



# Gelebte Diversität Lived Diversity Vienna (Austria)

**EU-MIA RESEARCH REPORT**

**Ole Jensen  
COMPAS**

January 2014





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# 1. Introduction

EU-MIA (European Migrant Integration Academy) is a research-based co-operative learning and training initiative targeting and directly involving local stakeholders responsible for the development and implementation of local level integration policies in selected European cities.

The project is structured in three phases:

1. Background research, to create a repertoire of promising practices in the field of integration at city and neighbourhood level and selection of 10 Functioning Practices (FP) from throughout the European Union.
2. Fieldwork missions in the cities where the selected Functioning Practices are located, based on in-depth interviews with local stakeholders and the production of short videos.
3. Development of a cooperative learning kit based on the research component of this project which forms the basis of the training initiative Migrant Integration Academy.

We do not look for perfect models of integration policy which can be adopted wholesale across different city contexts, but we believe there is, across Europe, a wealth of successful initiatives carried out at city level and in partnership with civil society,. Starting from this assumption, we define Functioning Practices (FP) not as the best practices on integration in Europe but as practices relating to successful initiatives that make an outstanding contribution to manage issues at hand.

The selection of Functioning Practices was based on three tools:

- literature review and web browsing;
- consultation of experts and city networks;
- nominations (including a majority of self-nominations) by local stakeholders through a Call for practices.

These were the criteria used for the selection of Functioning Practices<sup>1</sup>:

- a. innovative and successful measures in any fields which have clear goals in terms of integration of people with a migrant background, be they migrant-focused or not;
- b. measures carried out at local level;
- c. measures involving public authorities;
- d. live actions or recently closed actions, i.e. practices concluded within the past two years and consolidated measures that have been implemented for at least two years.

The following sections present the Functioning Practice “*Gelebte Diversität – Lived diversity*”, focusing on how diversity thinking is incorporated in the implementation and staff development strategies of Wohnpartner, the Vienna-based social housing provider. With Wohnpartner initiatives focused at the neighbourhood level, the report is meant to inform the Neighbourhood Strand of the Integration Academy taking place in Turin in February 2014.

<sup>1</sup> For further details see <http://www.eu-mia.eu/>.



Empirical findings are based on analysis of official documents as well as interviews with key actors, stakeholders and beneficiaries.<sup>2</sup> The report is practically oriented given that its aim is to foster exchanges of functioning practices, learning from experience and development of knowledge-based policies: it analyses how the practice concretely works and assesses the main achievements and assets, on one hand, and pitfalls and difficulties, on the other hand. It ends with a look towards possible follow up and transfers.

## 2. Operational Context

As this report addresses diversity as a core element of social housing management, this section will focus on the emergence of social housing (*Gemeindebau*) as a site of lived diversity within a broader context of emerging immigration patterns and evolving integration policies.

### 2.1 Key characteristics: demographic mix, socio-economic indicators and main challenges

The potted version of post-WW2 immigration to Austria operates with four stages: the period 1950-1973 was characterized by Cold War refugees and “guest worker” (*Gastarbeiter*) migration known from other parts of Europe, peaking in the early 1970s; 1973-1989, with labour migration and refugee-related migration, mainly from Eastern Europe and increasing dramatically in the late 1980s; 1989-2004 was a period initially characterized by high numbers of refugees and asylum-seekers from former Yugoslavian countries, including 85,000 war refugees from Bosnia; since the EU enlargement in 2004, immigration from new EU countries increased, while immigration from non-EU countries decreased (Kraler and Reichel 2012).

The proportion of the Austrian population with a migration background – defined as either individuals who have migrated to Austria or Austrian-born individuals whose parents were born abroad – was 18.9% in 2011 (Statistik Austria 2012).<sup>3</sup> Of these, 73% are foreign-born, while the remaining belong to what Statistik Austria refers to as the “second immigrant generation” (ibid: 9). While immigration patterns since the 2004 EU enlargement have been characterized by increasing immigration from new EU countries and decreasing immigration from non-EU countries, the biggest immigrant populations in Austria are nevertheless from Turkey and Ex-Yugoslavia (ibid, p46).

<sup>2</sup> Please refer to Annexe 1 for a list of interviews.

<sup>3</sup> Statistics Austria uses three categories for the monitoring and measurement of the migrant population: Foreign citizens; persons with a foreign background (non-citizens born in Austria and foreign-born residents; persons with a migration background (defined as persons both of whose parents were born abroad) (Kraler and Reichel 2012: 53).

**Table 1. Immigrant population in Vienna 2012, by citizenship.**

Nationality	Population	Proportion of total %
Serbia & Montenegro	73,453	7.2
Turkey	44,256	2.4
Germany	34,285	2.0
Poland	29,573	1.7
Bosnia & Hercegovina	18,280	1.1
Romania	16,994	1.0
Croatia	16,684	1.0

*Source: Stadt Wien 2012.*

This history has left its imprint in Table 1 where the listing of nationalities in Vienna is dominated by the former Yugoslavian countries and Turkey. Moreover, the concentration of immigrants is significantly higher in Vienna than in the rest of Austria. Whereas 20% of the Austrian population lives in Vienna, almost 40% of the foreign-born population is concentrated here. This proportion would seem to be consolidated as 40% of all new annual arrivals from abroad choose to settle in Vienna (Statistik Austria 2012).

There are altogether mixed opinions as to how successfully Austrian immigration translates into integration. Referring to a survey concerning Austrian attitudes to integration, Statistik Austria points to both a high level of dissatisfaction with integration processes *and* a continuous improvement in the way these processes are viewed, concluding that “Austrians have accepted that the old ‘guest worker’ model – whereby foreign workers are let into the country, do their work, and then go home again without being permitted to participate in social processes – is no longer viable” (Statistik Austria 2012: 17). But while celebrating that “they have learned to live with the social consequences”, there is nevertheless evidence of increasing segregation, with nearly half the population of foreign origin living in districts where “immigrants constitute more than 25% of the population” (ibid: 14).

At the same time immigration has been, and remains, a contested issue in Austrian politics, never more so than under the anti-immigrant banner of the Austrian Freedom Party (FPÖ). It was in particular under the leadership of Jörg Haider that the FPÖ served to polarize Austrian society, with FPÖ winning 26.9% of the electoral vote in 1999. But after a marked dip when Haider left the party in 2002, FPÖ has been gaining support consistently throughout the 2000s, with its share of the electoral vote doubling from 10% in 2002 to 20.5% in 2013. As it will be elaborated in other parts of the report, the politisation of immigration is in particular experienced prior to national elections, with campaigns often targeting the visible “other”, typically the Turkish-speaking population.



## Housing and residential geography

There are significant differences between the housing outcomes for the Austrian majority population and residents with migrant background. Whereas more than half of all households that included a native Austrian in 2011 lived in owner-occupied accommodation, this was only the case for 25% of immigrant households. This obviously translates into a high dependence on rented accommodation, with 85% of Turkish immigrants and 76% of immigrants from Former Yugoslavia living in rented accommodation in 2007 (BMI 2009: 62). The percentage of household income spent on accommodation (housing cost quotient) was typically higher among immigrant than among Austrians. Whereas 44% of all persons of Turkish origin had to spend more than 25% of the household income on accommodation (as opposed to 18% in the population as a whole), persons of Turkish origin were also the ones most likely to live in cramped conditions (Statistik Austria 2012: 76). With such figures it is hardly surprising that there is an interest among immigrants in accessing affordable rented accommodation.

In Vienna, where social housing (*Gemeindebau*) has been a local government priority since the emergence of a Social-Democrat led “Red Vienna” in the aftermath of WW1, the picture is markedly different from the rest of Austria. Where social housing in 2007 accounted for 25% of dwellings in Austria as a whole, the corresponding figure in Vienna was 48% (Reinprecht 2007: 35). The higher concentration of immigrants in Vienna is also reflected in the social housing occupancy. Overall, 6% of social housing units in Austria were in 2007 occupied by immigrants, as opposed to 33% in Vienna (Reinprecht 2007: 40).

But it is important to emphasize that this is an area that has seen rapid change over the past years. Whereas residents with migration background in 1995 constituted 9% of the total resident population in social housing in Vienna, the proportion had increased to 45% in 2008 (Wohnpartner 2013a). This very significant hike is in part explained through EU-enforced changes to allocation rules that allowed EU citizens and, since 2006, non-EU citizens to access social housing in Austria (Reinprecht 2007). The long-term impact of these changes are still unknown, but it has been argued that because social housing has been associated with the ability to balance social and spatial cleavages and contribute to social cohesion because of the more equal living standards it provides, a more inclusive mix might lead to reduced social and ethnic segregation (Schaeffer 2009: 14).

On the other hand, it has been suggested that changes to Austrian housing policy – first and foremost the ongoing liberalization of the housing market that has led to a shrinking role for local authorities – have served to aggregate the risk of segregation and concentration of immigrant populations. Arguing that it is important to open access for immigrants not only to municipal housing, but also to housing associations and other social housing sectors, Reinprecht continues: “*Long-term participation and integration strategies must be developed, which should include the creation of local mechanisms for conflict management and interest bargaining outside the traditional corporatist system*” (Reinprecht 2007: 41-42). These challenges evolving around the increase in residents with migrant background and the emphasis on integration strategies and conflict management are key to the emergence and operationalization of Wohnpartner, as discussed in section 3.

## 2.2 Policy context: local policy community and key interventions

It was due to a perceived looming immigration crisis, with unprecedented levels of immigration and high levels of asylum applications that integration emerged as a key issue in Austrian migration policy debates of the early 1990s. Under the slogan “Integration before new immigration” (*Integration vor Neuzuzug*), there was no overall integration strategy, but rather an increasing debate over the requirements that migrants needed to fulfill in order to qualify for Austrian citizenship (Kraler and Reichel 2012: 49).

A major shift from the “classical”, minority-oriented integration policy occurred with the launch of the Viennese “Integration and Diversity Monitor” in 2010, after more than three years of preparation. This signaled a move towards a diversity-oriented integration policy aimed at mainstreaming migration and integration issues across different policy fields. Key here is that “[...] inclusion of disadvantaged minorities must go hand in hand with an awareness and acceptance of diversity along the lines of class, gender, ethnicity, sexual orientation, etc.” (Kraler and Reichel 2012: 59). Keeping in mind the objective of enabling systematic monitoring of policy implementation and the identification of future challenges (Europaforum Wien 2010: 11), there are two aspects to the monitoring process:

- **Integration monitor:** defining integration as the incorporation of all sections of the population into central domains of society, an integration monitor has been developed that focuses on key dimensions of integration across a number of pre-defined thematic areas in the city of Vienna. Indicators have been defined for each area.
- **Diversity monitor:** this is an instrument for measuring the extent to which the Viennese administration has implemented its proposed integration-oriented diversity policy. The diversity monitor is split up into seven areas of activity, each of which are assessed in terms of: service delivery and customer orientation; training and competence of staff; strategy and organisation.

Central to the broader integration context in Vienna is also the Vienna Charter, developed in consultation with local residents and stakeholders and presented in late 2012. Whereas a discussion of the charter is beyond the scope of this report<sup>4</sup>, the charter’s emphasis on diversity, respect and communication resonates with core elements of the Wohnpartner approach, as elaborated by Roland Engel, diversity advisor at Wohnpartner:

*“An integrated definition of belonging, independent of skin colour, gender, and cultural background, is only slowly emerging in Vienna. This is a challenge, because for as long as there is no top-down definition, the ‘We versus them’ remains the dominant discourse. In other words, there are the ones who self-identify as Austrian, and then there are those who are labelled as Ausländer, foreigners. And here Wohnpartner has a role to play in creating a sense of ‘We’ at micro-level, in the housing estates. Accordingly they play a role in the integration process, and they can also provide some signposts towards how a new ‘we’ can look in wider society.”*

<sup>4</sup> For more info on process and content of the Vienna Charter, [https://charta.wien.gv.at/start/charta/files/2013/02/charta\\_info\\_english\\_small.pdf?681833](https://charta.wien.gv.at/start/charta/files/2013/02/charta_info_english_small.pdf?681833)

### 3. The Functioning Practice: *Gelebte Diversität* – Lived Diversity

This section addresses the design and execution of social housing services provided by Wohnpartner, with particular emphasis on strategies for staff development and learning processes.

Wohnpartner was launched by the City of Vienna in 2009 as part of *Wohnservice Wien*, but with a strong neighbourhood emphasis in its name (*Wohnpartner: Das Nachbarschafts-Service im Wiener Gemeindebau*).<sup>5</sup> It replaced what was up to then known as *Gebietsbetreuung Wohn*. Operating with a similar remit, *Gebietsbetreuung* was carried out by a number of smaller agencies all working on fixed contracts. There was limited coordination, organisation and methodology, with more limited resources, and there were no structures in place for learning and development. With many present day Wohnpartner employees previously working as part of *Gebietsbetreuung*, a pool of neighbourhood-specific experiences has been carried forth into the new set-up.

#### 3.1 Objective and methodology

Wohnpartner's aim is “[...] *to improve the living conditions of residents and the quality of life with Vienna's public housing by promoting good neighbourly relationships among residents*” (Wohnpartner 2012: 5). Emphasis is here on the promotion of solidarity and individual responsibility, thus empowering residents to be active and committed to active participation in the shaping of their living environment (ibid). There is, accordingly, an emphasis on the goals of the interventions rather than the inherent characteristics of the target areas. The diverse nature of the housing estates is, accordingly, not mentioned as something to be overcome, but rather as a central consideration when composing neighbourhood teams.

##### The teams

Reflecting the operational neighbourhood emphasis, Wohnpartner is characterised by a small management staff, whereas the vast majority of the 151 Wohnpartner employees are organised in a total of nine neighbourhood teams.<sup>6</sup> In line with the “Guiding principles” of the organisation, the teams are put together according to “principles of diversity”: “*The diversity of interests, needs, and living situation within community housing calls for teams that bring an equal amount of diversity in knowledge, skills, experiences and so forth*” (Wohnpartner 2012: 9). This emphasis on diversity as a characteristic of the target group as well as a key principle behind team composition of Wohnpartner teams was reiterated by Elena Resch, Wohnpartner team leader:

*“First of all, I don't think we should talk about Wohnpartner, but rather about the people Wohnpartner works with. Wohnpartner constantly engages with people who carry very different kinds of luggage with them. In order to respond efficiently to this diversity, the Wohnpartner teams need colleagues who are able to handle this diversity. This starts by recruitment, and it is then carried on into the composition of teams. Accordingly, we have colleagues with different professional background, carrying with them different sets of life experiences, as well as differences in culture, language and age. In this way the*

<sup>5</sup> Wohnpartner: The neighbourhood service in Viennese social housing

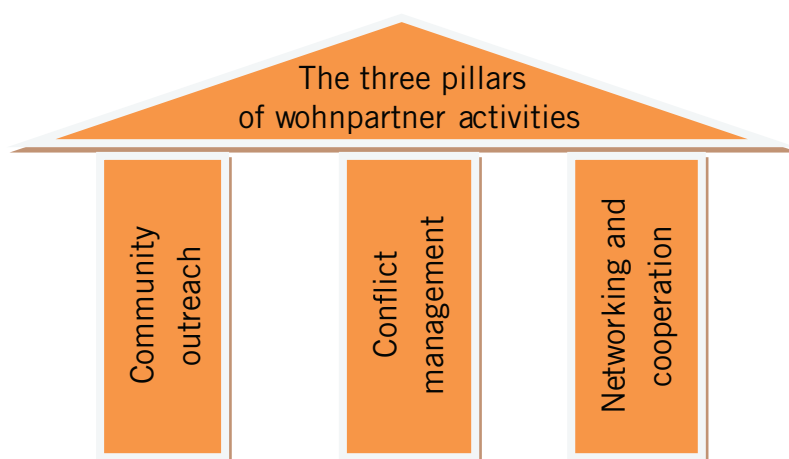
<sup>6</sup> Please see annexe 2 for a map of wohnpartner districts.

*competences and knowledge of a team is being put together in order to accommodate and engage with this diversity. My team of 15 members originates from seven different countries, they speak 12 different languages and derive from seven different professions."*

This multi-dimensional emphasis on diversity is also reflected in the profile of Wohnpartner employees. In mid-2013, one third of the 151 employees had a migrant background, a total of 19 languages were spoken, and the employees, aged from 22 to 61 years, derived from 29 different professional backgrounds (Wohnpartner 2013a).

### 3.2 Chronology and organisation of activities

Wohnpartner had, in the 2011 development of its principles, organised neighbourhood interventions into three "pillars" (*Säulen*).



Source: Wohnpartner 2012

**Community outreach (*Gemeinwesenarbeit*):** Community outreach is oriented towards the needs of local residents, aiming to empower and build self-reliance. It includes support to tenants associations and training of volunteers. Part of the outreach is Wohnpartner *unterwegs* (Wohnpartner on the road), a proactive approach since 2010, with Wohnpartner employees (on bicycles) visiting housing estates in the afternoon and evening, engaging in conversations with local residents. This has led to both thematic re-focusing – with more emphasis on mothers with young children – as well as emerging patterns concerning the frequency of meetings, with negative correlation between the number of encounters and the size of housing estates (Wohnpartner 2013: 17). Other projects include the establishment of community gardens and intergenerational playgrounds as well as the establishment of estate-based community centres (*BewohnerInnenzentrum*) and the Vienna-wide staging of “neighbourhood chess”.

**Conflict management (*Konfliktarbeit*):** Key here is an understanding of conflict as not just an isolated event, but a possible indicator of social change, and thus potential “starting points for broadened social

competence and raised awareness of diverse interests and needs” (Wohnpartner 2013). These aspects concerning diverse interests have become more pertinent as a result of the ongoing demographic changes on many housing estates, with an increasing proportion of residents with migrant background. Aiming to find resources that residents can use to resolve conflicts on their own, training in mediation is a central part of the capacity building of Wohnpartner employees, and in 2012 an internal “Manual for conflict management conflict work” (*MitarbeiterInnen-Handbuch Konfliktarbeit*) was produced. A total of 4,279 conflicts were reported in 2011, with conflicts over noise by far the biggest single category (43% of all cases). In total, 34% of the 2012 workload of Wohnpartner staff consisted of conflict management.

**Networking and Cooperation (*Überregionale Vernetzung*):** Known in an Austrian context as a *Drehscheibenfunktion* (hub), this refers to the role of the Wohnpartner-teams in facilitating connections between resident groups and other, sometimes non-local, service providers and civil society organisations. Conversely, Wohnpartner’s local presence and understanding of the socio-cultural local context also enables the organisation to serve as a contact point for non-local agencies that want to target local residents.

Though presented as separate “pillars”, it is evident that these are overlapping, mutually supporting areas of intervention, with locally based staff involved in work in relation to all the areas

### 3.3 Learning and evaluation

Rather than a post-project exercise, the continuous evaluation, learning and development is very much part of the Wohnpartner set-up. The unit for Professional Development and Quality Management, known as FEQS, (*Fachliche Entwicklung und Qualitätskontrolle*) (see annexe 3), is part of the management structure, but it is also the unit that is responsible for the learning and development processes that result from continuous dialogue with Wohnpartner staff – as explained by Tove Raiby, the head of FEQS:

*“Our main concern is how the knowledge generated through the local work can be made accessible to everyone in the organisation. The team members who work with the local residents gain a lot of experiences, and these experiences may result in changes to our methods and approach. We attempt to do this in the ‘Reflection sessions’ that we hold with the team members. Apart from that, it is also important for us that Wohnpartner is a learning organisation. That means that we gather inspiration and knowledge from other agents, from the scientific community and from other stakeholders, and attempt to make use of it inside the organisation.”*

An example of the inclusive and participatory approach is the development of the “Wohnpartner Guiding Principles” (*Grundsätze*), a short brochure outlining the key values and principles underpinning Wohnpartner strategies (Wohnpartner 2012). This took place at a number of workshops in the spring and summer 2011 – after one and a half years of Wohnpartner activities – where goals, tasks, strategies and values were discussed. The editing team, which subsequently took the ideas forward and finalised the document, comprised representatives from the management level as well as “frontline” staff members from different Wohnpartner teams.

A number of different formats are used for staff reflection and development activities. These are Subject Work Groups (*Facharbeitskreise*), regular feedback and reflection rounds (*Reflektionsrunden*), and focus groups.

**Subject work groups:** These theme-based groups are seen as an important tool for quality management as well as a platform for exchange between employees. New themes are chosen on an annual basis, but they are usually associated with the previously presented pillars of intervention. Accordingly, in 2012 the community outreach group addressed challenges relating to work with hard-to-reach target groups, and another work group focused on conditions and guidelines for work with volunteers (*Ehrenamt*) (Wohnpartner 2013: 23).

**Reflection rounds:** These rounds concern knowledge transfer and sharing between employees, and they are mostly Vienna-wide, involving staff from several teams. The reflection rounds typically aim to collate the learning related to specific projects. In 2012, such projects – with related reflection rounds – included “Neighbourhood chess”, “Holiday in Gemeindebau” and “Wohnpartner unterwegs” (ibid).

**Focus groups:** The focus group is, at the core, a demand-led self-learning process that enables employees to share experiences. The Turkish focus group constitutes such a self- and group-learning process. But it also emerged from a specific political situation, namely the 2010 electoral campaign where immigration/integration became a “hot” topic, with particular focus on the Turkish-speaking minority, by far the biggest non-European minority in Austria. Due to these tensions, Turkish-speaking Wohnpartner employees were given the opportunity to establish a focus group – as explained by Süleyman Cediz, the focus group coordinator:

*“The theme of Turkey and Turks often becomes very politicized. Why don’t they integrate? Why don’t they speak German? Why don’t they learn German? Why, why, why. Of course, as an employee you are always confronted with these questions. How can I deal with it in a fair and professional manner? Last week a lady entered the office, and I was here together with my colleague. My colleague is Viennese, and I’m from Turkey, and I greeted the lady, and she said she wanted to talk to someone from Austria. OK, I told my colleague that she wanted to talk to an Austrian. Or on the phone, if they hear that my pronunciation is different, some will just hang up.”*

Meeting every 4-6 weeks, the focus group thus provides a space and opportunity for Turkish-speaking employees to exchange experiences, discuss possible strategies and, if necessary, feed back to the management.

## Opinions of beneficiaries

As the ambition of this report was to explore the “mainstreaming” of diversity in relation to Wohnpartner strategies for employment and training practices, the immediate beneficiaries for the purpose of this exercise have been the employees. Most of these were very positive about the organisation and its approach, emphasizing the continuous learning and opportunities for staff development – as expressed by Rene Selinger:

*“Well, what Wohnpartner does differently in relation to the employees - that is about the discussions, the group discussions that employees are very much involved in, in relation to new initiatives, manuals*



*and so on, and I find that really good for the developmental process. Wohnpartner is changing very rapidly, sometimes perhaps too rapidly. But most important is, however, that it does not stand still."*

### **The next steps**

Wohnpartner, and the *Gelebte Diversität* approach, has overall been received very favourably, as evidenced by the awarding of the Austrian Integration Award (*Österreichische Integrationspreis*) in the category for Business and Employment (*Unternehmen und arbeiten*). This served to heighten an already significant awareness of Wohnpartner's work. In 2011 and 2012, Wohnpartner was visited by housing providers from a number of Austrian cities as well as Prague, the Ruhr district in Germany, and a delegation of housing providers from The Netherlands.

## **4. Conclusions**

This report has aimed to provide a short overview over the diversity strategies of Austrian social housing provider Wohnpartner within an overall context of significant changes in the demographic profile of social housing areas in Vienna and more inclusive Austrian integration discourses.

Wohnpartner, and the provision of social housing (*Gemeindebau*) in Vienna should be understood within the context of a city that has been Social Democrat-led since 1919, and where social housing continuously has had a high priority. So, when Wohnpartner was set up in 2009 in order to replace *Gebietsbetreuung* that had been carried out by different private service providers, it was in order to invest in the quality of neighbourhood services. Wohnpartner is accordingly – and certainly in comparison with social housing providers in other national contexts – exceptionally well resourced.

Apart from supporting specific initiatives that are tailored to the specific neighbourhoods level, it has also been possible to invest in structures that serve to systematically organise and capitalise from the experiences of Wohnpartner staff. The organisational set-up that operates with a unit of professional development and quality management provides a structure that allows experiences of employees to be fed into the continuous development of the organisation. Continuous learning is, accordingly, very much part of the Wohnpartner approach.

There is a strong correspondence between the recent Austrian integration policies – as articulated for example in the Vienna Charter – and the key approaches pursued by Wohnpartner. Core to the implementation strategy is an understanding of diversity as an asset. This is in particular expressed in the composition of the implementing teams that are based in different neighbourhoods. Operating in a context characterised by increasing levels of cultural, ethnic, religious and generational divides, the Wohnpartner teams are carefully composed with the ambition to balance different sets of linguistic, professional and ethnic competences, and staff are accordingly able to engage with a broad range of residents in a number of different ways.

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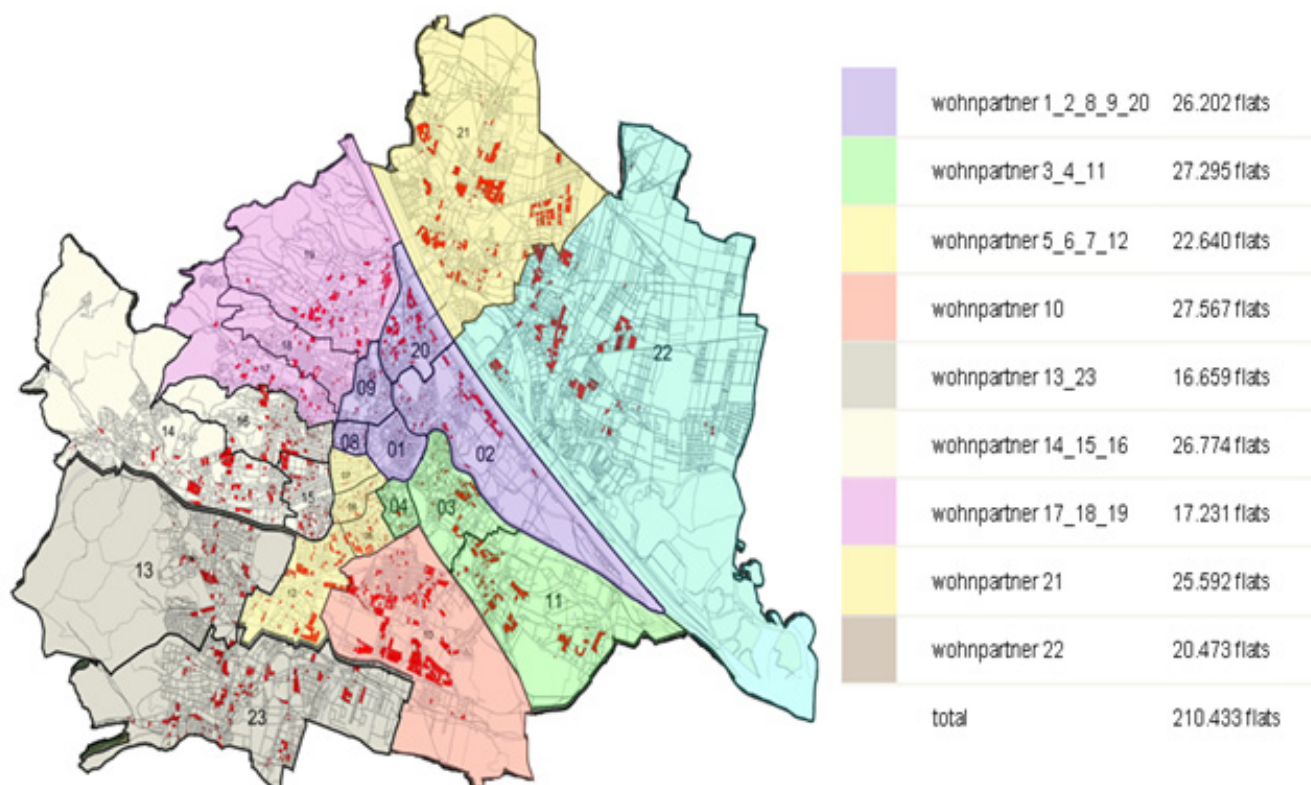
## Annexes

### Annex 1 - Interviews

#	Date	Name	Position and Project role
1	24.06	Tove Raiby	Head of unit for Professional development and quality control
2		Burak Büyük	Team member
3	25.06	Süleyman Ceviz	Team member
4		Gül Akkilic <sup>1</sup>	
5	26.06	Rene Selinger	Team member
6		Study circle	20-30 staff members participating
7	27.06	Elena Resch	Team leader
8		Roland Engel	Diversity advisor
9		Josef Cher	General manager
		Claudia Huetter	
10		Tove Raiby	Head of unit for Professional development and quality control
11	28.06	Daniella Schagerl	Team member
12		Rene Selinger	Team member

1: Key elements of interview repeated on 27.06.

## Annex 2 - Map of Vienna, divided into Wohnpartner districts.

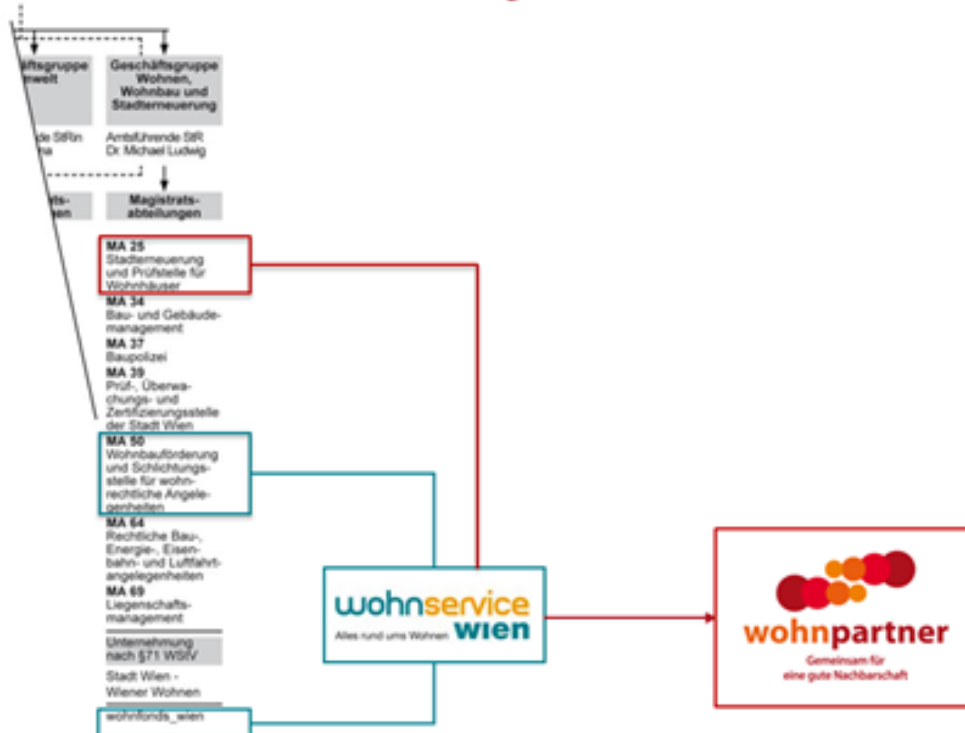


Red-shaded areas denote social housing estates.

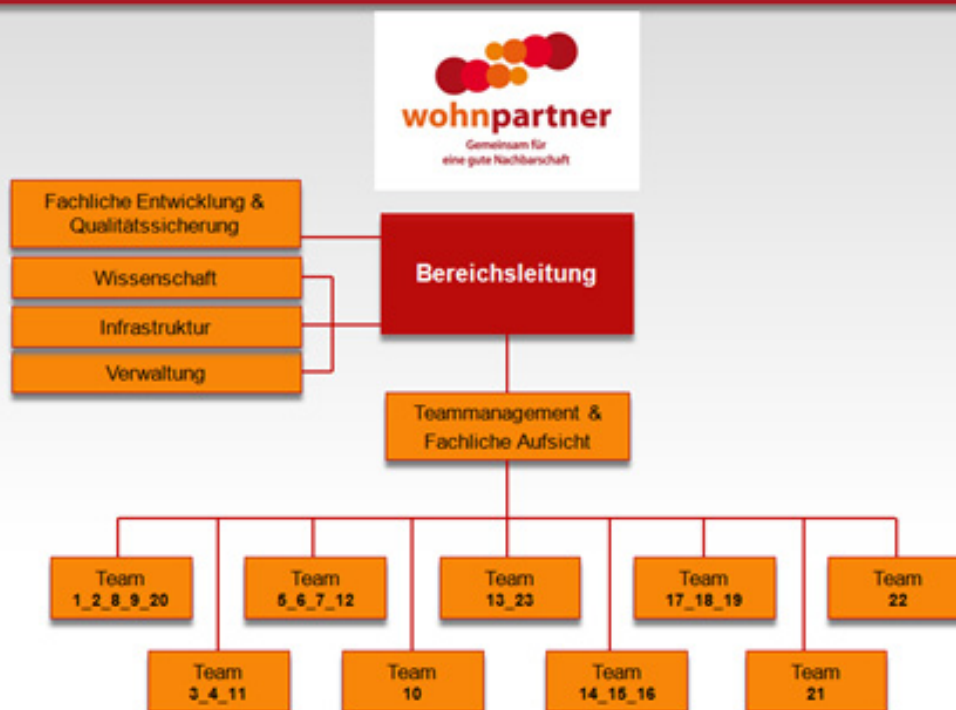
Area described by Daniella Schagerl  
in EUMIA documentary.

## Annex 3 - Wohnpartner

# How Wohnservice Wien and wohnpartner is embedded in the city administration



## Organigramm wohnpartner



# The Partners

The **International Training Centre of the International Labour Organization** (ITCILO) is the consortium leader in charge of the implementation of the EU-funded EU-MIA project.

The consortium research partners are:  
the **Centre on Migration, Policy and Society** (COMPAS) at the University of Oxford and the International and **European Forum of Migration Research** (FIERI).



If you want more information on the project please visit our website: [www.eu-mia.eu](http://www.eu-mia.eu) or contact:

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