into the work of the State Integration Unit.
- The FIER-Salzburg project partners are interested in further cooperation. For this purpose, an application for the AMIF has been submitted with partners from Spain, Italy

and Germany, among others. The project aims at the social integration of women and the training of public administration employees in the field of social work.

Brief descriptions of Salzburg's activities and Outcomes

Caritas

Path - Values Empowerment Equality

Organization

The organization Caritas Salzburg of the Erzdiözese Salzburg is an emergency relief organization and a social service company. We provide help for individuals independently from origin, religion, ideology and responsibility. Full-time employees and volunteers from Caritas work for and with people to strengthen and ensure living their life in dignity and to enable changes. Central values of the various offers of Caritas are engagement for a solidary society and the protection of individual human responsibility. We are not just an organization, Caritas is a life-attitude of solidarity and sharing.

In the field of work with refugees and migrants, equal opportunity and participation is our main focus. We support, guide and show disparity to set improvements.

Caritas Salzburg as an important provider of social facilities offers in this sector:

- basic-care for asylum seekers and refugees
- refugee-quarters
- legal counseling
- voluntary return counseling
- project "SOTIRIA" crisis intervention and psychotherapy for asylum seekers
- project "DIV-IN-CO Diversity, inclusion and consulting" for the inclusion of women with the background of escape in the labour market
- project "Pro-Lehre" support, accompaniment and guidance for trainees in Salzburg

Short description of the action and key activities

For these and further purposes like equality, a partnership companion of individuals, encouragement to own initiative and reasonable internal activity we wanted to offer special activities for women with a background of escape to improve their job readiness in Austria. Based on existing resources of the target group, the project

The project is set in advance of based-education-courses. Personal, cultural and structural causes are sometimes the reason for a lack of awareness for education and educational perspectives. Therefore the goal of the project „PATH“, which stands for values, empowerment and equality, is to sensitize women and girls to the value of education, to strengthen self-confidence and self-caringness. Moreover at the level of national policies, to inform about human rights, democratic principles, the educational system and labour market of Austria and to support them by Empowerment to their sustainable social integration and social inclusion.



For the target group of women and girls from the age of fifteen in selected quarters for refugees in Salzburg, 4 workshops with different themes in this context are offered. Each workshop takes 3,5 hours and is tendered in 4 different languages if needed. The 4 workshops occur in a period of 2-3 weeks in a very participatory way and always interacting with the special needs and questions of the target group to the topics.

| Content of the workshops | |
|--------------------------|--|
| Workshop I | (critical) Examination of the own self-understanding; role models, addressing (possible) hardships & misunderstandings |
| Workshop II | Rights & opportunities of girls & women Part I: Well-being – own needs, health, friendships, sexuality, equality, etc. |
| Workshop III | Rights & opportunities of girls & women Part II: Protection from violence, childcare, livelihood, political & social participation, etc. |
| Workshop IV | Value of education (formal/informal) in terms of perspectives in Austria, educational measures, system of the labour market in Austria, etc. |
| Workshop V | Creation of a competence profile, individual perspective development (individual consulting) |

For the offered topics, we have cooperations with external experts in the area of Salzburg. These partners are “Aidshilfe Salzburg”, “Gewaltschutzzentrum Salzburg” and “BiBer – Bildungsberatung Salzburg”.

In the first pass in a quarter for refugees in Lend in Pinzgau we had 22 participants at the information event. 18 of them from the age of 20 to 56 took part in all offered workshops and elaborated together with the social workers from Caritas a personal competence profile.

In Mittersill there were 12 participants as well as in the city of Salzburg in June with participants of different quarters. In the last Path 18 women finished the curriculum. It has to be concerned that there always had been more registrations than finished curriculum due to the presence during the workshops. In total there were 60 participants who took part in the Project “PATH”, what can be called a great success.

At the closing event of the passes, all of the partaking women got an individual portfolio filled with their personal competence profile, handouts concerning the topics from the workshops and flyer and information sheets from other organizations of interest in those fields. Moreover, they got an USB-stick with all the online documents and a photo, which can be used for example for a job candidature in the future.

It was impressing to see the pride of the participants when they got their own portfolio and when all the others where applauding. It was visible during the workshops and the closing event, that the women were empowered and got an understanding for the educational and working system in Austria in connection with managing the needs of children and a family system. They were also given some tools to handle and improve their own well-being.

Furthermore, by the elaborating of their individual competence profile it was perceptible and also the women told us, that they noticed (again) what they already reached, what resources they were able to identify in themselves and what they are able to do, beyond the background and experience of escape.

Every woman also infilled a feedback form. The output and result of the questionnaire was the strong wish to do more of such workshops on further topics and in general much more of such projects which offer forms of participation and dynamic interaction. 95 % of the participants said that they would be part of the project again and that they got answers to their questions and that the workshop leader gave time to their special needs.

The different phases of the first project pass of PATH can be seen on the homepage of FIER Salzburg www.journey-integral.at.

The program and the key activities in the workshops stayed generally the same and vary only concerning individual questions, time needs and the different demands for the child care offer. It could be perceived that the group dynamic varies depending if the women know each other from the same quarter for refugees or if the women come from different quarter for refugees like in the workshops in June. Also the needed languages vary (German, Arabic, English, Russian, Farsi, Serbian).

The output and results of the questionnaires repeated again the first results: There should be more of these kinds of workshops, that the input was very interesting and rich in perspective for their future planning and life. One of the most significant statements was that also men should take part in such kind of workshops to gain a different view on crucial questions to assist later their wives and daughters in their educational efforts and not to stop them.

Following to the needs and comments of the women we are glad to have the possibility to offer especially the women in Lend a new designed workshop about diversity in November. Because of the big lack of opportunities and infrastructures in that valley, we choose this quarter for female-refugees for the additional and last workshop.

Workshop VI

Diversity as a Chance - Differences and characteristics, Perception and privileges, Prejudices, Interculturality, Intercultural competence

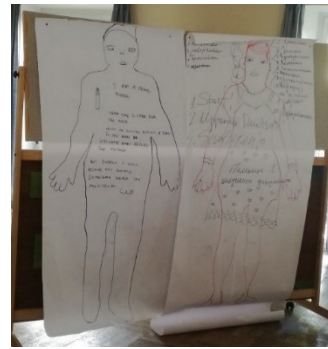
Again the feedback, willingness and motivation of the 14 participants from Lend was amazing.

Target group

Women and girls from the age of 15 in selected refugee camps in the province of Salzburg

Reached participants

- In total 60 participants between 20 and 56 years from 18 nations
 - Lend in March 2019 (18)
 - Mittersill in May 2019 (12)
 - Salzburg City in June 2019 (Plainstraße; 12)
 - Salzburg City in August 2019 (Flussbauhof; 18)



Positive effects / Success

- Implementation at a location within 2 weeks
- Pilot project for further refugee camps in the province of Salzburg
- Transferability to other quarters and groups
- 61 hours workshops, 70 hours single settings, 98% positive feedback
- Equipment to handle and intense the individual well-being, self-confidence and intercultural competence

- Information of human rights, women rights, childcare, the education system and labour market in Austria
- Offering possibilities to take part and be linked to Austria, communities, organizations and citizens by self-empowerment

Conclusions

After the first passes of the project, it was noticeable that the group of partaking women have gained motivation for their future in Austria. In answering their individual questions concerning their perspectives in education and the labour market together with giving them information about human rights, democratical principles, childcare and tools to handle and improve their well-being, they are now able to create new plans for being self-restorable, when they receive habitation in Austria. They established new contacts for guidance in these fields and got knowledge how they can make use of and work on their acquired education, profession and competences in Austria. Their wishes and ideas of getting self-restorable become more realistic. In some individual cases, we achieved a further arranging in constitutive courses (e.g. compulsory school graduation courses) or projects (e.g. DIV-IN-CO) to push along the labour market integration. With this participative elaborated background and the knowledge about rights and obligations in Austria, an enlargement of the ability to act and empowerment on the side of the participants is perceptible.

Seeing that the target group is capable to apply and increase this knowledge because they have the matching contacts for it, is a manifestation that the project "PATH" achieved the expected objectives sustainable.

By driving forward the labour market integration during the asylum procedure and waiting time, the upcoming costs of the state for social services after getting asylum will be reduced. Viewed from a meta-level, concerning the impact of the project to the population, national, international or EU level, it should be mentioned, that the increase of Empowerment, and the skill to improve the own individual well-being by themselves and having perspectives for the future effects the requirement of therapy and hospitalization and decreases depressive moods and resignation. This has again an implication of the public expenses in the healthcare system.

We consider the project, which has not been realized so far in Salzburg, as a very innovative and sustainable way for social integration and inclusion of women with escape experience.

Without the EU funding FIER it would not have been possible to realize the idea and concept of "PATH". Furthermore, it gives the possibility to get in contact with a lot of other organisations and social providers from Norway, Belgium, Sweden, Turkey and Germany. Within this international substitution, there is seen a great potential for cooperations in the future.

After the experiences of the last pass the above mentioned conclusions can be underlined in their relevance. Some more positive effects can be added: for example getting a daily structure, the facilitating access to contact points and the clear communication of their needs and questions with assistance of the translators. One of the most important impacts was the increasing of the motivation for improving the language skills, which is the basis for further perspective planning.

Additionally as an evidence for the sustainability of our good practice project there were several examples where women right after the workshops fixed appointments with the counselling services for education or for violence prevention. It is therefore proven that the project enable the women to take up an offer because of the low threshold access to the helping system realised in the project. Due to the location of the project between social basic welfare for asylum-seekers, quarter for refugees and the helping system, the inclusion chain is linked in the best possible way. Therefore, the underlying winnings are obviously.

Lessons learned

During the first workshops it could be mentioned, that it is very challenging to have a target group of about 20 women and translations of the contents in 4 different languages. It was manageable but clear, that there cannot be more than 20 people in one group without having deductions on the individual benefit, impact and sustainability of the mentioned objectives. Moreover, the translators have to be sensitive, sensible and therefore well chosen. Especially if the participants share intimate and personal experiences, histories and destinies with the group, the coordinators of the project have to ensure discretion for and from all.

After the first pass of "PATH" a conclusion is so far, that it is absolutely necessary and indispensable to use the time while waiting for residence during the asylum procedure for

upskilling, empowering and promoting resources. It brings a deep impact to the target group and their well-being as well as to policies and state, healthcare system, labour market, even to the growing next generation, if they see adults feeling fine, welcome, valuable and well integrated in their new homeland. And apart from this the objectives which can be achieved with this, or kind of such projects, in empowering, qualifying and improving their selfcaring, there is an impact to the life of the participants whether they get residence or return to their native country!

The experiences of the next 3 "PATHS" showed, that there has to be a great awareness of the whole group dynamic. The small groups with their own translators tend to discuss topics by their own and do not share their results with the big group because of the created trust between the translators and the participants and the intimate issues. To achieve the greatest benefit for all the translators play an essential role by summing up the small group results to ease the discussions in the big group. Therefore the workshop instructors have to attach great importance to summarize all the discussion results to the plenary session.

The offer for the women to use the room and the time afterwards to share experiences, organize them together and empowering them by sharing their best practices was not used in the way it was assumed. Reasons therefore were mostly questions about childcare, appointments and fulfilling basic needs for the family. More time for a group activity like 3,5 hours are therefore not realistic. As at the last "PATH" there were many children in the child care offer, the effect on the children could also be seen. They realized that their mothers do not have to be always available for them. In that case, the own needs of the women have priority and not like usually exclusively the needs of the children or the family.

Overall, our experiences as well as the results of the questionnaires demonstrate very clearly the importance of additional workshops for the target group. That would mean for the concerned women a higher amount of workshops to intensify the previous contents as well as additional different topics to get a better understanding for the rights and obligations in our country. Furthermore, there would be more opportunities to empower the strengths and resources of the women. A focal point as an effective coping strategy would be the promotion of the exchange of the women. Extra Women-exchange-groups with a moderation from an expert could reach a high impact.

Finally, it is inevitable to offer workshops about the right to education and on work of women and the meaning of educational offers and vocational trainings for future perspectives

also to male asylumseekers. So that responsibility and development for gender roles in the direction of equal rights is not only in the hands of women.

65 hours PATH-workshops, 70 hours single-setting, 98% positive feedback, motivated, laughing, dancing, and encouraged women – that was our project „PATH – Values, Empowerment, Equality / WEG – Werte, Empowerment, Gleichberechtigung“!

Diakoniewerk - Integration into social care professions

Information and training program for asylum seekers and subsidiarity

Organization

The Diakoniewerk is active as an innovative company in the various fields of work in the social and health sector in Austria and in the international environment. It provides modern services for people with disabilities, for people of old age, in health and education. The development of new, social space-oriented living concepts is in the foreground.

Project

The decision to implement this project was based on the following two facts: On the one hand, the social and health sector in Austria shows a lack of caring personnel either working with elderly or mentally and physically disabled clients. On the other hand, due to the influx of refugees in 2015 and 2016 there is a new potential in the workforce. However, these individuals lack the needed qualifications or experiences. Therefore, this projects aims at tackling a twofold goal:

1. Informing refugees about the professional long-term possibilities in caring professions and guiding them with taster days, internships and preparation classes into fitting education. In the long run the target group will be able to integrate into the labor market and to start an independent life in Austria.
2. Reducing the lack of qualified personnel in caring professions in the region of Salzburg. This will lead to more jobs in the region and secure a higher capacity in the named services.

Reaching both goals will lead to an improved public welfare.

In carrying out the project the Diakoniewerk Salzburg combines two lines of expertise. First, the organization runs a "Schule für Sozialbetreuungsberufe" (~school for social care professions), homes and day care centers for elderly people and homes and support schemes

for disabled clients. Secondly, since 2015 the Diakoniewerk is engaged in working with refugees. Currently, the organization offers German trainings and Support in integration for refugees and migrants funded by the "Land Salzburg". Consequently, broad expertise in both subjects can be guaranteed.

The following activities are carried out:

Phase 1 – selection process: Information events and conversations with translation and Taster days in retirement homes

Phase 2 – preparations classes & internships: German for caring professions (B1+), IT basics, Internships (20-40 hours)

Phase 3 – entrance examinations: Support while registering and applying for the entrance examinations at schools of social care professions and guidance while searching scholarships or funding for the following school attendance.

In addition to the planned activities, due to the large number of interested refugees for taster days the project coordinator organized **taster tours**. Furthermore, to those project participants, who did not manage to pass the entrance examinations, **support** concerning a **long-range planning of needed courses and experiences** (for example, voluntary work or further German classes) was provided.

Implementation of the activities

Phase 1: The project started in February and March 2019 with two **information events**. Here 24 individuals informed themselves about caring professions, needed qualification and possible educational offers and practical experiences. Furthermore, 10 interested refugees took the opportunity to inform themselves in a **personal consultation**. In the following **taster tours and taster days** in a retirement home of the Diakoniewerk were organized to get a better understanding of the everyday job in caring profession. Some participants already displayed experience in the work field, mostly due to voluntary work and therefore, registered directly for the preparation classes. The first change in the project outline was to organize taster tours in addition to taster days. The reason behind was the high number of interested persons and the possible disruptions in the daily life in the retirement home if too many taster days would have taken place.

Phase 2: The 2nd reporting period started with the preparation classes. One class focused on German for caring professions using the book "Erfolgreich in der Pflege" (~"successful in caring professions") from Cornelsen publishing. 2 groups of participants were able to attend the classes for the IT basics. Both courses were chosen on an individual level, i.e. if somebody had quite a proficiency in IT, they just attended the German class and vice versa.

After the classes the participants were supported to find internships for approximately a week. The reason behind was that in the entrance examinations the participants are obliged to know facts about the day-to-day work and that only due to firsthand experience they are strengthened in conducting their career plans. Some of the participants found internships easily, e.g. in retirement homes near their own residences, and others needed the help of the project coordinator. However, it has to be mentioned here, that some of the participants were not able to do an internship because the employment office did not give their consent. As a reaction some of the participants took up volunteer work at a retirement home in order to receive insight in the caring sector this way.

Phase 3: Before the entrance examinations, to support the application process for a school eight participants took part in a career perspective event organized by the project coordinator. This event was designed as an opportunity to talk about the upcoming examinations, to answer questions, to reassure or to point out possible opportunities in the job market. Some of the participants knew their German was yet not good enough to be admitted to the school, but intend to start working in the caretaking sector while improving their German skills. Due to conflicting schedules another 7 more participants took the opportunity of an individual career perspective session, during which their individual questions, apprehensions and aspirations could be discussed.

12 participants attended the entrance examinations. The project coordinator helped to write the applications and informed about the procedures in the different schools (Diakoniewerk, Caritas, BFI).

Several counseling sessions were held by the project coordinator, discussing further steps, possibilities to learn sufficient German or how to gain experience in the caretaking sector in order to increase the chances of being admitted to one of the schools during the next entrance examinations.

Target group

The main target group of our action included refugees from various nations and backgrounds, who wanted to inform themselves about the professions in the caring sector and how the training system in Austria works. Here, the project coordinator had further insight into the personal life situation of the beneficiaries, in order to best support their individual goals. The project addressed both women and men in an equal way. Compared to the actual situation in the caring sector, a disproportionately high number of men showed interest in the profession.

The further target audience included other NGOs who are working with refugees, the network of volunteers guiding refugees in Salzburg who are part of the Diakoniewerk-network, employment office and social care. The information events and parts of the results were published in local media and the homepage/facebook page of the Diakoniewerk and the FIER project in Salzburg itself (journey-integral.at).

Reached participants

In total the project reached 42 beneficiaries with refugee background (including 25 women) and related to 36 stakeholders. We worked with 2 staff members and 2 volunteers.

| | Number of participants |
|---|------------------------|
| | Total |
| Information events (2 evenings and multiple individual conversations) | 42 |
| -information evenings | 24 |
| -personal counseling | 18 |
| Taster tours (retirement home) | 10 |
| Taster days (retirement home) | 9 |
| Individuals already with suitable experiences or previous taster days | 17 |
| German for caring professions | 12 |
| IT-Basics | 17 |
| Internships | 10 |
| Coaching/career perspective event | 8 |
| Coaching/career perspective counselling | 7 |
| School admission (autumn 2019) | 3 |
| (direct) job admission (domiciliary nurse etc.) | 3 |
| school entrance examinations planned (autumn 2019/ February 2020) | 10 |

Table 1 - numbers reached and results of the action

In the course of the project the following **deliverables** were produced:

- Invitation leaflet and PowerPoint-Presentation for the Information Events
- Information material about the educational possibilities was put together. Furthermore, the brochure includes possible funding.
- Information-sheet for organizations and network partners
- 3 FIER Blogpost available on <https://www.journey-integral.at/news> Information leaflet about vacancies in the program
- Feedback form after the internships
- Folder with for the project completion with the main results

Conclusion and Learnings

Due to the **information events** and the **taster days/tours**, participants were able to decide well-informed if they want to take up a caring profession. As expected, some of them decided against following a career in this field. Reasons were misunderstandings of what kind of professions “social care” comprises. Some wanted to counsel families or do social work. Others were not willing to care for people of the other sex. Due to the participation in the project the individuals could make a first step in their career. Some of them received valuable contacts about where to get further consultation about possible professions and the needed qualifications by the project coordinator. Others decided to work on their language proficiency which would be the basis to a desired profession.

For those persons who wanted to continue the path, the information events brought valuable gain in knowledge about the needed qualification and possible funding, while attending school. Due to the taster days, two participants were offered an **internship** at the retirement home directly.

The German course was a great opportunity for the participants to gain more insights into the caring sector. The teacher was not only experienced in this field, but also in teaching refugees. Therefore, she was able to provide further guidance and support for the participants. Consequently, the project coordinator could discuss each participant’s progress and situation with the teacher. Cooperation on the part of the project coordinator was not only important concerning the German lessons, but also working with other NGOs, e.g. woman’s or counseling organizations. This helped to find the best solution for each person’s educational path towards acquiring a caring profession.

The IT classes were very important for the overall training. Some of the participants were not able to write an email and therefore would have great difficulties going to one of the schools for caring professions. Nowadays, a lot of the homework and some projects, or even classes are done through online learning platforms. On the other hand, some of the participants had very good computer skills, but were extremely unsure of the German terminology and how to handle a computer in German language. This was a great challenge for the teacher, but nevertheless both groups of learners reported great benefits. Moreover, they received a specific reference script "Basic IT", made for students who are still learning German. This way they are able to study the topic further.

3 participants were able to pass the entrance examinations immediately. The others still lacked German proficiency and faced an increased competition from Austrians/other migrants for the school admittance due to changed financing condition. Therefore in addition to the planned activities, the project coordinator organized counselling events for career perspectives, including immediate job possibilities (e.g. domiciliary nurse) or renewed attempts at an entrance examination at a later point of time. 3 participants opted for immediately taking up lower entry-level jobs in the caretaking sector and to go to school part-time. Another 10 participants definitely plan to start a career in a caring profession and thus will try again in autumn 2019 or 2020. For those who need to work on their German proficiency the Diakoniewerk organized volunteer German trainings. One for getting to know different test formats and another for the general German skills.

One of the difficulties in arranging the classes constituted the fact that some of the interested refugees had other obligations at the same time. Individual arrangements had to be made, either to get the permissions from the employment office or to arrange for child care. The project coordinator counseled as well, if alternative classes were needed. A lot of the participants had specific questions that could be answered during regularly held individual counseling sessions – some related to the training, others to surrounding circumstances concerning the work-life-balance or health issues.

Impacts

Impacts of the project that have been observed were an improved ability of the participants to make their own career decision based on information and practical training. This leads or will lead in the near future to an independent life. Furthermore, the awareness of the

possibilities of working in the caring sector was raised. Thus, the project helped in the longer term in reducing the lack of qualified personnel in caring professions. Some participants were even able to start into the profession immediately and will go through the training while working on the side. These results contributed to an improved public welfare in the region.

The project team gained **valuable insights for the future** through the course of the project: First, German proficiency is still one of the main challenges. Even if the refugees show a good level in direct communication and are able to pass the formal German requirements, they are often lacking skills needed for day-to-day work.

Second, individual counselling was needed in almost all cases.

Third, the potential of getting people in a higher qualification in the social care sector is great. Refugees (and migrants) would be highly interested in the professions. Thus, the Diakoniewerk started a consequent project at another EU-funding instrument (LEADER Seenland) with a national co-funding (Land Salzburg). The lessons learnt will be put to practice in 2020:

- more working hours for the project coordinator
- part-time classes, so all interested people can attend (even if they are already working, e.g. as a cleaner and want to reach a higher qualification)
- more hours of German classes and Coaching for time management and learning strategies
- program is open for individuals with a migrant background

Therefore, FIER led to, in addition to the intended benefits for the participants, the start of a consequent project in one region in Salzburg and thus, the activities will be sustainable in the future. This project would not have been possible without the funding of the EU. Funding for integration measures are scarce at a national level and the target group would not be able to pay for the classes and the continuous support of the project team themselves.

This project would not have been possible without the funding of the EU. Furthermore, networking within the region of Salzburg improved at a substantial rate and the chance to network at an EU-level was unique compared to our previous experience.

Future perspectives

Another “Integration into social care professions Information and training program for asylum seekers and subsidiarity” was implemented with funding of LEADER and Land Salzburg. As the demand for skilled workers in the social and nursing professions is very high, it is planned to offer further courses and training. However, this depends on further financing.

For each of the events, two encouraging women from very different social and professional backgrounds could be won over, who told their stories of integration into the labour market in a very personal and straightforward manner. Also in terms of setbacks, hurdles and disappointments. In the framework programme, the participating counselling centres provided information about opportunities for training and further education, the demands of the labour market, questions about pay and childcare in the city of Salzburg and Salzburg Land.



The venues:

Bischofshofen, Hallein, Zell am See and Salzburg City

Phase 1 - Target achieved

The aim of these kick-off events was to open women's eyes to possible career paths, to motivate them and to strengthen their efforts to take the first step towards the world of work. An important sub-target of this initiation phase was to select 5-10 women through these narrative cafés who could be considered for further accompaniment towards employment.

From the 41 women who participated, fairMATCHING was able to identify 9 women in a first round with whom a deeper cooperation made sense at that time and who also reacted positively to this offer.

Phase 2 - Profiling & Preparation

The months of May, June, July and August were mainly used to conduct profiling interviews in preparation for Phase 3 in autumn, to clarify options and to maintain or deepen contact with the women. Of course, during this phase, if necessary, initial measures were also taken towards the labour market, which proved fruitful.

Thus, by the beginning of September, 3 of the 12 women had already been placed. At the same time, two of the women who had encouraged the women in the women's cafés were taken back into care.

Phase 3 – Intensive Care

To get all the energy in, we started the intensive phase with a re-connection meeting on September 17th at the Coworking Space Salzburg. We asked a lot of questions to shed light on the individual starting points and needs - between family obligations, social fixations, cultural boundaries and job visions. This not only challenged the strong participants, but also us and our commitment to "fast-track integration" into the job market.

First highlight in this phase: Job-speed-dating on the TriBühne Lehen

The phase of intensive care reached its first highlight in mid-October with the JOB-SPEED-DATING on the TriBühne Lehen. No pressure was exerted on the participants, but only the possibility was communicated and reflected to be able to jump into the "cold water" of direct application for the first time with this date. We knew that everything starts with providing a safe space where things can happen. Giving a voice to challenging life circumstances as the basis for all further steps – which preferably happen low-threshold and still at a safe distance from the job market: like German courses, IT courses, office courses, and, last but not least, a continuation of this exchange through regular meetings and joint activities. It was all the more pleasing and surprising that 50% of the women came to the Job Speed Dating event on October 3, especially since we can easily assess the dimensions of this hurdle. Of course, always with the safety net of fairMATCHING and its employees, who accompanied this process very carefully and sensitively.



Target group

Refugee women who have not yet entered the labour market

Reached participants

 Refugee Women in the Cafés: 44

- Encourageers: 8
- Stakeholders: 20 institutions
- Deeper cooperation with 11 women

Positive effects / Success

After the Job Speed Dating event at the beginning of October, the months of October and November were mainly dedicated to the individual support of our participants. And there were ups and downs - as always when we touch the ground of the working reality together with those we care for. Courses (German courses, accounting courses, courses for those returning to work, etc.) were taken, internships and taster days were completed, training courses (such as that of an office assistant) were started, and sometimes work assignments were broken off again. In the end we were able to place 5 of the 11 started applicants in a long-term employment relationship. The others will continue to be individually supervised by fairMATCHING after the end of the project.

Conclusions

It is especially important to emphasize that the encourageers with their very emotional stories have shaped these events, so that the subsequent exchange with the stakeholders and among the participants could take place in a very relaxed atmosphere. Many questions were asked – about training, work and work culture, child care, support, most of which could be answered by the local counselling centres.

At the same time, the need for continuous exchange and a repetition/continuation of these narrative cafés was repeatedly expressed. This circumstance and the question that was asked again and again: "When is the next women's café?" shows us that dialogue is a goal in itself and not just a means to achieve something else. A goal because it serves not only the exchange of experiences, but above all the cultural appropriation of the German language.

Lessons learned

Our Learnings, which we introduced to the workshop and which were taken up again and again by the participants during the day.

Phase 4 - Reflect, Learn, Communicate and Prepare - Participatory approaches in focus

The FIER project has shown us that there is more than one path leading to the labour market, especially when women with a refugee background are the target group. And also that some paths require deceleration combined with participatory approaches – to really empower women and make them fit for the labour market.

We have already indicated that work can take on different meanings. Again and again we meet people who bring along completely different topics than the quickest possible integration into the labour market. This is often about much more fundamental things like language acquisition, cultural sensing, public welfare processes, activation and dialogue. Particularly when dealing with women who are burdened with childcare obligations and cultural issues, it is not enough to find gainful employment as quickly as possible, although work as a horizon of meaning naturally always plays a role.

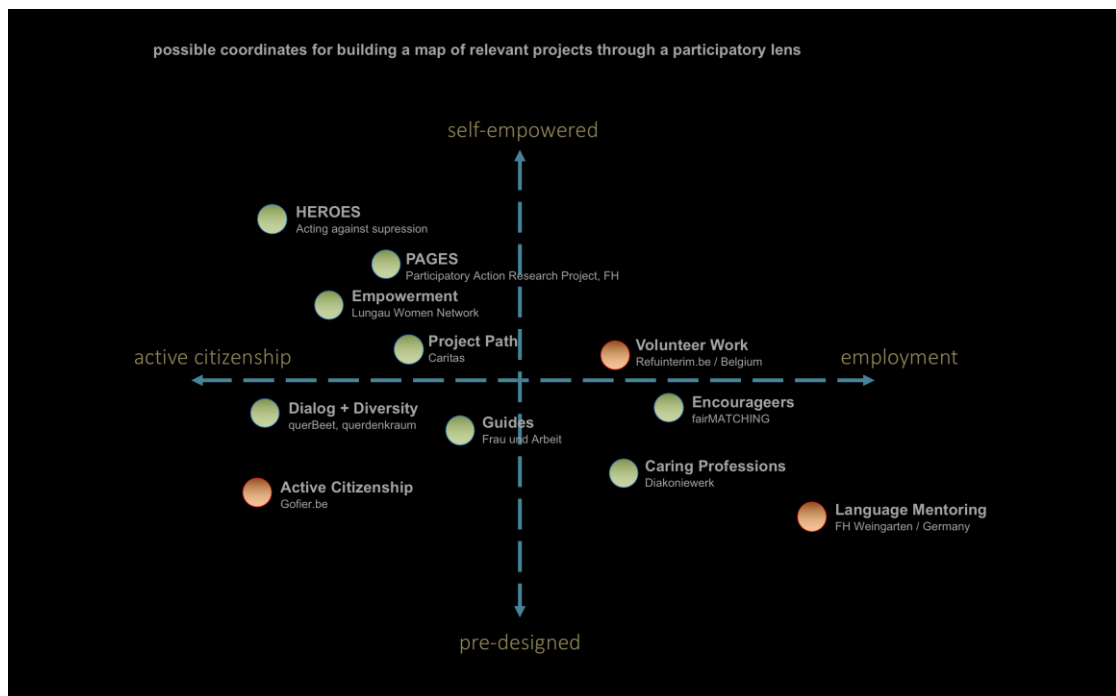
At the same time, it should be noted that the migration situation has also changed decisively in recent years. When we jumped in at the deep end with our approach in 2016, there were still refugee homes and our work consisted largely of sounding out the situation. Among the refugees of that time, there are already people who have made a career in Austria, which shows that integration is slowly going deeper. The UNHCR uses the term "naturalization" in this context – as a measure of successful local integration. Against the background of these considerations, we started at the end of the year 2019 to share the results and visions that could be derived directly or indirectly from the FIER project with relevant stakeholders and companies.

In a second step, we invited Ziyad Tarek and Manal Jarmoukly from the **Support Group Network in Sweden** to Salzburg in December to talk about good practices in a **workshop with regional stakeholders and newcomers** and to open the door to a more participative and inclusive future in the province of Salzburg. For the fact that such an approach makes sense not only for women with a refugee background, but also for men with a refugee background, not only for newcomers, but also for locals, not only for personal development, but also for professional development, was the premise we wanted to put in front of the term "Integration 2.0" or better "Dialogue 2.0".

It was no longer only about job placement, although work continued to play a major role as a horizon of meaning, but rather about naming or creating framework conditions in

the sense of matchBOX, in which developments can happen, which accompany the concrete job placement and continue to have an effect.

In the sense of transparency we started this workshop with a first spatial clustering of existing projects in the province of Salzburg (plus a few European reference projects for classification), which show participative moments and the learnings that fairMATCHING made last year – especially in the course of the FIER project. With the coordinates "self-empowered" versus "pre-designed" on the vertical axis for the degree of participation and "active citizenship" versus "employment" on the horizontal axis for the proximity to the labour market served as signposts.



We would be pleased if other FIER partners would also position themselves in this area.

- Even culture is a very individual setting: always a very specific mix of religious, ethnic and family backgrounds
- Dialogue is a target in itself and not just a tool to achieve something (like employment)
- Experiencing culture through language is crucial it is not just about learning language in courses, it is about experiencing language in dialogue
- Contribution/participation is about leaving niches newcomers want to contribute, but not just in their niches
- Activation goes far beyond the labour market activation is crucial for working together in any context

- Participation is balancing the gives and takes - not just the question with or for refugees, but also a question of chronology. real participation has to start in the conception of a project, and not in the realization
- Diversity starts within every person - not to reduce people to on aspect (religion, color, language, etc.) is a first and important step to learn to see diversity in ourselves. Or, with the recent words from our president Van der Bellen: "The smallest minority is the person."
- Competence is mixing knowledge, skills and attitudes: the mix is crucial, we have to work on all levels
- There is a secret relation between guidance and self-empowerment: self-empowerment without giving support is ignorance
- Our open matchBOX format is also introducing a new paradigm of leadership: featuring the gardener instead of the expert, watering a new territory and not pre-design anything
- What ingredients are needed to raise entrepreneurship-level in all realms of life is a question which is accompanying us through the day

Further thoughts / ideas / milestones out of the workshop

- We have good practices here in Salzburg to see how ACTIVATION works but many offerings are punctual (we need more continuity) we need sustainable funding
- Work is definitely an integration driver when people are recognized in their competences and when people can share their experience
- Crucial in a rural setting like Salzburg are also the mobilization costs Which have to be compensated
- Newcomer need small information pieces and decentral offerings to make practical steps and the right channel to distribute (whatsapp groups are good but legally not supported)
- Women (newcomer) prefer practical get-to-knows than theoretical information: Excursions have double effects (dialog, learn from others experiences)
- We have to do everything to bring newcomers from waiting into doing and we have to think outside the box (like Support Group Network (SNG))
- If the door for activation is closed we have to find new ways in thinking and doing things - SGN started inside the refugee camp with camp tours and guidance/information services as a first step, and then developed the next services
- matchBOX could be described as a platform where people can use their skills, their experiences, and their knowledge to change attitudes within the newcomers and within the locals - competence combines skills, knowledge, experience and attitude
- Integration versus assimilation - there are restraints on a structural level

- To support the target group you need people out of the target group: don't help, support! Don't help, but guide and empower!
- Connection to individuals is not enough, what we need is a connection to the community - we are depending on the word of mouth inside the target group as well as we need ambassadors who can represent a whole group.
- We need better labels: "newcomer" instead of "refugees", "migrants" or "people with refugee background" and then get rid of it (you don't want to be a newcomer for the rest of your life)
- Good ideas are not enough - don't value ideas according to their size, value ideas according to their practicability.
- Make small steps and make thousands of them!
- We need more cultural understanding / dialogue: Sweden: "Would you like to have tee?" versus Syria: "We are going to have tee now."
- Sometimes politeness produces confusion (and even produces an image of lacking competency) i.e. comparing status symbols in IRAK, AFGHANISTAN, SYRIA and AUSTRIA
- When we talk about learning we have to think in both directions: what newcomers should learn from Austrians, what Austrians should learn from newcomers
- Be clear! Show transparency and learn together i.e. why offering choices sometimes produce confusion?
- "Try to think in their (the target groups') shoes!" How newcomer approach to things / keep your head flexible
- Try out new things and evaluate them immediately (2 or three times): Not just doing, but seeing it works (evaluation is crucial); Any experiment needs a clear framework for evaluation; Try out something, start something, and then ask for money
- If newcomers want to start their own business we have to challenge them (testing the idea) and we have to understand the cultural backgrounds where these ideas are rooted we have to explain the business (what is a credit, what is a business canvas)
- Communication is a crucial part - don't show people as refugees, show them as skilled workers, as engineers, etc ; showing volunteers on your homepage is part of your credibility
- We have to shape/re-author existing narratives - we need media as accomplices
- Newcomers need advocacy against dominant narratives of closeness i.e. an Islamic headscarf is not automatically a sign of suppression
- We want to bring together: People / Companies / Authorities - But we don't "pamper" them

Future perspectives

📌 First steps

- 📌 Internships with fairMATCHING
- 📌 Matching Garage as a format – we have to try it out / find companies
- 📌 matchBOX as a project
 - a platform to think outside the box
 - to bring people, companies, artists, authorities together
 - an intercultural and cool meeting point where plants are watered
 - a place where dialogue happens
 - a place for locals and newcomers
 - a place to mix up

Frau und Arbeit - Open space Pinzgau

Organization

Since 2004 Frau & Arbeit has been carrying out special projects to support immigrant women with respect to social integration and integration into the labour market (MidA, Melete, Pongauer LotsInnen, Pinzgauer LotsInnen, SALUS health pilots, FrauenLeben). These projects have various objectives, but they all focus on capacity building in migrant communities and qualify "Lotsinnen und Lotsen" (Pilots, guides) with a migrant background in a semi-formal course, and then include these guides in workshops and courses designed for specific target groups.

Based on the concepts developed in these projects, a specific series of workshops for immigrant women is to be created in Pinzgau. Women guides who were qualified in regional preliminary projects of Frau & Arbeit have an important role to play here: They are included in the design of the respective workshops and their contents, which allows us to identify actual needs and necessities within various communities, focus on these needs and guarantee low threshold access. The guides are also involved in the realisation of the workshops as co-facilitators and sometimes translators, thus acting as role models for educational participation and labour market integration of women.

Promoting interest and motivation in social and educational participation, as well as encouraging and empowering women to cope with barriers to access to education and the labour market

Contribute to the avoidance of social disintegration processes and 'heredity transmission' of educational disadvantages and discrimination, thus facilitating, promoting and mainstreaming of participation in society for women.

Project

Based on this experience, a specific offer for women in Pinzgau is to be drawn up. Already trained female migrants create low-threshold offers, which regularly introduce information on the topics of the labor market and participation in education. All measures aim at speeding up the labour market access of women refugees with a background from arabic and dari/farsi speaking countries. Measures include:



- Providing open spaces for women from various target groups, in which regular low-threshold project measures are developed and then implemented to facilitate access to education, vocational training and labour market
- Design and implementation involving Pinzgau Lotsinnen from preliminary projects: For the assessment of needs, as role models and native speakers to enable women with little knowledge of German to participate
- If necessary involvement of experts, e.g. on language acquisition, social security and pension scheme, health insurance, discrimination, education system, employment regulations and self-employment...
- Opportunity for social exchange/peer learning, transmission of knowledge and development of strategies in small groups
- Establishing a reliable relation with F&A: Possibility of individual education counselling, coaching to help mobilise resources, professional support to develop individual potential.

Two series of workshops were implemented, contents include

- getting to know each other
- networking
- orientation about education system vocational training requirements of regional labour market
- social security system, health system, pensions, ...
- language acquisition
- Identification of personal resources and competences and strengthening of motivation to participate in the labour market

Target group

Women with residence rights, women in family reunification schemes

We reached our participants through female guides and their personal community and professional networks and through network partners i.e.: BH Zell am See – Office of Social Affairs, AMS Zell am See, Caritas, PEPP

Reached participants

Until the end of december we have realized 21 workshops for two different target groups. Nine workshops were aimed at Arabic speakers and six were aimed for farsi and dari speakers. Six workshops we have realized with both of the groups together. Arabic group consists of 10 to 15 women and the second group consists of about 8 to 10. Each Workshop was for 4 hours which allowed for social networking and peer learning as well as for necessary input and translation.

The deliverables were not yet published but lessons learned will be published on FIER Salzburg (www.journey-integral.at).

Positive effects / Success

- ☑ Refugees and migrants are involved in the project right from the start.
- ☑ Empowerment of migrants and refugees
- ☑ Produces role models and contacts in the region
- ☑ integration into the labor market

Conclusions

- ☑ Curriculum for an offer for immigrant women for different topics like education system, the labour market and health system in Austria
- ☑ Social connections with other women and with regional institutions
- ☑ Promoting motivation and reflection of the role of women in Austria
- ☑ a view into the culture
- ☑ rapid entry into the labour market

- capacity building within organisation for a sustainable impact on economy
- Raising awareness of the cooperation partner
- best practices for a systematic approach to the integration of immigrant women into the world of work
- sustainable impact on society: Contribute to the avoidance of social disintegration processes and heredity transmission' of educational disadvantages and discrimination, thus facilitating, promoting and mainstreaming of participation in society for women.

Lessons learned

- Work out a common curriculum for an offer for immigrant women for different topics like education system, the labour market and health system in Austria is helpful
- Social connections with other women and with regional institutions necessary
- Promoting motivation and reflection of the role of women in Austria

Plattform Lungauer_innen for people & Lungauer women network - Power to the Future

Organization

The platform LungauerInnen für Menschen acts as a nonpartisan group and supports refugees who live in Lungau. The volunteer members provide information on issues of asylum and migration and help the population with difficulties and uncertainties. The project is being carried out in cooperation with the Lungau Women's Network, a nonpartisan women's network in Lungau.

Project

In cooperation with the Lungau Women's Network, the project "Self-empowerment for people with experience of getting away" was developed in Lungau. This activity uses existing structures and networks to assist people with flight experiences in Lungau. For this purpose, networking



afternoons with social worker accompaniment are installed in which the strengths and weaknesses of the participants are collected and processed, or a common tackling of obstacles is tackled, for example, in the case of a desire for higher qualification. Experts were invited on specific topics such as labor law. Another relevant part of these meetings is the feedback form which serves as a reflection of the individual meetings and should encourage the person to develop further.

Key activities

- 🎯 additional A2/B1 language training (as mentioned in the previous report)
- 🎯 language training on a 1:1 basis for a person from the training mentioned in 1) civic education as addition to the institutionalised german language course to provide

further information about Austria (as mentioned in the syllabus of the institutionalised course) was started but terminated as the asylum seekers decided not to show up at the arranged meetings

- 🕒 Excursion to Salzburg
- 🕒 Workshop with Uschi Liebing/Frau & Arbeit for women

Target group

young people, women, refugees in the asylum process/refugees with residence permit

Reached participants

- 🕒 at 4 cafes a total of 17 women: language cafés with external expertise such as "story telling", "How does Austria work?"
- 🕒 1 person ready for integration into labour market
- 🕒 1 person passed the citizenship exam
- 🕒 1 person is still doing Intensive individual language training

Positive effects / Success

- 🕒 Empowerment of migrants and refugees
- 🕒 role models and contacts in the region
- 🕒 integration into the labor market

Conclusions and lessons learned

Impacts of our actions on local population:

- 🕒 reduce prejudices against new residents of the region
- 🕒 emphasize that they are willing to contribute to Austria's society/social system/economy/....
- 🕒 reduce fear of contact on both sides
- 🕒 Our client benefits a lot from the extra training
- 🕒 phased out as the participants because the participants said that they no longer needed our support

The most important goal is to point out that our efforts to empower people to integrate faster/better are not just only good for the individual but also for our society. People with migrant background often stumble at trying to immerse themselves into another culture because they lack the basics. The achieved impacts will be sustainable as they enable the involved clients to get access to “the system Austria” much faster and easier. The team did a lot of networking in order to get the best possible output for our clients (we had talks with the Austrian Labour Market Board, the social security office, the community college and many more) – especially in a small region like the Lungau you cannot afford not to work together!

Our main goal was to make it possible to the participants to get to know Salzburg from a tourist side. As the bus tickets to Salzburg cost € 20,- per person (each way), we decided to make possible to learn about Austrian history and in a quite informal way, a little less “serious” than in the regular lessons. Furthermore our clients usually don’t get the opportunity to feel like “normal” persons as in the Lungau they are often labelled as “the refugees”/“asylum seekers” and treated differently.

We aimed to find about where their interests are in terms of activities, FIER could offer and which kind of support would be the best and most suitable for them. The desire is to get the possibility for some creative activities (such as painting or writing)

As the Lungau is a structurally weak region, social projects are often not feasible, as there is no organisation willing to fund these actions.

Empowerment works best, when clients don’t realize that the activity/training is aiming exactly this point. For people outside the project “learning German” is easier to understand and accept than “integration into the labour market”, because our clients could be perceived as competitive.

The “Power for the Future” - FIER-Project begins where the support of local organizations and governmental institutions ends. It closes gaps in the social support system for refugees and migrants and enables empowerment on a low threshold.

Additionally: At the moment most of our clients are leaving the Lungau. The remaining women do not have very specific wishes or needs as regards the FIER project.

The most important lesson learned from the action is that it would be a lot easier if there were a person who can support the FIER-project during regular office hours. All our projects are scheduled in our freetime (as we all have "normal" jobs and family with kids) which is very time-intensive, especially in times like end of the school year, Christmas or beginning of the new school year.

With FIER we had the opportunity to support people at a very low threshold: There were no big institutional goals submitted to our clients, which made a huge difference. (Some activities from other organisations/institutions are communicated to the clients with a large to do-list for them and the hovering Damocles sword of not obtaining the Austrian citizenship by not participating. That's because integration in Austria is often confused with assimilation) We realized once again, that working independently without a specific "label" on our work makes it easier to stay at eye level and get a real insight into the current challenges of people with migration competence. All our clients were extremely satisfied with our support and the additional possibilities offered by the FIER-project.

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