

# DEFENDING THE RIGHT TO HUMANITY FOR ALL

## E-BOOKLET

*Best Practices for the promotion of social integration of vulnerable social groups.*



Erasmus+  
FRANCE  
JEUNESSE & SPORT



Co-funded by  
the European Union



Erasmus+ | KA2 Small Scale Partnership

# Defending the Right to Humanity For All

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# DEFENDING THE RIGHT TO HUMANITY FOR ALL

This practical guide is the result of collective work among the partners of the strategic partnership under the KA2 of the Erasmus+ Program **Defending the Right to Humanity for All**, through the French National Agency L'agence Erasmus+ France / Éducation Formation. It aims to raise awareness & empower young people, to understand the importance of social inclusion and support minorities in their communities.

## EDITION

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## PARTNER CONSORTIUM

**ORULA [FR]**

**STICHTING YEUTH [NL]**

**NEOANALYSIS [GR]**

# WHO WE ARE



## ORULA

France

Orula is experienced in raising awareness and knowledge in global issues and challenges, environmental issues and solutions, social awareness, wellness, and non-formal education. Our objective is to help youth to find a better future and to be aware of information that could be useful.

## Stichting yEUth

The Netherlands



yEUth wishes to make the difference and create an impact. We are motivated to make a change in our societies through youth empowerment, active engagement and multicultural exchange and pursue our common goals by "transmitting" the Erasmus+ values to as many youngsters as possible.

## Neoanalysis

Greece



NEOANALYSIS is an event company that maintains an extensive network of collaborators such as IT systems, academic and research institutions, as well as individual experts. We also implements scientific activities in the field of Intelligent Systems, Cognitive Psychology, pedagogy, health and neurosciences, social welfare, etc.

# TABLE OF CONTENTS

**06** INTRODUCTION

---

**02** 17 SUSTAINABLE DEVELOPMENT GOALS (SDGs)

---

**03** BEST PRACTICES FROM FRANCE

---

**04** BEST PRACTICES FROM GREECE

---

**05** BEST PRACTICES FROM THE NETHERLANDS

---

**78** CONCLUSION



# 01. INTRODUCTION

The KA2 "Defending The Right To Humanity For All" project aims at raising awareness & empowering young people, especially vulnerable social groups of people, to understand the necessity of social inclusion and support minorities to get integrated in their communities. The project provides educational opportunities to youth emphasizing the participation of minorities constantly facing discrimination and lack of free access to education and/or work.

Therefore, the primary objectives are the following:

- To encourage young people to become more conscious of their rights and obligations;
- To empower young people and understand the importance of social inclusion;
- To provide knowledge on EU values and human rights;
- To enhance innovative ideas, interaction and inspiration for personal and professional development.

Taking into account the importance of civic engagement, active participation in the democratic life and social inclusion for both migrants/refugees as well as public engagement in societal decision-making, it is of great importance to participate in social life. Therefore, the target group for the specific project focuses on young people (aged between 18-30 y. o.), while the ones who come from disadvantaged backgrounds will be prioritized as the main target group of the project. More specifically, youngsters belonging to one or more of the following specific types of disadvantages that include:

- Young people forced to migrate / refugees (especially Ukrainians);
- NEETs ("Not in Education, Employment, or Training) young people;
- Young people facing economic obstacles, such as people with low income or coming from a poor family;
- Young people with low educational achievements, such as school dropouts, etc.

# 02. 17 SUSTAINABLE DEVELOPMENT GOALS (SDG)

The **2030 Agenda for Sustainable Development**, which was approved in 2015 by every nation that is a member of the United Nations, offers a common strategy for peace and prosperity for both people and the planet now and in the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are a critical call for activity by all nations - created - in a worldwide organization. They perceive that finishing destitution and different hardships should remain closely connected with methodologies that further develop well-being and schooling, decrease disparity, and prod financial development - all while handling environmental change and attempting to protect our seas and woodlands.

Today, the Division for Sustainable Development Goals (DSDG) in the Assembled Countries Branch of Monetary and Get-togethers (UNDESA) offers meaningful help and limits working for the SDGs and their connected topical issues, including water, energy, environment, seas, urbanization, transport, science and innovation, the Worldwide Manageable Advancement Report (GSDR), associations and Little Island Creating States. DSDG assumes a vital part in the assessment of the UN systemwide execution of the 2030 Plan and promotion and effort exercises connecting with the SDGs. To make the 2030 Plan a reality, wide responsibility for SDGs should convert into major areas of strength for all partners to carry out the worldwide objectives. DSDG expects to assist with working with this commitment.

Each year, the UN Secretary-General presents a yearly SDG Progress report, which is created in collaboration with the UN Framework, and given the worldwide marker structure and information delivered by public measurable frameworks and data gathered at the local level.

In the attached [link](https://unstats.un.org/sdgs#) (<https://unstats.un.org/sdgs#>) you can check for information about SDG indicators and reports conducted so far.

# 02. 17 SUSTAINABLE DEVELOPMENT GOALS (SDG)



Picture retracted from: <https://www.myclimate.org/en/information/faq/faq-detail/what-are-the-sustainable-development-goals-sdgs/>

The Sustainable Development Goals are a call for action by all countries – *poor, rich and middle-income* – to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

The Agenda remains the world's roadmap for ending poverty, protecting the planet and tackling inequalities. The 17 SDGs, the cornerstone of the Agenda, offer the most practical and effective pathway to tackle the causes of violent conflict, human rights abuses, climate change and environmental degradation and aim to ensure that ***no one will be left behind***. The 17 SDGs reflect an understanding that sustainable development everywhere must integrate economic growth, social well-being and environmental protection.

# SUSTAINABLE DEVELOPMENT GOALS (SDG) & BEST PRACTICES

This collection of best practices is strongly connected to the following **Sustainable Development Goals**, as mentioned below:

- **Goal 4.** *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.*
- **Goal 5.** *Achieve gender equality and empower all women and girls.*
- **Goal 8.** *Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.*
- **Goal 10.** *Reduce inequality within and among countries.*

Thus, this booklet of human rights education aims to result in **inspiration** and as a **guide** for minorities, an **educational tool** for youth workers and the youth in general, as well as a document of **recommendations** for the policymakers.

Last but not least, it is worth mentioning that each of the selected **best practices** from all the partner countries (France, Greece, Netherlands) are related **with at least one** of the abovementioned **SDGs**.



# BEST PRACTICES FROM FRANCE

# Best practice 1

## Action Emploi Réfugiés



[ACTIONEMPLOIREFUGIES.COM](http://ACTIONEMPLOIREFUGIES.COM)

BASED IN PARIS &  
BORDEAUX (FRANCE)

Action Emploi  
Réfugiés  
#talentconnected  
GroupeSOS



### WHAT IS IT?

In 2015, more than one million people fled their home countries to Europe. In this context, two women, Diane Binder and Kavita Brahmbhatt, understood that emergency management alone was insufficient. Diane made integration through economics a guiding principle of her professional career. Kavita has been a specialist in the protection and integration of asylum seekers and refugees for more than 15 years.

Convinced that refugees are also talented women and men with skills, Diane and Kavita decided to join forces and draw on their professional experiences to build a sustainable integration project.

### HOW WAS IT ESTABLISHED?

Since then, the association has organized its activities around 2 flagship programs to support refugees, SOCLE and AVEC, and has developed a proactive action to mobilize companies towards inclusive recruitment. The association supports between 350 and 450 people each year, mobilizes a large number of employers ranging from sole proprietorships to multinationals and SMEs, and facilitates more than 700 jobs per year.

### WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

AEERé promotes the empowerment of refugees in the search for employment and training for successful integration. Preparing and supporting refugees for employment and training. Connecting refugees with employers and preparing employers to embrace diversity. Deconstructing the stereotypes that hinder the image of refugees through awareness and information campaigns.

# Best practice 2

## Hestia



[HESTIA87.FR/ACTIONS/PAIR/](http://HESTIA87.FR/ACTIONS/PAIR/)

LIMOGES (FRANCE)



### WHAT IS IT?

IA committed association

The Hestia association, established for 60 years in the Limoges area, is committed to welcoming migrant and homeless populations, and works more generally in the fight against all forms of exclusion. The association's ambition is to initiate or even carry out a new territorial dynamic, by basing its external strategy on partnership and cooperation. It is a question of going beyond the status of operator or service provider to that of social actor, involved in the construction of territorial responses.

GATAN, for North African migrants

On 25 September, three industrialists, Mr. Tujaque, Vandermarcq and Barriere, submitted to the prefecture a declaration of foundation of an association: the GATAN (Groupement d'Aide aux Travailleurs d'Afrique du Nord) whose mission is to welcome, accommodate and support Maghreb nationals in their installation in the territory. The Association built a Centre Foyer Hôtel, rue de Brouillebas in Limoges, which was intended to accommodate 110 guests. He remained in office until 1978.

## HOW WAS IT ESTABLISHED?

It is a united consortium to integrate the refugee public in the long term. It brings together eight players from the Haute-Vienne region. They pool their resources within a service platform in order to offer individual support pathways to and in employment from 3 to 24 months, based on support coordination.

The target groups are people who have been granted refugee status or subsidiary protection following an asylum procedure.

The members of the consortium are:

GRETA du Limousin, ALIS, La Fédération Compagnonnique, CFPPA Les Vaseix, JRS France, Varlin Pont Neuf, Terre de Cabanes.

The purpose of the Reception Centre for Asylum Seekers is to welcome people seeking asylum during the time their file is being studied.

The target groups are people who have fled their country because they are persecuted, who fear for their lives and ask for the protection of France: families, single-parent families, isolated adults.

The Global Support for Refugees system essentially consists of support aimed at guaranteeing maintenance and autonomy in housing while promoting integration in the Upper Viennese territory.

The target groups are beneficiaries of international protection, who have signed a Republican Integration Contract less than 5 years old and who have access to housing. Priority is given to vulnerable people and/or people who do not have a command of the French language and the codes of the host country.

# Best practice 3

## Forum Emploi Handicap



[JEUNES.GOUV.FR/](http://JEUNES.GOUV.FR/)



PARIS, FRANCE



MINISTÈRE  
DE L'ÉDUCATION  
NATIONALE  
DE LA JEUNESSE, DES SPORTS  
ET DES JEUX OLYMPIQUES  
ET PARALYMPIQUES

*Liberté  
Égalité  
Fraternité*

### WHAT IS IT?

As early as 1967, the Report on the Survey of French Youth\* recommended the creation of an information structure to meet the needs of young people in all areas. This political reflection, fuelled by a survey of 3000 young people carried out in November 1966, provides an unprecedented picture of the situation of young people.

The "under 25s" represent nearly 40% of the population. The term "baby boom" then entered the common language and became an object of sociological study.

Within a few months, the CID - Centre d'Information et de Dialogue (CID) was transformed into the Centre d'Information et de Documentation Jeunesse, after negotiations that stabilised and clarified the association's statutes.

The wave of events in May 1968 led to the appointment of a Secretary of State for Youth and Sports, Joseph Comiti, who reported to the Prime Minister, who had to renew dialogue with young people who were aware of their political weight.

In 1969, an IFOP survey stated that a third of young people chose their career path by chance and many of them by family and social determinism.

Youth thus became "an unlikely political object" which, for the first time, was placed at the centre of social, economic and cultural life.

Until the beginning of the twentieth century, youth was often linked to physical education and their ability to serve in the armed forces. Young people will then appear in the government's remit, alongside "education".

\*Originally titled "White Paper on Youth"

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

To make available to all young people, by all appropriate means (remote information technology: 24-hour telephone), the information they wish to have in all areas.

Young people are considered as a whole and no longer in terms of their lives: family, school, national service, housing, international mobility and citizenship.

Guidance and access to employment are a central concern in the context of elective education. Self-reliance becomes the positive ultimate goal. The principle of a convivial agora is put into action, so that young people inform young people.

The centre is therefore open to all, and free access remains an inviolable principle, as a public service obliges.

The center welcomes this large number of young people (2000 visitors per day) from 9 a.m. to 9 p.m. 7 days a week, including public holidays.

## **WHAT IS THE IMPACT?**

60.2% of the cidj.com audience is under 25 years old

15-17 year olds represent 31% of visitors

18-21 year olds represent 18.62% of visitors

Nearly 30% of visitors are over 35 years old

This program in co-construction with the CRIJ of the Reunion, Mayotte, Guadeloupe and Martinique resulted in the creation of a shared educational kit designed to support young people from overseas who would have plans to come and study, train or work in the hexagon. 24 IJ professionals followed a training session awareness of 4 days, in order to share with them tools and practices. The educational kit will evolve as observations are made and feedback from the 4 ultra-marine territories.

The first summer jobs forum in the Île-de-France region took place in Saint-Ouen on May 13, 2022, after 2 editions organized remotely during the health crisis.

30 recruiters came to offer more than 5,000 offers in sectors which recruit during the summer period: entertainment, catering, traveler assistance, mass distribution, personal assistance... 3,000 young people were given the opportunity to be interviewed directly on the spot.

# Best practice 4

## espace 19



### WHAT IS IT?

Created in 1979, the Espace 19 association brings together 10 structures located in the North of 19th arrondissement of Paris: 3 social and cultural centers, 3 early childhood care structures, one "EspaceLudo" game library, a digital public space, a social and professional integration center and a health mediation center. The proposed position corresponds to the responsibility and leadership of the latter structure. Its main activity includes actions to promote and prevent health in the territory. priority, intended for families attending the structures of the Espace 19 association or our partners associative or institutional. Within the framework of the agreements which bind us in particular with the Agency Regional Health and the Parisian community, these actions are diversified: access to rights in terms of health, diet and promotion of physical activity, prevention campaigns and actions, development psychosocial skills, prevention around risky behavior among children and adolescents. OUR pole also carries out actions to combat domestic violence and sexism and mediation socio-cultural, particularly in schools, PMI centers and other local structures. Finally, Espace 19 Santé Médiation regularly develops new projects, such as this moment, supporting a group of residents on a project to provide access to healthy and sustainable.

### WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

The 3 values at the heart of our actions and projects:

In 2019, we began a collective reflection on our social utility, drawing inspiration from actions carried out elsewhere,

particularly in the network of social and cultural centres. This approach has enabled us to identify 3 strong values, which can be used to evaluate our actions with the inhabitants:

VALUE #1: Enabling access to rights for all, fighting against inequalities and promoting inclusion

VALUE #2: Develop self-confidence and the ability to act for oneself and in one's neighborhood

VALUE #3: Create social ties, fight against isolation, promote local solidarity

Espace 19 is an association managed by and for the inhabitants of the 19th arrondissement. It is there to welcome you and offer you a wide variety of activities to meet your needs and desires.

Intergenerational, it is aimed at everyone, from the youngest to the most advanced.

Our structures are also places where we build projects with the inhabitants: mutual aid, exchanges, cultural and leisure workshops, outings, stays, contribution to the life of the neighbourhood, etc.

## **WHAT IS THE IMPACT?**

Our members: 53 different nationalities, 40,000 people welcomed and informed in our 3 social and cultural centres. 1,483 member families, 16,016 visits to EspaceLudo (almost as many as the record of 2019, despite a first half still impacted by health restrictions), 1,011 RSA recipients monitored in 2022 by Espace19 Insertion Sociale.

Our employees: mostly on permanent contracts

99 employees, including 79 women and 20 men, 82% of our employees are on permanent contracts. The average length of service of employees is 7.3 years. In total: 1,441.5 hours of training.

98/100 is the score obtained by Espace 19 in the Egapro gender equality index.

Our volunteers: the equivalent of 9 full-time employees

230 volunteers made 15,087 hours of activities possible for our members (i.e. +8% of volunteers compared to 2021).

# Best practice 5

## Groupe SOS



### WHAT IS IT?

The SOS Group is an associative group, a major player in the social and solidarity economy, and the European leader in social entrepreneurship.

It brings together 750 establishments and services, associations and social enterprises, which undertake for the benefit of people in vulnerable situations, future generations and territories.

Since its creation in 1984, during the AIDS years, the SOS Group: fights all forms of exclusion; acts for everyone's access to the essentials; and innovates in the face of social, societal and environmental challenges.

Non-profit, without shareholders, the actions of the SOS Group and its 22,000 employees have an impact in France and in more than 50 countries around the world, with 2 million beneficiaries

### HOW WAS IT ESTABLISHED?

1984: The SOS Group is writing the first page of its history. An association was created to develop measures for people suffering from addictions.

1986: The SOS Habitat et Soins association was created to respond to the HIV/AIDS epidemic. It offers new and diversified responses, including housing solutions for people in precarious situations and suffering from chronic diseases related to HIV/AIDS.

1988: The SOS Group opens La Corniche in Marseille, the very first scheme for underage drug addicts. This centre offers them appropriate support, promoting their sustainable inclusion in society.

1995: The real estate cooperative of the SOS Group is created. By owning the walls, the SOS Group ensures the sustainability of the activities of its associations and a better quality of reception for the beneficiaries.

In addition, the historical associations are coming together and pooling a certain number of functions (accounting, legal, finance, HR, etc.) within cross-functional departments.

2001: No one is unemployable. In a context of mass unemployment, the SOS Group is developing its integration activities through economic activity with its integration companies.

2005: First early childhood support activities. The SOS Group is the first to offer crèches for the public and children with disabilities in the same place. Taking care of children also means supporting their parents, especially the most vulnerable.

2008: The SOS Group successfully takes over a hospital in financial difficulty. Since then, in response to the phenomenon of medical desertification and two-tier health, he has demonstrated that it is possible to offer excellent care for all, regardless of income level, with the model of private non-profit hospitals.

2010: The PULSE association is created to support social entrepreneurs in France and abroad to germinate and then grow innovative responses to economic, societal and environmental challenges.

2011: The SOS Group has decided to take up the challenge of old age, undoubtedly one of the most important of our century. It offers a welcome, care and support for the elderly to promote their autonomy and well-being.

2012: Aware of the challenges that transcend borders, the SOS Group welcomes and supports NGOs working with local actors in more than 50 countries and consolidates its actions internationally.

2017: The SOS Group adapts to meet new issues. New activities are structured in the fields of Culture, Ecological Transition and territories.

2020: The SOS Group intends to build solutions to develop and improve local life, particularly in rural areas and priority neighborhoods of the city. Each territory is unique, but the challenges they face are often similar: revitalizing the economic fabric, strengthening social ties in rural or peri-urban areas.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

Acting for sustainable development is a matter of course for the SOS Group. This resonates with the very DNA of our raison d'être: to undertake for the benefit of all.

In other words, to participate in the construction of a more viable, livable and equitable world. Sustainable Development is thus a common thread running through all our actions, at all levels of the organization.

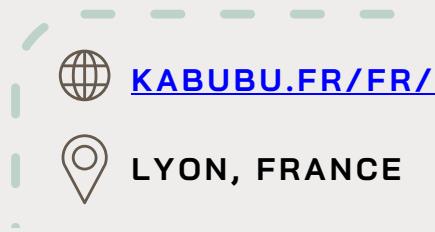
Contribute to achieving the Sustainable Development Goals set by the UN

Impact at all levels of the organization

By the very nature of our missions for the benefit of all, our teams work towards many of the Sustainable Development Goals. But it is also at all levels, and with all our stakeholders, that we act. As an organisation, we have an ambitious strategy to develop practices that are more respectful of people and nature, and to raise awareness of the Sustainable Development Goals among as many people as possible.

# Best practice 6

## KABUBU, L'AMITIÉ PAR LE SPORT



### WHAT IS IT?

Kabubu is an association created on January 31, 2018. Our association aims to promote the social and professional inclusion of exiled people, thanks to the unifying values of sport. Born from several meetings, it was during a challenge to reflect on the legacy of the Paris 2024 Games organised by Makesense, that Mehdi, Paula and Noémie came up with the idea of linking sport and the inclusion of exiled people.

Today, Kabubu continues to build itself through his encounters. It is through these with partners, volunteers and beneficiaries that we have developed our actions. Learning to dance, teaching boxing, participating in a football tournament or becoming a sports instructor, everyone was able to make their dream come true and share their passion.

### HOW WAS IT ESTABLISHED?

In 2019, 132,700 asylum applications were registered with OFPRA and 46,200 refugee statuses were issued on French territory.

Each of these people has a unique story, undoubtedly enriching for France. We aspire to deconstruct prejudices by promoting solidarity through sport. On the pitch, we win or lose. We succeed or we fail. We're trying. We share smiles, messages of encouragement, moments of doubt. Whatever happens, we're all in this together. Beyond sports performance, we are convinced that migration is a source of wealth for all of us and allows us to broaden our horizons. This is why we advocate living together and why our association is in line with the fundamental values of Olympism: excellence, friendship and respect. Sport is a real springboard for transformation that promotes the inclusion of refugees, as it encourages solidarity, citizenship and the acquisition of skills.

# Best practice 7

## Reception and schooling of Ukrainian children



### WHAT IS IT?

It's a program created by the french government to support ukrainian refugees when the war started in ukraine in 2022

### HOW WAS IT ESTABLISHED?

The French government decided to establish this program to streamline the huge amount of Ukrainian refugees coming in. this program has already helped near 18.000 Ukrainians since 2022.

# Best practice 8

## The Bank of France

### WHAT IS IT?

1800-1806

The Banque de France becomes a public institution

The Banque de France was created on 18 January 1800 by a group of bankers at the instigation of the First Consul, Napoleon Bonaparte. A private company but a "public bank", its mission is to issue notes payable on demand and to bearer notes, in return for the discount of commercial paper. In 1803, it obtained the privilege of issuing for Paris: this was the first step towards the monopoly of issue and the creation of the first banknote, the "1000 francs Germinal". After a financial crisis in 1805, its statutes were modified: the Banque de France was now headed by a governor and two deputy governors appointed by the head of state.

The announcement of the creation of the Banque de France  
Charles Monnet, "The announcement of the creation of the Banque de France" – 6 January 1800;

1806-1870

At the heart of France's commercial and industrial vitality

In the first half of the 19th century, the Banque de France gradually extended its network by opening counters in the provinces. It faced the political upheavals of the revolutions of 1830 and 1848. In 1848, it obtained a monopoly on issuing issues throughout the country: the departmental banks were absorbed to become branches. During the War of 1870, it played a leading role in providing relief to the Treasury and substantial aid to banks and commerce.

Banque de Bordeaux, which became a branch of the Banque de France in 1848  
Banque de Bordeaux, which became a branch of the Banque de France in 1848 – postcard; The assets of the Banque de France.

# The Bank of France

1870-1914

Business development and rapprochement with the State  
The war of 1870 and the Paris Commune turned the life of the Banque de France upside down, but it managed to preserve its cash. In the years that followed, the trades became clearer, with increased collaboration between the Treasury and the Banque de France: centralization of State revenues, transport of divisional currencies, observation of the economic situation, etc. Before the First World War, the Banque de France built up large metal reserves to prepare for the conflict.

Gallery of the receipts of the Banque de France

Gallery of the receipts of the Banque de France; The assets of the Banque de France, page 238

1914-1918

Contribution to the War Effort

During the Great War, relations between the State and the Banque de France were close: the latter contributed to the issuance of successive loans in national defence bonds. Through its network of branches, the Banque de France is taking an active part in the Government's campaign to collect hoarded gold from individuals. These missions strengthen its image and consolidate its status as a central bank in the long term.

National Defence Bonds

National Defense Bonds - Poster; The assets of the Banque de France, page 425

1939-1945

From Occupation to Nationalization

In 1936, the Banque de France was endowed with new statutes which subjected its General Council to the control of the State. On the eve of the war, the gold held by the Banque de France, both in Paris and in branches, was sent overseas. When the Germans entered the capital, the Banque de France was occupied and had to ensure the payment of the war indemnity.

At the Liberation, the Banque de France was nationalized by the law of 2 December 1945. It actively participates in reconstruction policy and cooperates with other central banks. In the years that followed, it was also an important player in the construction of European money.

## HOW WAS IT ESTABLISHED?

Exercising your right to a bank account

Today, having a bank account is essential: to receive your salary, social benefits, make payments, pay bills, etc. If, despite your efforts, you are unable to open an account, you can exercise your right to an account. The Banque de France supports you in this process.

## WHAT IS THE IMPACT ATTAINED?

What is the right to an account?

The right to an account is a legal device that allows people without an account to open an account with a credit institution designated by the Banque de France.

If you do not have a deposit account and you are refused the opening of an account by a bank, you can exercise your right to an account with the Banque de France. The Banque de France will then designate a bank that must, under the conditions provided for by law, open a deposit account for you, with basic banking services.

30 000

More than 30,000 people benefited from this procedure in 2022, which is essential for banking inclusion

# Best practice 9

## The Cours d'Adultes de Paris (CAP)



[PARIS.FR/PAGES/COURS-MUNICIPAUX-D-ADULTES-205](http://PARIS.FR/PAGES/COURS-MUNICIPAUX-D-ADULTES-205)



### WHAT IS IT?

The Cours d'Adultes de Paris (CAP) is open to all people over the age of 18, Parisian or not, subject to availability. It's possible with the Adult Classes of Paris by following a professional path in around sixty professions, a French language course or a course in one of the 13 languages foreign countries offered. Renewed every year to adapt as best as possible to meet the evolving needs of adults, the offer is rich in great diversity of formats (during the day or evening, intensive or longest course), training methods (diplomas, certification, open badges, remotely or in person). Some 850 trainers, all specialists and practitioners of their discipline, are engaged with passion in the art of transmitting, of accompanying, of awakening by taking into account the itinerary and projects of the listeners and listeners.

### HOW WAS IT ESTABLISHED?

During the French Revolution, Talleyrand, inspired among others by Condorcet, directed a report on public education which he presented to the Constituent Assembly on September 10, 11 and 19, 1791, where the benefits of education were praised for the first time. adult education (in a country that is still largely illiterate). However, it was not until 1820 that the "society for elementary education" was created, which established the first Adult Courses in Paris, including one for women.



François Guizot, Minister of Public Education, passed a law in 1833 on primary education which encouraged each commune to have an Adult Course, in partnership with the rectors of the Academy. In 1837, 117,000 listeners took courses throughout France.

The year 1872 saw the creation of the first municipal apprentice school on Boulevard de La Villette, today the Lycée Diderot.

### **WHAT IS THE IMPACT ATTAINED?**

It's an entity that is here over 200 years and helps refugees, unemployed people and anyone that wish to learn access to classes and training for almost free, such as to learn a new language a skill to integrate in the French society and to find a new skill to find a job . and this has help thousands of people that don't have the funding to or the minimum requirement skills. all are welcomed, it's a form of second chance to education for people that wish to find a job or to integrate the French society

# Best practice 10

## Expérience sans frontières



RÉFUGIÉS.INFO

### WHAT IS IT?

The organization informs, promotes and communicates about the benefits of the Validation of Acquired Experience to all those concerned by the Validation of Acquired Experience (candidates, companies, training stakeholders, funding bodies, etc.). Its main contribution focuses on strengthening the reputation of the Validation of Acquired.

Experience as a mechanism for socio-professional promotion and recognition or for the management of companies' "skills" capital. We offer each candidate a personalized study of their application and a provisional timetable for the implementation of their VAE approach. It also offers a support service for the constitution of the validation file adapted to the needs of each candidate.

### HOW WAS IT ESTABLISHED?

vae.education.gouv.fr is the web portal of the DAVA (Academic Devices for the Validation of Prior Learning) network. Carrying out a public service mission of the Ministry of National Education, the DAVA network advises and supports you in your Validation of Acquired Experience (VAE) project.

### WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

AEERé promotes the empowerment of refugees in the search for employment and training for successful integration. Preparing and supporting refugees for employment and training. Connecting refugees with employers and preparing employers to embrace diversity.

A stylized map of the Greek archipelago, rendered in a dark brown color. The main landmass of Greece is on the left, and numerous smaller islands are scattered across the right side of the frame. The map serves as a background for the text.

# BEST PRACTICES FROM GREECE

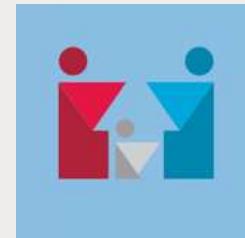
# Best practice 1

## Centre for Integration of Immigrants Athens (KEM: Kentra Entaksis Metanaston)



[ACCMR.GR/SERVICES/KEM](http://ACCMR.GR/SERVICES/KEM)

ATHENS, GREECE



### WHAT IS IT?

The Centre for Integration of Migrants of the Municipality of Athens operates as a local reference point for the provision of specialized services - psychosocial support, legal advice and information on social rights - to third country citizens (migrants and beneficiaries of international protection) in order to improve their standard of living and social integration.

### HOW WAS IT ESTABLISHED?

The Centres for Integration of Immigrants were established by law 4368 (ΦΕΚ 21 Α', 2016) and are branches of the Community Centres of the Municipalities. The Social Inclusion Directorate coordinates and monitors the operation of the KEM.

The KEM is part of the Community Centres. The implementation of the programme is co-financed by Greece and the European Union, NSRF 2014-2020 (European Social Fund).

The centre is supported by:

- An intercultural mediator, for migrants/applicants and beneficiaries of international protection, who has knowledge of the national/cultural characteristics of migrant/refugee communities and their language.
- A social worker, specialised in migrants/minorities and/or social exclusion issues.
- A lawyer, specialised in immigration and labour law issues.



- Psychologist, specialised in post-traumatic stress and the mental health needs of vulnerable people (e.g. women, children, disabled people).

## WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

Main objectives:

- Providing information, assistance and specialised services to third country nationals.
- Developing partnerships and networks to link beneficiaries with social inclusion services and programmes.
- Implementation of integration actions to promote social cohesion.

The services provided at the KEM are the following:

- Psychosocial support and counselling.
- Legal counselling.
- Social benefits applications: Social Solidarity Income (KEA), rent allowance, disability benefits and birth allowance.
- Provision of information/support in relation to administrative procedures, VAT, OAED card and other documents.
- Application for accommodation for asylum seekers.
- Issue of temporary social security card for vaccination against COVID-19.
- Networking-Referral of applications to relevant structures, services, institutions.

Social inclusion actions for adults:

- Greek language courses for beginners. Also, Greek language courses and courses on Greek history and Greek culture for participation in the long-term resident's examinations.
- Preparatory seminars for the Certificate of Proficiency for Residency.
- English language courses for beginners and advanced learners and preparation for language exams up to A2.
- Computer courses and preparation for the certification exams for basic computer skills (Windows, Word, Excel and Internet).
- Personalised career counselling sessions.



## WHAT IS THE TARGET GROUP?

- legally resident third-country nationals,
- beneficiaries of international protection (holders of a Single Type Residence Permit),
- asylum seekers (holders of an International Protection Applicant Card).

## WHAT IS THE IMPACT ATTAINED?

Social integration, migrants have support and opportunities to be part of the greek society, they get to learn the language and participate in local activities.

# Best practice 2

## Project HELIOS (Hellenic Integration Support for Beneficiaries of International Protection and Temporary Protection)



[HTTPS://MIGRATION.GOV.GR/EN/MIGRATION-POLICY/INTEGRATION/DRASEIS-KOINONIKIS-ENTAXIS-SE-ETHNIKO-EPIPEDO/PROGRAMMA-HELIOS/](https://migration.gov.gr/en/migration-policy/integration/draseis-koinonikis-entaxis-se-ethniko-epipedo/programma-helios/)

GREECE



HELIOS

### WHAT IS IT?

HELIOS Project is a social integration program of the Ministry of Migration & Asylum implemented by the International Organization for Migration in Greece. It is a fully-developed project that addresses all adults who are beneficiaries of international protection as well as their families. It caters to the needs of beneficiaries of international protection who have been recognized as beneficiaries of international protection after 01/01/2018, and who also were officially registered and resided-when they received the decision granting them international protection, in the accommodation facilities of the official reception system (ESTIA program, Filoxenia program, Open Facilities, Reception and Identification Centers, etc.).

### HOW WAS IT ESTABLISHED?

The Ministry of Migration and Asylum funds HELIOS project since the beginning of 2022. The Directorate of Social Integration of the Ministry oversees the physical and financial aspects of the project and ensures that they are effectively implemented. The implementation of the program started on July 1st, 2019 and is on-going. The project is designed to accommodate the population of beneficiaries of international protection in Greece. It foresees the provision of accommodation support to 5,000 households which corresponds to 11,200 individuals depending on the composition of each household. Beneficiaries of the project are tentatively all beneficiaries of international protection.

The International Organization for Migration was founded in December 1951, operating as the Intergovernmental Committee for European Migration (IICM).

**Project HELIOS**



**HELIOS**

Today, IOM is the world leading intergovernmental UN Organization for migration. IOM Greece, as a founding member of IOM, has a long cooperation experience with the Greek Government and the civil society, aiming at supporting migrants.

As the leading international organization for migration, IOM always acts with safety and dignity among its partners in the international community in order to:

- Assist in meeting the growing operational challenges of migration management
- Advance understanding of migration issue
- Encourage social and economic development through migration

IOM implements projects aiming at a successful social and labor migrant integration, legal and orderly migration to EU and non EU countries, enhancement of accommodation facilities, improvement of migrants' living conditions, counter of racism, xenophobia and human trafficking.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The purpose of the project is to promote the integration of beneficiaries of international protection and increase beneficiaries' prospects towards self-reliance, by providing services or activities such as:

- Accommodation support,
- Integration-related courses (e.g., learning the Greek language, courses in professional skills' development, etc.).
- Professional counseling to enhance job readiness
- Raise awareness in host communities and promote social cohesion.

Beneficiaries of international protection registered in the project are also eligible to benefit on a voluntary basis from the rest of the services offered by the project such as the integration-related courses.

The individual sessions of professional counseling include:

- Identification of needs and interests of participants.
- Profile of participants' skills based on the EU Skills Profile Tool.
- Compensation for the monetary costs associated with acquiring various certifications (e.g., Greek language certificate, drivers' license, English language certificate, ECDL (computers), and others.
- Organization of professional events, such as "career days."
- Networking with the private sector (employers).
- Guidance for setting professional goals and professional orientation counseling. Information is also provided with regards to the services offered by OAED, the organization for unemployment/employment in Greece.
- Information pertaining to the rights and obligations of employees and employers in Greece.

Further, the project also undertakes activities to help inform and raise awareness in local communities, professional unions, and among employers. Such activities may help ensure the best possible conditions for the successful integration of third-country nationals in local communities.

## **WHAT IS THE TARGET GROUP?**

Who can participate in the project:

1. Beneficiaries of international protection recognized since January 1st, 2018 and who resided (lived) when they received their recognition:
  - a) in the accommodation systems of the Greek Reception system (Open Accommodation Facilities, Reception and Identification Centers, Hotels, apartments of ESTIA and Pre-removal Detention Center for Aliens) according to records of pertinent bodies that inform IOM or according to documents of proof provided by beneficiaries or
  - b) in Official Guest Houses or available programs of protective accommodation that are supported by the Authorities or NGOs.

# Best practice 3

## Municipal Health Centres of Athens



### WHAT IS IT?

The Municipal Health Clinics of the Municipality of Athens, as an institution of Health Education & Health Promotion, provide to all citizens (including people who are uninsured or "undocumented") a package of basic health services and social solidarity completely free.

Those include:

- Health services that do not require hospitalization
- The assessment of the health needs of citizens, the planning and implementation of measures for the prevention of diseases and health promotion
- Primary dental care
- Post-hospital care and rehabilitation
- Monitoring of chronic diseases
- Possibility of prescription under certain conditions
- Issuance of the individual health card for pupils by the primary health centres
- Issue of medical certificates under certain conditions.

### HOW WAS IT ESTABLISHED?

Since 1978, the World Health Organization (WHO) has made Primary Health Care (PHC) the backbone of any health system, in order to provide not only outpatient care, but also prevention and medical and social care to the whole population, as it is scientifically documented that there is a close and two-way relationship between health problems and the social problems faced by every citizen.



The upgrading of the Municipality of Athens' municipal clinics into Multipurpose Centres follows the holistic approach supported by the WHO, and now combines medical and social services so that every citizen has the opportunity to be served in a multilevel one-stop shop for his/her medical, social, psychological, employment and legal needs.

This is all the more important if we consider that, in the long period of crisis in the country, the threats to health, both physical and mental, related to poverty, unemployment, immigration and, more generally, the deterioration of living and working conditions and public health care, have increased significantly.

The Multipurpose Centres are staffed with the specialities of professionals and the categories of personnel listed below:

1. Health professionals: General practitioner, Gynaecologist, Dermatologist, Cardiologist, Dentist, Orthopedist, Ophthalmologist, Pathologist, Paediatrician, Physiatrist, Psychiatrist, Health visitor, Obstetrician/Midwife, Nurse, Physiotherapist.
2. Social scientists: Reception and Service Counsellors (Social Worker, Sociologist), Job counsellor (Social Worker, Social Worker, Social Worker, Social Worker), Legal adviser, Social entrepreneurship adviser, Psychologists.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The upgraded Multipurpose Centres provide primary health care services and electronic prescription to beneficiaries and the uninsured. In the field of social services, psychosocial support is offered to individuals or families, linking and referral to other institutions (such as public organisations and NGOs), employment and social entrepreneurship counselling and legal advice, as well as information to citizens on social benefits (such as allowances, benefits in kind, social services).

In addition to free dental, haematological, gynaecological and clinical examinations, vulnerable social groups can be referred for free medication in cooperation with the social pharmacy of the municipality of Athens.



In the Multipurpose Centres, beneficiaries have the opportunity to request a free appointment with the specialty they wish or to consult a CaseHandler for all the services and possibilities offered.

The Microbiological Laboratories provide the following laboratory tests free of charge to uninsured citizens and residents:

- General blood count
- General urine count
- TCE
- Cholesterol
- Triglycerides
- Urea
- Uric Acid
- Blood sugar.
- free pap test and
- free anonymous and painless HIV test.

Also, as part of information, awareness and prevention, the Municipal Medical and Public Health Department conducts periodic blood donations, preventive mammography screenings, pediatric screenings and vaccinations, educational activities, discussions, meetings and webinars, and a smoking cessation clinic.

## WHAT IS THE TARGET GROUP?

Citizens of Athens, Immigrants, Refugees, people with fewer opportunities and without medical insurance.

## WHAT IS THE IMPACT ATTAINED?

Accessible healthcare, free counseling and legal support.

# Best practice 4

## ENFEM: Female TCNs Integration in Local Communities through Employability and Entrepreneurship Local Oriented Strategies



[ENFEM.INFOPROJECT.EU/](http://ENFEM.INFOPROJECT.EU/)



10 EUROPEAN COUNTRIES



### WHAT IS IT?

The ENFEM project is an initiative led by E.A.T.A. S.A. within the framework of the European AMIF (Asylum, Migration and Integration Fund) program. It focuses on the integration of women from third countries (TCN) into European societies. Specifically, the project aims to foster the exchange of best practices at the European level through a cross-sectoral network. It also seeks to develop local strategies to facilitate the socio-economic integration of women from TCNs through employment and entrepreneurship. Additionally, the project aims to create or enhance local multi-stakeholder networks in alignment with the EU's Action Plan for Integration 2021-2027.

### HOW WAS IT ESTABLISHED?

The project responds to the challenges faced by women from third countries in the EU, a vulnerable population subject to discrimination and socio-economic exclusion. Motivated by a commitment to address these issues, E.A.T.A. S.A. initiated the project to promote the integration of women from TCNs in European cities, with a particular focus on Athens and Thessaloniki. The platform's inception was fueled by a recognition of the need for local strategies to enhance integration through employment and entrepreneurship.

The ENFEM project is led by E.A.T.A. S.A., and the individuals behind the initiative bring diverse expertise to the table. The team comprises professionals with backgrounds in migration studies, social work, and business development. Their combined skills contribute to the strategic development and effective implementation of the project, ensuring a comprehensive approach to the socio-economic integration of women from third countries.

## WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

The project operates on the principles of collaboration and knowledge-sharing, creating a cross-sectoral network involving local authorities, market players, NGOs, and organizations focusing on third-country citizens. Its main objectives include the development of local integration strategies and educational packages in language, cultural dimensions, labor rights, and entrepreneurial skills. The activities are implemented in 11 European cities, including Athens and Thessaloniki, covering a spectrum from strategic planning to educational programs.

### General Objectives:

- Support the integration of TCNs in local communities
- Promote socio-economic inclusion and sense of belonging for migrants in local communities
- Empower local workforce

### Specific Objectives:

- Provide an in-depth analysis of the current situation regarding the employability of migrant women in Europe on a regional, national and local level
- Design, Develop and Implement a bottom-up local integration strategy for Women TCNs sustainable skills and capacity development in employability and entrepreneurship
- Develop and Implement a Blended Training Package for migrant women
- Develop an Online Platform
- Disseminate the results and make the project outcomes sustainable

### Activities:

- Focus groups with TCNs women and stakeholders
- Needs analysis and community based socioeconomic ecosystem mapping Data Collection and Analysis
- Dissemination and collection of online questionnaires among target group members and stakeholders
- Design and Development of the Guidebook for the development of needs- oriented, bottom up, contextualized local integration strategies for Women TCNs through the Market.

- Implementation of a Needs analysis and community based socioeconomic ecosystem mapping Data Collection and Analysis
- Development of the ENFEM Local Integration Strategies
- Development of a training package's contents
- Development of online learning environment
- Development of a Placement/Internships methodological Guidebook.

## **WHAT IS THE TARGET GROUP?**

The primary beneficiaries of the ENFEM project are women from third countries residing in the European Union. This demographic represents one of the most vulnerable groups facing discrimination and socio-economic challenges. The initiative addresses the diverse needs of this target group, spanning different age groups and backgrounds.

## **WHAT IS THE IMPACT ATTAINED?**

The ENFEM project employs a comprehensive evaluation process to measure its impact. Results are collected and analyzed to serve as a bridge between women from TCNs, local stakeholders, and organizations. The initiative has positively influenced the socio-economic integration of women by creating opportunities, fostering active participation, and contributing to employment and entrepreneurship. Ongoing evaluation ensures the adaptability of strategies to meet the evolving needs of the target population and local communities.

### Results:

- Detailed analysis of the current situation regarding the employability of migrant women in Europe;
- Design, Develop and Implement a bottom-up local integration strategy for Women TCNs sustainable skills and capacity development in employability and entrepreneurship;
- Develop and Implement a Blended Training Package for migrant women;
- Develop an online platform.

# Best practice 5

## MULTIKYPSELI: FREE LESSONS OF GREEK LANGUAGE TO IMMIGRANTS



[ILOVETHISPLANET.WORDPRESS.COM](http://ILOVETHISPLANET.WORDPRESS.COM)



KYPSELI, ATHENS, GREECE



### WHAT IS IT?

A group of volunteers in the city centre of Athens are offering free lessons of the greek language in the local community. They provide weekly classes for all levels but especially beginners. They also provide education on the greek civilization and organize cultural visits as well as classes in music, crafts, cooking etc.

### HOW WAS IT ESTABLISHED?

Gefyres started as a small project in the Agora of Kypseli. Ever since it has grown bigger and is now supported by the Athens Open Schools initiative offering afternoon classes.

“Gefyres” is the name of our group. It means, “bridges”. Its members are volunteers who try to create bridges between the different people living in the city of Athens. According to them, teaching the Greek language is a practical offer and a way of getting to know each other, immigrants and Greeks.

### WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

Gefyres aims to improve language proficiency, especially among beginners, fostering cultural exchange and community building. The initiative seeks to contribute to the social and cultural integration of immigrants in Athens, breaking down barriers and providing accessible language education to enhance overall well-being.

### WHAT IS THE TARGET GROUP?

Immigrants, refugees, their children and anyone interested in learning Greek.

# Best practice 6

## Intercultural Choir of the Greek National Opera



[.SNFCC.ORG/EKDILOSEIS/DIAPOLITISMICKI-HORODIA/3537](http://SNFCC.ORG/EKDILOSEIS/DIAPOLITISMICKI-HORODIA/3537)

ATHENS, GREECE



STAVROS  
NIARCHOS  
FOUNDATION  
CULTURAL  
CENTER

KENTRO  
ΠΟΛΙΤΙΣΜΟΥ  
ΙΔΡΥΜΑ  
ΣΤΑΥΡΟΣ  
ΝΙΑΡΧΟΣ

### WHAT IS IT?

The Intercultural Choir of the National Opera combines the songs of the world's folk traditions with contemporary vocal music. The connection of the voice with the body, movement and improvisation are key tools for musical co-creation and free expression. The Educational & Social Activities of the National Opera are planning collaborations and concerts in Athens, as well as a concert outside Athens.

### HOW WAS IT ESTABLISHED?

The Intercultural Choir began its journey in 2016, with the formation of a diverse group of Athenians, which brings together different nationalities and musical traditions. Since then, the members of the Intercultural Choir unite their voices and through their concerts and artistic collaborations, they highlight each time the immediacy and power of song and music.

The National Opera's Educational & Social Activities are in charge of the orchestra, consisting of permanent or temporary residents of Athens, professional and amateur musicians from all communities of the city.

The staff includes:

Choir conductor: Anna Linardou

Assistant conductor / Piano accompaniment: Dimitra Kokkinopoulou

Orchestrations: Vasso Demetriou

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

During its seven-year history, the Intercultural Choir has hosted members

from Poland, Slovakia, Tanzania, Tanzania, New Guinea, Ukraine, Cameroon, Syria, Cyprus, the United Kingdom, France, the United States, Canada, Iran, Kenya, Congo, Iraq, Egypt, Serbia, Turkey, Turkey, Georgia and Greece.

The Intercultural Choir has given concerts at the Alternative Stage of the GNO at the SNFCC, in various squares of Athens, at the Eleftherios Venizelos Airport and at the Summer Nostos Festival of the Stavros Niarchos Foundation. He has also collaborated with the International Choir of the Gothenburg Opera under the coordination and in works by composer Trevor Grahm.

## **WHAT IS THE TARGET GROUP?**

The choir consists of members with an appetite for singing and for exploring new music. The selection of new members is based on the promotion of the intercultural character of the Choir and the balanced representation of all age groups and vocal categories.

The choir rehearses weekly at the National Lyric Stage at the Stavros Niarchos Foundation Cultural Centre.

## **WHAT IS THE IMPACT ATTAINED?**

The members of the choir offer to the public a musical journey to different places and times, revealing at the same time the immediacy and power of voice and song beyond traditional forms. They share their culture and get to experience and represent other cultures too so as to unite people under the musical umbrella.



STAVROS  
NIARCHOS  
FOUNDATION  
CULTURAL  
CENTER

KENTRO  
ΠΟΛΙΤΙΣΜΟΥ  
ΙΔΡΥΜΑ  
ΣΤΑΥΡΟΣ  
ΝΙΑΡΧΟΣ

# Best practice 7

## Project ESTIA



### WHAT IS IT?

Project ESTIA is a housing programme for applicants for international protection and their families. The aim of the programme is to ensure an adequate standard of living for applicants for international protection, through housing and the provision of support services (e.g. food, psychosocial support, etc.).

### HOW WAS IT ESTABLISHED?

The ESTIA project was launched in 2015 with the aim of decongesting the structures that were scattered throughout the country. Initially, UNHCR collaborated with the Greek Government, Local Authorities and NGOs to implement the Emergency Support for Integration and Housing - "ESTIA", co-funded by the European Union's Asylum, Migration and Integration Fund. The management of the "ESTIAS" housing programme became the full responsibility of the Greek authorities at the end of 2020, and the financial assistance programme on 1 October 2021.

Project ESTIA is funded by the European Commission (DGHOME). The Reception and Identification Service of the Ministry of Immigration and Asylum implements the programme in cooperation with partners.

The implementing partners are the institutions that provide housing and accompanying services to the beneficiaries and cooperate with the Ministry of Immigration and Asylum for the implementation of the programme.

Potential implementing partners are bodies such as national, regional and local authorities, international organisations

with a branch or representation in Greece, associations, non-profit civil companies, branches of international organisations and foreign non-governmental organisations in Greece, and other bodies.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

During the placement and during the stay, it is guaranteed for the beneficiaries:

- Respect for the principle of equal treatment, living in conditions of dignity, safety, protection of physical and mental health, protection of privacy and personal data.
- Preserving family unity and ensuring the best interests of the child.
- The existence of matching procedures in appropriate positions.
- The existence of mechanisms to prevent and respond to conflicts and incidents of violence including psychological, sexual, gender and domestic violence.
- The active participation of beneficiaries in matters of safety and security.
- Facilitating communication with relatives, public institutions, international organisations, non-governmental organisations.
- The existence of a complaints mechanism.
- The observance of a code of conduct and confidentiality.

The benefits of the programme:

### 1. housing

The program provides housing in single-family homes, duplexes, apartments in apartment buildings, and other housing. The program also includes food, and supportive services. The housing offered by the program meets the required safety and health standards. The residences are equipped with the necessary furniture (e.g. beds, tables, electrical appliances, etc.).

### 2. food

Food benefits are provided exclusively to those housed in: a) buildings with at least 20 beneficiaries per building;

- b) housing for extremely vulnerable beneficiaries with at least 20 beneficiaries per building; and
- c) those housed in lodgings that do not have adequate infrastructure for preparing meals.

For the provision of meals, a weekly meal plan is drawn up, endorsed by a nutritionist.

Housing beneficiaries receive three (3) basic meals per day, while at least minors are provided with an additional brunch and afternoon meal. Special care shall be taken for infants, toddlers, pregnant or lactating women and other categories of beneficiaries with special nutritional needs (in particular elderly people and people with serious illness).

The time of preparation of meals shall be as close as possible to the time of consumption.

Hygiene rules are observed during the preparation of meals in accordance with the applicable health regulations.

The benefits of the programme: support services Information, counselling and support on procedures concerning the beneficiary, such as information on his/her rights and obligations, registration in public education structures and procedures for health care, registration in the tax register, opening a bank account, social security, registration in employment promotion or social protection organisations.

### 3. psychosocial support services

according to the needs of the beneficiary.

Interpretation in a language that the beneficiaries understand.

Transport for placement in accommodation, if required by the implementing body.

## WHAT IS THE TARGET GROUP?

Beneficiaries of the programme are:

Adult applicants for international protection (including any minor members of their family), taking into account the available capacity of the Programme and giving priority to vulnerable persons as well as applicants for international protection who, upon reaching adulthood, reside in accommodation centres for unaccompanied minors or temporary accommodation places for unaccompanied minors.

To participate in the programme, applicants for international protection must:

- be self-sufficient or have an appropriate supportive environment or carer
- not engage in behaviour that endangers their personal safety, that of other beneficiaries or staff members
- not use illegal or addictive substances.

## WHAT IS THE IMPACT ATTAINED?

Project ESTIA contributed, during the years of the migration crisis, to addressing housing needs, with the close cooperation of 25 implementing partners, municipal authorities and non-governmental organisations throughout Greece. Throughout the years they managed to accommodate more than 90,000 asylum seekers since taking over the responsibility of the Ministry of Migration and Asylum. It has been instrumental in decongesting the population of the islands, as well as in caring for vulnerable categories of applicants for international protection, when Greece was facing unprecedented migratory pressures.

# Best practice 8

## Help Ukraine platform



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ  
Υπουργείο Μετανάστευσης & Ασύλου

### WHAT IS IT?

The "Help Ukraine" initiative is a platform established by the Ministry of Migration and Asylum in Greece to address the needs of displaced Ukrainians and Greek expatriates. Through this initiative, individuals, organizations, and NGOs can offer assistance, such as accommodation, services, essential supplies, and financial support, to those affected by the conflict in Ukraine. The platform serves as a centralized hub for connecting offers of help with the specific needs identified in accommodation facilities.

### HOW WAS IT ESTABLISHED?

The initiative was triggered by the humanitarian challenge posed by the displacement of Ukrainians due to the conflict and the subsequent influx of Greek expatriates seeking refuge. The motivation behind the project was the urgent need to provide assistance and support to those affected. The Ministry of Migration and Asylum initiated the platform to streamline the process of matching offers of help with the identified needs, ensuring a coordinated and effective response to the crisis.

The founders of the initiative are the Ministry of Migration and Asylum in Greece, spearheaded by Mr. Evangelos Konstantinou, the Special Secretary for the Coordination of Entities Involved. Mr. Konstantinou brings a wealth of experience in migration-related matters and coordination of humanitarian efforts. The team comprises dedicated professionals committed to facilitating support for displaced individuals and Greek expatriates affected by the conflict in Ukraine.



## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The initiative operates based on principles of coordination, efficiency, and responsiveness. Its main objectives include facilitating offers of assistance to meet the needs of displaced populations. The key activities involve recording and evaluating needs through the platform, connecting offers with identified needs, and ensuring the smooth delivery of support. The organization sets goals to enhance living conditions, provide essential resources, and foster a collaborative response among various stakeholders.

## **WHAT IS THE TARGET GROUP?**

The primary target groups benefiting from the initiative include displaced Ukrainians and Greek expatriates seeking refuge in Greece. The platform aims to address the diverse needs of these populations, covering various age groups and demographics affected by the conflict.

## **WHAT IS THE IMPACT ATTAINED?**

The initiative's impact is assessed through the number of offers and successful matches, indicating the effectiveness of the coordinated response. The positive influence on people and the environment is evident in the improved living conditions for those receiving assistance. Regular evaluations help refine and optimize the initiative, ensuring it remains responsive to the evolving needs of the displaced populations. The platform serves as a model for collaborative and efficient humanitarian aid in times of crisis.

# Best practice 9

## ARIADNE2: “Developing and supporting multidisciplinary police reporting procedures to prevent and respond to domestic violence against migrant/refugee women”



### WHAT IS IT?

The ARIADNE2 initiative focuses on developing and supporting multidisciplinary police reporting procedures to prevent and respond to domestic violence against migrant and refugee women. Building on a prior EU-funded project, ARIADNE2 aims to capitalize on successful interventions. The project addresses the urgent need to support law enforcement in effectively reporting incidents of domestic violence involving migrant and refugee women. It emphasizes enhancing cross-sectoral collaboration, safeguarding victims, and fostering connections between the police and civil society.

### HOW WAS IT ESTABLISHED?

The challenge that spurred the ARIADNE2 initiative was the prevalence of domestic violence against migrant and refugee women. The motivation behind its implementation was rooted in the commitment to improving the reporting mechanisms for such incidents. The project emerged as a response to the need for more effective law enforcement actions and better collaboration with civil society. The platform's story is one of continuous dedication to addressing a pressing social issue by refining and expanding earlier interventions.

The founders of the ARIADNE2 initiative include the Center for Security Studies (KE.ME.A) of the Ministry of Citizen Protection and collaborating partners such as KETHI, the Municipality of Athens, "Diotima" Center for Women's Research and Studies, ActionAid, and the Women's Center of Karditsa.

## WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

The leading principles guiding ARIADNE2 involve comprehensive research to identify needs, targeted training for law enforcement

personnel, and the establishment of cross-sectoral working groups. The primary objectives include improving police responses to domestic violence incidents, enhancing collaboration with civil society, and protecting migrant/refugee victims. The organization sets goals such as creating effective reporting mechanisms and conducting pilot programs to evaluate the commitment of trained personnel. Key activities involve field research, police training, and the pilot testing of cross-sectoral working groups.



## WHAT IS THE TARGET GROUP?

The primary beneficiaries of the ARIADNE2 initiative are migrant and refugee women who are victims of domestic violence. The project tailors its interventions to address the unique challenges faced by this specific demographic. Law enforcement personnel, including the 164 previously trained officers, are also a target group, ensuring a holistic approach to combating domestic violence through improved reporting procedures and collaboration.

## WHAT IS THE IMPACT ATTAINED?

The evaluation of ARIADNE2 focuses on assessing the effectiveness of police training, the functionality of cross-sectoral working groups, and the overall impact on the reporting and response mechanisms for domestic violence incidents. The positive influence on people and the environment is measured by the enhanced protection and support provided to migrant and refugee women. ARIADNE2's impact is expected to contribute significantly to preventing and responding to domestic violence, fostering a safer environment for vulnerable populations. Ongoing evaluations ensure continuous improvement and adaptability to evolving needs.

# Best practice 10

## Shelter of Love & Support



### WHAT IS IT?

The Shelter of Love & Support is a non-profit organization, officially recognized by the Polymelous Court of Athens, specializing in providing assistance to socially excluded individuals, refugees and groups facing addiction issues. With a primary focus on social care, the initiative operates under ministerial approval, offering services such as warm meals, showers, communication, and support.

### HOW WAS IT ESTABLISHED?

Founded in response to the societal challenges of homelessness and addiction, the Shelter of Love & Support emerged from the passion and commitment of individuals who recognized the need for comprehensive support. The initiative obtained special certification as a primary social care provider, driven by the desire to address the basic needs of marginalized populations and contribute to reducing crime through social reintegration. The initiative is composed of a diverse group of individuals, including young and older members, students, professionals, scientists, social workers, and former substance users. Its President, Konstantinos Vitalakis, leads the dedicated team with a focus on combating substance abuse, supporting detoxification, and facilitating the rehabilitation of those facing addiction issues.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The initiative operates on the principles of social inclusion, compassion, and harm reduction. Its objectives include providing immediate relief to socially disadvantaged groups, reducing criminality, and supporting the social reintegration of individuals. Activities range from organizing communal meals for the homeless to distributing clothing, offering psychological support, maintaining blood banks, and conducting outreach programs.



## **WHAT IS THE TARGET GROUP?**

The Shelter prioritizes socially marginalized populations, including the homeless and those struggling with addiction issues. The organization tailors its services to address the specific needs of these groups, offering practical assistance such as warm meals, clothing, and hygiene facilities. Additionally, the initiative extends its support to individuals with psychological challenges arising from their circumstances.

## **WHAT IS THE IMPACT ATTAINED?**

The initiative has made a significant impact by providing essential services, including warm meals for approximately 3,000 people monthly, maintaining blood banks, and offering psychological support. The organization has contributed to the social reintegration of individuals, emphasizing finding employment and combating addiction. The presence of an on-site dentist, showers, and laundry facilities further enhances the impact on individuals' overall well-being. While facing challenges, the Shelter of Love & Support remains a volunteer-driven initiative that has not received state funding, underscoring its commitment to community welfare. Ongoing evaluations ensure adaptability and continued positive influence on those it serves.



BEST  
PRACTICES  
FROM THE  
NETHERLANDS

# Best practice 1

## Stichting Vluchteling



### WHAT IS IT?

The Refugee Foundation provides emergency aid to refugees and displaced people in the world's most critical humanitarian crises. In times of crises, we provide medical care, shelter, food and drinking water. People in need can also count on us in protracted crises, with education, psychosocial support and demining of residential areas.

The refugee foundation provides life-saving emergency aid for refugees and displaced persons in acute emergencies and crisis areas worldwide. More specifically, the foundation provides medical care (access to medical and psychosocial care), economic wellbeing (people on the run are supported with dignity and self-determination, through the provision of cash and voucher assistance), malnutrition and protection through emergency assistance and judicial support.

The nature of crises is changing and therefore the foundation provides long-term humanitarian aid to its beneficiaries. For example, by providing education in refugee camps or by helping victims overcome abuse and sexual violence always with the help of supporters and volunteers. The expected outcome is to raise public awareness on humanitarian crises and actively advocate on behalf of those displaced by violence.

## **HOW WAS IT ESTABLISHED?**

The Refugee Foundation was founded on the initiative of two World War II resistance heroes: Cees Brouwer and Gerrit Jan van Heuven Goedhart. From 1956, Brouwer was the driving force behind numerous campaigns to raise money for refugees. Brouwer worked closely with Gerrit Jan van Heuven Goedhart, the first United Nations High Commissioner for Refugees. They knew each other from their resistance against the Nazi-occupiers in World War II.

Cees Brouwer devoted his life to fight injustice and help refugees. He used his broad personal network to raise money. From 1956 this happened via Giro 999, a unique bank account number, which since has become an iconic brand in itself in the Netherlands. With his unwavering perseverance he managed to organise the very first nationwide fundraising campaign in 1966 that was broadcast live on television. Many more campaigns would follow.

The ad hoc nature of the fundraising efforts disappeared in 1976 with the establishment of Stichting Vluchtelingenhulp (the Aid for Refugees Foundation). In 1981 the organisation was rebranded to Stichting Vluchteling (the Refugee Foundation).

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The Refugee Foundation takes the individual human being, and thus the human dimension, as its starting point at all times. The main point is to ensure that the interests of refugees and displaced persons come first at all times. In all communications people are presented with dignity and respect for the individual.

The Refugee Foundation is steadfast, innovative, flexible and responds quickly to humanitarian crises; The whole team encourages innovation and are open to special initiatives that do not fit neatly within the status quo. Thereafter, openness is much appreciated and critical thinking as the foundation of an organization that seeks to continually learn and improve.

## **WHAT IS THE TARGET GROUP?**

The Refugee Foundation provides life-saving assistance to people who are mainly victims of conflict, violence or natural disasters. As an extension of this, the team supports communities in finding structural solutions that enables them to return home, become self-reliant and seek out their own futures. The main assistance focuses on refugees, displaced people and returnees. It provides assistance regardless of religion, political views, ethnicity, nationality, gender and sexual orientation.

## **WHAT IS THE IMPACT ATTAINED?**

The Refugee Foundation advocates for the position of refugees through our campaigns and lobby work. The foundation is also responsible for conducting public campaigns to inform the public and influence government policies.

A more detailed account of the impact, strategy and finances can be found in the published annual report. For instance, in 2022 we ran 85 programmes, providing assistance to one million, women, men and children in 32 countries. The annual report provides a more detailed overview of the core activities and impact achieved. It also provides a snapshot of the organisation's transparency and accountability.

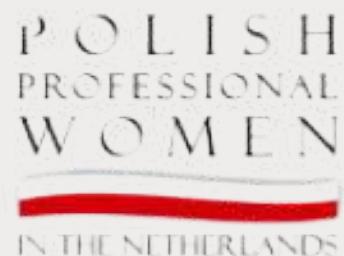
# Best practice 2

## Polish Professional Women In the Netherlands



[HTTPS://POLISHPROFESSIONALWOMEN.COM  
/EN/](https://polishprofessionalwomen.com/en/)

DAMPLEIN 1. 1135 BK EDAM, AMSTERDAM-  
NETHERLANDS



### WHAT IS IT?

“Polish Professional Women In The Netherlands” is an initiative whose mission is to empower women of Polish descent by providing support, training, and tools to elevate careers, build network and grow as professionals. The PPW is organized in six departments. Each department is headed by a Board Member who is supported by a team of commissioners. Commissioners are the most active members of the Association, thanks to whom it is possible to implement our projects. Commissioners devote their free time and volunteer to support the development of the Association. 30% of our members are actively involved in the life of the Association, which is a great achievement. A part from the six main departments, there are two additional supporting teams; Special Projects and Financial Audit. As commissioners, members can develop their talents in areas they are attracted to but have never had the opportunity to work in.

### HOW WAS IT ESTABLISHED?

Polish Professional Women in the Netherlands was initially an initiative on LinkedIn. A month after the group was formed, in April 2015, the first live meeting took place. Then, with increasing numbers, we started seeing each other regularly. On September 7, 2015, the group turned into an Association, and on September 23, there was a ceremonial inauguration, with the guest of honor, Ambassador of the Republic of Poland, Jan Borkowski.

The Association is a voluntary initiative, the statute is the legal act regulating the tasks, organizational structure and method of operation of the association. The association is an apolitical and supra-religious organization, and our activities are guided by the idea of professionalism.



The patron of the association is a Polish emigrant, Nobel Prize winner, a woman who managed to achieve the highest level of professionalism at a time when it was very difficult – Maria Skłodowska-Curie.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

All modules of the course are tutored by academically qualified volunteers associated with our organization. Among them, you will find professionals from different fields of expertise: from HR professionals and coaches to open-minded women who successfully redefined their professional career after migrating to the Netherlands. They all have a migrant background and passion for sharing their knowledge and experience.

As an organization of female professionals, Polish Professional Women wishes that all women, regardless of their nationality and background, are able to handle obstacles on their own. By doing so, women strengthen their self-esteem and independence. Polish Professional Women wants its members to achieve fulfillment on both professional and personal level.

The initiative aspires to **CONNECT** and create meaningful relationships to **INSPIRE** each other and communities. Thanks to this professional mutual support network that is thriving with teamwork and creativity, the association brings about **CHANGE** to the world.

## **WHAT IS THE TARGET GROUP?**

Professional support to active Polish and migrant women.

## **WHAT IS THE IMPACT ATTAINED?**

What makes this association outstanding is the sense of belonging for Polish women living in Netherlands by bringing together women experiencing a change in life, home, and at work. The high-level thematic events with engaging speakers, gathering successful professionals from various sectors and create valuable network, creation of vibrant women's community that supports and encourages personal and professional development.

# Best practice 3

## Hivos people unlimited

-  [HTTPS://HIVOS.ORG](https://hivos.org)
-  THE HAGUE, NETHERLANDS



### WHAT IS IT?

Hivos believes in courageous people and in their power to shape their own lives. Together we stand up for equality and fight against abuse of power. It believes in courageous people and in their power to shape their own lives for equality and fight against abuse of power. Hivos is working towards a just and inclusive society requires a lot of patience. Hivos is convinced that courageous people are the key to combating power inequality. Their ideas and commitment are crucial in achieving climate justice, gender equality, diversity and inclusion.

The main aim is to ensure that marginalized groups are heard and given a voice. That is why the initiative itself works with pioneering organizations, innovative companies and willing governments. The expected outcome of such partnerships look forward to a shared dream in which economies are sustainable and societies are open to everyone.

### HOW WAS IT ESTABLISHED?

Hivos was founded in 1968 based on humanistic beliefs. Our name originally stands for: Humanistic Institute for Development Cooperation. In the pillarized Netherlands of the 1960s, our founders were convinced that development cooperation should be secular because real cooperation is based on respect for all beliefs and all religions. For more than fifty years Hivos believed in the power of people and their ability to shape their own lives. Regardless of what they believe or how they identify themselves.

The unique diversity of people is valuable and should be cherished. Because living in freedom and dignity, with respect for each other and the planet, leads to greater individual well-being and a fair and resilient society. To this day, this belief continues to inspire us and determines how we view the world.



Hivos works with women who are leading the fight for climate justice. They are at the helm of change and lead initiatives to take action together.

When Hivos was founded in 1968, its founders were inspired by principles such as individual freedom, personal responsibility and self-determination. They held the conviction that development work should not be linked to missionary work, and true cooperation presumes respect for differing beliefs. In the first ever brochure created, the founders wrote that 'necessary changes should spring from communities themselves. From people at the base of society. That is development cooperation in the humanist spirit'.

These convictions are still reflected by the initiative. It is believed that human life in its many forms are valuable, and that people are filled with potential. Living a life in freedom and dignity, with respect for each other and the planet, leads to greater individual wellbeing and fair, vibrant societies. As such, Hivos distinguished itself – and still does – from the existing, mostly church-based organisations. It is reflected in our work by the emphasis that is given to self-determination, identity, empowerment and the strength of people themselves.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The specific initiative is working towards a just and inclusive society requires a lot of patience. Hivos is convinced that courageous people are the key to combating power inequality. Their ideas and commitment are crucial in achieving climate justice, gender equality, diversity and inclusion.

The objective is to ensure that marginalized groups are heard and given a voice in the debate for structural change. That is why, Hivos works with pioneering organizations, innovative companies and willing governments. In cooperation with them, there is a common dream in which economies are sustainable and societies are open to everyone.

However, to achieve this there are three areas that Hivos is focusing on:

- Gender, equality, diversity and inclusion
- Climate justice
- Civil rights and freedom of speech



Through all these fundamental pillars, Hivos builds inclusive and open societies in which voices count and are being equally heard. Hivos has been working towards a free, fair and sustainable world for more than 50 years. We use five strategies to advocate for the voices and rights of marginalized groups.

## **WHAT IS THE TARGET GROUP?**

The main target group concerns marginalized groups of people (migrants/refugees).

## **WHAT IS THE IMPACT ATTAINED?**

Hivos works hard for the achievement of a free, fair and sustainable world. With the support of the donors as well as all the partners efforts, there have been many achievements. To safeguard Civic Rights in a Digital Age, we work to achieve three impact goals: vibrant civic spaces, responsible use of technology, and just use of public resources. We do this by following four pathways of change based on strengthening capacities for digital activism, campaigning, content creation and collaboration and those are: 1) Building civic influence, 2) Defending activists, 3) Reshaping narratives, 4) Influencing public spending (Social justice actors and rightsholders have stronger influence on (local) public spending priorities, and governments are held to account for these).

# Best practice 4

## The Hague International Center



[THEHAGUEINTERNATIONALCENTRE.NL/REFUGEE](http://THEHAGUEINTERNATIONALCENTRE.NL/REFUGEE)

THE HAGUE, NETHERLANDS



### WHAT IS IT?

The Hague International Centre is the guide to live, work and study in The Hague region. It supports international newcomers and employers to make you feel welcome in our region. The Hague International Centre is part of the municipality of The Hague. All of the services are free of charge.

The Centre offers free advice and services to help you move and settle into The Hague region. It helps to take care of the government formalities with a one-stop-shop service for highly skilled migrants, diplomats, scientific researchers, graduates, start-ups and their family members to:

- Register with the municipality (The Hague, Delft, Rijswijk, or Leidschendam-Voorburg)
- Arrange a citizen service number or BSN
- Collect residence and work documents via the IND

The Center offers free information and advice about living, working and studying:

- Helpdesks to ask questions
- Welcome guides
- Online support via website, social media, and newsletters
- Welcome events, relocation webinars, thematic seminars, and the Feel at Home fair.

### HOW WAS IT ESTABLISHED?

The Hague International Centre is part of the municipality of The Hague.

## WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

The Hague International Centre works together with the municipalities of The Hague, Delft, Rijswijk, and Leidschendam-Voorburg, the Immigration and Naturalisation Service (IND), not-for-profit ACCESS, and LOKAAL Informatiepunt for European migrants. To attract new talent, we work together with the Netherlands Point of Entry (Welcome to NL), InnovationQuarter, and The Hague & Partners.

Besides that, "ImpactCity The Hague" is the city for impact makers and entrepreneurs who want to build a better world. As ImpactCity, The Hague offers a wide range of opportunities and services to entrepreneurs and other impact makers with innovative solutions, including legal assistance, social life, inburgering, linguistic & cultural opportunities, dual career, formalities, daily support.



## WHAT IS THE TARGET GROUP?

International newcomers, migrants, students, refugees.

## WHAT IS THE IMPACT ATTAINED?

The Hague International Centre connects people to reliable humanitarian service providers who offer high-quality services in English and are familiar with their needs as an international living in The Hague region. A cornerstone for the International center is that it is highly selective to the partners it promotes, however it cannot be held liable for consequences with services provided by the partners. Some of its main services concern the following categories:

- Business Networks
- Relocation
- Childcare
- Education
- Employment
- Finance
- Healthcare
- Housing
- International Clubs & Networks
- Language
- Legal

# Best practice 5

## ACCESS



### WHAT IS IT?

ACCESS is serving the needs of the international community in the Netherlands, Assisting Human Resource Departments to settle staff in the Netherlands, Supporting relocation of expatriates to the Netherlands, Partners with Expat Desks of City of The Hague, Amsterdam, Leiden and Utrecht, Providing support to the 'dual career' process of global living, and Providing professional volunteering opportunities.

### HOW WAS IT ESTABLISHED?

ACCESS is a non-for-profit organisation established in The Hague in 1986 to encourage, support, assist and facilitate internationals coming to the Netherlands for business, research, or diplomatic posting. Today ACCESS provides no-cost services to internationals across the country through our Helpdesk located in our back-office in The Hague. Since 2012 we have further extended our support to personally respond to and serve internationals through partnerships with municipal expat centres in The Hague, Utrecht, Amsterdam and Leiden.

ACCESS is staffed by an enthusiastic team of volunteers who have experienced the expat relocation process and are able to provide comprehensive information, advice and support on all aspects of living and working in the Netherlands. With the direction from the Board of Directors, an Executive Director as well as an Operations Manager, the team is completely managed and staffed by volunteers, providing a service that is literally unique in the entire world. The organization consists of 51-200 employees.



## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

ACCESS is the leading source of free, personalized information in English for internationals.

## **WHAT IS THE TARGET GROUP?**

Established in 1986, ACCESS is a not-for-profit organization committed to serve the needs of the international community in the Netherlands. We have since grown to become the leading source of free, personalized information in English for this community. ACCESS has been helping internationals for more than 35 years, free of charge, while its teams are consisted of internationals.

## **WHAT IS THE IMPACT ATTAINED?**

From humble beginnings, ACCESS has grown to become a leading source of free, personalized information in the English language for the expatriate international community of the Netherlands. The office is staffed by an enthusiastic team of volunteers who have experienced the expat relocation process and are able to provide comprehensive information, advice and support, as well as empathizing with the experience of individuals on all aspects of living and working in the Netherlands.

# Best practice 6

## PAX for Peace



### WHAT IS IT?

PAX is the largest peace organization in the Netherlands. PAX works to protect civilians against acts of war, to end armed violence and to build inclusive peace. The organization works in conflict areas worldwide, together with local partners and people who believe that everyone has a right to a dignified life in a peaceful society.

### HOW WAS IT ESTABLISHED?

PAX resulted from the merging of Pax Christi the Netherlands and the IKV (Interchurch Peace Council). These two peace organizations had been working respectively towards peace since World War Two and the 60's. Both organizations started working together more and more. In 2006, Pax Christi and IKV joined forces permanently and together they are now known as PAX.

After 70 years of action PAX works together with hundreds of volunteers from the Netherlands, Brussels (EU), New York (UN) and together with their local partners in conflict areas.

PAX' s objective is to ensure the right of everyone to peace and dignity through awareness programs and actions at local and international level and publications. The team consists of professionals specialized in human rights but also volunteers. The team is supported by donors all around the world.



## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

PAX organizes awareness and educational programs both at local and international level, themes, and proceeds to publications. PAX also accepts donations to sponsor their philanthropic actions.

The organization is driven by respect to humanity and by the deep belief that everyone is entitled to peace and dignity. All the team is characterized by professionalism and enthusiasm to help civilians especially in conflict areas.

## **WHAT IS THE TARGET GROUP?**

Target groups are people suffering from wars but also every civilian who believes in peace and wants to live with dignity.

## **WHAT IS THE IMPACT ATTAINED?**

PAX has developed a Manifesto, calling for 10 critical actions to advance peace and security within Feminist Foreign Policy. The Manifesto was created in collaboration with over 80 leading civil society representatives and researchers, including from different contexts affected by armed conflict.

# Best practice 7

## Ukrainians In The Netherlands Foundation



### WHAT IS IT?

Ukrainians in the Netherlands Foundation is a non-profit organisation established in 2014 to support the needs of the Dutch Ukrainian diaspora as well as provide humanitarian aid to Ukraine. The specific foundation is affiliated with and mandated by the Ukrainian Embassy in the Kingdom of Netherlands. The foundation itself facilitates the integration of Ukrainians living in the Netherlands into Dutch society, while helping them to preserve their distinct identity, language, culture, and religious traditions for future generations. Nevertheless, it also aims to provide continuous support and humanitarian aid to Ukraine, especially to areas most affected by Russian occupation and aggression.

### HOW WAS IT ESTABLISHED?

The main initiatives of the organization include the following:

- Humanitarian Aid

The foundation provides aid for areas most impacted by Russia's war. Also, support is provided to the Armed Forces of Ukraine, including wounded soldiers and their families. Relief efforts encompass the procurement, collection and transport of urgently needed medical supplies, protective equipment, and humanitarian aid.

- Displaced People Support

Many people of the community have gone through this move in the past and understand how difficult it is to find yourself in a new country when many of your relatives and friends are in a state of war in Ukraine.

- Events & Activism

The foundation supports cultural exchange between the Netherlands and Ukraine. Therefore, there have been several organization of events, including film screenings, exhibitions, concerts, seminars, festivals, art events, literary evenings and creative masterclasses.

- Community Services

The foundation sponsors and supports schools, churches, organizations and other social platforms that serve the Ukrainian diaspora and our Dutch allies.

“Ukrainians in the Netherlands Foundation” is a non-profit organization established during the Euromaidan Uprising in 2014. Since then, our foundation has become a point of reference and connection for the Ukrainian-Dutch diaspora, and has also been providing support for and humanitarian aid to Ukraine. From the moment the Russian Federation unjustly invaded Ukraine on 24 February 2022, our foundation has been at forefront of urgent humanitarian assistance for Ukrainian civilians and the Armed Forces of Ukraine, as well as support for refugees and displaced persons in the Netherlands.

## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The foundation also aims to provide continuous support and humanitarian aid to Ukraine, especially to areas most affected by Russian occupation and aggression.

## **WHAT IS THE TARGET GROUP?**

The NGO has a mission of supporting Ukraine, its people, and representing the Ukrainian diaspora in the Netherlands.

## **WHAT IS THE IMPACT ATTAINED?**

The best practice aims to provide humanitarian aid to Ukrainian civilians and the Armed Forces of Ukraine through awareness events and programs and the support to sponsors which fund the above. Moreover, the NGO represents the rights of the Dutch Ukrainian diaspora.

# Best practice 8

## Lifeport Welcome Center

 [LIFEPORTWELCOMECENTER.NL](http://LIFEPORTWELCOMECENTER.NL)  
 NIJMEGEN, NETHERLANDS



### WHAT IS IT?

Lifeport Welcome Center, a public portal about living, working, doing business and studying in Lifeport - the innovation network of the Arnhem - Nijmegen region, collaborates with private service providers in order to assist expats with their arrival and social inclusion in the Netherlands, especially with issues that newcomers face such as taxation, insurance, education and career, disabilities and special needs, access to culture and leisure activities.

### HOW WAS IT ESTABLISHED?

The Center has been an initiative of four initiators, namely : 1) the Radboud University (host of the project), 2) the Province of Gelderland, 3) the Economic Board of the municipality of Nijmegen and 4) the IND (Immigration and Naturalisation Service). The motivation behind the initiative was to create and promote equal opportunities for all and to ensure a smooth immigration process and a warm welcome to the region.

The four initiators of Lifeport Welcome Center are : 1) Radboud University (host of the project), 2) the Province of Gelderland, 3) the Economic Board of the municipality of Nijmegen and 4) the IND (Immigration and Naturalisation Service). Moreover, the staff of the Center consists of professionals assisted by private service providers specialized in the area of immigration.



## **WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?**

The Lifeport Welcome Center consists of specialized staff which has the necessary knowledge and expertise to help expats to smoothly relocate to the Netherlands. In particular, through the cooperation with private service providers, it provides international employees, freelancers and students the possibility to participate in targeted projects so that they can be fully aware of legal, professional, family, social and other matters. The Center also organizes special events and courses to help expats to deal with any difficulties arising when relocating and to understand the way of living in the Netherlands.

## **WHAT IS THE TARGET GROUP?**

Target groups include foreign students of Radboud University as well as high-skilled international people who come to the Netherlands in order to work (both employees and entrepreneurs) and their family members (spouses, partners, children etc.).

## **WHAT IS THE IMPACT ATTAINED?**

The Center is staffed by an enthusiastic team of experts who have the expertise to provide all the necessary information, advice and support to foreigners in their smooth relocation and social inclusion.

# Best practice 9

## COA (Centraal Orgaan opvang asielzoekers)



### WHAT IS IT?

COA (Centraal Orgaan opvang asielzoekers) is the Central Agency for the Reception of Asylum Seekers in the Netherlands. It is based in the Hague and its objective is to provide reception facilities to asylum seekers such as safe housing, resources and guidance/support in their life in the Netherlands or the country of origin.



### HOW WAS IT ESTABLISHED?

The Central Agency for the Reception of Asylum Seekers (Centraal Orgaan opvang Asielzoekers – COA) was established in 1994 and it is the authority responsible for the accommodation of asylum seekers and thus manages the reception centers. It is a government office.

The team consists of enthusiastic professionals specialized in the area of immigration and volunteers.

### WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

In the 'COA Act', the Central Agency for the Reception of Asylum Seekers was assigned with the following tasks:

- providing asylum seekers with accommodation
- guidance and advice to asylum seekers regarding their life in the Netherlands or another country
- reception centers management
- providing asylum seekers with the necessary means



The Central Agency for the Reception of Asylum Seekers consists of specialized professionals who have the knowledge and expertise to help asylum seekers deal with all the bureaucratic obstacles and national procedures in order to get asylum and live decently in the Netherlands.

### **WHAT IS THE TARGET GROUP?**

Asylum seekers, namely persons who leave their country of residence, enter another country and apply for asylum in that other country according to international law, are the target group benefiting from this particular best practice.

### **WHAT IS THE IMPACT ATTAINED?**

So far, asylum seekers have been assisted in the asylum process by being provided safe housing, the necessary resources and support in their preparation to live in the Netherlands or the country of origin. By doing this, the Central Agency for the Reception of Asylum Seekers makes the relocation of asylum seekers easier and tries to make their social inclusion smooth and help them as much as possible with their life in the Netherlands.

# Best practice 10

## Leiden International Center



LEIDENINTERNATIONALCENTRE.NL

LEIDEN, NETHERLANDS



### WHAT IS IT?

The Leiden International Center was established in 2016 offering guidance and support to international newcomers and their employers in Leiden, Leiderdorp, Voorschoten and Zoeterwoude. The objective of the Center is to help highly-skilled internationals and the companies they work for by providing BSN registration appointments, sharing information and advice, and organising events. All of the services provided by the Center are free.

The Center has realized that international human resources are important for the region to grow as an innovation and scientific knowledge center.

### HOW WAS IT ESTABLISHED?

The challenge that has triggered the implementation of the best practice has been the assistance to high skilled international people in the provision of any information they need to smoothly live and work in the Netherlands.

The team consists of enthusiastic, international-minded professionals specialized in the field of immigration.

### WHAT ARE THE PRINCIPLES, OBJECTIVES AND ACTIVITIES?

The Center, in cooperation with service providers (partners) offer the following services:

-Business Support

- Education and Personal Wellbeing
- Finance
- Healthcare
- Housing
- Immigration and Legal Services
- Language Schools
- Leisure
- Media
- Policy Advising
- Relocation Services
- Tax Services
- Telecommunication Services
- Transportation Services
- Mortgages



The main objective is to provide international people with all the necessary knowledge to smoothly relocate to the region (Leiden, Leiderdorp, Voorschoten and Zoeterwoude).

## **WHAT IS THE TARGET GROUP?**

Target groups benefiting from the best practice are all international people who come to the region (Leiden, Leiderdorp, Voorschoten and Zoeterwoude) either to study or work. The Center also provides services to employers willing to hire international people.

## **WHAT IS THE IMPACT ATTAINED?**

So far, it has been a successful best practice which has contributed to the smooth relocation of many foreigners in the Netherlands. The positive influence of the best practice is that it helps internationals to deal with all the procedures they need to deal with when they relocate to the region and not to get lost in the labyrinth of new information in another country.

# CONCLUSION

The compilation of exemplary practices presented in this e-booklet serves as a testament to the transformative power of inclusive initiatives.

By showcasing the diversity of approaches that have successfully fostered social integration and fostered a deeper understanding of human rights among young people, we aim to empower individuals and communities to replicate these successes in their own contexts.

This e-booklet is not merely a collection of case studies; it is a call to action. We invite all stakeholders, to embrace the principles of inclusion and utilize these inspiring examples in their own practices.

Together, we can create a more equitable society where every individual feels valued, respected, and empowered to contribute their unique talents and perspectives.