

Refugees, Integration and the Case of Vienna

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Vienna

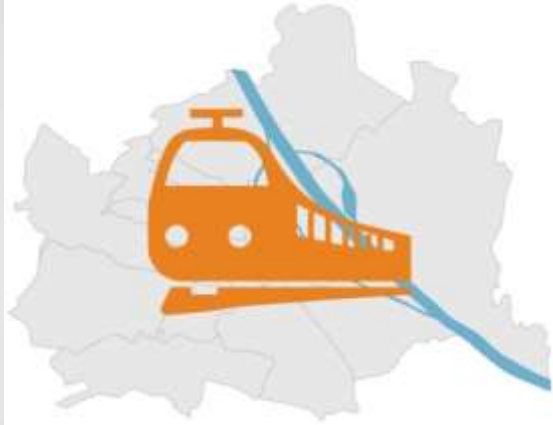
- 1.74 Million inhabitants
- Yearly growth: 40.000 people
- Always on the crossroads of different cultures
- Varied history: Monarchy, „Red Vienna“, Austrofascism, National Socialism, Democracy and 2nd Republic
- Long history of refugee and migrant influx

Autumn 2015 – immediate response

- Train stations as hubs for food, shelter, medical attention
- Network of Political actors, City Administration, emergency organizations, NGOs and refugees



Autumn 2015 – immediate response



300.000

**Refugees travelled
through Vienna**



65

**emergency
shelters**



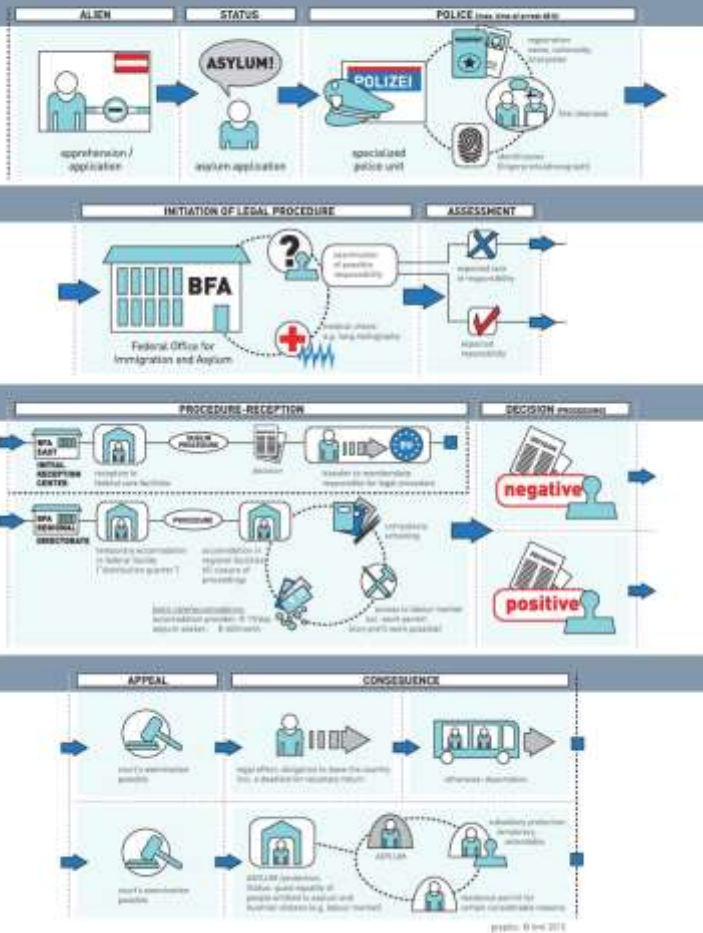
1.2 Million

Overnight stays

Autumn 2015 – immediate response

- Head of Operation: “Sanitätsstab” under the guidance of the Viennese ambulance service (consisting of emergency organizations, military, police)
- Thousands of volunteers
- Volunteer work managed through app and online-tool
- Important partners: Federal Railway, Public Transport, NGOs, Youth organizations and many more

ASYLUM PROCEDURE IN AUSTRIA



The Austrian Asylum System

- You'll find the chart in your handout

Mid- and long term integration

- First and foremost: adequate accommodation – transition from emergency quarters to long term solutions (max 150, average: 60)
- Quarters distributed over the whole city
- Special focus: Unaccompanied minor refugees (shared flats under the guidance of Viennese youth welfare service)

Mid- and long term integration

- Integration from the first day on
- Program „Start Wien“ – Language and orientation courses (special counselling for target groups e.g. women)
- Program „Youth college“: Additional language training, Social skills and political education (targeted group: 15-21 years)
- Community work: voluntarily, small compensation

Mid- and longterm integration- Start Wien

1. Admission to asylum procedure



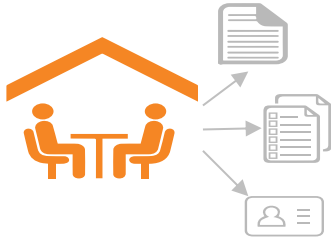
Allocation to a federal quarter

2. Transfer into state authority



Examination of needed help

3. First face-to-face meeting at the basic care quarter



- Orientation
- First competence checks
- Kindergarden or school
- Issue of service cards

4. START VIENNA – info module start



- Basic rules of societal coexistence and orientation (democracy, human rights, juridical system, equal rights)
- Education, welfare system, Health Care, housing

Mid- and longterm integration Start Wien

5. First appointment at “Bildungsdrehscheibe” at the Adult Education Center



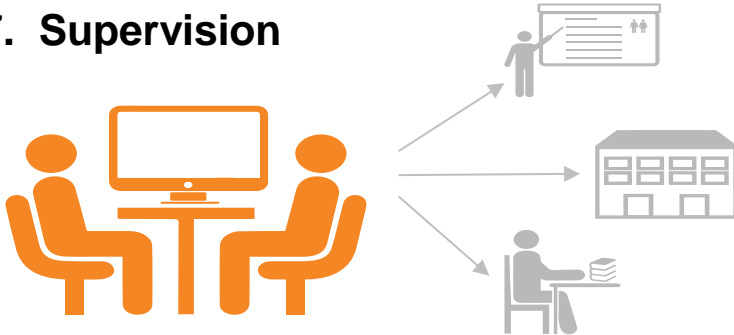
- Counseling, Clearing, Registration
- Assignment to Language and Orientation Courses

6. Ticket for Public Transport



- Service of the basic care system in Vienna
- Linked to regular attendance

7. Supervision



- Coaching
- Educational measures
- Volunteer and Community Work
- Further measures

Conclusion

- Large public sector decisive for managing
- Many volunteers
- Integration does not „just happen“, it needs to be shaped
- Treating refugees as enemies is irresponsible and does not provide any solutions

Thank you for your
attention!

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